

Annual Report



October 2014 - September 2015

BCC Focus and Initiatives

Quality of Life

Goal: Enhance community life by clean air and water, conservation of wildlife and natural resources, and provide community amenities.

Long-range Outcomes:

- Increase access to and awareness of local natural resources
- Develop a community brand or brands
- Delineate the core community identity and implement strategies to foster it
- Improve the appearance of the community
- Support efforts to improve education
- Prioritize “blue water”

Infrastructure

Goal: Stabilize and maintain County-wide infrastructure.

Long Range Outcomes:

- Implement current projects
- Maintain maintenance programs & delineate costs
- Plan for unfunded projects – Justice Center, roads
 - Analyze value of various funding mechanisms – Impact Fees; MSBUs
 - Determine the amount of infrastructure needed vs. funding sources (vacant land)
 - Compare the costs of replacing old infrastructure vs. infrastructure needed for growth

Economic Development

Goal: Create a business climate that promotes a diversified, growing economy consistent with established growth management plans and enhanced quality of life.

Long Range Outcomes:

- Articulate community identity from an economic strategy perspective
- Strengthen education options for a skilled workforce needed for that identity
- Create infrastructure needed to foster development of that identity
- Improve data and analytic capacity
- Improve position in film industry

Water Resources

Goal: Ensure quality of natural water resources and provide safe and reliable water supply.

Long Range Outcomes:

- Develop a Central Sewer System
- Improve water quality in the Harbor – make it possible to swim at Port Charlotte Beach
- Strengthen public appreciation of the local natural environment and its importance to our local economy
- Ensure long term water supply with regional partners
- Enhance the credibility of CCU

BCC Focus and Initiatives

Growth Management

Goal: Manage growth and change consistent with the County's comprehensive plan to maximize quality of life with emphasis on efficient processes that support positive business, neighborhood communities, and protect our environmental assets.

Long Range Outcomes:

- Improved community appearance
- Improved traffic flow management
- More efficient review processes
- More consistent application and interpretation of rules
- Modified land layout that would make the community more attractive to residents and businesses

Public Safety

Goal: Maintain a safe and healthy community in which to live.

Long Range Outcomes:

- Maintain low crime rate
- Improve community safety features such as lighting, sidewalks, bike paths
- Improve the capacity to meet growth demands with respect to response times, equipment and space
- Execute strategies to manage risks such as code violations, driver safety and homelessness
- Maintain good working relationships with other safety providers such as hospitals
- Strengthen community education efforts
- Healthier workforce

Human Services

Goal: Pursue available funding sources to facilitate providing services to meet community needs.

Long Range Outcomes:

- Develop a comprehensive strategic plan with community partners; integrating various plans, needs assessments; duplication of services and providing access.
- Enhance coordination with outside agencies
- Expand funding options – grants
- Strengthen community education about services
- Identify who uses our services and trend data about possible future use – Retirees, workers
- Better coordination with Sarasota and other surrounding counties regarding homelessness and transportation

Efficient and Effective Government

Goal: Continue to increase the effectiveness of local government and maintain a strong financial condition.

Long Range Outcomes:

- Improve performance and fiscal data
- Educate staff on tools to improve fiscal management
- Develop state level strategy for funding

Major Accomplishments

Budget and Administrative Services

Fiscal Services

Division Realignment

Over the last year, Fiscal Services has been working on a realignment of staff and functions in an effort to provide better customer service and to find efficiencies in the delivery of financial reporting and analysis. The goal is to combine staff into functional areas to match our core service functions which are analytical, grants, operating, capital projects and accounts payable/receivable. This consolidation of staff will allow us to focus on identifying efficiencies for financial reporting, analysis, project accounting, budgeting and processes for paying bills and receiving payments. Progress has been made in identifying staffing for each core service, tasks assignments, cross training, and finding best practices.

Information Technology

External Website Continued Enhancements

Department websites continue to be converted, enhanced and published onto our SharePoint website, improving the County's web presence.

During FY15, Information Technology has upgraded its SharePoint environment to the latest version (SharePoint 2013), upgrading all its internal sites, is in the process of converting its external web sites and placing in the cloud for better disaster preparedness and increased web presence. Public Safety and Utilities are currently underway as part of its website upgrade.

