

Charlotte County Efficiencies

Fiscal Years 2019/20 & 2020/21

Community Development

- 2019 NaCo Top 10 Digital Survey Award for damage assessment process
- 2019 & 2020 NaCo Top 10 Digital Survey Award for Use of Advanced Analytics, Digital Equity Initiatives, and COVID-19 Response
- 2021 Best Workplaces for Commuters
- Launched Epermithub for online permitting (increased efficiency for contractors and the dept)
- Launched Select-text software for communication with contractors (increased communication)
- Launched Atlas software for automated inspection sorting and scheduling (saves 4 man hours a day on scheduling)
- Provided Limited virtual inspections with TEAMS app during COVID shut down.
- Cross trained plans examiners and inspectors for coverage and efficiency
- Increased the County's ISO Building Code Effectiveness Grading Score (BCEGS) from 4 to 3 for commercial permits

Public Works - M&O

- Written procedures and annual timelines for MSBU Community Liaisons
- Asset collection
- Weather Stations
- Review and update of activity guidelines for Cityworks Implementation
- After Hours Call Answering Service
- Sled Camera for inspecting pipes
- Utilizing Different Equipment more suited to the tasks (ie. Mini Excavator instead of Backhoe)
- Cellular Equipped Speed Trailers (Real Time Monitoring and Data Collection)
- Upgraded UPS with Battery Managers at every signal that utilizes UPS backup
- Reprogrammed Signal Controllers to help reduce maintenance costs

Public Works - Solid Waste

- Installed handheld scanner to read driver license at the Transfer Facilities
- Upgraded the County's Landfill software program at the scale house for weighing customer's material
- Improved the broadband connection at the County's Landfill
- Extended County's Landfill hours to accommodate Waste Management
- Upgraded the field surveillance cameras for illegal dumping
- Improved the residential bulk collection program through the Waste Management Contract

Public Works - Mosquito Control

BG Counter mosquito traps provide real-time remote area mosquito activity data via a cellular uplink so staff can better respond to any outbreak. The BG counter traps are also solar / battery charged so they can remain on site for several days.

By combining aerial resources with the Charlotte County Sheriff's office we have achieved equipment efficiencies, better cost effectiveness in flights, along with improving pilot readiness.

Utilities

Remoting customer support staff

Customer support via phone/internet interface only

Implemented a Centralized Capital Project Office within CCU to manage and process all MSBU Assessment matters, including processing of all documentation related to MSBU's and matters concerning homeowners affected by the Assessment.

Implemented an enhanced communications process for homeowners within an MSBU boundary to notify them of project status and upcoming news related to their neighborhood project.

Developed Subsurface Utility Engineering sub department to improve the quality of engineering plans and reduce liability for the utility when locating utilities.

Separating customer calls between two levels of customer support group

Upgrade SCADA and Electronic Adjudication Management System

Install numerous automated valves

Annually cleaning and evaluation of membranes at WRF extending their lifespan and reducing replacement costs

Eliminated cash payments

Implemented streamlined procedures reducing task time

Attorney

Annual revision of Emergency Manual.

Installed Emergency/First Aid station and provided specialized life-saving safety/emergency training for staff.

Systematized the public records destruction process to include electronic records, bringing the office into compliance with the Public Records Act.

Clean-up of retention data in Legal Files; provided training for Budget on legal service submission process.

Documentation and destruction of 45.7 cubic feet of records, and deletion of 3,750 electronic record files or approximately 354 MB of data, all of which have reached their retention periods (2019).

Improvements of SOP's; refined county-wide LIT HOLD process; drafted SOP for handling subpoenas county-wide.

Completed the office re-modernization project, installation and deployment of security cameras; and developed procedure/policy, security measures and staff action protocols.

Redesigned internal office procedures to comply with Legistar Agenda program escalation workflow.

Monitored county-wide notice posting activities to ensure compliance with standardized practices initiated.

Initiated the quarterly employee spotlight on the county's intranet page; conversion to new internet platform presence.

Trained/guided staff through transition from office to telework during the COVID-19 pandemic; instituted communication and attendance procedures; secured peripherals (headphones, microphones) to allow for use of Teams application; secured other IT protocols to enable professional staff virtual communications with other local and state agencies.

Secured necessary supplies, deployed procedural use of safety/sanitary measures in accordance with CDC guidelines to prevent virus spread among staff and visitors.

Finalized County Attorney's Office Policy and Procedures manual.

