

SECTION 1 - INTRODUCTION

1.1 Objectives

The Seminole County Planning and Development Department (P&D) has the major objective to exceed internal and external customer expectations as well as to communicate and provide access to all planning and development information and services through the automation of processes and information.

This report focuses on the Addressing Section and includes the methodology used, results of the business and technical evaluation, and the business requirements.

To accomplish the requirement of this project, the scope of the work is divided into phases. Each phase will generate information that will lead into the next phase.

The objectives are:

- Develop, review, and document the processes and create flow diagrams.
- Develop a set of recommendations and document common processes.
- Simplify the way to do business.

1.2 Justification

Seminole County is one of the fastest growing counties in the United States. It is located just north of Orange County and the City of Orlando in Central Florida, and its population is expected to increase by 20% over the next twenty years. The expected growth brings customer service challenges to the County.

1.3 Addressing Procedures Description

What types of items are included in the Addressing Section?

The Addressing Section falls under the Community Resources Division, which is part of Seminole County's P&D Department. Addressing oversees all unincorporated addressing



issues as well as handling addressing for the Cities of Longwood, Lake Mary, and Casselberry. The Addressing Process is divided into the following procedures:

1. Building Permit Approval.
2. Development Review Addressing Procedure for cities.
3. Development Review Addressing Procedure for Seminole County.
4. Private Street Name.
5. Public Street Name Change.
6. Re-Addressing.
7. Variance.
8. New Address Updating Procedure for 911.
9. Anomaly Database inquire (E-911 initiated).
10. Water and Sewer.
11. Adding Addresses to Plats using OnBase.
12. Scanning Certified Letters using OnBase.

Who is involved in the Addressing Procedures?

All the Divisions of P&D are involved in the Addressing Process:

1. Building & Fire Inspections.
2. Development Review.
3. Community Resources.
4. Planning & Zoning.

The Addressing Section also works directly with the following offices in Seminole County: Post Offices, the Sheriff's Office, E-911 Office, Public Safety, Water & Sewer Office, Property Appraiser's Office, Solid Waste Office, Elections, Tax collector, phone companies, power companies, and the School Board of Seminole County.

Also, the Addressing Section works with seven cities:



1. Altamonte Spring.
2. Casselberry.
3. Lake Mary.
4. Longwood.
5. Oviedo.
6. Sanford.
7. Winter Spring.

The table on the next page shows the types of procedures, sources, resources, issues found, bottlenecks, and improvements expected by the Addressing staff with the current system.

	TYPE	SOURCE	RESOURCES	ISSUES	BOTTLENECK	EXPECTED IMPROVEMENT
ADDRESSING SECTION	<ul style="list-style-type: none"> • Building Permit Approval Procedure • Development Review Procedure for cities • Development Review Procedure for Seminole County • Private Street Name Procedure • Public Street Name Change Procedure • ReAddressing Procedure for Seminole County • Variance Procedure 	<ul style="list-style-type: none"> • External • Internal 	<ul style="list-style-type: none"> • Applicant • Cartographic • HTE database • GIS database • Master street address guide (MSAG) • Plans provided • Plats • Staff • 911 office • Property Appraiser • Multiple databases 	<ul style="list-style-type: none"> • Lack of awareness • HTE is a human dependent system • Limited search capacity • Too much rework • Doing too much work for other Departments & Divisions 	<ul style="list-style-type: none"> • HTE does not provide the templates needed • HTE does not link to GIS • Too many manual processes • Delays caused by plat approval process and PAO mapping 	<ul style="list-style-type: none"> • Less documentation • Searching capabilities • Link information • Automated Addressing approval • Better access to Addressing database

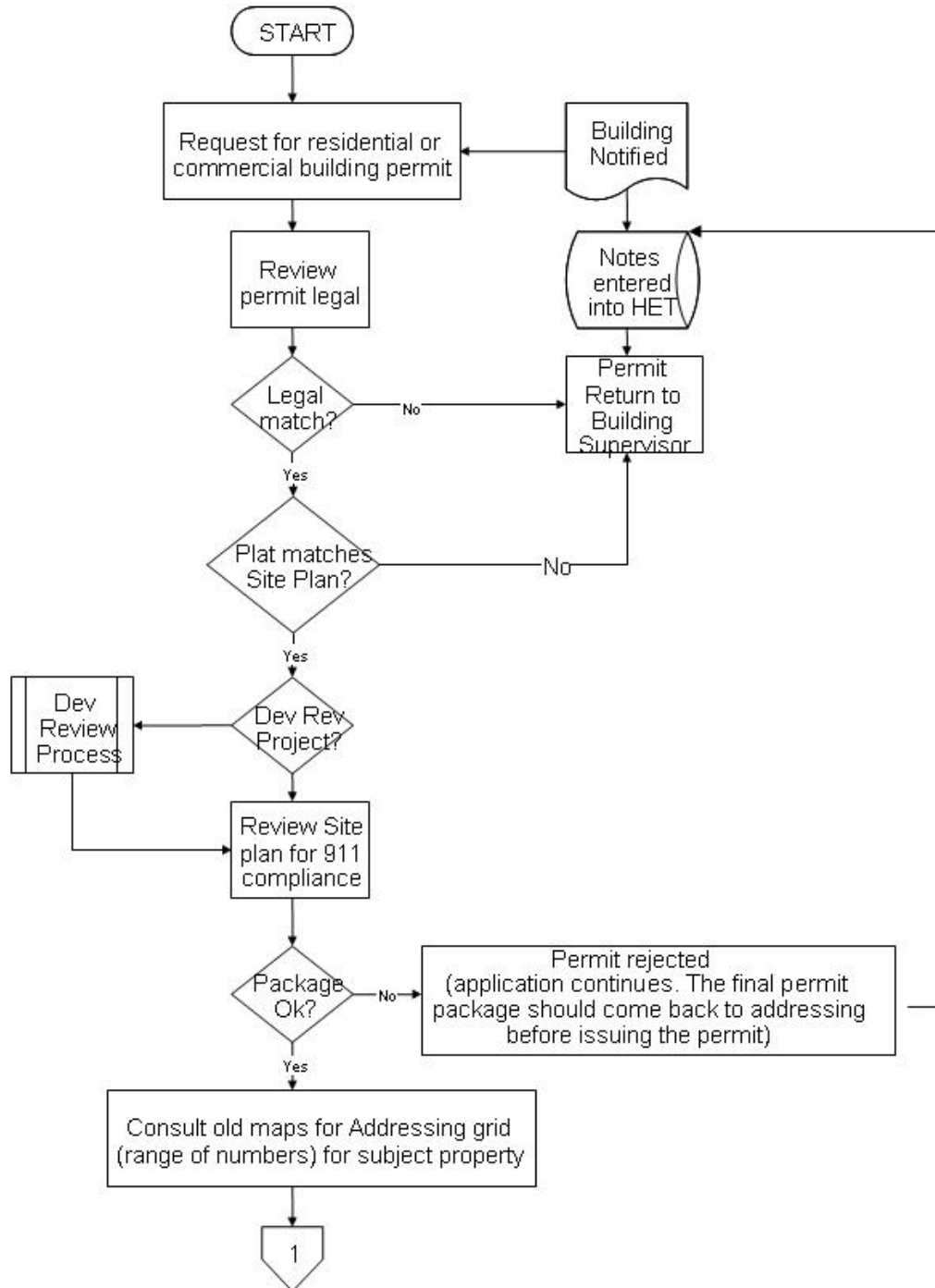
How Addressing Procedures are Processed

The Addressing Section manages twelve different procedures and those procedures involve communication within P&D and external offices and agencies.

Each procedure includes sources, resources, staff, Divisions, Departments, and external offices and agencies involved.

1. Building Permit Approval (Figure 1.1)
2. Development Review Addressing Procedure for Cities (Figure 1.2)
3. Development Review Addressing Procedure for Seminole County (Figure 1.3)
4. Private Street Name (Figure 1.4)
5. Public Street Name Change (Figure 1.5)
6. Re-Addressing (Figure 1.6)
7. Variance (Figure 1.7)
8. New Address Updating Procedure for 911 (Figure 1.8)
9. Anomaly Database inquire (E-911 initiated) (Figure 1.9)
10. Water and Sewer (Figure 1.10)
11. Adding Addresses to Plats using OnBase (Figure 1.11)
12. Scanning Certified Letters using OnBase (Figure 1.12)

