

FLAGLER BOCC

MONTHLY UPDATE



DEPARTMENTAL STATISTICS AND STATUS REPORT • OCTOBER 2021

LIBRARY GLIMPSE:

Flagler County Public Library numbers are relatively steady, but September saw significant increases in curbside pickup, in-person events, and Facebook views.

Library Services

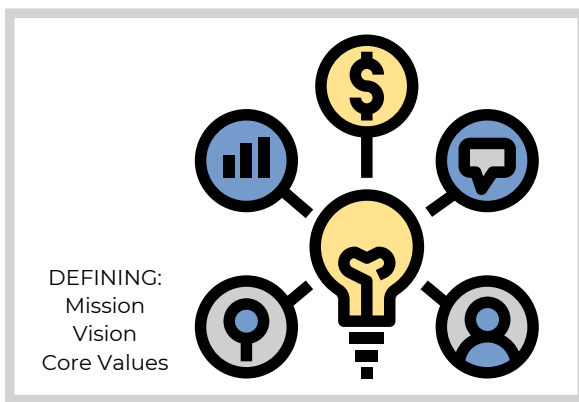
1,554 - Research Questions
9,290 - Database & Website Usage
5,231 - Internet & Wifi Connections
39,128 - Items Circulated (incl. e-materials)
13,635 - Foot Traffic
343 - New Borrowers Registered
130 - Curbside Pickup
133 - Passports
171 - Photos
36 - In-Person Events
460 - Passive Programs
438 - Attendance
22 - Facebook Posts
5,279 - Facebook Post Views
\$8,387.78 - Revenue Generated

Southern Library Update

Rhodes and Britto completed the Master Planning Phase, and Flagler County is awaiting final documents with cost estimate. Also, received notification from the State of Florida that the Flagler County Public Library Construction Project ranked #1 as a Legislative Priority.

Bunnell Branch Update

All Bunnell Branch Library furnishings, equipment and materials were moved to the new location, which opened to the public on September 7. Internet access was limited most of the month. Spectrum installations for wireless service took place on September 27.



STRATEGIC PLANNING AHEAD AS FLAGLER COUNTY TRANSITIONS FROM SMALL TO MID-SIZED COUNTY

Commissioners, I want to take a moment to thank you all, because I am extremely honored that you have placed your trust in me to guide the work of our departments to align with your vision for Flagler County. The goal for the 2021-22 Fiscal Year is to work with you and our department heads to map out a Strategic Plan that clearly defines our focus - and how to best apply dedicated resources - to ensure we are achieving the level of service we strive to reach for our residents. This plan should spell out our key performance indicators with a nexus back to our budget, and the goals we are trying to achieve.

As we transition from a small county to a mid-size county, it is important to recognize that our future cannot be determined in a vacuum. The process starts with you, the Board, to determine your vision for the future, along with identifying the goals and objectives for our organization. This simply is not an exercise to check off a box so that we can boast of our Strategic Plan. This is a process that we need to work on with all of our stakeholders, including other elected officials, residents, and staff, to determine a vision for our future and establish a path to achieve our goals.

In the meantime, we are working on internal initiatives, like employee recognition and engagement. Employees are the backbone of any organization, and by recognizing them, they realize that we see value in them and their contributions to the success of Flagler County as an organization. I think this is especially important as we continue to grow from a small county into a mid-size county, and with the recent changes in leadership of our organization.

Customer Service initiatives are also taking place. Customer service to both internal and external customers is vitally important to what we do. Without good internal customer service - employees working together - we cannot fulfill Flagler County's obligations to the residents we serve. By creating an environment that is customer-centric, we create the best experience for our residents, by keeping them in mind with every decision and action we take.

Of course, considering a fresh approach doesn't mean that things are at a stand still. These pages are filled with the raw numbers, progress, achievements, and milestones reached by our divisions and departments. As you know, we provide more than two dozen unique services, i.e. not provided by our municipalities, to support our residents and visitors.