Began conversion of document maintenance platform from legal to letter size format

Community Services

Developed and implementing curbside book pick up program

Virtual Team meetings

Consolidated Division Wide Programming

Consolidated and Centralized Maintenance Supplies Purchasing

EDI Acquisitions

Digital Ebook Consortia established

Replaced physical magazines / newspapers with digital versions

Streamlined / rationalized staff scheduling

Full Self-serve checkout environment - Eliminated staff mediated checkout

More efficient materials identification system for interbranch distribution

Laptop Vending Machines

Digital Coin-Op boxes

Inhouse IT staff

Mobile Circulation software to allow for distributed services in the community (less need for future building capacity)

Improved materials labelling

Cashless Environment

New ILS / website: lots of improvements impacting all aspects of the service

New inventory and assessment of all park septic systems to establish a baseline and maintenance cycle instead of reactionary maintenance when issues arise

Coastal online plans review for lighting inspections

Automatic email notification of Coastal Lighting Inspections

Land management geodatabases that allow for better planning and historical overview of management activities

Began using "ParkMobile" for payment option for paid parking

Rotating administrative/front desk staff of staff to allow more productive use of staff time

Virtual Programming and Meetings

Remote pest identification via photos

Volunteer Management Systems (VMS) (Extension)

Increased Social media contacts with clients – questions and inquiries - Facebook®
Use of Eventbrite® to schedule visits, plant sale, staggered programming
Virtual Ag Tour, Landscape Gardening Series, etc.
Computer-based Pesticide License Testing – instant results
Adjusted staff levels throughout day based on attendance counter data
Purchased battery operated equipment such as blowers, vacuums and chemical sprayers to more efficiently clean facilities and equipment
Installed chemical cleaner dilution system to reduce storage space needed for cleaning supplies and ensure effective dilution ratios of the cleaning solution
Installed wireless chemical controller communication system for pools and splash pads to more effectively monitor chemical levels in the pools
Installed chlorine monitoring probes for the chemical controller to more effectively monitor chlorine levels
Replaced desktop computers with laptops giving staff mobility
Trained new lifeguard instructors to more efficiently conduct in-service trainings and teach courses
Purchased a flat surface pressure washer combination to efficiently clean and reduce operator fatigue.
Purchased window cleaner which uses reverse osmosis and de-ionization to reduce use of chemicals.
Purchased telescopic pole to reach 30 feet to clean windows.
Installed window tinting to reduce glare and heat.
Hired staff who are Certified Personal Trainers, and a host of other skill sets to lead programs reducing the need to contract instructors.
Installed saline chlorination system at Centennial Park Pool
Installed geothermal heaters/chillers at Centennial Park Pool
Installed spotlights for the pool with LED bulbs on an automatic system
Purchased an energy efficient vacuum designed to clean a 50-meter pool
Installed Sonos sound system and Neptune Radio
Installed Keri Keycard security system at two locations
Installation of People Counters to monitor attendance
Programmable electronic maglocks on doors at Centennial and Ann & Chuck Dever Regional Parks
Automated irrigation systems at various locations
New and retrofitted LED lighting
Contracted preventative maintenance on fitness equipment
Reviewed and updated trainings
Continually improve communication among staff
Adjusted exterior light schedules
Shut down 80-90% of electrical use during off season at Charlotte Sports Park
Complete projects in-house to reduce work orders or outsourcing
Reduced field irrigation usage at Charlotte Sports Park
Introduced and continue offering recreation programming on social media
Streamlined special event offerings eliminating duplication of events

Recorded staff trainings so all staff can view trainings if unable to attend live
Moved summer camp registration online in Active
Created Cross-Utilization program for FT employees including Maintenance Workers
Utilized technology for interviews
Utilized technology for meetings
Replaced metal locker room doors with composite doors to prevent rusting and increase useful life
Created reservation system for accessing facilities during pandemic to ensure equitable access and maintain maximum capacities
Introduced “blended” learning of Lifeguard and Water Safety Instructor classes reducing the amount of in-person class time
Increased use of social media versus print media for marketing and recruitment

Human Resources

- Restructured management university for new managers
- Transitioned dept HR Coordinators reporting structure
- Created an internal candidate training for improvement of resume/application writing and interviewing
- Creating an Ambassador video for field workers who have difficulty attending
- Updated managers’ toolbox with fresh information
- Implemented Spark Hire
- Added texting capability to NeoGov
- Enhanced our social media presence for recruitment
- Created virtual career fairs
- Launched ESC & position requisition workflows
- Completed career pathways
- Implemented virtual orientations
- Launched electronic on-boarding
- Public Safety is scanning all investigation files using Laserfiche
- Public Works – HR coordinator has successfully completed HR information for APWA certification.
- In process of developing mental health training
- In process of developing a Diversity & Inclusion training plan

Tourism

Installation of a Beach Cam at Englewood Beach to provide live images of our beaches, one of the top draws for visitation in our destination.