FIGURE 1.1 ADDRESSING BUILDING PERMIT APPROVAL



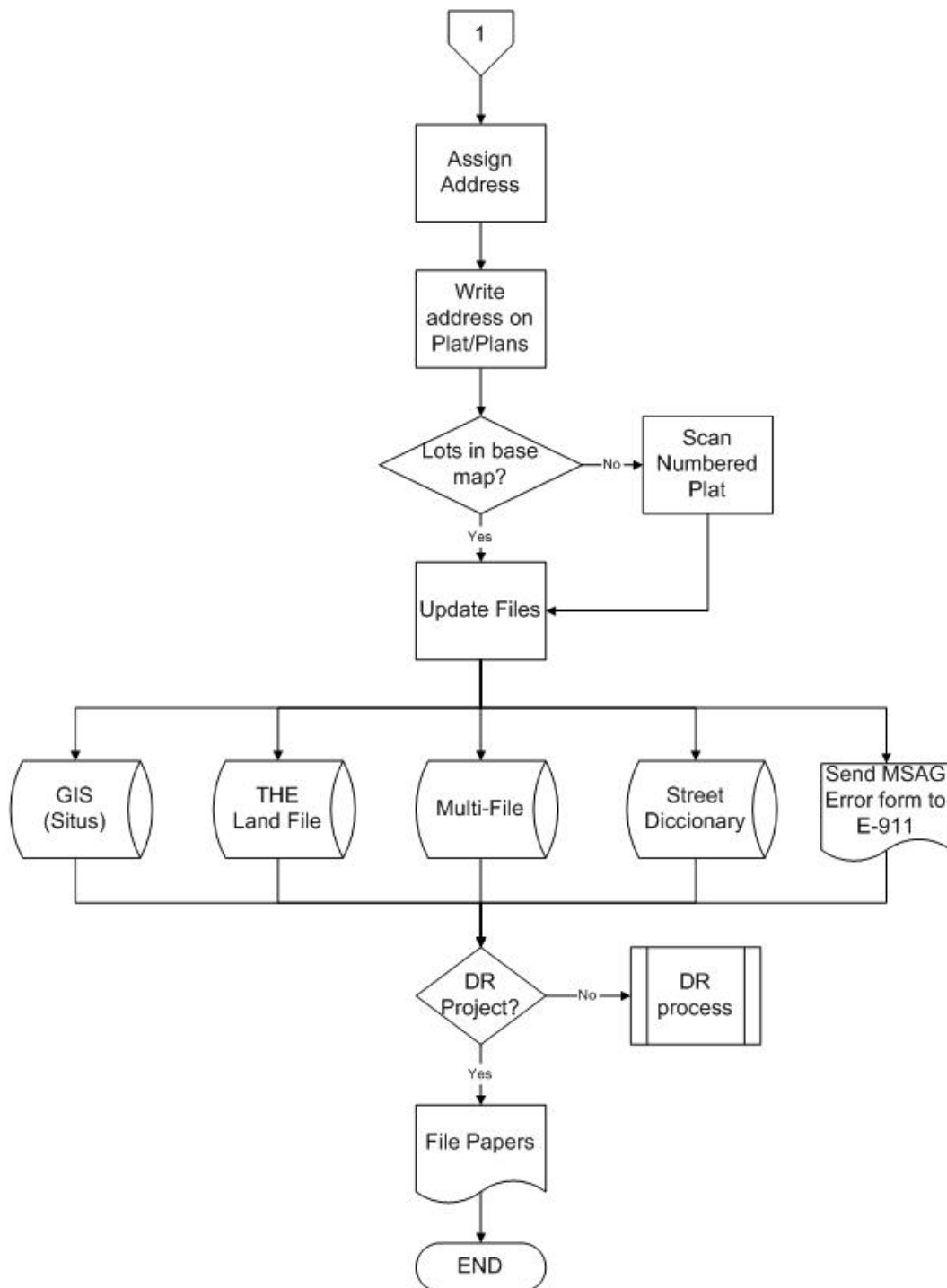
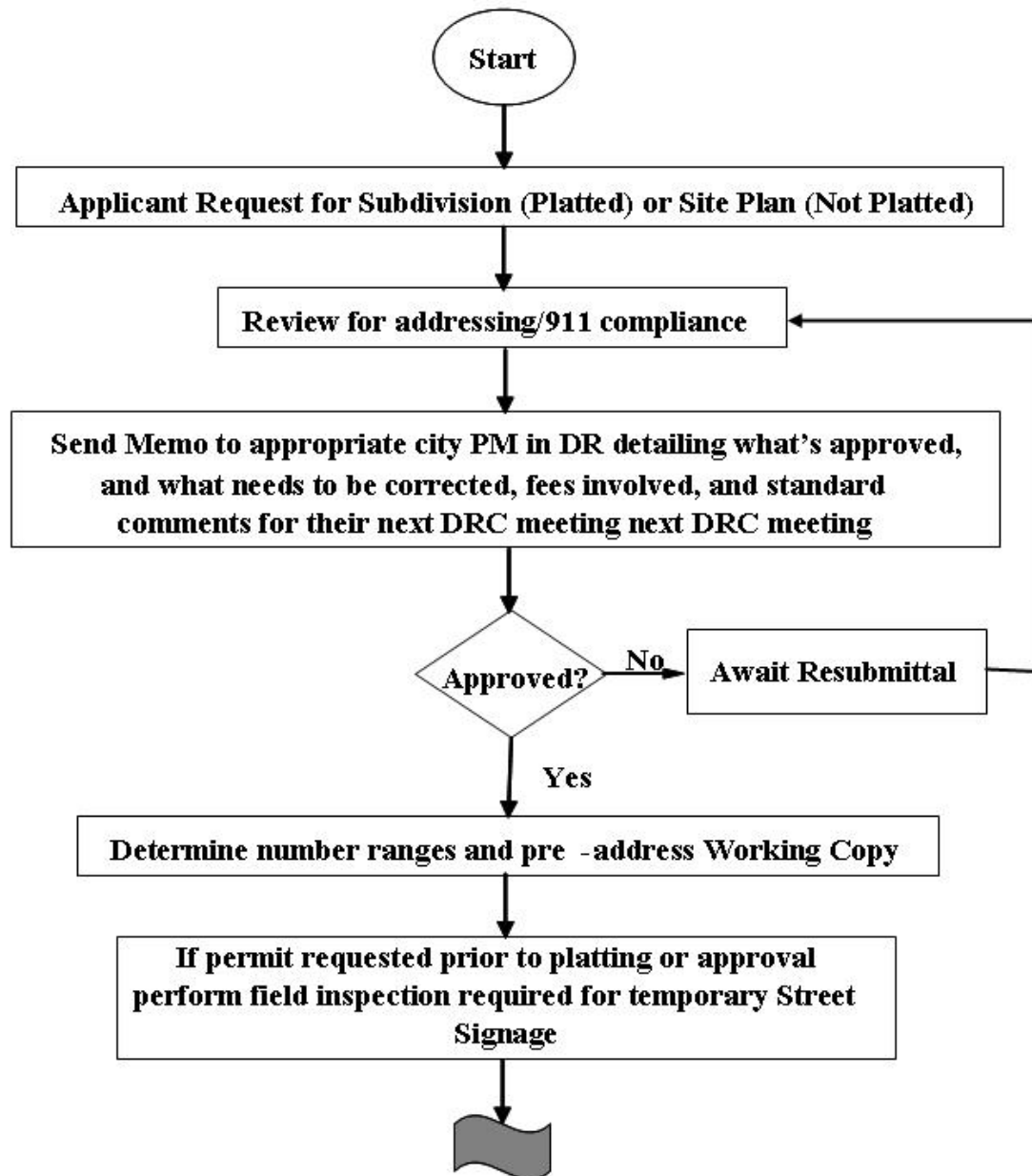
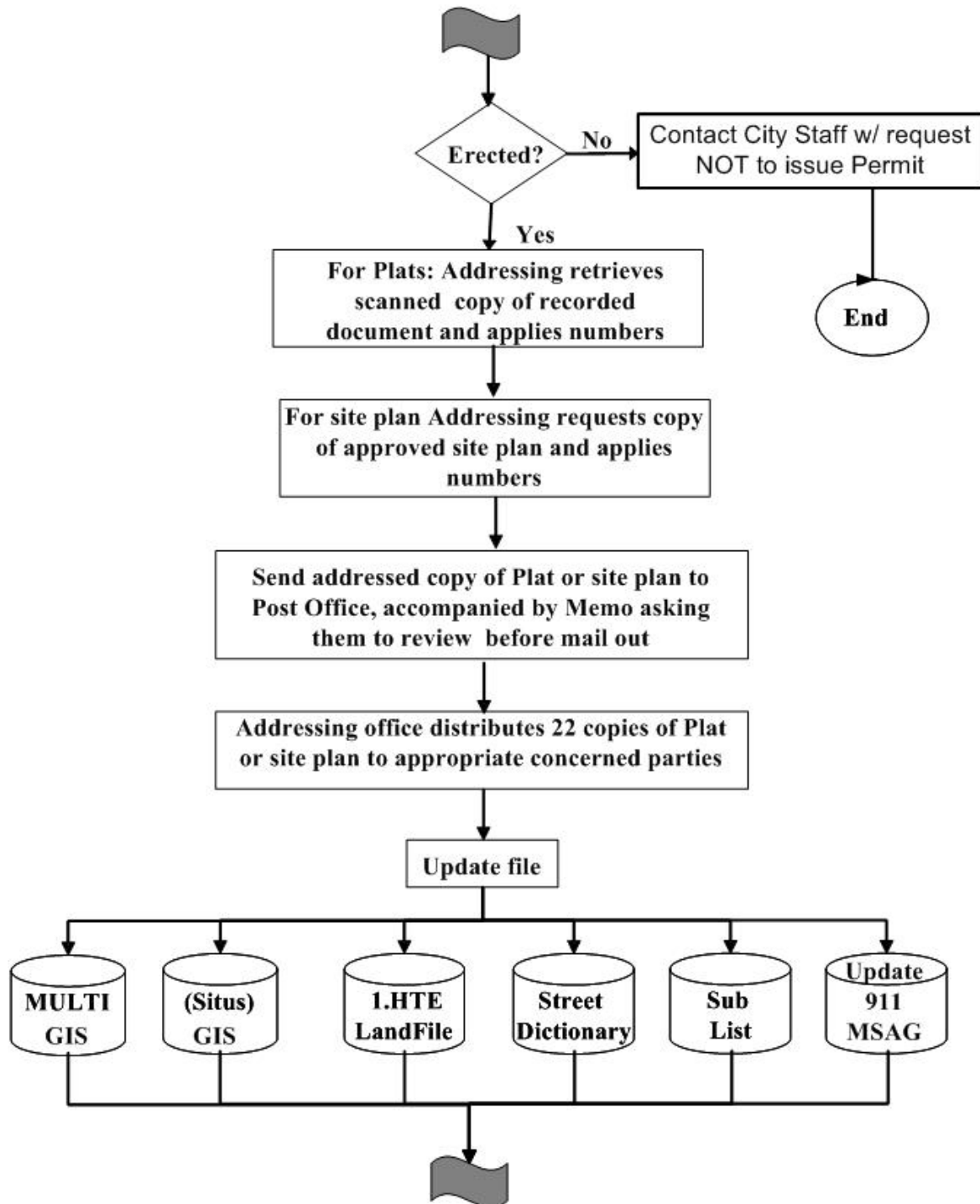
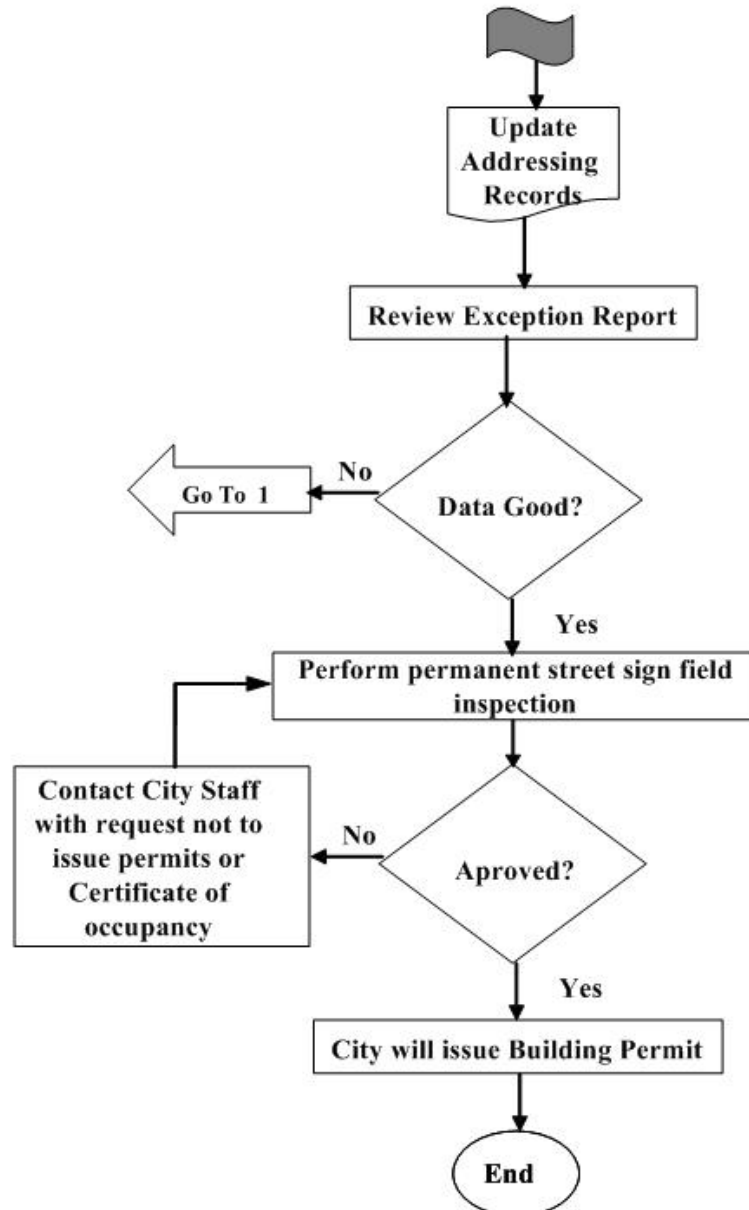


