



2015/16 – 2016/17 Budget Workshop

May 19, 2015



Agenda

- Strategic Focus Areas
 - Efficient & Effective Government
 - Online Citizen Input
 - Customer Service Initiative
 - Fiscal & Financial Planning



Online Citizen Input

- Same methodology and timeframe for 2009, 2010, 2011, 2013 and 2015
- On-line or paper copies at libraries and County buildings
- Notifications through County website, CCTV, Charlotte Sun and WINK radio.
- 1,850 responses in 2009, 828 in 2010, 701 in 2011, 460 in 2013, 660 in 2015
- Purpose is prioritization of services



Online Citizen Input

- Increase level of service 4.0
- Maintain current level of service 3.0
- Reduce below current level of service 2.0
- Eliminate service 1.0



Citizen Survey Service Rating Comparison

SERVICE	2009 Rating Average	2010 Rating Average	2011 Rating Average	2013 Rating Average	2015 Rating Average
Fire Rescue/EMS Services	3.25	3.25	3.20	3.20	3.28
Roads	2.91	2.90	2.90	3.12	3.25
Water Quality of Charlotte County Bodies of Water	2.92	2.95	2.99	3.18	3.23
Veteran Services	2.97	3.02	3.01	3.00	3.11
Park Facilities	2.46	2.66	2.69	2.94	3.11
Mosquito Control Services	2.77	2.78	2.91	3.08	3.10
Emergency Preparedness	3.00	2.89	2.84	2.96	3.08
Nature Preserves	2.37	2.56	2.55	2.78	3.04
Recycle Services	2.68	2.69	2.72	2.92	3.03
Sidewalks	2.38	2.61	2.53	2.87	3.02
Animal Control	2.62	2.63	2.67	2.90	3.00
Environmental Parks	2.28	2.46	2.45	2.73	2.99
Library Hours	2.65	2.81	2.94	2.90	2.98
Library Services	2.64	2.84	2.86	2.87	2.97
Recreation Programs	2.46	2.53	2.58	2.73	2.97
Garbage Collection Services	2.84	2.81	2.84	2.97	2.95



Citizen Survey Service Rating Comparison

SERVICE	2009 Rating Average	2010 Rating Average	2011 Rating Average	2013 Rating Average	2015 Rating Average
Sheriff (Law Enforcement)	3.07	2.81	2.89	2.89	2.92
Family, Senior, and Housing Services	2.78	2.71	2.70	2.77	2.92
County Website	2.67	2.69	2.60	2.78	2.89
Code Enforcement (Zoning & Safety Issues)	2.46	2.50	2.51	2.65	2.89
Environmental Education	2.18	2.23	2.32	2.61	2.88
Summer Camps for Youth	2.58	2.62	2.56	2.66	2.86
Stormwater	2.45	2.61	2.55	2.76	2.86
Traffic Signals	2.79	2.71	2.72	2.77	2.85
Beach Renourishment	2.31	2.47	2.39	2.72	2.82
Tourism Promotion	2.43	2.66	2.65	2.74	2.81
Dial-a-Ride Services	2.32	2.41	2.58	2.61	2.77
Growth Management Planning	2.27	2.36	2.40	2.58	2.76
Homeless Services	2.34	2.43	2.54	2.69	2.75
Swimming Pools	2.38	2.51	2.49	2.55	2.75
Permitting Services	2.32	2.38	2.38	2.47	2.73



