

2023 Year in Review

www.ocfl.net/YearinReview

Jerry L. Demings
Orange County Mayor



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Letter from Orange County Mayor **JERRY L. DEMINGS**



Greetings!

The 2023 Year in Review highlights Orange County initiatives, community collaborations, accomplishments, and level of service delivery. From investing in our residents and workforce, to improving public transit and taking a stand against gun violence, Orange County made significant strides in 2023.

Transportation infrastructure improvements continue to be one of our top priorities. To address this, I introduced an Accelerated Transportation Safety Program to the Board of County Commissioners, which approved spending \$100 million in existing revenue to fund a variety of projects to make Orange County safer for pedestrians, bicyclists and motorists.

The funding includes \$55 million for lighting, sidewalk and traffic safety improvements and \$45 million toward improving bus stops and adding shelters as well as increasing the frequency of LYNX bus service. Orange County also helped fund the Pine Hills LYNX Transfer Center, which will provide downtown connection service for Pine Hills residents.

Public safety is paramount to maintaining a high quality of life in the region. In the spring of 2023, I reconvened the Citizens Safety Task Force after a lone gunman shot four innocent people claiming three lives. The task force met 20 times over three months and came up with 16 recommendations to prevent and reduce gun violence and violent crime.

Another top priority is affordable housing and through the County's first Housing for All Trust Fund we are making significant strides in addressing this crisis. In 2023, we approved financing for Barnett Villas, a 156-unit affordable rental housing complex to be built by Barnett Park. Orange County partnered with Universal Resorts and Wendover Housing and broke ground on Catchlight Crossings, a first-of-its-kind affordable housing solution that features 1,000 affordable apartment homes. The housing community features on-site, tuition-free Bezos Academy preschool, medical offices, retail and play areas, and access to transportation and nearby jobs.

For the first time ever, Orange County held a comprehensive Contracting Academy for area companies to provide information that could help them increase their chances of winning County contracts. Multiple educational sessions highlighted the half day event. One of the core values of this administration is collaboration, and we need to

tap into business partners who can bring that collaboration to the table.

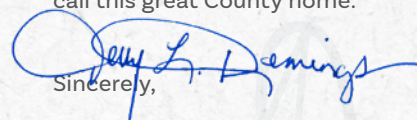
The Orange County Multicultural Center was opened in the heart of Pine Hills in 2023. The 17,000-sq.ft. facility is the first of three phases, and by 2026, it will be joined by a Senior Center and Center for Innovation and Design. The facility serves as a hub for the arts, culture and innovation for the entire community and is also home to non-profit organizations that provide job training, community resources and senior and youth programming.

Orange County's partnership with UCF Global, Rosen Hotels and the Aeras Foundation resulted in ESOL a first-of-its-kind pilot English language training program for working adults. The program proved so successful in 2023 that it will now become a fully funded program within I-Drive helping those working in the tourism industry.

At the 2023 FusionFest opening ceremony, attendees witnessed a historic moment when two dozen immigrants took their oath of citizenship surrounded by marching bands, a field of hundreds of flags and various other festivities. The ceremony was an emotional and tangible event that demonstrated how people of many different heritages are committing to this community.

The Orange County Mayor's Holiday Toy Drive completed its 13th year collecting gifts for local families. Orange County employees, businesses and residents generously donated a record 11,566 toys and served nearly 1,900 children - making its biggest impact to date. The toys were donated to the Orange County Neighborhood Centers for Families and other local organizations.

In closing, it has been an honor to lead Orange County forward and make it the best place to live, work and to visit. I look forward to continuing to focus on all areas that affect our quality of life. In 2023, we worked together as a community to tackle challenges and position ourselves for a brighter future for all who call this great County home.


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 events we hosted this year.



Mayor Demings held the 3rd Annual Open House & Job Fair with over 400 residents in attendance



Orange County MLK Initiative Read Around the County with Mayor Demings



Mayor Demings Inaugural Women's History Month Forum



Asian American and Pacific Islander Heritage Month



Orange County MLK Initiative Habitat for Humanity Day of Service



Celebrating Pride Month and the Historic 93 Section Sea to Sea Flag



Orange County Mayor's Veterans Advisory Council Veterans Operation Outreach on Orange TV



Hispanic Heritage Month "Riqueza Latina"