Purchasing

Achievement of Excellence Award in Procurement for 2014

The National Purchasing Institute (NPI) awarded Charlotte County's Purchasing Division with their Achievement of Excellence in Procurement award for 2014. This is the tenth year we have received this annual award presented to those organizations that demonstrate excellence by obtaining a high score based on innovation, professionalism, productivity, e-procurement and leadership attributes of the procurement organization. Charlotte is one of only 27 government agencies in Florida and one of only 43 counties in the United States to receive this award.



Major Accomplishments

Real Estate Services

Infrastructure Improvements to County Roadway Arteries

In mid county, Real Estate Services successfully completed the right of way acquisition to allow the final section of Midway Boulevard to be widened from Birchcrest Boulevard to Kings Highway. This project will provide for an expanded four lane roadway, safety improvements and pedestrian/bike facilities. In south county, the right of way acquisition for Burnt Store Road Phase 3 was completed and this section of Burnt Store Road, from Zemel Road to the Lee County line, is currently under construction. This project will widen a significant portion of this important corridor from two lanes to four lanes.



Transit

Scheduling Enhancements

Charlotte County Transit is a trip-by-reservation service. In the past transit has required 48 hours in advance to schedule a trip on one of our buses. This past year we cut the scheduling time in half to 24 hours and in most cases are accommodating same day trips. This increased efficiency in processes and consistency of standards have benefited the public with clear expectations for our performance, actions, and level of service.



Community Development

Streamlining of Permitting Process

Ease of permitting is paramount to both the support of local land development activities and the local construction and development industry. Any time lost due to an inefficient process adds cost to developers, contractors and ultimately, home and business owners. Therefore, the Community Development department has an ongoing effort for continuous improvement of the process coupled with the use of technology to ensure all of our customers' needs are met. In 2014 and 2015, the focus of these improvements were certain aspects of the construction permitting process. This included streamlining of inspections, expansion of online capabilities and the addition of emails at key points in the process to ensure our customers are aware. This work will continue into the next fiscal year with the introduction of electronic document review, expansion of online capabilities and the launch of apps to offer an additional level of service.

Benefits to our customers are:

- Increased accessibility and transparency throughout the permitting process
- Reduced costs for developers and contractors
- Improved communication between applicants and the department

Major Accomplishments

Comprehensive Planning

The Smart Charlotte 2050 Comprehensive Plan is the long range planning document that directs development across the County. This is not a static document and although the general direction remains consistent, there are times where amendments are needed. Amendments to the Smart Charlotte 2050 Comprehensive plan designed to remove the regulatory language from the plan and streamline the plan were brought to the BCC for adoption in September 2014.

Having a streamlined and focused comprehensive plan is essential to ensuring quality development in Charlotte County. It shows the public and potential investors what the commission's vision is for the county and allows them to plan their development's accordingly. The comprehensive plan also ensures that the County's vision is in compliance with State regulations that impact development within the County.

Land Development Regulations

The Department is still working on changes to the land development regulations and has brought many changes to the board in the past year. However, more work still remains and the department will be continuing to work on this over the next year. The County's Land Development Regulations (LDRs) were originally adopted in 1981.

The purpose of this revision is:

- To update development regulations by removing some outdated regulations/requirements and add new standards;
- To make the LDRs more user-friendly; and
- To be consistent with the County's Comprehensive Plan.

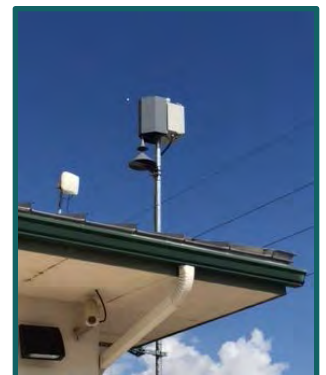
The benefits of this project to our community is the development of a complete and cohesive set of clearly defined standards for the citizens. Potential standards are essential to facilitating development in Charlotte County.

Community Services

Recreation

Lightning Detection Systems

WeatherBug® Outdoor Lightning Alerting Systems has been installed at all three aquatic facilities to enhance the safety of our patrons and allow for continual live updates on the county website. Oyster Creek Pool at Ann Dever Memorial Regional Park, Port Charlotte Beach Park Pool and South County Regional Park Pool are now equipped with the most advanced, automated lightning warning system available. This alert system provides both audible and visible alarms while alerting staff and patrons to the presence of lightning within 10 miles of the pool. By viewing the real-time lightning status at any of our pools through the county's website, patrons can now know ahead of time whether pool activity is temporarily suspended due to lightning.