- 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

- 418 Resident Inquiries and Assistance
- 8 Soil Tests
- Ag Agent job posting is closed, and screening begun
- 10 Pesticide Exams administered

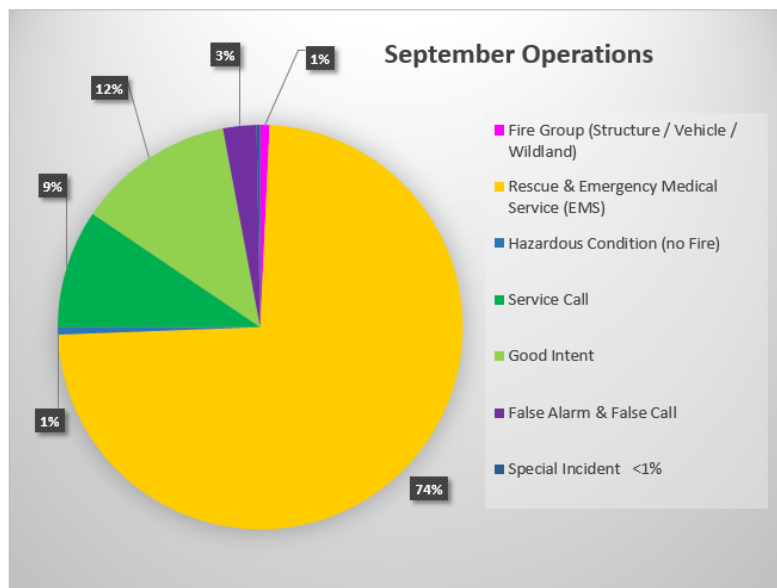
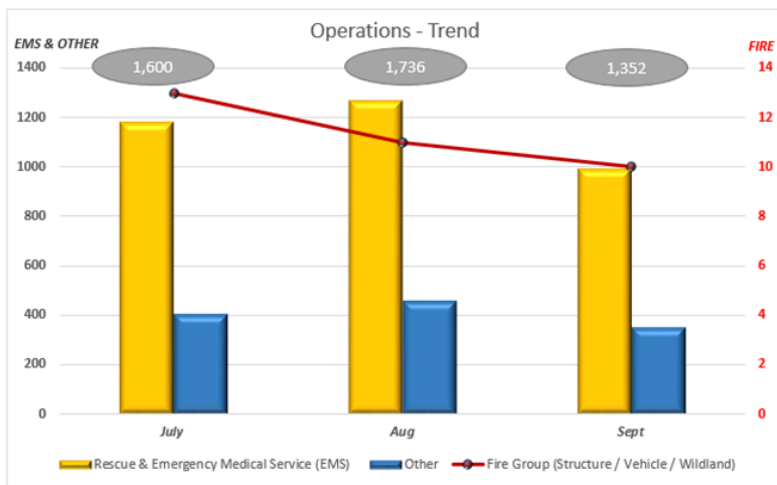
Upcoming

- 4-H Youth Livestock Projects registration for County Fair begins

LAND MANAGEMENT PROJECTS:

Worked with the City of Flagler Beach to exchange properties for the mutual benefit of the city and the county, and the residents served. The City inadvertently encroached on the county's property as far back as 1995, likely due to a lack of physical demarcation of the property boundary at the edge of Betty Steflik Preserve. The City has offered 2 contiguous parcels totaling 5.2 acres in exchange for the county's property that borders city operations. The 5.2 acres is generally characterized as mangrove-dominated wetland and open water. The parcels are located south and west of 14th Street North in the City. The property, if accepted by the County on October 18, would be managed by the Flagler County Land Management Department. The City has purchased and provided surveys and wetland delineations of all Parcels involved to facilitate this land swap.

FLAGLER COUNTY FIRE RESCUE ACTIVITY



EMS and Fire Operations

- 10 - Fire Group (Structure / Vehicle / Wildland)
- 0 - Rupture / Explosion
- 996 - Rescue & Emergency Medical Service (EMS)
- 8 - Hazardous Conditions (no fire)
- 128 - Service Calls
- 170 - Good Intent (ex: smoke seen, odor detected by public)
- 36 - False Alarm / False Call
- 4 - Special Incident

1,352 - Total

Fire Prevention

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

Training

- 20 Students - Citizen CPR Course
- 70 Students - High School Academy (1,470 hours)
- 210 Hours - Emergency Medical Services
- 604 Hours - Firefighter

Community Paramedicine

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

FireFlight Operations

- 0 - Air Ambulance Transports
- 16 - Wildfire Suppression / Reconnaissance
- 1 - Law Enforcement Support
- 0 - Search and Rescue
- 5 - Public Relations



IT NOTABLES

- 1,004 tickets opened
- 1,071 tickets closed
- 244 tickets presently open

PROJECT MILESTONES:

911

- No update.

