



Agenda Report

2725 Judge Fran Jamieson
Way
Viera, FL 32940

New Business - Miscellaneous

J.1.

8/26/2025

Subject:

Consider Revisions to BCC-95 Citizens Efficiency and Effectiveness Recommendations (CEER) Policy, also known as the Speak Up Brevard Program

Fiscal Impact:

NA

Dept/Office:

District 1

Requested Action:

It is requested that the Board of County Commissioners adopt the proposed revisions to BCC-95, the county's charter program to consider citizen recommendations to the board.

Summary Explanation and Background:

The Speak Up Brevard program, formally established by the 2010 Brevard County Charter Review Commission and approved by voter referendum, provides an important avenue for Brevard County residents to offer formal recommendations to improve government efficiency and effectiveness. The program encourages community engagement by allowing individuals and groups to submit ideas directly to the Board of County Commissioners, fostering transparency and public participation.

While the commission has fulfilled the basics of its charter mandate over the years, the program has not yet realized its full potential and has received considerable public input indicating the need for improvements. The current proposed policy revisions introduce process enhancements designed to better inform the Commissioners, streamline staff review, increase direct public engagement, and improve the timeliness of Board consideration.

Key Proposed BCC-95 Policy Changes Include:

- **Expanded Submission Period:**

The filing period is clearly established as December 1 through January 31 each year. This timing better aligns with community availability and engagement cycles, offering residents a defined window to organize and submit proposals.

- **Annual Board Workshop to Hear from Citizen Submitters:**

Following the submission period, an annual workshop will be held for the Board of County Commissioners to hear directly from the citizens who submitted recommendations. This forum allows Commissioners to engage with submitters, ask questions, and gain a deeper understanding of the proposals firsthand.

While County staff may attend to provide support, the primary purpose of the workshop is to assist the Commissioners in formulating their thoughts and preparing for deliberations and their final vote by listening directly to those who have taken the time to participate. This enhancement promotes greater transparency and direct public engagement, while also helping staff identify which proposals and questions are most relevant to the Commissioners.

- **Expedited Internal Staff Review Time:**

The County Manager's Office evaluation deadline is shortened from 90 days to 60 days, streamlining county staff time and allowing additional time for commissioner review and to meet with interested constituents. This change ensures more effective time usage and maintains compliance with the Charter's 120-day Board action requirement.

- **Dedicated Board of Commissioner Meeting for Final Action:**

Final public hearings and Board votes on Speak Up Brevard recommendations will be held during a special Board meeting, rather than as part of a regular meeting agenda. This dedicated session increases transparency, fosters public awareness, and reinforces the importance of citizen-led proposals by providing focused attention from Commissioners and the community.

The policy also includes a revision to limit the County Manager's authority to summarily reject submissions, ensuring that all recommendations are considered by the Board and the applicable department, while still considering the County Manager's recommendations to reject. This change is designed to support the program's original intent of openness without delaying or complicating the process.

Together, these updates will improve the Speak Up Brevard program's effectiveness and accessibility, demonstrating the County's commitment to meaningful citizen participation and good governance.

Clerk to the Board Instructions:



Kimberly Powell, Clerk to the Board, 400 South Street • P.O. Box 999, Titusville, Florida 32781-0999

Telephone: (321) 637-2001
Fax: (321) 264-6972
Kimberly.Powell@brevardclerk.us

August 27, 2025

M E M O R A N D U M

TO: Commissioner Katie Delaney, District 1

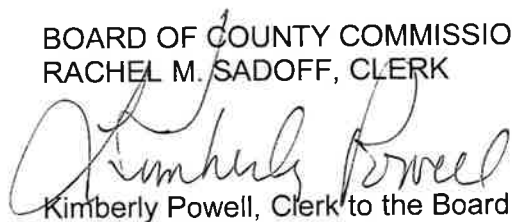
RE: Item J.1., Consider Revisions to BCC-95 Citizens Efficiency and Effectiveness Recommendations (CEER) Policy, also Known as Speak Up Brevard Program

The Board of County Commissioners, in regular session on August 26, 2025, continued the consideration of revisions to BCC-95, CEER Policy, also known as Speak Up Brevard, to the September 10, 2025, Board of County Commissioner meeting.

Your continued cooperation is always appreciated.

Sincerely,

BOARD OF COUNTY COMMISSIONERS
RACHEL M. SADOFF, CLERK


Kimberly Powell, Clerk to the Board

cc: Each Commissioner



BOARD OF COUNTY COMMISSIONERS

POLICY

Number: BCC-95 04/23/2024
Cancels:
Approved: 08/26/25
Originator: County Manager's Office
Review: 04/23/2027

TITLE: CITIZENS PROCESS FOR ADVISING THE COUNTY COMMISSION (CEER)

I. Objective

To provide procedures for an individual or an organized group of individuals to submit a formal written recommendation for the enhancement of the effectiveness and efficiency of Brevard County Government to the Board of County Commissioners on an annual basis.

