

# FLAGLER BOCC

# MONTHLY UPDATE



DEPARTMENTAL STATISTICS AND STATUS REPORT • NOVEMBER 2021

## LIBRARY GLIMPSE:

Flagler County Public Library numbers are steady as ever, but October saw a huge increase to its in-person events, and higher database and website usage.

### Library Services

1,534 - Research Questions  
11,662 - Database & Website Usage  
3,609 - Internet & Wifi Connections  
43,433 - Items Circulated (incl. e-materials)  
16,551 - Foot Traffic  
363 - New Borrowers Registered  
164 - Passports  
190 - Photos  
35 - In-Person Events  
85 - Passive Programs  
1,485 - Attendance  
28 - Facebook Posts  
5,944 - Facebook Post Views  
\$9,832.20 - Revenue Generated

### Southern Library Update

Received cost estimates based on the Master Plan documentation provided by Rhodes and Britto, which includes very conceptual floor plans. Met with staff to discuss these items and to prepare a response that includes possible changes to the square footage. Awaiting the following: final Master Plan that includes a geotechnical report, revised program breakout, and revised conceptual floor plans.

### \*Legislative Priorities

House and Senate forms were submitted to Flagler County's lobbyist. A letter was prepared for Representative Michael Waltz urging him to support a bipartisan Flexibility Act (S. 3011), which will allow more flexibility in the use of ARPA funds.



## STRATEGIC PLANNING PROCESS UNDERWAY WITH DAY-LONG COLLABORATIVE SESSION

Commissioners, I wanted to take a moment to brief you on the kick-off to our new strategic planning process. All of our department heads devoted a day from their busy schedules for a collaborative session in which we discussed best practices with those who have considerable knowledge and expertise in the field of government-al strategic planning. We rounded out the day with a frank conversation about individual department goals, as well as some collective benchmarks for Flagler County to attain to best provide the services that meet the needs of our residents.

We can always improve what we do, which is extremely important as we transition from a small county into a mid-size county. We are experiencing a cultural shift, and the changes we are embracing should be woven into the fabric of Flagler County government. We are creating a framework for our plan moving forward, and we will realign our staff and financial resources to support the framework we establish to meet the goals we set.

Bunnell City Manager Alvin Jackson was one of our speakers. His positivity was contagious as he spoke of the enthusiasm that comes with the "learning attitude" that defines strategic thinking. He said the strategic thinkers he knows have these characteristics: willingness to move out of their comfort zones; have passion, energy, and motivation; are lifelong learners; differentiate between the ends and the means; are risk takers; embrace each other's ideas; keep working; and, are willing to develop extraordinary objectives.

Interim Palm Coast City Manager Denise Bevan highlighted five distinct actions for effective strategic planning: adopt priorities, identify strategies, link it to the budget, set a timeline, and establish a multi-year planning cycle. Key performance indicators are used to analyze the success of elements of the plan. She noted that some plan pieces are short-term – one and done – but the organizational mission should be worked into each of the indicators.

Donna Bradbrook, strategic performance manager for Alachua County, discussed the best practices advocated by the International City/County Management Association (ICMA) and the Government Finance Officers Association (GFOA) for both strategic and comprehensive planning. Both require clearly stated goals, objectives, and strategies, as well as a means to measure the progress made individually in addition to the organizational mission.

This is just the beginning of the strategic planning process we are so excited to undertake. We look forward to bringing in a facilitator in January to work with you Commissioners so that we end up with a robust and attainable Strategic Plan for Flagler County.

- Heidi Petito, County Administrator

# UF | IFAS Extension

UNIVERSITY of FLORIDA

Programs Include: Agriculture, Horticulture (including the Master Gardener Volunteer program), 4H Youth Development, Sea Grant, Family and Consumer Sciences, and Food and Nutrition Program.