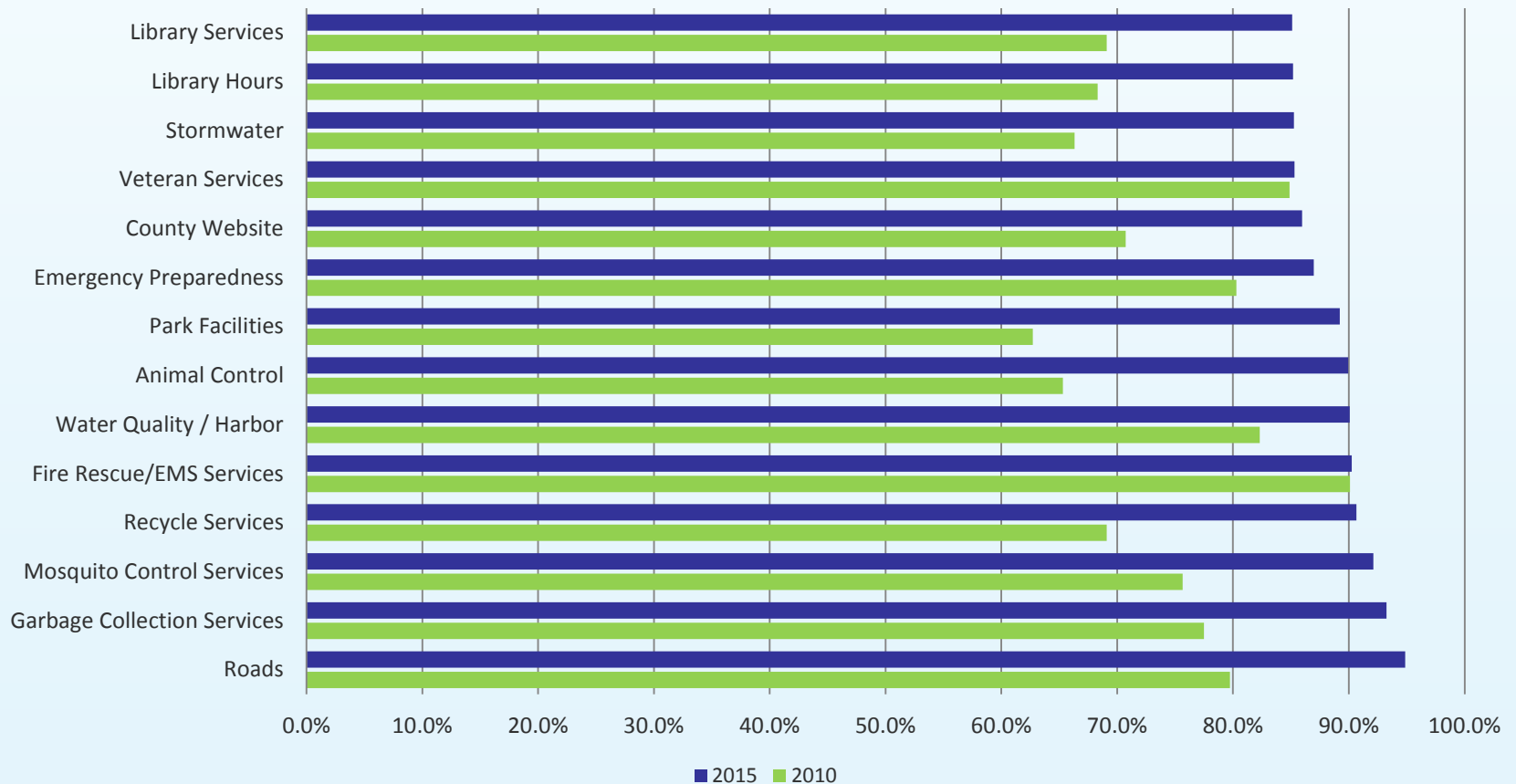
Citizen Survey Service Rating Comparison