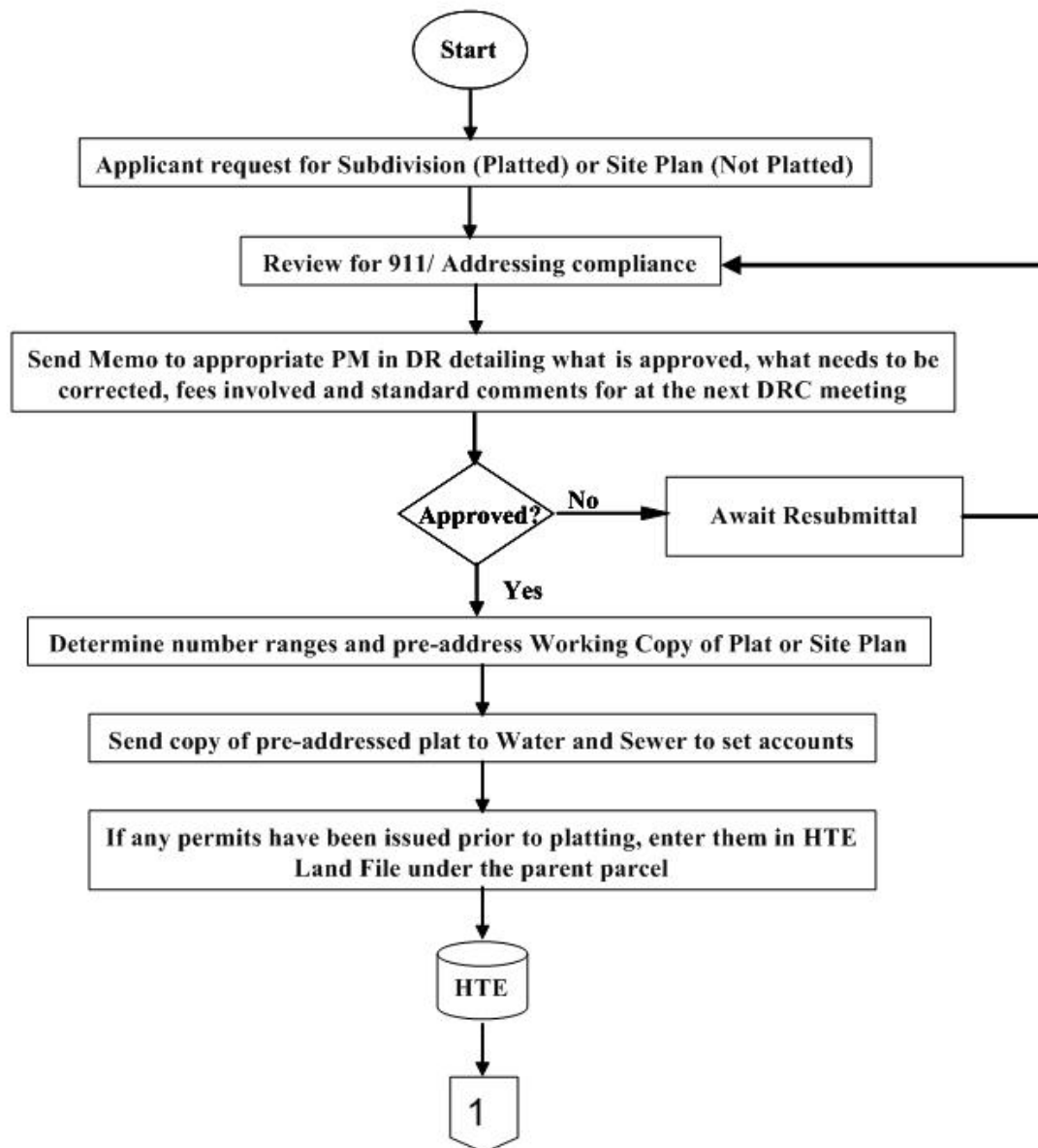
FIGURE 1.2
DEVELOPMENT REVIEW ADDRESSING PROCEDURE FOR
CITIES OF LAKE MARY, CASSELBERRY, AND LONGWOOD

