

Charlotte County
Board of County Commissioners
Staff Report
November 2009

Budget & Administrative Services

Budget Department

- Distributed monthly Fiscal Reports to departments
- Impact Fee Report updated and distributed.
- Planning for FY10/11 Budget Process. Developing calendar and forms for distribution including new template for Performance Budget Summaries.
- Finalized year end budget amendments and transfers to close out FY08/09.
- Processed quarterly 269a financial report in Grant Management System.
- Prepared and printed FY09/10 Budget Line Item Book, which is posted on County Website.
- Prepared end of year budget amendments and transfers for approval.
- Continued working with Legal on five proposed new districts for 2010 – Pirate Harbor S&D, Little Gasparilla Island Fire Services MSBU; SGC Beautification Development & Maintenance, Wastewater Service Program - Area 1 and Water_Service Program - Area 1. The resolution for uniform collection of non-ad valorem assessments for these units was adopted.
- Updated all CIP projects in EDEN Project Module with amended CIP budget figures.

Fiscal Services Division

- Public Safety Department:
 - 11/24/09, BCC approved budget amendments to allocate the 3 grants below that have been awarded to Emergency Management for FY09/10.
 - State Homeland Security Grant Program for \$45,000 provides 100% funding for Planning, Training and Exercises consistent with Homeland Security State Strategy guidelines.
 - Emergency Mgt Preparedness Assistance for \$102,724 provides funding for operational costs of Emergency Mgt to comply with FI Dept of Emergency Mgt scope of work.
 - Hazard Analysis Update grant for \$2,716 provides 100% funding for County to continue to record the locations and types of hazardous materials in the County.
 - Radio Communications provides in-house radio repair services since 5/09 and a savings in repair costs of approx. \$12,000 to various user department and agencies. In addition to the savings, the turn-around time is much quicker than sending the units out for repairs and this has brought in additional revenue to the Radio Communications Fund. Department received much positive feed-back from the users on this in-house program.
- Facilities and Parks and Recreation Cultural Resources, Building Construction Services & Growth Management:
 - Finalized FPL Consolidation Support spreadsheets. Held final meeting with Finance.
 - Completed year end sports park spending analysis – to support outsourcing of Sports Park field maintenance.
 - Completed Event Center Revenue Payout Analysis.
 - Provide financial information for Energy Block Grant Application. Initiated agenda item.
 - October reconciliation for Sanitation Fees, Landscape Bonds, ROW Bonds and Impact Fees complete.
 - Updated State required breakout of Commercial and Residential Impact Fees collected for October.
 - Assisted in the implementation of Accela.
 - Provided Financials for the GPS Grant application for the Library.
 - BCS had 7 SFH permit issued for month of November a decrease of 16 permits from October 2009. November 2009 has seen a decrease of 4 permits from November 2008.

- Public Works
- For November 2009 PW Finance:
 - Received following for grant reimbursements and joint project agreements: Total received \$329,993.47.
 - \$8,178.51 from FDEP for Knight Island Monitoring related to Stump Pass dredging.
 - \$56,103.91 from City of North Port for their share of Apollo Waterway drainage control structure.
 - \$20,407.37 from City of North Port for their share of Jupiter Waterway drainage control structure.
 - \$102,355.35 from FDOT for Aqui Esta road construction and management.
 - \$26,809.04 from FDOT for Piper Rd design and Right of way purchases.
 - \$59,500.00 from City of Punta Gorda for traffic signal/lighting maintenance agreement.
 - \$42,291.28 from City of Punta Gorda for Aqui Esta utility work.
 - \$9,578.17 from City of Punta Gorda for their share of Aqui Esta road construction.
 - \$4,769.84 from City of Punta Gorda for their share of Aqui Esta road design.
- Invoiced for the following:
 - \$147,110.99 to FDOT for Aqui Esta road construction - \$32,742.03 to the City of Punta Gorda for Aqui Esta utility work.
 - \$9,345.95 to the City of Punta Gorda for their portion of Aqui Esta road construction.
 - \$56,103.91 to the City of North Port for their portion of the Apollo Waterway drainage control structure construction
 - Fiscal year end - Completed the GASB 34 report for the Clerk's office on capital roads, bridges and drainage structures added the past fiscal year.
 - PW Finance was the collection point for more than 200 pounds of food the PW employees donated to the Charlotte County Human Services food pantry before Thanksgiving.
- Human Services:
 - Gathering data requested for the upcoming SHIP Housing Audit by First Housing.
 - Rich Weingarten is assisting Facilities with the Energy Grant application process.
 - Participated in a mandatory statewide CSBG ARRA teleconference call regarding reporting of retained and created positions with ARRA funding.
 - Public Works employees' collected-donated canned goods for Human Services food closet delivering canned goods in time for the holidays; numerous families will be assisted.
 - Holding meetings with Housing Partners in setting up processes for new housing programs like Neighborhood Stabilization Prog, Impact Fee and FL Homebuyers Opportunity Program.
 - Prepared for and worked on the annual Area Agency on Aging Administrative monitoring of the Senior Services grants for the Human Services Senior Programs.
 - Worked with Habitat for Humanity in setting up the Impact Fee payment system.
 - Attended the Grand Opening and Blessing of the Marion Manor Multi-Family Housing Complex on Lister Street. This was built with the County as one of the partners using a portion of the Housing grant funds.
- CCU/EES:
 - Met with Kim Corbett go over Bank of America prog "Works" to improve credit card purchase reconciliations.
 - Refined the Fiscal timecard and payroll input to improve on time constraints.
 - PRMG CCU rate consultants were awarded a contract for the next year.
 - Closed out the fiscal year (2009) for all finances except Bonds.
 - Filed three (3) CCU applications for continued SWFWMD Funding and one (1) EES application for SWFWMD Funding.

I.T.

- Charlotte County Purchasing Emergency Vendor Website Online: Charlotte Counties Emergency Vendor Registration site is back online and accepting applications for vendors in time of emergency. The site helps make us better prepared should we have an emergency situation in the future.

- Bank of America Move Completed: Process which Charlotte County Utilities interacts with the Bank of America was moved and reconfigured speeding up the CCU check processing.
- County Network monitoring tool, IPMonitor, put in place: Proactive network management tool is now monitoring all core network devices. If a device fails, the IT department will be notified about the device failure within 5 minutes. This allows us to know about failures without relying on a user to call the service desk to report it.
- Completed a VSAT vulnerability assessment for Wastewater/SCADA: Provide to homeland security to with a review of the security of out water treatment plants and to provide recommendations on improvement options.
- Charlotte County Purchasing Emergency Vendor Website Online: Registration site is back online and accepting applications for vendors in time of emergency -site helps make us better prepared should we have an emergency situation in the future.
- Bank of America Process move Completed: Charlotte County Utilities interacts with the Bank of America was moved and reconfigured speeding up the CCU check processing and saving time.
- Moved "Charlotte's Web" Employee Website: Successfully off the legacy web server to new production web server resulting in greater stability and user availability.
- Charlotte County Employee Phone Book Automation: Internal BCC phone book is now automated to come directly from the Active Directory information (where the individual county login information is stored) resulted in more accurate and up-to-date information to be disseminated to County Board staff. This is the completion of the first step in creating a comprehensive phone directory for all of County Government.

Purchasing

- Pre-bid meetings held:
 - 10-002 Electrical Contractor - Annual Contract
 - 10-040 Appliance & Scrap Metal Recycling - Landfill
 - 09-355 Radios & Accessories - Annual
 - 10-036 HVAC Replacement - Harold Ave Recreation Center
 - 09-283 Site Prep, Supply & Setup of Steel Building
 - 09-267 Disposal of Waste Tires - Annual
 - 09-332 Landscaping - Grove City Walking Park
 - 10-050 Paving Program - FY 09/10
 - 10-023 Generator Maintenance - Annual
 - 10-073 Telecommunications Install, Maintenance & Repair - Annual
- Bids due and received:
 - 10-006 Effluent Pumps - Annual
 - 10-009 HVAC Contractor - Annual
 - 10-038 Demolition Commercial / Residential Structures - Annual
 - 09-312 Vehicles - Annual
 - 10-040 Appliance & Scrap Metal Recycling - Landfill
 - 10-002 Electrical Contractor - Annual
 - 10-029 US 17 Landscape Maintenance - Annual
 - 09-361 Manasota Key Drainage
 - 09-267 Waste Tire Removal Landfill - Annual
 - 10-036 HVAC Replacement Harold Ave Recreation Center
 - 09-366 Radios & Accessories - Annual
- Pre-Construction meeting held:
 - 10-016 Stormwater Control Structures - Midway Blvd.
- Quotes due and received:
 - 10-031 All Hazards Incident Management Training Services
 - 10-025 Employee Assistance Program (EAP) - Annual
 - 10-047 Rebuild of Existing Drive Unit
 - 10-046 Pool Drain Cover Retrofit

- 10-037 Cooling Water Treatment - Annual
- 10-058 Electronic Waste Disposal - Annual
- 10-065 Aqua Ammonia - Annual
- 10-068 Security Alarm Monitoring - Annual
- Negotiation meetings held:
 - 09-326 Recreation Equipment Rental
 - 09-348 Medical Director - Fire / EMS
 - 09-177 Construction Manager at Risk - Placida Road
- Pre-submittal meetings held:
 - 09-371 Bio-Diesel Fuel System for East Port Water Reclamation Facility
 - 10-014 Construction Administration Services - ASR Well - Rotonda
 - 09-352 Utility Emergency Repairs - Annual
- Work Assignments due and received:
 - 10-072 Elevator Modernization - Administration Center

Real Estate Services

- Burnt Store Road, Winchester South and Midway Expansion: Acquired parcels needed for 1st phase of Burnt Store Rd except those needed from River Haven Mobile Home Park. Order of Take hearing scheduled December. Acquisitions for Winchester South completed. Order of Take hearing for parcels for Midway Phase 1 early January.
- Piper Road: Completed right-of-way acquisitions for phase 1 portion -working with P.W. to consider possible realignment of southern portion of the roadway as requested by the Florida Department of Transportation. Any change would be subject to County approval.
- Environmental Lands Acquisition Program: Program in abeyance.
- Flamingo/Edgewater: Acquired 332 lots for project -planning another "mass mailing" of offers in early 2010.
- Inter-modal and Logistic Center: Working with Eco Development outlined acquisition process for 20 acre site -acquisition subject to BCC approval and Federal Tiger Grant.
- Public Works, Administration, Parks & Recreation and Utilities: Continue to work with these departments in obtaining easements, title searches and reviewing a number of land related issues.
- Releases and Occupations of Easements: Early indications we will process a significant number of applications on par with last year's record (over 360 applications processed).
- Stump Pass Renourishment Project: Over 135 signed easements have been obtained to date. Easements sought from private land owners at no cost to the County.
- Weir Replacement Projects & Easements for Canal Dredge-Spoil Sites: Working with P.W. and private land owners to obtain Temporary Construction Easements to assist with site access when work begins.
- Neighborhood Stabilization Program: Awaiting word from Bob Hebert to proceed.
- Annual Real Property Inventory Book: Handed out annual report to BCC, Admin, County Departments & Divisions. CD copies too many recipients in order to save paper.
- Miscellaneous: Assisted Attorney's at trial with on-site tour of real property in West Cty.
- Office Space Research: Assisting P.W, Facilities & Admin evaluating options for possible relocation of staff currently housed in temporary construction trailers on Florida St.

