SECTION 1 - INTRODUCTION

1.1 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.

This report is the evaluation of the Impact Fees, Concurrency, and Cash Receipt Sections, which are all part of the P&D. This report includes the methodology used, results of the business and technical evaluation, and the business requirements.

The Objectives are:

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

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

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, both internally and externally. Rapid growth has brought a number of customer service related issues to light.

1.3 Process Description

What are the responsibilities of these three processes?

The Impact Fees Section manages the assessment and collection of impact fees. These fees are required for new construction units and change of uses to contribute its fair share of the cost required for transportation, fire, library, and school capital improvements in the designated areas of the County.

The Concurrency Section requires that all cities and counties in Florida ensure that certain Public Facilities are available as new developments are completed. In 1985, the Florida Legislature adopted the "Growth Management Act" to provide a framework for local governments to use as they developed their long-range comprehensive plans. One of the major provisions of the act required local governments to insure that the public facilities and services that are necessary to support development be available "concurrent" with the impacts of development. This means that all new developments must be located where existing service areas are available or where there are plans and funds to provide these services. On March 30, 1992, the Seminole County Board of Commissioners adopted a concurrency review process in order to implement this requirement. The process was subsequently amended with provisions effective on July 1, 1995. Seminole County cannot issue a Final Development Order under which construction will ensue unless (1) there are sufficient facilities and services reserved for each of the following public facilities: Roads (arterial and collector only), Mass transit, Drainage, Water, Sewer, Solid Waste, Parks; or (2) the development is vested from the concurrency review.

The Cash Receipt Section manages the receipts when a customer from the different cities or from the county pays with cash and checks.

Who is involved in these Processes?

Multiple Departments and Divisions are involved in these procedures. The primary Divisions involved in the portion of the processes reviewed for this research come from the Seminole County Planning and Development Department:

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

The Impact Fees, Concurrency, and Cash Receipt Sections work directly with Seminole County Departments, P&D Divisions, and the seven municipalities located within Seminole County.

The table below shows the type of procedures, sources, number of items, resources, issues found, bottlenecks, and improvements expected by the Impact Fees, Concurrency, and Cash Receipt staff of the current system.

PROCEDURE	TYPE	SOURCE	# ITEM	RESOURCES	ISSUES	BOTTLENECK	EXPECTED IMPROVEMENT
CASH RECEIPT	• Impact Fees for the City • Impact Fees for the County: Project from the different dDepartments • Concurrency	• Impact Fees sSection • Building & Fire Inspection Division • Development Review Division • Community Resources Division	80/day	• Applicants • GIS • Front desk peoplestaff • HTE • Project Manager • Plans provided • Staff Assistant • Project from different Departments	• Human errors • Collection of fees • Generation of Reports • Information is not linked between databases	• No information available from the system to generate the cash balance	• Link of information • Searching capability • Provide flexibility to input the data • Integrate reports and consolidation of the fees • Tracking system
IMPACT FEES FOR SEMINOLE COUNTY	• Single Family • Non-Residential Multi-family	• Internal • External	5/ day for Single Family 2-8/day for Non-Residential	• Applicant • Front desk staff • HTE • Planner • Plans provided • Staff Assistant	• Building & Fire Inspections and Development Review Information	• Building & Fire Inspection Applications	• Specific design that fills whole process • Link of information • Search capability • Data input flexibility • Integrate reports and consolidation of the fees • Integrate the generation of the tables • Tracking system • Tracking tables and automatic generation

PROCEDURE	TYPE	SOURCE	# ITEM	RESOURCES	ISSUES	BOTTLENECK	EXPECTED IMPROVEMENT
IMPACT FEES FOR CITIES	• Single Family • Non-Residential Multi-family	• External	5/day	• Applicant • Front desk staff • HTE • Planner • Plans provided • Staff Assistant	Double-entry of input	No integration of databases	• Review the city information through the Web
CONCURRENCY	• Concurrency procedure	• Internal	5/week	• Applicant • Front desk people • GIS • HTE • Planner • Plans provided • Staff Assistant	Development Review Information	No information available from the system	• Provide flexibility to input the data • Integrate reports and consolidation of the fees • Integrate the generation of the table automatically • Tracking system
REFUND	• For County • For Cities	External	20-25/year	• Applicant • Front desk people • HTE • Project Manager • Plans provided • Staff Assistant	Historical information is not available	No integration of the data	• Provide flexibility to input the data • Integrate reports and consolidation of the fees
APPEALS	• Appeals procedure	Applicant	N/A	• Applicant • Deputy County Manager • Front desk staff • HTE • Project Manager • Plans provided	Historical information is not available	No integration of the data	• Provide flexibility to input the data • Integrate reports and consolidation of the fees

How Impact Fees are processed

The Impact Fees Section manages six different procedures to process fees. Each procedure includes sources, resources, staff, Divisions, Departments, and cities involved.