SERVICE	2009 Rating Average	2010 Rating Average	2011 Rating Average	2013 Rating Average	2015 Rating Average
Economic Development Promotion	2.40	2.59	2.49	2.56	2.72
Sports Parks	2.39	2.45	2.43	2.57	2.71
Economic Incentives to Businesses	2.53	2.72	2.64	2.62	2.70
Historic Preservation and Programs	2.13	2.37	2.38	2.51	2.70
Town Hall & Community Meetings	2.40	2.52	2.49	2.54	2.69
Lifeguards	2.38	2.47	2.46	2.59	2.67
Sunshine Ride Services (need-based)	2.29	2.39	2.43	2.55	2.66
Horticulture Programs	1.95	2.10	2.17	2.39	2.59
Blueway Trails Maintenance	2.00	2.18	2.06	2.29	2.56
Fertilizer Ordinance & Regulation	1.91	2.07	2.03	2.27	2.51
GIS Map Services	2.08	2.15	2.17	2.41	2.50
Stump Pass Dredging	1.91	2.19	2.04	2.27	2.49
4-H Programs	2.23	2.31	2.21	2.26	2.47
CCTV-20 Live Commission Meetings	2.27	2.31	2.18	2.24	2.31
CCTV-20 Other Programming, Military News, etc.	2.00	2.08	1.98	2.10	2.16



Citizen Input Comparison 2010 vs 2015

Services with 85% of responses at maintain or increase





Customer Informed Organization

Charlotte County



Process

- Mystery shopper
- Phone calls
- Community interviews and focus groups
- Review of customer survey data
- Staff work group from all departments



Goal #1: Personalizing the County for the public

- Call Center
- FAQ document
- Ombudspersons



Goal #2: Increasing staff knowledge and skills

- Re-structured Ambassador Program
- Supportive Training
 - Managing conflict
- Periodic networking meetings



Goal #3: Enhanced technology for faster response, better accuracy and employee productivity

- IT staffing
 - Apps (internal and external)
- Phone system
 - Examine re-structuring to enable a quicker human response

