Building A Community Together

Jerry L. Demings
Orange County Mayor

YEAR IN REVIEW

2019

www.ocfl.net/YearInReview
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It is an honor to be your mayor and serve the residents of Orange County. On Dec. 4, 2018, I was sworn in as the fifth elected countywide mayor and the County’s first African-American mayor. It has been a remarkable experience to work alongside six talented County Commissioners and a dynamic leadership team led by Byron Brooks. We have launched several key initiatives focusing on innovation, collaboration and inclusiveness that will bring us closer to building a community that works for everyone.

During my first 100 days, several significant appointments were made to include a new Director of Public Safety, the first Hispanic Corrections Chief and the first female Hispanic Health Services Director. Recently, I appointed the first Chief Innovation & Emerging Technologies Officer and the first Chief Sustainability and Resilience Officer. These new positions reflect our dynamic and growing community.

One of my first initiatives addressed the living wage of our employees. Over the next two fiscal years, we will increase the minimum pay for all Orange County Government full-time employees to $15 per hour. I have also encouraged our private-sector businesses to follow in our footsteps.

Across the nation, communities are struggling with a shortage of affordable housing. Orange County is no exception, with more than 110,000 cost-burdened households. In April, we convened the first Housing for All Task Force to address the crisis. The Task Force delivered a 10-Year Action Plan to create and preserve approximately 30,300 housing units.

We also embarked on a series of transportation town hall meetings to listen to our residents regarding their commute challenges. The Transportation Initiative is a grassroots effort designed to hear from the community as we examine how to make transformational changes to our current transportation system. This initiative will continue through 2020.

Orange County welcomed a record-setting 75 million visitors this year, making us the most visited destination in America. With the growth in tourism, a $605 million improvement project is taking place at the Convention Center in order to remain competitive in the marketplace.

In closing, I want to thank you for your trust in me to lead this great county and for your commitment to work with Orange County as we continue to build a thriving economy and a welcoming community that works for everyone.

Sincerely,

Jerry L. Demings
Orange County Mayor
Community Engagement

Orange County is a vibrant community that celebrates its diversity, innovation and collaboration. We are proud to highlight a few of the community engagement efforts we hosted this year.

**Dragon Parade Lunar New Year Festival**

was a chance to experience the diversity of Orange County.

**Black History Month & Festival**

Family-friendly event on the lawn of the County Administration Center.

**Second Annual FusionFest**

drew more than 20,000 attendees.

**Mayor Demings welcomed more than 250 residents to his Open House event. It included a chance to tour the Mayor’s Office, meet County Commissioners and learn more about County services.**

**Asian Pacific American Heritage Month Celebration**

highlighted the heritage of the Asian-Pacific region and recognizes the contributions of local Asian residents, businesses and community leaders.

**Orange County workers helped distribute 187,000 sandbags to residents ahead of Hurricane Dorian.**

**Lake Nona**

launched the region’s first autonomous shuttles in Orange County.

**More than 650 residents attended the Mayor’s first annual Easter “Egg”stravaganza at Barnett Park.**

**The Hispanic Heritage Committee of Greater Orange County hosted several cultural events for Hispanic Heritage Month.**

**Military veterans from across the County were honored by Mayor Demings at a ceremony hosted by the Veterans Advisory Council.**
Major Initiatives

Housing for All Task Force
Developed solutions for the growing housing crisis, with the mission of expanding affordable housing options for Orange County residents. The Task Force concluded its work in November and proposed a 10-year Action Plan that outlines high-priority tools and strategies that address the where, what and how of providing more affordable and attainable housing units. www.ocfl.net/housing.

Transportation Initiative Phase One
Kicked off through a series of town halls, community meetings and listening sessions to gain residents’ input on their transportation challenges. From these meetings, Orange County will gather feedback and develop a proposed plan based on the input received to address our current transportation system and the changes needed to safely and effectively move people in our community. www.ocfl.net/transportation.

Martin Luther King Initiative
Launched in November and comprised of a diverse, 30-member board of community stakeholders. The mission is to commemorate Dr. King’s legacy through unity, diversity and connectivity and bring this message to unincorporated areas of Orange County throughout the year.

