

**Charlotte County  
Board of County Commissioners  
Staff Report  
February 2010**

**Budget & Administrative Services**

**Budget Department**

- Distributed monthly Fiscal Reports to departments
- Preparing and updating Performance Based Budget packages and summaries.
- Began holding budget meetings with department directors and fiscals to discuss their budgets for FY10/11.
- Prepared budget transfers and amendments for FY09/10 budget carry over's.
- Submitted request for 2009 Price Index Adjustments for Private Utilities in Charlotte County.
- Boater Improvement Fund applications submitted and prepared for presentation to the Marine Advisory Committee.
- Monthly FDLE JAG reports completed and submitted.
- Continued calculating units for Wastewater Service Program – Area 1 and Water Service Program – Area 1
- Working on information and creating detail records and reports for Little Gasparilla Island Fire MSBU.
- Preparing for rate case with private water utilities in Charlotte County.
- Gathering data for comparable Counties to be used in the budget workshops.

**Fiscal Services Division**

- Public Safety Department:
  - Received check in the amount of \$2,000 for the BRAIVE Program. This funding allows 2-1-1 to assist in providing services needed for veterans and family members who served or are serving in the Afghan and Iraq wars.
  - Received reimbursement check in the amount of \$1,222.20 for the 2<sup>nd</sup> Deliverable Milestone for Hazards Analysis Update Grant. This grant allows counties to identify inventories for certain hazardous materials that businesses have in the County.
- Facilities and Parks and Recreation Cultural Resources, Building Construction Services & Growth Management:
  - Met with Finance and Administration to determine strategy for funding shortfall of Sports Parks Maintenance and Operations.
  - Identified final billing methodology for Ripkens and invoiced Ripkens.
  - Assisted with the transition of new propane vendor, Ferrell Gas. Worked to remove all AmeriGas tanks and replace with Ferrell Gas tanks. All tanks replaced with the exception of one at the Sports Park. This is an underground tank which is much more involved than above ground tank replacements.
  - Initiated an inventory of all Parks uniforms in an effort to reduce the number of lost uniforms and revised the operating procedure for collecting uniforms from exiting employees to reduce County liability from missing uniforms.
  - Continuation of closing all Facilities FEMA projects.

**I.T.**

- Automatic Management of Public Computers: We are now able to manage public PC's automatically, providing upgrades and updates remotely and automatically without having to visit each PC. Public PC's are typically "frozen" to where no changes made to the system, which protects the computers from being altered in any way. Updating them becomes a problem as they have to be "thawed" in order to perform any updates or changes. By utilizing 2 different technologies (Deep Freeze Management Console and Microsoft System Center Configuration

Manager), which we have already in place, we can place the PC's into a "thawed" state at night, allowing anti-virus updates, and create and "push" out updates or software upgrades on a schedule. We then restore the PC's to their normal "frozen" state in the morning prior to opening. This is similar to what we do inside our network, when we "push" out updates monthly. We are able to manage approximately 150 PC's in our Public domain. This includes public use PC's, catalog PC's as well as PC reservation and print release stations.

- Customer Relations Management (CRM) Performance Improvements: IT Captured standard user activity on the CRM database and did analysis & performance benchmarking. After analyzing the initial findings, the IT Database Administrator implemented 50+ indexes to the core CRM database to improve user experience.
- Novus Agenda User's Forum: The first Novus User's Group meeting was held Friday, February 12th. IT Created and distributed a Novus User Manual to all Novus Gatekeepers. Additionally, IT created flow charts for all workflows in the gatekeeper departments and distributed them accordingly. At the meeting, the new User Group web site was introduced that will provide a forum shared between IT, users and our vendor, where users can post topics for training or future meetings, enhancements, questions or helpful hints and any knowledgeable party can respond. The site also contains relevant Novus documents. At the meeting, workflows were explained and the current list of enhancements discussed. Meetings will be held twice a month to provide multiple options for users to be able to attend.
- CCU Access Delinquency Program Improvements: A Business Objects Data Integrator job was created to automatically download records from Banner daily into the MS Access Delinquency program that CCU uses to collect past due amounts. The manual download process was becoming extremely inefficient and often resulted in errors when there were a lot of records. The automatic download process will significantly improve their efficiency and will also reduce the number of calls that IT receives because of the errors.
- Novus Workflow Efficiencies Completed: IT completed an effort to reduce the number of workflows Novus Agenda handles on a day-to-day basis. The more efficient workflows were moved into production for Administration and the Attorney's office, which cut the number of workflows by two thirds. Therefore reducing the number of breaking points that have historically plagued the software.
- Fiscal Year 2010-11 Budget Site: A SharePoint Portal site was created and implemented at the request of Budget & Administrative Services for handling the documents associated with the FY 2010 – 2011 budget process. Employees responsible for their assigned department budgets have been given access to their budget worksheets within the site. Security has been placed on the site to limit exposure of the information to just those individuals who should have access.
- Pasco County Visit: Pasco County Utilities visited with IT and CCU to discuss our EAMS implementation particularly with the configuration of the Utility's warehouse. They were especially interested in process they use to move parts from warehouse to the trucks and then into production. In return for spending time with them, they offered to allow us to attend some on site EAMS training they'll be having at no cost to the County.
- Lee County Visit: Lee County Property Appraiser's office met with GIS and the Charlotte County Property Appraiser's Mapping Department to discuss the Parcel Builder Application. Charlotte County has been using this product for the past 2 years maintaining the property database. They were interested in our workflow process and gaining feedback as to the quality of the application. They have since decided to move forward with the purchase of this product.

### **Purchasing**

- Pre-bid meetings held:
  - 10-100 Dozer with Waste Package - Landfill
  - 10-103 Fencing Maintenance & Repairs - Annual
  - 10-148 Stump Pass Dredging
  - 10-098 Service and Maintenance of Chillers - Annual
- Bid Openings held:
  - 10-138 Infrastructure Services - Information Technology
  - 10-104 Midway Boulevard Widening - Phase I

10-100 Dozer with Waste Package - Landfill  
10-127 Safety Mowing - Annual  
10-128 Cleaning Services - Annual  
10-098 Service and Maintenance of Chillers - Annual  
10-151 Walking Floor Trailers  
10-103 Fencing Maintenance & Repairs - Annual  
10-148 Stump Pass Dredging

- Quotes received:
  - 10-135 Spring Lake Park Landscape Renovations
  - 10-120 Shredder/Mulcher/Chipper Attachment
  - 10-147 Submersible Pumps - CCU
  - 10-155 Trailers
- Pre-construction meetings held:
  - 10-101 Stillwater Youth House Renovation
  - 10-081 El Jobean Boat Ramp
  - 10-039 Burnt Store Lakes Entrance Features
  - 10-135 Spring Lake Park Landscaping Renovations
  - 09-291 Piper Road Widening
- Request for Proposals received and Shortlist meetings held:
  - 10-125 Emergency Debris Management
  - 10-129 Human Services - Software

### **Real Estate Services**

- Burnt Store Rd, Winchester S. Midway Expansion: Order of Take date for parcels needed for 1<sup>st</sup> phase of BSR under review because of concerns relating to impacts on private utility lines. We will seek BCC approval to relocate private utilities prior to any eminent domain action. Negotiated voluntary settlements with all mobile home owners affected by this project.
- Piper Rd: Completed right-of-way acquisitions for phase 1 -mediations final compensation continue.
- Environmental Lands Acquisition Program: Program in abeyance.
- Flamingo/Edgewater: acquired 73% of 332 parcels to be acquired for this project -another "mass mailing" of offers for the remaining parcels (90 +/-) in April.
- Inter-modal and Logistic Center: Assist staff from Eco Development on acquisition of 20 acre site for Inter-modal and Logistic Center.
- P.W. Admin, Parks & Rec, CCU: Continue to work with departments obtaining easements, title searches and reviewing a number of land related issues brought for review and assistance. Upcoming new projects include Placida Road and Edgewater Road widening.
- Releases and Occupations of Easements: Receive & process -exceeding 112 applications.
- Stump Pass Renourishment Project: These easements are being sought at no cost to the County.
- Weir Replacement Projects & Easements for Canal Dredge-Spoil Sites: Obtain Temporary Construction Easements to assist with site access when work begins.
- Neighborhood Stabilization Prog: Received funding FI Dept of Community Affairs -moving forward with acquisitions related to project; 2 homes/2 vacant lots under contract to close in few weeks.
- County's Real Property Inventory Review: -of real estate holdings to hold parcels (i.e. existing or planned future use) or be considered surplus to County needs and made available for purchase.
- Exchange with Habitat for Humanity Working to obtain parcel of land for CCU as master lift station on Placida Road through a land exchange at no cost to the County.