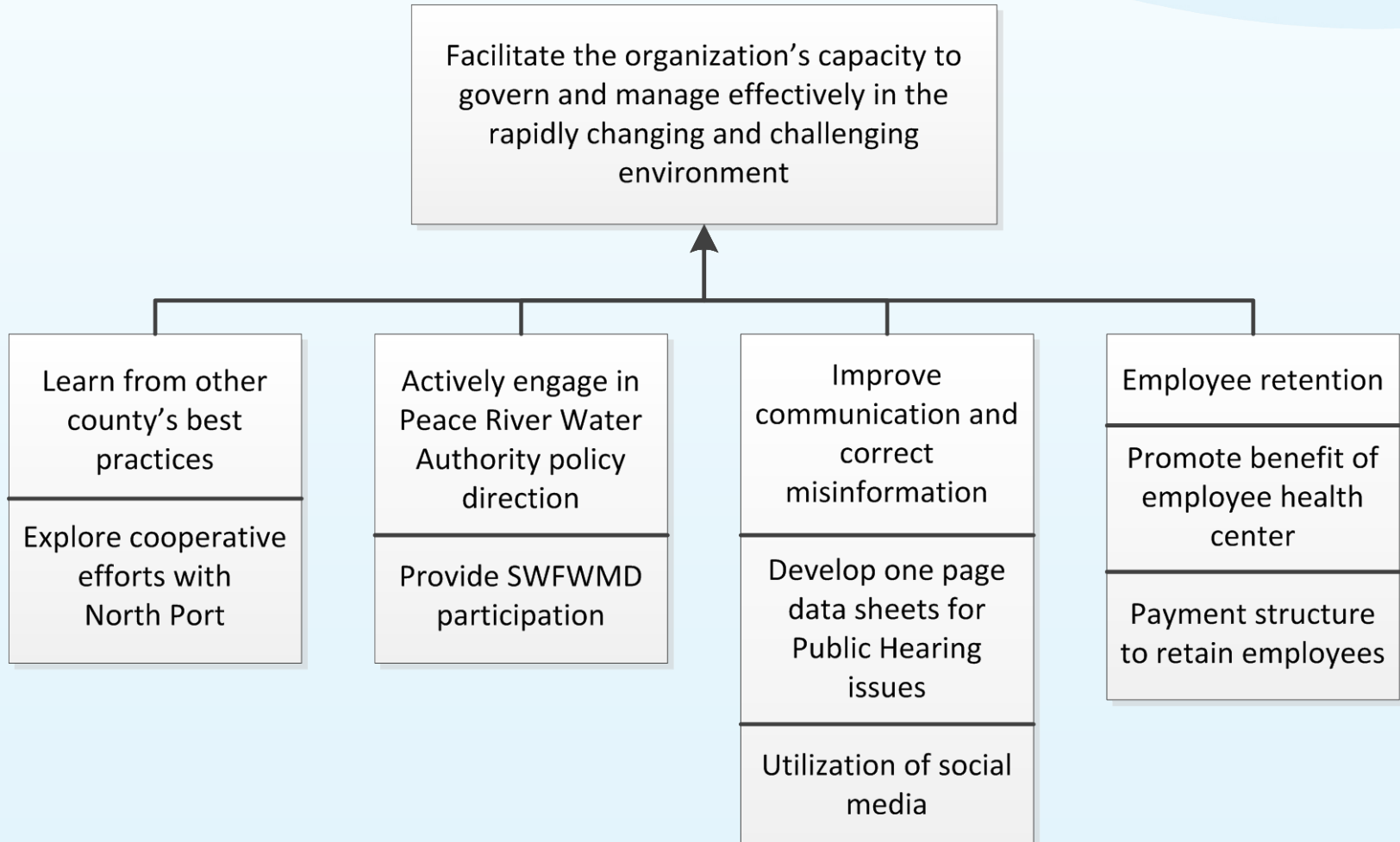


Goal #4: Accountability & Feedback

- Standardize core customer survey questions
- Incorporate in budget performance information



Efficient and Effective Gov





Learning From Others / Partnerships

- Commissioners and County Administrators Regional Summit
- FAC Affiliate – County Managers
- Florida City & County Management Assoc.
- Florida Benchmarking Consortium
- City of North Port



Cooperative Efforts with North Port

- Fleet Operations
- Aquatic Weed
- Mowing contracts



Improving Communication

- Creation of Communications Manager position
- Deep Creek MSBU Public Hearing
- Transparency page vs Agenda



Social Media Policy










- Adopted March 25, 2010
- Updates to the policy are in progress
- From the policy:

PURPOSE:

Charlotte County departments may utilize social media and social network sites to further enhance communications with various stakeholder organizations in support of County goals and objectives. County officials and county organizations have the ability to publish articles, facilitate discussions and communicate information through various media related to conducting County business. Social media facilitates further discussion of County issues, operations and services by providing members of the public the opportunity to participate.



Social Media Accounts

									
	Facebook	Twitter	YouTube	Pinterest	flickr	Google+	LinkedIn	WordPress	Storify
Animal Control	✓								
CC-TV			✓						
CCU	✓								
Charlotte County IT			✓						
Economic Development	✓	✓	✓						
Emergency Management	✓	✓					✓	✓	
Extension Service	✓								
Historical Center	✓								
Human Services	✓	✓							
Libraries	✓								
Parks and Recreation	✓								
Public Works		✓							
Tourism	✓	✓	✓	✓	✓	✓		✓	✓

