



PEOPLE FOCUSED.
PERFORMANCE DRIVEN.

LEON COUNTY ANNUAL REPORT *IN BRIEF*

2017



MESSAGE FROM THE COUNTY ADMINISTRATOR

On September 26, 2017, I presented the 2017 Annual Report to the Board of County Commissioners. It is now my pleasure, as Leon County Administrator, to present this report to the residents of our community.



Vincent S. Long

2017 has been a year of great progress for Leon County Government. Through our focus on the execution of our strategy, on the excellence of our people and on the everyday issues of the citizens we serve, this year we grew in our operational effectiveness and expanded our impact on the community.

While this was a year of great focus for our organization, it was hard to ignore that it was also a time when the word "government" became synonymous with polarization and partisanship. Rather than be distracted, we at Leon County continued to provide redefining, reaffirming moments to our citizens through service and stewardship to this special community we all share.

The Annual Report shows County employees living our "People Focused, Performance Driven" culture through our core practices, and our continued focus on aligning the optimized resources of Leon County government with the Board's top priorities: to grow and diversify our local economy; to be a responsible steward of our natural resources and protect our environment; to enhance Leon County's quality of life, so it is a place where people are healthy, safe and connected to their community; and to continuously improve how we govern.

The Annual Report highlights measures Leon County has taken to engage citizens as co-creators

BOARD OF COUNTY COMMISSIONERS



of our community; game changing infrastructure projects that came to life, sparking revitalization and private-sector investment; and strategic initiatives that are enhancing our quality of life and growing our tourism economy.

Through the vision and leadership provided by the Board of County Commissioners and hard work of dedicated employees, I am proud to report that in 2017, Leon County has proven to be a government that our citizens can believe in and others can benchmark against. What follows are excerpts from the 2017 Annual Report. I invite you to read the full report at LeonCountyFL.gov/AnnualReport and I always welcome your feedback.

A FEW HIGHLIGHTS FROM THE 2017 ANNUAL REPORT

RESPONDING DURING THE COMMUNITY'S TIME OF NEED



In the year since Hurricane Hermine, our lessons learned were tested by Hurricane Irma. In our first disaster since Emergency Management was realigned with the County organizational structure, we connected our people to vital resources needed. Activated for 160 hours, the coordinating efforts at the Leon County Emergency Operations Center ensured citizens were prepared and informed. We distributed more than 100,000 sandbags and answered more than 2,800 calls for information before, during, and after Irma. Our teams rose to the challenge by helping to coordinate and open 10 risk shelters and one special needs shelter to accommodate nearly 3,000 shelterees, and also by opening a comfort station at the Leon County main library downtown providing relief to citizens, and by working alongside our area nonprofits to help our County recover and return to normal.

PROMOTING A PREPARED AND RESILIENT COMMUNITY

The completely redesigned Leon County Citizens Connect App was launched this year to educate citizens on how to Prepare, Act, and Recover during disaster. With over 14,000 downloads in the first few months, the app is the best source of emergency and disaster information delivered to your smartphone or mobile device through push notifications of timely and accurate County alerts. We also further enhanced the annual Disaster Survival Guide to include more information about our community partners and their services. The County also partnered with the City of Tallahassee and the American Red Cross to host the third annual Build Your Bucket event, providing disaster supplies and information to over 1,500 citizens.



PRESERVING LIFE, PROVIDING HEALTH, PROMOTING SAFETY

Leon County Emergency Medical Services (EMS) received 40,592 calls for service in 2017; a 50% increase since 2004, which was its first year of operation after Tallahassee Memorial HealthCare discontinued its ambulance service. EMS' Heart Ready initiative has improved cardiac arrest survival rates to 41% upon arrival at the emergency room, which far exceeds the 7% national average. EMS also trained more than 1,500 residents in cardio-pulmonary resuscitation (CPR) and in the use of automated external defibrillators.

ENGAGING CITIZENS IN MEANINGFUL WAYS



Citizen engagement is important to Leon County as we develop policies and shape our community. The newly created Library Lecture Series, alongside the Citizen Engagement Series and the Club of Honest Citizens, grow citizen involvement and engagement by providing ways to interact with County officials on important issues.

This year we launched the Leon County Library Lecture Series that features diverse speakers and topics that engage and inspire, appealing to the interests of all citizens. Citizens attended lectures on science, history, and leadership.

In addition, Leon County continued the nationally-recognized Citizen Engagement Series. Entitled "Prepare Now. When Disaster Strikes, It's Too Late to Plan," the most recent session focused on building community preparedness and resilience to withstand man-made and natural disasters. Leon County convened nonprofit partners, preparedness experts and media partners to discuss various topics such as disaster preparedness, emergency communication, and the importance of having an evacuation plan.

We continued hosting Club of Honest Citizens events at unconventional locations like bars and coffee shops to discuss hot-button issues. Held at The Moon, this year's Club of Honest Citizen's event "Created Equal: A Conversation about Race, Founding Ideals, and Our Hometown," invited citizens to participate in a conversation on race and its impact on the community.

2017 ANNUAL REPORT VIDEO



This year's video engages citizens in the accomplishments of County government like never before. To view the video, please visit: www.LeonCountyFL.gov/AnnualReport

TRANSFORMING AND RENEWING THE COMMUNITY

Leon County continued to expand the County's recreational offerings, by completing the construction of Jackson View Landing and beginning construction of the St. Marks Headwaters Greenway in 2017. We leveraged millions of dollars in state grants and took on three different neighborhood septic to sewer projects, which will remove 400 septic tanks from the Wakulla Springs basin. We also launched our Property Assessed Clean Energy (PACE) program, which provides financing to make energy improvements easier for property owners and will create local jobs. And we hosted the 2017 Sustainable Communities Summit which drew 250 attendees and included a Hospitality Industry Workshop to educate local professionals on the benefits of sustainable tourism.

INVESTING IN THE COMMUNITY AND CREATING JOBS

We had another record-setting year in Tourism with 2.4 million visitors, generating nearly \$901 million in economic impact and supporting 14,500 tourism-related jobs in Leon County. And in 2017, we were selected to host the 2021 NCAA National Cross Country Championships at Apalachee Regional Park, the first time these championships will be held in Florida in the event's 79 year history. And we continue to create the middle skilled workforce of the future in our community with the second annual Leon Works Expo and the launch of the Leon Works Junior Apprenticeship program.

VALUING AND SUPPORTING OUR VETERANS

Leon County Government is dedicated to serving veterans in our community. In 2017, Leon County served more than 7,600 veterans and dependents with face-to-face consultations to receive more than \$36 million in benefits. Leon County staff works to help veterans and their spouses process medical claims, retirement benefits, and even to receive assistance for certain approved emergency needs like heating and cooling. In 2017, Leon County engaged the community in support of our veterans through events like Honor Flight, Operation Thank You, and the Veterans Day Parade.