



**BOARD OF COUNTY COMMISSIONERS**

**TO:** Jim Liesenfelt, Interim County Manager  
**THRU:** Tad Calkins, Assistant County Manager  
**FROM:** Don Walker, Director of Communications  
**SUBJ:** Citizen Efficiency and Effectiveness Recommendation #2025004

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CEER #2025004, titled Hold Public Works and other Departments accountable, was received by the County from John Myers.

**Citizen Statement:**

When residents contact Departments directly, responses are rare, delayed or outright ignored.

The good news is our D4 Commissioners office is the exact opposite. They respond immediately, refer the issue to the appropriate Department and the issue is quickly addressed.

**Citizen Recommendation:**

You can save time and work in the Commissioners office by holding Departments accountable for prompt responses. Set specific standards for response, measure them and hold them accountable.

**Staff Analysis:**

The County Manager oversees daily operations of County government which includes setting core operational goals. In fact, his top pillar and standing direction to his departments is responsiveness, particularly citizen requests. However, staffing constraints and high demand often require triaging based on urgency.

The Public Works Department's two primary public-facing programs, Road & Bridge and Traffic Operations, both utilize an electronic work management system to track citizen requests for service to meet this standard. For most repair and maintenance concerns, the fastest way to initiate action is by submitting a request through the Department's work management system at <https://www.brevardfl.gov/publicworks>, where field staff review and address issues promptly, often without management intervention. Requests can also be made via phone or in person, with contact details available at the same link.

Each request is assigned a service request number, triaged, and investigated, with routine issues typically reviewed within 72 business hours. In the most recent review, this metric was met 87% of the time. A review occurs quarterly to check for adherence to this metric, make



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continued improvements, and where necessary make course corrections. Some requests require a longer process involving feasibility assessments, design, and funding before progressing to a work order or project. Improving this workflow is the focus of an ongoing core process improvement review, and the Department is also procuring new software to automate status updates over the next few years. Communication/feedback unless specifically requested is an area we sometimes struggle with due to the sheer number of requests. Raising expectations further would necessitate additional funding resources, particularly additional experienced staff as well as continued investments in the aforementioned areas. For unresolved concerns or additional assistance, escalating the request to a supervisor or management remains the most effective way to obtain answers and resolution.

Staff reached out directly to Mr. Myers to obtain examples of his concerns. In addition, Public Works reviewed all service requests in the computerized maintenance system. Twelve public works requests were made by Mr. Myers since 2019: 5 potholes, 2 sidewalks, 1 tree removal, 2 crash debris, 1 catch basin top repair, and 1 railroad crossing bump. Nearly all requests were investigated and responded to in under 72 business hours or less. There was one exception that took a week to respond to, but this was a major project that was already scheduled. The majority of the requests (9 of 12) from Mr. Myers were addressed by Public Works on the date of the request or the following day. All work related to his concerns has been completed.

Mr. Myers also mentioned reaching out to Utility Services Director Eddie Fontanin on behalf of the Suntree Bay Homeowners Association regarding reclaimed water service. While Utility Services may not be able to respond to every inquiry due to the high volume of requests, the department remains committed to addressing customer concerns.

Customer service and responsiveness is a core goal of Brevard County. We will strive to continue to maintain the current level of services no matter the challenges that affect the local government as well as our constituents.

**Staff Recommended Action:**

It is recommended that Board of County Commissioners reject CEER #2025004 as a mechanism to address these issues raised is already in place.

CC: Frank Abbate, County Manager

## Horst, Rachel

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**From:** CEER@brevardfl.gov  
**Sent:** Sunday, January 5, 2025 8:57 AM  
**To:** Horst, Rachel  
**Subject:** A new CEER Recommendation has been submitted as ID #2026004

### Recommendation # 2026004

Dear CEER Administrator,

Speak Up Brevard Recommendation ID #2026004 has been submitted. Please login to the CEER Application to start the recommendation evaluation workflow.

#### Contact Information:

##### Group/Organization

**Name** John Myers  
**Address** 712 BAY VIEW CT, MELBOURNE FL 32940  
**Phone** (321) 423-5105  
**Email** Myersjohnc@hotmail.com  
**Alternate Email**

#### Recommendation Information:

**Recommendation ID** 2026004  
**Recommendation Title** Hold Public Works and other Departments accountable  
**Areas Affected** Customer service & Response  
**Department Affected** PUBLIC WORKS DEPARTMENT  
**Current problem** When residents contact Departments directly, responses are rare, delayed or outright ignored. The good news is our D4 Commissioners office is the exact opposite. They respond immediately, refer the issue to the appropriate Department and the issue is quickly addressed.  
**Recommendation** You can save time and work in the Commissioners office by holding Departments accountable for prompt responses. Set specific standards for response, measure them and hold them accountable.  
**Attachments** No Documents were attached.

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