

# Charlotte County Efficiencies

## Planned for Fiscal Years 2021/22 & 2022/23

### Community Development

- New queuing software (Qless) for managing lobby traffic virtually
- Expand virtual inspections
- Upgrade Accela inspectors app for better efficiency
- Continue upgrading damage assessment software
- Move to totally paperless permitting

### Public Works - M&O

- Cityworks Implementation
- Ipads / Tablets for field crews to utilize
- Drone and Remote Crawler Inspections
- LED Conversion of County Roadway Lighting
- Mapping standard Locate Calls for Future requests
- Drone Elevation Utilization
- SOPS and Standardization of processes through the APWA Accreditation Work

### Public Works - Solid Waste

- New and updated Scale House at the County Landfill.
- Automated scale system as part of the new Scale House
- Implementation of Cityworks software program

### Utilities

- Additional cross training for customer support staff
- Reorganization of the Engineering Division to assist the Division to be more productive and able to meet the demands of the many projects undertaken, such as the PMO Framework, the CityWorks implementation, administration of the Resiliency and Modernization Plan, future MSBU projects and management of future funding opportunities available.

CCU Design Compliance Standards are being updated to incorporate efficiencies learned since the last time the specifications had been updated. The updated standards which include the design manual, minimum drawing requirements, CADD standards, standard specifications, drawing details, backflow prevention manual, and master landscaping permit will provide for better compliance both in the field and during construction to ensure the best practices and products are being utilized that ensure operational efficiency and long-term durability.

A policy for handling wastewater facilities including lift stations and collection systems with regards to developer guidance will be completed to communicate the utilities requirements and therefore provide clear guidelines for developers that are connecting to the wastewater system.

Installation of a chemical feed injection at Englewood booster to reduce flushing and improve water quality in west county 2021

Installation of a booster pump and chemical injection station in the Ohara area to reduce flushing and improve water quality 2023

Implementing EPA CMOM program to focus on wastewater collection efficiency

Obtain APWA certification providing overall improvement in effectiveness of organization.

#### Attorney

Improve/update technology and virtual capabilities in Deposition and Conference rooms.

Train staff for more efficient cross-support coverage of attorneys

#### Community Services

Continuing curbside book pick up program

FLIN ShareIT: new ILL consortia

Hold Lockers (not all locations)

Fully automated Checkin System

Fully automated service points in the community (funding permitting)

Expansion of distributed services in community

New, improved Volunteer Management System called "Better Impact™" (Extension)

Continued use of items noted above as needed to enhance programming

Continue retrofitting facilities with LED lighting

Continue replacing steel doors in locker rooms with composite doors

Continue adding chlorine probes to aquatic facilities where needed

Install saline chlorinator at Port Charlotte Beach pool

Use "Green" technologies for all support systems in Tier I and II Port Charlotte Beach sales tax projects

Continue developing partnerships with community groups and agencies to share resources, develop new program offerings and increase volunteerism

Revise Operations Manuals and Procedures in ways that utilize current technology to improve efficiencies

Continue partnering with Employee Wellness program and work toward greater response to free offerings in recreational facilities

Preventative maintenance of all equipment to ensure full use and value for expected life of equipment

Installation of People Counters at main gates of pools

Several phased approaches to replacing/upgrading facility features and equipment at the Charlotte Sports Park

Review or create SOPs for general operations of Charlotte Sports Park

Continue to upgrade to LED lights at various locations

#### Human Resources

Eden to Munis transition planning team

-Optimize efficiencies in Munis and streamline new reporting capabilities

-Developing a recruitment metrics dashboard

-Departmental cross-training due to new staff

## Tourism

Commissioned a tourism strategic plan. Final report was provided in March and an implementation plan is currently being devised.

Significantly increase engagement in our partner portal and maximize utilization of our CRM platform to more efficiently communicate with our local industry partners and external customers.

Full re-design of our PureFlorida.com website to enhance the navigation and overall user experience of one of our key marketing tools.