Converted our Event Development Program to a reimbursable to improve the stewardship of our funds and enhance our return on investment.

Re-design of our printed and electronic sports and meetings sales collateral.

Creation of a “Very Important Visitor” card that allows select, vetted media or clients to experience some of our paid attractions on a complimentary basis.

Purchase of the Destinations International Event Impact Calculator, which is customized to our destination and provides for consistency as the industry standard.

Facilities Management

- Completion of HVAC controls and critical systems assessment
- Partnership Agreements developed and signed by BCC departments
- Implemented efficient project management process and workflow
- Generator best practices SOP developed
- Strategic Master Plan accepted by BCC
- County Color Palette completed

B&A - Information Technology

- Fixed Assets Disposal, switched from PDF upload to Electronic form submission
- Electronic pet registration for shelters
- Selectron Atlas - assists in inspection scheduling. Saves BCS 4 hours/day (1/2 FTE)
- MS Teams - Streamlined internal and external collaboration, reduced travel time and fuel expenditure for inter-departmental meetings.
- Cisco Emergency Responder - Provide 911 more granular location information to reduce response times to County VoIP locations.
- Datrium Server/Storage Migration - Gained speed and capacity while reducing management complexity and maintenance time.
- Enterprise Wireless Access - Increased coverage, speed and security with reduced management overhead.
- Cisco Voice Upgrade - Increased mobile VoIP capability with reduced license management.
- Panorama Firewall Management - Reduced maintenance and management time on 27 Palo Alto firewalls.
- Extend VoIP to remote VPN sites - Reduced cost of POTS lines, extended 4-digit dialing to sites, reduced administrative tasks and management
- Automation of Addressing tasks for Community Development and 911
- Epermit hub - electronic document review
- IT Feature Request Process
- Master Software List re-design - makes it easier to share information with all county departments
- Working with new Water Quality Manager to gather data and create maps – reducing manual effort.

B&A - Fiscal

- Added the CIP/CNA Budget documents to the Fiscal Services Budget Cycle SharePoint site
- Created and Launched the new Grants site
- Fiscal Process Improvement Teams – Automated Utility Water Calculation Spreadsheet – saved countless hours monthly of manual data entry
- SharePoint Budget Adjustment Tracking (Upgrade for old Excel Log on P Drive)
- Cash Flow improvements that allow for quick analysis on rate needs and revenue/expenditure adjustments
- Virtual Training on Budget Worksheets
- FEMA SharePoint Site more accessible and applicable at the county-wide level

Transitioned to electronic processing of EMS refunds
Transitioned to paperless process for grant payments to the Utility on behalf of eligible Human Services clients
Automated the Impact Fee reconciliation – saving countless hours of manual manipulation

B&A - Risk Management

Both in Health Benefits and Claims Management we continue to implement additional paperless initiatives wherever possible.
Bringing in Monthly Storage Tank Inspections by David has/will save approximately \$87,000
Implementing electronic Material Data Safety Sheets (MSDS) at the workspace(s)

B&A - Records

Updated policies to make records requests more streamlined and efficient.
Ability to send all records requests digital regardless of size by utilizing OneDrive
Created multiple records series in the County to have automated destruction
Closed down multiple off site paper storage locations. Destroyed eligible records and remaining records moved to one location and set retention for routine destruction.

B&A - Purchasing

Updated Purchasing SharePoint documents for improved efficiency (Fixed Assets, Administrative Approval Form, Change Order Form, Work Assignment Form and Purchase Request). Currently working on the Invoice Approval Form update.
Utilizing Royal Auction Group in Fort Myers for on-line and on-site auction services of surplus property.
Implementation of Purchase Request in SharePoint allowing the requester to enter information and attach all related documents, which then the approval process is via electronic workflow from the department to Fiscal and then to Purchasing.

B&A - Fleet

Streamlined sublet billing, making the process much smoother, accurate and real time.
Performing more services in the field, therefore cutting down on some transport charges and additional sublet services.

B&A - Transit

Optimization software updated and staff trained for more efficient bus route scheduling,
Replaced Fleet with new smaller vans that get better gas mileage , reduced driver license requirements, repair cost reduction as they are under warranty is a major budget savings (\$200,000).
Added WIFI to all the vehicles for improved rider amenities, and vehicle GPS functions.