1. Impact Fees for the City – Single Family (Figure1.1)
2. Impact Fees for the City – Non-Residential Multi-family (Figure 1.2)
3. Impact Fees for the County – Single Family (Figure 1.3)
4. Impact Fees for the County – Non-Residential Multi-family (Figure 1.4)
5. Impact Fees – Refund Procedure (Figure 1.5)
6. Impact Fees – Appeal Procedure (Figure 1.6)

The Concurrency Section manages one procedure. This procedure includes sources, resources, staff, Divisions, Departments, and cities involved.

1. Concurrency Procedure (Figure1.7)

The Cash Receipts Section manages one procedure. This procedure includes sources, resources, staff, Divisions, Departments, and cities involved.

1. Cash Receipt Procedure (Figure1.8)

FIGURE 1.1 PROCESSING CITY IMPACT FEES
SINGLE-FAMILY RESIDENTIAL

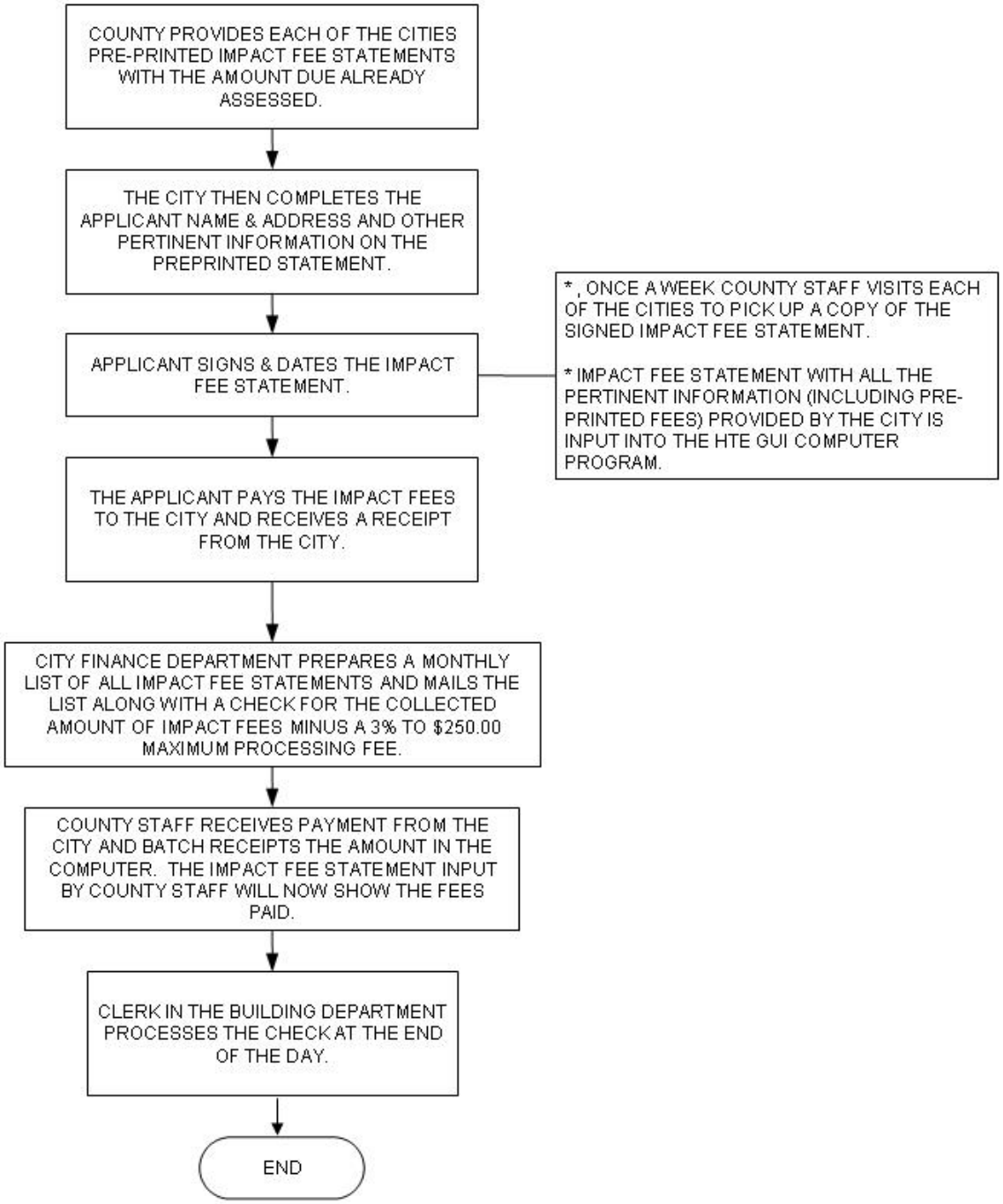