Diwali - The Festival of Lights

Board of County Commissioners



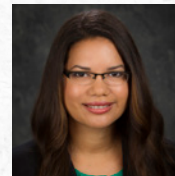
Christine Moore
District 2



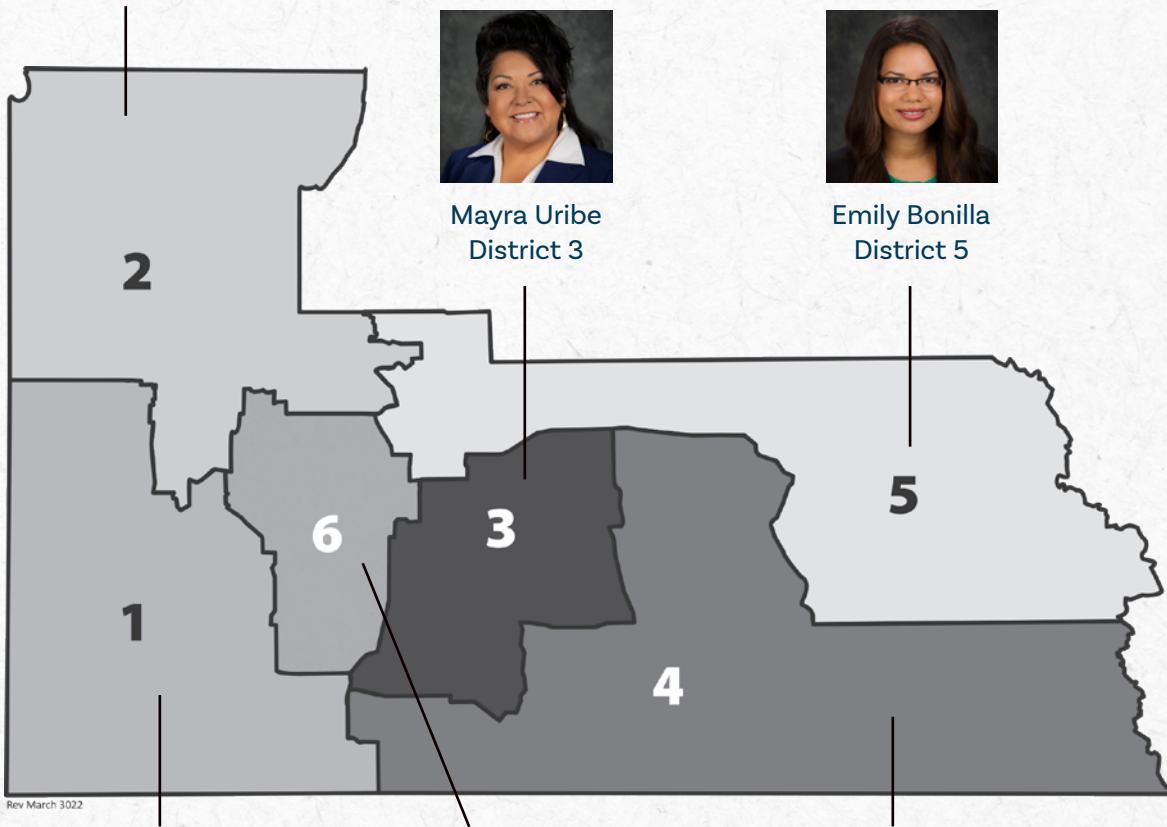
Jerry L. Demings
Orange County Mayor



Mayra Uribe
District 3



Emily Bonilla
District 5



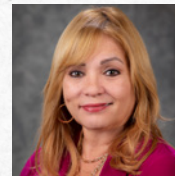
Rev March 2022



Nicole H. Wilson
District 1



Michael "Mike" Scott
District 6



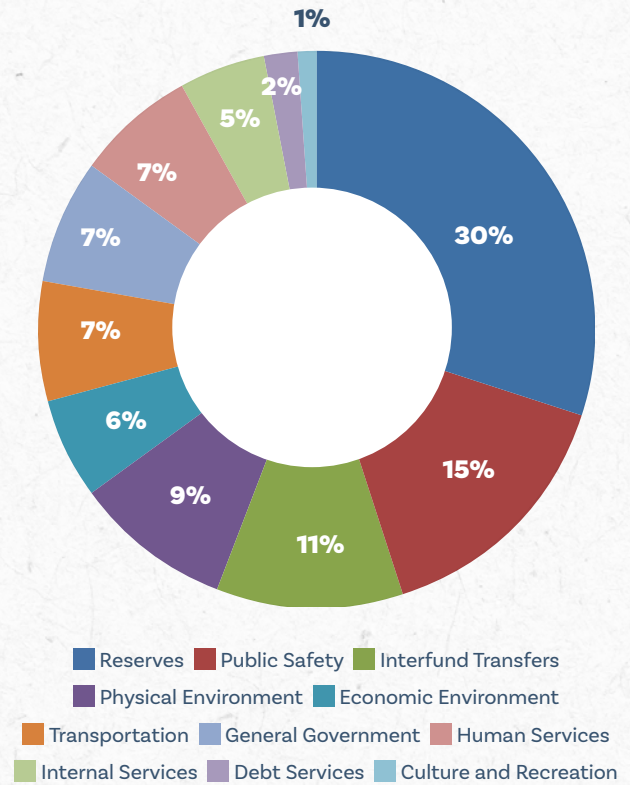
Maribel Gomez Cordero
District 4

Orange County Budget

- BY THE NUMBERS

Orange County encompasses a wide variety of lifestyles, demographics and socioeconomic communities. In 2022, the County again demonstrated sound financial footing and continued recovery from the pandemic. Prudent and strategic approaches to services and deliveries allowed Orange County to meet the needs of the community as well as restore reserves that were essential to avoid disruption to residents from 2020 through 2022. The FY22-23 budget adheres to the following strategic objectives:

- Public Safety and Health - By engaging federal and state resources, the budget allowed Orange County to provide essential services that protect the public's health, safety and welfare.
- Sense of Community - By working with community partners, the budget funded programs and initiatives that reflect community priorities.
- Economic Development - The budget used common vision and direction to help Orange County become a more economically vibrant and sustainable business community.
- Infrastructure - The budget permitted investment in critical infrastructure where needed.



\$6,216,064,747
Total Adopted Budget



1,457,940
Population

\$181.735 billion
Assessed Value

5,840
Lane Miles Maintained

903.4 sq. miles
Land Area

109
Parks

44
Fire Stations

12
Community Centers

23.3*
Water Produced for Consumption
*In Billions of Gallons

Administrative Services

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, building security, property leasing and acquisition, fleet management, procurement, fiscal and operational support, and business development.