### **Building Construction Services**

- Summary: February saw a slight increase in permitting with 16 single family permits issued although this is still down on the same period in FY09. However, the number of miscellaneous type permits showed an increase from this time last year. Revenue is still down and the department is still running at a deficit.
- Updates and Accomplishments:

- On Monday, February 8, a ribbon cutting ceremony attended by Commissioner Skidmore, BCS staff and CDBIA members, was held to "re-open" the permitting office in the West County Annex in Englewood. The office is open on Mondays from 10 a.m. to 4 p.m. and staffed to answer questions, take payments, accept applications for licenses and permits, take in code enforcement and licensing complaints, and issue "over the counter" permits. Staff is also available to answer questions about Accela, the new land management software, and help register contractors for the new on-line system. Although the first Monday the office was open only saw two customers, subsequent Mondays have seen an upturn in the usage with up to 12 customers seen.
- Staff hosted an outreach event as part of the departments' 'Ask The Building Department' series. There was no designated topic for this event and participants were encouraged to ask department staff any questions they had. Although the event was not heavily attended, many interesting subjects were covered from roofing to licensing and green construction. The event is available on the BCS web site and will be available on CCTV 20 at a future date.
- Staff participated in Government Day at the Mall. The departments' booth was well attended with lots of questions mainly surrounding permitting and code enforcement. Flyers and informational literature was handed out to the public as well as information about the 2010 Green Futures Expo and Energy Options Conference being held in November.
- Licensing and Code Enforcement: Staff met with the Property Owners of Gulf Cove to discuss code enforcement procedures, illegal dumping and the new grass ordinance. The meeting was well attended (approximately 40 people).
- Green Building:
  - Julia Galofre from BCS has been accredited by The Green Building Initiative as a Green Globes Professional. Julia is the first person in Florida to get that accreditation. The Green Building Initiative (GBI) is a not-for-profit organization whose mission is to accelerate the adoption of building practices that result in energy-efficient, healthier and environmentally sustainable buildings by promoting credible and practical green building approaches for residential and commercial construction.
  - Florida Department of Health is holding workshops around the state for interested professionals to examine the public health related impacts of climate change. Julia Galofre represented Charlotte County in the event held in Sarasota County on February 10th, 2010. The workshop included presenters that explained the effects of climate change that can include an increase in the number of infectious diseases, exposure to air pollution, loss of water resources, exposure to severe weather and impact in buildings and infrastructure. It was followed by an open discussion to summarize ideas and to partnership in a strategic plan.
  - BCS staff visited Punta Gorda Middle School, a LEED certified School. The visit was guided by Eugene Spurr, Director of Maintenance and Operations from the Charlotte County Public Schools. The objective of the tour was to understand all the green features that helped the school to be certified and that makes the building stand out over most schools in the nation.
  - Building Construction Services was interviewed by Harbor Style Magazine for an article they will be doing on Green Building in Charlotte County. Staff was contacted to explain the Green Building ordinance that Charlotte County passed and BCS's Green Building Program that allows contractors to expedite their permits through the permitting process. The article will appear in the magazine's spring edition.

<b>Item</b>	<b>Total FY09</b>	<b>Feb-09</b>	<b>Feb-10</b>	<b>FY09YTD</b>	<b>FY10YTD</b>
Single Family Permits Issued	241	19	16	66	62
Multi Family Permits Issued	1	0	0	0	1
Commercial Permits Issued	170	12	3	67	72
All Other Permits Issued	9684	1019	1132	4033	3517

Customers Served	15488	1622	2206	5940	8735
Inspections	48393	4514	3141	21150	16896
Permitting Revenue	\$2,267,181	\$197,623	\$147,471	\$837,361	\$438,944
Permitting Expenditure	\$4,517,247	\$309,954	\$217,658	\$1,239,287	\$374,494
Licensing Revenue	\$102,094	\$15,512	\$59,627	\$31,084	\$89,567
Licensing Expenditure	\$757,802	\$59,243	\$86,590	\$226,841	\$100,363
Action Orders Initiated	4204	286	272	1134	1025
Code Cases Initiated	2346	203	72	531	635
CEB Cases Heard	396	52	53	400	204
Citations Issued and \$ Amount	\$32,095	\$5,595	\$2,500	\$9,048	\$11,100
New Contractor Licenses Issued	449	50	1	154	58
Contractor Licenses Revoked	16	3	0	5602	1

## Economic Development

- Inquires/Appointments/Successes:
  - At the Enterprise Florida Inc.'s (EFI) Stakeholder Meeting in Tallahassee, Governor Crist made a presentation in which he strongly endorsed the efforts of EFI and all of the economic development practitioners attending the meeting. He voiced his support for the renewal of the Qualified Targeted Industry Incentive and said he would be asking the legislature for \$25M for the Quick Action Closing Fund.
  - The communities of Charlotte Harbor and Punta Gorda held the Second Annual Hands Across the Harbor Event on Saturday, January 30. The activities included a 5K Fun Walk, an 8K Run, and a 10 or 20 mile bicycle ride. Participants started at Gilchrist Park traveled over the bridge to Charlotte Harbor and returned. Over 200 people shared in the fun and enjoyed the scenic route. To round out the day, participants and viewers were encouraged to visit the Business Expo, which included Kayak demonstrations and Yoga stretching. Area businesses took advantage of the Saturday crowd by having a map available which highlighted the businesses within walking distance of Bayshore Park.
  - Don Root participated in a panel discussion sponsored by the Commercial Investment Division of the Sarasota Association of Realtors. The panel highlighted economic development opportunities in South Sarasota and Charlotte counties. Other participants on the panel included Charlotte State Bank, Commercial Lending VP, the President of the Venice Area Chamber, and the Economic Development Manager of North Port. About 35 commercial realtors attended this regional effort.
  - The Charlotte Harbor CRA co-sponsored a Valentine's Day Sunset Vow Renewal with the Parks Department. Sixty people participated in this celebration of love which was held at the Bayshore Live Oak Park. The evening event included a sunset ceremony, romantic readings and dulcimer mood music, which was played by a new business owner in the Charlotte Harbor CRA.
    - The EDO's efforts to recruit and maintain existing businesses continue with:
      - 38 pending prospects.
      - Appointments with 13 local businesses.
      - 14 new projects reviewed; custom presentations developed for 6 businesses.
      - Provided 18 external companies and 9 County departments with various demographic and market data packets.
      - 2 incentive packages.
      - 1 impact analysis.
      - Met with a business owner to provide information on training opportunities
- Meetings:

- International Level
- European Business Council
- State Level
- Freight flow study w/Florida Chamber Foundation
- Teleconference with Rep. Precourt and Energy and Utilities Commission
- 5<sup>th</sup> Global Forum on Pharmaceutical Anti-Counterfeiting
- Miami Green Expo and Conference
- Regional Level
- Southwest Florida Workforce Development Board
- Southwest Florida Economic Development Partnership
- Sarasota Board of Realtors
- Regional Planning Council teleconference
- Innovation Partnership
- Local Level
- Directors' Meetings
- Meetings with Commissioners
- Charlotte County Grant Committee
- Enterprise Charlotte Economic Council
- Charlotte County Industrial Development Authority
- Charlotte Harbor CRA Advisory Board
- Charlotte County Airport Authority
- Charlotte Chamber
- City of Punta Gorda
- Team Punta Gorda
- Charlotte De-Soto Building Industry Association
- Expo & Conference Planning with Growth Management
- Budget meeting
- Demographic/business trends meeting with Charlotte State Bank
- Charlotte County Career and Services Center
- SCORE
- MPO/FDOT
- Presentations/Newspapers/Magazines:
  - Gregg Martin/Charlotte Sun re economic development legislation
  - Terry Brennan/FGCU re sponsorship
  - Josh Salman/Charlotte Sun re "Ready Real Estate at the Right Price"
  - Josh Salman/Charlotte Sun re Murdock Village
  - Lew Morrissey/Harbor Style Magazine re follow up on Energy Options
  - Lew Morrissey/Harbor Style Magazine re alternative energy
  - Presentation to Representative Rooney's aide re state and local initiatives
- Office Activities:
  - Data collection included monthly webtrend data, permitting, unemployment, airport and tourism stats. Overall review and update of Demographic Profile and Demographic Highlights.
  - Prepared Agenda, Minutes and coordinated meetings for the Enterprise Charlotte Economic Council, Charlotte County Industrial Development Authority and Charlotte Harbor CRA Advisory Committee.
  - Reviewed potential grants announcements for project funding opportunities.
  - Marketing and planning for the 2010 Energy Options Conference
  - Expanded coordination efforts to improve the Business Expansion and Retention program
  - Continued to coordinate the IDA's interest in developing the 120 acres of property in the ECAP
  - Participated in the development of an interactive workshop with Florida Gulf Coast University
  - Center for Public and Social Policy and presented on infill and redevelopment at the February 26 workshop - Critical Components of Infill Development.