Domestic Violence Commission (DVC)
Reconvened in October in response to higher rates of cases and incidents of domestic violence in Orange County. The DVC will serve in an advisory capacity to assess any gaps in services, identify significant issues and recommend solutions that will ultimately help reduce the incidents of domestic violence in our County.

Customer-First Development Services Initiative
Develop a comprehensive Development Services Action Plan that identifies customer service gaps, opportunities for improvement, and key action items that will lead to innovative service delivery and a customer-first culture for developing property in Orange County.

Children’s Services Funding
Final Report was prepared by Forefront Consulting, and Mayor Demings released $20 million in recurring funding for children’s services in January. The funding will primarily target nine zip codes to reduce juvenile arrests, abuse cases and teen pregnancy, as well as increase educational attainment. Approximately $10.5 million has been allocated for vital County services to be delivered by non-profit and community-based agencies.

Economic Opportunities

Virgin Trains USA broke ground on June 24 for the nation’s largest privately funded infrastructure project to expand its passenger rail service to Orlando, connecting the region to South Florida.

IAPPA, the international association for the attractions industry, recently celebrated the grand opening of its $14 million, 22,000-square-foot international headquarters in Orlando.

SeaWorld Parks and Entertainment broke ground on their new headquarters at SeaWorld Orlando. The 40,725 square foot facility will house ambassadors from the current SeaWorld Orlando Park and Park Support Center.
Board of County Commissioners

Jerry L. Demings
Orange County Mayor

Christine Moore
District 2

Mayra Uribe
District 3

Emily Bonilla
District 5

Betsy VanderLey
District 1

Victoria P. Siplin
District 6

Maribel Gomez Cordero
District 4
We are strongly positioned with a local economy that is thriving and attracting citizens from across the globe. The County’s $4.8 billion budget maintains the current property tax rate, while focusing on areas heavily impacted by growth such as public safety, affordable housing, transportation and various other vital services. We continue to be fiscally prudent and transparent to manage the budget and mitigate unanticipated changes in the economy. As our economy grows, Orange County’s fiscal health remains strong.

The public safety budget for fiscal year 2020, which consists of the Sheriff’s Office, Fire Rescue and Corrections is $644 million or 53% of the Orange County tax-based operating budget. The non-public safety budget for fiscal year 2020, which consists of BCC departments, Constitutional Officers, LYNX, outside agencies, community redevelopment agencies (CRAs) and other county government functions, is $569 million or 47% of the Orange County tax-based operating budget.

$4,772,282,611
Total Proposed Budget

1,349,597
Population

$143.870 billion
Assessed Value

AAA
Implied General Obligation Credit Rating

903.4 sq. miles
Land Area

53% 47%
FY 2020 TAX BASED OPERATING BUDGET

105
Parks

42
Fire Stations

7
Community Centers

5,818
Lane Miles Maintained

23
Billon Gallons of Water Produced
The Administrative Services Department provides essential support to the operating divisions and constitutional offices of Orange County to enable them to deliver services that meet the demands of the customers they serve. Support services include building design and construction, maintenance services, building security, property leasing and acquisition, fleet management, procurement, fiscal and operational support, and business development.

**Highlights**

- **Minority Women and Business Enterprise**
  - Utilization included
  - 528 prime and subcontract awards totaling $40M

- **Capital Projects**
  - Managed
  - 320 projects with total project costs of $282M

- **Facilities Management**
  - Maintained
  - 497 buildings totaling 5.5 million square feet of space. In addition, Facilities had energy savings of 4.5 million kWh from FY 2017 to FY 2018 for a savings of $231K.

- **Fiscal & Operational Support Division**
  - Processed more than 4,100 procurement documents and 11,000 purchasing cards transactions.

- **Fleet Management**
  - Named a Top 50 Leading Fleet by a leading industry publication and trade group for the 4th straight year.

- **Purchasing**
  - Awarded more than $600M in term, construction and engineering contracts.
The Community and Family Services Department provides programs that enhance the quality of life in our community by promoting the stability of families and the welfare of citizens. Focusing on children and family services, senior citizens, community partnerships, education and culture, this diverse department serves to meet the challenges of life in a rapidly changing metropolitan area.

