



BOARD OF COUNTY COMMISSIONERS

TO: Jim Liesenfelt, Interim County Manager
FROM: Don Walker, Director of Communications
SUBJ: Citizen Efficiency and Effectiveness Recommendation #2025058

CEER #2025058, titled Acknowledge Speaker Contributions Made at Commission Meetings, was received by the County from Heather A Elko.

Citizen Statement:

1. Speakers sign up to convey to the Commissioners something they consider important, but the 3 minutes of speaking end without even a nod of acknowledgement. A speaker leaves wondering what impact, if any, their words have had. 2. Admittedly it is a busy few hours and the need to move on is understandable. However, a follow-up from the commissioner would be nice, even something like "thank you for taking the time to speak to us." 3. I have not observed any Commissioner taking notes or any staff member recording speakers' words. 4. Yes, there is a video record. I doubt the Commissioners have time to go back and review what the speaker said. 5. As for the home audience, the person's name and self-introduction fly by, and viewers see an anonymous presenter nervously cramming their words into three minutes.

Citizen Recommendation:

1. Devise a way to give speakers at the Commission meetings some kind of feedback that shows you have heard the. a. Have a staff member take notes of who spoke and what they said, the topic of concern. b. Have a staff member provide you with a list of speakers and what they said, and any other information you ask to have. 2. Follow up by sending the individual an email or have a staff member send them an email referring specifically to the topic they brought up if you found it of interest or value. 3. Send the speaker an email at least thanking them for taking the time to address the Commission, even if you did not find the topic of interest. 4.

Background: a. I have spoken a few times, and have not received any indication that anyone was paying particular attention. I see passive faces above me, and then I walk back to my seat in silence. Speaking before that towering dais is unnerving, and it takes a lot for a citizen to brave it. b. I have sent multiple emails over many years, often addressed to Commissioners across the board because my topic is of countywide interest, not just my District. I receive a robo-response from my district and nothing to indicate anyone actually read my email. c. On two occasions I have received a response that says my District Commissioner as referred my



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question to a Department head. That is the end of the story, and I suspect my email went in the trash. Even a courtesy email would be something. Department heads could be given a form letter if nothing else. 5. Benefits of adopting my proposal: Potential increase of County productivity because residents do have valid and valuable information to share. Also, citizen goodwill is worth something.

Staff Analysis:

Board Policy (BCC-97) specifically addresses Public Comments during Board meetings. It states: The agenda shall provide a section for public comment to fifteen (15) minutes following approval of the consent agenda during each Regular County Commission Meeting. The purpose of public comment is to allow individuals to comment on any topic relating to County business which is not on the meeting agenda. Individuals delivering public comment shall be restricted to a three-minute time limit on their presentation. During the fifteen-minute segment of public comment, speakers will be heard in the order in which they turned in a pink card asking to be heard. Any speaker not heard during the first fifteen-minute public comment section will be heard during a second public comment section held at the conclusion of business specified on the regular Commission agenda. Individuals may not speak under both the first and second public comment sections. With the exception of emergency items, the Board will take no action under the Public Comment section, but can refer the matter to another meeting agenda or request a staff report.

All speakers are required to fill out pink speaker cards that document for the record the speaker's name, address and their topic of discussion. The back of the pink card states the rules for public comment and also offers public speaker's a copy of Board Policy (BCC-97).

All Board meetings, including public comments and the pink speaker cards, are recorded by and transcribed online, and all public comment is included in the official minutes prepared and publicly noticed by the Brevard County Clerk's Office.

Staff Recommended Action:

Pursuant to BCC-95, Section III.C.2, the County Manager summarily recommends that the Board of County Commissioners reject CEER #2025058 as the recommendation does not enhance the effectiveness and efficiency of County government as required by Home Rule Charter.

CC: Frank Abbate, County Manager

Horst, Rachel

From: CEER@brevardfl.gov
Sent: Wednesday, January 29, 2025 12:08 PM
To: Horst, Rachel
Subject: A new CEER Recommendation has been submitted as ID #2025058

Recommendation # 2025058

Dear CEER Administrator,

Speak Up Brevard Recommendation ID #2025058 has been submitted. Please login to the CEER Application to start the recommendation evaluation workflow.

Contact Information:

Group/Organization

Name Heather A Elko
Address 566 THOMAS BARBOUR DR, MELBOURNE FL 32935 6828
Phone (321) 427-8564
Email efeather2@bellsouth.net
Alternate Email

Recommendation Information:

Recommendation ID 2025058
Recommendation Title Acknowledge Speaker Contributions Made at Commission Meetings
Areas Affected
Department Affected
Current problem 1. Speakers sign up to convey to the Commissioners something they consider important, but the 3 minutes of speaking end without even a nod or acknowledgment. A speaker leaves wondering what impact, if any, their words have had. 2. Admittedly it is a busy few hours and the need to move on is understandable. However, a follow-up from the Commission would be nice, even something like "thank you for taking the time to speak to us." 3. I have not observed any Commissioner taking notes or any staff member recording speaker's words. 4. Yes, there is a video record. I doubt the Commissioners have time to go back and review what the speakers said. 5. As for the home audience, the person's name and self-introduction fly by, and viewers see an anonymous presenter nervously cramming their words into three minutes.
Recommendation 1. Devise a way to give speakers at the Commission meetings some kind of feedback that shows you have heard them. a. Have a staff member take notes of who spoke and what they said, the topic or concern. b. Have the staff member provide you with a list of the speakers and what they said, and any other information you ask to have. 2. Follow up by sending the individual an email or have a staff member send them an

email referring specifically to the topic they brought up if you found it of interest or value. 3. Send the speaker an email at least thanking them for taking the time to address the Commission, even if you did not find the topic of interest. 4. Background: a. I have spoken a few times, and have not received any indication that anyone was paying particular attention. I see passive faces above me, and then I walk back to my seat in silence. Speaking before that towering dais is unnerving, and it takes a lot for a citizen to brave it. b. I have sent multiple emails over many years, often addressed to Commissioners across the board because my topic is of countywide interest, not just my District. I receive a robo-response from my district and nothing to indicate anyone actually read my email. c. On two occasions I have received a response that says my District Commissioner has referred my question to a Department Head. That is the end of the story, and I suspect my email went in the trash. Even a courtesy email would be something. Department heads could be given a form letter if nothing else. 5. Benefits of adopting my proposal: Potential increase of County productivity because residents do have valid and valuable information to share. Also, citizen goodwill is worth something.

Attachments

Acknowledge Speaker Contributions Made at Commission Meetings.docx

Please do not reply to this e-mail, as it will go to an unmonitored mailbox.