- Coordinating the development of an educational program on redevelopment to be held on March 12 at the Old Courthouse in Punta Gorda for the Florida Redevelopment Association Southwest Florida Regional Chapter.
- 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.
  - 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
  - Researching and drafting for Charlotte County Revolving Loan Fund Florida PACE – worked legislature to gain recognition for Charlotte County Solar Rooftop Program
- Charlotte Harbor CRA:
  - Coordinated and facilitated two special meetings of the Charlotte Harbor CRA Advisory Committee to seek input and develop a 2010 and 2011 work plan and agenda for the joint meeting with the BCC scheduled for March 23.
  - Provided detailed information on the Harbor Walk project to Public Works to recommend that this project be considered for any additional stimulus grant funding opportunities that the county will be considering.
  - Oversaw the tasks of the Bayshore Live Oak Park Special Events Coordinator, including reviewing and approving flyers, press releases and schedule. February events included the Vow Renewal Ceremony on February 14.
  - Facilitated community outreach with the residents of Charlotte Harbor and the Sheriff's Department and Code Enforcement to improve the image of Charlotte Harbor with emphasis on Bayshore Live Oak Park and the vacant properties within the neighborhood.
  - Held a meeting with CCU and the City of Punta Gorda to discuss options for the reclaimed water line to serve both Charlotte Harbor CRA and the City of Punta Gorda.
  - Finalized the revenues and expenses for the second Annual - Hands Across the Harbor - Event and set the date for January 29, 2011 for the third annual event with the event committee.
  - Continue to work with the consultants to finalize the Harbor Walk design plans including coordination with adjacent property owners.
  - Continuously monitor and update the Charlotte Harbor Website to provide current information.
  - Reviewed potential grants announcements for project funding opportunities
  - Coordinated a meeting with appropriate county departments to discuss options for the Hickory House property and presented an option to include the property into the Charlotte Harbor CRA boundaries to help facilitate future redevelopment opportunities.
  - Met with potential new business owner on the potential use of site in Charlotte Harbor.
  - Met with property owner to assist in preparing presentation to the Charlotte Harbor CRA Advisory Committee regarding site plan review.

**Environmental & Extension Services** – No report submitted.

### **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-100% 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 2.1M.
- Human Services-Under design-7000 Sq/ft to house HS and Veterans Services. Project **Delayed** Budget 1.917M. Project approved by Bcc to restart with Mathews Taylor as Design/Build contractor Precon proposal accepted by County Design phase underway project to be LEED certified
- 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 Completion expected in April 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 28M Project is complete--First season complete. Field remediation work 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 underway Installation phase. Scheduled completion in Jan. Project is complete FEMA inspection underway
- 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 for federal funds of app 5 million has been submitted. BCC approved state ARRA Grant for \$984,000 for green sports field lighting and upgrades at FS#12
- .South County Annex renovation-under construction-completed
- West Charlotte mini-transfer station-under construction-complete
- CC Fire Station #5-renovation of station-under construction complete
- 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 Mgt, 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 estimate complete. Plans in design for Tax collector operational space
- 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 restroom is open to the public
- Bayshore ADA restroom-Acquiring A/E firm for design A/E hired for project-will be LEED Compliant Project in design
- Transit Parking expansion-project is in design
- Stillwater Street Youth House-project is under construction
- Nationhood Stabilization grant Project-county is purchasing houses and land for renovation and resale-7 properties under contract

## **Growth Management**

- SmartCharlotte 2050 Comprehensive Plan Update:
  - Staff has been notified the ORC report will be issued on Monday 3/8. Once received the County will begin the process of working through DCA's objections and comments. Staff will have 60 days to bring the plan before the BCC for approval.
- Transportation:
  - Staff met with Administrative and Budgeting staff to begin the initial process of prioritizing the county's transportation projects. The results will be used by Public Works to prioritizing CIP projects for the coming years.
  - Staff also coordinated and attended an Intergovernmental Coordination meeting with FDOT, City of Punta Gorda, and County Public Works departments to discuss the short term and long term impacts from the City's planned and anticipated growth on the Key-corridors.
  - Bicycle and Pedestrian master Plan
  - Scope for the Plan was approved by Growth Management and MPO. Data collection and analysis work began in January with anticipated data collection task completion in February, followed by analysis task. The final draft plan will be completed by June 2010 to be included as a part of the 2035 LRTP and will be adopted along with the Plan.
- Babcock Ranch:
  - The appeal window for phase 1 of the Incremental Development Order (IDO) has closed with no appeals filed.
  - School Concurrency
  - The School District has redesigned the student generator used to calculate the impacts of new residential developments on student capacity. The original generator had four categories. The revised generator contains only one. In addition, the first version of the generator was geo-coded by student addresses and housing types. The revision is coded only to where students reside in the county. This change will simplify the analysis for the impacts of new residential developments at the time when school concurrency applications are received.
  - The School District has also proposed changing the elementary Concurrency Service Area (CSA) map. The existing map contains three CSAs. The revised map will contain ten CSAs, which correspond to the actual attendance boundaries of the elementary schools. Prior to this change, calculation of student capacity impacts for any new development in CSA 2 resulted in the consideration of capacity county-wide due to adjacency, which tended to defeat the purpose for which the adjacency clause was created. Furthermore, having each elementary school attendance boundary as its own CSA is consistent with the CSA maps at the middle and high school levels.
  - The SWG is in agreement regarding both of these changes. The SWG members will be attending a workshop on March 10th to explain the changes to the School Board. Joan LeBeau will also be scheduling a workshop for the City Council in the near future for the same purpose. The action will be finalized immediately after the annual joint City/County/School Board Workshop on May 3rd, when the revised ILA is executed by all three parties. Following that action, the revised ILA will be sent to DCA for a sufficiency review, which is required by 9J-11.022 whenever changes are made to CSA boundaries or that affect capacity. Once the ILA passes that review, Comp. Plan amendments to the Public School Facilities Elements of the City and County will be

necessary, although the process will be slightly delayed until the adoption of Smart Charlotte 2050 is complete and the next large scale plan amendment window opens.

- The SWG continues to gather the other data necessary to support the annual reports that will be delivered by the team at the joint City/County/School Board Workshop.
  - Community Plans
  - Grove City: Meeting cancelled
  - Little Gasparilla Island: The committee discussed the election of fire board directors. A letter informing residents how to consolidate lots was distributed. Three committee members were reappointed (Carey Beychok, Barry Hurt and Paul Holmes) and one new member (Dan Butler) was appointed to the committee. They also discussed results from their meeting with DEP to work on the dock situation. The March meeting will be on the island to inform the residents about the work with DEP on the docks. .

- Evaluation, Appraisal, Report (EAR):

- Project Background:

- The Comprehensive Plan is a requirement of Florida Statutes Chapter 163.3177 and 163.3178 as well as the Florida Administrative Codes, specifically Rules 9J-5 and 9J-11. The planning process is designed to be continuous. As part of the process, local governments are required to evaluate and review the Comprehensive Plan every seven years and provide a report to the Department of Community Affairs (DCA).
- The Evaluation and Appraisal Report (EAR) is the generally accepted process for updating the Comprehensive Plan. The EAR involves reviewing the Comprehensive Plan policies and considering how they relate to the population and development changes that have occurred over the previous seven years. The EAR process allows for the review of the local government's past actions; the identification of the Comprehensive Plan's good and bad points and which plan objectives have been achieved and which should be changed; the identification of major issues of the community; and the implementation of effective intergovernmental coordination.
- State statute requires that an EAR be prepared every seven years. Charlotte County last prepared an EAR in 2003, and its next EAR will be due in December of 2010.