## At A Glance

- 439 Resident Inquiries and Assistance
- 9 Soil Tests
- Ag Agent job posting is closed, and interviews begun
- 5 Pesticide Exams administered
- Participated in Children Helping in Resource Protection (CHIRP) event at Linear Park

## Upcoming

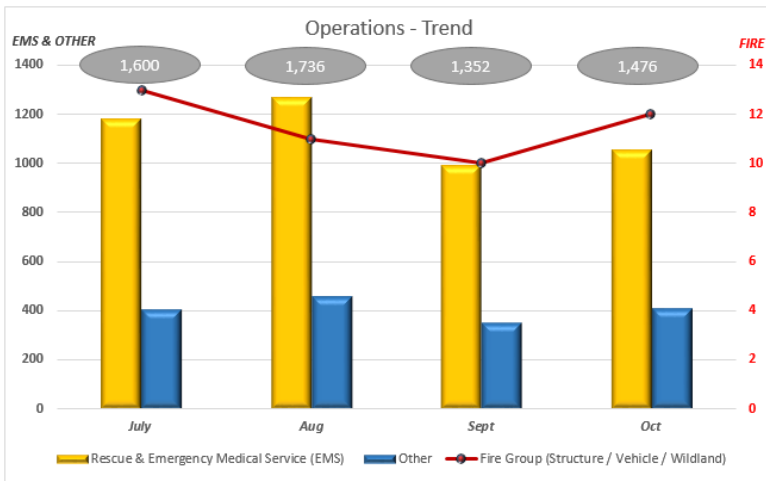
- Carver Community Fall Festival with partners - Family Nutrition Program and Family & Consumer Sciences

# LAND MANAGEMENT PROJECTS:

Land Management continues to work towards needed management plan updates for County owned and managed Conservation and Recreation Areas.

- Engaged Cardno, a continuing services contractor for Land Management activities, in planning a management plan update for Graham Swamp.
- Met with FDEP staff regarding Betty Steflik management plan compliance needs, including a needed update.
- Reviewed River to Sea Management Plan updates.
- Develop and send a needs assessment survey to County department stakeholders, such as Parks and Recreation, Engineering, Road and Bridge, General Services, and Administration that will request a 10-year horizon to memorialize within management plans.

# FLAGLER COUNTY FIRE RESCUE ACTIVITY



## EMS and Fire Operations

- 12 - Fire Group (Structure / Vehicle / Wildland)
  - 0 - Rupture / Explosion
  - 1,056 - Rescue & Emergency Medical Service (EMS)
  - 0 - Hazardous Conditions (no fire)
  - 158 - Service Calls
  - 206 - Good Intent (ex: smoke seen, odor detected by public)
  - 44 - False Alarm / False Call
  - 0 - Special Incident
- 1,476 - Total**

## Fire Prevention

- 2 - Short-Term Vacation Rental Inspections
- 1 - Hazardous Analysis for State Contract
- 4 - Annual Fire Safety Inspections
- 3 - Construction Plan Reviews
- 9 - Special Event Application Review for Approval
- 8 - Public Education

## Training

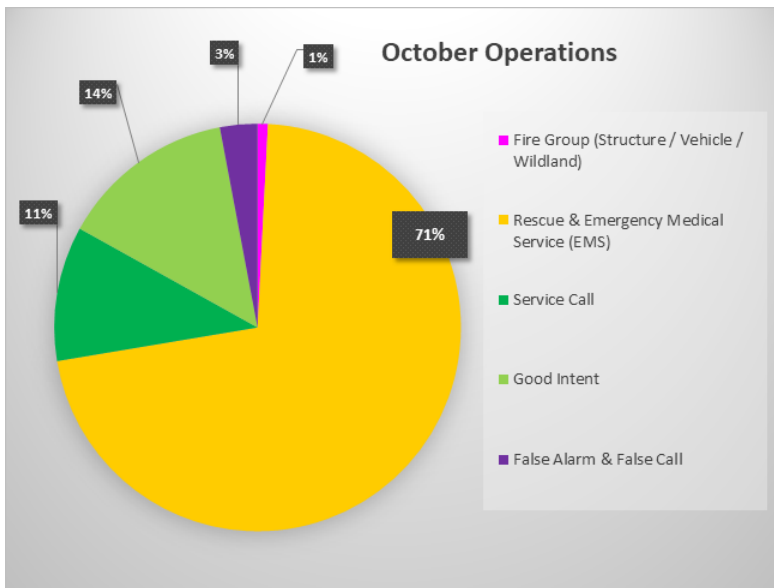
Two 40-hour classes and one 60-hour class (Fire Service Hydraulics, Apparatus Operations, Chief Officer) were offered regionally to agencies within and outside of Flagler County, collectively saving agencies \$5,000 in tuition.

