SECTION 1 - INTRODUCTION

A.   *Objectives*

The Seminole County Planning and Development Department (P&D) has the major objective to exceed internal and external customers' expectations as well as to communicate and provide access to all planning and development information and services through the automation of processes and information. 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. This report focuses on Phase I of the Agenda Process and includes the methodology used, results of the business and technical evaluation, and the business requirements.

The objectives are the following:

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

B.   *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, both internally and externally.

C.   *Agenda Process Description*

What types of items are included in the Agenda?

The Agenda Process is the process by which items are entered onto the agenda to be reviewed by the Seminole County Board of County Commissioners (BCC). There are 5 types of items that are presented on the agenda to the BCC:

1.   Briefing Item
2.   Consent Item

3.   Public Hearing Item
4.   Regular Item
5.   Work Session Item

1.   *Briefing Items* are defined as status updates. These items are discussed during the morning session and must be noted on an agenda. Someone bringing a briefing item before the BCC is either looking for direction or inquiring about a project or technique they wish to pursue. These items will not normally receive any action from the board.

     Example: An update on the status of research of the county policies and regulations with respect to a designated area.

2.   *Consent Items* are routine authorizations to take action requiring no discussion by the board. These are issues and projects the board commonly handles and should not present any problems. Consent items will receive a vote.

     Example: An approval for the Chairman to execute a Release of Sewer Capacity between Seminole County and the Willa Springs Commercial District #1 Maloy (Becky Noggle).

3.   *Public Hearing Items* deal with specific items that have to be heard in a public forum. These items are either presented to the Board at the 1:30 or the 7:00 BCC meeting. Public Hearings are advertised and the citizens have a right to speak. Usually the items are related to land use changes, rezones, and land purchases.

     Example: Rezone a property from A-1 (Agricultural) and C-2 (Retail Commercial) to PCD (Planned Commercial Development).

4.   *Regular Items* are those that require discussion and will require some official action by the BCC.

     Example: Preliminary Subdivision Plan with waiver for Talman Mews. Request Board approval of the Preliminary Subdivision Plan with waiver

to sidewalk requirements of SCLDC Section 10.8 for Talman Mews located on the north Side of Gabriella Lane.

5.   *Work Session Items* are public discussions between staff and the BCC to discuss tough, time consuming, or controversial topics. Due to the time that needs to be committed to these topics, they are not done in a Public Hearing. All are advertised and the public may be present at these meetings, however they are not invited to speak.

     Example: Budget

How an Agenda Item is processed

The process by which items are created and put on the agenda is divided into three phases (See Figure 1).

Phase I includes the process by which external customers make requests and provide input so staff can prepare and submit applications to have an item included on the BCC agenda.

Phase II is the review process that the items must undergo.