BUSINESS DEVELOPMENT

\$29M

timely payment
for work by
M/WBE firms



REAL ESTATE

346

acres acquired

82

acres under
contract

834

acres in active
negotiation under
GreenPLACE
program



FLEET MANAGEMENT

Named

TOP 50

Leading Fleet in
North America

2,000

stock vehicles
maintained

2,000

off-road and heavy
equipment assets
maintained



FACILITIES MANAGEMENT

535

buildings
maintained



CAPITAL PROJECTS

339

projects
managed

\$571M

project costs



PROCUREMENT

\$750M

in commodities,
services,
construction
and engineering
procurement.

Community & Family Services

The Community and Family Services Department oversees much of Orange County's human and social services programs, which provide vital resources and services to some of the most vulnerable residents as well as unique educational and recreational experiences for all Central Floridians.

Community and Family Services is comprised of 10 wide-reaching divisions with diverse focus areas, including the Citizens Commission for Children, Citizen Resource and Outreach, Community Action, Cooperative Extension, Fiscal and Operational Support, Head Start, Mental Health and Homelessness, Parks and Recreation, Regional History Center, and Youth and Family Services.

CITIZENS COMMISSION FOR CHILDREN

\$4.3 million awarded to 30 nonprofit agencies to serve residents across Orange County.

13,000 middle-school children attended the "After-School Zone" program in 30 public schools.

17,000 County residents utilized at least one of the 13 Neighborhood Centers for Families.

YOUTH AND FAMILY SERVICES

Provided a wide range of programs, resources and services, working together to form a safety net for children and families in various states of crisis.

46 youths cared for at Great Oaks Village - Orange County's oldest and largest residential foster care group home.

90 percent short-term success rate at preventing recidivism through The Changing Adolescents and Perspectives Program, which provides anger management, impulse control and other life skills training to youth.

CITIZEN RESOURCE AND OUTREACH

\$40 million provided to residents through the Emergency Rental Assistance Program since the start of the COVID-19 pandemic.

1,100 new claims for benefits through the Veterans Services Office.

70,000 U.S. military veterans live in Orange County and are eligible for our services.

MENTAL HEALTH AND HOMELESSNESS

Implemented the recommendations of the Orange County Mental and Behavioral Health System of Care Community Analysis, the most comprehensive report on mental health access in our region's history.

Successfully coordinated and funded pediatric-focused behavioral health services within a pediatric medical provider as well as added behavioral health clinicians in Community Health Centers throughout Orange County.

Created specific outreach teams to focus on the homeless living in rural encampments far east and west of Orlando.



COMMUNITY ACTION

7,400 households assisted through the Low-income Home Energy Assistance Program to avoid utility disconnection.

1,500 households assisted to avoid water disconnection.

250,000 visits to at least one of the eight Community Action Centers.

The Orange County Multicultural Center - the newest Community Action Center - opened in September 2023.



HEAD START

1,500 children enrolled in Orange County's Head Start program.

Darnellion Brown - an Orange County Head Start Dad and employee - honored as the Florida Head Start Association's 2023 Father of the Year.

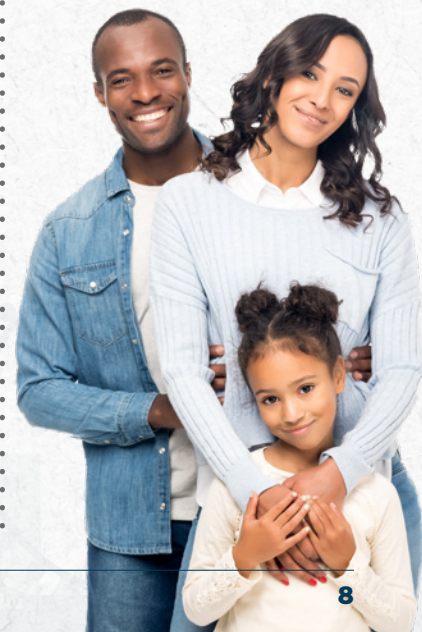
COOPERATIVE EXTENSION

Awarded the Tree City USA Growth Award for commitment to tree growth and educating the public on the advantages of trees.



2,300 pounds of peanut butter collected for the 2023 Peanut Butter Challenge to replenish area food pantries during the holiday season. Orange County finished second out of Florida's 67 counties in the statewide challenge.

6 Adopt-a-Tree Events provided more than 1,200 trees to Orange County residents.



Parks & Recreation



13,670,020
park visitors



110
parks, trails
and facilities



15,000
acres of land
maintained



12
recreation
centers



2
senior
recreation
centers



13
dog parks



11
boat ramps



6
splash pads



1
pool



PARKS AND RECREATION EVENTS

- **12** Movie in the Park events
- Fort Christmas Bluegrass Festival
- 12th annual Mayor's Jazz in the Park
- Summer Camp Scooter youth events



GROUND BREAKINGS

- Dr. Phillips Little League Complex
- Taborfield Park
- Summerlake Park



RIBBON CUTTINGS

- Barnett Park Skate Park
- Wedgefield Park Dog Park
- Clarcona Horse Park Covered Arena
- Cypress Grove Park Dog Park



Orange County Regional History Center



17,644

school-aged children with exciting educational experiences served



292+

high-quality public programs offered



188

research library requests fulfilled



120+

hours of direct support to community members, researchers, and the media.



7,793+

hours of volunteer support from our community.

- The Orange County Regional History Center is an American Alliance of Museums accredited, Smithsonian affiliated museum, located in downtown Orlando.
- It is the region's largest history museum, serving as the gateway for community engagement, education, and inspiration by preserving and sharing Central Florida's ongoing story.
- Home to both core experiences and special exhibitions, the museum covers more than 14,000 years of regional history.