Human Services

Harry Chapin Mobile Food Bank and Farmer's to Families Food Box Program Coordination
CARES Act and Coronavirus Relief Fund Coordination
Affordable Housing Trust Fund Established
Coordinated Intake Program – Remote Cross Training

Disposition of Rental Properties Programs
Creation of Charlotte HOME program
Creation of Community Organizations Active in Disaster (COAD)
Aging and Adult Services Joint Monitoring – 7 Counties
Veterans Outreach – Coordinated RONA Listings

Economic Development

West Port models opening
Centennial Blvd completion
Closing Phase 1 Arredondo Pointe
Commence construction of new spec building in ECAP
\$1.5m distributed in CARES for Business grants
100 PPE buckets funded, assembled and delivered to local businesses
80,000 sf Cheney Bros expansion complete with local ad valorem incentive
Determined successful bidder on county-owned Melbourne parcel
Sunseeker started and temporarily suspended
With turnover of former Director, hired new Director and staff, reorganized department and roles, instituted new department goals to meet maximum performance objectives with a smaller staff
Instituted county's Mixed Use overlay ordinance

Public Safety - RADIO COMMUNICATIONS

Reduced leased circuit costs to all towers to zero by installing microwave radio.
Hired full time Senior Administrative Assistant to improve efficiencies with day to day operations
Awarded 2020 sales tax project to consolidate and centralize the radio communications division
Migrated all radio communication files from P-drive to One Drive to utilize dual - user functionality during COVID
Upgraded all dispatch centers and radio users from analog to P25 digital technology to enhance communications
Proactively replaced outdated air conditioners at tower site(s) to reduce energy costs
Improved grounding at tower sites to decrease equipment damage due to lightning
Swapped county fire/ems outmoded portable radios with new Harris digital radios in order to advance radio communications
Installed BDA systems to enhance radio signal coverage at all buildings deemed "critical" which included; hospitals, schools, jail, justice center and fire station 12

Public Safety - FIRE PREVENTION

New Fire Inspector position
Plan review moved from paper plans to digital plans
Moved existing annual inspections from paper to digital (ImageTrend)
Fire Marshal started to conduct fire investigations
Fire Prevention took safety surveys from Station 9 & 16. This made the inspection more official and help the crews with call loads.

Took annual existing inspections of assemblies, big box stores and restaurants. This made the inspection more official and help the crews with call loads.

Fire Inspectors taking on more plan review such as ALF's, Group Homes, Daycares and Name Change Permits

Streamlined false alarm billing system

Public Safety -TRAINING DIVISION

Target solutions – upgraded – to new platform with current content

Block Training – Initiated block training so everyone is being trained on the same thing at the same time

Filling of Captains

New hire – training reformatted with new requirements

Field trainers – Participated in QC

Updated SOP's 2020

Updated EMS Protocol Version 2.0 (schedule for release next month)

New FIT Test Machine

Floor repair in Training Tower

Built new Roof Prop

New K12/ Chain Saw/ 24 Foot Ladder

Built New Shaded Area

Developed and implemented New Firefighter Handbook

Developed new apparatus and equipment checklist

32 members all complete Waterman Survival course

32 members all complete Advance diver

19 members to complete NASBLA BOSAR

Construction of ARFF Trainer

Certification of staff to the Airport Master Fire Fighter (A.M.F. Level)

Public Safety -FIRE & EMS

Upgrading of MedVaults – to a cloud based system

Staffed rescue 9 station within Babcock Ranch

Construction of Station 10

Standardized Rescue / Supply layout– layout – to become more Standardized

Moved to Imagetrend for NIFRS – better more efficient gathering and reporting

Move to IAmResponding – more efficient situational awareness and altering

Improved – mapping and call analytics

Changed engine 8 to ALS

Increased response capabilities to include rapid/scuba

Purchased 25' trailer

Obtained formalized training on propane burn-offs and 406 rollover emergencies.

Designed a new squad that will provide another 20-25 years of service and allow for growth.

Moved to battery powered extrication tools; in-line with where the industry is trending.

Added 2 team members bringing us more in line with industry standards and other local teams.

Revised and expanded SOP's for the Team in late 2019.

Implemented survey postcards to gauge customer service

Billing office is now 100% electronic

Create and provide educational flyers to Skilled Nursing Facilities and Assisted Living Facilities to reduce the amount of not medically necessary call volume

Began accepting online credit card payments to aid in customer service and decrease delinquent accounts.

Changed collection companies and process for collection accounts

Upgrades to diagnostic machines and tools to accommodate new vehicle technology

Public Safety -EMERGENCY MANAGEMENT

Covid-19 Pandemic Mitigation

Create standing work groups (JIC, Mass Care, Healthcare, logistics, infrastructure, etc.) to continually review plans & procedures and maintain continued communication during blue skies