Building Construction Services

- Summary:
 - Single Family permitting numbers down for the month of November with only 9 permits being issued. However, this number is not out of line for this time of year with eleven issued in 2008.
- Updates and Accomplishments:
 - BCS went "live" with the new Land Management Software, Accela, on Monday, November 9. Aside from the expected issues of learning a completely new system, the project, thus far, has been a success. Customers have been receptive to the new website and processes. One item

of note – we are experiencing a few issues with our reporting capabilities in Accela which impacts our ability to provide some information this month, including Financials. These issues will be resolved prior to next month’s report.

- Code Enforcement staff was invited to be guest speakers at this month’s Southwest Florida Roofers Association meeting. The meeting was attended by roofers, local law enforcement and other state agencies. The organization expressed admiration of our code enforcement processes and invited Charlotte County to attend future meetings.
- BCS hosted a seminar on Mobile/Manufactured Home Installation Standards. The seminar was presented by the Bureau of Mobile Home Construction and covered such topics as placement, set-up and tie-down of mobile/manufactured homes, as well as open discussion about codes, permitting and inspections of mobile/manufactured homes. The seminar was well attended by staff and mobile/manufactured home installers, dealers and setup companies.
- Staff attended The Myakka River Branch of the US Green Building Council and the Home Builders Association Manatee-Sarasota sponsored a Green Home Tour on Saturday November 21. The tour included 13 houses displaying environmentally friendly products that help to enhance the comfort, quality, safety, durability, and energy performance in green homes. Participating homes featured a wide range of styles, sites, and price points. Some homes were still under construction so that green features normally concealed from view were visible. All of the homes on tour are either certified, or will be upon completion, under at least one of three major green programs: Florida Green Building Coalition (FGBC), National Association of Home Builders (NAHB) or USGBC LEED for Homes.

Item	Total FY09	Nov-08	Nov-09	FY09YTD	FY10YTD
Single Family Permits Issued	241	11	9	38	32
Multi Family Permits Issued	1	0	0	0	1
Commercial Permits Issued	170	15	13	35	24
All Other Permits Issued	9684	860	735	2035	1916
Customers Served	15488	1319		2936	2341
Plans Reviews	6809	550		1366	730
Inspections	48393	4482	4475	11166	9883
Permitting Revenue	\$2,267,181	\$197,623		\$413,347	\$177,190
Permitting Expenditure	\$4,517,247	\$365,444		\$483,407	\$156,836
Licensing Revenue	\$102,094	\$1,888		\$10,562	\$29,940
Licensing Expenditure	\$757,802	\$59,243		\$111,043	\$13,773
Online Utility Permits	366	30	36	66	72
Utility Inspections	577	17	0	58	25
PTO's & ROE's	15	1		3	1
ROW Applications Reviewed	1380	146		280	134
Action Orders Initiated	4204	286	213	596	563
Code Cases Initiated	2346	203	109	311	364
CEB Cases Heard	396	52	54	82	99
Citations Issued and \$ Amount	\$32,095	\$5,595	\$3,000	\$6,345	\$8,100
New Contractor	449	50	8	81	57

Licenses Issued					
Contractor Licenses Revoked	16	3	0	3	1

Economic Development

- Inquires/Appointments/Successes:

- Green Futures Expo and Energy Options conference weekend successful. Several of the guest speakers and County staff given a tour of FPL's DeSoto Next Generation Solar Energy Center.
- Worked with BCC Office in the preparation and presentation of a follow-up workshop to the November 2 Energy Options Conference.. A few of the speakers from the Energy Options Conference spoke at the Workshop and a few joined the workshop thru WebEx conferencing. The BCC and the State legislators discussed policy issues that surround renewable energy at the local level. About 30 people listened to the presentations and discussion.
- Don Root attended the quarterly meeting of the Florida Economic Development Council (FEDC).
- Dept recruited new business, assist small business and lend support and encouragement to expansion of existing companies. This quarter's focus was on Economic Gardening which is the practice of working with companies that have advanced beyond the startup stage with the intent and potential for additional growth. A second stage business has the ability to grow and provide additional jobs in the community. An Eco Gardening Business Loan Pilot Prog has been created to support those businesses that qualify as a growing business. A presentation was also made by the FI Institute of Eco Development who is partnership with the FEDC, will be a consolidated source for both professional development and stakeholder education (Economic Development 101 for community leaders) – a one-stop-shop for economic development education.
- Debrah Forester was elected Vice Chair of the Technical Advisory Committee (TAC) of the Charlotte County-Punta Gorda Metropolitan Planning Organization. Our efforts to recruit and maintain existing businesses continue with:
 - 33 pending prospects.
 - Appointments with 13 local businesses.
 - 8 new projects reviewed; custom presentations developed for 11 businesses.
 - Provided 10 external companies & 8 Cty depts with demographic and market data packets.
 - Met with 4 existing businesses under Business Expansion and Retention to complete interviews on business needs. Coordinated follow-up with the Program Specialist including the preparation of a status report for EDO Director and the Workforce Development Board representative.

- Meetings:

- International Level
 - European Business Council
- State Level
 - Florida Economic Development Council
- Regional Level
 - Southwest Florida Economic Development Partnership
 - Urban Land Institute Board and Sustainability Committee meetings
 - Florida Blue Chip Community Business Award Luncheon
 - Southwest Florida Regional Technology Partnership Teleconference
 - Southwest Florida JOBS Teleconference
 - Urban Land Institute Sustainability Committee Meeting
 - Florida Economic Development Council Board Meeting
- Local Level
 - Directors' Meetings
 - Enterprise Charlotte Economic Council
 - Charlotte County Industrial Development Authority
 - Charlotte Harbor CRA Advisory Board
 - Charlotte Harbor NBR Zoning Subcommittee Meeting
 - Charlotte Harbor Lot Clearing Subcommittee Meeting

- Green Expo and Energy Options Conference
- Post Expo/Energy Option Meeting
- BCC Energy Workshop
- Employee Goal Reviews
- Charlotte County Airport Authority
- City of Punta Gorda
- Team Punta Gorda Visioning Workshop
- Technical Advisory Committee (TAC) of the Charlotte County-Punta Gorda Metropolitan
- Planning Organization
- BPAC meeting
- Career & Service Center
- Reference USA Training
- Presentations/Newspapers/Magazines:
 - Don Root attended League of Women Voters and spoke of EDO's future goals, what Charlotte County can become, its commitment to solar and renewal energy, and two new "green" companies that have selected Charlotte County as their new home: DieselMist, manufactures and installs propane extensions for diesel powered semi trucks [expected to cut trucking fuel costs by about 20 percent, or \$10,000/truck annually]; and Innovation Future Energy Corporation, creates solar lighting solutions. Don also sat on a panel which presented the new regional group, Southwest Florida Economic Development Partnership, to EDC of Sarasota.
 - Charlotte Sun interviews w/Brian Gleason and Josh Salman re Energy Option Conference.
 - Charlotte Sun interview w/Josh Salman regarding population growth and BCC Energy Workshop.
 - Charlotte Sun interview w/Ed Scott regarding Charlotte Perspective on Southwest Florida Regional Economic Development Partnership.
 - NBC2 interview with Brandon Gunnoe regarding BCC Energy Workshop.
 - Don Root wrote an article for the Charlotte Sun's Editorial Section re green strategies.
- Office Activities:
 - Data collection included monthly webtrend data, Florida and national housing data, as well as permitting, unemployment, airport and school stats.
 - Prepared Agenda, Minutes and coordinated meetings for the Enterprise Charlotte Economic Council, Enterprise Charlotte Foundation, IDA and CH CRA Adv Committee.
 - Finalized/facilitated Energy Options Conference, Evening Reception and FPL Solar Farm tour.
 - Worked with Videographer to develop/edit a DVD of Energy Option Conference.
 - Working on finding possible incubator site and reviewing incubator network study.
 - Street lighting project research.
 - Lead development with solar companies.
- Research and Policy Initiatives:
 - Creating EDO policies.
 - Working with Growth Management on Fast Track Permitting and Population Projection.
 - Continued work on Inland Port Study, Intermodal Logistics Center and potential regional cooperation with Palm Beach County. Working with potential partner on a feasibility study to determine if Charlotte County would be conducive for creating a trade and finance center and a center for water technologies.
 - Application forwarded for EB-5 Regional Ctr Designation thru partnership with WTC Palm Beach.
 - Researching various DOE grants and loans that may be used within the EDO or for prospective and local businesses.
 - Mitigation of wetlands in the ECAP area.
 - Continued working on Make What to You Take Project. Although the legislation did not pass, a team will be formed to put together a proposal to present to leads.
 - Met with Charlotte County Airport Authority to discuss a coordinated effort to include the IDA's 120 acre parcel in an environmental assessment.
- Charlotte Harbor CRA:

- 13 units approved under the Housing Rehabilitation Grant Prog. Staff has provided assistance to property owners regarding the process, completing paperwork, and doing on-site visits. Three units have completed the authorized work and paperwork has been submitted for reimbursement on two of the grant requests. The website has been updated to reflected additional forms and information to better facilitate the process.
- Hands Across the Harbor -public service announcement written and taped and will begin to be aired on all the Clear Channel radio stations. Posters finalized and available for distribution. 1 corporate sponsor, 2 business sponsors received to date. Sponsorships, Business Expo exhibit spaces, and registrations now being accepted. Refreshments, awards, door prizes, and entertainment included in the \$15 registration fee. Details on the event, registration forms and sponsorship opportunities can be found at www.Charlotte countyfl.com/charlotteharborcra.
- Harbor Walk FDOT identified project for \$1.2 million funding as the top-ranked Regional Enhancement Project in the 2010-2015 Tentative Work Plan. This plan, if approved by the State in July 2010, will provide a substantial portion of construction costs estimated for this project. An update of project was presented to the BPAC committee. Staff met with adjacent property owner to facilitate options for the property owner to consider as design plans are finalized. Additional comments were received from the Parks, Recreation, and Cultural Resource Department.
- CHCRA Adv Committee agreed to host a meeting on 12/14 to present draft language changes to Comp Plan & Land Development Code, primarily for Neighborhood Business Residential district.
- CHCRA Advisory Committee approved Community Clean- Up Subcommittee recommendations to fund a vacant lot clean up program. The program guidelines will be developed by staff and presented to the Advisory Committee in December and then to the BCC in January.
- Coordination continued to finalize the sewer connections with CDBG grant recipients.
- Participated on the interview panel for the part-time Bayshore Live Oak Park Special Events contract employee; the selected candidate will begin on December 9, 2009. This position is funded by the Charlotte Harbor CRA and will implement activities at the park.
- Coordination with the Public Works Department resulted in the mowing of right-of-way in Charlotte Harbor CRA Target area and the maintenance of streetlights in the area.
- Continuously monitor and update the Charlotte Harbor Website to provide current information.
- Met on-site with the new business owners that have opened in the Neighborhood Business Residential area as a result of the completion of the Commercial Grant program. This area has been identified as a target area for land development code changes that are necessary to facilitate private investment in the area.
- Murdock Village:
 - Prepared and distributed a packet of information for an interested party.
 - Attended a meeting with an interested party and provided a packet to the party.
 - Provided a corrected table of information to Growth Management, per their request, for inclusion in the Smart Charlotte 2050 Comprehensive Plan update application.