GIS

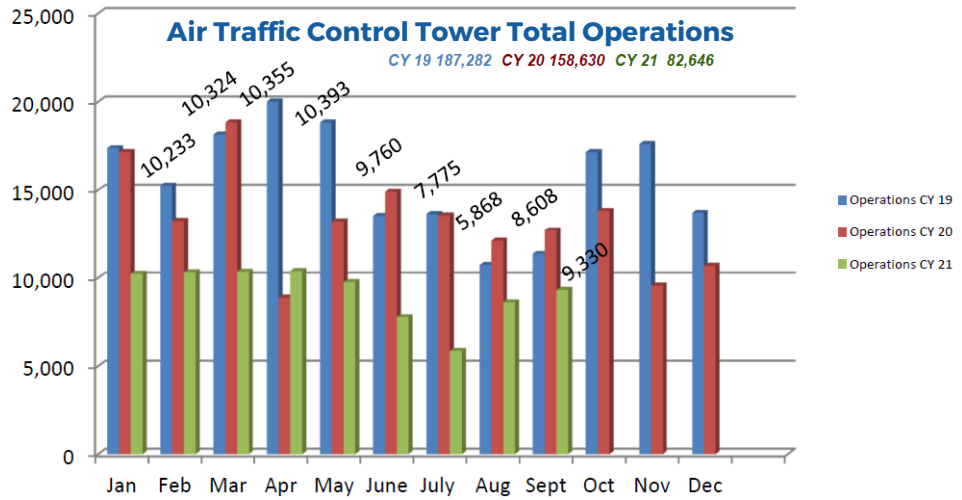
- Server preparation completed in preparation for system upgrade with ESRI in October.
- Vulnerability Assessment of Onsite Sewage Treatment & Disposal System (Septic). Awaiting LiDAR deliverable from the state to St. Johns County.
- WebEOC working with Emergency Management building boards to automate the back and forth with ArcGIS Online and WebEOC.
- Call-Taker Solution for EOC Activation with EM - all edits complete. Project currently closed.
- Ten-year redistricting completed. Engaging in meetings.

Core IT

- Office 365 - Working on quoting solutions that can be bought under purchasing policy guidelines.
- Policy Updates - none.
- Lease agreements - reviewing AT&T changes through the Legal Department.
- Planning for Construction at Library and Sheriff's Operations by working on quotes for digital content system, and access control changes.

Project Management

- Flagler County School Board agreed to Second Floor changes to allow IT staff more space.
- Energov Post re-implementation - Focus on missing forms and reports that need to be updated or created by Tyler for Code Enforcement and Permitting.
- Flagler County Sheriff Munis Implementation - Pre-Go-Live testing of the Executime system before the actual Go-Live date of October 8.



FLAGLER EXECUTIVE AIRPORT PROJECT UPDATES

1) Consultant Hoyle Tanner has completed the 100% design documents for the T-Hangar facilities. Flagler County Purchasing will put this project out to bid for 30 days in October.

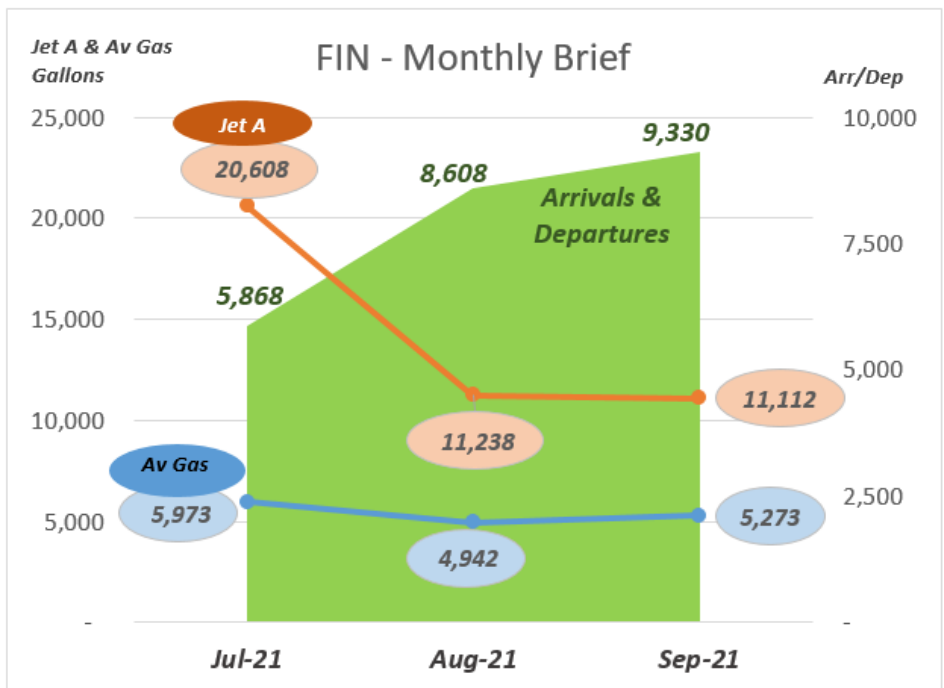
Project Cost: \$117,000 (FDOT \$117,000)