- Smart Charlotte 2050:

- In 2009, Charlotte County prepared the Smart Charlotte 2050 Plan, an update and revision to the 1997-2010 Charlotte County Comprehensive Plan. This was done outside of the traditional process of preparing an EAR and then amending the comprehensive plan, since it was determined that the issues prompting the preparation of Smart Charlotte 2050 were of such magnitude and importance that they could not wait for the EAR cycle. A series of public meetings were held to solicit public input on Smart Charlotte 2050, and extensive Internet outreach allowed for substantial direct public comment on the proposed policies. Smart Charlotte 2050 was approved for transmittal to DCA by the Board of County Commissioners on December 15, 2009. Final adoption of the plan is anticipated for the Spring of 2010.

- Status:

- Because the preparation of Smart Charlotte 2050 effectively paralleled the requirements for the preparation of the state mandated EAR of the 1997 Comprehensive Plan, the preparation of the 2010 Charlotte County EAR has been streamlined. Many of the major issues that would be presented in the EAR have been presented, and policy approaches to them have been established, in Smart Charlotte 2050.
- A scoping meeting was held on December 16, 2009 to present the major issues to the County's State, regional and local agency partners. In the discussion that followed, some additional issues were established that warranted further analysis and possible policy approaches. In total, ten issues were included in a letter of understanding to DCA, establishing the focus of the EAR. Six of these issues were addressed in Smart Charlotte 2050 and four require further analysis.

- The six major issues addressed in Smart Charlotte 2050 include:

- Maintaining economic development lands for quality employment opportunities
- Creating and maintaining a sense of place
- Managing an overabundance of platted lots

- Allowing County residents to age in place
- Maintaining the rural character of eastern Charlotte County
- Reducing greenhouse gas emissions

The four major issues requiring further analysis include:

- Creating regional partnerships
- Improving interdepartmental coordination in Capital Improvements Planning
- Addressing environmental protection
- Improving and maintaining access to the water and working waterfronts

Site Plan Approval:

- Staff received one application which was denied.

## **Human Resources**

- Employee & Labor Relations:

- Presented HR Budget proposal/re-organization to Administration for FY 10/11
- Discussions with Fiscal regarding re-organization/broad banding positions
- Coaching and advisement to departments regarding re-organization/discipline/performance issues
- Miscellaneous department discussions regarding re-organization strategies aimed at capturing maximum efficiencies
- Miscellaneous OD/ELR advisement/investigations/follow-up
- Met with Employees regarding various employee relation issues
- Conducted exit interviews
- Review Other County's policy regarding veteran's preference and layoffs
- Review policy book
- Preparation for RIF Matrix and related documents for PRCR
- Attended Webinar training on Employment Laws and FMLA
- Captured previous fiscal year highlights
- Review Files for Arbitration and mediation and prepare binder
- Held Reduction in Force conversations
- Legal Discussions

- Benefits Related

- Held two orientations with new hires
- Processed (3) Short Term Disability Claims
- Reviewed the latest legislation regarding COBRA subsidy
- Process Tuition Reimbursement Requests
- Prepare orientation booklets
- Provide Customer Service to employees, retirees, & cobra participants
- Produce Service Awards and letters to employees
- Self- service assistance regarding on-line applications & Eden self-service system
- Prepared and sent out ICMA notices and reminders

- Learning & Organizational Development:

- Facilitated Leadership Gold program at both Murdock and Eastport Campus.
- Open for Business executive summary presented to Directors
- Review documents in preparation for meeting with Growth Management employee
- Met with Administration and Sr. Management to preview "Open for Business: Keeping the Door Open" workshop
- Prepare the "Open for Business" PowerPoint
- Miscellaneous coaching/development conversations
- Attended an Employee Academy meeting

- Professional Development to include webinar, reviewing industry journals, etc.
- Assisted in training class for the new Procurement Card Program for reconciling credit card statements from Bank of America.
- Novus Training
- Met with Growth Management employee to assist with completing action plan

## **Human Services**

- Rallied the seven-county senior services lead agencies in the Southwest Florida region to spearhead a joint monitoring endeavor. All seven county lead agencies have agreed to share the responsibilities for monitoring activities required for all in-home elder care vendors that the lead agencies share in common. The net result will be savings in staff time and money for all agencies. On-site training is being hosted by Charlotte County for the core group and is scheduled for later in February.
- Received a telephone call from a local veteran that the appeal and re-opening of a service connected disability VA claim filed in Detroit in 2006 was awarded to the veteran. The veteran will now receive a monthly VA check and a retroactive check back to 2006 for approximately \$100,000. The reopening and appeal case was processed by one of our local Assistant Veteran Services Officers.
- Recorded Public Services Announcements to advertise the Florida KidCare Program and the Family Services Center as an application assistance site. Clear Channel Radio will air these PSA's in their regular rotation on all stations.
- Met with the Veterans Services Council to discuss improvements to the Transit/Veterans sweat equity program. Transit goals for 2010 are to enhance access, increase ridership and to improve customer service for both the Dial-a-Ride and Sunshine Ride programs.
- Staff continues to work diligently to implement the Neighborhood Stabilization Program. Two properties and two lots have been acquired and are now County-owned. Offers are currently pending on several other properties. The County will be releasing the first bids for the construction work on these properties in March. Each will be bid individually and local contractors are being sought to complete this work. Eligible contractors should contact the County Purchasing Department to assure they are on the bidders list to receive the invitations to bid.
- The bid for completion of the Still Water home has been awarded and construction commenced the week of 2/23/2010. Staff continues to seek potential partners to assume operations of the facility upon completion of construction.
- Reallocated \$22,400 in LIHEAP funding to weather-related assistance, which provides an additional \$600 in benefits to our clients with energy bills from December 31, 2009 – March 31, 2010. A policy was formed and forwarded to the Florida Department of Community Affairs for approval. A press release was written and was distributed to local media.
- FS Manager, Emily Lewis received an invitation from Florida Gulf Coast University to serve on the Institute of Youth and Justice Studies Advisory Board. The Institute is cross disciplinary, incorporating the fields of criminal justice, public administration, and social work and provides a research setting conducive to the development and application of policies and practices relating to youth development and juvenile justice.
- Participated in a social media training that provided insight into effective uses of social media in community outreach, particularly for health and human services. During the webinar, tools for qualitative and quantitative measurement of success in utilizing social media for outreach were discussed.
- Attended the "Climate Change" workshop offered by the Sarasota Department of Health. While one wouldn't think topics such as "global warming", conservation, and recycling would be pertinent to aging services, staff was able to gain insight into significant changes in related health issues such as malaria and access to vital food supplies.

- Met with the Health Department's WIC program coordinator to discuss the amounts and types of food that is being distributed through the Human Services' food pantry. Human Services will work with the Health Department to develop a balanced and nutritious menu of shelf-stable foods. Additionally, each client will be given additional resources on cooking and shopping for health and economical meals.
- An informational tour of the Family Services Center was provided to Jessica Moore, Legislative Assistant to Congressman Thomas Rooney. As part of the site visit, the current request for federal funding to address capital needs of the facility and to allow for expansion of services was discussed. Congressman Rooney will be scheduled for a personal visit at a later date.
- Participated in the short-listing of firms responding to the RFP for client tracking computer software to replace software pre Y2K compatible.
- Conducted Transit customer survey for Dial-a-Ride & Sunshine Ride Programs. Results will be available in March.
- Developed signage "Open for Business" which will be placed on Transit vehicles when advertising space is available.
- Fred McKenna, Transit Supervisor, successfully completed and received his Transit Supervisor Certification from the Federal Transit Authority through a course conducted by the Transportation Safety Institute. Congrats, Fred.
- Submitted the annual 2010-2011 Low Income Home Energy Assistance Grant application to the Florida Department of Community Affairs. The new contract award is \$541,815 and will assist approximately 1,780 low income households with home energy assistance. The contract year begins April 1, 2010 and ends 3-31-2011 or until all funds are expended; whichever occurs first.