Environmental & Extension Services

- Solid Waste Division:
 - The Solid Waste Division is pleased to announce that Waste Management in partnership with the Sheriff's Office plans to implement a "Waste Watch" program here in Charlotte County. This Waste Watch program helps protect the safety of our community. Waste Management collection drivers will be trained to be alert to activities that are out of the ordinary. They will provide an extra set of eye and ears. The Sheriff's Office and emergency services benefit from the alert eyes and ears of Waste Management's trained route drivers who are in our neighborhoods everyday. *[The Sheriff's Office and Waste Management will be planning some media events associated with the launching of this program.]*
 - 26 Charlotte County students honored on 11/9th during the 7th annual Keep Charlotte Beautiful Student Calendar Awards Ceremony at Environmental Campus on Harbor View Road in Port Charlotte. The winning artwork was chosen from more than 850 entries submitted last spring. Three thousand copies of the calendar are printed and given to area schools to sell for their art

or environmental projects. The cover winner, Savana Hibbert, a graduating senior last spring from Lemon Bay High School, received a \$250 college scholarship. Hibbert is a student at the Ringling College of Art and Design. Keep Charlotte Beautiful received a \$5,000 grant from the Charlotte Community Foundation to help defray the cost of expenses of the calendar contest.

- Florida Department of Environmental Protection [FDEP] issued County a Landfill Gas Construction Permit to allow the contractor to begin construction of gas collection wells and piping, it is anticipated this construction will begin in December.
- The Division attended the Nature Festival and spoke to over 475 residents, Green Futures Expo and spoke to over 250 residents, and displayed recycled products at Home Depot for America Recycles Day with over 25 residents. Presentations were given to the Salvation Army, Windmill Village, and the Rotonda West Homeowners with over 235 residents present.
- Keep Charlotte Beautiful and Partners for a Clean Charlotte a KCB sub- committee has scheduled the following community clean ups for 2010: Tropical Gulf Acres, Ridge Harbor, Gulf Cove and Rotonda Heights.
- At Green Expo Event Center had a display of the Methane Gas to Energy Project at the Zemel Road landfill -booth drew a large number of Charlotte residents interest. Approx 200 residents stopped by booth Sunday, making it a great turn out. The Division made a presentation to 45 persons at the Crab House restaurant on the Methane Gas to Energy Project which generated considerable interest.
- Staff visited the Solid Waste Authority of Palm Beach evaluating their transfer station operations; trailer maintenance and operations.
- Sheriff's Office & EES partnered in cleaning up Charlotte County; 2 abandoned homeless camps, associated illegal dumping of trash removed by County jail inmates. Waste Mgt, Keep Charlotte Beautiful and Environmental Services partnered in this clean up event. 80 cubic yards of debris was collected and removed. Detective Billie Hatmaker, illegal dumping officer and Terri Barnett County's illegal dumping code compliance employee helped coordinate events.
- Natural Resources Division:
 - Scrub-jay Public Forums held in November, Natural Resources held three public forums; Tringali, Murdock and Charlotte Harbor to provide residents and interested parties information regarding the status of the County-wide Scrub-jay Habitat Conservation Plan [HCP]. Dr. Reed Bowman presented a well thought out power point to explain the basic elements of the HCP.
 - Natural Resources and Edison State College Faculty have been working on the encouragement of volunteerism associated with the County's environmental lands. Edison State College biology courses now have a curriculum that will facilitate this opportunity. Students will need to conduct field hours on County environmental lands to successfully complete the courses. Students will volunteer for the County and conduct biological research and monitoring of various natural resources.
 - Natural Resources staff has also reached out the newly formed Edison State College Environmental Club. These students are excited about the ecological opportunities we have to offer, and those include aquatic habitat monitoring. Their volunteer hours will be a significant benefit, assisting Natural Resources with these labor intensive activities.
 - Natural Resources in partnership with Tourism and Parks have begun upgrading the County's promotion information about birding opportunities within Charlotte County. This includes coordinating the County department's web pages; the interconnectivity nature of the web sites will enable those interested in birding to easily find locations and valuable information on birding locations and tours.
- Extension Services:
 - Charlotte County Extension Services held another Green Industries Best Management Practices (BMP) Training in regards to the Fertilizer Ordinance at the East Port Environmental Campus on October 20th. Participants increased their understanding of the local County Ordinance, as well as Turf, Irrigation, Landscape and Pesticide BMP's. After taking an end-of-

class exam and receiving a 75% or higher score, each participant receives a Certificate of Completion showing that they are in compliance to properly apply fertilizer in Charlotte County.

- Ralph Mitchell, Allison Turner, Biologist Bill Wilcox and Agriculturalist Ken Harrison held an educational tour of Babcock Range as it relates to agriculture and habitat management.
- The Charlotte County UF/IFAS Extension Service provided a booth containing practical demonstrations, one-on-one consultations and educational handouts concerning Florida-Friendly Landscaping as it relates to the Florida Yards and Neighborhoods (FYN) Program with special emphasis on water conservation via rain barrels. In addition, educational materials were available to help residents develop their own FYN Yard with helpful hints and practical tips related to the Nine Principles of Florida-Friendly Landscaping. In addition, a hands-on workshop for youth was provided by our 4-H Agent, 4-H Leaders and 4-H Youth Members regarding making and taking home a "Pillow-Pack" mini-garden made from a zip-lock baggie. The Expo was very well attended and provided great exposure for our programs.
- Sea Grant::
 - The Sea Grant Agent participated in planning conference call to discuss Florida Sea Grant initiated volunteer based Goliath Grouper count. Participants included Sea Grant agents in SWFL and FWCC representatives.
 - The Don Ball School of Fishing was held in November at Punta Gorda Middle School, at the Murdock Middle School, at Port Charlotte Middle School, at L.A. Ainger Middle School, and at Heron Creek Middle School. The Sea Grant Agent provided instruction during one class to seventh graders at the public middle schools. The Agent tag teamed with Sea Grant advisory committee member and Director of the Charlotte Harbor Reef Association, Mr. Michael Heller to provide a Charlotte Harbor tour, fish biology 101, and community based research learning opportunity.
 - The Florida Master Naturalist Program class instruction and field trip were held at Ollie's Pond Park and canoe/kayak field trip were held on Shell Creek. Florida Master Naturalist Program final class project presentations and graduation were held on November 21st. Eighteen (18) participants received Freshwater Wetland's Module certifications. Two (2) participants received Master certifications, designating completion of all three FMNP modules. The Coastal Systems FMNP classes which will begin January. The Florida Master Naturalist Program is an adult education program offered through the University of Florida IFAS/Extension.
- 4-H Youth Development::
 - Volunteer provided over 200 hours to 4-H prog through club leadership, prog planning and youth development activities. Valued at \$20.25 per hour, the CC 4-H Prog realized over \$4,050.00 in volunteer leader value. Club activities included environmental education field trips, public speaking development activities, and life skills development.
 - 9, 4-H Marine Ecology Club members completed State 4-H Marine Contest, with senior team placing 3rd. These members, under the leadership of volunteer adults, have increased their knowledge and appreciation for over 200 marine animals, plants and ecosystems.
 - CC 4-H sponsored booth for annual CHNEP Nature Festival -booth was a hands-on activity titled "Who's Been Here?" with the festival attendees having the opportunity to match Florida wildlife with the tracks they leave and learn about scatology.
 - Over 250 citizens enjoyed Community Meal prepared and served by members of several 4-H clubs. Each club prepared the dishes. 4th year for this event and it is much-appreciated event for those in the South Punta Gorda area who need and enjoy a complimentary holiday dinner.
 - The Future Stars 4-H Club presented their third Holiday Benefit Show at the Alligator Creek RV Park, with over 100 attendees. This was a free show with dance, song and comedy. At the end of the show, donations of over \$800.00 were given by the attendees. The club members used all of this money to buy holiday meals for 20 limited-income families.
- Horticulture::
 - On 11/17 at Welcome to Rotonda, "Newcomers Night" Allison Turner and Ralph Mitchell educated 44 residents to Florida-Friendly Landscaping at community center Cape Haze Drive.

- Successful Annual Master Gardener Plant Sale 11/21st at Demo Garden, Florida St. Hundreds attended. Monies go towards enhancing horticultural programs in the community.
- A day-long tour in Naples of an extensive private garden and a large annual plant operation (American Farms) arranged for about 30 Master Gardeners on 11/16th.
- Specimen of wax myrtle brought into Plant Clinic with infestation of lobate lac scale, potentially devastating scale to FI trees and shrubs -ornamental and native.
- Annual Master Gardener State Conference 11/2nd to 4th in Ocala. Holly Shackelford led entourage of Master Gardner volunteers to event. On agenda: educational workshops, tours, networking which keeps our Master Gardeners on the cutting edge of horticultural information.
- FI Yards & Neighborhoods Horticultural Program Assistant attended free FI Organic Growers tour and training at Worden Farm, Punta Gorda, 11/9th. She completed her FI Water Star Gold apprenticeship certification in Harmony, FL, 11/19th; 11/21st, she attended a booth at CHNEP Nature Fest.

Facilities, Construction and Maintenance

- Jail Expansion-Design 75% for early phase 1 start, selection Bovis for CM on BCC 11/28 agenda, Construction of phase one is complete. Phase 2 construction is underway. BCC project change approved on 3/10/09 Sales tax savings to date-\$259,000.
- Eastport WWTP Control Bldg-A/E contract is released-planning and programming underway Construction is underway Budget 2 million.
- Event Center-project is complete-warranty work underway-99% complete.
- Fire Station #11-currently used for VM-design underway for 5300 sq ft station-1 story. Scrub Jay issues resolved for building within existing footprint and landscape with scrub habitat material. Design underway Budget 2.1 million. Completed. Recovery project.
- Englewood Fire Station #5-(Rockford Ave) under design-working budget to GMP. Scrub jay issues-negotiating with USFW for onsite mitigation. (resolved) Complete-Truck has arrived. Budget 2.1 M.
- Human Services-Under design-7000 Sq/ft to house HS and Veterans Services. Project Delayed Budget 1.917 million. Project approved by Bcc to restart with Mathews Taylor as Design/Build contractor Precon proposal accepted by County.
- State Dept of Health Facility at Loveland-under design-shared campus with HS bldg. County is advising on process and construction. Scheduled construction is underway 2nd floor will be shelled space (8000sf).
- Public Works San Casa- Project is under construction-Final VE items Complete -asphalt area out for bid Budget 600k -county has received CO for project.
- Public Works Fleet and Administration Campus-(Bachman) RSH underway with planning and programming and design Project Delayed Budget 9.7 million.
- Sports Stadium-negotiations complete for Hunt/MT HOK for contract-kickoff mtg Jan 9. Project underway for A/E final schematics due early June-line item cost estimate also due concurrently. Construction phase one underway-project on schedule for late Jan 09 completion. Project is at substantial completion Budget 28 million. Project is complete--First season complete.
- Englewood Annex-renovation and Sheriffs substation-Project Delayed.
- West County Library-initial project status-A/E services awarded to Spillis Candela-contract accepted by County. Project Delayed Budget 12.2 million.
- Fire EMS Training Tower-in design at FEMA site-Project Canceled -Budget 1.2 million
- FEMA Murdock mitigation-windows-Engineering firm on contract for frame analysis -Contract has been approved 1.7 million-engineering assessment underway Project is underway Installation phase Scheduled completion in December.
- Rotunda Wastewater Plant Expansion -approved GMP by BCC, construction start July 9 -2 phases-mostly CCU.
- North Charlotte regional Park-bids received on 9/17-under construction -complete 4.45 million.
- South Gulf Cove Park- complete-1.087 million.
- Port Charlotte Pool House and site improvements-work underway, Complete 1.4 million.