Highlights

Citizen Resource & Outreach Division
Crisis Assistance Program staff met with more than 3,000 households and provided referrals and/or financial assistance for households at risk of eviction.

Orange County Mobile Crisis
Responded to 664 behavioral health crisis calls in the past seven months. In partnership with UCF and Central Florida Cares Health System, Mobile Crisis expanded to serve all youth ages 0-24 this year.

Orange County Head Start
Served 1,536 children in 82 classrooms in 22 centers across the County.

Community Centers
More than 480,000 visitors came to the 7 Community Centers. Citizens received services to help stabilize their income and improve their employability.
Orange County Regional History Center

More than 100,000 visitors were welcomed in 2019 to enjoy the exhibits and programs provided on-site, and in partnerships throughout Central Florida.

At a glance

- A total of 282 volunteers donated 12,295 hours to the History Center.
- More than 14,000 students attended field trips, with 60 percent from underserved communities.
- Adventures in History Summer Camps served 310 children.
- 2,500 people attended the annual and free Trick or Treat Safe Zone event.
- More than 30 free-admission days were offered to the public.
- The Center hosted more than 200 programs, lectures and events.

On June 21, a historical marker in remembrance of one of the darkest days in Orange County was placed during a ceremony in Heritage Square outside the Orange County Regional History Center. The marker honored July Perry, who was lynched during the Ocoee Massacre in November 1920. “This was a historic day for our community as we unveil the marker of July Perry,” said Mayor Demings. “It’s because of Mr. Perry’s sacrifices and other African-Americans before me that I’m able to stand here today as the first African-American mayor of Orange County.”
Offered more than 300 programs and 27 signature events across 105 parks, trails and facilities.

Park Expansion

- Mayor Demings, District 3 Commissioner Mayra Uribe and City of Orlando Mayor Buddy Dyer broke ground in Barber Park for two lit multi-purpose fields as well as an inclusive playground and splash pad. The construction budget was $3.2 million.

- Mayor Demings and District 5 Commissioner Emily Bonilla hosted the grand opening of the 243-acre East Orange District Park, featuring two lit multi-purpose fields and a recreation center. Construction cost was $4.8 million, with $1.25 million coming from the State.

- Public meetings were held with District 1 Commissioner Betsy VanderLey to start the process for development of the 215-acre Horizon West Regional Park and the 5.2-acre Summerlake Park, both in Winter Garden.

At a glance

- Parks & Recreation was established in 1924 with the donation of 8 acres for the first park and maintains 15,000 acres of land for 105 parks.

- Approximately 13 million local residents and tourists visit annually.

- Nearly 299 individuals are employed full-time, and approximately 400 high school and college students work part-time throughout the year for the Division.

- Parks & Recreation hosted 27 signature events.

- Fort Gatlin Recreation Complex taught swim lessons to nearly 1,500 children and adults.
Convention Center Department

The Orange County Convention Center (OCCC) is the second largest convention center in the United States and is an economic engine for Central Florida. The facility is 7 million square feet, of which 2.1 million square feet is exhibition space.
Highlights

The Orange County Convention Center (OCCC) hosted 179 events with an estimated 1.5 million attendees, which provided an estimated economic impact of $2.4 billion in Central Florida. Since opening in 1983, OCCC has generated an estimated economic impact of $35 billion.

The OCCC is ushering in a new era of growth and expansion with the selection of an architectural and engineering design services firm for a $605 million expansion to include the Convention Way Grand Concourse and the Multipurpose Venue. The expansion will bring total exhibit space at the OCCC to 2.3 million square feet. These projects will vastly improve the OCCC’s North-South Building, create greater flexibility in booking events and will keep North America’s second-largest convention center at the forefront of the convention industry.

At a glance

- About 25,000 exhibiting companies visit the OCCC annually.
- More than 29,300 individuals are employed either directly or indirectly by the activity generated by the OCCC.
- More than 1,200 businesses are supported by activity at the OCCC.
- Events at the OCCC donate more than $2 million annually to local charities.
- In FY 2018-2019, 449,165 pounds of food was donated to Second Harvest of Central Florida and Harvest Food and Outreach Center from the OCCC.
- OCCC has 88 towers in its Center to Table Gardens that produce an estimated 44,000 plants a year to use in kitchens and for shows.