## **Parks, Recreation and Cultural Resources**

- Department Administration:
  - Worked with Webmaster to place Gift/Donation Brochure on Department webpage
  - Began drafting Scope of Services for volunteer group regarding Bay Heights Park
  - Attended Novus Agenda group meeting at Murdock Administration building
  - Attended Government Day at the Mall
  - Facilitated Big Read Proclamation with the City of Punta Gorda
  - Drafted responses for Commissioner request regarding Bay Heights Park
  - Responded to County Administration inquiry regarding Park Naming policy
  - Coordinated responses to County Administration request for list of PRCR partnerships
  - Facilitated placing park naming application on PRAB meeting
  - Worked with County Attorney on Adopt-a-Park Agreement
  - Met with Economic Development Manager and Sherriff's Office regarding Bayshore Live Oak Park
  - Met with Chair of Lemon Bay/Myakka River Scenic Highway Committee regarding Bay Heights Park
  - Researched, compiled and prepared documents for submission to Urban Land Institute in consideration of Bayshore Live Oak Park for the Amanda Burden Award
- Public Meetings:
  - Parks & Recreation Advisory Board
- Public Outreach:
  - Administrative Support staff fielded 682 telephone calls and 27 web mail inquiries for the month of February
  - 11 press releases for the month of February
  - 5 Citizen Concerns were processed for the month of February
  - 146,693 hits to the Department website in the month of February
- Business Services Section:
  - Met with DEP at GC Herring to determine location of Ozone Monitoring Station.
  - Met with Tax Collector staff, began setting up process to sell parking stickers at Tax Collector's Offices

- Secured seasonal contracts: Englewood Beach: Phoenix Rising Kayak Rentals; Carmalita Park – Dogs U Relish Hot Dog Cart (Tues/Thurs Evenings)
- Met with Lock and Key Restaurant regarding 3<sup>rd</sup> Party sale of parking stickers
- RFP for Park Specialty Advertisement advertised
- Cultural Resources:
  - Use Statistics
  - 77,400 items checked out at libraries, a 5% decrease over February 2009. Renewals are down due to changes in levels of service.
  - 62,270 library visits, no change from last year.
  - Libraries registered 963 new borrowers, a 16% increase over February 2009.
  - 12,580 computer uses, a 12% increase over last February.
  - 642 attendances at programs for children and teens
  - 842 attendances at adult programs including 172 at the World Music Series sponsored by the Friends of the Mid-County Library, 356 at Lemon Bay Fest programs and 178 at genealogy programs
  - 55 adults participated in computer classes
  - 305 visitors viewed the *Florida Girls & Boys & Their Toys* exhibit at the Historical Center
  - History outreach programs reached 150 citizens at senior living facilities
  - Other
  - 400 lottery winners received emails telling them they won tickets to the Stephen King program. 4800 tickets were requested. Mr. King kicks off the Edgar Allan Poe Big Read on March 20 at the Cultural Center Theater. The Big Read is being presented by the Library System in partnership with the schools and five other organizations and features 25 events between 3/20 and 4/30.
  - Libraries and the Historical Center benefited from 2,066 volunteer hours during February, an 18% increase over last February and the equivalent of 13 staff positions.
  - The Charlotte County History Collections online now accessible from the County web site had 129,000 hits during February. The Daniel Child diaries are being scanned as part of year two of this federal grant-funded program. The diaries chronicle the early 20<sup>th</sup> century in the Murdock area of Charlotte County.
  - To date, 1400 students are registered to attend the 14<sup>th</sup> annual *Florida Frontier Days* festival on March 25, 26 and 27, 2010, at Bayshore Live Oak Park presented by the Historical Center, the Center Society and the Charlotte Harbor Rotary Club.
- Recreation/Athletics/Aquatics:
  - Recreation Division:
    - Saturday, February 6, the Charlotte Stone Crabs hosted batting practice on the stadium field (10 ball maximum) for all season ticker holders. This event lasted from 10:30 am - 3:00 pm with estimated attendance of 100 people.
    - Saturday, February 13, the Charlotte Sports Park hosted the 2010 The Little League Opening Ceremonies on the stadium field. Approximately 250 individuals attended.
    - Saturday, February 16, the Tampa Bay Rays Spring Training tickets went on sale at the Charlotte Sports Park Box Office for the upcoming 2010 season.
    - The 2010 Spring Training Season at the Charlotte Sports Park officially began on Friday, 2/19, when team practices became open to the public. Estimated attendance throughout February was 1700 people.
    - The four Charlotte County Recreation Centers and two Charlotte County Skate Parks were open a combined 1350 hours and served over 11,022 patrons (paid and nonpaid). There were Fitness, Instructional, Youth Leagues and Arts & Dance programs held at each facility. Registration for classes and leagues totaled 2120 with 5480 touches combined. Recreation facilities were rented 56 times achieving a rental attendance total of 2880 people. Daily attendance for the two skate parks totaled 296.
  - Hands Across the Harbor drew a 200 plus crowd to Bayshore with a volunteer crew of six.

- The Park Players debuted at the Valentine's Day Vow Renewal Ceremony in Bayshore on (February 14). 56 people braved nippy weather for the sunset ceremony. Event captured by a photographer. Chris Collins supplied dulcimer music for the event.
- Aquatics Section:
  - The three Aquatic Facilities were open a combined 710 hours and served 3541 patrons. 1712 Patrons spent 185 hours participating in programs such as water aerobics, swim practice and Parkinson's exercise. The Charlotte County Sheriff's Office did a Scuba Demonstration for their Citizen's Academy at South County Regional Park Pool Monday February 8. Aquatic staff spent a combined 127 hours performing maintenance tasks and 151 hours performing In-Service training such as rescue skills, first aid and conditioning swimming.
- Athletic Division
  - The seven Charlotte County Athletic Fields were used a combined 1122 hours in the month of February. Estimated combined attendance was almost 30,000! (12,516 participants; 17,424 spectators); and 3,129 volunteer hours. Activities included League Baseball, Football, Softball, Soccer, Tennis and Cricket.

## **Public Safety**

- Animal Control:
  - No news for the month of February
- Emergency Management:
  - The Office of Emergency Management hosted a three-day class presented by a team from the Florida Division of Forestry, which focused on developing public information officers. Three staff members availed themselves of this valuable learning opportunity and the Director participated in a Friday exercise which tested what the class had learned. A series of vignettes allowed participants to pose questions via phone, e-mail and in person as they portrayed various characters that might be present in a working disaster situation.
  - The Director participated in various meetings and activities with a number of our non-profit partners (Salvation Army, Red Cross, C.E.R.T. and Boy Scouts of America). Many of these meetings focused on the approaching hurricane season.
  - The Director assisted in the development of a new emergency plan for the Lazy Lagoon Mobile Home Park along the Peace River (Riverside Drive). A new resident of the community has taken the reigns and is driving the complete revamping of the park's plan. This is greatly appreciated and we will continue to assist in their endeavor.
  - Researcher Dr. Betty Morrow of Florida International University visited the EOC and interviewed the Director for a grant-funded study she is completing which focuses on some of the proposed changes at the National Hurricane Center which will revise hurricane watches and warnings, as well as the storm surge information. She is working with the NHC to determine the best way to disseminate this information to the public.
  - The Director met with a contingent of representatives at the Port Charlotte United Methodist Church, in an effort to bring them back into the fold as a County Hurricane Refuge Site. One of the original sites, this large church on Quesada Blvd. was unable to sustain interest and dropped out of the program even before Hurricane Charley. A new facility coordinator has emerged and through her leadership they are once again interested in participating. That decision is now in the hands of the church council.
  - Two staff members attended a two-day class in North Ft. Myers, which focused on evacuation and re-entry issues related to disasters. This is an often misunderstood and little appreciated critical aspect of disaster management.
  - The Director closed out the month by accepting an invitation to address the leadership team at the Charlotte Correctional Institute. Some 40 individuals were in attendance at the 90-minute session. A meeting was also held with the warden and assistant wardens in their command center. They will be bringing a group to the EOC in the near future for a tour and planning session.
- Fire/EMS:

- Charlotte County Fire / EMS crews in the last few months have installed 10 smoke detectors in Charlotte County resident's homes. We also have installed in the past few months 10 Flicker of Light Emergency Lights. Charlotte County Fire / EMS also have delivered to County resident's door, the Flicker of Life for residents that cannot drive to Headquarters or find it difficult to get to Headquarters to obtain one. Upon delivery, we install the Flicker of Life sockets for them which allow the Department the opportunity to talk to them about injury prevention and fire safety.
- The Charlotte County Fire / EMS Department will be training with the Charlotte County Sheriff's Department in their aviation division with their helicopter for brush fire season. This training will be for spotters to assist the pilots during water drops on wild land fires.
- Charlotte County Fire / EMS Public Education division met with approximately 80 people from the Maine Group on 2/1/10 at the Cultural Center. The meeting was to inform residents on the Department's Red Dot Program, along with the Safety On-Scene and Flicker of Light. All these programs assist emergency response personnel to gather information on-scene and help locate homes during an emergency.