- Sunrise Park-out for bid-under construction-complete 2.6 million.
- Energy efficiency upgrades-ongoing-LED lighting being installed at select sites FPL Audit is complete-efficiency energy Efficiency Coordinator has been hired-county ARRA grant application in progress for jail efficiency project.
- South County Annex renovation-under construction-completed.
- West Charlotte mini-transfer station-under construction-complete.
- CC Fire Station #5-renovation of station-under construction.
- Family Services-planning for grant -approved renovations-grant of 196k approved-project is out to bid for sprinkler system.
- Sheriffs Office 911 upgrade/renovation-in planning-project delayed.
- County Health Clinic-renovation work underway facilities portion is complete clinic to open April 15th-complete.
- County space study underway with Budget, HR, Growth Management, Risk and PIO-- Initial planning underway for PW Admin move to M&O bldg and to areas of CCU Campus HRE renovation/move underway Budget/Admin move in cost estimate stage.
- New Landscape plan for 16 County Fire Stations-under review-complete Project has begun.
- Spring Lakes Restroom-design revisions underway-project is out for bid Construction is underway-project in final inspection phase.
- Bayshore ADA restroom-Acquiring A/E firm for design A/E hired for project-will be LEED Compliant.

Growth Management

- Smart Charlotte 2050 Comprehensive Plan Update:
 - Staff has completed the final draft of the Smart Charlotte 2050 Comprehensive Plan re-write. The transmittal hearing for the Smart Charlotte 2050 Comprehensive Plan update will be held on December 15, 2009. Once transmitted to the State Department of Community Affairs (DCA) the plan will be reviewed for consistency with the State's Comprehensive Plan. The states findings will be received 90 days after transmittal in the form of an Objections, Recommendations, and Comments Report (ORC Report). Once received the County will then have 60 days to do one of three things; 1) approve the 2050 plan with DCA comments, 2) reject the Plan, or 3) Approve the Plan with other changes.
 - This milestone event culminates a two year effort by county staff and county citizens on the total re-write of the county's comprehensive plan. The re-write has resulted in a more user friendly and relevant comprehensive plan for the county that will guide growth and fiscal related growth decision for the next 40 years. The cumbersome 1700 page existing 1997-2010 Comprehensive Plan has been replaced with a streamlined, web enabled, 200 page plan that outlines the steps and processes required to create a sustainable future for county grounded in concepts of smart growth that has the flexibility to change over time yet maintain a vision for community growth and environmental stewardship.
- Babcock Ranch:
 - On the first Increment:
 - The SWFRPC reviewed IDO I on 11.19.09, recommending approval with conditions with the formal review dates of the proposed IDO I being Charlotte P&Z – 12.14.09 and Charlotte BCC12.15.09.
 - Staff and intergovernmental meetings continue to occur and are being set to discuss the IDO, identify issues, and negotiate solutions. Thus far most of the major issues on IDO I have been worked out. The only significant issue remaining is traffic (below).
- On transportation issues:
 - The applicant has confirmed with the FDOT that addressing FDOT's comments related to sub-area validation may be completed as a part of the update to the Master Traffic Study. However, DCA has determined the update to the Master Traffic Study needed to have occurred or a change to the MDO needed to have occurred. The applicant has initiated a NOPC for the MDO. This issue will be considered on the same schedule as the MDO (12/15 BCC hearing).

- The applicant has suspended work on the PD&E projects, due to a delay in validating the FDOT District-wide model. Once the district-wide model is complete, the PD&E projects can be restarted.
- The applicant has delivered the Transit Feasibility Study. Staff has reviewed the study and found it to satisfy MDO Condition 5(B)(5).
- The applicant had previously requested an access point off of SR 31 from the FDOT. The applicant had proposed to proceed with work related to the entrance at Cook Brown Road in advance of the overall development and in advance of an approved DO. As a condition of approval of the entrance permit, FDOT will require the applicant obtain local approval in the form of an approved DO. As a result, the applicant has determined it would ask FDOT to place the entrance permit review and approval process on hold until after the required local approvals have been obtained.
- Transportation conditions for the NOPC and the IDO I continue to be negotiated. The SWFRPC has scheduled one last meeting for 12.7.09.
- School Concurrency:
 - The School District has contracted with Kimley-Horn consultant, David DeYoung, who assisted in the creation of the updated ILA, as well as the Public School Facilities Elements for both the County and the City. He has been helping the SWG with redesigning the student generator used to calculate student capacity for new developments.
 - Land Information Supervisor, Maggie Bartley, helped the School District create the original geo-spatial layer and is again working with the group on this revision. This change will be compatible with new concurrency management software being implemented by the County and offers a variety of tools not previously available, such as automatic updates to map series that occur annually.
 - The SWG is now examining the ILA for possible revisions to coincide with the annual joint City/County/ School Board meeting in May of 2010.
- Community Plans:
 - Little Gasparilla Island: The committee has decided to advertise the committee vacancy. Mr. Bob Hill led a discussion about DEP investigating unpermitted docks. Having committee direction Mr. Hill is going to contact the state legislature and request the creation of a bill that will grandfather in all existing docks.
 - Additionally the survey for Island fire service will be going out to the in the coming month.
 - Manasota Key: The committee has been advised by county staff and county legal to not meet without a quorum. To date the remaining committee members have been meeting.
 - The Manasota Key Architectural Review Committee met to review permits. Several permits were approved by the ARC even though in staff's opinion these permit requests did not follow the Manasota Overlay Zoning Code. County legal and staff from Growth Management are working to resolve the inconsistencies in code interpretation.
 - South Gulf Cove: The advisory committee met on November 18, 2009.
- Site Plan Approval:
 - Staff received 4 applications.
 - 3 applications were approved.
 - 1 application was denied.

Human Resources

- Employee & Labor Relations:
 - Formulated dept strategy for release of public information concerning sensitive termination issues.
 - Partnered with several departments to resolve various employment related issues.
 - IAFF meetings related to impact bargaining.
 - Maintenance consolidation meetings.
 - Attended 2 Unemployment Hearings.
 - Listened to and prepared responses for three Step 3 Grievances.
 - Updated Charlotte County Discipline Policy.

- Benefits Related:
 - Processed open enrollment changes.
 - Held two orientations with new hires.
 - Processed two death claims with Cigna Life Insurance.
 - Participated in Succession planning Conference sponsored by University of Florida.
 - Increased Customer Service for employees seeking assistance with benefit issues due to Open Enrollment.
- Learning & Organizational Development:
 - Continued facilitation of Documenting Discipline class.
 - Launched Sam's Club Discount program and NASCAR discounts.
 - Continued Organization Development FY 2009-2010 planning.
 - Marketed and scheduled FRS Workshops.
 - Attended meetings regarding Halogen Performance Management system.
 - Facilitated Growth Management Book Club Wrap-Up.
 - Preparation for Team Building Activity for Budget & Administrative Services: Fiscal Division.

Human Services

- Family Services Division began their first Financial Education program. This program is offered in partnership with Calusa National Bank, a local financial institution, and provides financial literacy and budgeting education to low-income individuals. The six month program encourages asset development through savings, which is matched dollar-for dollar with Community Services Block Grant – ARRA (American Recovery and Reinvestment Act) funds up to \$120 and then matched with a \$25 contribution from the Bank.
- The 5th Annual Veterans Stand Down was held at the Family Services Center on October 31, 2009. 37 Homeless Veterans attended. Two volunteer barbers cut 20 heads of hair. 47 Flu shots were given by the Health Department to the Homeless Veterans including both the Standard and H1N1 variety. 85 meals were provided and 16 vouchers for fishing licenses were issued. Many volunteers and community and veteran agencies participated in this event.
- Transit Division's Sunshine Ride continues with their "sweat equity" program. The Haven Drop In Center started up their program again adding an additional 303 rides in October.
- Veteran staff participated with the Vietnam Brotherhood and other Veteran organizations in coordinating the parade of the "Moving Vietnam Wall" on November 9th. The Wall was erected in Laishley Park in Punta Gorda for the formal Veteran's Day ceremony on November 11th. Veteran's Day ceremony included numerous speeches from dignitaries, patriotic music, and special recognition of our Vietnam Veterans which included a missing man flyover formation, rescue helicopters and the re-enactment of the Last Patrol. Hundreds of Veteran supporters were gathered for the ceremony.
- Several Human Services staff, their families and friends participated in the annual Boy Scout Food Drive held at the First Baptist Church of Port Charlotte. Human Services was one of 14 participating food pantry agencies and received 23 boxes of non perishable food items from generous Charlotte County residents for needy families in the County. The Human Services Department has participated in this annual event for over 15 years. Two local Girl Scout troupes also donated 2 boxes of food to the Department's food pantry. Thank you to all who gave food, and coordinated and participated in this event.
- Deedra Dowling, Case Management Supervisor, attended the Community Care for Elderly Coalition Meeting in Tampa. Presenting at the meeting were the Secretary of Elder Affairs, Douglas Beach; Dr. Larry Polivka – Senior Analyst and Consultant on Aging Services/Programs for the University of South Florida; and other Healthcare Professionals. Discussion focused on the future of the State's General Revenue programs and services for the frail elderly residing in Florida. The Home Care for the Elderly Program (basic & special subsidies to low income seniors) has already been targeted for elimination by 6/30/10. It was suggested that Florida look at two long term care models that are working successfully in both the State of Oregon and Washington. The overall costs are reduced as compared to Florida and these programs under a managed system allow for: capitation, increased participation, reduced care plan costs overall, with less readmission due to acute/chronic illness. Both

models are client need driven with an emphasis on the importance of Case Management and 'team' care planning across many disciplines including hospital, rehabilitation, assisted living facilities, and nursing homes. There will be more discussions and dialogues with the Aging Network providers during the upcoming legislative session.