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 will be sending an Amendment to the Public Transportation Grant Agreement (PTGA), which will be on the BoCC agenda in October for consideration and approval.

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

3) Design and Rehabilitation of Taxiway A. GAI Consultants authorized for the project, which includes reconstruction of Taxiway "A" from its west end to the west edge of the future terminal aircraft apron, and reconstruction of Taxiway A from the east edge of the future terminal aircraft apron to Taxiway E. Also included in the project is rehabilitation of the Medium Intensity Taxiway Light (MITL) system and pavement markings.

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



PURCHASING DIVISION NUMBERS:

- Purchase Orders Issued - 34
- P-Card Transactions - 691

September was a slow month for formal solicitations. Purchasing completed two via the county's benefits broker, the Bailey Group, for Stop Loss and EAP. Purchasing also completed the bid award for Fiduciary Services, awarded the Audit Services contract extension, and are in the middle of an RFP for a Timber Line for Land Management.

GENERAL SERVICES NUMBERS:

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

Transportation

- Trips - 6,566
- Miles - 55,896
- Applicants - 48 new applicants
- Active Customers - 1,915

Garbage Collection Services

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

Road and Bridge

- 1,399 acres mowed
- 897 miles roadway improved - dragged and graded
- 9,665 feet Ditches cleaned using wheeled excavator
- 190 cubic yards of material added to shell roads
- New installations: 5 driveway culverts, 2 cross-pipes

(As Flagler County received substantial rainfall in September, the roads and drainage systems saw severe water retention and extensive vegetative growth. There were 30 work requests logged and 88% were completed. Road & Bridge monitored low areas in an attempt to stay ahead of the elements, but are over extended due to staffing shortages. As the weather dries up and the growing season slows down, attention can be more focused on cleaning out drainage areas and mowing. The priority ditch/swale cleaning schedule runs through February 2022. A weekly update is published to social media.)

Fleet Services

- 960 Pieces of Equipment (312 FCSO)
- 251 Work Orders Completed
- 251 Work Order Requests (100% completion)
- 185 In-The-Field equipment services utilizing Fleet Service Truck
- 3 Pieces of New Equipment: 2021 Ford Transits for the Transportation Department
- 35,387 gallons Unleaded dispensed
- 7,191 gallons Diesel dispensed

Parks

- 7 Special Events
- 21 Reservations - Princess Place Cottages
- 21 Reservations - Princess Place Primitive Camping
- 10 Reservations - Princess Place Group Camping
- 1 Reservations - Princess Place Horse Camping
- 63 Reservations - Bull Creek RV Camping