**Public Works** – No report submitted.

## **Tourism**

- Director:
  - Attended weekly directors' meetings with County Administrator
  - Met with agency account executive on website SEO and SEM program to maximize exposure to consumers
  - Reviewed and approved all purchase requisitions, invoices and check and travel requests
  - Interacted with advertising agency on a frequent basis addressing multiple issues including project approvals, changes to the media flight plan, as well as campaign, ads, collateral and program development
  - Edited and approved all media releases, ePromotions and advertising
  - Prepared budget documents and met with budget director and staff to review 2010-11 budget
  - Met with Administration on 2010 budget development & presentation
  - Held the Quarterly Tourist Development Council meeting
  - Was interviewed for an article in Meetings & Conferences magazine regarding the Event Center and new area meetings and tourism facilities
  - Staff assisted with logistics and public relations for the Inaugural Charlotte Harbor Regatta
  - Attended National Art Show Reception at the Visual Arts Center
  - Was interviewed by the Charlotte Sun on the economic impact of baseball and the Tampa Bay Rays in Charlotte County
  - Met with representatives coordinating the upcoming Main Street Conference to be held at the Event & Conference Center in September
  - Attended the Punta Gorda Chamber's annual Wine & Jazz Festival
  - Assisted in the coordination and participated in the day-long Arts & Tourism Day for the 2010 Leadership Charlotte class. Took the class to various arts & tourism venues including Fishermen's Village, a harbor tour, Muscle Car City and the Wyvern Hotel
  - Met with CRA, Environmental Services, Historical Center & Parks & Recreation staff to discuss Hickory House status and potential future use
  - Met with bureau marketing manager for update on all pending marketing & promotion issues
  - Wrote monthly column for the Charlotte Sun
  - Attended Palette to Palate fund-raising dinner for the Visual Arts Center Capital Campaign
  - Held monthly marketing review meeting with advertising agency representative covering a wide range of topics
  - Reviewed inquiry conversion study produced by the agency revealing of those who requested the Visitor Guide, 38% actually came to visit and other positive ROI results
  - Finalized and approved VCB Annual Report for 2010
- Public Relations:

- Gathered, wrote and submitted content: weekly for the County Administrator; monthly for the Southwest Florida Parrot.
- Fielded multiple inquiries regarding event center activities and Spring Training schedule and fulfilled visitor guide requests as necessary.
- Wrote and Distributed Two Media Releases
- “2010 Charlotte Harbor & the Gulf Islands Visitor’s Guide Released”
- “Youth Basketball of America Selects Charlotte Harbor & the Gulf Islands, Florida, for March 2010 Tournament”
- Wrote and Distributed One Media Advisory
- “2nd ANNUAL SNOWBIRD BASEBALL CLASSIC SWINGS INTO ACTION Feb. 28 – March 20, 2010”
- Researched and fulfilled 9 editorial leads for regional and national print and online publications.
- Media Planning: Itinerary planning for the following media who requested visits:
- Chelle Koster Walton –Feb. 3 & 4, 2010. Writer and editor. Filming authentic Florida for WGPU, liaison with her for lodging and any needs of film crew.
- Nancy Spraker – Feb. 4 – 7, 2010. Writer on assignment for SAIL magazine, planning trip to cover the Inaugural Charlotte Harbor Regatta. SMITH PR has coordinated most of her visit and the VCB has been working to secure car rental for her.
- Janet and Scott Keeler – Feb. 16 & 17, 2010. Writer and photographer team from the St. Petersburg Times visited area and published Feb. 28 story on visiting during Spring Training.
- Tommy Thompson – Feb. 16 – 18, 2010. Outdoor writer and Executive Director of the Florida Outdoor Writers Association. Updating information for Southwest Florida guidebook set to be completed Summer 2010.
- Additional Activity:
  - Feb. 2, Conference Call – Society of Ethical Ecotourism of Southwest Florida Board of Directors Meeting;
  - Feb. 4, Charlotte Harbor Regatta Opening Reception
  - Feb. 5, Charlotte Harbor Regatta – wrote and distributed media release about Day 1 results;
  - Feb. 6, Charlotte Harbor Regatta – distributed media releases written by Regatta committee about Day 2 results and fielded media inquiries;
  - Feb. 7 – 11, Media Calls with VISIT FLORIDA, Birmingham & Atlanta (met with 9 publications and 3 freelance writers);
  - Feb. 17, Met with editorial member of Convention South magazine regarding what's new in the destination;
  - Feb. 19, Conference Call - Society of Ethical Ecotourism of Southwest Florida regarding Lee County attracting and hosting The International Ecotourism Conference in 2011. TIES is seeking \$30,000 and after discussion, the Charlotte Harbor VCB cannot offer funding for this conference since sleeping rooms and activities will take place in Lee County.
  - Feb. 23, Conducted desk side meetings in Tampa Bay area with three media outlets;
  - Feb. 25, researched and wrote tarpon fishing content for CHVCB Web site to coincide with fishing e-promotion. Content has been forwarded and reviewed by a professional fishing charter captain for accuracy.
- January activity from Smith PR:
  - Placements in 11 publications representing electronic and print outlets including *Atlanta Journal Constitution* and *Times of the Islands*.
  - Pitched and responded to editorial requests to 4 media outlets on topics including family travel, Charlotte Harbor Regatta, fishing, and Muscle Car City.
  - Worked with freelance writer Nancy Spraker and Charlotte Harbor Regatta on story angles for SAIL magazine;
  - Researched and wrote a 3-page overview of things to do and see during Spring Training;
  - Developed 2010 story ideas (new attractions, dining, beaches, voluntourism, Guys and Girls Getaways and more);
  - Researched Arts Calendar listings and developed an introduction;

- Contacted Nate Long at VISIT FLORIDA and Jonathan Gantt with the Stone Crabs to provide them with the Charlotte Harbor Spring Training Overview. Both will provide it to sports reporters and other media attending the games. (Overview includes an extensive list of hotels, dining and attractions.);
- Provided list of sailing publications to the VCB to use during the Charlotte Harbor Regatta;
- Updated the Public Relations Time & Action Calendar;
- Jan. 12, Conference call with VCB staff.
- Distributed releases written by the VCB and researched, wrote and distributed the following releases:
  - “Grand Slam Getaway”
- Communications & Marketing:
  - Advertising targeting the leisure travel industry appeared in the *Sunseeker Magazine* (Allegiant Airlines In-flight), *Florida Spring Training Guide* and *GuestQuest* magazine.
  - During February, internet advertising targeting the leisure travel industry appeared on [www.TravellInformation.com](http://www.TravellInformation.com) and [www.TravelFreeGuides.com](http://www.TravelFreeGuides.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
  - Developed and published new Air Show Website, as well as designed Air Show flyer/program cover
  - Provided direction and final approval for CRM program components for February – Spring Training, Golf and Profile Update ePromotions
  - Completed performance-based budget forms for budget workshop and assisted in preparation of background/support materials; also entered/made adjustments to budget in EDEN
  - Rotated and updated feature spots on [www.CharlotteHarborTravel.com](http://www.CharlotteHarborTravel.com) home page, created new landing pages and updated various pages of the Website.
  - Provided regular posts and updates to VCB’s Facebook page
  - Assisted Event & Conference Center management by developing and posting event information with online ticket sale functionality to VCB websites
  - Assembled 2009 year-end inquiry data and reports; developed framework for 2010 calendar year reports
- Sales & Sports Marketing:
  - Assisted with the operations and logistics of the inaugural Charlotte Harbor Regatta throughout the course of the event February 4-7
  - Reviewed the Pedal N Play in Paradise bicycle event’s website and provided input including additional information and photos relating to attractions and the host hotel
  - Provided information and measurements for both the sports and meetings market for the Charlotte Harbor Visitor & Convention Bureau 2009 Annual Report
  - Assisted the Snowbird Baseball Classic organizer in addressing and finalizing a variety of logistical issues
  - Compiled group rates and other lodging information for the Baseball’s Elite Summer Teams Fall Classic Tournament which will take place at the Charlotte Sports Park October 8-11
  - Participated in a conference call with several CVB’s to discuss strategies and ideas for elevating the effectiveness of the silent auction held in conjunction with Florida Society of Association Executive’s Annual Conference
  - Participated in Charlotte Harbor Regatta planning committee wrap up meeting to evaluate each aspect of the event and identify specific areas that need improvement for next year’s event
  - Provided information regarding past and future meetings business to a writer for Convention South Magazine whose article in this regional publication will focus on new updates along Southwest Florida’s I-75 corridor
  - Provided operational information and contacts to the Parks and Recreation Department representative to assist in the planning of the 8<sup>th</sup> Annual Charlotte Harbor Kayak & Wildlife Festival