Planning, Environmental and Development Services



ENVIRONMENTAL PROTECTION DIVISION

Over **1000** environmental permits issued

Nearly **14,000** total commercial, residential and development plans reviewed

Almost **5,000** total environmental inspections conducted on wetlands, industrial facilities, petroleum storage tanks, private landfills, construction sites and more

1,000 parcels evaluated for land acquisition, bringing the total acres of natural lands protected in Orange County to around **24,000**

4,482 volunteer hours contributed from **402** volunteers

11,000 pounds of political campaign signs diverted away from the landfill - this effort earned EPD the Recycling Champion Award from the Florida Recycling Partnership

ZONING

The Zoning Division completed a major years-long update to the Zoning Code, **Chapter 38** of the Orange County code, which establishes the guidelines related to permit uses, conditions for permit use, and site development standards. The update studied current practices, provided clarification of the code, and added changes to stay current with the ever-evolving development environment. The Zoning Code is

used to review building and zoning permits and is what architects, engineers, and developers use to design projects. It is also used by Code Enforcement to ensure building and zoning rules are followed.

The new ordinance was adopted by the Board of County Commissioners in December 2023 and takes effect in January 2024.

Tree Protection:

IN 2023, the Orange County Tree Preservation and Removal Ordinance was finalized after a two-year review process. The ordinance focuses on the ecosystem that trees provide to our communities in unincorporated areas of Orange County. The updated ordinance, which takes effect in March 2024, will preserve and protect more trees during development activities, promote tree species diversity, update mitigation requirements, adjust fees and penalties collected, and expand how collected funds are used for maintaining a healthy urban forest.



BUILDING SAFETY

80,800 - Permits issued

312,000 - Inspections performed (40k more than 2022)

3,926 - Solar permits issued

3,794 - Multi-family residence permits issued

2,500 - Attendees at Customer First Virtual Presentations

\$2.2B - Total Development Value

In 2023, **Fast Track Online Services** became the new standard

for digital plan submission and review in Orange County. Features of the online permitting system include a Staff Directory and the removal of requirements to upload Permit Applications, saving 55,000 sheets of paper per year.



NEIGHBORHOOD SERVICES DIVISION

200 neighborhood/community leaders attended the Orange County Community Conference, where they participated in workshops about how to strengthen their neighborhoods, network with like-minded residents and interact with the Mayor and Commissioners.

38 neighborhoods utilized the Neighborhood Beautification Grant to implement beautification projects.

36,700 inspections were performed for code violations to ensure the health and safety of communities (with an 80 percent compliance rate).

47 neighborhoods were supplied with materials (trash bags, gloves and nifty nabbers) to conduct small-scale neighborhood cleanups.

The Consumer Protection Office was reorganized to more effectively provide residents the resources to safeguard against unfair, deceptive and fraudulent business practices.

- **1,050** residents advised on consumer affairs matters.

- **\$174,021** in restitution received by assisted residents.

Health Services



ANIMAL SERVICES

71,129 shelter visitors
8,314 pet adoptions **1,465** pet
reclaims
1,935 pets fostered
14,287 domestic animal impounds
30,629 requests for citizen
response
94% live release rate
for dogs
87% live release rate
for cats
252 shelter volunteers
448 foster parents
103 rescue groups

Clinic Team stats:

16,834 vet exams performed
353 pets sponsored for
heartworm treatment
7,855 spay/neuter surgeries



MEDICAL CLINIC

92,032 - uninsured patients served
at PCAN locations.
1,143 - patients served through
Specialty Care volunteer program.

1,816 - patients served by the IM
residents.
\$1,900,000 - savings on
medications through the Patient
Assistance Program.
5,659 - pharmacy patients served.
32,727 - prescriptions filled.
13,053 - case management
authorizations processed.
7,503 - case management patients
served - 40% more than 2022.
701 - health screenings through
community outreach.



MOSQUITO CONTROL DIVISION

Worked with KMF Architects and
Orange County Capital Projects
Division to finalize the permitting
process and begin the construction
phase for the division's new
headquarters. Construction is
scheduled to be completed in the
spring of 2024.

2,500 - acres of water treated for
the control of mosquito larvae.
340,000 - acres sprayed for the
control of adult mosquitoes.
2,772 - service request calls
received from the public.
39 - cases received intensive control
operations for active mosquito-borne
disease.

OFFICE FOR A DRUG-FREE COMMUNITY

Health Services has made the
conscious effort to invest in justice-
involved residents, and these efforts
are beginning to show positive
outcomes. In 2019, we established
a Medication-Assisted Treatment
Program (MAT) for addiction in the

Orange County Jail. To date, **274**
inmates have taken advantage of
this life-saving program. A recent
independent analysis conducted
by the University of Central Florida
concluded that in 2022, none of the
overdose deaths in Orange County
were participants in this program,
indicating MAT is a robust protective
factor against overdose deaths.

THE RYAN WHITE PROGRAM

Health Services efforts are not
limited to mental health and
addiction services or to the time
inmates are under our care. In 2020,
through The Ryan White Program, we
established the Corrections Health
Jail HIV Linkage Program to link our
inmates with healthcare options
before they are released. Since its
creation, **253** inmates have taken
advantage of this program, and **20**
inmates have also received housing
assistance through the Housing
Opportunities for Persons with AIDS
Program (HOPWA).

Orange County

Medical Clinic

Serving our Community

THE ORANGE COUNTY MEDICAL CLINIC

In 2022, Health Services began a new
program that provides **30** days of
free prescriptions for inmates after
they are released from the Orange
County Jail. The immediate time
after post-release is critical to future
behaviors, and the prescription
program aims to facilitate inmate
transition back into the community.
We have filled **528** prescriptions this
year alone, with **28** percent of them
being mental health medications.
Health Services believes showing
compassion is not a weakness but
instead reveals our strength and
humanity.