## Community Paramedicine

- 24 - Patient Contacts
- 20 - COVID Testing (Flagler County staff and family)
- COVID Testing assistance as requested by DOH

## FireFlight Operations

- 2 - Air Ambulance Transports
- 21 - Wildfire Suppression / Reconnaissance
- 7 - Law Enforcement Support
- 1 - Search and Rescue
- 1 - Public Relations



# EMERGENCY MANAGEMENT SNAPSHOT

## FY 2020|21 Close Out:

- Training/Exercises Conducted: 37
- Training/Exercise Attendees: 407
- Outreach Events Held: 20
- Event Attendees: 930
- Radio/TV Interviews: 5
- Radio/TV Audience Reach: 21,000
- **ALERT** Flagler Notifications Sent: 161
- **ALERT** Flagler Enrollees: 72,310
- Social Media Followers: 20,665

## Disaster Housing Plan

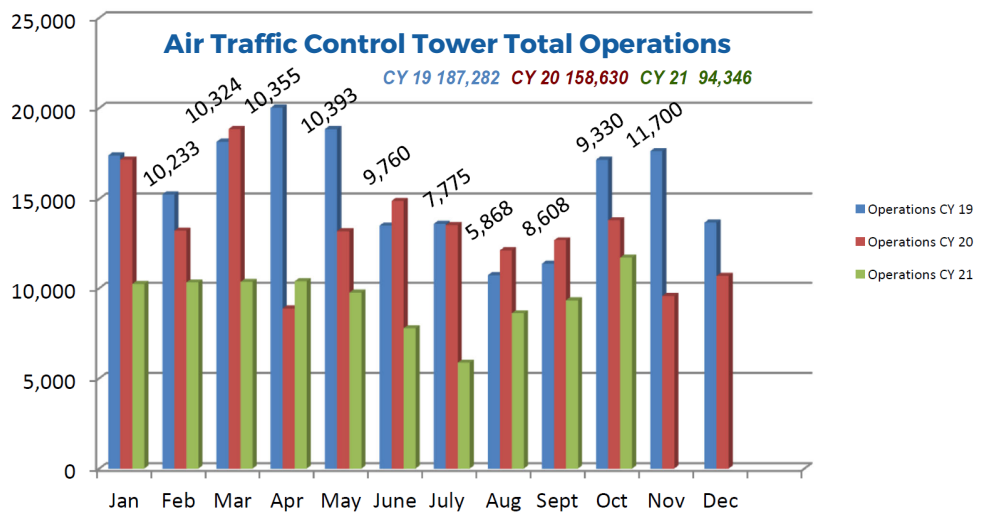
- Develop and implement a realistic countywide Disaster Housing Plan
- Discussed with Social Services the tasking and project, as well as the desire to use the Affordable Housing Advisory Committee to support steering the plan
- Finalized an outline for the plan

## Continuity of Operations Planning Program (COOP)

- Conducted two COOP Training Sessions
- Finalize in-County COOP Program Timeline for FY 2021|22 (this is a department-by-department process)
- Finalize COOP Template
- GOAL = develop a recurring COOP Training Program for departments that is taught by EM staff, and offer COOP support to Municipalities and Constitutional Officers

## Emergency Management Accreditation Program Process

- Continued with Self-Assessment
- Finalized timeline for FY 2021|22
- GOAL = Obtain EMAP Accreditation for Flagler County Emergency Management Program by completing the self-assessment process and resolving any issues or gaps before requesting a full assessment by the international non-profit Emergency Management Accreditation Program Process ([www.emap.org](http://www.emap.org)).



## FLAGLER EXECUTIVE AIRPORT PROJECT UPDATES

1) Consultant Hoyle Tanner has completed the 100% design documents for the T-Hangar facilities. Flagler County Purchasing put this project out to bid on October 13 with a November 17 due date.