- Case Management staff have proposed a Community Care for the Elderly (State general revenue funds) spending reduction proposal plan for consideration by the Area Agency on Aging (AAA) which will go into effect after January 1, 2010. Service reductions are necessary as a result of less State funding availability.
- The Department received its program monitoring report on senior services conducted by the AAA. There were no corrective action items identified.
- Human Services hired a temporary Transit Mobility Coordinator utilizing American Recovery and Reinvestment Act (ARRA) federal stimulus funds. This Mobility Coordinator, under contract, will facilitate day to day coordination of transit services to provide efficient delivery of the public para-transit (Dial-a-Ride) and transportation disadvantaged (Sunshine Ride) programs. Focus will be on linking access for rural residents with both public and private community transportation resources.
- Human Services program and fiscal staff participated in a statewide conference call with the Department of Community Affairs and other Community Action Agencies in preparation for reporting all newly retained and newly created jobs funded through the ARRA Community Services Block Grant.
- Human Services submitted its 1st quarter outcomes report for the Community Services Block Grant – ARRA (American Recovery & Reinvestment Act) funds. So far since October 1st, the Department has established partnerships with 13 private, community and government organizations which represent 50% of our goal for the year. In addition, 180 hours of volunteer services were donated to the Department through our Community Action Agency Advisory Board and the Paint Your Heart Out Community Program.
- Bob Hebert, the Department's Housing Manager and Vikki Carpenter, the Department's Director attended the Florida Association of Counties' (FAC) Health & Human Services Policy Committee meeting at the FAC Legislative Conference this week. The Committee selected three top priorities for this year. They are: 1. County Health Departments: Support maintaining state general revenue funding for county health departments; Oppose any state reductions to the county health department trust funds; Support legislative efforts to retain cost based reimbursement for county health departments; Support efforts to help county health departments prepare for expansion in the event that reform moves to additional counties; and Support reinstating the exemption from rate control for county health departments thereby allowing more local flexibility in meeting the needs of the community/ and 2. Medicaid Nursing Home Services: Oppose any increases to a county's mandated share of cost for Medicaid nursing home reimbursements to the state. Currently counties pay \$55.00 per month per Medicaid patient bed to the State of Florida. Recent state proposed increases for a county's share of cost raises the reimbursement rate from \$55.00 to \$209.00. This increase would cost Charlotte County over \$900,000 additionally per year; and 3. Homelessness: Support legislation that streamlines current state statutes relating to homelessness, associated programs and funding processes. A Task Force has been created by FAC to address this issue statewide. Bob Hebert has agreed to serve on a technical advisory committee representing less urban counties.
- The Department received the signed contract for the Neighborhood Stabilization Program grant from federal stimulus funds through the Department of Community Affairs. Staff is working with various community organizations and other County departments to implement this \$6.7 million grant which focuses on the acquisition and resale of foreclosed properties for affordable housing.
- The Florida Healthy Kids Corporation and Florida Covering Kids and Families conducted their onsite visit of the County's KidCare Community Outreach program at the Family Services Center (FSC). The monitors spent 4 hours with staff, toured the FSC and interviewed community partners. Emily Lewis, FSC Manager, has been invited to speak at the KidCare conference in January 2010 on community partnerships.

Parks, Recreation and Cultural Resources

- Department Administration:
 - Drafted Adopt-a-Park Program Agreement
 - Met with Budget & Administrative Services Director to discuss fiscal reorganization
 - Held meeting to discuss Internet advertising possibilities for PRCR with local vendor
 - Met with Charlotte Harbor Redevelopment Agency representatives to discuss Gateway Park
 - Facilitated South Gulf Cove Park opening
 - Drafted PRCR Gift Catalog brochure
- Public Meetings:
 - Parks & Recreation Advisory Board
 - Attended Historical Advisory Committee
 - Attended West County Civic Association Meeting
 - Attended South Gulf Cove Park Opening Program
- Public Outreach:
 - Met with Hugh Moore, Englewood Sailing Association regarding partnering sailing opportunities at Bay Heights Park
 - Met with representatives of BMX Club
 - 8 Press Releases written and published for the Department for the month of November
 - Administrative Support staff fielded 742 telephone calls and 33 web mail inquiries for the month of November
 - 25 Citizen Concerns were processed for the month of November
 - 125,249 hits to the Department website in the month of November
- Cultural Resources:
 - Use Statistics:
 - Libraries open a total of 576 hours, a 5% decrease from Nov. 2008 due to reduction in community library hours to restore Monday hours at Mid-County.
 - 61,526 items checked out at libraries, a 10% decrease over November 2008. Decrease partially due to changes in renewal policies for new books, movies and music and repackaging of multipart movies into one package for convenience of patrons.
 - 43,985 library visits, an 8% decrease over last November (November 2008 count included 1,300 early voters).
 - 9,832 computer uses, an 11% increase over last November.
 - 280 attendances at library prog's including children's preschool prog's, teen prog's, adult book discussions-films. 24 attended two beginning computer classes in the Mid-County Computer lab.
 - 85 attended the Friends of the Englewood Library music program on 11/18.
 - 388 visitors viewed exhibits at the Historical Center.
- Other:
 - Libraries and the Historical Center benefitted from 1,668 volunteer hours during November, a 21% increase over Nov. 2008.
 - The Charlotte County History Collections online now accessible from the County web site had 210,600 hits during November.
 - 36 Good Friends volunteer reading tutors contributed 258 hours to the program during the month.
 - Visitors from Ship n Shore Travel toured the Historical Center on 11/4.
 - Division staff updated their training with the Safe Place program on 11/13.
 - Library staff provided information on library materials on green practices and alternative energy at the Green Building Expo.
 - Chamber of Commerce members and staff from the Economic Development Office participated in training on the Reference USA business database available through the library's web site.
- Recreation/Athletics/Aquatics:
 - Recreation:
 - 4 County Recreation Centers and 2 Skate Parks open a combined 1350 hours and served over 6000 patrons (paid and nonpaid) for Fitness, Instructional, Youth Leagues and Arts & dance programs held at each facility. Registration for classes and leagues totaled 1216 with 3629

touches combined. Recreation facilities were rented 42 times achieving a rental attendance total of 1592 people. Daily attendance for the two skate parks totaled 356.

- 11/7, Charlotte Sports Park hosted the 2nd Annual Concert for the Cure. Organized by Clear Channel, this event featured country music recording artist Jamie O'Neal along with several local country bands. The event took place from 10 am - 6 pm and the complimentary tickets for this charity event were distributed through various event sponsors within the community. A parking fee of \$10 was collected. Attendance approx. 750 people. And 11/13, Charlotte Sports Park hosted the FHSAA Cross Country Regional Meet. Approx. 800 people attended this event which featured 18 boys and girls high school teams and 334 participants.
- 11/15, Annual Army vs. Navy Peewee Football Game at Franz Ross Park. Approx 200 people.
- 11/21, 10th Annual CH Nature Festival at Charlotte Sports Park, 10 am-3 pm-FREE Admission, showcased SW Florida's natural environment from more than 60 environmental organizations. Approx. 1500 people.
- Athletics:
 - 7 Charlotte County Athletic Fields were used a combined 2192 hours in the month. Approx. 15,652 participants; 21,424 spectators; and 1939 volunteers -included League Baseball, Football, Softball, Soccer and Tennis. County hosted 3 divisional and regional Pop Warner Youth Football playoff games at Carmalita and Franz Ross fields.
- Aquatics:
 - 3 Aquatic Facilities opened combined 577 hrs and served 3802 patrons. 2456.00 Patrons spent 142 hours participating in programs such as water aerobics, swim practice, Parkinson's exercise and swimming lessons. Aquatic staff spent a combined 132.5 hours performing maintenance tasks and 79 hours performing In-Service training such as rescue skills, first aid and conditioning swimming. Oyster Creek Regional Park Pool closed November 13, for needed repairs and is expected to re-open December 5, 2009.

Public Safety

- Emergency Management:
 - Staff has continued to spend more than 50% of their time assisting the County Health Department and the School Board in the planning and delivery of the vaccination program for the H1N1 Swine Flu. This effort has involved participation in weekly conference calls, planning meetings, accepting and storing the vaccine and strategy sessions designed to carry out the vaccination program at schools and public buildings. Late in November, we assisted in the first public vaccine clinic at the Events and Conference Center in Punta Gorda.
 - Emergency Planners continued to work on wrapping up both our Local Mitigation Strategy (LMS) Plan and the Comprehensive Emergency Management Plan (CEMP). Both these mandatory plans are up for critical review early in 2010. Numerous meetings have been conducted with partner agencies, soliciting input for both plans.
 - Visited by new DEM Regional Coordinator, Lee Mayfield. He is our liaison to the Florida Division of Emergency Management and is responsible for making sure the 10 counties of Southwest Florida are meeting the provisions of their respective Scopes-of-Work under the grant funding each county receives to operate Emergency Management programs.
 - A quarterly meeting of the Regional Domestic Security Task Force (RDSTF) for Region 6 was held at FDLE headquarters at Page Field in Ft. Myers. This three-hour meeting allows law enforcement, fire, public health and emergency management representatives to come up to speed on the latest information related to terrorism planning throughout the 10-county area.
- Animal Control:
 - Officer R Juergensen chosen '09 Animal Control Officer of Year by FACA.
 - Meeting held w/Env Services discussed Iguanas and other invasive species; protocol created to increase communication between departments for tracking, monitoring, and regulating population controls of these creatures.
 - Meeting w/Englewood Animal Rescue Society (EARS) -ways that County Animal Control can expand its sheltering options. Idea discussed of joining an animal coalition that would allow

animals to be transported to designated places where they would be adopted. This is designed to increase shelter space and decrease animal euthanasia.

- Fire/EMS:

- 12/2/09 CC Fire/EMS Public Education Division presented to Villa San Carlos one and Villa San Carlos two safety presentations for the SMART program. (Smart Methods & Attitudes Regarding Travel). This program works with citizens as to smart methods of driving, safe driving, and safe passenger travel while operating a motor vehicle.
- Public Safety 211 staff assisting Animal Control Div with rabies certificates data entry on access database. All 211 staff will be trained on entering appropriate & accurate data. 211 Supervisor met Animal Control Supervisor and they completed a few training sessions for each 211 staff on 11/24/09. A procedure was put in place for all 211 staff personnel. This is just one more step and making the public safety division more efficient and cost effective within its daily operations.