## Facilities Management

Org chart alignment

Operational building assignments re-aligned (territorially)

Budget restructure alignment

Genetec system installation

Cityworks implementation

SOPs developed/revised

## Public Works - Mosquito Control

Examining multiday 45-90 day release larvicide formulations compared to liquid or one day brood applications to maintain control of mosquito populations for longer periods of time before reapplication.

We are in process of upgrading the computer fogging monitors for the ground based adulticide trucks. This will reduce staff time having to fix, or change trucks when old units fail. They also are more accurate at controlling the output of product through the ULV system. When the parking lot download is complete staff will not have to take a card in to the office to download the mission, it will download automatically when the truck returns to the operations base. The information automatically downloaded will show where the trucks was, its route, what time, the amount of product being released, GPS coordinates as well as truck speed and mileage.

City Works program will improve the time necessary to enter aquatic work reports, as well as retrieval for invoicing MSBU etc.

Currently in discussions with Florida Dept of Environmental Protection to amend Charlotte Counties Arthropod control plan to include the use of Spinosad larvicide in some areas.

## B&A - Information Technology

GIS Data Hub and Site- Removes the limitation in the number of layers available to download in County GIS Page.

Monitoring of GIS Servers and database through GIS Monitor Automation

Automate admin tasks in Self service GIS Portal, ArcGIS Server and ArcGIS.com

Expansion of existing Self service B foundtaion

Project request/implementation process

Expand internal use of softphones allowing for migration to wireless infrastructure and reduction in wired infrastructure costs

Event Response Automation - M365 security alerts, service down alerts, repetitive maintenance tasks.

Automated fixes\installs within FootPrints without helpdesk intervention  
Auto scripts for testing servers after upgrades  
Basic troubleshooting chat Bot that will open a ticket if issue is not solved through chat  
Review and improve current DDL (Daily Disaster Log)  
Review and improve HR Onboarding process  
Data Literacy Program – to educate/train staff, eliminating need to go through IT for reporting needs

#### B&A - Fiscal

CityWorks – Improved MSBU work program activity budgeting  
Munis – Improved Financial reporting, tracking and reconciliation  
Automated Daily Disaster Log (DDL) process  
Fiscal Mentoring Program to help develop employees' talents and prepare them for career advancement  
Power BI- Budget Levels and Comments, PR/PO Status, Grants Tracking  
Elimination of a lengthy data conversion process between FPL and EnergyCap  
Working with FPL on direct text message alerts to notify department staff of power outages

#### B&A - Records

Continue to expand the records series with automated destruction throughout the County  
Evaluate options to make payment for records requests more efficient.  
Review and close the final off-site storage locations and move files to Clerk records storage location with set retention for destruction

#### B&A - Purchasing

Developing new SOP's for staff in Purchasing  
Ability to send vendor purchase orders via e-mail through a dispatching in lieu of fax dispatching.

#### B&A - Fleet

Adding more service/warranty contracts to heavy equipment which helps eliminate downtime in the field and proactive maintenance. Results will increase returns at end of life.  
Adding NAPA to our Parts Department to improve availability of parts inventory and speed up inhouse repairs.  
Automating PM scheduling for all assets.  
Research and development towards Transit EV platform support.

#### B&A - Transit

We will relocate to the new facility on Veterans Boulevard closer to the fuel site –increase productive drive time by at least 2 scheduled trips per day.  
Implement pilot HUB and Spoke zones on Tamiami Trail increasing ridership and reducing passenger time to major stops using electric vehicles.  
Implement Smart phone UBER software as a pilot program, by bringing advanced technology to Hub Zones for 30 min scheduling and Next bus locator for passengers.