Administration & Fiscal Services



ARTS AND CULTURE

- 14** artists exhibited in Sculpture on the Lawn, Art in the Chambers, & Art in the Atrium
- 4** group student exhibitions in Art in the Atrium
- 5** Public Art commissions in process
- 10,806** subscribers to weekly Arts & Cultural Affairs "Update"
- 20,000** attendees to FusionFest
- 110** cultural heritages given a platform at FusionFest
- 12** Diversitastic Dining events
- 26** Diverse Orange interviews
- 19** Playfully Orange interviews
- 10** MYgration Film Watch Partys
- 8** Artist Spotlight Videos
- 1** International Sculpture Day Artist Talk
- 46** citizens engaged in Arts & Cultural Affairs Advisory Councils, Boards and Committees
- 53** public meetings regarding Arts & Cultural Affairs in Orange County

Arts organizations receiving funding includes:

- Cultural Tourism Grants **40** funded, **6** new, **8** BIPOC
- Cultural Facilities **4** funded
- Venue Subsidies **33** funded, **4** new, **14** BIPOC
- 10** new arts organizations receiving funding

The economic impact of arts and culture in Orange County from the Arts & Economic Prosperity (AEP6) study includes:

- \$264.9** million spent by organizations and audiences
- 4,943** arts and culture employment opportunities
- 2.8** million in-person attendees
- 41.5%** of attendees were nonlocal
- \$50.3** million arts and culture-related revenue returned to the government



OFFICE OF PROFESSIONAL STANDARDS

- 2,556** - Background investigations completed.
- 18,268** - Public Records Requests Processed.
- 47** - Misconduct Investigations.



RISK MANAGEMENT

- 2,156** - Claims Processed.
- 102** - Ergonomic Studies Completed.
- 345** - Employee Training Classes Conducted.
- 842** - Contracts Reviewed.



OFFICE OF MANAGEMENT AND BUDGET

- \$6,740,219,418** – Total Proposed Budget
- \$203.925 Billion** – Assessed Value
- 1,481,321** – Population
- 903.4** – Square Miles of Land Area
- 110** – Parks
- 44** – Fire Stations
- 12** – Community Centers
- 5,946** – Lane Miles Maintained
- 27 Billion** – Gallons of Water Produced for Consumption
 - Implied General Obligation Credit Rating AAA
 - Fitch Rating
 - Kroll Bond Rating Agency
 - Moody's Investors Service (AAA)

Office of Management and Budget Recognitions:

- Received the Government Finance Officers Association (GFOA) of the United States and Canada distinguished budget award for the 37th consecutive year.
- Received Truth in Millage (TRIM) compliance certification from the state of Florida for FY 2022-23.
- Managed \$270 million in American Rescue Plan Act funding to help Orange County recover from the COVID-19 pandemic.

Public Works



Project Vision Zero kicked off in August 2023 with the objective to reduce traffic fatalities and severe injuries to zero, making Orange County safer for residents and visitors alike. The initiative focuses on increasing safety and building equitable mobility for all by 2040.

NEW GIS DASHBOARD IN SUPPORT OF ADVANCED TRANSPORTATION SAFETY PROGRAM (ATSP)

The Public Works GIS team is developing a new online dashboard in support of the Advanced Transportation Safety Program (ATSP) enacted by Mayor Jerry L. Demings and the Board of County

Commissioners. The new mapping tool will provide an overview of \$55 million in traffic safety projects, including lighting, sidewalks and roadway improvements. In 2024, residents will be able to view projects in their district with visual data, summaries, project status and timelines.

ONE PUBLIC WORKS - WORKING BETTER TOGETHER

The Public Works team engaged in exciting employee training opportunities, including internal skill building, Commercial Driver License (CDL) training through Valencia College, and a leadership development program hosted by the Crummer Graduate School of Business at Rollins College. In 2023, more than 100 employees across two classes graduated from the leadership program with a third class set to complete their training in Q1 2024.

The educational courses offered reinforce the department's unifying objective: One Public Works -

Working Better Together and have led to palpable, positive changes in the organization. Improved customer service, enhanced communication between divisions and the public, and an ongoing Public Works "Mastermind Alliance" are just some of the initiatives being developed through the Public Works Academy.

LOW IMPACT DEVELOPMENT (LID) MANUAL

Orange County is creating a Low Impact Development (LID) manual to educate and guide land development (or re-development) applicants on the required practices to improve the quality of stormwater runoff from their development projects. LID employs principles such as preserving and recreating natural landscape features, thus minimizing effective imperviousness to create functional and appealing site drainage that treat stormwater as a resource rather than a waste product. A draft of the manual is available on the "Low Impact Development (LID) Practices" page at www.ocfl.net.



Orange County Convention Center



172

Total Events

\$2,841,196,672

Total Economic Impact

1,570,526

Total Attendance

TOP 3 EVENTS

AAU Jr. National Volleyball Championships 2023

200,000

Attendees

\$256,700,000

Economic Impact

MEGACON Orlando 2023

160,000

Attendees

\$205,360,000

Economic Impact

Open Championship Series 2023

69,500

Attendees

\$89,203,250

Economic Impact

OCCC AWARDS & RECOGNITIONS

CONVENTIONSOUTH READERS' CHOICE AWARD

ConventionSouth, a leading meetings industry publication in the Southern United States, awarded the Center with a 2023 Readers' Choice Award.

