In this, our Second Edition of the Growth Management Department (GMD) Newsletter, we’re introducing you to a brand new feature on the Collier 311 App, “Evacuation Zone Maps”. Read more about this feature and how you can download the App on page 16. Get to know your Evacuation Zone now before emergency strikes.

We’re here for you and we want you to have quick and easy access to us, when you need us. Use Collier 311 to report non-emergency issues and get immediate assistance.

We’re listening to you. We’ve improved the permit resolution process to make it easier to resolve all types of permit issues. Learn more about how the Building Permit Resolution Services Group can help you on page 13.

Code Enforcement staff continues to work with the public keeping our county safe and beautiful. The Golden Gate City Task Force recently worked with a generous business owner who volunteered his company’s services and staff to help a family in need when downed trees became a safety hazard.

These are just a few of the partnerships and programs that I believe will be of interest to you. The staff at GMD is committed to delivering superior customer service each day. So as we highlight the work that we do, we want to hear from you. Take our survey and tell us what you think.

Finally, I want to thank you for your support of the Department. As you read the GMD Newsletter, stay involved and stay informed. Working together is the best way to make a difference.

Thaddeus Cohen
Department Head
Growth Management Department
What does being “green” really mean? Is it that you recycle, buy all organic products, and you don’t litter? We all have different ideas of what it means to be green, but we’d like you to consider one more way to be green and it starts with getting your mind in the gutter...

Want to know more about a specific Growth Management Department? Let us know, and your topic will be considered for the next GMD Newsletter. Please use the Suggest A Topic button and send us your suggestions.

Please remember, pollution prevention starts at home.

Maintaining roadways across Collier County reduces incidents of hydroplaning and splashing that can result in damage and injury.

DO YOU KNOW YOUR EVACUATION ZONE?
Get information or report issues through Collier 311
Dial 311 from anywhere within Collier County or download the app to your smartphone or tablet to report a problem or get information.

IMPROVING COUNTY ROADWAYS
Improving driving safety and comfort
Maintaining roadways across Collier County reduces incidents of hydroplaning and splashing that can result in damage and injury.

story on page 11

Building Permit Resolution Services
Improving the process of resolving permit issues
If you’re overwhelmed by the permit resolution process, contact or visit Building Permit Resolution Services staff at 2800 N. Horseshoe Dr.

story on page 13

Efficiently Tracking County Assets
by Samer Slaiby and Deirdre Hart, Operations Support Division
As an ongoing effort by Collier County’s Growth Management Department (GMD) to build a high-performance government and streamline daily asset management operations, our asset management system has been upgraded with the latest capabilities that allow us to maintain and develop county infrastructure, efficiently

Golden Gate Boulevard Widening
by Christine Arnold, Transportation Engineering Division
We are now in phase two of the Golden Gate Boulevard Widening project. This project is a one-and-one-half-mile stretch of roadway on Golden Gate Boulevard, between 18th Street and east of Everglades Boulevard, which will be improved from a two-lane rural roadway to a four-lane urban roadway. Urban roadways include curbs and gutters along the outside lanes and along the medians. Construction
EFFICIENTLY TRACKING COUNTY ASSETS

The county’s asset management system is integrated with GMD’s Geographic Information System (GIS) which enables easy tracking of specific asset locations, such as traffic signals, signs, bridges, lighting, and more. The system also tracks scheduled or emergency work orders related to asset maintenance. This, coupled with automated task assignments, allows for efficient scheduling and completion.

Technicians and inspectors in the field can now log updates using mobile tools, while updates sync in real time. Synched information can be viewed and analyzed almost immediately by county asset managers. The system allows workers to use their iPad to receive assigned work, get accurate directions to the site, take photos, enter notes and time, and close out work orders. The Road Maintenance Division supervisor of operations said the implementation of this system saves the county time and money.

GOLDEN GATE BOULEVARD WIDENING

on this two-year project kicked off in the fall of 2018 and has progressed smoothly. When the project is completed, drivers will see significant relief in traffic congestion on adjacent arterials or main crossroads, such as Wilson Boulevard, Everglades Boulevard, Desoto Boulevard, Immokalee Road and Collier Boulevard. The widened roadway will meet development demands east of Desoto Boulevard, as a result of the county’s continued growth in the Golden Gate Estates area.