FIGURE 1.2 PROCESSING CITY IMPACT FEES
COMMERCIAL/OFFICE/INDUSTRIAL/MULTI-FAMILY
RESIDENTIAL & OTHER

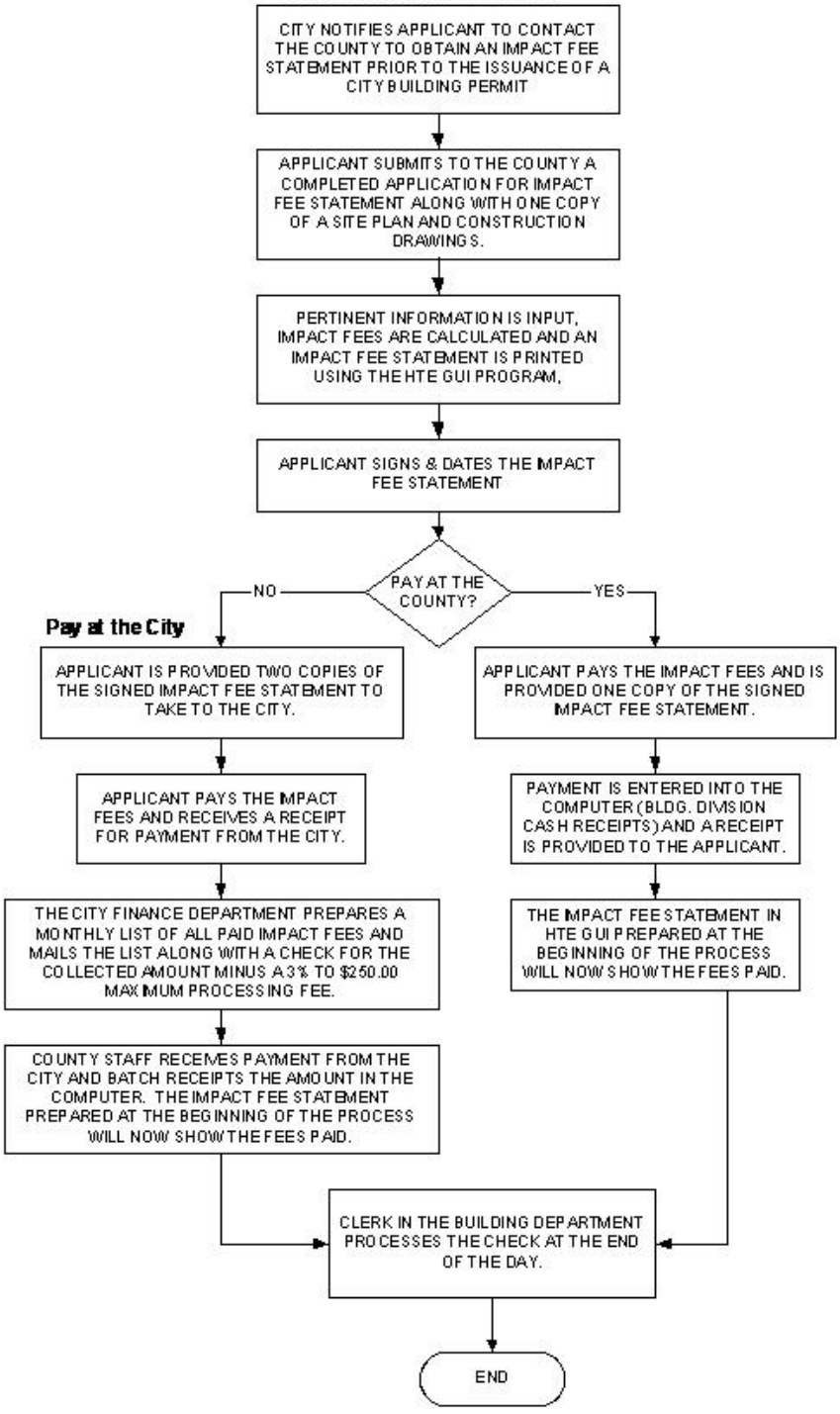

FIGURE 1.3 PROCESSING SEMINOLE COUNTY IMPACT FEES SINGLE-FAMILY RESIDENTIAL

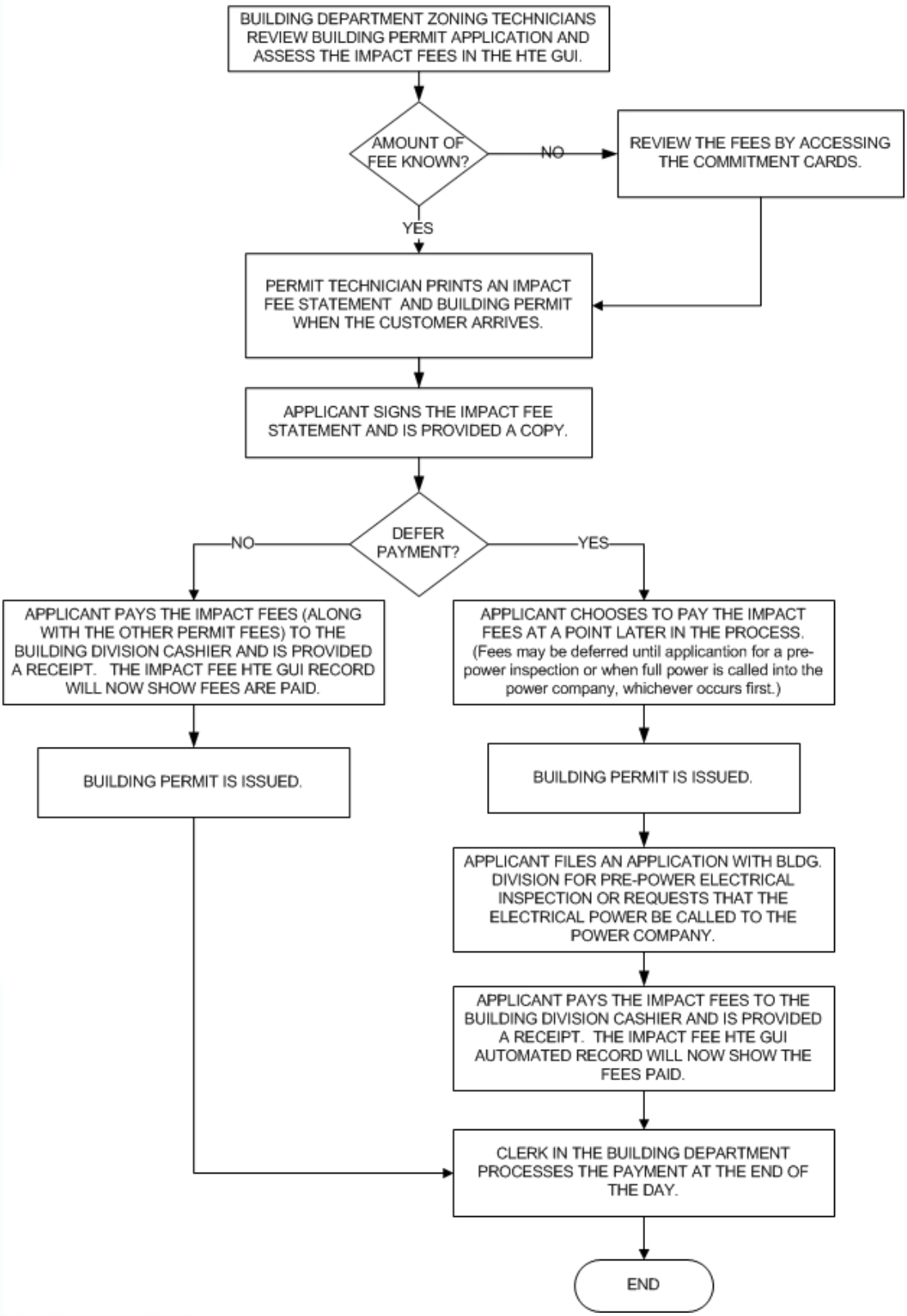

