



## Office of the City Manager

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To: Mayor and City Council Members  
From: Stockton Whitten, City Manager  
Date: July 8 – July 19, 2024  
Subject: Council Update Report

This report is intended to serve as a departmental update to City Council. While not all inclusive, it should provide you with an idea of key activities departmental staff are involved in. If you have any questions on any of the items, please feel free to contact me.

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### Administrative Services

- Records request stats: 6 received/ 5 closed out - \$0 collected in fees
- Employment opportunities link: <https://www.governmentjobs.com/careers/cocoafl>
- New employees
  - Causey Grillier – Crewleader, Utilities/Water Field Operations, July 8, 2024
  - Breana Griffin – Dispatcher/Communications Officer, Police /Communications, July 8, 2024
  - Catherine Crutcher – Help Desk Support Technician, Information Technology/Help Desk, July 15, 2024
- Recent promotions
  - Paul Biocic – Certified Operator A Lead, Utilities/Dyal, July 1, 2024
  - Terra Whittington – Maintenance Worker II, Public Works/Streets, July 8, 2024
  - Lucien Karowski – Police Officer, Police/Administration, July 9, 2024
  - Heather Marks – Senior Back-Flow Technician, Utilities/Field Operations, July 15, 2024
- Key retirements
  - Heidi Byron – Development Coordinator, Community Services/Building, September 6, 2024, 18 years

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## **Communication and Economic Development**

- Media Stories:
  - [Cocoa considers Four Corners Community Visioning Plan at US1 and SR 520 to boost business](#)
  - [Cocoa Fire Department receives pet chip scanners](#)
  - [Zoning changes could provide makeover for the heart of Cocoa](#)
  - [Juneteenth celebration held in Cocoa](#)
  - [Showers fail to deter Saturday's Juneteenth celebration in Cocoa](#)
  - [Cocoa Village hotel plans moving forward at site of old City Hall](#)
  - [Cocoa fire station gifted chip scanner to help lost pets](#)
  - [Cocoa Police Department Earns Prestigious Recognition with Reaccreditation](#)
- New News Releases:
  - [SPCA Announces New Program with the Cocoa Fire Department to Reunite Lost Pets](#)
  - [For the 6<sup>th</sup> Year in a Row, Cocoa has Been Awarded the Distinguished Budget Presentation Award](#)
  - [Cocoa Celebrates New Firefighters that went Through Innovative Public Safety Sponsorship Program](#)
  - [Four Corners Community Visioning Session Begins Community Planning Process](#)
  - [Cocoa Police Department Earns Elite Recognition with Reaccreditation](#)
  - [Leon and Jewel Collins Museum of African American History and Culture is Seeking Volunteers](#)
  - [Lee Wenner Park to Close for a Year to Enhance Parking Availability in Cocoa Village](#)
  - [City of Cocoa Communications Team Awarded for Excellence in Government Communications](#)
  - [2023 Water Quality Report Available On-Line](#)
- Upcoming Events:
  - July 27, 2024, 9a-2p: Back to School Supply Collection event at Cocoa Walmart
  - August 2, 2024, 2-7p: Back to School Supply Giveaway event at Provost Park
  - August 26, 2024, 8:30a-5p: Small Business Conference at the Cocoa Civic Center
- Social media/e-newsletter statistics
  - [Facebook](#)
    - Post reach: 64,311
    - Post engagement: 7,762
    - Followers: 15,632
  - [Twitter](#)
    - Followers: 3,449
  - [LinkedIn](#)
    - Post impressions: 1,372

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- Followers: 1,224
- NextDoor
  - Impressions: 3,170
  - Members: 5,227
- June e-newsletter (Sent 6/7/24)
  - Sent to 687 contacts
  - 51% open rate (average open rate for e-mail marketing in 2022 is 17%)
- Next printed FYI Newsletter mails July 1, 2024.
- Upcoming special events at Leisure Services facilities:
  - Irration Day Trippin in Paradise Concert
    - July 19, 2024, 5:30-10:30pm
    - Riverfront Park
  - Christmas in July Sip and Stroll
    - July 27, 2024, 5-9pm
    - Myrt Tharpe Gazebo and Cocoa Village

**Community Services – update 7/18/24**

- **New businesses –July 1 – July 18, 2024**

<b>Commercial Business Name / DBA</b>	<b>Physical Address</b>	<b># FT Employees</b>	<b># Pt Employees</b>	<b>Council District</b>	<b>Description</b>
<b>Tienda Los 3 Hermanos, LLC</b>	<b>1046 Clearlake Road, 32922</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>Convenience Store***Mon - Sunday 7Am - 9PM</b>
<b>Upright Open MRI, LLC</b>	<b>2301 Highway 524 # 135 A, 32926</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>Open MRI Services Publix Plaza</b>

