

Horst, Rachel

From: CEER@brevardfl.gov
Sent: Saturday, January 31, 2026 9:42 PM
To: Horst, Rachel
Subject: A new CEER Recommendation has been submitted as ID #2026060

Recommendation # 2026060

Dear CEER Administrator,

Speak Up Brevard Recommendation ID #2026060 has been submitted. Please login to the CEER Application to start the recommendation evaluation workflow.

Contact Information:

Group/Organization

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Recommendation Information:

Recommendation ID	2026060
Recommendation Title	Review Frequently Requested Public Records to Improve Online Access
Areas Affected	Public Records - Repeatedly Requested Documents
Department Affected	COUNTY ATTORNEY
Current problem	County staff regularly respond to public records requests for a wide range of documents. Over time, staff gain practical insight into which types of records residents ask for most often. However, there is currently no regular process for reviewing these requests to determine whether some information could be made easier for residents to find on the County's website. Without a routine efficiency review, residents will continue submitting requests for information that could potentially be accessed online, and staff will continue spending time responding to repeat requests that could be reduced through improved public access. The County's public records webpage primarily provides email addresses for multiple agencies public records, a list of county departments and an online form for submitting records requests (https://www.brevardfl.gov/PublicRecordsRequest). However, the webpage does not currently provide tools or guidance that allow residents to independently locate commonly requested public records without submitting a special request.
Recommendation	The County should establish a routine review of public records requests to identify opportunities to improve online access to commonly requested information and to

streamline the overall user experience for residents seeking public records. This review would not require a herculean effort, could occur on a quarterly or biannual basis and would focus on evaluating whether certain types of records - beyond those already posted or under review - could be made available on the County's website. An example of 3 categories of records that could be made available - resolutions, administrative orders and ordinances - is referenced in CEER #2026058. In addition, a significant amount of County records are currently stored on the County's Legistar website meeting calendar. Clear guidance on the County's public records webpage directing residents to reference Legistar as a searchable resource for County records and agenda materials would help inform residents of publicly available materials. A brief, high-level summary of any access improvements resulting from these reviews could be included annually in the County's budget book as part of the County Attorney's annual performance updates. The most recent FY2025-26 budget book states that records request improvements have been initiated but did not list the improvements. If the number of annual records requests is reduced (the number of requests was 1,988 in 2024), the County Attorney could credit efficiencies gained through optimizing the county website access and user interface. This CEER recommendation aligns with Brevard County's Mission and Core Values - particularly openness, accountability, innovation, and maximizing performance and communications to provide excellent service to residents.
<https://www.brevardfl.gov/CountyCommission/CountyMission>

Attachments

Brevard County Mission, Vision and Values.pdf

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

Brevard County Mission, Vision, Values

Our Mission: Contribute to enhancing and ensuring Brevard's quality of life today and always.

Our Vision: A community which excels and is recognized for

- Providing for the health, safety, education and social needs of our community
- Building a diverse, strong economic base with the needed infrastructure to support a quality lifestyle
- Protecting the environment and conserving our valuable natural resources
- Creating cooperative partnerships between government, businesses, community organizations and our residents
- Maximizing performance and communications to provide excellent service to our customers

Our Core Values:

- Honesty
- Openness
- Leadership
- Quality
- Accountability and
- Innovation

[County Charter](#) 

[District 1](#) 

[District 2](#) 

[District 3](#) 

[District 4](#) 

[District 5](#) 

[County Government Organizational Chart](#)

[County Mission](#)

[County Commissioners FAQ](#)

[Internal Audit Reports](#)

[Redistricting Committee](#)

Links of Interest

 [Board Meetings](#)

 [District Map](#)

 [Legal Ads and Public Notices](#)


 [Lobbyist Search and Registration](#)

 [Ordinances](#)



County Attorney's Office
2725 Judge Fran Jamieson Way
Building C, Room 308
Viera, Florida 32940

BOARD OF COUNTY COMMISSIONERS

TO: Jim Liesenfelt, County Manager
FROM: Morris Richardson, County Attorney 
SUBJ: Citizen Efficiency and Effectiveness Recommendation #2026060

CEER #2026060, titled *Public Records – Repeatedly Requested Documents*, was received by the County from Ms. Sarah K. Hodge.

Citizen Statement:

County staff regularly respond to public records requests for a wide range of documents. Over time, staff gain practical insight into which types of records residents ask for most often. However, there is currently no regular process for reviewing these requests to determine whether some information could be made easier for residents to find on the County's website. Without a routine efficiency review, residents will continue submitting requests for information that could potentially be accessed online, and staff will continue spending time responding to repeat requests that could be reduced through improved public access. The County's public records webpage primarily provides email addresses for multiple agencies public records, a list of county departments and an online form for submitting records requests (<https://www.brevardfl.gov/PublicRecordsRequest>). However, the webpage does not currently provide tools or guidance that allow residents to independently locate commonly requested public records without submitting a special request.