## Utilities

- Engineering Services:
- Major Work Orders:
  - 66 developer project inspections; 385 CIP inspections; 2 LPS start-up inspections; 9 LPS mandatory re-inspections; 2 LPS installs; 5 developer agreements prepared; 231 active developer projects; 2 closed projects; 6 active line extension projects; 3 new set of plans received; 2 revised set of plans submitted for approval; 93 residential service availability letters prepared; 2 commercial service availability letters prepared; 56 water and sewer services field verified; 702 locates processed from Sunshine State One; 18 residential service applications processed; 3 permits received; 1 permit approved by CCU for FDEP submittal; 4 record/as built drawing reviewed; 15 large area intersections locates
- Operations Division:
- Treatment Facilities:
  - Reuse Ordinance/Misc Projects: A ribbon cutting ceremony and tour of facilities was held on 2/2 to commemorate the opening of the newly expanded BS WTF. The event was well attended. Commissioners Loftus and Duffy addressed the visitors as did Ms. Kesner, Interim Utility Director.
  - Personnel: Alex DeArriba a dual licensed (water & wastewater) operator has accepted a transfer to the BS WTP.
- Water Distribution:
  - Distribution System: Repair crews were reduced to 3 to staff the hydrant and valve maint programs. We will not be able to staff the 4th crew until the frozen Line Tech positions are allowed to be filled. This may cause delays in repairing broken lines and other leaks. Completed 6 new water service line installations; responded to 63 line breaks; exercised 16 system water valves; maintained and flow tested 56 hydrants for system maint; changed out 7 galvanized service lines as system maint; responded to 16 water quality calls; serviced all vehicles at Fleet that required maint; installed 8 new valves in the distribution system; replaced 5 old sample points with new 2" flushing sample points. The CCR's have been approved by FDEP for both the PC and BS systems. Both reports are being printed to prepare for distribution to our customers. The BS IDSE report has been finalized and sent to the EPA for approval. The Tier II report has been completed and filed with the State Emergency Management office.
  - Training: 4 tailgate safety meetings were held; 1 received First Aid training; 5 were re-certified in MOT; 7 were certified in Fork Lift Operation; 3 attended a trade show sponsored by ABB power and controls and toured the facilities of Tampa Armature Works pump and motor and instrumentation shops and special projects.
  - Personnel: 2 vacant Foremen positions have been filled with existing staff; 1 Line Tech position is posted and interviews are being held leaving 3 additional frozen Line Tech positions.
  - Booster Stations: #2 Golf Course remains out of service. The contractor continues with the upgrade. Power is scheduled to be turned on 3/10; #3 Gulf Cove performed prev maint; contractor continues with the upgrade process by completing punch list items; ADF was 2.17 MGD. #4 Walenda performed prev maint; contractor remains on-site for the upgrade completing punch list items; ADF was 3.15 MGD. #6 Rotonda performed prev maint; security contractor completed the installation of the on-site cameras; ADF was 2.27MGD. #7 Ingraham Injection Station is operating normally; ADF was 240,703 GPD. #8 Englewood Interconnect is currently off and ready to be placed back into service when required.
  - Sampling: Monthly compliance samples have been completed.
  - Boil Water Notices: 4 boil water notifications were processed.
- Wastewater Collection:
  - Gravity Force Mains: Exercised 47 sewer valves; poured/installed 17 concrete valve pads; replaced 3 manholes rings & covers; installed 1 ARV on a force main; responded to and/or cleared 9 gravity sewer backups; repaired/replaced 4 service laterals; assisted contractor on 2 major repairs (gravity and force main repairs); TV'd and cleaning currently not available.
  - Lift Stations: Performed 346 prev maint work orders; performed 66 corrective maint work orders which included check valve cleaning, pump deragging and wet well cleaning; completed 2

confined space entries; repaired 8 pumps in-house; outside contractor repaired 5 motors; LS 309 removed old piping, valve assembly and force main, poured concrete pad for odor control system; repaired concrete valve vault at LS 816; attended start-up for 4 new lift stations.

- Low Pressure Sewer: Performed 280 service calls in the field; completed 18 mandatory connections and 3 new sewer taps; upgraded 12 systems; repaired 3 leaks.
- Personnel: 1 employee attended OSHA 10 - 2 day training; 7 employees attended CPR/AED training; 6 employees attended First Aid training; 4 employees attended Fork Lift training; 3 employees attended Odor Control seminar in Orlando; 2 employees attended tour of Tampa Armature facility; 3 employees attended night time lift station shut-down for Coral Creek bridge work; all employees attended Hearing Safety class; 3 employees attended Confined Space Rescue Simulation in-house training; 3 employees attended MOT training.

- Business Services:

- IVR: Project was implemented 9/1/09. 2,006 payments were processed; assisted in reducing payments made through Cust Serv Reps by 38%; additional positive feature is that customers can now pay their bill over the phone 24/7 and there is payment activity on the weekends.
- Mass Notification: Customers who are in imminent danger of having their services disrupted for non-payment began on 10/13 and 1,220 calls have been made to those customers during February.
- Electronic Bill: Awaiting price quotes for the new bill design and the electronic bill. Quotes are expected to be received the 2nd wk of March. The 2 software programs could be mutually exclusive; however, if we go to a new bill design, it would be best if we rolled out the new bill design and the electronic bill together.
- BCS Liaison: 16 service inspections were performed and passed; 16 new sewer permits issued; 1 of the permits was pulled for failure to pay the connection fee. All other permits had active work orders in the system.
- EZ Pay: 13,810 bills were processed. Transaction break down is as follows: 3,924 one-time pays; 6,626 recurring payments and 3,260 payments through Cust Serv Reps. There were 117 returned items; 34 for insufficient funds and 83 for invalid bank number.
- AMR Replacement: 77 Orion AMR transponders were installed. Of the 25,575 customers with AMR transponders 4,538 have ITRONs and 21,037 have Orion. The 25,575 represents 45.79% of our customer base with AMR meters.
- Customer Service: Received 7,941 phone calls; grade of service was 82%. The total # of walk-ins to the lobby was 1,102. There were 0 new service requests.
- Meter Services: Installed 8 new meters (existing lines); 39,184 meters were manually read; 83 were skipped (less than .1% of all reads) and 57 were misread (less than .1%); 2,551 service orders were closed, including check meter/verify read, box/lid maintenance, shut-off, and turn-on.
- Billing & Collections:
- Delinquencies: 724 accounts were shut-off. Reconnection revenue collected was \$28,720. Penalty revenue was \$57,223 and premise visit revenue was \$1,485. Total delinquency revenue: \$87,428. FY-YTD 09 total: \$489,774.
- Returned Checks: Revenue was \$3,532. FY-YTD 09 total: \$20,724.
- Tampering: 55 meter tampering occurrences for total revenue of \$8,420.; FY-YTD 09 total: \$32,830.
- Overtime: \$585 collected for OT and \$144. was expended. Net income is \$441. Total revenue collected FY-YTD \$4,571.
- Liens: There were 188 liens filed with balances of \$38,379. There were 91 liens released for a total of \$51,598.
- Bad Debt: There were 10 accounts sent to bad debt this month for a total of \$3,802. or an average balance of \$380.
- Community Outreach: No activity.
- Real Estate: No activity.