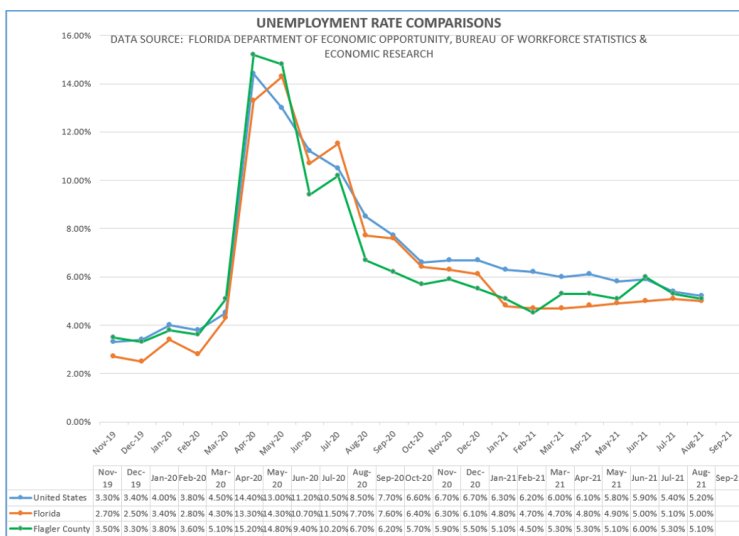
ECONOMIC DEVELOPMENT VIEW:

September Milestones

1. Continued to work with Fred Pace at request of KDG Capital (Hammock Beach Resort) to enable \$1.3million upgrades to facility.
2. Two investor meetings - provided tailored demographic reports for specific needs to each.
3. Attended Jax USA & Florida Trend Magazine luncheon for January issue to highlight NEFL.
4. Provided demographic/employer data and analysis to Palm Coast for financial/budget work.
5. Provided Flagler/Volusia Career Source support letter for Entrepreneurial Training Program.
6. Reviewed RFQ for Project Nebula - Electronic Component Manufacturing.
7. Re-issued solicitation for enrollment in Business Continuity Seminar.

FY 20-21 Notables

- Reviewed/responded to over 76 RFQs resulting in two announcements by Palm Coast which will create approximately 350-400 jobs over the next year for the citizenry of Flagler County.
- 7 initial outreaches and follow-ups to business community on items of relevance.
- 8 collaborative projects - internal or other gov't agencies.



Palm Coast AND THE FLAGLER BEACHES

Tourism FY20-21 Year in Review

Tourist Development Tax Revenues

2021 = \$3,608,505 (+52%)
 2020 = \$2,376,991 (-13% / COVID-19)
 2019 = \$2,744,721 (-1% / Dorian)
 2018 = \$2,770,669 (+25% / Irma)
 2017 = \$2,213,967 (+6% / Matthew)

Hotel & Resort Year-End Snapshot

(includes 9 properties for a total of available 1021 rooms)

Occupancy and Average Daily Rate

2021 = 56% occupancy at \$159.05
 2020 = 47% occupancy at \$134.00
 2019 = 56% occupancy at \$139.99

Vacation Rental Year-End Snapshot

(listings on Airbnb & VRBO only)

Listings, Occupancy Rate, Daily Rate

2021 = 1,195 listings (+8.5%), 64% filled (+25.6%) at \$323 (+15.9%)
 2020 = 1,105 listings, 51% filled at \$279

Total Sales on all Accommodations

2021 = \$75,163,537.20 (+35%)
 2020 = \$49,105,665.12
 2019 = \$56,910,738.29

Monthly Activities & Notables

- Attended Annual Governors Conference on Tourism
- Conducted interviews and hired part-time Visitor Services Specialist
- Planning for Florida Sports Foundation Annual Summit to be held at Hammock Beach Resort November 8-10
- Recorded podcast for Evolve Magazine's Tourism Edition

Turtles, Murals and More: Your Guide to Public Art in Palm Coast and the Flagler Beaches

Miles of unspoiled coastline and cinnamon-colored sands have long attracted artists to Palm Coast and the Flagler Beaches. A creative vibe winds its way through our streets as dozens of makers have been inspired by our natural beauty and discovered their new home here. These artists delighted residents and visitors alike in recent years by creating a wide variety of public art: from large, painted fiberglass turtles dotting the landscape to colorful murals splashed on the side of businesses. Step outside and explore the best public art in Palm Coast and the Flagler Beaches with our guide.