Phase III is the process that occurs after the BCC meeting. The basic overview of Phase I and II of the agenda process is illustrated in Figure 2.
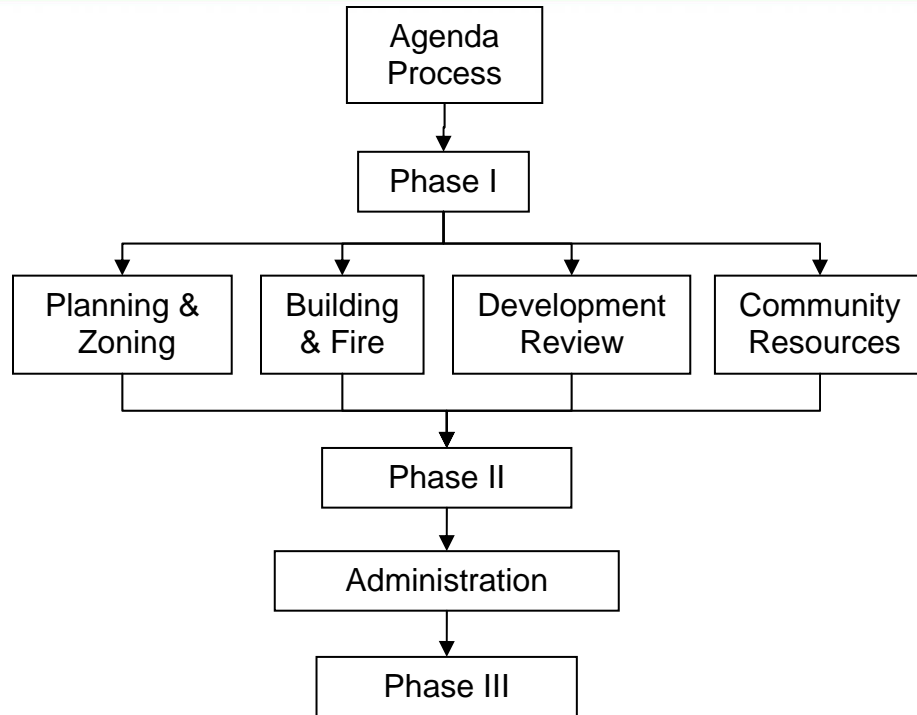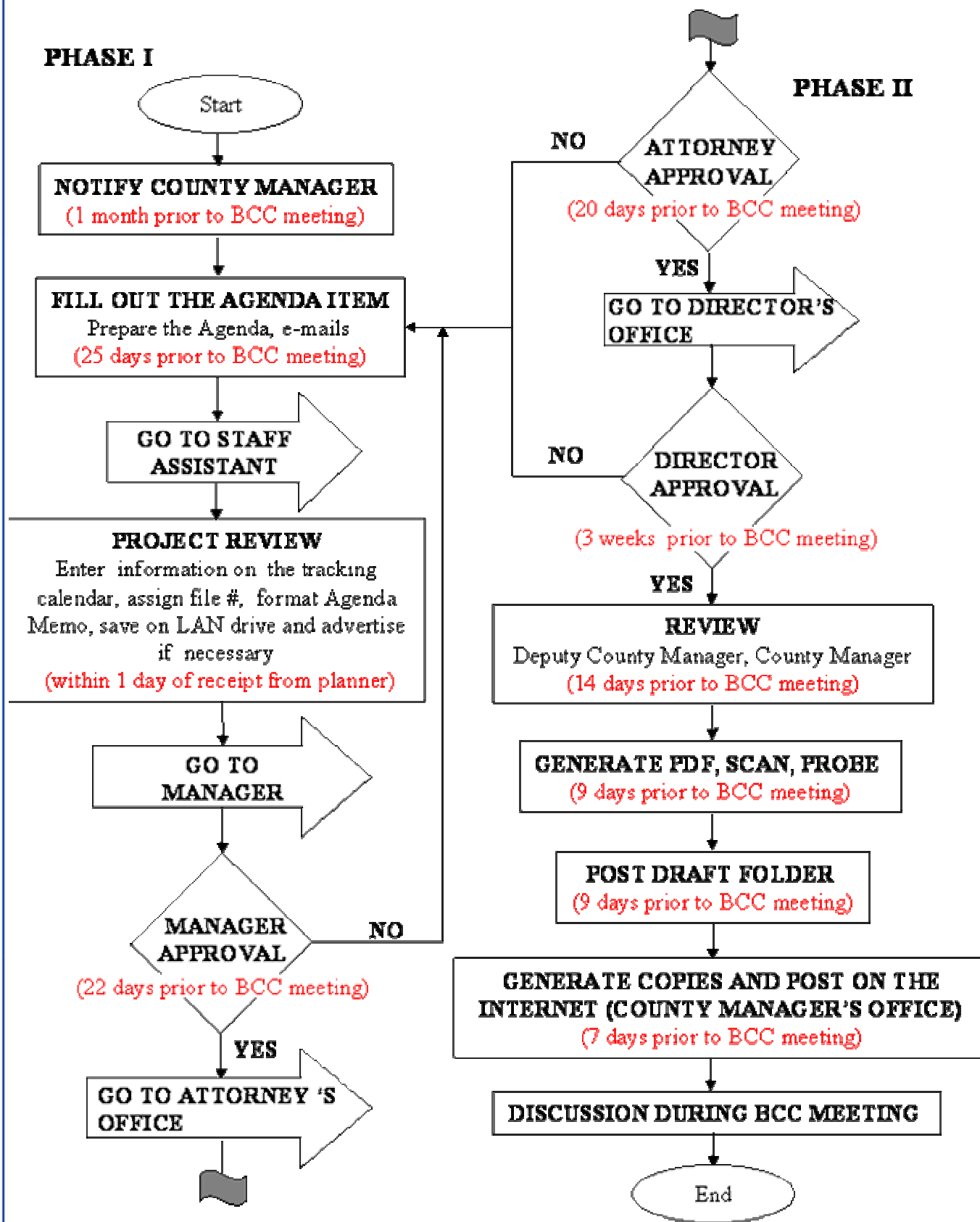
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Figure 1 Agenda Review Process Chart