Charlotte Sports Park

This year, the Tourism Department commissioned an economic impact study during the Tampa Bay Rays Spring Training. It was estimated that the total economic impact of out-of-county visitors to Charlotte County in 2015 was \$17,184,000.

Spring Training Attendance 2015: 71,472 (14 games)

Major Accomplishments

Gymnasium Renovations at Harold Avenue Park and Tringali Park

Built in the early 1990's, these popular Recreation Centers are home to a variety of programs including youth and adult basketball leagues, volleyball, pickleball, table tennis, summer camp



programs and special events. This past year, the gymnasiums underwent extensive flooring renovations with the installation of the first wood floors in our recreation centers. These upgrades were installed to enhance the programs and activities that operate in the gymnasiums, reduce the overall floor maintenance time and expense and provide safer playing surfaces for all users. The new wood floors have been extremely well received by the patrons of both Recreation Centers.

Parks and Natural Resources

Habitat Conservation Plan

The County-wide Scrub-jay Habitat Conservation Plan (HCP) and incidental take permit was issued through the United States Fish and Wildlife Service in December 2014 and enacted through County ordinance in February 2015. The Florida scrub-jay is federally protected under the Endangered Species Act and requires permitting and mitigation before their habitat can be impacted. The HCP improves the time and cost associated with permitting for the approximately 18,000 vacant lots in Charlotte County that are affected by this species.



Libraries and History Division

Food for Fine\$

On March 17, 2015, the libraries started a new initiative called Food for Fine\$ that partners each library branch with a neighborhood food bank to collect food donations in place of library overdue fines. The library staff wanted to help the community by finding a way to bring patrons back into the library and to help those in need at the same time. For each canned good, non-perishable food item or pet supply donated the library will remove one dollar off of the patron's library overdue fines. The initiative has been a remarkable success. In our first three weeks patrons donated over a 1,000 items of food. As word spread, that number rose, and our four libraries are now bringing in over 3,000 food donations a month. Residents who haven't visited a library for years due to their fines balances are returning with arms loaded with donations for the food banks. Other patrons are donating food to be used to pay off the balances of those whose economic circumstances are such that they're not in a position to donate. Many patrons who don't owe fines are using the opportunity of their regular library visit to donate food and help their community.



Major Accomplishments

Port Charlotte Library

In January 2015, Port Charlotte Library opened its doors on a Saturday for the first time in 8 years. The library is now open from 10 a.m. – 2 p.m. on Saturdays. Last year Port Charlotte Library received a generous bequest from the Payne Family Trust to be used for the benefit of the library's youth services. This fiscal year the library began renovation of the second floor to create an all new youth services library. Over the course of the year the second floor has been transformed into a bright, modern youth services area with separate teen and children's sections. The area is filled with colorful shelving and comfortable furniture, including interactive walls for young children and a separate computer bar for teens. Projected completion: September 2015



Facilities Construction and Maintenance

Port Charlotte Beach Fishing Pier and Boardwalks

The Port Charlotte Beach fishing pier and boardwalks were renovated in 2015. The 465' fishing pier was completely replaced in the same location with new pilings, support structure, decking, lighting and handrails. Over 6,400 square feet of decking on the waterfront boardwalks were completely replaced. For durability, rather than wood, composite deck boards made from a mixture of plastic and sawdust were used. Hardware is stainless steel to reduce rusting.



The new fishing pier and boardwalks are much safer, more user-friendly and a wise investment. Ongoing maintenance costs will be significantly reduced. The facility is used daily for a wide variety of purposes such as fishing, sightseeing, relaxing and special events.

South County Regional Park and Carmalita Park Concession Buildings, Parking Improvements and Restroom Remodeling

The new Carmalita softball complex concession stand completed in 2015 was part of a major renovation of Carmalita Park that also includes complete rebuilding of the parking lot and the addition of energy efficient parking lot lighting. Renovation of the park's 24-year old restroom building was also accomplished. Within the same construction contract, the new South County Regional Park Concession Building complements the existing restroom at the soccer complex. The County-provided concession building shells were completely outfitted with fixtures and equipment by the leagues themselves.



The two concession stands enable sports leagues to help financially support their programs through concession sales and supply needed refreshment to participants and spectators. New parking lots and lighting enhance public safety for the many evening uses of the sports fields.