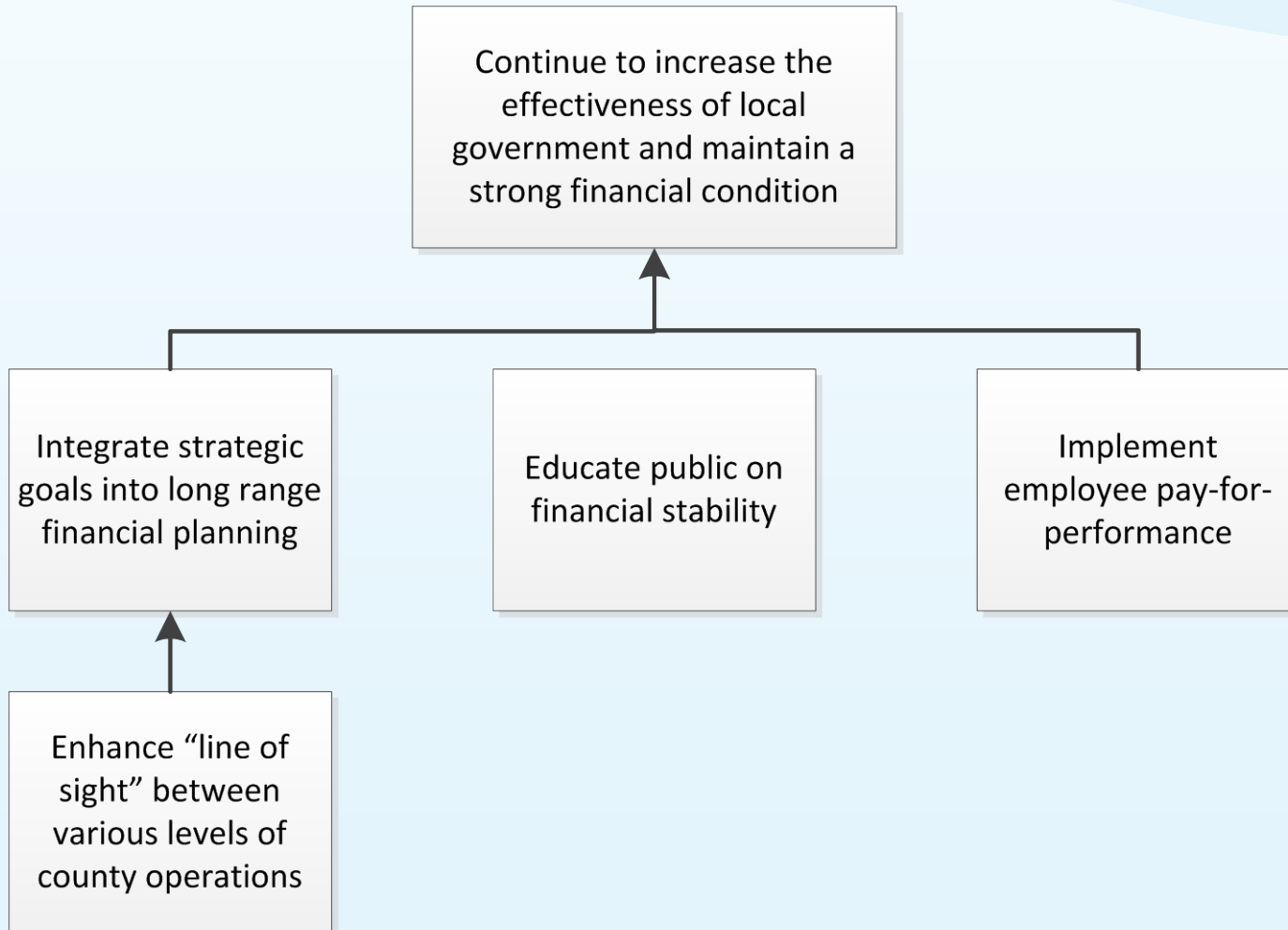


Summary of Usage

- Facebook accounts are the most used, with Animal Control, CCU, Emergency Management and Libraries regularly posting content relevant to their services
- Tourism is the most prolific user of social media, using the extended reach of social media as a valuable and now commonly-expected (by travelers) marketing tool
- Departments post/tweet messages for Admin/PIO when strategically beneficial



Fiscal/Financial Planning





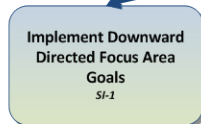
Enhance “Line of Sight”

- New hire orientation
- Department orientations
- Evaluation discussions re: goal setting & linkage
- Ambassador Program
- Job shadowing in other departments
- Cross-functional focus groups
- Departmental field trips
- Strategic Plans

