

Transition Team Sub-Committees

The Mayor-Elect, while recognizing that there are many areas that will need his attention and focus, has chosen the following subjects of concentration for his Transition Team. The goal is to create a framework or organizational structure for the Mayor's Office and County Administration that will serve for the duration of the Demings term of office. The work of the Transition Team is not intended to solve complex socio-economic issues within the next 60 days, but rather to create the operational framework by which to address such issues. A brief description of the work to be done by the four sub-committees and related questions are included below.

Technology and Innovation

We are all living and working in a time of transformation. The pace of change is unprecedented, and Orange County should recognize the opportunities to be found in meeting this challenge. In today's America, our public sector, just as the private sector, must understand, encourage, promote, sustain and benefit from the forces of profound innovation. The Mayor-Elect intends to create a staff position to serve in an advisory role to the mayor and help lead efforts to grow the number of technology-centered businesses within Orange County. The ultimate goal is to create high wage jobs and enable an entrepreneurial ecosystem that allows Orange County to prosper and flourish in a technologically advanced community.

Here are some questions:

1. How do new technologies best serve our public sector operational needs and our citizens' needs? How do we stay abreast of the most promising adaptations?
2. As the process of innovation becomes increasingly collaborative, who are our partners? How do we best organize for interaction and on-going sustainability?
3. What role can Orange County play in helping to build a workforce equipped to give us a competitive advantage in the marketplace and become the destination of choice for innovative employers?
4. How might we prepare ourselves and help our citizens and private sector partners embrace to disruptions such as the gig economy?
5. What unique advantages might we have in Orange County for these tasks?
6. What are the other questions we should be asking?

Customer Service and Business Development

In the current era, private sector companies such as Apple and Amazon have taken customer experience to unprecedented levels to improve customer service, which begs the question why can government not do the same? The Mayor-Elect's priority is to reimagine or realign certain functions or subunits of county government to improve land use permitting processes, but also explore opportunities to improve customer service throughout the county's employ. He intends to appoint a business development manager to supervise these efforts. The following questions should be considered:

1. How can we improve the experience of doing business with the county? What processes could be streamlined?
2. How can technology and data management offer the best interactions with consumers of county services?
3. What are the expectations of our customers? How do we measure satisfaction levels? Are county services properly integrated across all departments? Do we regularly engage in “journey mapping” exercises?
4. What can we learn from the private sector? Do our processes encompass best practices for local governments? How do we seek advice from industry experts?
5. Are our team members adequately trained and given appropriate levels of authority for timely decisions?
6. Can we streamline building and other permitting processes to better serve customers?
7. Should the current organizational structure be modified to better address community needs?
8. What other questions should we be asking?

Building a Community that Works for Everyone

Orange County has historically been committed to helping to serve the needs of less advantaged and vulnerable populations. As federal and state governments change policies, and market forces impact those communities, we want to remain responsive to those needs. Here are some questions:

1. How do we assess the adequacy, responsiveness, quality and effectiveness of delivering services to vulnerable populations?

2. What do recent needs assessments by trusted community partners tell us about current conditions?
3. What is the best structure to address: public safety, affordable housing, accessible health care and behavioral health; the needs of children, transportation system challenges; and services for an aging population?
4. Are we currently organized to work most effectively with other governments and nonprofit organizations in meeting these needs?
5. What are the challenges that will reshape our community's needs in the coming decade?
6. What other questions should we be asking?

Sustainability and Growth

The Mayor-Elect will create an Office of Sustainability and Resiliency with defined leadership to be determined through the realignment of existing staff. With over a thousand people moving to the state of Florida every day, it is incumbent for all sectors to focus on livable communities, sustainable resources, and environmental protection. Here are some questions:

1. Is Orange County's current Sustainability Plan adequate? Are there realistic goals in place for water conservation, greater use of renewable energy, reducing carbon output, and increasing the inventory of conservation lands and green infrastructure.
2. How do we plan to become a Zero Waste community? What would be attainable goals and benchmarks?

3. How can we best plan for commercial and neighborhood development and urban services in the best conditions and locations?
4. How can we encourage infill development and redevelopment? Are there incentives that could promote this goal?
5. How should we prioritize infrastructure investments? Are widening roads really the best way to improve mobility? How do we best demonstrate our commitment to transit?
6. How can we best engage citizens across Orange County in the cause of sustainability and resiliency?

Finally, a question for all: How do we make Orange County government more accessible and responsive to its citizens?