Public Works

- Lighting Division inspected the conduit installation for roadway lighting on the Coral Creek Bridge Replacement Project.
- Traffic signals were inspected, as part of the Toledo Blade Project, at the intersection of Toledo Blade and Hillsborough Boulevards.
- Lighting crews repaired six internally illuminated street name signs discovered inoperable during routine traffic signal maintenance.
- Lighting technicians installed yellow LED indications, provided by FDOT, into the traffic signals at US 41 at Conway Boulevard. The LED indications will extend the run time of the uninterrupted power source units.
- Fiber optic pull box, destroyed by contractor installing new sewer line along Florida St for City replaced.
- Lighting Div had 125 locate requests, 51 actual locates performed. Responded to 12 trouble calls for repairs, troubleshooting, or replacements for traffic signals, school flashers, or roadway lights.
- Lighting technicians repaired two internally illuminated street name signs, which were discovered to be inoperable during routine traffic signal maintenance, at US 41 and Airport Road.
- Continued inspections with street lighting facility relocation on the Charlotte Commons Project.
- An interactive stormwater map was designed and created by Stormwater Management to provide information about the County's stormwater infrastructure. The map, accessed through ArcMap and ArcView, shows the locations of major drainage basins, drainage studies, major outfalls, stormwater ponds and systems, primary ditches, and drainage improvement projects. There are links to plans, permits, pictures, and other useful information.
- Maintenance & Operations crews used 33.40 tons of asphalt to repair potholes on roads throughout County -graded 8,440 square feet (SF) of swales in the Landis/Bancroft Road area in the Greater Port Charlotte MSBU; 4,000 SF on Riverbeach Road in the El Jobean area; 5,533 SF in the Coral Ridge Drive area of P.G. Non-Urban MSBU; -6,100 SF in Flintstone Drive area of TGA.
- Crews cleaned 60 pipes at various locations, installed three catch basins and 64 linear feet (LF) of lot pipe on Madison Street, and replaced 24 LF of failed drive pipe in Harbour Heights. Maintenance crews replaced 120 LF of failed outfall pipe on Croop Lane.
- Staying ahead of paving, 124 LF of road crossing pipes were replaced in the Kindred Street area, 80 LF of road crossing and drive pipes were replaced in the Coral Ridge section of the Punta Gorda Non-Urban MSBU, and 120 LF of road crossing pipes were replaced in South Gulf Cove.
- Crews maintained 60,000 SF of ditches in West County and responded to eight requests for brush cutting. They cut 2,023 cubic yards (CY) of brush in the Flintstone Drive area of Tropical Gulf Acres, and flail mowers cut a total of 70,665 CY of brush along roads throughout the County.
- The bridge maintenance crew replaced expansion joint material on three bridges in the Rotonda West area and performed maintenance on ten bridges in the South County area.

- The Traffic Signing & Marking Section repaired 211 traffic signs; manufactured 35 signs; striped 18,188 feet of roadway; sprayed herbicide in 422 locations in the County's right-of-way; and installed 249 legends and 1,015 reflective pavement material markers.
- Aqui Esta Drive Improvements Project is 23% completed. The Venice Canal Bridge closed 12/1/09, and will remain closed for approx. 6 months. Detour route confirmed with City and County Fire/EMS, the School Board, Post Office, Waste Management, and City Solid Waste.
- Following drive pipe replacements were completed—64 LF in the Coral Ridge Drive area of the Punta Gorda Non-Urban (PGNU) District; 24 LF on Sabal Palm Drive in PGNU; and 1 pipe replacement and 48 LF road crossing replacements in South Gulf Cove.
- Peace River Shores Area, 35,000 SF of primary ditch maintenance performed.
- The flail mower cut 141,903 CY of brush on various roads throughout Charlotte County.
- Maintenance performed on over 29,200 SF of drainage ditches in the Englewood East, Greater Port Charlotte, Punta Gorda Non-Urban, and Tropical Gulf Acres MSBUs.
- Maintenance & Operations crews cleaned 71 culverts throughout the County.
- Crews installed 239 LF of small pipes ahead of paving on Kindred, Olean, and Keystone Boulevards.
- Menzie Muck cleared 118,750 SF of primary ditches in the Peace River Shores area.
- Over 4,400 SF of drainage maintenance was performed on Newgate Avenue in Englewood East Non-Urban; 1,650 SF on Richter Street and 1,760 SF on Peachland Boulevard in GPC; and 7,073 SF on Tabor Street in Punta Gorda Non-Urban.
- Maintenance & Operations employees installed 40 LF of small pipes on Kindred Boulevard and 40 LF of pipes on Keystone Boulevard ahead of the paving of those roads. Crews cleaned 31 culverts throughout the County.
- GPC MSBU, 3 requests for brush cutting completed, 5,334 cubic yds cut during routine maintenance.
- Completed annual routine maintenance to the traffic signal located at US 41 and Harbor Boulevard.
- Replaced pedestrian signal pole, destroyed by vehicle accident, at intersection of US 41 and Cornelius Blvd.
- Responded to three trouble calls for repair, troubleshooting, or replacement of traffic signals, school flashers, or roadway lights.
- Traffic Signing & Marking Section completed 196 sign repairs; 11.10 miles of road striping; inspected 2,841 roadway signs; and scraped 2 miles of roadway throughout the County.
- BCC approved MPO's Transit Development Plan (TDP) 11/10/09. Document can now be submitted to FDOT. The TDP Plan provides for the necessary planning to facilitate the County's receipt of the required funds to operate Charlotte County's Transit System. With the approval of the document by the Board, State and Federal funding for the County's transit system can continue.
- MPO Staff met with Lee County MPO staff members to discuss how the proposed Babcock Ranch Development could be incorporated into the Long-Range Transportation Plan of both MPOs.
- The dredging portion of the Gulf Cove Maintenance Dredge Project has been completed. Final restoration of the temporary spoil off-load site has been initiated. The spoil site needs to dry so it can be graded and seeded. The project is scheduled for completion by December 15, 2009.
- Dredging has been completed in the Como, Christopher, Flamingo South, and Knox Waterways and has started on the Flamingo North Waterway as part of the Manchester North Maintenance Dredge Project. The project is scheduled for completion by the beginning of December 2009.
- The Harbour Heights Maintenance Dredge Project contractor is currently dredging in the Desoto, San Marino, and Balboa Canal systems. A temporary off-load site has been permitted and established for the Balboa Waterway and the northern waterways.
- Dredging Hayward Channel started -dredge project will take place in conjunction with a ramp/parking improvement project scheduled to commence at end of maintenance dredge -dredging portion of the contract is scheduled for completion by mid-January 2010.
- Dredging remaining portions of the interior of the Apollo Waterway has been completed, and dredging Ingersol Waterway has begun as part of the Northwest Port Charlotte Dredging Project.

- Stormwater Management worked with the Charlotte Harbor Environmental Center to investigate the data used by the Environmental Protection Agency (EPA) to determine the Total Maximum Daily Loads needed for a number of waterways in Charlotte County. This coordinated effort will compel the EPA to address the County's questions and confirm that their science is valid.
- Grant proposal submitted to SW FI Water Management District, requesting \$800,000 for replacement of water control structures in GPC. SWFWMD has provided \$3,462,058 to date for the County's water control structure replacement program in GPC. The program will replace and upsize approximately 40 dilapidated water control structures to reduce flooding.
- MPO Technical Advisory and Citizens' Advisory Committees reviewed the FI Dept of Transportation's Tentative Work Prog and recommended that the MPO Board approve the document at its December meeting. The Tentative Work Program contains funding for the MPO's priority projects, including the six-laning of US 41 from Enterprise Drive to Cornelius/Cranberry Boulevards.
- Revisions to the MPO's 2035 Long-Range Transportation Plan (LRTP) Draft Scope of Services received final approval from the Federal Highway Administration and FDOT. A Work Assignment Order was executed on November 24, 2009, giving the MPO's consultant notice to proceed with the update of the LRTP, which identifies and plans for the area's most critical transportation needs.

Tourism

- Director:
 - Attended weekly directors' meetings with County Administrator.
 - Attended Green Futures Reception at the Sheraton Four Points with County staff, conference attendees and Consul General from Germany.
 - Met one-on-one with County Administrator on tourism issues.
 - Held regularly scheduled monthly meeting with advertising agency account representative to discuss project status and advertising 2010 ad placement and creative design.
 - Participated in staff and agency public relation staff to finalize 2010 promotional and media outreach planning.
 - Met with Chris Evans and Flatmasters fishing tournament organizer, Jerry Cleffi regarding upcoming tournaments and potential VCB support.
 - Met with Administrator, County Attorney and staff regarding new county social media policy.
 - Held conference call w/Miles Media rep's on production issues related to the 2010 Visitor's Guide.
 - Reviewed editorial copy, photography and ads for the 2010 Visitor Guide.
 - Reviewed and approved all purchase requisitions, invoices and check and travel requests.
 - Edited and approved all media releases, ePromotions and advertising.
 - Attended Arts & Humanities Board of Directors' meeting as tourism liaison and reported on tourism issues and partnership and promotional opportunities.
 - Delivered remarks on VCB operations and tourism prospects to the American Business Women's Association's local chapter members.
 - Hosted Bruce Vittner, Editor/Publisher of Ocean State Golf – he will be writing about his play on three Charlotte County courses and area amenities in an upcoming issue.
 - Quarterly Tourist Development Council meeting: budget, strategic planning tourism issues.
 - Held staff meeting on a variety of operational, budget, marketing and planning issues.
 - Prepared 2010 budget goals and objectives for Budget Office.
 - Met with Punta Gorda City Manager Howard Kunik on issues relating to the cancellation of the Redfish Cup and other prospective fishing tournaments and city financial support.
 - Met with VCB sports marketing manager concerning prospective baseball tournaments and issues relating to condition of stadium centerfield.
 - Met with bureau marketing manager -update on all pending advertising and promotional issues.
 - Phone interview on Bureau's international outreach with writer from Gulfshore Business mag.
 - Met with Captain Marian Schneider about management changes at Grande Tours and continuing the VCB's very positive working relationship with the new managers.
 - Continued work on Live Shelling Ordinance language development with Environmental Services and Growth Management staff.

- Met with Event Center General Manager, Jim Finch and new SMG sales director, Amy Issersohn.
- Discussed airport promotions with Direct Air personnel and tourism promotion issues with Airport Director, Gary Quill.
- Wrote monthly column for the Charlotte Sun.
- **Communications & Marketing:**
 - During November, advertising targeting the leisure travel industry appeared in *GuestQuest* magazine and e-zine in Canadian markets.
 - Advertising targeting the Meeting Planner market distributed in the annual Florida Society of Association Executives *Meeting Planner Guide* and the annual Meeting Planners International *Florida Directory*.
 - During November, internet advertising targeting the leisure travel industry appeared on www.TravelInformation.com, www.TravelFreeGuides.com and www.GordonsGuide.com.
 - Interacted with advertising agency on a daily basis addressing multiple issues including project approvals, the media flight plan, as well as campaign, ads, collateral and program development.
 - Provided additional direction to agency to create and distribute a survey to CRM audience regarding new FY10 creative campaign.
 - Worked with agency to provide edits and approvals for CRM e-mail communications to include the Survey of Advertising Creative, a Meeting Planner ePromotion and a Holiday Leisure Travel ePromotion.
 - Collaborated on 2010 PR plan working with PR Manager and Advertising Agency to ensure better synergy resulting in stronger campaign presence/message effectiveness.
 - Supervised the Miles Media Visitor Guide team and completed initial proofing process of the content, layout and design for the 2010 Visitor Guide.
 - Worked with various local tourism partners including the Symphony, *HarborStyle* magazine and the Tampa Bay Rays to research, obtain and deliver new photo sets for 2010 Visitor Guide.
 - Assisted the Economic Development Office by presenting topics including Quality of Life, Tourism, and Film Office Impact and Services to an international business considering possible relocation to Charlotte County.
 - Provided regular posts and updates to VCB's Facebook page.
 - Rotated and updated feature spots on www.CharlotteHarborTravel.com home page.
 - Completed committee work in developing a recommended County-wide social media policy.
 - Met with representatives of EES, Natural Resources and Parks, Recreation & Cultural Resources to develop a plan to strengthen/improve the availability of resources and tools available to the birding market and implement cohesive County-wide promotion.
 - Responded to PR/Media image requests to include representatives of *Gulfshore Business* magazine and the Official Florida Travel Industry Guide as part of Visit Florida's Travel Agent Education Program.
 - Attended meetings/events with agency, with website and Visitor Guide vendor, interdepartmental meetings, Tourism Development Committee meeting, and staff meetings.
- **Public Relations:**
 - Gathered, wrote and submitted content: weekly for the County Administrator; monthly for the Southwest Florida Parrot; monthly for County's Connection.
 - Wrote and Distributed Two Media Releases.
 - "30th Annual Florida International Air Show Makes Southeast Tourism Society Top 20 List"
 - "Two Charlotte County Residents Each Awarded Acre-Foot* of Charlotte Harbor for Bringing Meeting Home".
 - Researched and fulfilled 8 editorial leads for regional and national print and online publications.
 - Media Planning: Itinerary planning for the following travel writers who have requested visits:
 - Bruce Vittner – Nov. 19 – 22. Writes for Ocean State Golf magazine (print and online) in New England. Airfare provided by Direct Air (Worcester, Mass.), spending 10 days in Florida.
 - Kalamazoo – Radio station personality, airport marketing rep representative, and two CVB presidents for Jan. visit. Dates are TBD. Goal is to celebrate one-year anniversary of Direct Air service between Kalamazoo, Mich., and Charlotte County Airport.