11. Definitions and References

A. Brevard County Home Rule Charter Section 2.9.10.

B. "Citizen Efficiency and Effectiveness Recommendation" or "CEER" means a recommendation submitted by an individual or group to the Board of County Commissioners pursuant to Brevard County Home Rule Charter Section 2.9.10 and this policy.

III. Directives

- A. January 31 is hereby established as the annual filing date for Citizen Efficiency and Effectiveness Recommendations. No CEER shall be accepted after 11:59 p.m. on the annual filing date. The County shall accept a CEER submission up to 60 days prior to the annual filing date, but no sooner. A timely submitted CEER will be deemed to have been received on the annual filing date for purposes of calculating the time for the Board's final vote and consideration pursuant to Brevard County Home Rule Charter Section 2.9.10.c.
- B. An individual or an organized group of individuals may submit a CEER by providing to the County Manager a formal written recommendation in substantially the form attached to this policy.

1. The CEER form shall be made available for download and submission on the official website for Brevard County Government. The County Manager's Office shall provide a hard copy upon request.
 2. A CEER may be submitted electronically or by mail to the County Manager's Office.
- C. Shortly after the CEER filing date, the County Manager will schedule a public workshop for the purpose of consolidating and streamlining submissions prior to the recommendation deadline.
- D. Within 60 days after the annual filing date, the County Manager shall evaluate and comment upon each CEER. This evaluation shall include a recommendation that the Board of County Commissioners accept the CEER, accept the CEER with revisions, or reject the CEER.
1. If necessary, the County Manager will provide the CEER to the County Attorney for legal review.
 2. The County Manager (CM) shall forward all submitted Citizen Efficiency and Effectiveness Recommendations (CEERs) to the appropriate County division, department, or constitutional officer's office for review and feedback, including when the CM determines that the subject falls outside of the Board of County Commissioners' jurisdiction.
 - If the County Manager recommends that a CEER be rejected due to jurisdictional issues, the CM shall ensure that:
 - The CEER response is communicated back to the citizen submitter, including any relevant feedback or explanation provided by the referred jurisdiction or constitutional officer's office.
 - The recommendation, along with all related feedback, both from the jurisdictional offices and the County Manager's recommendation, remains part of the formal review cycle and is presented to the Board of County Commissioners for final consideration.
- E. Upon completion of the administrative **review** process, the County Manager will forward each CEER and the accompanying staff evaluation and recommendation to the Board of County Commissioners for review.
- F. The County Manager shall schedule the Board of County Commissioners' final vote and consideration of the CEERs at a Special BOCC Meeting to occur no later than 120 days after the annual filing date.

IV. Reservation of Authority

The authority to issue and/or revise this policy is reserved to the Board of County Commissioners

Rob Feltner, Chair Brevard County Board of County Commissioners

As approved by the Board on August 26, 2025

Speak Up Brevard Recommendations

About Speak Up Brevard (Click to Close)

The primary purpose of the Speak Up Brevard program is to provide a safe and secure environment for all citizens to express their concerns and suggestions regarding the local government. The program is implemented through a web application called "Speak Up Brevard".

Speak Up Brevard will allow citizens to submit their comments and suggestions online. The program will be available to all citizens who are registered with the program. The program will be available to all citizens who are registered with the program.

After submitting a recommendation, the County Manager's Office will review the recommendation and forward it to the Board of County Commissioners. The Board of County Commissioners will then decide on the recommendation. The Board of County Commissioners will then decide on the recommendation.

Click here to Search recommendations that have been submitted.

& Contact Information

Group/Organization Name	First Name	Last Name	Middle Initial
Mailing Address	Zip Code		
Phone Number	Email Address	Alternate Email Address	

I Recommendation Information

Recommendation Title
Areas Affected (If Known)
Department Affected (If Known)
Description of the current problem/issue or concern
Describe your recommendation and the benefits it would provide

0 Attachments

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BOARD OF COUNTY COMMISSIONERS

POLICY

Number: BCC-95 04/23/2024
Cancels: 05/24/2011
Approved: 04/23/2024 08/26/25
Originator: County Manager's Office
Review: 04/23/2027

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- B. "Citizen Efficiency and Effectiveness Recommendation" or "CEER" means a recommendation submitted by an individual or group to the Board of County Commissioners pursuant to Brevard County Home Rule Charter Section 2.9.10 and this policy.