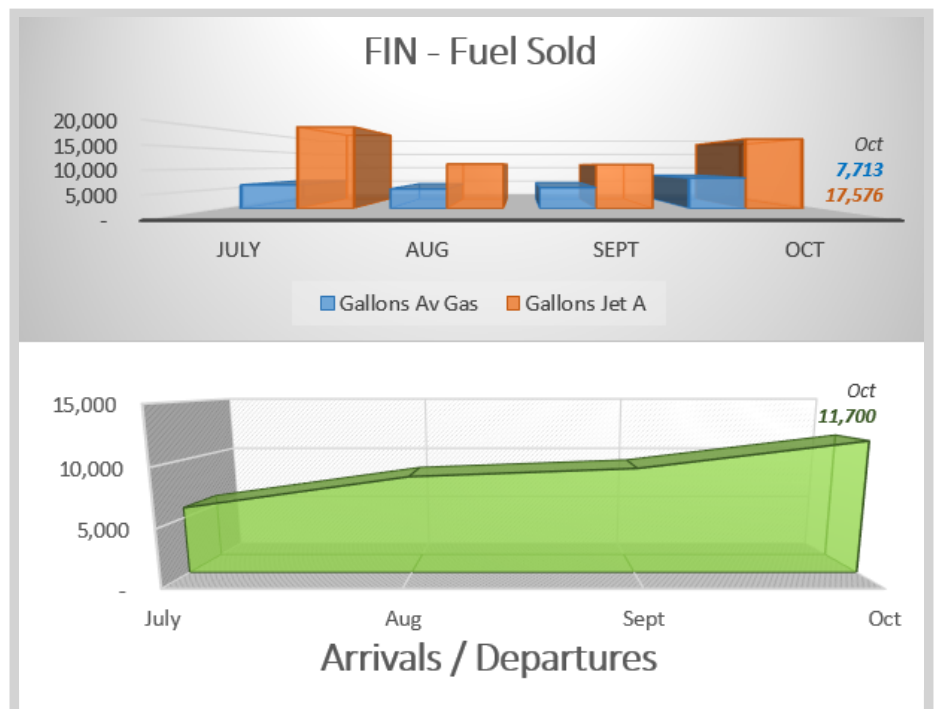
**Project Cost: \$117,000 (FDOT \$117,000)**

2) Upcoming project to replace Air Traffic Control Tower (ATCT) Equipment. The FDOT has agreed to add an additional \$70,304 to this project to make up the deficit as the lowest bid came in higher than anticipated. FDOT sent an Amendment to the Public Transportation Grant Agreement (PTGA) that was approved by the BoCC. The Airport Director is working with the Legal Department on the contract with CNC NAVTECH.

**Project Cost: \$302,304 (FDOT \$302,304)**

3) Design and Rehabilitation of Taxiway A. GAI Consultants received its Notice to Proceed (NTP) for the design of the rehabilitation of Taxiway "A" on October 1. The survey and geotechnical have been completed for the construction site. The schematic design is underway, which includes pavement design, pavement geometry, and the safety and phasing plan.

**Project Cost: \$185,000 (FAA \$185,000)**



## PURCHASING DIVISION UPDATES:

- Purchase Orders Issued - 220 (October is typically the heaviest month for purchase orders, as requests for unencumbered "blanket" POs for funds are made early in the fiscal year)
- P-Card Transactions - 609
- Saved Sheriff Ops Center \$94K in Owner Direct Purchase tax
- Awarded the bid for Air Traffic Control Tower upgrades, and solicited for construction of the T-Hangars at the Airport
- Solicited for Residential Retrofit for SHIP
- Began the process of centralizing Purchasing

## ECONOMIC DEVELOPMENT VIEW:

### October Milestones

1. Co-Sponsor Business Continuity Seminar
2. Reviewed RFQ for "Project Jonah," manufacturing plant in the food industry (from JaxUSA/Enterprise Florida)
3. Provided additional information to JaxUSA and NEFRC for "Build Back Better Grant" application
4. Researched and shared ways for Boston Whaler to advertise job openings
5. Assisted company in sourcing "Certificate of Origin" needed for export of products
6. Forwarded 3 possible sites for consideration to manufacturing company (direct inquiry)
7. Provided economic statistical information to Realtor for trade show
8. Advised individual on protocol for "home based business"

### DEO Statistics (released November 19)

- Unemployment for September 4.4% (5.1% August)
- Single Family Home median sale price \$330K (\$328 Aug.)