Major Accomplishments

Harbour Heights Park Storm Water Management and Parking Improvements

Design and construction of major improvements at Harbour Heights Park in 2015 resolved long-standing drainage issues, increased parking, and resulted in improved pedestrian and vehicular circulation. Deteriorated shuffleboard and basketball courts were renovated or entirely



reconstructed; the dual tennis courts were resurfaced and striped for pickleball as well as tennis. New internal walkways now enable universal accessibility to all park facilities.

Harbour Heights Park is a popular destination for casual recreation, families, fishing, boating and special events in the large, group pavilion almost every weekend during season. With the drainage and other park improvements, the park is now more useful throughout the year, including the rainy season. Addition of the new shade shelters for the shuffleboard and basketball courts will complete the project.

Franz Ross Park Parking and Drainage Improvements

Franz Ross Park is a hub of activity having a variety of recreational amenities including football, tennis, picnicking, nature trails and YMCA fitness center and day care. During football season parking is in short supply; however, the master plan envisioned additional parking bays. This project, currently under construction, adds about 80 additional parking spaces. Decorative lighting is included for safety since many activities take place in the evening.

Major maintenance to the park storm water drainage system will improve usability of the football fields and natural areas throughout the park and enable the system to function as originally permitted. A football field renovation project will follow completion of the parking and drainage improvements.

When the project is complete there will be sufficient parking for all activities, improving safety and traffic flow, and eliminate the need for cars to park in the naturally landscaped areas. Field maintenance costs will be reduced and playable time on the field will increase.



Human Resources

Customer Service Project

This project is nearing completion as the analysis generated four goal areas to focus on: Personalizing the County for the Public; Increasing staff knowledge and skills; Enhancing technology for faster response, better accuracy, and employee productivity; and Accountability and Feedback. Each goal area has several objectives that are either completed or soon to be completed. We will also be incorporating departmental customer service surveys into our County Scorecard for Customer Service.

Major Accomplishments

Compensation Study

A comprehensive compensation study was completed and job descriptions were updated to reflect changes in the market. In addition, we have planned for implementing pay-for-performance for FY15-16 and have trained management staff on the process.

Management University

We are creating a management university for all supervisory staff to attain and enhance additional skills needed in an ever-changing work environment. This will be available for participants in October 2015.

Human Services

211

Information and Referral Call Center

Dialing 211 provides Charlotte County individuals and families in need with a shortcut through a maze of health and human service agencies' phone numbers. By simply dialing 211, individuals have 24 hour 7 days a week access to information on community-based organizations and government services. In 2014, 211 responded to 14,575 calls.

Family and Youth Services

Youth Summit

Through the coordinated efforts of Family Services and community partners, the first Youth Summit was held at the Port Charlotte Beach Complex on October 29, 2014. Over 100 teams were in attendance from all area high schools. The participating youth discussed developmental assets, identified community problems and developed actionable plans to address them. The top two community problems identified by the youth were: Improving Safety and Increasing Recreational Activities for youth. The Youth Summit was funded through a prevention grant from the Florida Department of Juvenile Justice. Community partners included Drug Free Charlotte County, Charlotte County Public Schools and the Y's Men who donated the food for the event. Members of the youth committee presented the findings to the Board of County Commissioners on April 14, 2015. A second Youth Summit is planned for FY15-16.

Veteran Services

Purple Heart Vans

Veteran Services worked with the County's Transit Services to have two vans wrapped with Purple Heart recognition logo. The vans are used by the Charlotte County Veterans' Council to transport veterans Monday, Wednesday and Friday to the C.W. Bill Young VA Medical Center in St. Petersburg (Bay Pines) and the Lee County VA HealthCare Center in Cape Coral.

Charlotte County is one of the first counties in Florida to be a recognized Purple Heart County.



Major Accomplishments

Public Safety

Animal Control

Animal Care Trust Fund

The Animal Care Trust Fund was established in October 2014 in response to the growing number of animal cruelty cases in Charlotte County. It was created with the purpose of establishing a fund to assist with necessary veterinary testing, treatment, medication, surgery, boarding, housing and post-veterinary care costs incurred by Charlotte County Animal Control for these cases. The fund is supported by donations from the public, percentage of citation revenue and court-ordered payments for persons convicted of animal-based criminal offenses.



This fund will give these cruelly-treated and neglected animals a chance at a better life through rehabilitation.