The roadway expansion improvements will benefit drivers, cyclists, and pedestrians. Improvements include turn lanes at every side street, U-turn accommodations, on-street bike lanes, and sidewalks on both sides of the roadway.

The project also includes the widening of the bridge over the Miller Canal from two lanes to four lanes. A bridge of this type typically takes 12 to 18 months to build; however, the existing two lanes of this four-lane bridge were constructed in prior years by the same bridge contractor now on
EFFICIENTLY TRACKING COUNTY ASSETS  

continued from page 3

county approximately 2,440 man hours per year. And, because we’re now using a paperless system, there’s an additional cost savings estimated at $26,000 per year. Other benefits of this system are:

• Ease of use and compatibility between iPads and desktops
• Field data collection and mobile GIS
• Ability to take photos and attach to work orders
• Consistent data entry as pull-down menus help eliminate data entry errors

Reports that previously took weeks to compile can now be prepared within minutes and with accuracy and confidence. This type of efficiency can be invaluable following natural disasters when we’re dealing with government agencies such as the Federal Emergency Management Agency (FEMA) that require continuous reporting.

TRACKING EXTERNAL RESOURCES

The county’s asset management system has also proven valuable for tracking external resources such as contractors and consultants, enabling accurate billing on active projects.

Accurate asset tracking allows the GMD to plot the real and expected life cycle of asset types so we can plan for timely replacement of equipment before problems occur.

INVENTORY TRACKING

Inventory tracking within the asset management system allows us to better manage resources and improve overall inventory management.

By upgrading the asset management system we’re able to improve risk management calculations, reduce disaster response time, increase productivity, and integrate departments and divisions, to improve efficiency and cost effectiveness.

CURRENT GOALS

One of GMD’s current goals is to improve efficiency further by setting up container/component relationship tracking. An example of this is designating Collier County’s signalized intersections as a container asset and then identifying all of the component assets within it, such as cameras, lighting, head units, and controllers.

GMD will continue to reevaluate practices to ensure we’re using the best possible processes to maintain and develop Collier County’s infrastructure.

We not only want to do the right thing, we want to do things right for those who are counting on us to ensure county tax dollars are used responsibly.

BEING GREEN STARTS WITH YOUR MIND IN THE GUTTER

continued from page 2

The first step is to become knowledgeable about your local watershed, the common activities within it, and how your activities affect ground and surface water. Whatever goes into your stormwater system (the gutter) will reach the Gulf of Mexico through a series of swales, pipes, ponds, and canals. Although some stormwater runoff is unavoidable, the goal is to reduce polluted stormwater runoff. Reducing runoff overall will reduce the ability of pollutants to enter a storm drain. You can minimize the flow from your property by simply ensuring that your gutter is directed into the grass or garden. Are you willing to store extra water on your property? Consider a rain barrel or a rain garden. Next, ensure that your irrigation system is maintained so it’s only irrigating the grass, not any hard surfaces like streets or driveways, to prevent excess water from running directly into a storm drain. It is also important to be aware of the chemicals used on your property. To protect ground and surface waters, avoid improper and unnecessary use of chemicals. Excess pesticides, herbicides, and fertilizers used on your lawn will end up either percolating into the groundwater or being carried into a nearby waterbody. Follow the directions carefully or find a nontoxic alternative to help prevent the impact of chemicals to our waters.

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Southwest Florida and Collier County are unique from other areas of the country from a surface water management standpoint. The area is very flat, dropping about one-foot per mile from the interior to the coast. There are no natural fresh water bodies except Lake Trafford near Immokalee. Land is developed by excavating lakes and using the fill to create building lots. The lakes are man-made ponds that serve many functions: to the land planner they provide vistas, to the realtor they make waterfront property, to the environmentalist they provide water quality treatment and species diversity, to the engineer they provide surface water management and fill.