EXHIBITOR MAGAZINE CENTER OF EXCELLENCE

Exhibitor Magazine recognized the OCCC as a Center of Excellence in its 2023 list of the nation's best convention centers for trade shows and events.

ORLANDO MAGAZINE 50 MOST POWERFUL PEOPLE

Orlando Magazine recognized OCCC Executive Director Mark

Tester as one of Orlando's 50 Most Powerful People, in the tourism and transportation category.

BEST OF MEETINGS TODAY AWARDS

Meetings Today named the OCCC one of the Best Convention Centers in the United States for 2023.

NORTHSTAR STELLA AWARD FOR BEST CONVENTION CENTER

Northstar Meetings Group has recognized the OCCC as a 2023 Gold Stella Award winner, acknowledging its status as the best convention center in the Southeastern United States.

FLORIDA PUBLIC RELATIONS ASSOCIATION ORLANDO CHAPTER AWARD OF DISTINCTION

The Orlando Chapter of the Florida Public Relations Association (FPRA) recognized the OCCC Marketing and Communications team with an Award of Distinction for its Event Manager Spotlight Series social media campaign. The campaign highlighted accomplishments and fun facts about each member of the Event Management team, boosting morale and encouraging employee retention.

Orange County Library System

The Orange County Library System celebrated 100 years of serving Orange County residents with a promise to the community to provide top-notch and innovative services. The year-long celebration included the elimination of fines for overdue materials, the return of mobile services via book bikes and a bookmobile, and plans for new library branches in Horizon West and Lake Nona.

STATS

3,930,082

Physical materials (books, DVDs, etc.) loaned in 2023

2,976,444

Digital items downloaded (eBooks, audiobooks, etc.) in 2023

2,104,837

Visits to library locations in 2023

18,128

Residents with overdue fines eliminated

223,203

Materials checked out by those whose fines were eliminated

1983

Due date of the oldest book returned since the library went fine free

433,915

Library materials delivered by home delivery program

3,496

Children who participated in the 2023 challenge to read for at least 600 minutes over the summer

1,939

Programs offered for children during the Summer at Your Library series

54,717

Total attendance at the summer programs for kids



Orange County Fire Rescue



160

new firefighters



5

graduation ceremonies



1

new platform truck



2

new quints



6

new fire engines



11

new rescue vehicles



139,361

calls for service



78,756

transports

TRAINING

On June 28, 2023 Orange County Fire Rescue hosted the largest full-scale training exercise in the Central Florida region to allow first responders and medical professionals to train together on a complex scenario. Titled Operation Overamped, first responders from multiple jurisdictions tested existing plans, policies, procedures and prehospital protocols to ensure optimal response in the event of a real-life emergency.

TRAINING FACILITY

In July 2023, Orange County Fire Rescue broke ground on its new, 38-acre, state-of-the-art training facility in east Orange County, which is expected to be completed in late 2024/early 2025.



Orange County Corrections



ELECTRONIC MAIL AND MORE

The Orange County Corrections Department (OCCD) debuted a pilot program for inmate communications at its Female Detention Center (FDC). Electronic communications, including education and entertainment, are now delivered through tablets, and female inmates can communicate via email and receive photographs electronically.

Physical mail will eventually be sent to an offsite location and electronically delivered, preventing contraband from being introduced through traditional mail.

REENTRY INITIATIVE

The Community Corrections Division is committed to providing educational programs to help inmates return to the community by implementing proven practices that deter future criminal behavior. The department provides upwards of 30 programs, including substance abuse and self-help programs, educational classes for GED attainment and adult literacy, and job training (construction and culinary programs).

It also hosts an annual Community Resource Fair to help ease reentry into society for recently released inmates... because today's inmate is tomorrow's neighbor.

50 PERCENT OF VISITS CONDUCTED REMOTELY

OCCD implemented Remote Video Visitation in 2021, and today, 50 percent of visits are conducted remotely. Visits can occur via cell phone or web-connected computer from anywhere, breaking down barriers so people can easily visit with incarcerated loved ones.

This also demonstrates a commitment to sustainability, because the convenience of not having to leave one's home saves gas, time, vehicle wear and tear, and/or public transit costs.

ORANGE COUNTY JAIL TOURS

More than 40 jail tours were offered in 2023 – with more than 400 people participating. The Orange County Jail regularly welcomes local criminal justice classes, other correctional agencies and civic groups for tours.

ACCREDITATIONS

Accreditation is a mark of quality that distinguishes OCCD for its best practices from outside inspectors and auditors validating that the jail meets the highest standards.

Accreditations include:

- American Correctional Association (ACA)
- Florida Model Jail Standards
- U.S. Marshals Inspection



Utilities

In 2023, Orange County Utilities continued its commitment to innovation, community stewardship, sustainability and expanding infrastructure to meet the growing water resource and solid waste recovery needs of the community.

POPULATION SERVED



660,000
curbside garbage and recycling services



855,000
water service



1,098,000
wastewater service

OPERATIONS

71 million

gallons of water per day

60 million gallons of wastewater treated and reclaimed per day

4,785 miles of underground pipe, including 678 miles of reclaimed water lines

11,935 fire hydrants maintained

7,863 commercial, subdivision and roadway development plans reviewed

48.1 million garbage, recycling, yard waste and large item curbside collections

1,213,390 tons of waste landfilled

2.7 million meter readings

13,384 walk-in/drive-thru customers

249,656 phone calls

MOBILITY & FLEET



3
all-electric vehicles



8
hybrid vehicles



9
charging stations that can accommodate 18 vehicles

INCREASED RESILIENCY

After the impacts of Hurricane Ian in 2022, the Utilities Department initiated several projects in 2023 to increase system resiliency. This included an investment of more than \$8.5 million to upgrade a 36" wastewater pipe, enhance the electrical and building structures of a master pump station, and replace a 30" sewer pipe and manhole. Additionally, the department purchased eight new portable generators to expand the total number of generators available to 106.