## Human Services

- Planning & Coordination for the Family Services Center
- Lead agency in Homeless Prevention
- Adoption of case management software
- Trauma Informed Community designation
- Community Action driven needs assessment

## Economic Development

- Negotiate contract, close on Melbourne parcel and visit new Whiskey Joe's restaurant
- Find tenants for completed spec building in ECAP
- Assist in re-start of Sunseeker project
- Determine successful bidder on middle portion of Murdock Village and finalize purchase agreement
- As part of middle of Murdock negotiations, address some deferred maintenance issues created with the formation of the MVCRA
- Bring several new, large distribution companies to ECAP
- Finalize airport lease negotiations with new MRO and other aviation-related businesses
- Close on 2<sup>nd</sup> and 3<sup>rd</sup> phase takedowns with Arredondo Pointe
- Widening of Toledo Blade between 41 and 776 commence and complete as part of Arredondo Pointe's contractual obligations
- Bring new development money to revitalize older mall properties like Town Center and Promenades Malls
- Bring buyer for former Punta Gorda library property

## Public Safety - RADIO COMMUNICATIONS

- Hiring Radio Technician to assist Radio Communications Manager with day to day operations
- Implement Asset Management/Work Order software to restructure and modernize radio requests from both internal and external customers
- Eliminate monthly radio equipment storage costs once the radio communications division is relocated/consolidated to the new location
- Explore construction of a new radio tower to eradicate leased Babcock tower site
- Purchase and mount budgeted radio diagnostic reporting device on tower(s) to advance preventative maintenance on radio equipment
- Research and procure Fire Station Alerting system to reduce turnout times
- Developing BDA system SOP for county to mandate minimum radio signal coverage in new and pre-existing buildings

## Public Safety - FIRE PREVENTION

- Fire Inspectors become Fire Investigator certified
- Aida gets an NFPA Plan Review certification
- Scott gets an NFPA Fire Inspector certification
- Scott gets Fire Code Admin. Certification
- Transition more safety survey's into fire inspections

#### Public Safety -TRAINING DIVISION

- Smart Manikin
- Adult/ Pedi CPR Manikins
- Strike Team leader classes
- NFIRS/ NEMSIS classes for Captains
- Conflict Resolution Classes
- Miami 12 Lead Classes
- Orlando Fire Conference classes for all ranks, (2-3 per year)
- Captain Vehicles 4x4 (preferably Expeditions or F250 crew cab Trucks)
- Second Conex box for training supplies
- Re-Design Tower for Larger Burn Room
- Regional/National Training with ARFF prop
- 32 members all complete Waterman Survival course
- 32 members all complete Advance diver
- 19 members to complete NASBLA BOSAR

#### Public Safety -FIRE & EMS

- Addition of Battalion 3
- Engine 7 to ALS
- Telestaff upgrade and clean-up
- New station builds and planning
- Implement a solution to reduce the amount of accounts with a non-credible address
- Implement a strategic plan to move the uncollectable debt off the balance sheet
- Complete certification for Privacy Officer
- Provide educational outreach to Skilled Nursing Facilities and Assisted Living Facilities to mitigate non-emergency call volume
- Buildout of RFID inventory
- Transition vehicle operations to City Works

#### Public Safety -EMERGENCY MANAGEMENT

- Planned electronic submission of Healthcare CEMPs (working with IT on solution)
- Working with WebEOC vendor to create boards to:
  - Allow residents to self-report damage
  - Automate registering clients at shelters
  - Rank and catalog Local Mitigation Strategy projects
  - Automate Time Delineated Schedules for activations, essentially listing required activities of each agency for pre, during and post storm and create prompts to responsible entities or individuals.
  - Allow businesses, civic organizations, home owners groups/communities, etc. to request presentations.
- Leverage Teams and similar collaborative platforms to manage projects and maintain daily situational awareness within the division.

Continue to create standing work groups (JIC, Mass Care, Healthcare, logistics, infrastructure, etc.) to continually review plans & procedures and maintain continued communication during blue skies. This will enhance overall understanding of plans, allow for regular revision as needed and make the EOC more able to close gaps once identified.