



BOARD OF COUNTY COMMISSIONERS

TO: Jim Liesenfelt, Interim County Manager
THRU: Tad Calkins, Assistant County Manager
FROM: Billy Prasad, Director, Planning and Development Department
SUBJECT: Citizen Efficiency and Effectiveness Recommendation #2025035

CEER #2025035, titled "Proactive not reactive," was received by the County from Debra Brouillette.

Citizen Statement:

My idea would be to have code enforcement change policy on complaints. Please bring back anonymous reporting of concerns throughout Brevard County. Most issues go unreported due to people most people being afraid. Also would be a great asset if while out in the community if something is seen and addressed. This would make our community a much safer and more welcoming to the citizens and visitors.

Citizen Recommendation:

Proactive on issues would make a difference for everyone in our county.

Staff Analysis:

Complaints are received in Planning & Development for contractor and code enforcement violations. A change to state law in 2021 requires a person to provide their name and address when submitting a complaint (Florida Statute Section 162.06(1)(a)(b)). Prior to the enactment of this statutory mandate, County Code allowed Commissioners to determine whether anonymous complaints should be permitted in their districts. In 2010, for example, anonymous complaints were permitted in Districts 1 & 2.

However, if the violation presents an imminent threat to public health, safety, or welfare or imminent destruction of habitat or sensitive resources; in only those cases can complaints be made anonymously. Further, citizens may call in a complaint anonymously if they suspect unlicensed or unpermitted activity if they have the correct address or location where regulated activity is taking place. (Florida Statute Section 489.131(7)(f)(1)) Staff will continue to inform the public by phone, email, and online instruction on the following operating procedures:

- In the event of a Contractor Licensing complaint, the enforcement officer can investigate an active job site, review the system database for permit requirements, and verify any corresponding licensing requirements per the scope of work conducted. Complaints filed regarding a regulated construction trade or service in the unincorporated areas of the County, or a municipality where there is an interlocal agreement can be filed proactively by the enforcement officer, or reactive as filed by a complainant. In such cases, a notice of violation and citations can be issued to the violator(s).



Planning & Development Department

2725 Judge Fran Jamieson Way

Building A, Room 114

Viera, Florida 32940

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- In the event of a Code Enforcement complaint, the County primarily responds to complaints from citizens. Anonymous complaints are not allowed per State Statute unless the issue is a health-safety issue such as an unsecure swimming pool or structure that has been severely damaged. In which case, the enforcement officers can also investigate proactively. The Enforcement Process is regulated by Florida State Statute Chapter 162.

Staff Recommended Action:

It is recommended the Board of County Commissioners reject CEER # 2025035 as Florida law prohibits the County from accepting anonymous complaints with exceptions outlined in the staff analysis.

Horst, Rachel

From: CEER@brevardfl.gov
Sent: Friday, January 24, 2025 8:30 PM
To: Horst, Rachel
Subject: A new CEER Recommendation has been submitted as ID #2025035

Recommendation # 2025035

Dear CEER Administrator,

Speak Up Brevard Recommendation ID #2025035 has been submitted. Please login to the CEER Application to start the recommendation evaluation workflow.

Contact Information:

Group/Organization

Name Debra A Brouillette
Address 4857 BRIDGE RD, COCOA FL 32927
Phone (321) 544-9752
Email cinder15@bellsouth.net
Alternate Email

Recommendation Information:

Recommendation ID 2025035
Recommendation Title Proactive not reactive
Areas Affected Brevard County
Department Affected GENERAL GOVERNMENT OPERATIONS
Current problem My idea would be to have code enforcement change policy on complaints. Please bring back anonymous reporting of concerns throughout Brevard County. Most issues go unreported due to people most people being afraid. Also would be a great asset if while out in the community if something is seen and addressed. This would make our community a much safer and more welcoming to the citizens and visitors.
Recommendation Proactive on issues would make a difference for everyone in our county.
Attachments No Documents were attached.

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