Major First-Time Events at the OCCC:
- Halo: Outpost Discovery had 16,000 attendees and $17,832,000 in economic impact.
- ACS Spring 2019 National Meeting & Exposition had 15,754 attendees and $35,115,666 in economic impact.
- Younique Products 2019 had 10,000 attendees and $23,627,400 in economic impact.

Major Returning Events at the OCCC:
- Amateur Athletic Union (AAU) Junior National Volleyball had 108,000 attendees and $120,366,000 in economic impact.
- MegaCon Orlando had more than 92,300 attendees and $102,969,770 in economic impact.
- InfoComm had more than 44,000 attendees and $98,363,541 in economic impact.
The last 12 months have been extremely productive at the Orange County Corrections Department (OCCD). Since 96 percent of inmates are released, OCCD focuses on providing re-entry programs that allow inmates to return to the community in a better state than when they came to jail — equipped with skills to succeed as law-abiding citizens.

Inmate Programs

The Inmate Construction Program teaches employable skills and provides inmates a long-term career path. Orange County works with Valencia College to provide a six-week curriculum that includes hands-on experience and the opportunity for students to receive certifications to give them an advantage in the job market. In September of this year, the program graduated its 14th class.

OCCD also offers inmate participation in other areas, including the Culinary Program at the Work Release Center, parenting programs, GED classes and faith-based services. Last year, nearly 200 offenders graduated from Cognitive Behavioral Change classes, and more than 700 inmates received drug treatment education.

As an added level of security, the jail has been proactive in using K-9s that can sniff out and alert contraband such as cell phones and drugs. The K-9s were sworn in during an August ceremony. The work they do is critical to running a safe and secure correctional facility. Canines Tony and Millie have conducted more than 1,250 searches in the past year.

At a glance

- Processed 39,236 inmate bookings and completed 39,234 inmate releases
- Conducted 23,081 initial classifications of inmates for custody level and appropriate housing
- Collected more than $2.2 million for housing federal inmates from the US Marshal and Immigration and Customs Enforcement
- Inmate Road Crews contributed 14,662 hours of labor to the community
- 3,022 public records requests fulfilled
- Provided 50 tours to various groups
- 370 hours tallied mentoring Cherokee and Eccleston Elementary School students
Under the direction of Fire Chief James M. Fitzgerald, a 40-year veteran of OCFRD, the Department achieved several milestones. The agency accelerated the opening of a new fire station in the Horizon West community, as well as secured plans for several new stations in Orange County.

These new stations created a need for more firefighters out in the field. OCFRD welcomed 131 new firefighters in 2019, placing an emphasis on hiring top talent.

In 2019, Orange County learned it would be awarded a $10 million federal grant that will secure 63 additional firefighter positions and make it possible to staff every fire engine in the County with four firefighters, equating to better firefighter safety and response times.

Even with such a strong emphasis on field operations, fire safety and prevention efforts were equally emphasized. OCFRD hosted more than 1,500 community and education events, including several open houses. Personnel taught 1,250 residents hands-only CPR, inspected 22,000 fire hydrants and rolled out the “Veterans Engine,” a fire truck designed to honor our nation’s veterans.

With the assistance of Mayor Demings, Orange County Fire Rescue dedicated the Firefighter Mark Benge and Engineer Todd Aldridge Roadway in honor of two fallen firefighters killed in a 1989 structural fire.

Overdose Mapping Strategy was launched by OCFRD to assist public safety and community agencies to pinpoint neighborhoods most in need for treatment services and resources.