## PUBLIC INFORMATION IN BRIEF:

### FISCAL YEAR 2020|21 REVIEW

- News Releases = 180 written and distributed to 100 +/- media contacts from Jacksonville to the north, and Orlando to the south.
- Public Records Requests fulfilled = 307.
- Records Management = organized and oversaw the destruction of 3,221 pounds of documents, as required by Florida Statute 257, that met their retention.
- Wrote NACo awards submissions for Flagler County Leadership Academy and the UGOV Flagler App (both won in their categories).
- Invited by renown crisis communicator/author Bill Coletti to participate in (and completed outside of work) the 8-week Kith Academy beta "Trusted Advisor Masterclass" for Crisis Communication.

### OCTOBER NOTABLE

- At the request of the Flagler County Emergency Management Director, and on behalf of the Florida Department of Emergency Management, taught the 2-day FEMA G-290 Basic Public Information Officer course, and the 1-day FEMA G-291 Joint Information System/Center Planning companion course to those working in Flagler, neighboring counties, and across the state (from as far away as the western edge of the Panhandle).

## GENERAL SERVICES NUMBERS:

There are many divisions that operate under the General Services Department. Below are some of their numbers.

### Transportation

- Trips - 7,063
- Miles - 55,803
- Applicants - 55 new applicants
- Active Customers - 1,970

### Garbage Collection Services

- 7,381 total customers
- 34 New customers
- Complaints - 9 complaints, 100% resolved
- 71 service requests, 99.6% resolved

### Road and Bridge

- 1,145 acres mowed
- 781 miles roadway improved - dragged and graded
- 8,040 feet Ditches cleaned using wheeled excavator
- 26.2 cubic yards of material added to shell roads
- New installations: 2 driveway culverts, 4 cross-pipes

*(With drier weather, and the growing season slowing down, there can be more focus on cleaning out drainage areas, trimming rights of way back, and mowing. The priority ditch/swale cleaning schedule runs through February 2022, and a weekly update is published to social media for reference. The "S-curve" of County Road 305 was cleaned this month with a wheeled excavator. This project required several members of staff, as this is a dangerous section of road requiring lane closures and flagging.)*

### Fleet Services

- 960 Pieces of Equipment (312 FCSO)
- 238 Work Orders Completed
- 238 Work Order Requests (100% completion)
- 178 In-The-Field equipment services
- 35,148 gallons Unleaded dispensed
- 7,609 gallons Diesel dispensed

### Parks

- 8 Special Events, including the Creekside Festival (600 attendees), iFish Tournament (500 attendees), - Flagler County Horseshoe Club Florida/Georgia Team Tournament (attendees 400), Flagler Sportfishing Club Annual Picnic (150 attendees), and Flagler County Sportfishing Tournament (100 attendees)
- 21 Reservations - Princess Place Cottages
- 41 Reservations - Princess Place Primitive Camping
- 9 Reservations - Princess Place Group Camping
- 11 Reservations - PPP Horse Camping
- 67 Reservations - Bull Creek RV Camping



# IT NOTABLES

- 1,115 tickets opened
- 929 tickets closed
- 216 tickets presently open

## PROJECT MILESTONES:

### GIS

- Completed ESRI system upgrade.
- Call-Taker Solution for EOC Activation with EM - all edits complete. Working on next level collaboration with Palm Coast.
- Mock multi-agency search and rescue planned for January.

### Core IT

- Office 365 - Brought to BoCC (11/1).
- Planning for Construction at Sheriff's Operations by working on new quotes per requested changes.

### Project Management

- Energov post re-implementation - Working on upgrades and temporary payment processing.
- Flagler County Sheriff Munis Implementation - System went live and is completed.
- Public Safety Communications - working on fire station alerting issues and changes, other integrations, and user issues.

# GROWTH MANAGEMENT UPDATES

1. The Building Association of Florida cross training program is progressing.
2. Three building inspectors are continuing the curriculum for the Fire Inspector certification program.
3. An inspector received an additional building licensing. Two building inspectors have applications in review by the State for additional licensing, DPBR State Board appointments scheduled for October 2021.
4. Offer has been accepted for the Growth Management Business Analyst. The Record Clerk position has been advertised.
5. Continuing update of online forms and permitting requirements.
6. Expanding acceptance of electronic submittals via email and USB storage devices.
7. Development for online permitting process ongoing, awaiting online payment portal to begin developed prior to implementation.
8. Coordinating development and implementation of County and School Board impact fees along with re-building the Energov fee structure.
9. Continuing planning for Tyler Cashiering implementation and the Energov integration with the Clerk's Munis platform.
10. Restructuring of the permit record retention process to be in compliance with Florida Statutes. Files readied for shredding.