Citizen Recommendation:

The County should establish a routine review of public records requests to identify opportunities to improve online access to commonly requested information and to streamline the overall user experience for residents seeking public records. This review would not require a herculean effort, could occur on a quarterly or biannual basis and would focus on evaluating whether certain types of records - beyond those already posted or under review - could be made available on the County's website. An example of 3 categories of records that could be made available - resolutions, administrative orders and ordinances - is referenced in CEER #2026058. In addition, a significant amount of County records are currently stored on the County's Legistar website meeting calendar. Clear guidance on the County's public records webpage directing residents to reference Legistar as a searchable resource for County records and agenda materials would

help inform residents of publicly available materials. A brief, high-level summary of any access improvements resulting from these reviews could be included annually in the County's budget book as part of the County Attorney's annual performance updates. The most recent FY2025-26 budget book states that records request improvements have been initiated but did not list the improvements. If the number of annual records requests is reduced (the number of requests was 1,988 in 2024), the County Attorney could credit efficiencies gained through optimizing the county website access and user interface. This CEER recommendation aligns with Brevard County's Mission and Core Values - particularly openness, accountability, innovation, and maximizing performance and communications to provide excellent service to residents.

<https://www.brevardfl.gov/CountyCommission/CountyMission>

Staff Analysis:

This CEER recommends that Brevard County conduct a “routine efficiency review” to identify frequently requested public records, and make those commonly requested public records available online. It further recommends that the County’s public records webpage be revised to direct residents to Legistar as a searchable resource for County records and agenda materials that are already available online.

As an initial matter, Brevard County presently makes a veritable treasure trove of records available to the public on the internet. For example, detailed agendas, minutes, and videos of Board of County Commissioners’ meetings are readily available online. The Brevard County Code of Ordinances, County budgets, the Comprehensive Plan and various land use studies, interactive maps providing data on future land use and zoning classifications, flood zones, coastal setback and erosion control lines, the Save Our Indian River Lagoon Project Plan, and many more records are all easily accessed from Brevard County Government’s official website. Brevard’s Advance Service Site (BASS) provides immediate access to records related to building permits and Code Enforcement cases. The public may request records online at brevardfl.gov/PublicRecordsRequest, by email at PublicRecordsRequest@BrevardFL.gov, by calling the Public Records Request Coordinator at (321) 633-2071, or in person at the County Attorney’s Office located at 2725 Judge Fran Jamieson Way Bldg. C-308, Viera, Florida 32940 or any other Brevard County office.

The main premise of this CEER is flawed because Brevard County does not receive many repetitive requests seeking identical records that readily lend themselves to posting on the internet. If the County received hundreds of requests annually for the same document, it would have been reviewed, redacted as necessary, and made available online already. As noted above, most such “low hanging fruit” (records of interest to many people that can be made available and accessible without undue burden) is already available online.

The County Attorney’s Office regularly reviews public records requests, identifies trends and issues in fulfilling requests, and reviews processes to ensure efficient and effective responses. Our Public Records Request Coordinator routinely communicates with the records custodians for the various departments, and our office provides guidance and training related to records management and public records requests.

Recently, the County Attorney’s Office conducted a study of more than 2,000 public records requests made over a roughly 11-month period. This study, along with polling of department records custodians shows that the most frequent requests are “unique” requests – that is, they relate to a specific property, person, project, occurrence, or transaction. The table below lists in order the seven departments that received the most public records requests, with the most common requests received by each department.

Department	#1 Request	#2 Request	#3 Request	#4 Request
<i>Planning & Development</i>	Code Enforcement Cases	Surveys and Building Permits	Liens	Environmental Site Assessments
<i>Fire Rescue</i>	Environmental Site Assessments	Fire Inspections / Code Violations	Fire Reports	Personnel Records
<i>Public Works</i>	Traffic Signal Timing / Phasing	Right of Way Permits	Intersection Camera Video	Plans (roadway, drainage, etc.)
<i>Natural Resources</i>	SOIRL	Code Enforcement Cases	Environmental Site Assessments	
<i>Utilities</i>	Liens	Utility Maps / As-Builts	Permits / Development	Water shut off / Disconnect
<i>County Attorney</i>	Email Searches	Commissioner Related Requests	County Finance	County Codes
<i>Central Services</i>	Purchase Orders	Vendor Submittals	Contracts from Awarded Vendors	

Some of the common request types sought records that are already available online. For example, Planning and Development and Natural Resources receive large numbers of requests for records related to code enforcement cases. Many of these records may be

searched and retrieved through the online BASS system. Similarly, the Brevard County Code of Ordinances is published online through an agreement with Municode, but the County Attorney's Office still receives public records requests for codified ordinances.

However, most of the common request types listed in the table above require staff research, review, and redaction. Requests for personnel records require review for confidential information that must be redacted pursuant to law, including social security numbers, banking information, and certain addresses. Email searches require formulation of appropriate search criteria, review of the emails returned in response to the search for responsiveness, and redaction of confidential and exempt information. Some building plans and blueprints are exempt from public records requests pursuant to Section 119.071(3)(d), Florida Statutes. Under Section 119.071(1)(b)(2), Florida Statutes, vendor bid submittals are exempt from public records disclosure for a period after the bid opening.

Finally, the CEER recommends that County's public records webpage include information regarding the availability of agenda materials and other records online through Legistar. Legistar is already prominently linked on the main page of the County's website, and agenda materials are not the subject of frequent public records requests. Nonetheless, the County Attorney's Office is reviewing whether information concerning Legistar may be added to the public records webpage without causing confusion or adding unnecessary visual clutter.

Staff Recommended Action:

It is recommended that the Board of County Commissioners accept CEER #2026060 with revisions. Specifically, the County Attorney's Office already reviews records requests and responses for efficiency, including identifying frequently requested public records, and will continue to do so. Brevard County already makes commonly requested public records available online when practicable. The County Attorney will consider revising the County's public records webpage to provide directions to Legistar as a searchable resource for certain online County records and agenda materials.