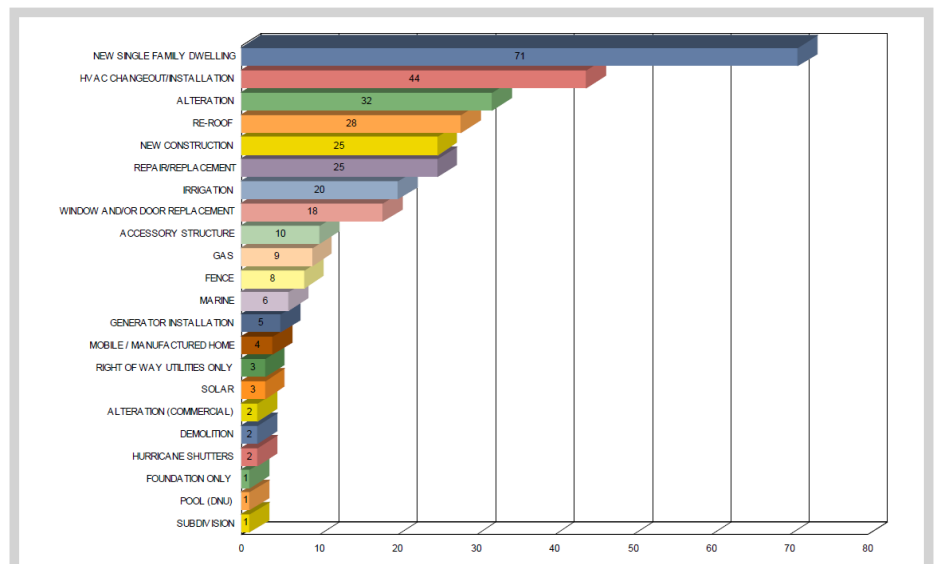
- The Turtle Trail
- Mural Crawl
- Other Outdoor Art



GROWTH MANAGEMENT UPDATES

- 1) The Building Division is continuing the Building Association of Florida cross training program for inspectors to qualify for additional State licenses. One inspector is in the program for two licenses.
- 2) Three building inspectors are continuing the curriculum for the Fire Inspector certification program.
- 3) Two building inspectors have applications in review by the State for additional licensing, DPBR State Board appointments scheduled.
- 4) One Central Permitting Technician has been certified as per the Growth Management incentive program.
- 5) New Growth Management for the Business Analyst has been advertised.
- 6) Continuing update of online forms and permitting requirements.
- 7) Expanding acceptance of electronic submittals via email and USB storage devices.
- 8) Development for online permitting process ongoing, awaiting online payment system to begin implementation.
- 9) Coordinating development and implementation of County and School Board impact fees along with re-building the Energov fee structure.
- 10) Continuing planning for Tyler Cashiering implementation and the Energov integration with the Clerk's Munis platform.
- 11) Restructuring of the permit record retention process to be in compliance with Florida Statutes. File management of the 4th floor storage area is progressing. A part time record clerk position is being developed.
- 12) Continuing development of SOP's for permit review, inspections and documents are underway.
- 13) Bi-annual renewal of Local Contractor Licenses in process.
- 14) Commenced the process of re-building Energov Code Enforcement Module work flows and reports.
- 15) Amendment of the development agreement for Hunters Ridge.
- 16) Building Inspections = 1,628
- 17) Planning and Zoning Applications = 8
- 18) Code Enforcement = 46 cases (44 Lien Searches)

SEPTEMBER BUILDING PERMITS BY CLASS



LEGISLATIVE PRIORITIES:

Policy Priorities:

- Support the Legislature Appropriation funding for the Public Library Construction Grant Program.
- Protect and Increase Funding for the State of Florida Transportation Disadvantaged Program
- Support Affordable and Reliable High-Speed Internet throughout Florida.
- Increase Support of the SCRAP and SCOP Grant Programs to Assist Small Counties in Paving Farm to Market Roads.
- Increase support for Septic to Sewer Grant Programs to accelerate conversion on the Barrier Island in Flagler County.
- Increase Florida 911 Fee Revenue to allow for transition to NG-911 services with the implementation of IP call routing and regional mapping.
- Maintain Short Term Vacation Rental Legislation Status Quo.
- Continue to Support Home Rule.

Funding Priorities:

- Provide support to the Florida Agricultural Museum Construction Project in Flagler County. *Requested Funding: \$4,500,000.*
- Flagler Central Commerce Parkway Roadway Construction Project. *Requested Funding: \$5,000,000.*

Flagler County has submitted the House and Senate forms for the two funding priorities.