**Strategic Focus Areas
Charlotte County BCC
(SFA)**



**Information
Technology Strategic
Initiatives
(SI)**



Supports SFA 2 & 4



Supports SFA 2



Supports SFA 2

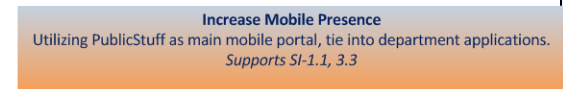
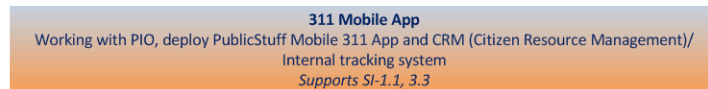
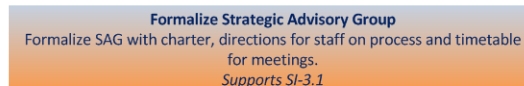


Supports SFA 2



Supports SFA 4

FY15



Charlotte County, Florida

Government Portal

Text Size: A A A

77°F
Port Charlotte Weather

- HOME
- NEWS
- TRANSPARENCY
- WORKING
- LIVING
- PLAYING
- QUESTIONS
- SEARCH

COMMUNITY HEALTH SURVEY

Healthy

CHARLOTTE

TAKE THE SURVEY

- Popular Links**
- › BCC Agendas
 - › Boards & Committees
 - › CC-TV
 - › City of Punta Gorda
 - › Community Redevelopment Agencies (CRAs)
 - › County Commission
 - › Flood Information
 - › Garbage & Recycling
 - › Job Opportunities
 - › Know Your Zone
 - › Library
 - › MSBUs/MSTUs
 - › Parks
 - › Permitting & Licensing
 - › Project Status Updates
 - › Purchasing Bids
 - › Sustainability
 - › Water & Sewer
- Hot Topics**
- Departments**
- Elected Officials**
- Department Listing**

Budget Process 2013/14 - 2014/15

Transparency Home > Budget Process 2013/14 - 2014/15

This area provides highlights of the budget process, issues and initiatives.

2013/14 – 2014/15 Budget

Our budget process this year is a transitional budget and represents a shifting of the County's focus to the future. For the past several years Charlotte County has been in a crisis state and, out of necessity, has become very adept at dealing with crises. With this year's budget process, we have made a very conscious effort to shift our focus from being reactive to proactive.

Current Budget Information

- › Second Quarter Departmental Projections
- › Second Quarter Projection Summary - General Fund

FY2014/15 Budget Update

- › Fund Descriptions with Totals
- › 5-Year Budget History
- › FY2013/14 Progress on Department Goals
- › Focus Areas Update 2013-14 Update on the goals
- › Adopted Line Item Book
Adopted FY2014/15 line item budget by function as of October 1, 2014
- › Tentative Budget Presentation - July 2014
Presentation to BCC. This presentation updated the BCC on the FY14/15 Planned Budget (second year of the two-year budget) and presented tentative millage rates based on the July 1, 2014 certified valuations from the Property Appraiser
- › Summary of Updates to FY14/15 Planned Budget
Summary of changes made to the FY14/15 Planned Budget since September 2013 Final Public Hearing
- › Summary of Budget

Revenues

- › Ad Valorem Taxes
Where does my tax dollar go?
- › Major Revenues
Presentation to BCC on Feb. 20, 2013
- › Overview of Funding Sources
Major revenues by sources and by functional/financial structure
- › Grant Sources
Charlotte County grant revenue for FY13/14
- › Beginning Balances
- › Overview of Funding Sources by Fund

Departmental Information

- › Performance-Based Budget Summaries
Details core functions, budget, and positions for each department
- › Performance Measures
Key metrics by department
- › Line Item Budget Report
Line item budget by function
- › Organization Charts
Organization charts for each department