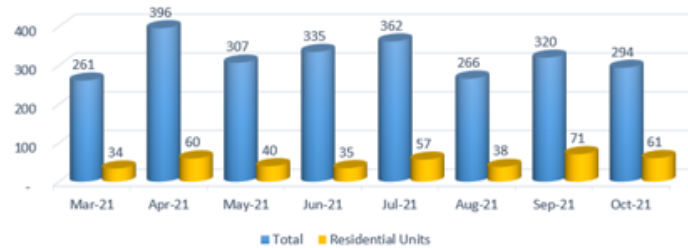
## GROWTH MANAGEMENT NUMBERS

### New Planning and Zoning Applications:

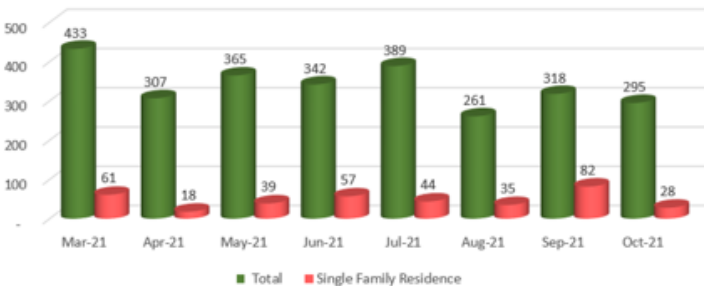
	Total	Zoning / Site Plan	BTR / Rental	Buildable Lot	Short Term Rental	Zoning Confirmation
Oct-21	13	5	2	1	3	2

### Permits:

#### Issued



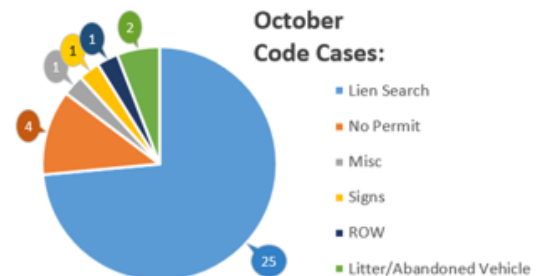
#### Applications



### Building

#### Inspections:

Oct-21	1814
Sep-21	1628
Aug-21	1452
Jul-21	1363



# Palm Coast AND THE FLAGLER BEACHES

### October Activities & Notables

- Finalized FY22 advertising plan
- Toured Boston Whaler and met with management team
- Vetted future golf tournament
- Partnered with City of Palm Coast to host a sports tourism consultant
- Attended customer service committee meeting
- Evolve magazine editorial board meeting
- Quarterly TDC Board meeting
- Attended MedNexus/Tiger Bay luncheon
- Guest speaker at Matanzas High School

**Total Lodging Sales = \$5,918,682.68**  
**Bed Tax Collected = \$337,090.11 (+56%)**

# FINANCIAL SERVICES GRANTS TRACKING

CURRENT ACTIVE GRANTS	
Total # of Grants:	68
Total Award Amount:	\$ 96,203,620.08
Total Reimbursed YTD:	\$ 36,929,300.87

## Grants Added since last report

A1A Shoreline Protection - Const Grant (ASM05)

## \*Closed Fire Rescue EMS Grant

## HUMAN RESOURCES NUMBERS:

Fiscal Year To Date Turnover Rate (October) = 1.6%

Year To Date Turnover Rate = 18.00%

### Vacancies by department (56)

- Administration 1
- Land Management 2
- Airport 1
- County Attorney 2
- Emergency Management 1
- Engineering 1
- Extension 1
- Financial Services 3
- Fire Rescue 10
- General Services 21
- Growth Management 2
- Health & Human Services 5
- Human Resources 1
- Innovative Technology 4
- Library 1