All projects permitted for the last several decades have water management systems. Projects have a perimeter berm around the edge to assure that water falling on the land will not run off onto adjacent lower lands. Keeping the water on the project provides stormwater treatment and reduces storm impact by releasing the water from the storm over time. The storm event is captured and stored within the project lakes. This storage occurs in the part of the lake above the normal water level with a design to temporarily flow out of the lake onto lots and roads as the need for storage increases. There is a control structure which limits the rate discharge allowed to go offsite.

Control structures may be designed in different ways, but all have similar components. There is a requirement that control structures have a baffle on the face which skims oils and floating debris. This is often a half of a corrugated metal pipe mounted on the face of the structure. The baffle should be large enough to not restrict continued on page 9
SURFACE WATER MANAGEMENT SYSTEM

continued from page 8

flow through the bottom opening, allowing the slot dimension to be the controlling feature. Often these require maintenance as silt may accumulate around the bottom of the baffle, which restricts flow out of the structure. The rate of discharge is required to be below the pre-development discharge rate (the pre-development run-off from the land) so there is no negative impact on downstream lands and infrastructure. This limitation is also imposed to protect the water resource and allow percolation to recharge the ground water table. As the water rises above the site control elevation the discharge structure releases water through an opening (typically a notch or round hole) which is sized precisely by hydraulic calculations to allow only the designed maximum discharge for the required storm event. If there is blockage causing a restriction in the

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Do not cover the box opening of a control structure with plates, which results in blocking discharge until water levels reach flood stage.

SURFACE WATER MANAGEMENT SYSTEM

continued from page 9

flow from the control structure, there will be an increase in the water elevations. In other words, there will be premature “flooding” at a lesser storm event than designed. Aside from nuisance ponding and associated concerns with mosquitos at minor storm events, there is a public safety issue as roads would flood sooner and hamper emergency responders and potentially allow flooding to buildings during a major storm event. Occasionally we see where some residents think it is okay to modify the control structures. As seen in the photo below, residents thought it appropriate to put a plate over the box opening essentially blocking any discharge until levels reach a flood stage.

Do not cover the box opening of a control structure with plates, which results in blocking discharge until water levels reach flood stage.

BEING GREEN STARTS WITH YOUR MIND IN THE GUTTER

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When maintaining your property, little acts can make a big difference. Vehicles, lawn mowers, generators, and fuel tanks should never leak onto any surface. If spills occur, they should be cleaned up immediately and thoroughly. Even throwing away dog poop instead of leaving it in the yard will reduce bacteria, parasites, and viruses from exiting your property in the stormwater runoff.

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Your Opinion Matters

Please take a moment to complete our Newsletter Survey. Let us know what we’re doing right and what may need improvement.

Click the button below or scan the QR Code to the right with your smart phone.

Take the SURVEY

Your Opinion Matters

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Take the SURVEY
CONTINUOUS IMPROVEMENT ON COUNTY ROADS
by Frank Laco, Road Maintenance Division

The Collier County Road Maintenance Division maintains approximately 2,629 lane miles of paved roads, and 105 lane miles of unpaved roads. A well-maintained paved roadway has a smooth-riding and skid-resistant surface that allows for safe vehicle maneuvers and improves driving comfort. Poorly maintained roadways can increase the likelihood of hydroplaning, splashing, and vehicular damage.

Pavement maintenance uses a large portion of the Road Maintenance Division’s budget, and funding is necessary to ensure that Collier County has quality public roadways. The Road Maintenance Division’s pavement maintenance program uses the most cost-effective means to extend roadway life expectancy by resurfacing, reconstructing, or replacing pavement. This may include milling and resurfacing or simply overlaying the roadway, whichever achieves the desired results with the lowest cost to the public.

Currently, we are working with our asphalt maintenance and related roadway services vendor to help repair and maintain county roadways. The contractor provides services such as milling, resurfacing, lime rock road conversions, overlays, and other asphalt related services for properties managed by Collier County. Road Maintenance resurfaced 46.10 Lane miles this past year and converted 17.36 lane miles of lime rock to asphalt.

In addition to the overall resurfacing, Road Maintenance performs immediate need repairs for potholes, damaged pavement and damaged edge of pavement conditions. Over the past year, Road Maintenance has received 127 pothole related issue requests and has responded to 237 pothole repairs, 290 asphalt repairs and 73 shoulder repairs.