HEALTH & HUMAN SERVICES BY THE NUMBERS

Adult Day Care

- 11 enrolled
- 151 meals
- 98.25 hours billed to funding sources

Human Services

- 35 Intakes – 31 eligible clients

PROVIDED:

- 19 Emergency Assistance (rent / utility)
- 6 State-mandated Healthcare
- 3 indigent Cremation
- 6 PC Water Grant services

Senior Services

- 249 Congregate Meals served
- 1,940 Meals on Wheels
- 35 Meals on Wheels volunteers

Veterans Services

- 153 Service appointments provided, 57% were walk-ins
- Represented Flagler County at the Veterans Advisory Council, American Legion Meetings, VFW Meeting, Military Officers Association of America, VSO Outreach, American Legion Executive Meeting, and Gold Star Family Memorial Ceremony
- Present Weekly Radio Show: Veterans on Point

HUMAN RESOURCES NUMBERS:

Fiscal Year To Date Turnover Rate (August) = 20.14%
Year To Date Turnover Rate = 16.13%

Vacancies by department (43)

- Engineering 1
- General Services 20
- Tourism 2
- County Attorney 1
- Agriculture 1
- Financial Services 1
- Fire Rescue 5
- Human Resources 1
- Health & Human Services 6
- Administration 1
- Library 2
- Innovative Technology 1
- Growth Management 1 – position will be removed FY 22

Workers Compensation Claims (FYTD/AUG/63*)

- Loss Time Claims 36
- Medical only 27
- COVID Claims 26 of the total 63
**22 claims were in July/August due to COVID surge (19 COVID claims and only 3 accidents).*

WC insurance paid \$94,591 in salary and medical bills on loss time claims and future doctor appointments.

County paid \$37,675 FYTD from workers compensation funds (County pays first 7 days of loss).

Resignations

- August 8
- September 0
- FYTD 56

Dismissed/Layoff

- August 1
- September 1
- FYTD 15

End of Temporary Assignment

- July 0
- August 1
- September 0

Other

- 4 New Hires
- 1 Orientation Seminar
- 371 Total Employees
- 17 Open Job Openings
- 153 Applications Processed

COMMUNICATIONS:

The Public Information Officer and the Communications Team create a variety of products to keep everyone in Flagler County well informed.

NEW

1) Flagler BOCC Monthly Update - Departmental Statistics and Status Report

Audience | This is intended for the five member Board of County Commissioners from the County Administrator but is also posted on the website.

Distribution | Sent by email to the Board of County Commissioners.

2) Flagler BOCC Headlines - A Monthly Newsletter

Audience | External. Online PDF that is confined to two pages, or one sheet of paper printed on both sides.

Distribution | Electronic page link from flaglercounty.gov shared via Flagler County Government Facebook page (6,500 followers) and Flagler County Government Nextdoor (35,922 neighbors). Available in the Administration Suite.

3) The Flagler Bulletin - A Flagler County Employee Newsletter (Quarterly)

Audience | Internal. Content includes: welcome; new hires; promotions; awards; "Caught in the Act," and news briefs employees may find of interest.

Distribution | Sent electronically via email to all employees of the Flagler County BOCC.

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. Permitting efforts have experienced delays as a result of the Navigable Waters Protection Rule redefinition enacted last year. FDEP's assumptions of the "404" permitting criteria has resulted in protracted delays.

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. Consultant, Zev Cohen, preparing 100% plan submittal.

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. Finalize bid documents and contract plans. Continue "404" permitting efforts with FDEP.

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.

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.

6) **Apache Drive, 1.15 miles.** Roadway pavement and drainage improvements of existing dirt roads to include Apache St., Osceola Ave., and First Ave. Consultant, Crawford Murphy & Tilly, submitted the construction plans and bid documents that included responses to FDOT comments. The SJRWMD permit was obtained.

CURRENT ACTIVE GRANTS

Total # of Grants:	68
Total Award Amount:	\$ 87,515,158.08
Total Reimbursed YTD	\$ 35,931,436.13

FINANCIAL SERVICES GRANTS TRACKING

Grants Finalized/Closed since last report

FY21 - Emergency Preparedness Assistance Grant, FY21 - Emergency Management Performance Grant, 4 Bridges on CR 304 - Design, Hazard Mitigation - Generator Government Complex, FIND - Spoil Grant

Grants Added since last report

(Updated) Hazard Mitigation - Generator Government Complex, Public Transportation Grant - Covid