At a glance

- Trained 131 new firefighters
- Opened new fire station in Horizon West
- Responded to 126,693 alarms in FY19
- Treated and transported 71,630 patients in FY19
- Placed four new advanced life-saving rescue ambulances in service

- Trained 1,250 residents in hands-only CPR
- Inspected 22,557 fire hydrants in FY19
- Hosted more than 1,500 community events
- Awarded $10 million grant to support 63 new firefighter positions
The Health Services Department provides services that promote the health and welfare of Orange County citizens. Through effective planning, management and delivery of health and human services, quality of life in our community is enhanced. The Corrections Health Services (CHS) Division provides medical and mental health services to inmates housed at the jail. Although CHS is a component of Corrections, the division reports to the Health Services Department.

**Animal Services Division**

In 2019, Orange County Animal Services marked 50 years in operation. It also reached record-breaking numbers in adoptions, live release rates and rescue transfers. Animal Services is the County’s only open admission shelter, which means no homeless animal in need is ever turned away. As a result, the shelter receives approximately 17,000 pets annually and strives to match them with the most appropriate homes possible, based on their needs, to reduce the chance of return.

**At a glance**

- 95,568 shelter visitors
- 24,596 logged volunteer hours
- 9,739 spay/neuter surgeries
- 8,859 adoptions
- 1,715 animals transferred to rescue partners
- 1,419 animals returned to owners

**Consumer Fraud**

filed 20 criminal cases with the Office of the State Attorney and mediated over 1,700 consumer complaints filed by Orange County citizens and visitors.

**Emergency Medical Services**

partnered with Department of Health (DOH)-Orange to vaccinate more than 2,000 inmates against Hepatitis A.

**Mosquito Control Division**

acquired new equipment to combat mosquito-borne illnesses (such as Zika, Dengue and Chikungunya), including an A1 fogger for urban larviciding missions, two ATV’s, two trailers and a new 4-wheel drive truck. In addition, the Division added 25 traps for mosquito surveillance.

**Ryan White Office**

provided core and support services to approximately 5,450 clients living with HIV/AIDS in order to improve health outcomes. Through grant funds, viral load suppression for clients enrolled in the program increased to 89 percent.

**Drug Free Office**

participated in the DEA Prescription Drug Take Back Day with local law enforcement agencies collecting more than 2,220 pounds of drugs in 2019. Over the past eight years, local law enforcement agencies collected more than 11 tons of unwanted and unused prescription medications. www.drugfreecoalition.org.
The Planning, Environmental and Development Services Department (PEDS) is responsible for promoting, coordinating and implementing programs and services that maintain and enhance the quality of life in Orange County. These programs and services help guide development and transportation initiatives, monitor construction, protect the environment, maintain and improve the character and quality of existing neighborhoods by encouraging the development of neighborhood organizations, and encourage the preservation of open space.

**Code Enforcement**
- Collected approximately $1.3 million in fines
- Performed more than 110,000 field inspections to ensure public safety and code compliance
- Removed more than 110,000 illegal signs from the public right-of-ways, using both Code Enforcement staff and a private vendor

**Zoning Division**
Completed more than 4,000 commercial plan layer reviews, processed approximately 8,000 new construction plans, and presented approximately 200 cases to the Board of Zoning Adjustment (BZA).

**Division of Building Safety**
- Issued more than 80,000 building structure permits and performed more than 330,000 inspections
- Received the first Building Safety Month Proclamation and held over a dozen events focused on training and customer outreach
- Accredited classes providing continuing education units, necessary for maintenance of contractors’ licenses, were organized and offered to customers for free.

**Transportation Planning**
Completed Roadway Analysis Studies (Project Feasibility/ Preliminary Design) for CR 545, Vineland Avenue, initiated the International Drive Transit Feasibility & Technology Assessment, secured federal Build Grant ($20 million).

**Environmental Protection Division**
Three Green PLACE properties were opened for nature-based recreation: Lake Lucie Conservation Area, Crosby Island Marsh Preserve and Hidden Pond Preserve.