Figure 1.5 Refund Impact Fees Procedure

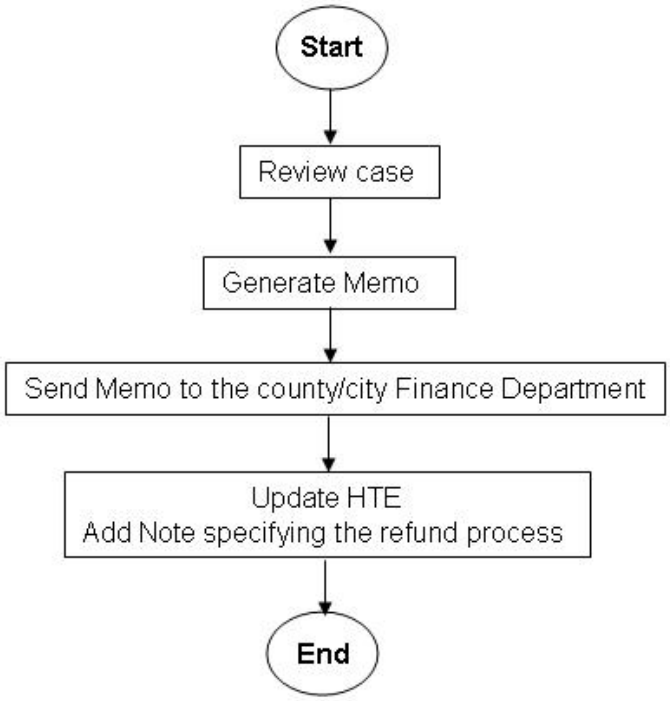

Figure 1.6 Appeal Procedure

FIGURE 1.7 CONCURRENCY REVIEW PROCESS

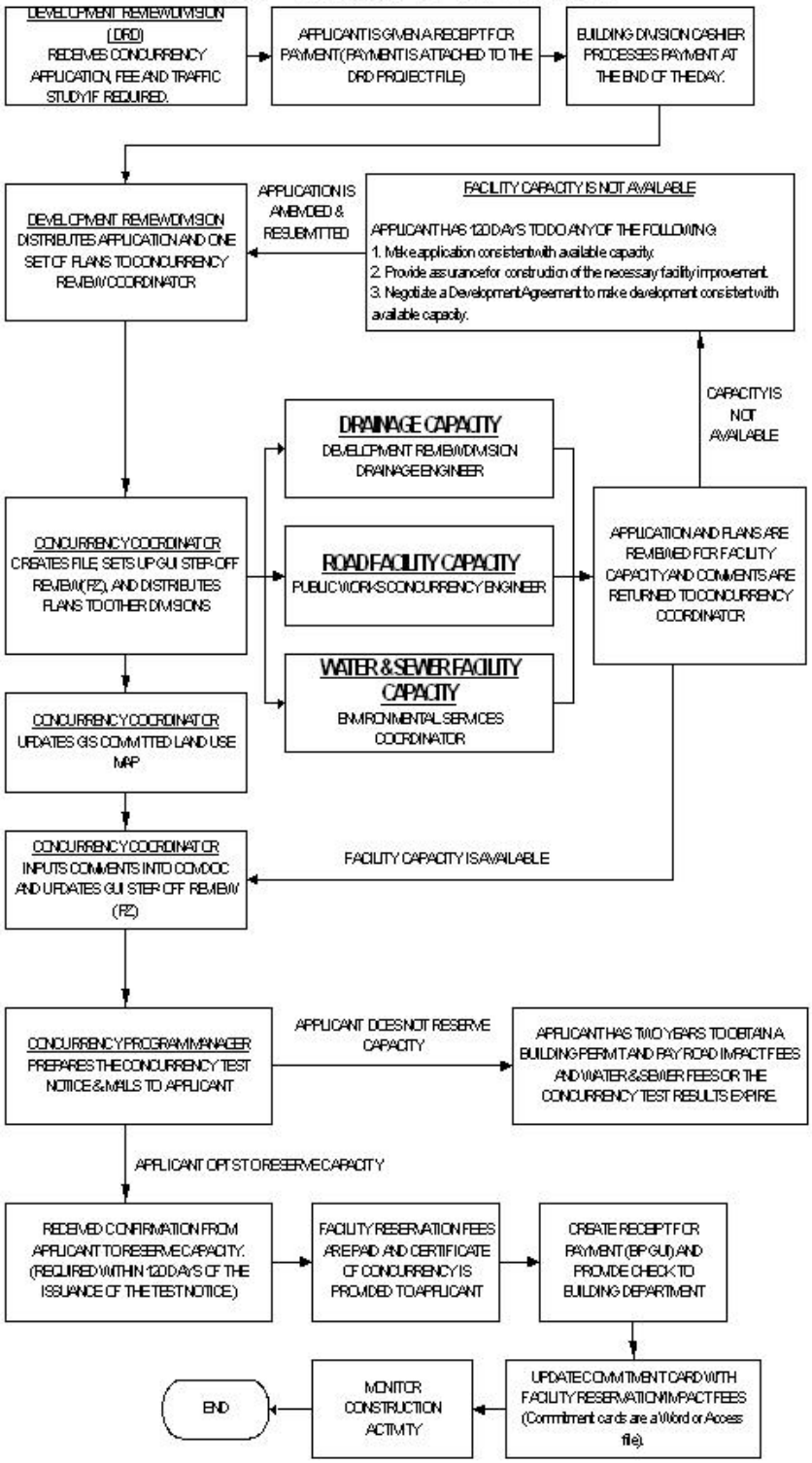
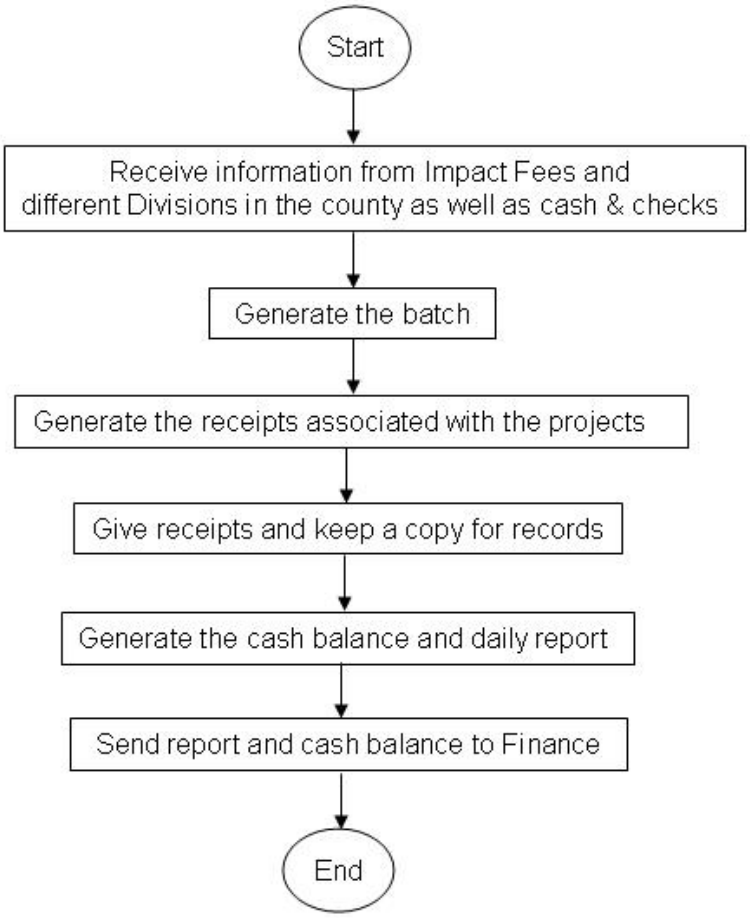
Figure 1.8 Cash Receipt Procedure