### Workers Compensation Claims (FYTD/OCT/1)

- Loss Time Claims 1
- Medical only 0
- COVID Claims 0

### Resignations

- August 8
- September 0
- October 4
- FYTD 4

### Dismissed/Layoff

- August 1
- September 1
- October 2
- FYTD 2

### End of Temporary Assignment

- July 0
- August 1
- September 0
- October 0

### Other

- 421 Authorized Positions
- 365 Total Employees
- 4 New Hires
- 1 Orientation Seminar
- 7 Job Postings
- 7 FYTD Job Postings
- 223 Applications Processed
- 223 FYTD Applications Processed

## HEALTH & HUMAN SERVICES BY THE NUMBERS

### Adult Day Care

- 13 clients enrolled
- 7 average number of hours clients attend per day
- 7 number of funding sources
- 1,073.5 hours billed to funding sources

### Human Services

- 83 Intakes - 79 eligible clients
- PROVIDED:
- 34 Emergency Assistance (rent / utility)
  - 8 State-mandated Healthcare
  - 34 Indigent Healthcare
  - 2 Indigent Cremation
  - 5 Palm Coast Water Grant services

### Senior Services

- 11 Elder Source Grants
- \$1,015,735.10 Grant Funds
- 312 Congregate Meals served
- 2,434 Meals on Wheels
- 1 Ton distributed: Bread of the Mighty Commodity Program

### Veterans Services

- 210 Service appointments provided, 75% were walk-ins
- Represented Flagler County at the Veterans Advisory Council, American Legion Meetings, VFW Meeting, Marine Corps League Meeting, Disabled American Veterans Meeting, Military Officers Association of America Board Meetings, Veteran's Funeral
- Present Weekly Radio Show: Veterans on Point

## MARKETING MEDIA:

### Flagler Voice Guests

- Heidi Petito
- Jerry Smith
- Gil Aspinwall
- Joseph Saviak

### WNZF Interviews (from News Releases)

- Drew Hardesty - Marine Rescue
- Holly Albanese - Career Program
- Lacy Martin - Shannon Nolan NGIP
- Heidi Petito - County Administrator
- Dan VanDeusen - Promotion
- Michael Tucker - Push-in Ceremony and Pinning Ceremony

### Events attended by staff

- Pink Army fire truck photo
- Firefighter of the Year
- Fire Rescue Push-in Ceremony
- Firefighters Read to Children on Wednesdays
  - Happy Stars
  - Precious Angels
- First Responder Appreciation Luncheon

### Flagler County Government Facebook

- Posts for October 102
- Followers 6,632
- Page reach 35,399

## ENGINEERING PROJECT UPDATES

1) **Otis Stone Hunter Road, 2.8 miles.** Engineering design services including permitting efforts for the paving of the roadway segment between Main Street and the FEC Railroad, along with the resurfacing of Main Street from CR 13 to Otis Stone Hunter Road and the portion of Otis Stone Hunter Road between the FEC Railroad and US 1. The total project length is approximately 2.8 miles. Engineering staff to work with the Environmental Permitting Consultant and FDEP to obtain the project environmental permits. Consultant in the process of purchasing negotiated wetland mitigation credits.

2) **Rima Ridge Resurfacing, 2.8 miles.** This project consists of the engineering design services and permitting efforts for the repair, milling and resurfacing of various roadways in the Rima Ridge area. Estimated to be complete by March 31, 2022.

3) **Water Oak Road Improvements, 2.5 miles.** Engineering design services and permitting efforts for roadway paving improvements and existing unpaved portion from County Road 2006 to Mahogany Boulevard. Project wetland mitigation in the process of being established and negotiated.

4) **Hargrove Road, 3.6 miles.** Design and permitting for paving, Hargrove Grade (Hargrove Road CR 1421) from Otis Stone Hunter Road (CR 1422) to east of the Florida East Coast Railroad. Engineering staff to work with the Environmental Permitting Consultant and FDEP to obtain the project environmental permits. Estimated completion for design is April 2022.

5) **Marineland Acres, 3.7 miles - 8 Local Roads.** Resurfacing and drainage improvements. Clearing and grubbing completed. Overhead utility relocations completed. Continue with utilities coordination, Maintenance of Traffic, dewatering, material deliveries, underground drainage structure installations, and watermain installations, as well as roadway construction activities. Anticipated Construction Phase Schedule:

- Substantial Completion by April 22, 2023
- Final completion by May 22, 2023