PHASE I

Start

NOTIFY COUNTY MANAGER
(1 month prior to BCC meeting)

FILL OUT THE AGENDA ITEM
Prepare the Agenda, e-mails
(25 days prior to BCC meeting)

GO TO STAFF ASSISTANT

PROJECT REVIEW
Enter information on the tracking calendar, assign file #, format Agenda Memo, save on LAN drive and advertise if necessary
(within 1 day of receipt from planner)

GO TO MANAGER

MANAGER APPROVAL
(22 days prior to BCC meeting)

NO

YES

GO TO ATTORNEY 'S OFFICE

PHASE II

ATTORNEY APPROVAL
(20 days prior to BCC meeting)

NO

YES

GO TO DIRECTOR'S OFFICE

DIRECTOR APPROVAL
(3 weeks prior to BCC meeting)

NO

YES

REVIEW
Deputy County Manager, County Manager
(14 days prior to BCC meeting)

GENERATE PDF, SCAN, PROBE
(9 days prior to BCC meeting)

POST DRAFT FOLDER
(9 days prior to BCC meeting)

GENERATE COPIES AND POST ON THE INTERNET (COUNTY MANAGER'S OFFICE)
(7 days prior to BCC meeting)

DISCUSSION DURING BCC MEETING

End

Figure 2 – Overview diagram of the Agenda Process Phases I and II

Who is involved in the Agenda Process?

Multiple Departments and Divisions are involved in the Agenda Process. This report focuses primarily on the following Divisions, all within Planning & Development:

Building & Fire Inspection
Development Review
Community Resources
Planning & Zoning

A summary of these Divisions' involvement in the process and supporting systems is shown in Table 1.

Process	Responsible, (including computer systems)	Computer Support System	Role of the Computer Support System	Where are they located?	Who Maintains the Computer Support System?	Who Operates the Computer Support System?	Need Approval
Agenda Process Phase I	Building & Fire Inspection Community Resources Development Review Planning & Zoning	HTE, GIS, Lotus Notes HTE, GIS HTE, GIS HTE, GIS	Prepare Agenda Item, Communication, Tracking system, Sending document	Planning & Development Department	Information Technology Department	Building & Fire Inspection, Community Resources, Development Review, Planning & Zoning	Building & Fire Inspection, Community Resources, Development Review, Planning & Zoning
Agenda Review Process Phase II	Administration	Word, Excel, Access	Review Agenda Item, Communication, Tracking system, Sending document	Planning & Development Department	Administration	Administration	Attorney's Office, Department Director, County Manager, Deputy County Manager, BCC Chairman, BCC hearing
Agenda Process Phase III	Building & Fire Inspection Community Resources Development Review Planning & Zoning	HTE, GIS HTE, GIS HTE, GIS HTE, GIS	Close Agenda Item, Communication, Sending document	Planning & Development Department	Information Technology Department	Building & Fire Inspection, Community Resources, Development Review, Planning & Zoning	Building & Fire Inspections, Community Resources, Development Review, Planning & Zoning

Table 1 – Planning & Development Department's responsibility for aspects of the Agenda Process

In addition to the Divisions listed above, other Departments have the need to place items on the BCC agenda. These Departments and their involvement are summarized in Table 2, but they are not included in this analysis due to the scope of the project.