Emergency Management

WebEOC

EOC operations and WebEOC training was held in May at the Emergency Operations Center. Approximately 100 County staff and assisting agencies attended the training to prepare for the current hurricane season. Responsibilities of each agency during an emergency were covered as well as familiarization with the software used by Emergency Management to manage an incident.

Fire & EMS

Personal Protective Gear

In keeping with the NFPA recommendations, and ensuring the safety of our firefighters, we replaced all of the personal protective equipment (bunker gear) with new improved gear that provides superior thermal protection.



Major Accomplishments

A-72

In January, Charlotte County Fire Station 7 placed in-service A-72, a new 1500 gallon P-7 aircraft rescue apparatus. This apparatus was ordered to expand the airport fire coverage to two ARFF (Airport Rescue Firefighting) units per FAA requirements due to the increase in flights. The unit was purchased by the Punta Gorda Airport through an FAA Grant.



CERT

The Charlotte County Community Emergency Response Team (CERT) has been working towards a partnership with Charlotte County Fire & EMS. Volunteer CERT members have the ability to help out in not only emergencies but also planned events. They can provide assistance in first aid, traffic control, and many other facets that could benefit an organization. Over the last 6 months, members have received specialized training to further their medical and first aid capabilities. Their presence as volunteers during exercises, working as call takers in the Emergency Operations Center, and helping with other outreach programs helped forge a stronger relationship with Charlotte County Fire and EMS. This past April, Fire & EMS asked CERT to help support the first aid station at the Florida Tracks and Trails event. CERT members provided basic first aid to people attending the event. Their help in supporting the event was so successful that they have been asked to support future events throughout the year.

Engine 12

Engine 12 has been approved for upgrade to Advanced Life Support status, carrying a paramedic and all of the capabilities of an ambulance minus transport. This engine will bring another level of emergency medical service to the Deep Creek/Harbour Heights area.



Fire Prevention

Aida Moreno received her Fire Investigator 1 certification.

Phil Biron also received his Fire Investigator 1 and Fire Inspector 2 certification and has become a CPR Instructor.



Major Accomplishments

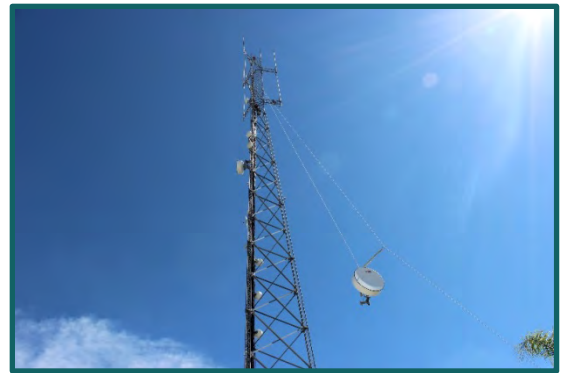
Public Safety Public Information

Emergency Operations Center (EOC) PIO Team members are from departments within Charlotte County Government as well as outside local agencies. In 2014 staff increased from 17 members to 22 personnel and the EOC Center was restructured to address the call volume that is anticipated during activation. With the County's 211 staff at three personnel this issue required immediate action. Teaming with Ellen Pinder, Emergency Management Mitigation Planner, the CERT Team (Citizens Emergency Response Team) was trained to perform in the EOC Call Center during an activation. By utilizing the CERT team our County Government embraces community members who are dedicated to interact with Public Safety division staff at quarterly meetings, share important information to other residents throughout the year and be a reliable volunteer during an emergency. EOC PIO quarterly in-services and drills also proved to be a great benefit to the entire team: PIOs, 211 staff and call center staff.

The EOC PIO Team works together throughout the year. Our citizens will benefit by receiving important, lifesaving information should an emergency incident occur. The result is accurate and current information needed to make informed decisions which can result in the reduction of death and injuries within our community

Microwave System

Radio Communications has procured and installed a licensed microwave system to provide primary and backup network connectivity to the Charlotte County 800Mhz radio communications system. The microwave system will provide an annual cost savings of \$5,331.00 by eliminating the last remaining leased T1 circuit connecting the radio system to the Babcock tower.