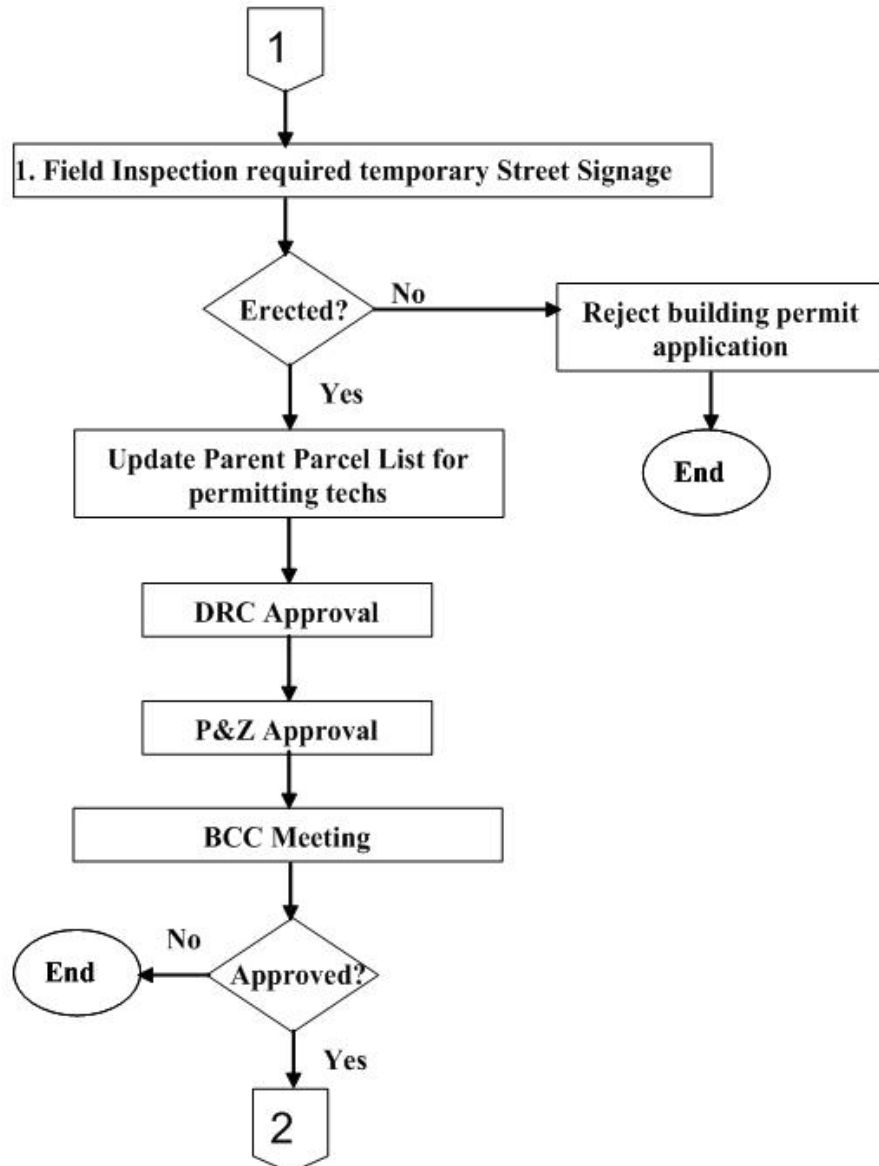


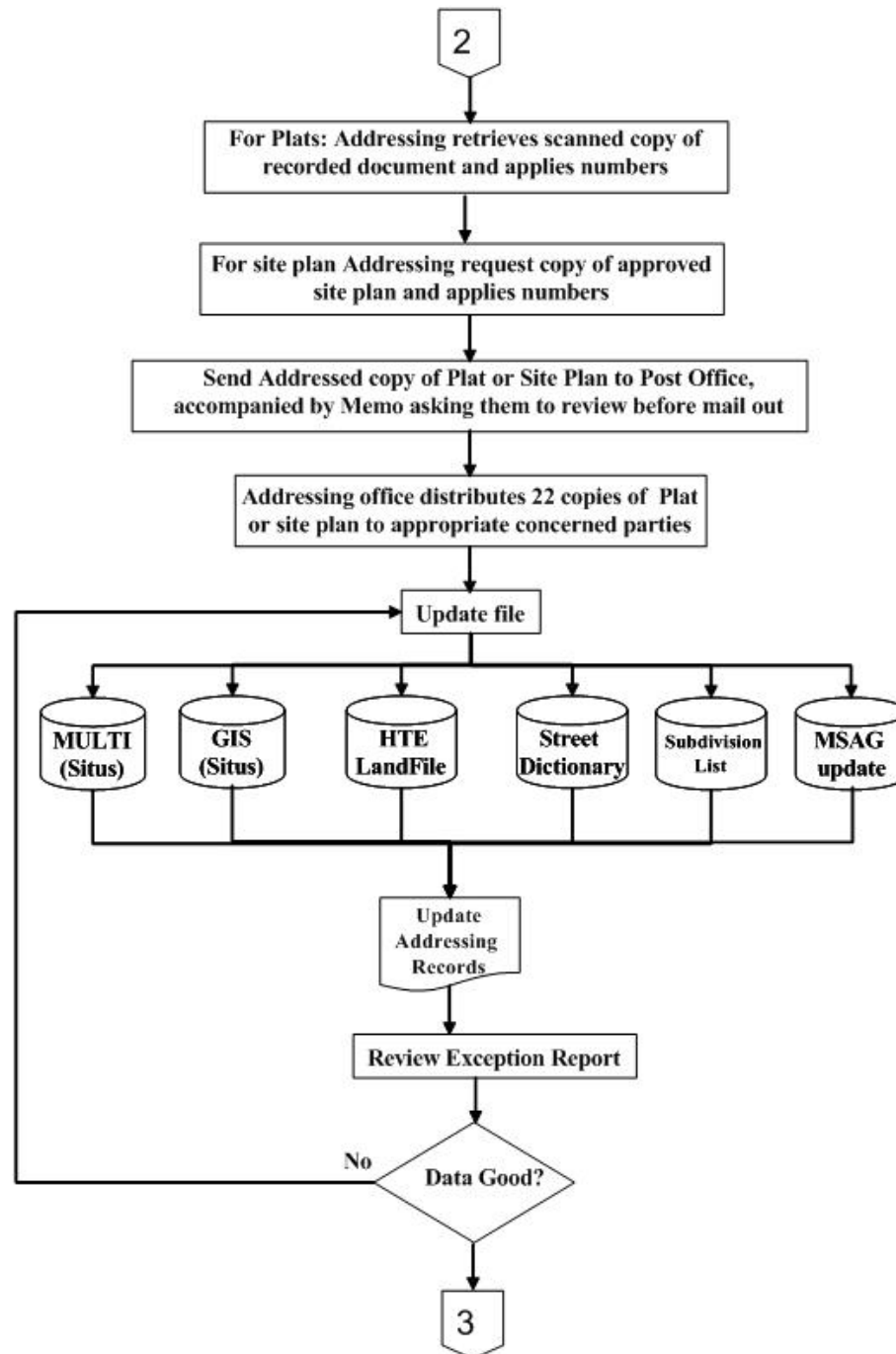




**FIGURE 1.3 DEVELOPMENT REVIEW ADDRESSING PROCEDURE
FOR SEMINOLE COUNTY**







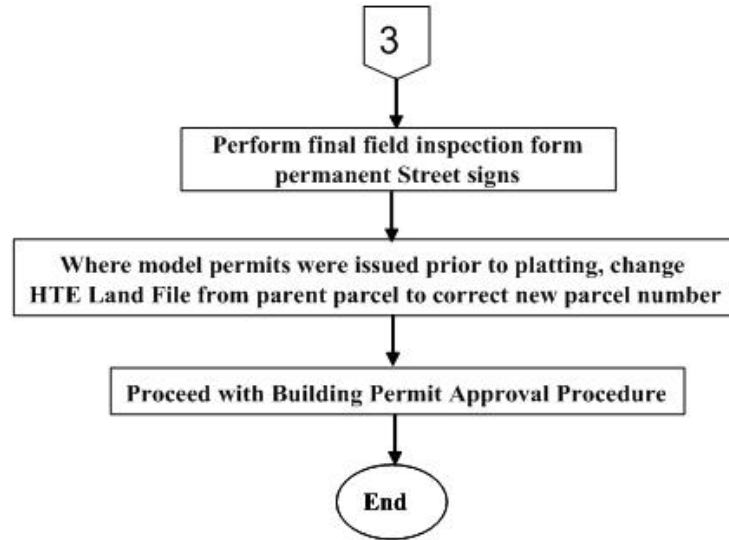
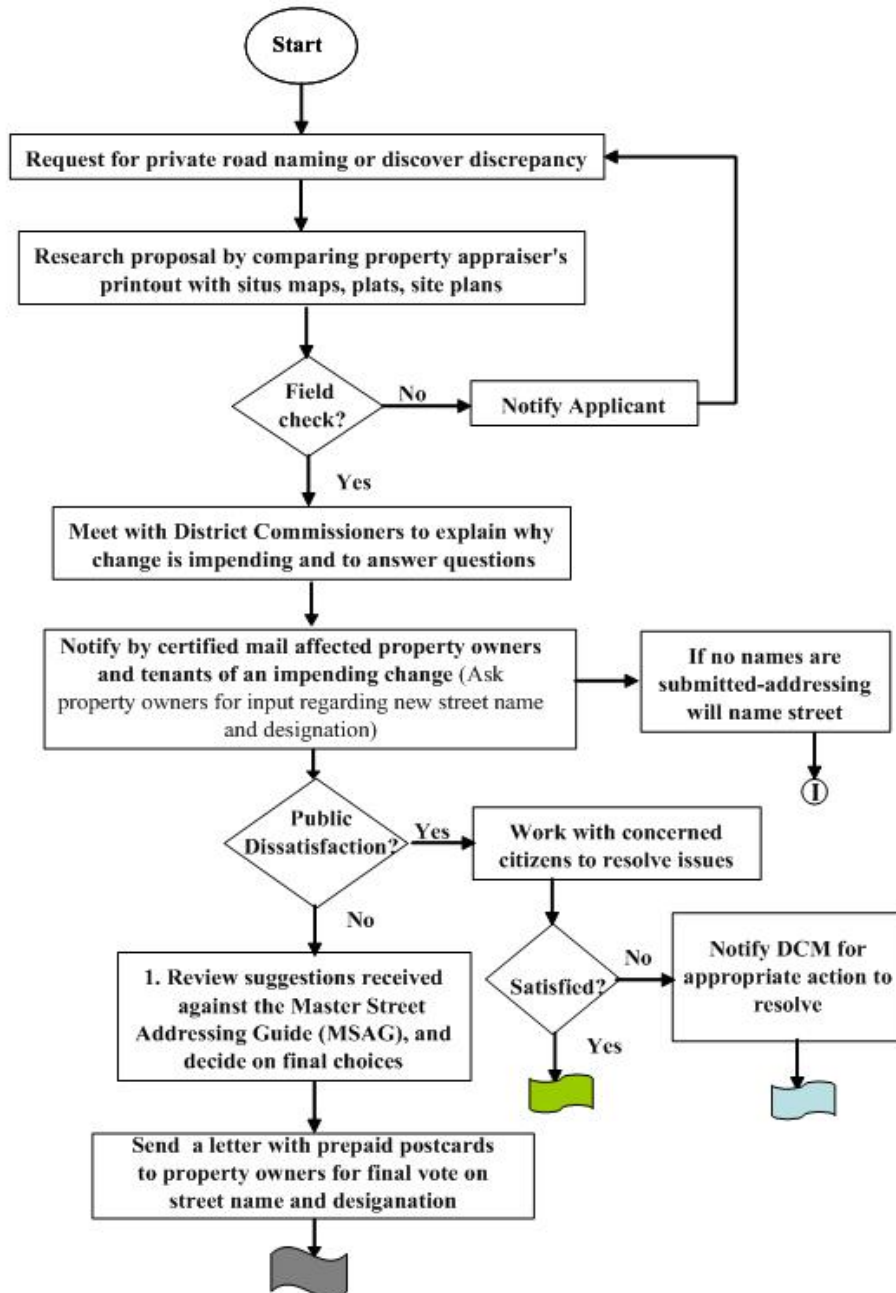
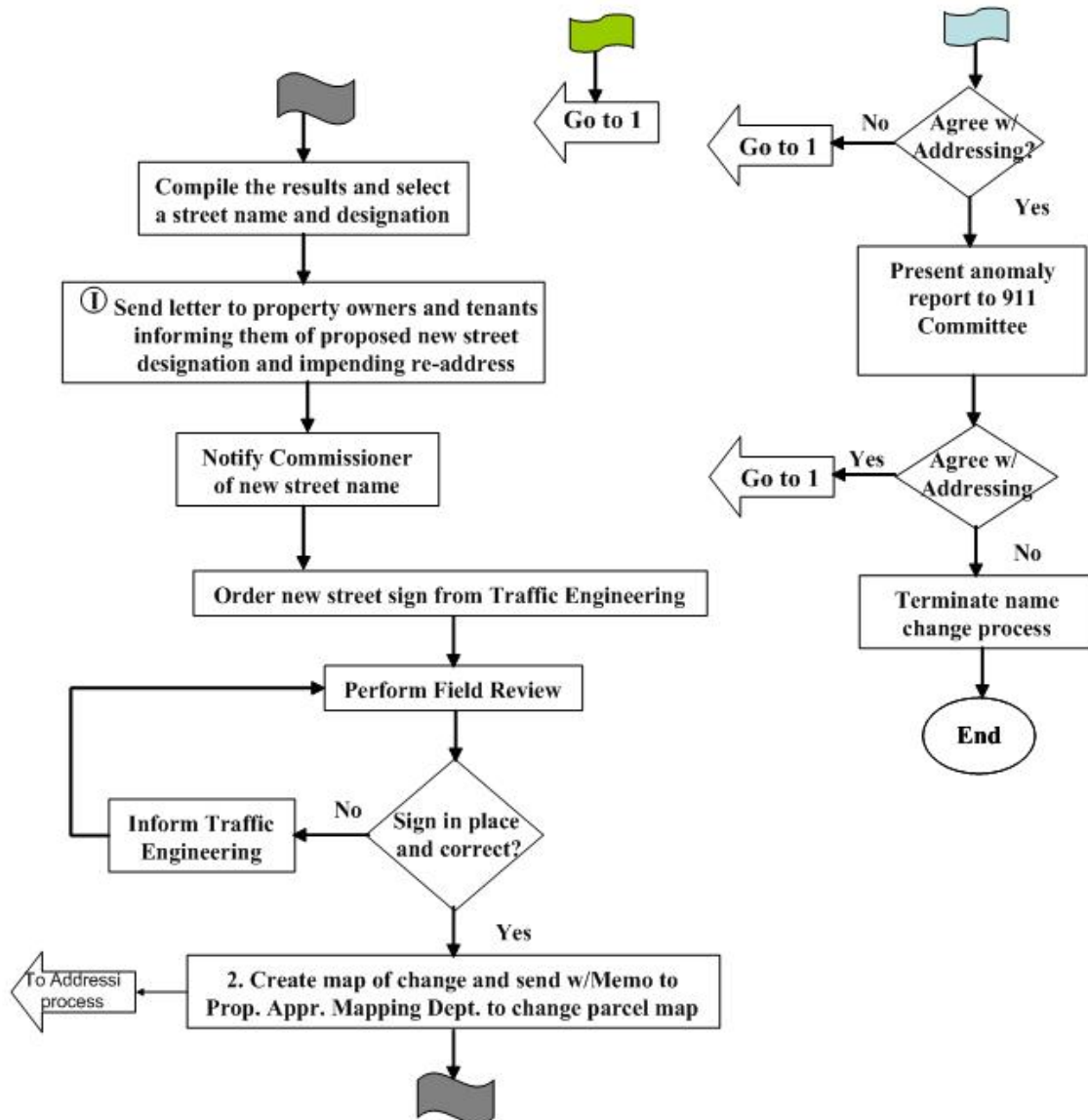