III. Directives

- A. January 31 is hereby established as the annual filing date for Citizen Efficiency and Effectiveness Recommendations. No CEER shall be accepted after 11:59 p.m. on the annual filing date. ~~As a courtesy, the~~ County shall accept a CEER submission up to ~~60~~ 30 days prior to the annual filing date, but no sooner. A timely submitted CEER will be deemed to have been received on the annual filing date for purposes of calculating the time for the Board's final vote and consideration pursuant to Brevard County Home Rule Charter Section 2.9.10.c.
- B. An individual or an organized group of individuals may submit a CEER by providing to the County Manager a formal written recommendation in substantially the form attached to this policy.

1. The CEER form shall be made available for download and submission on the official website for Brevard County Government. The County Manager's Office shall provide a hard copy upon request.
2. A CEER may be submitted electronically or by mail to the County Manager's Office.

C. Shortly after the CEER filing date, the County Manager will schedule a public workshop for the purpose of consolidating and streamlining submissions prior to the recommendation deadline.

G.D. Within ~~60~~ 90 days after the annual filing date, the County Manager shall evaluate and comment upon each CEER. This evaluation shall include a recommendation that the Board of County Commissioners accept the CEER, accept the CEER with revisions, or reject the CEER.

1. If necessary, the County Manager will provide the CEER to the County Attorney for legal review.

~~2. The County Manager may summarily recommend the rejection of any CEER that does not propose to enhance the efficiency and effectiveness of County Government consistent with the intent of Section 2.9.10 of the Brevard County Home Rule Charter. By way of example and not limitation, grievances relating to prior Board action, specific service requests, and matters outside of the Board's jurisdiction are not appropriate subjects of a CEER. The County Manager (CM) shall forward all submitted Citizen Efficiency and Effectiveness Recommendations (CEERs) to the appropriate County division, department, or constitutional officer's office for review and feedback, including when the CM determines that the subject falls outside of the Board of County Commissioners' jurisdiction.~~

- ~~If the County Manager recommends that a CEER be rejected due to jurisdictional issues, the CM shall ensure that:~~
~~The CEER response is communicated back to the citizen submitter, including any relevant feedback or explanation provided by the referred jurisdiction or constitutional officer's office.~~

~~2. The recommendation, along with all related feedback, both from the jurisdictional offices and the County Manager's recommendation, remains part of the formal review cycle and is presented to the Board of County Commissioners for final consideration.~~

D.E. Upon completion of the administrative **review** process, the County Manager will forward each CEER and the accompanying staff evaluation and recommendation to the Board of County Commissioners for review.

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F. The County Manager shall schedule the Board of County Commissioners' final vote and consideration of the CEERs at a Special BOCC Meeting to occur no later than 120 days after the annual filing date.

IV. Reservation of Authority

The authority to issue or revise this policy is reserved for the Board of County Commissioners.

ATTEST:

for 
Rachel M. Sadoff, Clerk


Jason Steele, Chair
BOARD OF COUNTY COMMISSIONERS
BREVARD COUNTY, FLORIDA

As approved by the Board on 04/23/2024

The authority to issue and/or revise this policy is reserved to the Board of County Commissioners.

Rob Feltner, Chair Brevard County Board of County Commissioners

As approved by the Board on August 26, 2025

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Alternative Email Address

www.elsevier.com/locate/jmb

© 2000 Blackwell Science Ltd *Journal of Internal Medicine* 247: 391–397

Hepatitis C Atlas, ed. P. Krawitt

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* The only way to ensure that the program is not used by anyone else is to delete the program file.

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BCC-95 PROPOSED POLICY REVISIONS – AUGUST 26, 2025

Section	Revision	Purpose
Section III.A.	Remove superfluous wording	"As a courtesy" is an irrelevant phrase. Individuals and groups are entitled to submit CEERs online or via postal service any time during the submission cycle.
Section III.A.	Submission cycle extended to 60-days (currently 30-days)	The BOCC has received feedback from residents that the submission cycle is too short. Redefine "submission cycle" as a 60-day period during December/January of each year, allowing an expanded time for citizen engagement. It also aligns well with the BOCC budget season to incorporate cost-saving recommendations in a timely manner.
Section III.C.	Codifies annual Workshop	Institute a Workshop after the annual filing date to consolidate & streamline submissions, for the BOCC and staff to hear recommendations directly from submitters early in the process.
Section III.E.	1) Changes CMO's (County Manager's Office) evaluation deadline from 90 days to 60 days. 2) Calls for Special BOCC Meeting for a public hearing and vote on slate of CEERs.	Removes 30 days of staff-time to review recommendations, while still allowing for the Board's final vote to occur within 120 days of the filing date as required by the Charter. Elevates the public hearing and vote to a Special BOCC Meeting in lieu of remaining an agenda item at a Regular BOCC Meeting.
Section D	Limits the CMO authority to summarily reject CEERs, while ensuring engagement with all county stakeholders.	This change ensures that all recommendations are considered by the Board and the applicable department, while still considering the County Manager's recommendations to reject CEERs.