Public Works

Edgewater Drive

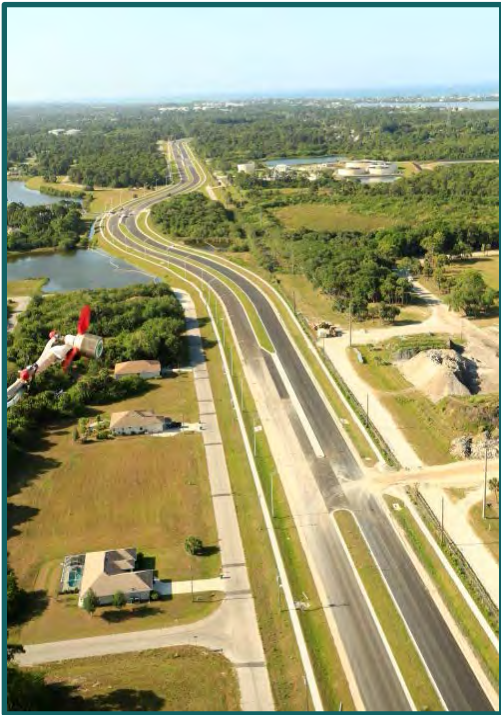


This project will widen two miles of Edgewater Drive, between Harbor Boulevard and Midway Boulevard, to a four-lane arterial roadway. It is designed to better serve the central portion of the County and accommodate anticipated traffic growth in the corridor. The project will include replacing three bridges (West Spring Lake Waterway, East Spring Lake Waterway and Sunrise Waterway) and improving five intersections, four of which will be roundabouts. Improvements will also include a raised median, curb and gutter, sidewalks/bike lanes and landscaping.



Major Accomplishments

Winchester Boulevard (South)



Winchester Blvd. South Road Project is a 3 mile roadway connecting from CR 775 (Placida Road) just north of Buck Creek to SR 776 (McCall Road) at the intersection of SR 776 and Winchester Blvd North. The roadway follows a new alignment and provides new traffic signals at both SR 776 and CR 775. The roadway is a full 4 lane road with open drainage and 5' sidewalks on both sides.

Construction started January 2014 and the roadway opened with a ribbon cutting on June 15, 2015. The total cost of the roadway construction was \$17.5 Million and the road has been dedicated to former County Commissioner Mac V. Horton for his untiring efforts to secure funding for the construction during his 12 years on the Board.



The map to the right shows the overall Englewood Area Corridor. Winchester Blvd is the southernmost section of the corridor that connects the center of the Cape Haze Peninsula, in Charlotte County, to I-75 at River Road in Sarasota County. The roadway will provide a better connection for through traffic from Cape Haze and Boca Grande to I-75. It will also serve as an evacuation route in the event of a hurricane.

The 1998 Sales Tax partially funded the design and construction of a four-lane roadway from SR 776 north to the Charlotte/Sarasota County line and a two-lane road from the County line to River Road.

The Winchester Blvd. South Project (shown in green) constructed a four-lane roadway completing the section of roadway within Charlotte County.

Currently, Charlotte County is working with Sarasota County to accomplish the four-laning of the Sarasota County section of the corridor.



Major Accomplishments

U.S. 41 Micro-Tunneling Project

This project consists of micro-tunneling of culverts under U.S. 41 at the Fordham, Elkcam, and Pompano Waterways; replacement of existing culverts at the North & South U.S. 41 Access Roads at the Pompano Waterway and at Elmira Boulevard, within the Pompano Waterway; replacement of

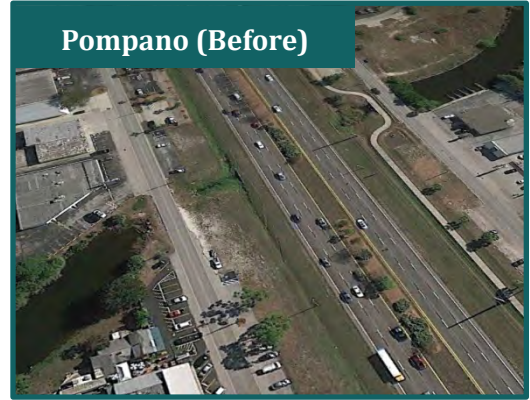


Pompano (After)

stand-alone weirs across the Elkcam Waterway, north of the U.S. 41 Access

Road and across the Fordham Waterway, north of the U.S. 41 Access Road and construction of a new weir across the Pompano Waterway north of the U.S. 41 North Access Road. The project included sidewalks,

major drainage improvements, removal and disposal of existing structures, site dewatering, flow diversion, excavation and fill, fabric form, bank & shore rip-rap placement, grading, sodding, maintenance of traffic and Charlotte County Utility (CCU) relocations and improvements.