FIGURE 1.4 PRIVATE STREET NAME PROCEDURE





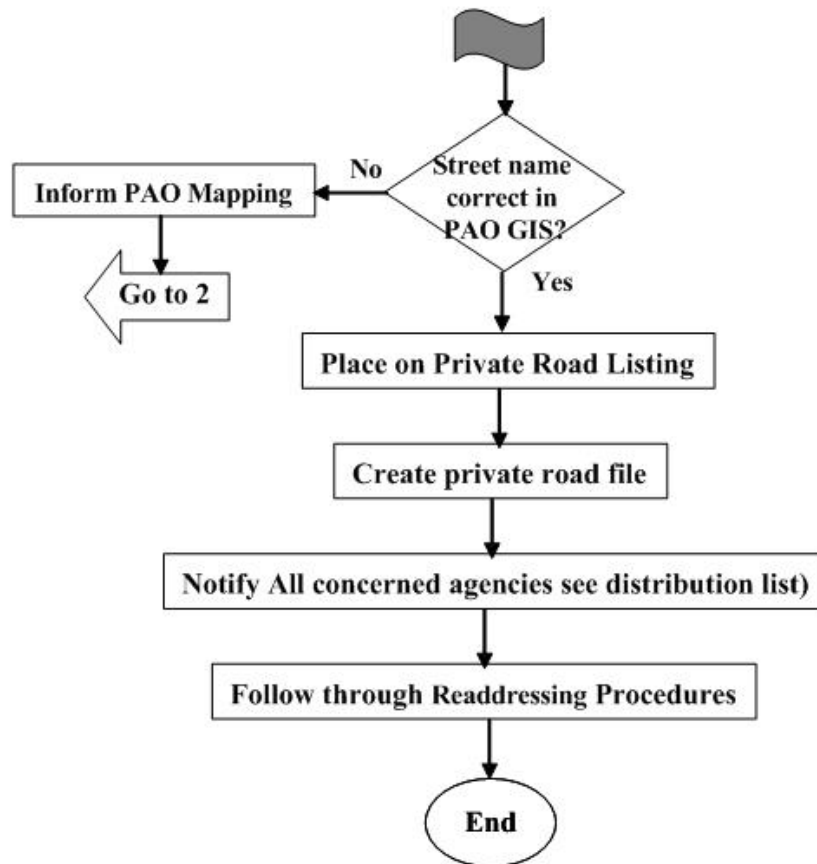
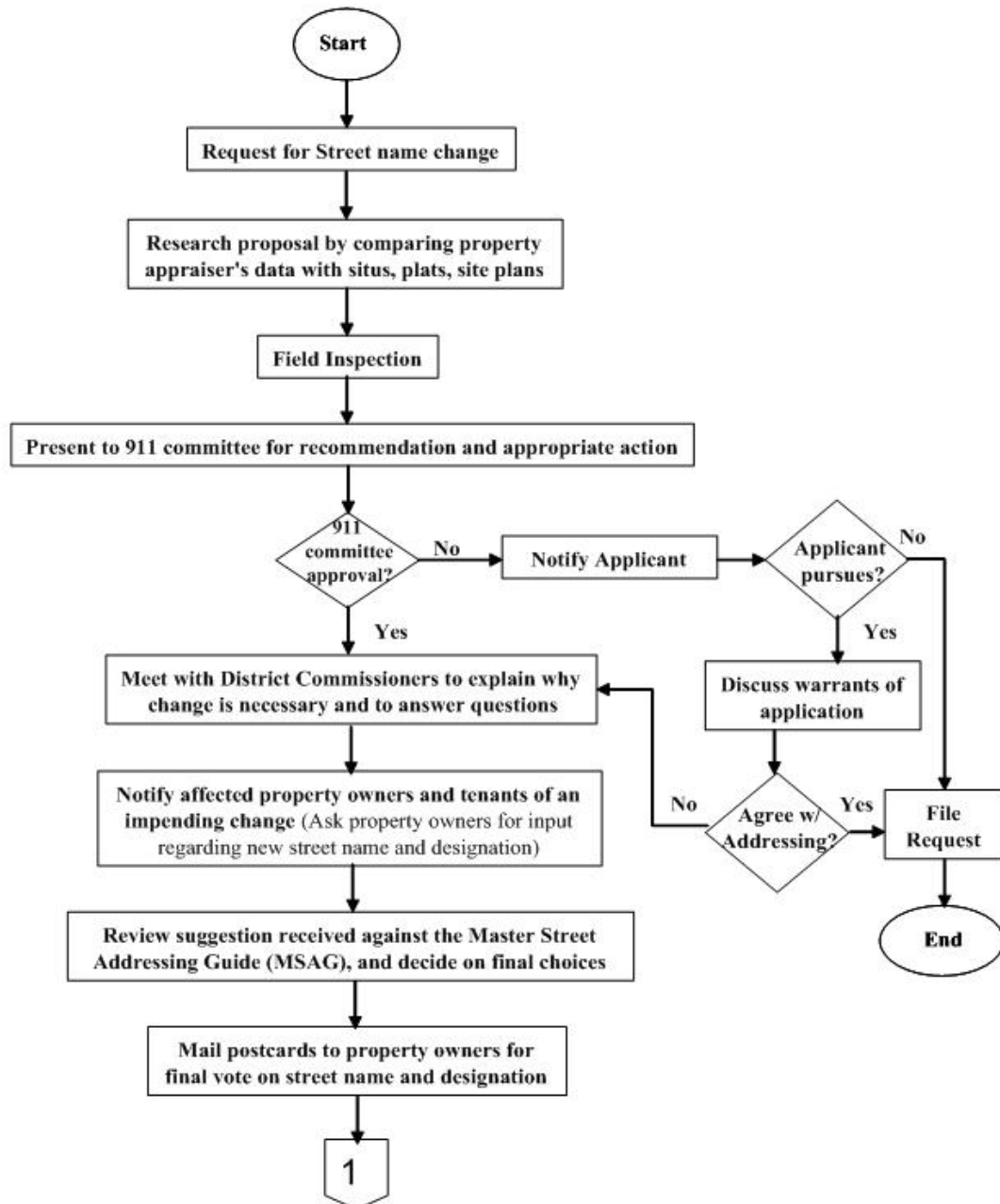
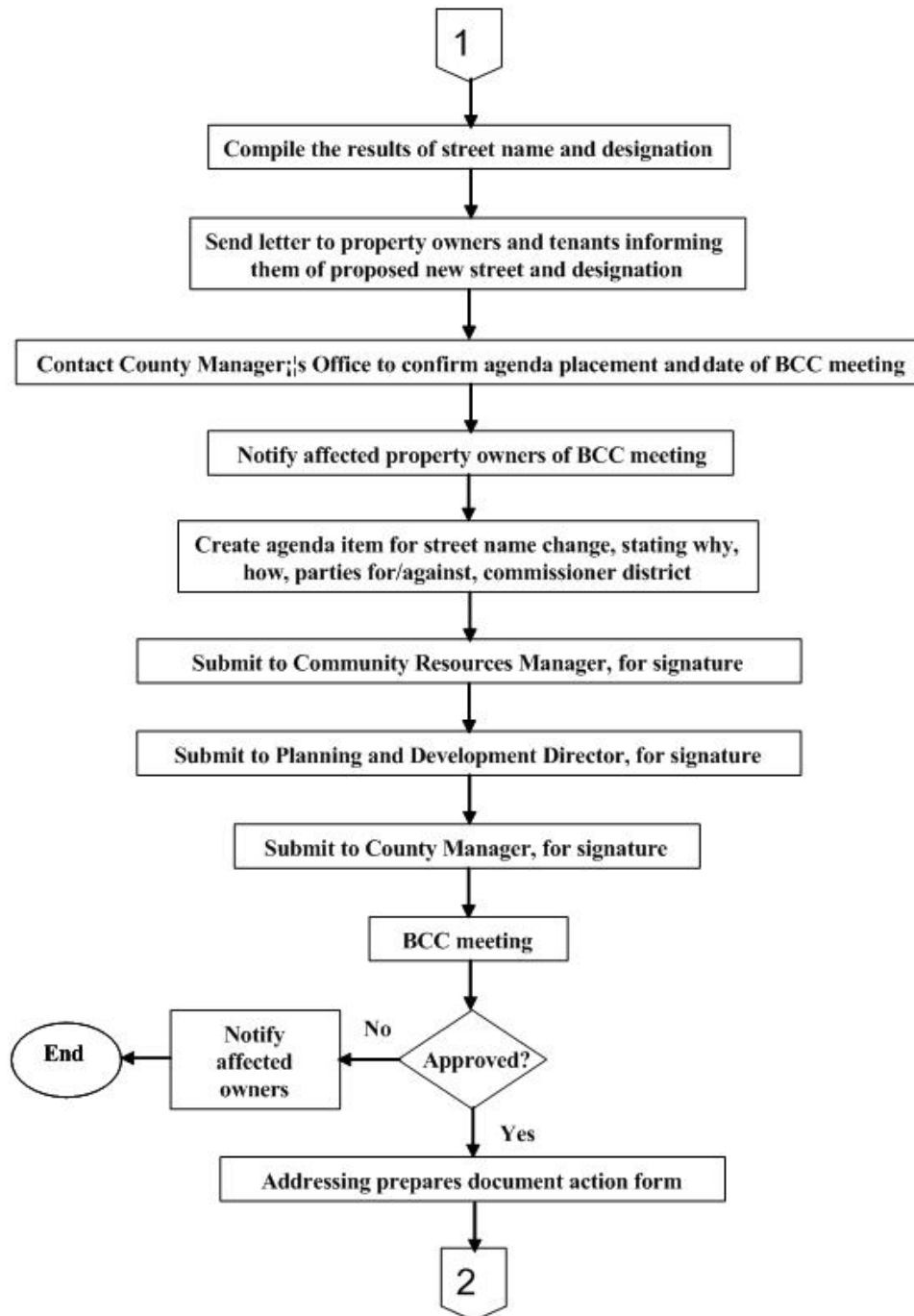