**Neighborhood Services**
- Held the Orange County Youth Leadership Conference for 200 high school students
- Invested $438K for beautification projects in neighborhoods
- Sustainable Communities Grant awarded to support neighborhoods and organizations working to reduce pollution and their carbon footprint

**Housing & Community Development**
Orange County provided 1,578 residents with homebuyer education through workshops provided by non-profit agencies. Orange County also assisted 148 first time homebuyers with down payment assistance.
At a glance

- Renewed focus on customer service, community outreach, training and communications
- Developed and released six training videos for online permitting
- Held more than 25 Fast Track Training sessions for customers
- Held first-ever webinar training sessions for specific customer groups such as those who install residential windows and doors
- Developed monthly email messaging to customer database consisting of more than 13,000 members
- More than 100,000 phone calls answered
- More than 500 customers trained to use Electronic Plan Submittal and Online Permitting
- 2,326 single-family residential permits issued
- 5,194 multifamily residential units permitted
- 81,500 total permits issued
- More than 330,000 structure inspections performed
- Building, Zoning and One-Stop Permitting provided 126,398 total services to customers through our lobby
- $2.54 billion in total development value permitted

Mayor Demings and Commissioner Siplin restore Pine Hills Community Garden.

Emerald Villas Phase II. Redevelopment site in Pine Hills to serve as affordable low-income and very-low income senior housing.

Orange County Community Conference educated hundreds of residents from across the County about how to improve their communities.

Orange County elected officials and community leaders visit Brixton Landing Senior Housing during the 2019 Fair Housing Bus Tour.
The Public Works Department provides for the design, construction and maintenance of roadways, pedestrian walks and traffic control devices for the safe, efficient and effective travel of the residents of Orange County and the general public. In addition, the Department collaborates with community and industry groups and related agencies in determining infrastructure needs. It also identifies, provides and maintains the County’s stormwater infrastructure to control and manage stormwater runoff to prevent localized flooding of properties due to storms.

**Highlights**

Last fiscal year, $78.2 million was expended in capital projects, including roadway resurfacing, traffic signal installation, street lighting, sidewalk improvements, drainage/stormwater rehabilitation and new roadway construction.

**At a glance**

- Traffic Engineering processed nearly 4,000 Maintenance of Traffic permits.
- Roads & Drainage Division completed more than 300 lane miles of resurfacing.
- Stormwater Management completed 317 flood zone determinations and issued 495 flood zone permits.
- The Department executed a contract with State Emergency Management and Geosyntec, design consultant for the Orlo Vista Flood Mitigation Project.
- Highway Construction oversaw the construction of 9.27 miles of new sidewalks.

**Statistics**

- Residential permits approved: 3,615
- Subdivisions approved: 39
- Repaired more than 10 miles of sidewalk (1,079,352 square feet)
- Responded to 7,806 citizen complaints
- Trimmed/removed 40,118 trees
- Swept 19,210 curb miles of roadway
- Repaired 3,716 potholes
- Mowed 45,677 acres of right-of-way

**Pedestrian Safety**

This past year, Public Works Department expended $497 thousand on pedestrian safety projects to include pedestrian ramps in Wyndham Lakes Phase #2; curb ramps at CR Pershing and Redditt; and Walk Ride Thrive Signal Cabinet Box Wraps. Pedestrian signals were also placed at Evans High School, Woodbury Road and Wallace Road.
Orange County Utilities, one of the largest utility providers in Florida, continued its commitment to providing sustainable water resources and solid waste recovery services to protect and enrich the lives of residents and guests. The field team embraced ingenuity and tested a new water maintenance technology that utilized pressurized ice for an advanced flushing technique. This successfully maximized pipe performance to ensure better water quality in a pilot neighborhood. As a result of this success, similar projects may be scheduled in the future.

**Highlights**

**Capital Improvement Program**
- Managed a robust capital improvement program to accommodate growth, as well as expand and modernize facilities
- Met regulatory requirements that included 633 infrastructure improvement and engineering projects as part of a five-year County plan at a cost of $806 million

**At a glance**
- Responded to more than 265,800 customer service calls
- Assisted 26,000 walk-in/drive thru customers
- 202,000 water and wastewater customers – serving a half million people
- 62 million gallons of water produced daily by three regional and eight satellite water supply facilities
- 350,000 water lab tests a year to ensure quality
- 50 million gallons of wastewater treated and reclaimed daily at three regional water reclamation facilities
- More than 11,150 fire hydrants maintained
- 220,000 households serviced for garbage, recycling, yard waste and large items – 880,000 residential curbside collection stops each week – nearly 46 million stops a year
- World leader in production of reclaimed water for beneficial reuse of 100 percent of treated wastewater for agricultural, residential and commercial irrigation, industrial applications, and aquifer recharge
- Won 11 state and national awards for outstanding services provided and sustainability programs
The Administration & Fiscal Services Department ensures the best administrative and financial management practices are followed by providing an effective, cost-efficient operation with an excellent return on investment to residents and visitors.