Pompano (Before)

This project is Phase 2 of the Midway CIP improvements. Funding for construction is provided by Sales Tax revenue. Funding for design is provided by the Mid County Stormwater MSBU.

CR 771 (Gasparilla Road)

This project consists of widening CR 771 (Gasparilla Road) from just south of Rotonda Boulevard East North to SR 776 (McCall Road) from an existing two lane rural road to a four lane urban roadway, including intersection improvement on SR 776, a multi-use path on the east side, a new bridge over the Butterford Waterway and new street lighting. This project also includes modifications and improvements to the Charlotte County Utilities system between Rotonda Boulevard East and Cattle Dock Road at SR 776.

Funding for this project is provided by Sales Tax revenue, FDOT Transportation funds and Charlotte County Utility funds.



CR 771 Bridge Before Construction



CR 771 Bridge During Construction

Major Accomplishments

Tourism

Significantly increased business during our traditional “low” season

Summer Tourism for 2014 was up 19% over the previous year and the highest increase, year-over-year, in our competitive set. This was a direct result of the decision to put the majority of our marketing funds into promoting summer visitation. This summer, we anticipate our slow season will be closer in-line, in regard to revenue, with our shoulder season. This is evident, already, in west county as the beaches, restaurants and parking lots currently look more like a weekday during season. It is also evident in the occupancy of our major resorts in west county where most of the inventory has been booked for the summer of 2016.

Utilities

East & West Spring Lake Project

This is the first phase in the Charlotte Harbor Water Quality Initiative. The county entered into agreement to receive two Florida Department of Environmental Protection (FDEP) Total Maximum Daily Load grants for a total of \$2,670,994 and legislative appropriation of \$1,250,000 for the centralized sewer system MSBU in the East & West Spring Lake area. The grant funding will help to offset the costs of the expansion and reducing hardship on the property owners. By connecting properties to the central sewer system, pollution from failing septic/onsite systems will be eliminated contributing towards improving water quality in the area’s receiving waters of Charlotte Harbor.



A view of the station foundation base slab and wall reinforcing

Contractor pouring vacuum station foundation walls

Rotonda Water Reclamation Facility

Two prestigious awards this year were given to John McGinnis, Rotonda Water Reclamation Facility Chief Plant Operator:

2015 Earle B. Phelps Award – Advanced Wastewater Treatment Facility (Less than 5.0 MGD category) – The Florida Water Environment Association (FWEA) acknowledges the hard work and expertise in maintaining excellence in wastewater treatment facilities.

2015 Public Education Award - Thomas T. Jones Plaque from the Florida Water Environment Association (FWEA) for the achievement of an individual promoting environmental awareness and public outreach.

Major Accomplishments

Upgrade of Major Transmission Networks

Gasparilla Roadway Expansion – This Project is being performed in conjunction with a Public Works Expansion of roadway. CCU is upgrading the water, reuse and force main to align with future build-out of the South Gulf Cove and Rotonda areas.



A view of the jack and bore installation at intersection of Ingraham and SR 771. Shown is the carrier pipe that will support the roadway and carry a Utility line.

Aerial view of Gasparilla Rd. (SR771) near Pioneer Park

Parkside – Elcam Boulevard/Gertrude Avenue Enhancement Project – Replacement of potable line and aging infrastructure to increase capacity and installation of 24” main to carry effluent from East and West Spring Lake to Midway Boulevard which has been identified as a project that is part of the Charlotte Harbor Water Quality Initiative. Other improvements include the installation of reclaimed water line for U.S. 41 Beautification – Port Charlotte to West Tarpon. The use of reclaimed water protects groundwater and potable water resources.