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<b>On Solid Ground Boat &amp; RV Storage</b>	<b>3300 Grissom Pkwy, 32926</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>Boat &amp; RV Storage Facility Tuesday - Saturday 9Am - 4PM</b>
<b>Home Business BTR</b>	<b>Physical Address</b>	<b># FT Emp loye es</b>	<b># PT Empl oyees</b>	<b>Cou ncil Dist rict</b>	<b>Description</b>
<b>Insight Marketing Group, LLC</b>	<b>93 Delannoy Ave #604, 32922</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>Marketing Consultation Business Home</b>
<b>CST Property Services, LLC</b>	<b>2728 Cherbourg Road, 32922</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>Handyman Services No equipment on home site</b>
<b>Leiva Cleaners, LLC</b>	<b>1950 Otterbein Ave # 702, 32926</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>Home Based Office For Cleaning Business</b>

July 1 - 18 building inspections – 188

July 1 - 18 building permits issued – 92

### Finance

- A balanced budget has been complied. Presenting proposed budget to City Council for approval on 7/23/24. The Cocoa CRA and the Diamond Square CRA financial statements were completed.
- Staff is reconciling costs vs revenue for the Michael C. Blake homes that were recently sold.
- Internal control documentation is being reviewed for FY24 so that the auditors can begin interim audit in August/September.
- Utility billing generated 90,472 utility bills in June 2024.
- Purchasing is working on a cooperative bid for utility chemicals.

### Fire Department

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- FireBlast training trailer remains at PRIDE getting body work done expected to be delivered in June 2024.
- April calls for service 510 (68% EMS, 32% Fire Related)
- Recruit Firefighters to graduate from Fire School (EFSC) May 29<sup>th</sup>,2024.
- Multiple Public Relations events attended by crews.
- New Engine 31 Housing Ceremony 4/5/2024 at Fire Station 1.
- Continued increase in call volume and multiple units down for repairs.
- New Brush truck to arrive in June.
- Department fully staffed waiting for the graduation of the High School graduates to add to staffing as fulltime employees.
- Crews worked several special events in downtown Cocoa Village over the last month with several more on the calendar.
- Working with PD and IT for much needed upgrades for the Unified Command Post. Outdated equipment and technology not functioning in the unit.
- Welcome to the new Administrative Coordinator Tiffany Bonadio to Cocoa Fire Rescue Department.
- Hurricane Preparedness Expo at City Hall on May 14<sup>th</sup>.

### **Information Technology**

- Project updates/highlights
  - PD Server hardware successfully upgraded
  - ITB for replacement Storage Area Network (SAN) closed and bids were opened
  - EFSC intern has begun in IT
- Helpdesk stats as of 9/8/2022
  - 86 open helpdesk tickets
  - 479 new tickets opened in last 30 days
  - 462 tickets closed/resolved in last 30 days
  - 4844 tickets opened in last 365 days

### **Police Department Updated 4/18/24**

- Activity/Event highlights
  - Officer Swear in 4/8
  - Officer of the year Banquet 4/17
  - SWAT training in Orlando w/Brightline 4/9
  - Accreditation Formal Onsite Assessment 4/16-18
- New project/training updates
- Chief's walk highlights
  - None
- Community engagement highlights/events

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- Cooper Book signing 4/12-13
- Call stats-Crime Stats: January 1, 2024- April 14, 2024 (For comparison purposes January 1, 2023-April 14, 2023, data is also included)
  - Property Crimes Offenses have decreased by 11%.
  - Violent Crime Offenses decreased by 16%
  - Overall, crime offenses have decreased by 12%.
  - Calls for Service decreased 9% (22,131 in 2023 compared to 20,173 in 2024)
- Code Enforcement stats/highlights/Activity:

Active Cases	377
Complied Cases	193
Code Board Cases scheduled for	24
Snipe Signs Pulled	250

**Highlights:**

- Working on Outstanding Business Tax Receipts.
- Working on increased lien reduction requests as a result of compliance being achieved and PD Assist calls – public health/safety.
- Working to resolve Hot Topics: Homeless camps & blighted vacant lots on US-1 & Bracco Pond & zoning violations.

**Other Mentions:**

**Public Works**

- Major project updates
  - Fiske and Broadmoor Acres – Under Construction
  - Parks Projects
    - Provost – Substantial Completion
    - Don Stradley Memorial Park- Substantial Completion
- Work order stats (received/closed)
  - 86 received
  - 80 closed

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- Residential Bulk Green Waste Requests: 98 from July 3<sup>rd</sup> through July 17<sup>th</sup>
- Projects of interest managed by other agencies (FDOT, County, Brightline, etc.)
  - FDOT
    - SR 524 PD&E Study (437983-1) – In Progress
    - SR 501 Safety Project (447085-1) – Under Construction
    - SR 528 Widening and Reconstruction (407402-3) – In Design
    - SR 520 Safety Project Cox to Aurora (445689-1) - In Design
    - SR 520 Safety Project Aurora to Causeway (442885-1) - Under Construction
  - Brightline/FEC
    - SCTPO wrapping up the Intermodal Station Feasibility Study.
    - SCTPO

## **Utilities**

- Capital Project Updates: <https://www.cocoafl.org/1660/Utilities-Capital-Improvement-Projects>
- Operations – February
  - WFO Issued Work Orders – 1,589
  - WFO Completed Work Orders – 1,223
  - Hydrants Flushed – 144
  - Valves Exercised – 436
  - Utility Locate Requests – 2,395
  - SFO Issued Work Orders – 181
  - SFO Completed Work Orders – 137

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