**Fiscal and Business Services**

Financial Facts involving Fiscal & Business Services Division

- Orange County has three general County credit ratings at the highest possible level: AAA from FitchRatings, AAA from Kroll and AAA from Moody’s. These enviable credit ratings reflect the strong local economy and sound County financial management.

**Risk Management**

- Inspected more than 900 County-owned and leased facilities using Occupational Safety and Health Administration (OSHA) guidelines for workplace safety over the course of FY 2018-19. Orange County had an overall compliance rate of 97 percent with recommendations made during the initial and follow-up inspections.
- Conducted 372 safety training classes countywide

**Information Systems and Services (ISS)**

- Implemented an application that allows interfacing of County public radio system and smartphones
- Introduced new Orange County Convention Center smartphone application that included indoor wayfinding/navigation throughout the facility

**Arts & Cultural Affairs Office**

- Launched the Inaugural FusionFest – a celebration of the vast landscape of global culture represented in Central Florida – in October 2019
- Sculpture on the Lawn program

**Office of Management and Budget**

- Successfully developed the $4.7 billion FY 2019-20 budget that was adopted by the BCC
Human Resources Division

Human Resources (HR) is responsible for assisting all departments and other local public agencies by providing a stable and qualified workforce in compliance with state and federal regulations. HR is also responsible for planning, organizing and directing negotiations with union representatives pursuant to laws and ordinances governing work, working conditions and employee pay.

HR strives to manage and strengthen the employer-employee relationship and continue to engage in good-faith bargaining with labor union representatives. HR provides organizational development initiatives, employee training and development, and establishes a competitive pay system for all categories of employees.

HR also manages official employee records and administers the employee benefits program, which includes medical, dental, vision, short and long-term disability, and life insurance, as well as spending accounts and the employee assistance program.

At a glance

- Planned and began implementation of $15 minimum pay for all employees by 2021
- Hired and on boarded more than 1,100 new employees countywide
- Developed two new training series for leader/employee development and deployed new eLearning coursework for more than 750 employee work teams
- Negotiated a two-year salary adjustment for Fire Dispatchers in an effort to remain competitive with the market and assist with reducing employee turnover
Communications is responsible for telling the stories of the hard-working men and women who make up Orange County Government and informing residents about the people, programs and progress of Orange County. From Public Information Officers to Graphics and Digital experts to Orange TV, the Communications team works closely with the media, community contacts and subject-matter experts within Orange County Government to get the right information to the right people at the right time.

Orange County’s home page was redesigned in 2019.

- Nearly 34,000 Facebook fans with a 27 percent increase in fan growth over 2019
- 40,000 Twitter followers with nearly a 16 percent growth in new followers
- Customer-service Centric – received more than 10,000 messages on social media during the year and responded accordingly

Daily Average Views:

23,448

Monthly Average Views:

726,884

Communications handled

2,559

Total media requests with Mayor Demings giving 205 interviews

Orange County’s Social Media continued to grow.

Facebook - @OrangeCountyFlorida
Twitter - @OrangeCOFL
YouTube - OrangeTVFL
Instagram - @OCFL

- Produced 240 videos
- Broadcast 150 meetings
Awards & Recognition

It is no secret Orange County has hard-working, innovative employees. Here are some of the highlights of the awards, recognition and grants the County has received.

Orange County Head Start Division was recognized nationally for Community Partnerships.

Orange County Government Office of Management & Budget received the Government Finance Officers Association (GFOA) of the United States and Canada distinguished budget award for the 33rd consecutive year.