FIGURE 1.5 PUBLIC STREET NAME CHANGE PROCEDURE





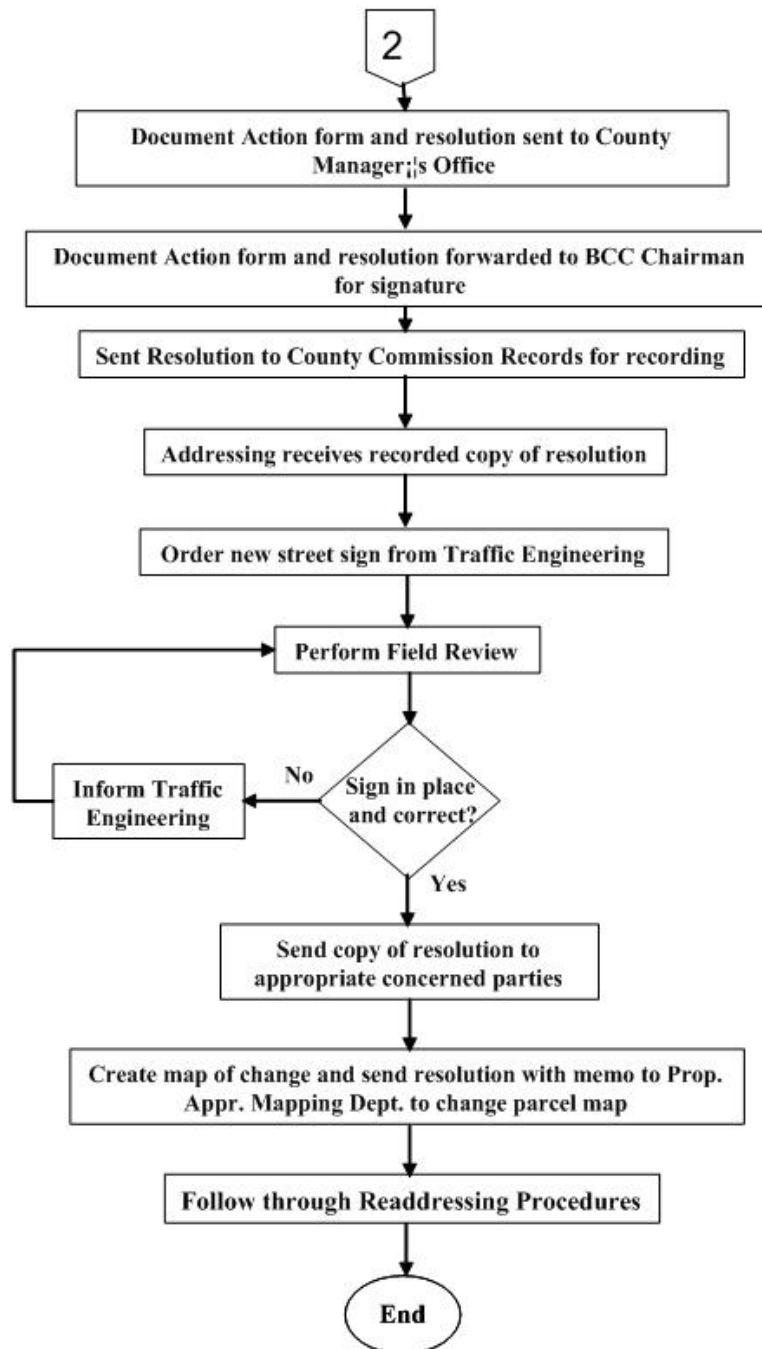
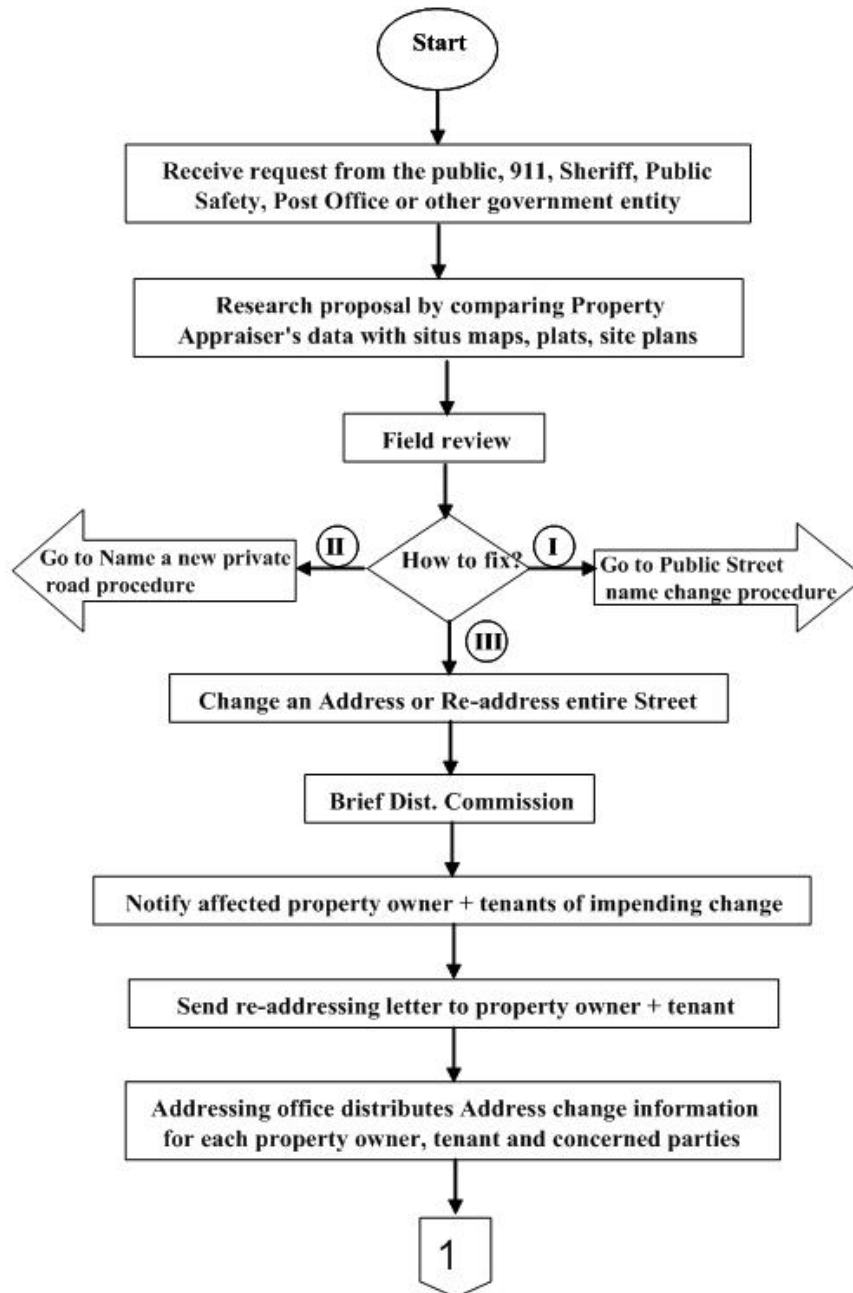
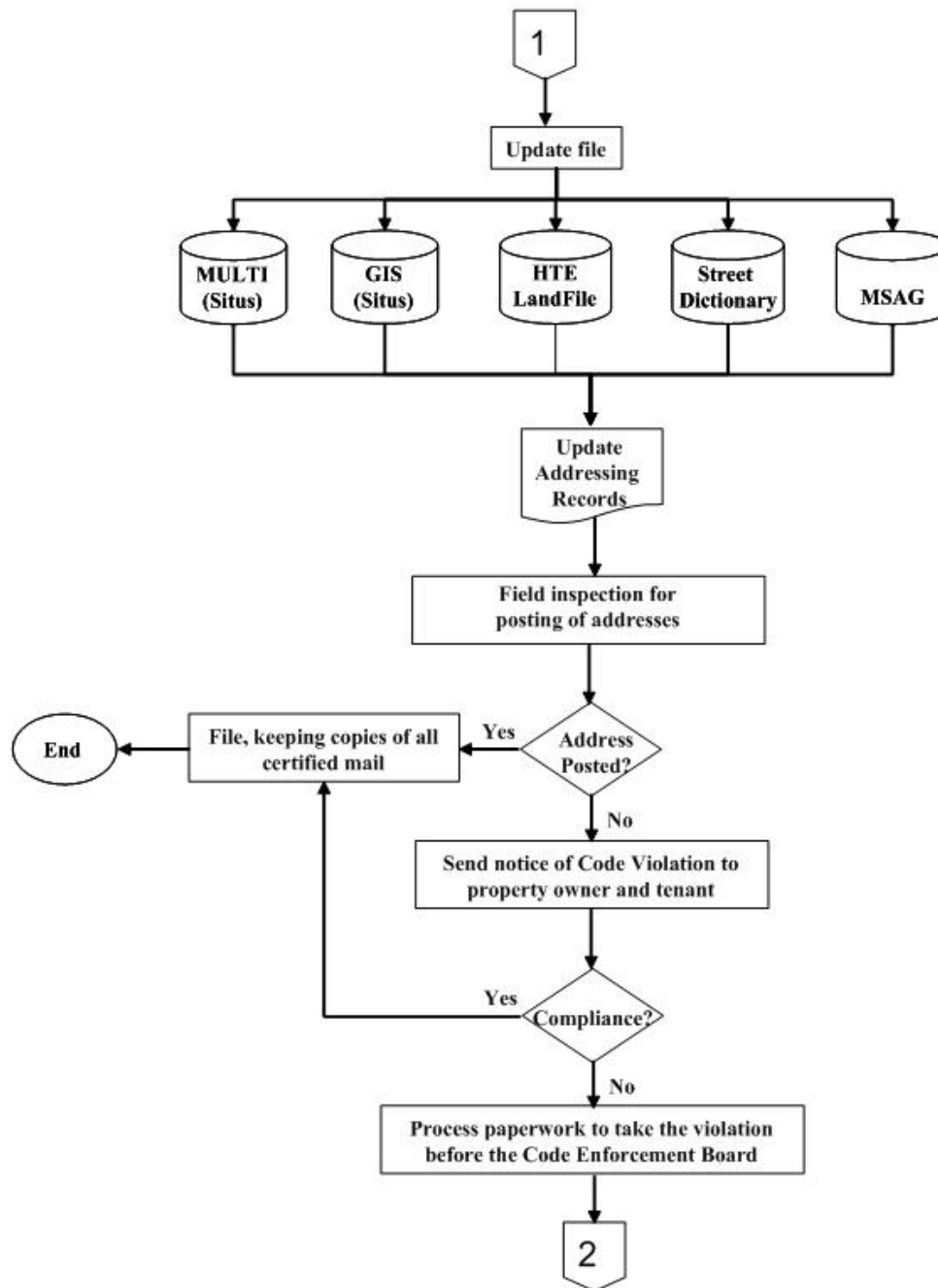