Speak Up Brevard



History



- Speak Up Brevard is known in the County Charter as the Citizen Efficiency and Effectiveness Recommendation (CEER)
- A proposal for a version of Speak Up Brevard came from the 2010 Brevard County Charter Review Commission and was adopted in November 2010
- This program invites residents to submit ideas and recommendations aimed at improving County efficiency and effectiveness.

History of Board Actions

2011-2023



Outcome	Count
Approved	21
Approved with revisions	53
Duplicate	2
Rejected	99
Rejected (Lack of Authority)	1
Total	176

Examples of 2024-Approved

Recommendations:

- Include Pickleball opportunities on the County’s website
- Adjusting the operating hours of the Port St. John Public Library

2024 Updates

Recommendations adopted by the Board of Commissioners in April 2024:

- Language reconciliation
- Change recommendation submission month from December to January
- Change evaluation deadline from 45 to 90 days
- Add administrative rejection recommendation option that provides County Manager option to recommend rejection for any CEER:

- Not under County jurisdiction
- That does not promote the efficiency and effectiveness of County government, such as personal service requests.

These recommendations will still be reviewed by the Board.



Speak Up Brevard Process



- **Submission Deadline**

- All recommendations for the current cycle must be submitted by **Jan. 31, 2025**.

- **Evaluation Period**

- The County Manager's Office and County Staff review submissions and provide comments to be presented to the Board of County Commissioners within 120 of the filing date as required by the Charter.

Commission Review



- Citizen recommendations, with staff evaluations, are presented to the Board of County Commissioners with the following voting options:
 - Approve
 - Reject
 - Accept with revisions

Recommendations to the Commission



- **Notification**

- Submitters will receive at least one week's notice prior to their recommendation being reviewed by the Board. Submitters may present at the meeting under this agenda item.

- **Transparency**

- A public listing of all past recommendations and their outcomes, as well as current recommendations, are available on the County's Speak Up Brevard website <https://sites.brevardcounty.us/SpeakUpBrevard/>

Other Ways to Provide Feedback



- Visit the e-Government tab on www.BrevardFL.gov to share input on the County budget, transit services, Parks and Preserves, Public Safety, the Sheriff's Office, and more.
- Public Comments at Commission meetings.
- Contact your District Commission office to discuss specific issues or propose potential agenda items. Individual commissioners can sponsor agenda items they support and feel merit Board consideration.

Improve Records Access for Citizens

County Records Proposed Changes - CEER 2025014	
Requestor: "Brevard County Records Need to be Put Online"	
List of recommended actions to improve public records access:	
CAO to create performance metrics for increasing the number and types of public records available online, and update on progress each year in the budget update book.	
1	CAO to assess the top items that citizens are requesting records on for feasibility to add to the website.
2	Update Records policy AO-47 to revert to 30 minutes staff time at no charge to citizens (currently 15 minutes).
3	CAO to post the amount of money billed to residents online by month/year.
4	CAO to post the amount of money collected from residents online by month/year.
5	CAO to solicit citizen feedback regarding the current process of accessing public records.
6	Change policy AO-47 to remove citizen being charged for staff benefits in addition to hourly wages.
7	Add all Administrative Orders, BCC's, and ordinances on the county website (ie. duplicate the county's Beach staff access to provide citizen access to the same policy content as staff currently have)

Consent Agenda Add Transparency to the Consent Agenda

Consent Agenda Proposed Changes - CEER 2025029	
Requestor: <i>"Improve the Transparency of the Consent Agenda"</i>	
List of recommended actions to add transparency and visibility to the consent agenda business items:	
1	County staff to read the consent agenda items into the record prior to the board vote.
2	Agenda to reference the dollar amount for each applicable agenda item in the Title block on the agenda detail.
3	Agenda to reference the total dollar amount being approved under consent as line item F.O., stating "All F items total = \$ ____"
4	When a consent item receives a "No" vote from a commissioner, the commissioner will read the agenda item they are voting no on into the record (not just the agenda letter reference).
5	Staff to add a statement at the beginning of the meeting directing viewers/attendees to the consent agenda items on the county website for more information.
6	When a member of the public "pulls" a consent agenda item, staff to provide overview comments on the item prior to the speaker comments.
7	Board will direct the CAO to Update Board Policy BCC-97 with the noted changes.

Board Meeting Date

8-24-25

Item Number: J.1 - Table to next month

Motion By: TA

Second By: KD

Nay By: TG.

Commissioner	DISTRICT	AYE	NAY
Commissioner Delaney	1	✓	
Vice Chair Goodson	2		✓
Commissioner Adkinson	3	✓	
Commissioner Altman	5	✓	
Chairman Feltner	4	✓	