During installation of the pipeline

After backfilling of the water main

Finished product with restored drainage, sod and decorative trees

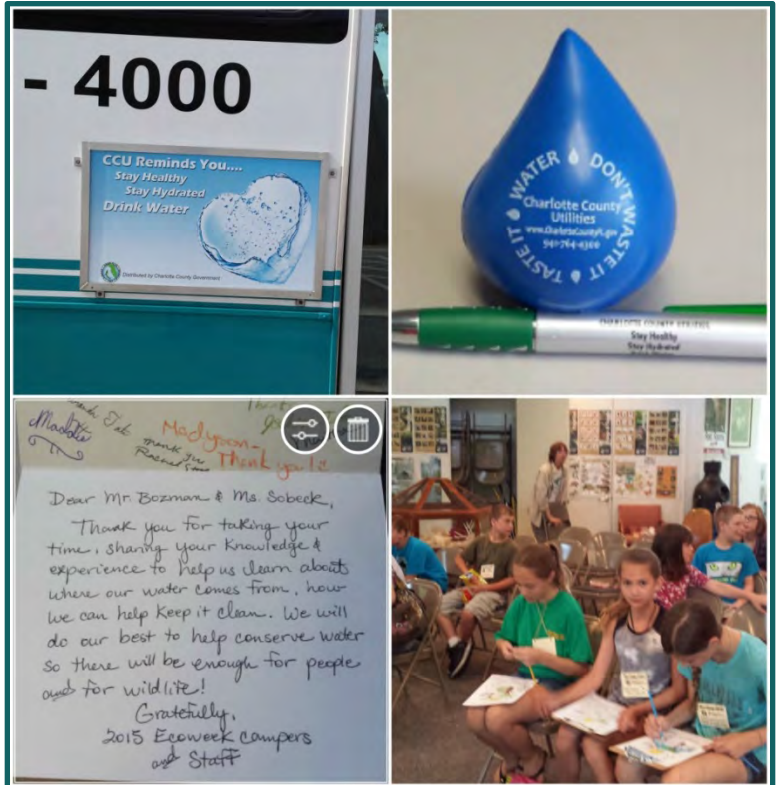
Major Accomplishments

Hydration Program

CCU launched a public educational campaign in October of 2014. CCU TAP water is the most economical means to satisfy the basic need of water consumption. The Message for this program is simply, “Stay Healthy. Stay Hydrated. Drink Water.”

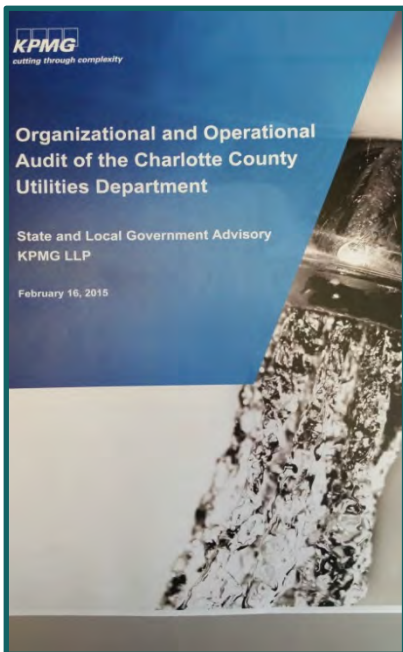
The benefits to the public include being educated to the approximate amount of daily water intake to stay healthy. The educational campaign includes information for all ages in Charlotte County. A presentation has been created and approved by Charlotte County Public Schools. An added component shared with the participants is how to conserve this precious resource.

A public service announcement is in progress promoting the targeted message featuring CCU employees sharing the importance of staying properly hydrated. Also, hydration signs are located on select Dial a Ride buses.



Having safe, clean, drinking water is a necessity for the community.

KPMG Organizational and Operational Audit



Charlotte County Utilities (CCU) concluded a KPMG Organizational and Operational Audit. The results of the audit presented key areas of observations and recommendations. The areas of interest included Capital Project Governance, Customer Service and Billing, Human Capital Management, Information Technology, and Internal Reporting and Accountability. The areas of focus includes enhancing CCU’s customer service experiences, improving collaborative internal processes, strengthening and positioning CCU to have the tools needed through technology to assist in continuing to exceed industry standards in many areas. CCU has already identified areas such as cross collaboration efforts to streamline operations, enhanced internet presence, website redesign and hiring a CIP analyst whose goal is to manage capital projects and monitor expenditures. CCU has been working on 42 separate work plans to strengthen and improve the utility’s efforts in all lines of the department. CCU is positioning itself to be an industry leader.

Charlotte County Board of County Commissioners



Ken Doherty
District 1



Christopher Constance
Vice-Chairman
District 2



Bill Truex
Chairman
District 3



Stephen R. Deutsch
District 4



Tricia Duffy
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Produced by Charlotte County Government.

The Annual Report is a report on the State of Charlotte County as required by F.S. § 125.74(b)