FIGURE 1.6 READDRESSING PROCEDURE





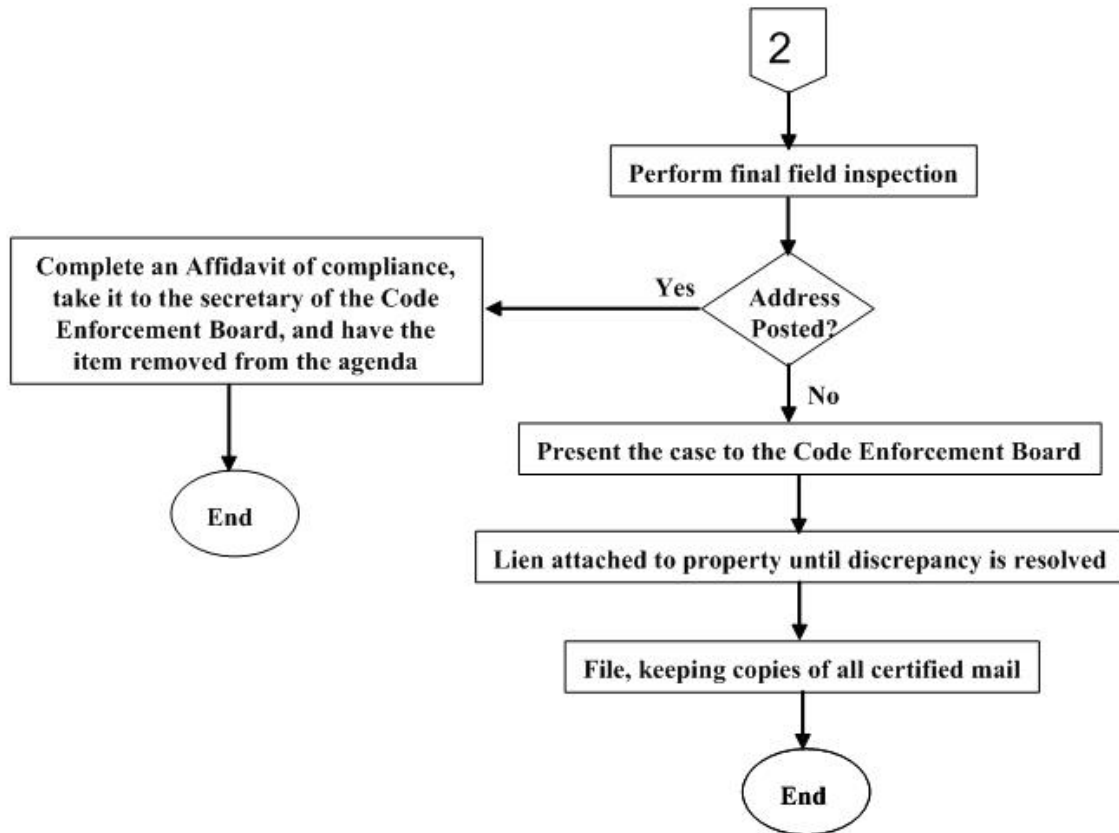
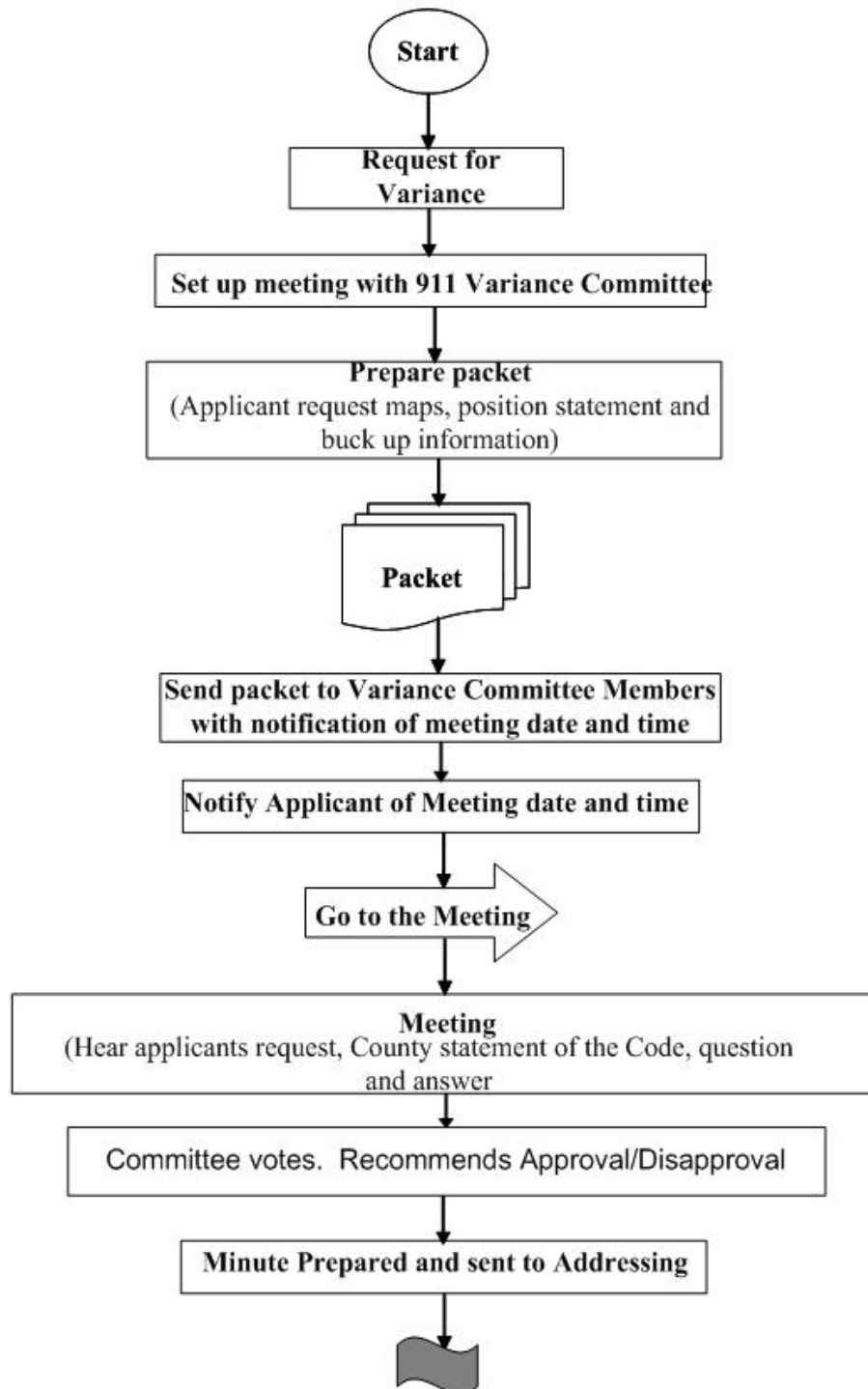
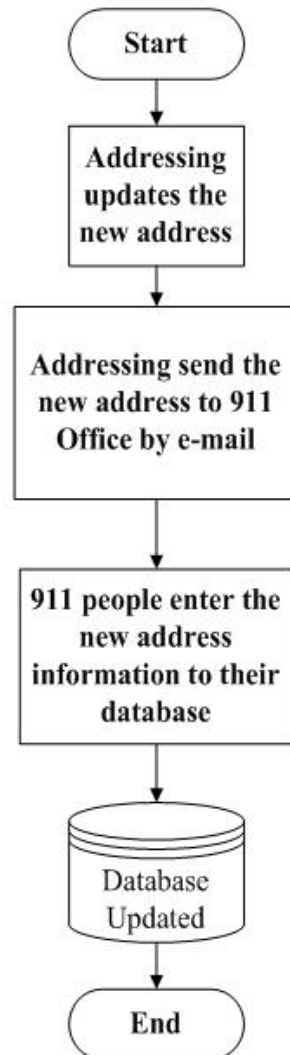