Orange County Utilities won seven awards as a recycling role model. It tested and expanded the Recycling Quality Improvement Program – recycling cart tagging effort to encourage residents to recycle correctly. The program garnered a nearly $200,000 grant from The Recycling Partnership and Coca-Cola Foundation for expansion.

Environmental Protection Division Don’t Pitch It, Fix It! campaign received the Pollution Prevention Award from the Florida Chapter of the National Hazardous Materials Management Association.

Lake Lawne Regional Stormwater Treatment Facility Project won the Florida Stormwater Association’s 2019 Outstanding Achievement Award for Stormwater Projects.

EPD received National Association of Counties Achievement Award in County Resiliency: Infrastructure, Energy and Sustainability for the “Everything is Brighter in Orange County” solar co-ops initiative, which added 800 kilowatts of solar capacity for residences and small businesses.

Orange County Fire Rescue Department Firefighter Jason Wheat named 2018 Florida Firefighter of the Year

The Regional History Center received the prestigious Institute of Museum and Library Service National Medal, the highest award a museum can earn for its work in the community.

Orange County Corrections Department Chief Louis Quinones, Jr., was recognized with the highest honor in the excellence category at the 22nd Annual Don Quijote Awards. The awards are presented by the Hispanic Chamber of Commerce of Metro Orlando and Prospera and recognize businesses and individuals committed to excellence and to the development of the region’s Hispanic community.

Orange County Fleet Management named a Top 50 Leading Fleet by a leading industry publication and trade group for the 4th straight year.

Orange County Procurement Division was recognized by the National Procurement Institute with the 2019 Achievement of Excellence in Procurement. This is the 24th consecutive year Orange County has received this prestigious award.

Orange County Government access channel Orange TV won seven prestigious Telly Awards for excellence in video and television by industry leaders.

Traffic Engineering Division received acknowledgement from the Florida Department
Awards & Recognition

of Transportation (FDOT) at the Statewide Pedestrian Safety Coalition for County’s pedestrian safety efforts.

**Orange County** received a $3.5 million award through the Department of Homeland Security’s Urban Area Security Initiative, which allocates more resources for public safety agencies to train, prepare and respond to a major critical incident.

**Orange County Housing and Community Development** was awarded $976,000 in Community Development Block Grant (CDBG) federal funds to 16 nonprofit agencies for public services, including child care subsidies, afterschool care for low-income children, job training and placement for adults with disabilities, home-delivered meals to homebound low-income seniors, case management for homeless persons, and financial crisis case management.

**Orange County Facilities Management** won the 2019 Facilities Maintenance Decisions Achievement Award in the area of sustainability.

**The Orange County Convention Center** received silver honors in the Best Southeast U.S. Convention Center category for *Prevue Meeting & Incentives* Magazine’s 2019 Visionary Awards. The awards are given annually to acknowledge the forward-thinking destinations, hotels and resorts, cruise lines, CVBs/DMOs, convention centers and airlines of the industry.

**Orange County Community Corrections Officer Robert Barnett** wins National Award for Inmate Construction Program.

**Orange County, in partnership with Lake Nona**, was awarded a $20 million Federal BUILD grant, the first in the region by the U.S. Department of Transportation. The grant will create and improve infrastructure in Lake Nona, including multi-modal corridors with dedicated autonomous vehicle lanes, bicycle and pedestrian pathways, an integrated and multi-use mobility hub and support for autonomous vehicles.
Leadership Team

Mayor’s Office

Roseann Harrington
Chief of Staff

Carol Burkett
Deputy Chief of Staff

Jeff Williamson
Director Communications

Eric Ushkowitz
Administrator Economic Development

Kelley Teague
Director Legislative Affairs

Andrea Wesser-Brawner
Chief Innovation & Emerging Technology Officer

Ronda Robinson
Special Assistant to the Mayor

Ilia Torres
Special Assistant to the Mayor

Shally Wong
Special Assistant to the Mayor

Liz Roby
Special Assistant to the Mayor

Marc Espeso
Special Assistant to the Mayor
Resident Resources
Mayor Demings’ Digest - www.ocfl.net/mayor
311 - www.ocfl.net/311
Orange County Website - www.ocfl.net
The Source - www.ocfl.net/thesource

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