

# Mosquito Control

Year	Total Service Requests	Miles Sprayed	Acres Sprayed	Acres Treated with biolarvicide
2020	380	9,334.10	339,387.96	483.29
2021	556	12,562.50	456,772.00	702.35
2022	581	10,678.96	388,286.97	459.20

**Outreach Efforts** – Government Day, County Fair, and Citizens Academy

**Requests for Service or Complaints** – Encourage sign up for Mosquito Spraying Alerts for notification of spraying in resident’s neighborhood

**Spraying Alerts** – 2,281 Subscribers

# Public Information Office (PIO)

- Citizens Academy – 26 total graduates with 40 signed up or currently in progress this year
- County Electronic Newsletter: 16 issues published since August 2022

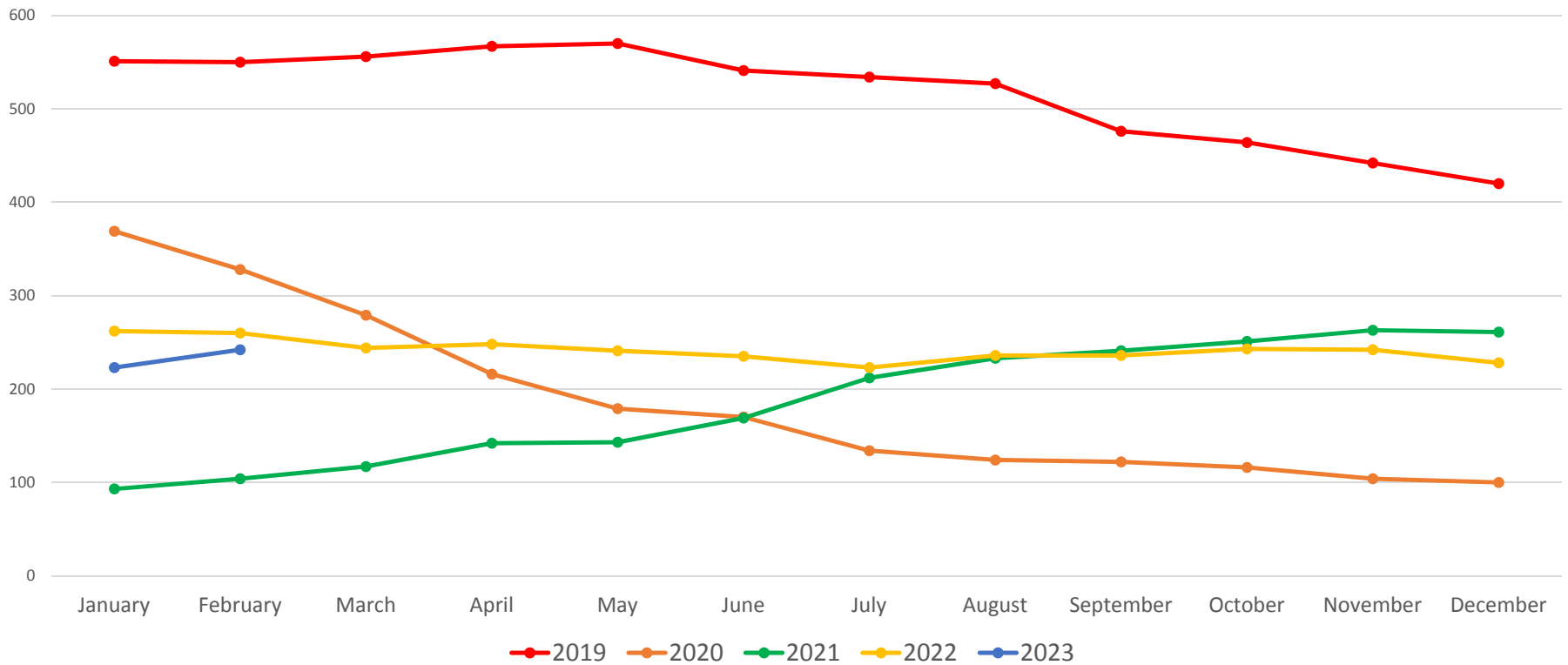
	Open Rate	Click Rate	Subscribers
Current Total	62%	4%	458
Industry Average	34%	4%	n/a