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TREE CUTTING PROJECT
by Christina Perez, Code Enforcement Division

Hurricane Irma made landfall in Collier County in September 2017. Some of our residents are still dealing with the aftermath, as they’re financially unable to address some property concerns. Solid and Hazardous Waste Education and Compliance Investigator Robin Goldsboro presented details during a Golden Gate City Task Force meeting. He talked about the Minteer Family residence in Golden Gate City and their need for help. Two massive oak trees were damaged in their yard during the hurricane and had become a safety issue. A branch caught fire during a recent storm when it came in contact with a powerline.

Last month, the Golden Gate City Task Force reached out to a local business owner, Barry Donohue of Anytown Tree. Mr. Donahue graciously accepted the mission of removing the trees and donated his crew’s time and equipment to do so. The Minteer Family could not be happier with the results or more thankful to Mr. Donohue and his crew for this act of kindness. A BIG THANK YOU goes out to Anytown Tree, Collier County staff, and the Sheriff’s Office, all of whom worked together to make this happen.

ADOPT-A-ROAD - Litter Control & Road Beautification
by the Road Maintenance Division

The Adopt-A-Road program is an environmental program dedicated to providing safe and clean roads through removal of roadside litter. If you or your business, community, or civic organization would like to help care for the world we live in, please consider participating in this program. The county provides signs and supplies needed to maintain sponsored road areas. Learn more...
BUILDING PERMIT RESOLUTION SERVICES
by Edward Kacperowski, Building Plan Review and Inspection Division

A trip to the county offices can be a daunting experience. There can be endless forms to fill out, numerous windows to visit and people to talk to. In the case of cancelling or extending a permit, the process was lengthy and often intimidating. It meant requesting a meeting with a staff member, filling out forms and waiting to hear if your request was accepted or denied.

To simplify the processes, the Cancellations and Extensions Group took a long hard look at ways to make the customer experience more user-friendly. They strategized and came up with a much-revised process to get the customer the information they need quickly and with minimal effort.

With these new processes now implemented, the former Cancellations and Extensions Group rebranded as the Building Permit Resolution Services (BPRS) Group with a heightened focus on improving the overall customer service experience.

The BPRS Group, led by administrative supervisor Joshua Lenio, scrutinized the processes by looking at them through the customer’s eyes. The BPRS Group assists property owners and contractors in resolving open and expired building permits. They also work closely with title and real estate companies and prospective buyers to address permit issues utilizing their property search services.

The next step was to take these improved processes to the website to allow customers to have a convenient location to start their journey. By following their link of interest, they are redirected to only the information that they need to resolve their issue. Also included in those areas are frequently asked questions for each point of inquiry as well as contact information.

BPRS is currently designing a brochure to serve as a quick reference guide to help customers navigate through the many permit related processes, and it should be available shortly.

With all of the current process improvements in place and with their eyes to the future, the Building Permit Resolution Services Group hopes to become a positive role model for other divisions with similar issues, to improve the overall customer experience by taking a look from the ‘outside in’.

To get started, visit BPRS at [https://www.colliercountyfl.gov/your-government/divisions-a-e/building-review/building-permit-resolution-services](https://www.colliercountyfl.gov/your-government/divisions-a-e/building-review/building-permit-resolution-services).

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GETTING TO KNOW THE GMD PUBLIC PORTAL
by Amy Kuperman and Desirée Hart, Operations and Regulatory Management and Operations Support Divisions

GMD’s Development Services team supports a full-service electronic permitting system you can easily access online. The Public Portal is the permitting tool the county uses to manage the workflow of development and building permit applications. With a little knowledge you can do so much with it, like: 1. research property; 2. review code enforcement actions; 3. check the status of your project; 4. check a contractor’s license; and 5. schedule all types of inspections.