- Additional Activity:
 - 11/3 Conference Call with SMITH Adv. for Public Relations update
 - 11/10 See SWFLA Board of Directors Conference Call
 - 11/17 Charlotte VCB Marketing Meeting
 - 11/19 -11/22, Golf/travel writer Bruce Vittner in town.
 - Arranged to participate in Florida Fish & Wildlife Conservation Commission 5-year Freshwater Fishing License Promotion targeting 3,000 anglers. The VCB's musical CD and visitor's guide will be distributed in 2010.
 - Prepared report for Quarterly Tourist Development Council meeting as well as clip book for content generated from October's Southeastern Outdoor Press Association Annual Conference;
 - Maintained VCB's Twitter account.
- Sales & Sports Marketing:
 - Followed up via email with various faith-based meeting planners whose contact was made through attending the Rejuvenate Marketplace tradeshow and assisted in compiling a master list of leads generated through the show in partnership with six other SMG-managed facilities.
 - Finalized the transportation logistics and itinerary for the post Florida Encounter FAM tour.
 - Met with the new sales manager of the Charlotte Harbor Event & Conference Center to discuss the Bureau's sales strategy and resources available to assist in bringing business to the facility.
 - Met with the organizers of the Flatsmasters Redfish tournament series to discuss the Bureau's potential partnership with one or more of the tournaments due to the absence of the Redfish Cup in 2010.
 - Began compiling the room night results generated through the Florida High School Athletic Association's 3A Region III Boys & Girls Cross Country Regional's which was held on November 13th at the Charlotte Sports Park.
 - Attended VISIT Florida's Florida Encounter Trade Show and met one-on-one with over two dozen meeting planners from all over the country and Canada who are specifically interested in bringing meetings business to the state of Florida.
 - Conducted a 3-day meeting planner familiarization tour of Charlotte County's various meeting/special event venues, lodging properties and attractions for nine meeting planners who attended Florida Encounter.
 - Began discussions with the National Director of the Youth Basketball Association of America regarding the logistics and other details of bringing a 30-40 youth basketball tournament to Charlotte County in March 2010.

Utilities

- Engineering Services:
 - Major Work Orders:
 - 62 developer project inspections; 300 CIP inspections; 5 start-up inspections; 12 LPS mandatory re-inspections; 6 LPS installs; FEMA training: 3 days, 1 employee; Lock Out/Tag Out training: 1 hr, 3 employees; 10 developer agreements prepared; 234 active developer projects; 7 closed projects; 2 active line extension projects; 2 applications received; 2 agreements sent; 4 closed projects; 4 new set of plans received; 3 revised set of plans submitted for approval; 107 residential service availability letters prepared; 6 commercial service availability letters prepared; 50 water and sewer services field verified; 661 locates processed from Sunshine State One; 21 residential service applications processed; 2 permits received; 2 permit approved by CCU for FDEP submittal; 1 record/as built drawing reviewed; 2 large area intersections locates
- Operations Division
 - Treatment Facilities:
 - Reuse Ordinance/Misc Projects: Pump upgrades at the West Port WRF are progressing. Specs are nearly complete for the installation of a second sludge press at the East Port facility.
 - Personnel: Henri Lafenetre has been promoted to the position of East Port WRF Lead Chief Operator; which creates a vacancy for a plant operator.
- Water Distribution:

- Distribution System: Completed 8 new service line installations; repaired 22 line breaks; exercised 58 system valves; maintained and flow tested 63 hydrants for system maint; changed out 53 galvanized service lines as system maint; responded to 14 water quality calls; serviced all vehicles at Fleet that required maint; tested 5 compound meters for accuracy; moved 5 meters in Maple Leaf from the home to the r/w; installed 9 new valves in the distribution system; completed a small line ext on Clewiston with a hydrant and valve assembly; replaced a hydrant and valve assembly on Pelican Dr; replaced 3 compound meters that tested bad; got an alarm for a high rate of flow on 11/9 and tracked it to a hydrant that was running full flow in the northwest section of PC due to tampering and CCSO was notified as well as FL Warn; received notification from FDEP that we would not lose our reduced lead and copper sampling exemption, and will be required to increase our parameters testing to comply with the new regulation for water quality monitoring.
- Training: 26 employees attended Lock Out/Tag Out training; 4 employees were recertified in confined space; and the workgroup held 4 tailgate safety meetings.
- Personnel: 1 employee is out on long term injury pending exhaustion of FMLA. 1 Foreman resigned for personal reasons, and 1 Foreman position is vacant pending appeal of termination.
- Booster Stations: #2 (Golf Course) remains out of service. The contractor has halted most work at this site to concentrate on Boosters 3 & 4; #3 (Gulf Cove) performed prev maint. Contractor continues with the upgrade process. ADF was 2.6 MGD. #4 (Walenda), performed prev maint; contractor remains on-site for upgrade; installed new vfd on #4 pump; ADF was 3.998 MGD. #6 (Rotonda) performed prev maint. Removed the old generator to the Meadows LS. Installed conduit for the security cameras to the gate and building. ADF was 2.445 MGD. #7 (Ingraham Injection Station) site is operating normally. Replaced 2 check valve diaphragms on the bleach feed line. #8 (Englewood Interconnect) is currently shut down but remains ready to return to service when needed. Average flow across the Myakka River Bridge is 2.9 MGD.
- Sampling: Monthly compliance samples have been completed.
- Boil Water Notices: 2 boil water notifications were processed.
- Wastewater Collection:
- Gravity Force Mains: Inspected 12 manholes; exercised 98 sewer valves; replaced 2 valves; poured/installed 21 valve pads; repaired/installed 4 manhole risers; repaired 5 service laterals; TV'd and cleaned 3,608' of mains.
- Lift Stations: Performed 419 prev maint work orders; performed 35 corrective maint work orders which included check valve cleaning, pump de-ragging and wet well cleaning; repaired broken 3" air line at BS Village; installed new components at manhole #33 on air lift pump; installed new 8" valve assembly at LS 321; installed new 4" pump bases and discharge line at LS 403; installed new 8" HDPE discharge line at LS 309; repaired leaking discharge line at LS 20; measured area to be maintained at 208 LS for grounds maintenance contract; completed 6 MOT set-ups; completed 4 confined space entries.
- Business Services:
 - IVR: The IVR project was implemented on 9/1. During November, 1,965 payments were processed through this venue. This represents 40% reduction in the number of payments that would have gone to Customer Account Specialists. The additional positive feature of IVR is that our customers can now pay their bill over the phone 24/7. We are seeing payment activity on the weekends.
 - Mass Notification: Mass notification of customers who are in imminent danger of having their services disrupted for non-payment began on 10/13. During November, 1,686 phone calls have been made to customers facing imminent shut-off for non-payment. Of the 1,686 notified, only 792 had services shut-off. This represented a 53% decrease in delinquent accounts scheduled for shut-off and those actually shut-off.
 - Electronic Bill: Met with IT and prioritized the electronic bill process as a high priority. We will be working with them to achieve this outcome in the most cost effective manner.
 - BCS Liaison: There were 15 meter inspections performed, and all passed. Upon investigation of permits, we found all but 1 permit for CCU wastewater connection were in order. The permit

review process identified one sewer line permit in which the customer has not contacted the utility. Engineering staff is investigating.

- EZ Pay: 12,227 bills were processed. Transaction break down is as follows: 3,593 one-time pays; 5,653 recurring payments and 2,981 payments through Customer Service Reps. There were 125 returned items; 38 for insufficient funds and 87 for invalid bank number.
- AMR Replacement: 25 Orion AMR transponders were installed. Of the 25,256 customers with AMR transponders 4,561 have ITRONs and 20,695 have Orion. The 25,256 represents 45.25% of our customer base with AMR meters.
- Customer Service: Received 8,055 phone calls. Grade of service was 77.6%. A much higher call volume than normal on the 30th; plus high absenteeism contributed to the decrease in grade level. The total # of walk-ins to the lobby was 1,002. There were 3 new service requests representing \$20,215, connection fees.
- Meter Services: Installed 9 new meters (existing lines); 39,658 meters were manually read; 53 were skipped (less than .1% of all reads) and 56 were misread (less than .1%); 2,479 service orders were closed, including check meter/verify read, box/lid maintenance, shut-off, and turn-on.
- Billing & Collections:
 - Delinquencies: 792 accounts were shut-off for non-payment. Reconnection revenue (meter was turned off) collected was \$23,270, penalty revenue was \$66,317, and premise visit revenue (payment was made before shut-off occurred) was \$2,700. Total delinquency revenue: \$92,287. FY-YTD 09 total: \$196,155.
 - Returned Checks: Revenue was \$3,482. FY-YTD 09 total: \$7,702.
 - Tampering: There were 46 meter tampering occurrences for total revenue of \$6,810.; FY-YTD 09 total: \$10,360.
 - Overtime: \$1,890, collected for overtime and \$257.33 was expended. Net income is \$458. Total revenue collected FY-YTD \$2,152.
 - Liens: There were 137 liens filed addressing balances at the time of filing of \$34,129. There were 33 liens released for a total of \$29,860.
 - Bad Debt: There were 39 accounts sent to bad debt this month for a total of \$3,779. or an average balance of \$97. There were 12 tenant accounts (illegal act fees) sent to bad debt this month for a total of \$3,695 or average balance of \$308.
- Community Outreach: No activity.
 - Real Estate: Met with a rep from the real estate community to discuss current billing practices and have agreed to review the urgent notice statement with a goal for clarification of information.
 - Water Conservation Enforcement: SWFWMD has changed its watering restrictions to a modified Stage 2. Stage 2 no longer requires us to notify customers of high consumption over 15K a month so we have ceased this activity. A draft of the Year Round/Emergency water ordinance has been delivered to County Attorney's office for review. There were 7 unauthorized use warnings and 1 unauthorized use 1st offense violation. The fee for the unauthorized use 1st offense was waived as one of the two waives for the year. FYTD total revenue for unauthorized use is \$5,250.
 - Sharepoint/Doc Management: The SharePoint implementation is currently being planned in IT as they have made a shift in the method they will be using to roll it out to each department. We want to ensure the functionality being created will be supported in the upcoming version. We currently have 19,779 documents ready to be transferred to Sharepoint.
 - Utility Regulation: No activity.
 - ID Theft/Red Flag Policy: Standard operating draft is complete. Awaiting review by staff for final document.
- Public Outreach:
 - Water Conservation: CCU participated in 2009 World Community Day event hosted by the Salvation Army; SWFWMD extended modified Phase II severe water shortage restrictions through February 28, 2010; CCU participated in the 10th Annual Charlotte Harbor Nature Festival hosted by CHNEP. Handouts and giveaways were provided at the water conservation booth to

over 300+ visitors. The Showerhead Exchange program was also continued at this event; planning stage for Open House at Burnt Store RO Water Treatment Plant scheduled for February 2, 2010; Toilet Rebate Program is in effect for FY09/10. Residential customers can receive up to \$100 rebate per toilet (max of 2 toilets) by replacing their 3.5 gallon toilet with a low efficient 1.4 gallon toilet; on track with toilet rebates for the CC Schools; the last of the schools will be completed by mid-December.