County Attorney	County Manager's Office
Public Safety	Library & Leisure Services
Tourism Development	Administrative Services
Economic Development	Information Technologies
Sheriff's Office	Environmental Services
Public Works	Community Information
Community Services	Human Resources
Fiscal Services	

Table 2

Process	Point of Contact	Computer Support System	Role of the Computer Support System	Who Maintains the Computer Support System?	Who Operates the Computer Support System?	Need Approval From *
County Attorney	Attorney's Office	Access, Lotus Notes, MS Word, Scanner	Tracking Agenda Items, Creating documents	IT Department and County Attorney Staff	County Attorney Staff	County Attorney - Bob McMillan
Public Safety	Executive Assistant - Mary Asbury	Lotus Notes, MS Word, County Website, Scanner	Managing documents	N/A	N/A	Each Division Manager, Director
Tourism Development	Contract Manager - Katherine Townsend	Lotus Notes, MS Word	Communication	N/A	N/A	Each Division Manager
Economic Development	Project Manager - Sabrina O'Bryan	Lotus Notes, MS Word	Communication	N/A	N/A	Each Division Manager
Sheriff's Office	Sr. Manager of Finance - George Sellery	MS Outlook, MS Word, MS Excel, MS Project, Scanner, SharePoint	Sending document, Tracking	Client Support Manager of Information Services - Steve McConnell	Sr. Manager of Finance - George Sellery	Each Division Manager, Sheriff
Public Works	Administrative Assistant - Sheralyn Brinson	Lotus Notes, MS Word, Scanner	Communication, Creating documents	N/A	N/A	Each Project Mgr, Each Div Mgr, Pam Hastings, Director
Community Services	Manager - Dave Medley, Director - Phil Stalvey	Lotus Notes, MS Word, Scanner	Update calendar, Prepare Agenda Item	N/A	N/A	Each Project Mgr, Attorney Office, Fiscal Services, Director
Fiscal Services	Analyst	Excel tracking sheet, Developing new IS system, Scanner	Communication via email, waiting for approval, routing budget requests,	Administrative Assistant - Elizabeth Parkhurst, Web Developer - Matthew Collins, Procurement Analyst - Tony Monteville	All staff	Director – Lisa Spriggs
County Manager's	Sharon Peters	Lotus Notes,	Sending documents,	N/A	Sharon	Deputy County

Process	Point of Contact	Computer Support System	Role of the Computer Support System	Who Maintains the Computer Support System?	Who Operates the Computer Support System?	Need Approval From *
Office		MS Word, Scanner	Tracking			Manager, County Manager
Library & Leisure Services	Business Manager - Stephanie Kobrin	Lotus Notes, MS Word, MS Excel, Scanner	Communication, document prep, Scan support docs, Track status	N/A	N/A	Director
Administrative Services	Each 5 Divisions	Lotus Notes, MS Word	Communication, Document transfer, Document prep	N/A	N/A	Division Mgrs, Director
Information Technologies	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
Environmental Services	Sr. Staff Assistant - Carol Norwood	Lotus Notes, MS Word, Scanner	Communication, Document prep	N/A	N/A	Each Division Manager, Director
Community Information	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
Human Resources	Director - Janet Davis	Lotus Notes, MS Word	Communication, Document prep	N/A	N/A	Director

* Legal Documents (contracts, etc.) need approval of CAO. Budget Items need approval of Fiscal Services/Purchasing. All items require approval of Deputy County Manager, County Manager, and BCC Chair.

Table 2 – Departments of Seminole County and Their Involvement

Role of the Board of County Commissioners in the Agenda Process

The County is served by a Board of Commissioners representing each of the County's five districts. Elected by the citizens at large, each Commissioner serves a four-year term and the terms are staggered.

The multiple services of the Board of County Commissioners are provided by the administrative Departments and Divisions under the direction of the County Manager.

The Board of County Commissioners is the legislative branch of county government and the individual Commissioners serve as legislative officers and fiscal representatives of the County. Acting in good faith and within their statutory authority, the Commissioners have wide discretion.

The Chairman presides over all meetings, signs all legal documents, and appoints Commissioners to various committees. The Chairman is the official representative of the Board and retains a vote on all items and issues.

The Board meets at the Seminole County Services Building - 1101 East First Street in Sanford, Fl 32771, on the second and fourth Tuesday of each month, at 9:30 a.m., 1:30 p.m. and at 7 p.m., to take official action. In addition, the Board meets whenever necessary in work sessions to discuss matters of general importance. No official action is taken at work sessions. Minutes are recorded of all Commission meetings, work sessions and public hearings and made a part of the record in the County Commission Records Office.