HAMLIN WATER RECLAMATION FACILITY RIBBON CUTTING

2023 saw the opening of the County's newest regional wastewater treatment facility in more than 30 years. With an initial capacity to process five million gallons per day, the Hamlin Water Reclamation facility was designed to utilize advanced wastewater treatment to beneficially reuse 100 percent of the water while serving approximately 40,000 Orange County residents.

To meet the expected population growth in the surrounding southwest area, proactive planning of this 50-acre site will allow for two expansions to meet the future needs of residents.



7TH ANNUAL SOLAR CO-OP

Orange County hosted the Solar Co-Op, during which more than 300 people signed up to join and learn more about solar initiatives.

\$420,000 GRANT FOR VULNERABILITY ASSESSMENT

Orange County secured a \$420,000 Florida Resilient Planning Grant to conduct a comprehensive vulnerability assessment of the critical assets to flood risk.

EARTH WEEK

Week-long festivities celebrating Earth Week highlighted sustainability and conservation efforts countywide and provided residents with educational and engaging events.

FLEET ELECTRIFICATION STRATEGIC PLAN

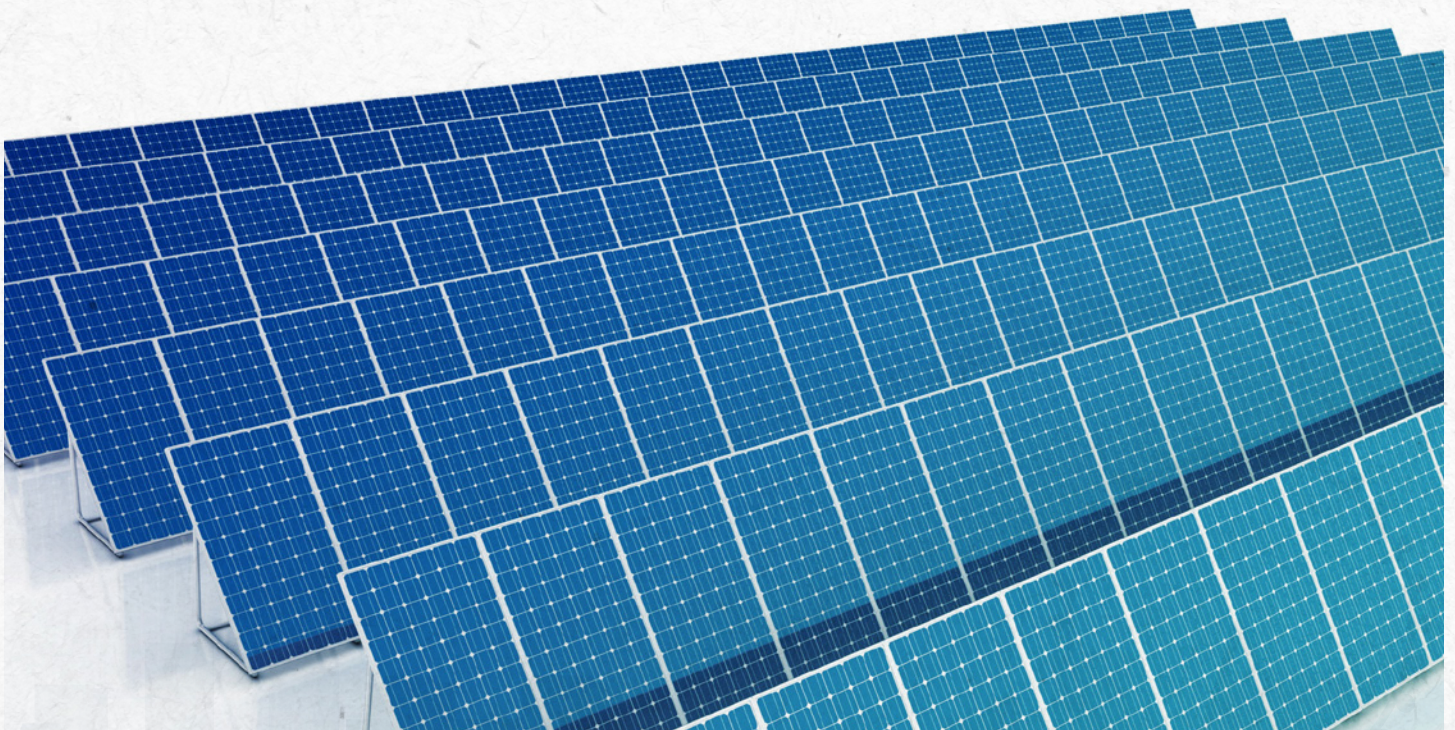
Fleet launched a strategic plan to achieve the goal of deploying EV-ready infrastructure and convert 100% of light-duty fleet to electric or alternative by 2030.

CLIMATE EFFICIENCY PROGRAM

The Climate Efficiency Program conducted 53 high-efficiency retrofits for income-qualified seniors to address energy burden with an average per-customer annual utility bill savings of \$149.

FLORIDA SOLAR ENERGY CENTER

Carrie Black, Chief Sustainability and Resilience Officer, was named to the Board of the Florida Solar Energy Center, a research center at the University of Central Florida.



