




BOARD OF COUNTY COMMISSIONERS

Information Technology

2725 Judge Fran Jamieson Way
Building C, Room 203
Viera, Florida 32940

Inter-Office Memo

TO: Jim Liesenfelt, Interim County Manager
FROM: Jeff McKnight, Director Information Technology 
SUBJECT: Citizen Efficiency and Effectiveness Recommendation #2025050

CEER #2025050, titled *Modernize and Streamline Communications with the Public, Online and In-Person*, was received by the County from Linda Hargrove.

Current Problem

Brevard County's online and in-person communications efforts have not evolved with the times. Information is fragmented and difficult to find across the various offices (including constitutional offices).

Citizen Recommendation

Brevard County's online and in-person communications efforts have not evolved to meet 2025 needs. Please consider:

1. Modernize county-wide web. Currently there is no uniformity (look, feel, search capabilities) to the various websites (links use different naming standards (.gov; .us; .com); searching is difficult; results are inconsistent. See current web list below:
Brevard County Main Website - <https://www.brevardfl.gov/> and
Clerk of the Court - <https://www.brevardclerk.us/> and
Property Appraiser - <https://www.bcpao.us/> and
Sheriff's Office - <https://www.brevardsheriff.com/home/> and
Supervisor of Elections - <https://www.votebrevard.gov/> and
Tax Collector - <https://www.brevardtaxcollector.com/>
2. Using a large digital information board (easy for seniors to read), create a document check list (e.g., car registration, DD-214) needed to do business with various offices such as the Tax Collector, Property Appraiser etc. Place at door entrance.
3. Create uniform lunch hours between various departments/orgs similar to how pharmacy hours work. Closing at a known time frame (e.g., noon - 1pm) is win-win for both the employee and public especially when coordinating documents are sometimes needed from the Tax Collector and Property Appraiser offices.

BENEFITS: Improve customer experience over the current, fragmented communications; modern look and feel; easier for users to find information; reduced resource investment; and enhanced cybersecurity. Thank you for your consideration.

Staff Analysis:

In response to Recommendation 1: The County website was updated in December 2024 to meet changes in ADA Compliance (WCAG 2.1), improve Search Engine Optimization (SEO), and to utilize Analytics (GA4) to explore traffic patterns and trends so that the County may improve the user experience. Extensive improvements were made to enhance the mobile user experience and navigation changes have been implemented based on user feedback and will continue to be improved to further meet end user preferences.

The websites for constitutional offices are independent of the County's website and also independent of each other.

In response to Recommendation 2: The Tax Collector and Property Appraiser are not under the jurisdiction of the Board of County Commissioners.

In response to Recommendation 3: The Tax Collector and Property Appraiser are not under the jurisdiction of the Board of County Commissioners.

Staff Recommendation:

It is recommended that the Board of County Commissioners reject Citizens Efficiency and Effectiveness (CEER) #2025050 recommendation because the County website undergoes continuous improvement utilizing end user feedback and all other recommendations are not within the jurisdiction of the Board of County Commissioners.

cc: Frank Abbate, County Manager

Horst, Rachel

From: CEER@brevardfl.gov
Sent: Tuesday, January 28, 2025 4:29 PM
To: Horst, Rachel
Subject: A new CEER Recommendation has been submitted as ID #2025050

Recommendation # 2025050

Dear CEER Administrator,

Speak Up Brevard Recommendation ID #2025050 has been submitted. Please login to the CEER Application to start the recommendation evaluation workflow.

Contact Information:

Group/Organization

Name	Linda Hargrove
Address	1794 FICUS POINT DR, MELBOURNE FL 32940
Phone	(321) 720-3512
Email	t07660@gmail.com
Alternate Email	

Recommendation Information:

Recommendation ID	2025050
Recommendation Title	Modernize and streamline communications with the public, on-line and in-person
Areas Affected	
Department Affected	
Current problem	Brevard County's online and in-person communications efforts have not evolved with the times. Information is fragmented and difficult to find across the various offices (including constitutional offices).
Recommendation	Brevard County's online and in-person communications efforts have not evolved to meet 2025 needs. Please consider: RECOMMENDATIONS: 1. Modernize county-wide web. Currently there is no uniformity (look, feel, search capabilities) to the various websites (links use different naming standards (.gov; .us; .com); searching is difficult; results are inconsistent. See current web list below: Brevard County Main Website - https://www.brevardfl.gov/ and Clerk of the Court - https://www.brevardclerk.us/ and Property Appraiser - https://www.bcpao.us/ and Sheriff's Office - https://www.brevardsheriff.com/home/ and Supervisor of Elections - https://www.votebrevard.gov/ and Tax Collector - https://www.brevardtaxcollector.com/ 2. Using a large digital information board (easy for seniors to read), create a document check list (e.g., car registration, DD-214) needed to do business with various offices such as the Tax Collector, Property Appraiser etc. Place at door entrance. 3. Create

uniform lunch hours between various departments/orgs similar to how pharmacy hours work. Closing at a known time frame (e.g., noon - 1pm) is win-win for both the employee and public especially when coordinating documents are sometimes needed from the Tax Collector and Property Appraiser offices. BENEFITS: Improve customer experience over the current, fragmented communications; modern look and feel; easier for users to find information; reduced resource investment; and enhanced cybersecurity. Thank you for your consideration.

Attachments

No Documents were attached.

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