- o Safety & Security:

- o Safety: Conducted 6 in-house training on lockout tag-out (mandatory training for all Utility employees). Classes will be conducted until all staff has been trained. Environmental and Extension Services staff also included in the classes; November's Safety Committee meeting was canceled due to scheduling conflicts. The next meeting is scheduled for December 7, 2009.

- o Security: Maintenance was required on several security cameras at different CCU locations; Security gate codes will be removed after the first of the year and replaced by security card access; Warehouse on-call staff will have access to the security codes in case of an emergency; An incident involving vandalism of a fire hydrant was reported to the State Warning Point and CC Sheriff; Water system pressure did not drop below 20psi; CCU was in contact with DEP on this issue.

- o Miscellaneous: FPL provided an energy audit at all CCU water reclamation facilities, water plants, and major lift stations to identify possible electrical savings; As member of the FOCUS group team, reviewed modifications to SWFWMD 40D-21 Water Shortage Plan; Attended the FSAWWA Florida 2030 Water Summit conference in Orlando; Attended meeting on Vacuum Sewer systems.

- o Human Resources: Total positions: 202 plus 6 for Finance – Total 208; Vacancies: 6; Recruiting: Director & Plant Operator; Frozen: 2 Maint Mechanics, 1 Engineering Inspector & 1 Foreman; SBP processed: 5.

- Administration:

- o Sun River Utilities: Design & Permitting to construct Ph 1 Pipeline from Wal Mart Dist Ctr to P.G. WTP complete. No request to enter Charlotte County's jurisdiction to construct said pipeline has been received. Multi-party Agreement for Sun River to construct a 20" pipeline ext from Wal Mart Dist Ctr in DeSoto County to Charlotte County, ending near Palm Shores Blvd pending.

- o Punta Gorda Interconnect: County denied Authority the consent to enter Charlotte County's jurisdiction to construct the Ph 1A Pipeline. Staff in negotiations with the Authority Burnt Store Area Expansion: No change in status of proposal to initiate a Home Rule Assessment Area for the Burnt Store development community.

- o PRMRWSA: As of 11/30 the Authority reported 252 days of combined water storage remaining in the reservoir and Aquifer Storage and Recovery wells (ASR). At the beginning of the month 28.14 cfs of running water was available from the Peace River, increasing to approximately 31.78 cfs, or 20.54 MG by month end to divert to facility storage; the Authority was taking average withdrawals of 38 MG/day. Average customer demands were approximately 20.90 MGD. The Authority still remains exempt from the State Water Quality Standards for Total Dissolved Solids (TDS) and sulfate as a result of the impact on water quality from continued drought conditions for the Peace River watershed.

- o WO#6: Booster and Storage Sites (Contract 2): Data Flow Systems installed the notch filters and took some other corrective measures to resolve communication problems at the two booster stations. Both stations are now online and experiencing very few radio errors.

- o WO#7: Production and Monitoring Wells: The following work was completed for production wells #15 and #16: a) approximately 100' of HDPE pipe was installed, b) the submersible pumps were installed, c) the stainless steel piping, fittings and valves at the well heads were installed, d) completed the installation and wiring of the VFD panels and I&C panels and e) pressure tested and disinfected the discharge lines. The fencing for the monitoring wells was also installed.

- o Plant Expansion: The new RO plant continues to produce approximately 380,000 gal/day of potable water. Major work activities for November included: a) removing the existing chemical metering pumps, b) disinfecting and completing the Bac-t tests for GST A, c) completing the

asphalt roadways, d) installing the support beams for the roof fans, and d) grouting the sulfuric acid day tank containment pit.

- o WWRP Expansion: Re-rating of the facility is being initiated in order to increase capacity while delaying major capital expenditures.
- o WO#7: Jones Edmunds submitted draft Technical Memorandum's #2 and #3 for review and comment. No major comments were forthcoming and the final TM's should be released in December. A meeting was held on 11/19 to discuss TM's #2 and #3, to review the model simulation of the Rotonda Villas and springs water distribution system; to discuss variances between model pressure predictions and actual pressures measured in the field; and to discuss the additional model simulations that CCU wishes JE to run in the coming month. JE requested additional SCADA data in order to further calibrate the model.
- o WO#28: The plant continues to produce effluent that is well below the reject parameters set by FDEP. All major punch list items have been completed except for: a) the SCADA system and b) some instrumentation/noise issues at effluent pump station #2. It is expected that all SCADA issues will be resolved 12/11/09 and all pump station issues resolved by 12/31/09.
- o WO#29: Walenda: The final connections to the chemical feed system and controls are being completed. Start-up is tentatively scheduled for 12/11.
- o Golf Course: The building structure is complete. Work continues on the internal wiring, piping and related items. Site work is progressing. Work on the water reservoir is complete.
- o Gulf Cove: This site will be next after Walenda is on-line. Beginning the week of 12/14, the final connections for the chemical feed system and controls will take place. Start-up is tentatively scheduled for 12/23.
- o WO#32: The method for replacing the existing air-lift pump stations are being reviewed prior to the bidding process. Alternative bids are being considered to obtain cost comparisons of options. Final plans and specs should be completed in the near future.
- o WO#39: Deep Injection Well: Test has been delayed indefinitely until capacity is required.
- o Rehabilitation of the Headworks: TLC visited the site on 11/30 to collect info regarding the existing structure and equipment. TLC intends to start actual construction efforts during the 2nd quarter of 2010. A PO was issued on 11/25 to Stantec for construction/engineering services.
- o East Port Ops Bldg: Construction continues and is progressing well and on schedule for the new ops building.
- o WO#44: CCU staff continued work on the back log of waste water system as-built info. No work has been done on field gathering GPS data on assets in areas that were not field verified by the consultant.
- o WO#45: These projects are completed and final payment has been issued to the contractor.
- o WO#9: Rotonda Villas & Springs: General Contracting started receiving material at the site in early November and commenced construction on the wastewater low pressure sewer system and on the force main from LS #860. GC continues to pursue closing off the project area to traffic which should help accelerate work in the area. GC continued to make submittals on the LS equipment which are being reviewed by Stantec. GC proposes to use a manufacturer for the LS odor control units (OCU) that differs from the suppliers shown on the CCU Approved Materials List and called out in the specs. This alternate supplier has to be approved by the CCU Product Review Team before it can be used on the project. CCU is currently coordinating site visits to similar installations with the alternate supplier. The alternate supplier is also making revisions to the OCU submittal to conform to certain CCU manufacturing requirements. A Specific Permit was issued by the FDEP for the proposed water distribution system on 11/19/09.
- o WO#53: Rotonda Sands & Meadows: Sands: All piping has been installed and tested. The final wiring of the control panel modifications for the LS is in process and FPL is scheduled to install the electric meter for the LS. Start-up of LS is scheduled for mid-January.
- o Meadows: All piping should be completed in the next few wks. The final wiring of the control panel for the LS is in process and FPL is scheduled to install the electric meter for the LS. Start-up of the LS is scheduled for mid-January.

- WO#42 & 59: Lift Station Rehabs: 321 & 855 - Upon further review, the decision has been made to rehab these 2 LS since they are considered the highest priority at this time. 8 – CCU staff continues to monitor the situation with RES. There has been no change.
- 24 – Permanent easement for the new LS site is being pursued.
- 801 – LS, 100% complete and has been placed in service by FDEP.
- 84 – Ops completing the upgrading of LS in-house.
- WO#60: Babcock Ranch: RAI # 7 has been received from SFWMD. Two items are listed in this RAI # 7. A meeting was held to discuss responses.
- Control Structures: Sunset & Lionheart WW: RS Const completed directional drilling of the new water/sewer mains at both locations. The package lift station submittal at the Lionheart W/W was approved and CCU is awaiting the installation.
- Rotonda Weirs: CCU is waiting for PW to submit to Purchasing for construction.
- Lionheart WW @ Quesada, Sunset WW @Kenilworth, Dorchester WW @ Peachland, Morningstar WW @ Peachland: CCU continues to coordinate and meet with Johnson Engineering to insure that the water and sewer issues with this project are completely resolved before construction begins. CCU is waiting for the final plans to be submitted.
- Spring Lake Park LS: The contractor has completed installing the underground electric service from Lakeview Blvd to the LS. The electric meter has been installed, also.
- Cape Haze Bridge: FDOT has awarded this project to Zep Const on 10/20 and a pre-con meeting is scheduled for 11/9 to be held at the FDOT Ops office in Cape Coral. This project is being funded through the Fed Stimulus Pkg and will be administered through FDOT with CCU and PW overseeing.
- Sidewalks: Johnson Engineering meetings with CCU and PW staff gathering all info necessary to provide complete construction plans. CCU facilities are affected in 3 of the 6 areas.
- Midway Force Main & LS Rehabs: Project is being included in the Midway Widening project as each phase is constructed.
- Midway Widening (PW) Phase 1: The Yale, Elkcam and Niagara WWs are under construction. This portion of the project was bid and Peter A. Basil was the low bidder and awarded the project. CCU has reviewed the 100% roadway Ph I utility plans (from Elkcam to Birchcrest Blvd) by Giffels Webster Engineering and the project is now being forwarded to Purchasing. The Fordham WW plans are being finalized to address gravity sewer relocation/lift station utility issues.
- WO#70: The RFP for const services was advertised by Purchasing and a pre-submittal meeting was held on 11/18 as scheduled.
- WO#71: Deep Creek Force Mains & LS 303 – 309: Received easement from Hampton Point. Gopher tortoise and scrub jay issues investigated. Relocating gopher tortoise to be scheduled in near future. Bid docs are being finalized as per the latest project revision to minimize costs.
- Coral Creek Bridge: Construction proceeding and on schedule.
- SWFL Feasibility Study: CCU staff continues to monitor the progress of this study. The SWFFS project team is preparing final report to be submitted to Congress in late 2009.