Communications



3,430
total media
inquiries



730
on Economic
Development



262
on Housing



206
on
Transportation



910
on Public
Safety



1,300
General
inquiries

SOCIAL MEDIA

678,377

total audience across all
platforms (Facebook, X,
Instagram, LinkedIn)

49,260

growth from 2022

3,283

published posts

9,213,805

total impressions

640,970

total video views

NATIONAL AWARDS

PRSA ANVIL AWARDS

**Silver Anvil Award: Most Effective PR Campaign
on A \$5,000 To \$10,000 Budget**

Orange County Mayor Jerry L. Demings' Holiday Toy
Drive

Bronze Anvil Award:

Top PR Tactic Social Media Multichannel Use

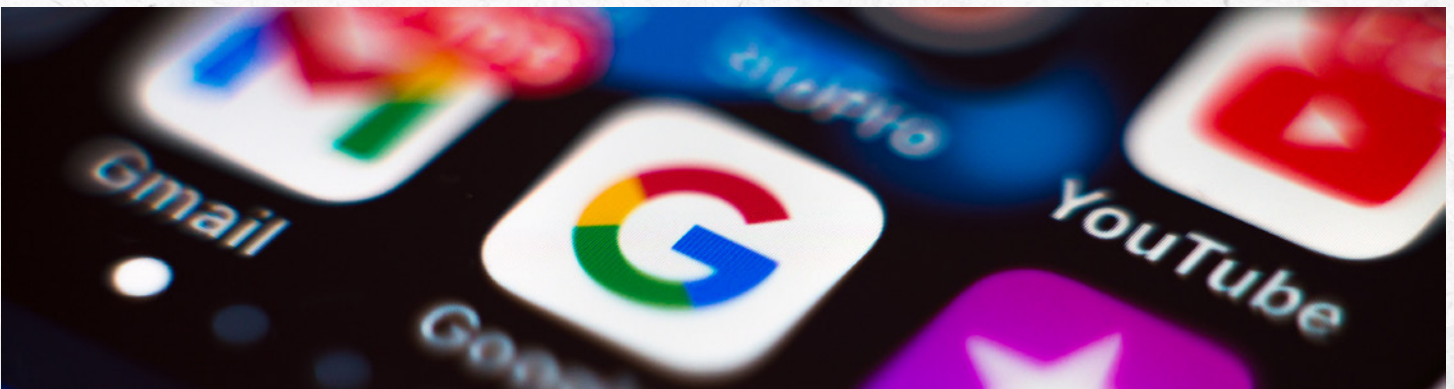
NACO ACHIEVEMENT AWARDS

**2023 Achievement Award: Outstanding Human
Services Programs**

Orange County Mayor Jerry L. Demings' Holiday Toy
Drive

**2023 Achievement Award: Outstanding Civic
Education/Public Information Programs**

Hurricane Ian response



Human Resources

Human Resources is committed to increasing business efficiency, agility and productivity across the County and providing employees with professional development opportunities.

RECRUITMENT STATISTICS

1,493

Job Postings

24,877

Qualified and Routed Applicants

18

Job Fairs Attended

56,637

Applications Received and Screened

1,541

Applicants Hired

9

Hiring Events Hosted

IN 2023, HUMAN RESOURCES:

- Digitized the Employee Performance Management program for the County’s 7,000+ employees, making the process more agile and efficient.
- Upgraded the recruitment process with new features to streamline the job applicant experience.
- Launched a new employee recognition and incentive program called “Orange You Amazing” to influence a culture of appreciation and drive retention.
- Created the Executive Leadership Extended Learning Series for senior leaders to drive professional development and offer continual learning opportunities.
- Facilitated the Mayor’s Executive Leadership Program, an annual year-long program that develops future leaders in the organization.

AWARDS & RECOGNITION

- National Association of Counties Achievement Award for the Service Awards program.
- 1st place in the World Public Relations and Communication Awards.
- Cigna Healthy Workforce Designation for setting the standard for organization health and well-being programs and policies.
- Life-Saving Achievement Award for providing onsite dermatology services to employees for cancer screenings.
- Team Spirit Award for the 2023 IOA Corporate 5k Challenge for having the largest team participating in the event for the third year in a row.



Leadership Team

MAYOR'S OFFICE



Roseann Harrington
Chief of Staff



Carol Burkett
Deputy Chief of Staff



Simone Babb
Chief Innovation and Emerging
Technologies Officer



Kelley Teague
Director of Legislative Affairs



Jeff Williamson
Director of Communications



Marc Espeso
Special Assistant to the Mayor



Ronda Robinson
Special Assistant to the Mayor



Liz Roby
Special Assistant to the Mayor



Ilia Torres
Special Assistant to the Mayor



Shally Wong
Special Assistant to the Mayor

County Administrator Office



Byron Brooks, AICP
County Administrator



Jon Weiss P.E.
Director of Planning, Environmental & Development Services



Danny Banks
Deputy County Administrator



Carla Bell Johnson
Assistant County Administrator



Lisa Snead
Assistant County Administrator



Mark Tester
Executive Director
Convention Center



Chief Louis Quinones
Orange County Corrections



Chief Jim Fitzgerald
Orange County Fire Rescue



Carrie Black
Chief Sustainability & Resilience Officer



Anne Kulikowski
Director of Administrative Services



Venerria Thomas
Director of Community & Family Services



Dr. Raul Pino
Director of Health Services



Yvette Best
Director of Human Resources



Rafael Mena
Director of Information Systems & Services



Ed Torres
Director of Orange County Utilities



Joe Kunkel P.E.
Director of Public Works

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

Connect With Orange County

Facebook - @OrangeCountyFlorida

Twitter - @OrangeCOFL

YouTube - OrangeTVFL

Instagram - @OCFL