FIGURE 1.7 VARIANCE PROCEDURE



**Figure 1.8 New Address Updating
Procedure for 911**



**Figure 1.9 Anomaly Database inquire of
911 system**

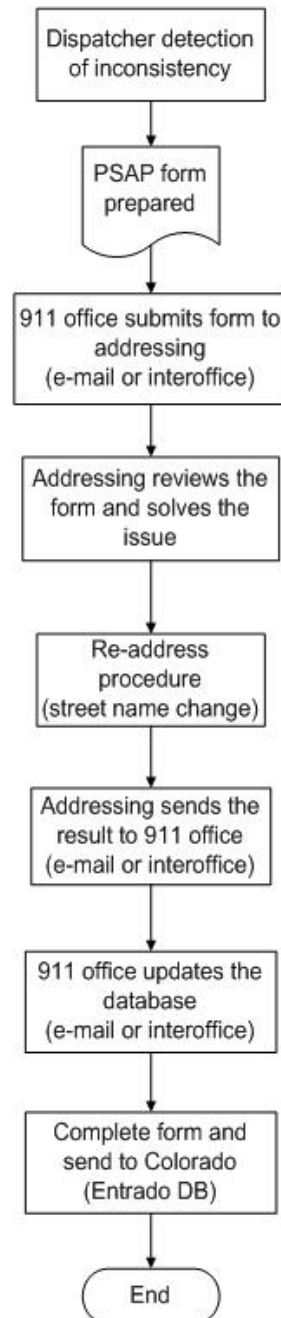


Figure 1.10 Water / Sewer for Service

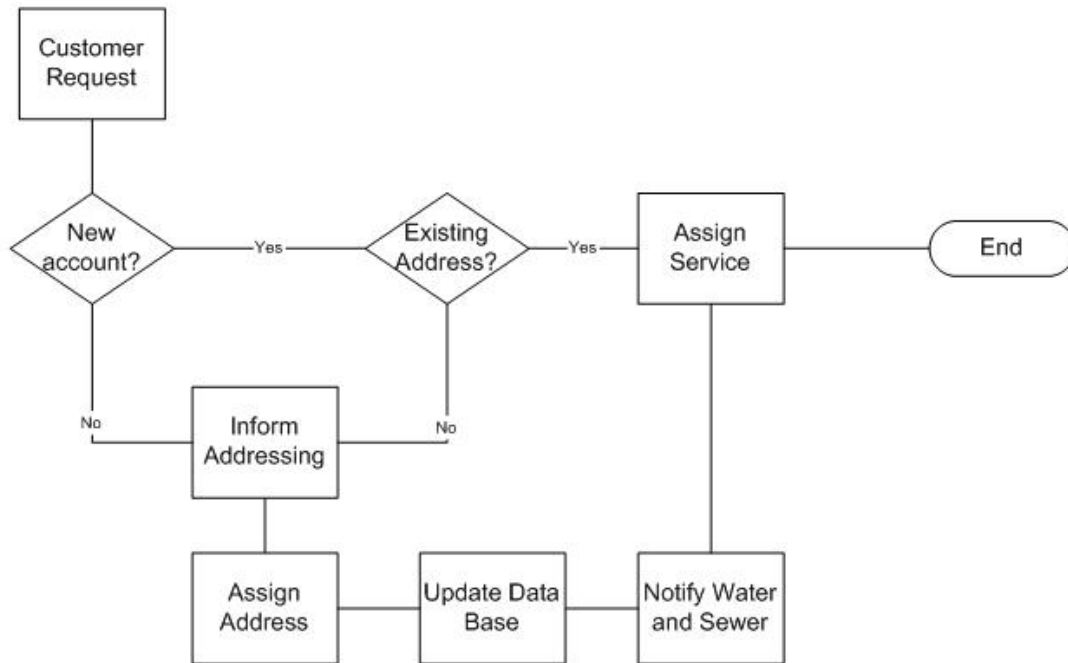


Figure 1.10 Water / Sewer for Addressing

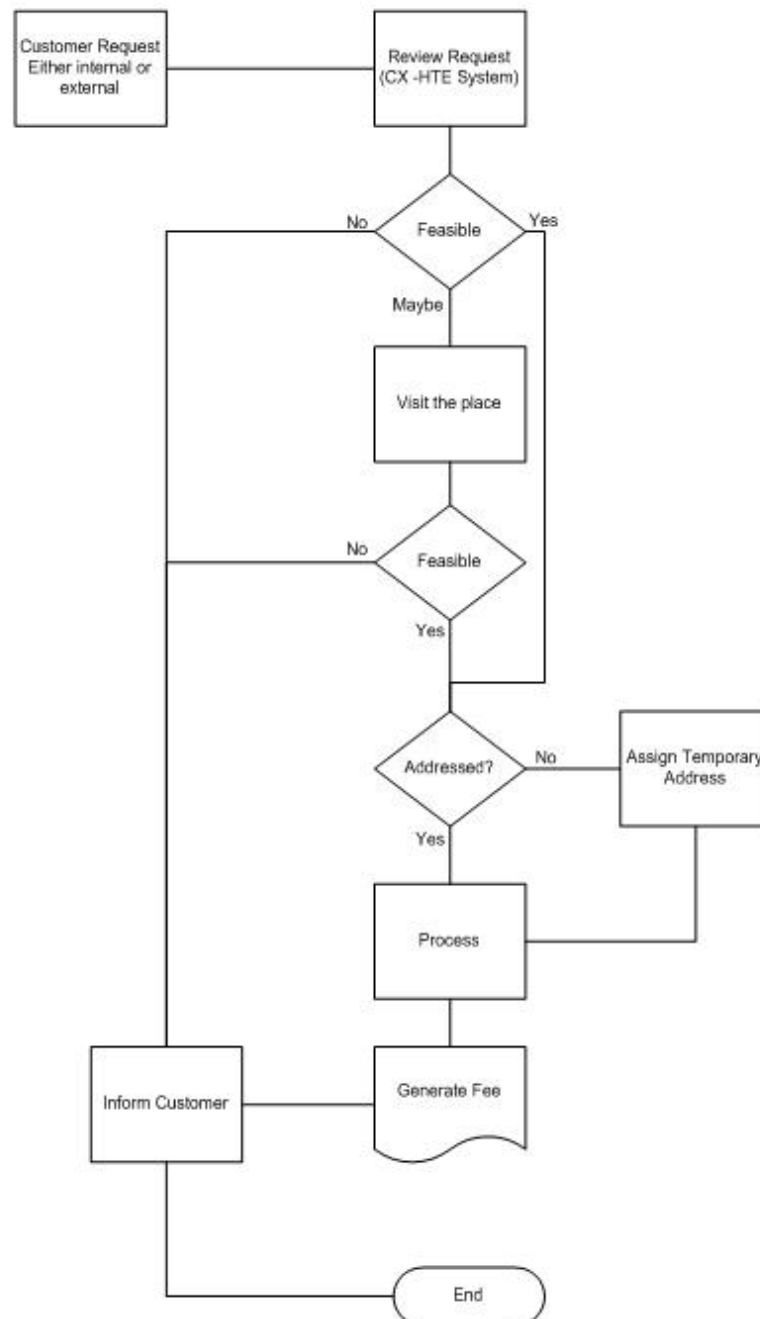


Figure 1.11 Addressing:
Adding Addresses to Plats Using OnBase

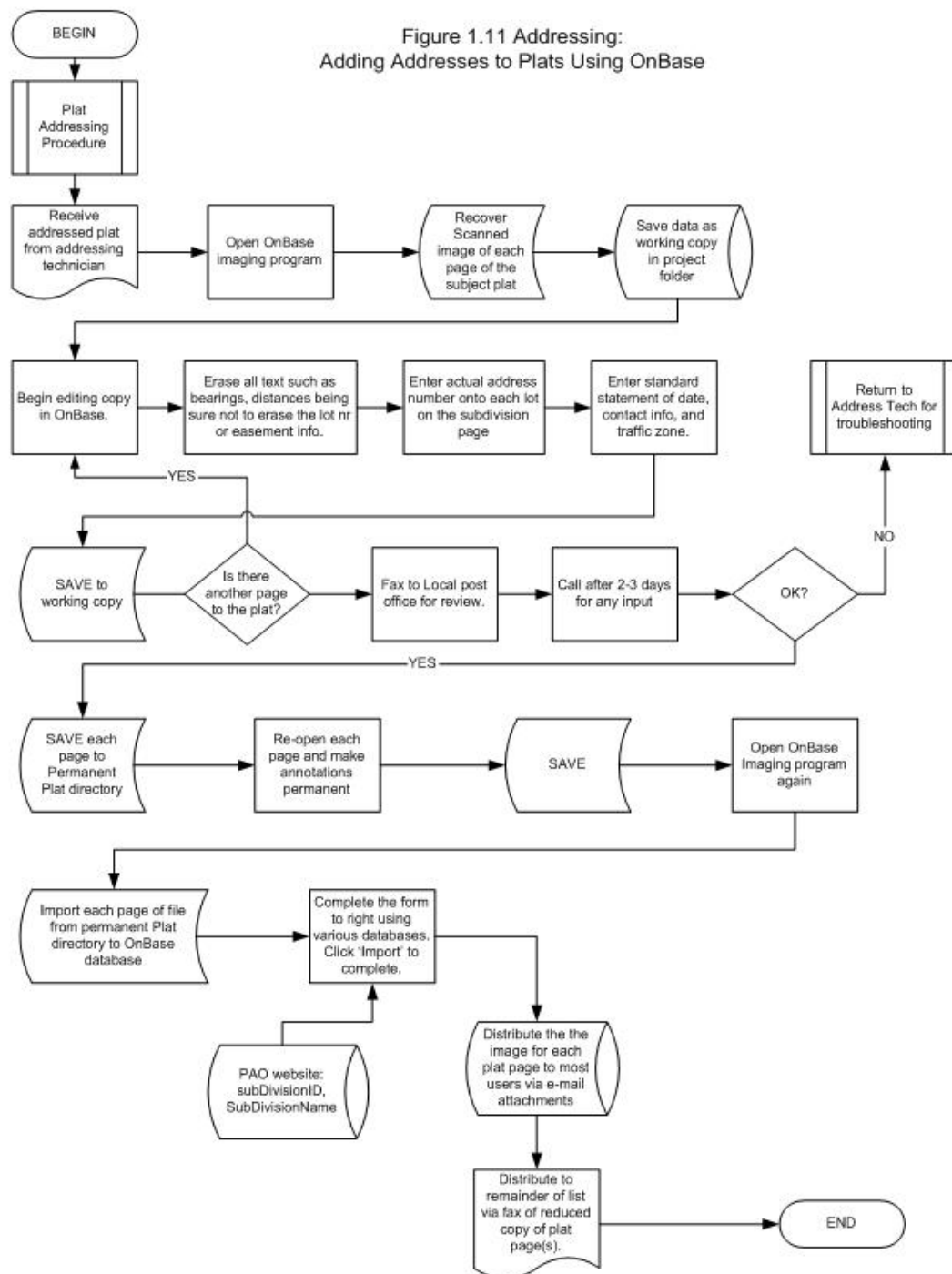


Figure 1.12 Addressing
Scanning Certified Letters Using OnBase