- Press Releases

	Press Releases Picked Up by Media
2022	72
2023 (To date)	16

# Misdemeanor Probation (County Court Assignments)

Total Active Cases



# Records Performance Measures

## Public Records Requests Processed

Calendar Year	Number of Requests
2015	242
2016	325
2017	500
2018	560
2019	990
2020	1,215
2021	1,361
2022	10,504
2023 (through 3/26)	6,233

## Processing Time

Business Days	2020 Percentage	2021 Percentage	2022 Percentage
0-5	79.65%	94.78%	98.07%
6-10	10.35%	4.26%	1.47%
10+	11.00%	0.96%	0.47%

# Indigent Burials

- Current reimbursement is \$650 per cremation

Year	Number of Approved Indigent Burials
FY 2020	36
FY 2021	37
FY 2022	37
FY 2023 (through 3/27)	17

# Next Steps

- Records and Development Services Function Assignments for Records Analysts
  - Purpose is to create a redundant system through cross training to support processing of building permits and public records to handle surges and absences
- Closure of Bushnell Development Services Office by July 1, 2023
  - Reduce required service point coverage – increased focus for online permitting and cross training for redundant system
  - Increase efficiencies while preparing for final centralized location of Development Services at new Service Center
- Lien Search Fees
  - Pending County Attorney development of ordinance

# Code Enforcement

- 2022 Compliance before Hearing: 42.15%
- 2022 Collected Payments: \$32,551.38
- Changes in 2022
  - Affidavit of Partial Compliance to assist Cities with lien cases
  - Inspections for internet cafes
  - Formal adoption of adopted fees and costs
  - Establishment of process for repeat offenders per Florida Statutes
  - Staff recommendation matrix based on actions toward compliance and first/repeat violations
  - Workflow for coordination with Sheriff's Office for noise and barking dog complaints



# Next Steps

- New software for better processing efficiencies and reporting capabilities
  - Move of Code Enforcement to SmartGov
  - Evaluate the new software for greater enhancement of planning/building licensing and permitting activities

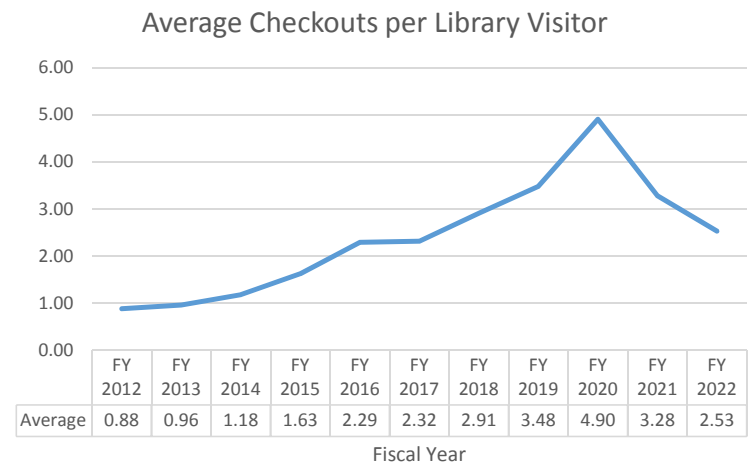
# Library Services

## Customer Service:

- FY 2021 NPS Score: 71.8 – “Excellent” (70-100)
- FY 2022 NPS Score: 77.4 – “Excellent” (70-100)

## Partnership with Parks for Canoe & Equipment Checkout:

- 1,245 total checkouts of canoe keys, life jackets, and paddles



# Next Steps

- Collection
  - August & September 2022 – More digital checkouts than physical
  - Continued investment in online resources with budget
- Contract with Library Systems & Services (LS&S) ends 9/30/23
  - RFQ will be posted on 6/1/23
- New Library location at new service center will not be a traditional space – less housing of materials, more community meeting space, and extended computer access for Wi-Fi and printing