- Water Conservation Enforcement: The Year Round/Emergency Water Ordinance has been scheduled for a public hearing. There were 2 unauthorized use warnings. FYTD total revenue for unauthorized use is \$2,000.
- Sharepoint/Doc Management: The Adobe software upgrade has been ordered. This upgrade will allow us to fully utilize SharePoint. We currently have 39,213 documents ready to be transferred to Sharepoint.
- ID Theft/Red Flag Policy: No activity.
- Public Outreach:
  - Water Conservation: SWFWMD extended modified Ph II severe water shortage restrictions through 6/30/10; FY 09/10 toilet rebate program has been completed. Final reports will be submitted to SWFWMD; 2/23 the Director presented the School Board with a \$17,700 toilet rebate check for participating in Ph II toilet replacement. 177 toilets were replaced at the following schools: Myakka, Liberty and Vineland Elementary. YTD there has been a total of 306 toilets replaced at the schools for a total of two rebates of \$30,600.
  - Misc, Safety & Security:
  - Misc:
  - Safety & Security: Conducted 1 in-house First Aid/CPR training; Updated Job Safety Analysis forms and submitted the information to Risk Management; Tornado drill performed at all CCU Facilities; Conducted Workplace Safety Committee meeting; Inspected Rotonda WRF for safety violations; Security gates codes have been removed and replaced by security access cards. Warehouse on-call staff will have access to gate codes in case of an emergency. Staff has also been granted access to security cameras to identify person(s) requesting access through campus gate.
  - Human Resources: Total positions: 208 (202 less Finance); Vacancies: 9; Frozen: 1 Engineering Inspector & 3 Line Techs; SBP Frozen; Recruiting: 1 Director, 2 Maint Mechanics, 1 Line Technician, 1 Plant Operator.
- Administration:
  - Sun River Utilities: No recent communication between Authority and Sun River Utility, so that financial participation in the Ph 1 Pipeline Interconnect can be worked out. However, SWFWMD has verbally committed to paying for 50% of the construction costs, leaving the other 50% undecided.
  - North Ft Myers Utility: No information from the PSC on the most recent Notice of Application for an Extension of Water and Wastewater Service Area by North Fort Myers Utility, Inc (NFMU).
  - Misc Punta Gorda Interconnect: Authority is moving forward with acquiring necessary easements to construct Ph 1A pipeline. Expecting RFP for construction services in March/April.
  - PRMRWSA: As of 2/28 the Authority reported 7.2 billion gallons of combined water storage remaining in the reservoir and Aquifer Storage and Recovery wells (ASR). Peace River flows for January averaged 566 cfs and average withdrawals from the river were 61 MGD. Average customer demands were approximately 22 MGD.
  - Regional Reclaimed Water Exp: The Final funding check from SWFWMD was received on 2/8.
  - Production and Monitoring Wells: A tentative date for submitting clearance for Wells 15 & 16 is expected at the end of March. They have been disinfected-sampled for bactis and water quality (primary & secondary) samples are being analyzed.
  - Plant Expansion: Contractor continues to work on completing punch list items.
  - WWRF Expansion: A proposal for rerating the plant has been received and is being evaluated.
  - Central & West Cty Water Model Update: JE continued to work on calibrating the Central Cty Hydraulic Water Model and sent 2 assumptions regarding field conditions to CCU for field verification which will occur in the first week of March. Once the Central County model calibration is complete, simulations of projects proposed in Central County will be run.
  - Rotonda WRF Expansion: The electrical issues at Effluent Pump Station #2 have been resolved and the control loop has been tuned and tested. This completes all open punch list items and this project will be deleted from this report.
  - Upgrade Tanks & Boosters:

- Walenda: The final punch list items are being addressed. Issues with some of the equipment have been presented to the contractor and supplier for correction. Progress is being made to resolve these issues.
- Golf Course: The building structure is almost complete. The controls are now being installed with start-up being scheduled for late March. Site work is progressing. The final items to place the storage tank in service are being addressed.
- Gulf Cove: The final punch list items are being addressed. Issues with some of the equipment have been presented to the contractor and supplier for correction. Progress is being made to resolve these issues.
- BSV Lift Stations: Staff met with the HOA regarding the project. Modifications to the plans and specs are being finalized for inclusion in the bidding docs. The location of the lift stations have been reviewed with PWs. Staff will present the project to the HOA at their April meeting.
- East Port Expansion: Engineering submittals continue to be made and approved. The current schedule is to commence construction no later than the first of June 2010. Construction could start earlier depending on major equipment deliveries.
- East Port Ops Bldg: Construction of the new ops building is nearing completion. Delivery of a new steel building to house a second belt press is slated for the last week of March. Installation to quickly follow.
- Spatial Info Assessment (Geodatabase): Staff re-commenced work updating the Geodatabase with the back log of wastewater, potable water and reclaimed water as-built data. Staff started the process for gathering field data in areas that were not field verified by JE by creating maps and proposing work schedules that would be coordinated between locator personnel and CCU engineering technicians. Actual field work locating utilities and collecting GPS data should start in March 2010.
- Rotonda Villas & Springs Water & Wastewater System: General Contracting continues to install the LPS and water mains in Rotonda Villas. Pumps and related equipment were delivered to the Contractor's storage yard. A submittal for the lift station telemetry was sent by Data Flow Systems (DFS) to Stantec for review. The Product Review Team continues its' evaluation of the Odor Control Unit from PureAir Filters.
- Rotonda Sands & Meadows Water & Wastewater System: For both Sands & Meadows, the permits to put the final components (lift stations) into operation were submitted to FDEP for approval.
- Lift Station Rehabs: 321 & 806 - Upon further review, the decision has been made to rehab these 2 LS since they are considered the highest priority at this time. Final plans and specs are being revised for submittal for bidding in April.
- 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 – Project is completed and in-service.
- 84 – Ops completing the upgrading of LS in-house.
- Babcock Ranch: The BCC will be discussing this matter at the 3/9 Board meeting.
- Control Structures: Sunset & Lionheart WW: FDEP certified the new water & wastewater lines at Lionheart WW. The contractor completed the new package LS for the Aqua Gardens Condo's and are awaiting FDEP approval.
- 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: Johnson Engineering has submitted applications to FDEP for the new structures at Lionheart, Dorchester and Morningstar WWs for the new water and sewer lines. Final plans are being completed, and are waiting for the control structure at Lionheart and Forrest Nelson Blvd to be completed before this project goes to Purchasing for bids.
- Cape Haze Bridge: The contractor has completed installing the directional bores for all 3 utility lines, sanitary ww force main, water main and reclaimed water main under the waterway. FDEP clearance to place into operation has been approved. The remaining 6" water line and fire hydrant is scheduled to be installed on the east side of the bridge.

- Sidewalks: Johnson Engineering has submitted the preliminary plans for the sidewalks project which are being reviewed. 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: Utilities for the Yale, Elkcam and Niagara WWs have been installed and placed into service. This portion of the project is being constructed by Peter A. Basil. The low bidder for the Ph I roadway contract (from Elkcam to Birchcrest Blvd) is McLeod Land Services and is awaiting approval from the Board. The Fordham WW plans are being finalized to address gravity sewer and relocation/lift station utility issues.
- Rotonda Reclaimed ASR Well: A decision was made by the BCC to have the 3 highest ranked firms that are competing for the Construction Administration contract make presentations before the BCC on 3/9.
- 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 very near future.
- Edgewater Dr Ph II: A PWs design project to widen the existing 2 lane roadway to a divided 4 lane roadway between Midway & Harbor Blvds. CCU will be upgrading the existing water & wastewater mains, including installation of a new reclaimed water main.
- Placida Road: A PWs design project to widen the existing 2 lane roadway to a divided 4 lane roadway between Rotonda Blvd W & Cape Haze Dr.
- FDOT Projects:
  - US 41 @ Midway Blvd: Extend south bound left turn lane.
  - US 41 @ Murdock Cir: Extend south bound left turn lane and relocate traffic signal at SW corner.
  - SR 776 @ Coliseum Blvd: Install new traffic signal & improve intersection.
  - Murdock Cir @ Veterans Blvd: Add east bound left turn lane on Murdock Cir & improve intersection.
  - Peachland Blvd: Install new sidewalk on north side between Comstock St & Hallcrest Ter.
  - SR 776 @ San Casa Dr to Sunnybrook Blvd: FDOT to install landscaping within the mediums and along the access roads.
  - Cape Haze Pioneer Trail: FDOT to install a new 8' asphalt trail beginning on the north side of CR 771 and running along the existing trail east to its terminus. The new trail will eventually connect to the new Coral Creek Bridge.