Visit the GMD Public Portal at [http://cvportal.colliergov.net/CityViewWeb/](http://cvportal.colliergov.net/CityViewWeb/). Click the link, and let’s take a look starting with the top menu, then all the different areas:

1. **Code Enforcement**
   - Submit a New Complaint
   - Status and Fees
2. **Building Department**
   - Submit a Building Application
   - Impact Fee Calculator
   - Request a Meeting
   - Status and Fees
3. **Planning Department**
   - Submit a Planning Application
   - Impact Fee Calculator
   - Status and Fees
   - Upload Submittals
4. **Contractor Licensing**
   - Status and Fees
   - Submit a Complaint
   - Check Status of Complaint
   - Upload Submittals

Want answers fast? This is the way to get them. And, the best part, visitors don’t need to sign in or register to look at property information. Anyone can do it. You can do a property search directly from the top menu. Enter the property address you want to research, and click the “Go!” button. If the search shows more than one address, select the one you want and you’ll go directly to the Property Review screen.

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GETTING TO KNOW THE GMD PUBLIC PORTAL
continued from page 14

From the Property Review screen you can see the Property Details (legal description, acres, etc.), Addresses and Contacts information, and Permit Applications and Planning Application information and status. The GMD Public Portal is a fast, easy way to get information about property in the county. In fact, when you call Development Services with questions about a property, we start our research the same way!

DAVIS BOULEVARD LANDSCAPE BEAUTIFICATION PROJECT
by Katherine Chachere, Road Maintenance Division

The Road Maintenance Division Landscape Operations staff recently completed landscape and irrigation installation on a new segment of Davis Blvd. The project, partially funded through a grant from the Florida Department of Transportation (FDOT), starts at County Barn Road and extends to Santa Barbara Boulevard (approximately .76 miles in length). Coordinating with FDOT staff and surrounding communities through workshops and meetings helped bring this project to life.

The planting design has a subtropical theme with colorful trees, shrubs, and groundcovers in the medians. The plantings include African Iris (yellow flowers); Miss Alice Bougainvillea (white flowers), and Silhouette Bougainvillea (purple flowers). Trees include Gold Trumpet (yellow flowers); Jacaranda (purple flowers), and Royal Poinciana (red flowers). Tall Royal Palms make a sophisticated statement, extending the original Davis Boulevard design, and the green grass provides contrast for the colorful planting beds.

We’ve enjoyed overseeing this installation and watching the planting beds as they begin to mature. We invite you to drive by and see the beautiful, new landscape on Davis Boulevard!

COLLIER 311 EVACUATION ZONE MAPS
by Michelle Scavone, Operations Support Division

The Collier 311 App makes it easy to find your Evacuation Zone. Follow these easy steps:

1. DOWNLOAD the Collier 311 App to your smartphone and OPEN it
2. SELECT the “Evacuation Zone Maps” button from the home screen
3. ENTER your address or CLICK the map to find your Evacuation Zone
GOLDEN GATE BOULEVARD WIDENING

*continued from page 4*

the project. At that time, the bridge was built to accommodate the expansion so that permitting and construction would take significantly less time. This has proven to be a great advantage for the project.

Construction started on the south side of the roadway with the bridge construction being now complete. Once the southern roadway is complete, construction will shift to the north side of the roadway. The last features that will be constructed are the medians, which will accommodate future landscaping.

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COLLIER COUNTY’S ALERT SYSTEMS - WHAT’S THE DIFFERENCE?

*by Desirée Hart, Operation Support Division, Communications and Media Relations*

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<thead>
<tr>
<th>Alert Collier</th>
<th>Collier 311</th>
<th>E-Notification</th>
<th>Road Alert App</th>
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<td>E-Notification</td>
<td>Road Alert App</td>
</tr>
<tr>
<td>Collier County’s Emergency Alert System. Please sign up - if we can’t reach you, we can’t alert you in case of an emergency.</td>
<td>Contact us for non-emergency requests for service and to access the Knowledge Base.</td>
<td>Sign up to stay informed of news and events. Receive e-notifications directly in your email InBox or by text messaging. Choose from a list of options available, including news releases, public information meetings (PIMs), newsletters, and much more.</td>
<td>Stay informed of road and lane closures affecting major county roads. The NEW Road Alert App is coming soon! It will replace the former Road Alert. Access the interactive map to stay informed of planned lane closures affecting your travel routes.</td>
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