

2014



SEMINOLE COUNTY  
FLORIDA'S NATURAL CHOICE

COUNTY MANAGER'S ANNUAL REPORT

# SEMINOLE SPOTLIGHT





From Left to Right: Lee Constantine, Carlton Henley, Brenda Carey, John Horan, and Bob Dallari



# The Spotlight is on.... Seminole County

## The Seminole County Commission

The five members of the Seminole County Board of County Commissioners (BCC) are elected on a county-wide basis, with one residing in each of the five commission districts. Serving four-year, staggered terms, the BCC functions as Seminole County's legislative branch, in which the Commissioners set policies relating to the government of the County.

The BCC meets regularly at the Seminole County Services Building, 1101 East First Street in Sanford, on the second and fourth Tuesday of each month. Meeting agendas are posted on the County website, [www.seminolecountyfl.gov](http://www.seminolecountyfl.gov), the week before the meeting. Minutes are taken for all BCC meetings, work sessions, and public hearings. These minutes are recorded in the County Commission Records Office. All meetings are also televised live on Seminole Government Television (SGTV), Bright House Networks cable channel 199,\* and streamed to the County website. Regular BCC meetings are replayed at 11:00 a.m. on the Sunday following the meeting and at 7:00 p.m. on the following Tuesday. Archived video, agendas, and minutes of the BCC meetings are available online at [www.seminolecountyfl.gov](http://www.seminolecountyfl.gov).

The County Commissioners serve as the County's ambassadors on many local, regional, and state boards and committees. These boards and committees cover a variety of important matters affecting Seminole County residents and businesses including: the economy; transportation; regional and local planning; the environment; tourism; juvenile issues; and the arts.

\*SGTV will move to Bright House Networks cable channel 498 starting March 5, 2015.



### YOUR COMMISSIONERS:

#### **DISTRICT 5**

**BRENDA CAREY, CHAIRMAN**

407-665-7209, [BCarey@seminolecountyfl.gov](mailto:BCarey@seminolecountyfl.gov)

#### **DISTRICT 2**

**JOHN HORAN, VICE CHAIRMAN**

407-665-7205, [JHoran@seminolecountyfl.gov](mailto:JHoran@seminolecountyfl.gov)

#### **DISTRICT 1**

**BOB DALLARI, COMMISSIONER**

407-665-7215, [BDallari@seminolecountyfl.gov](mailto:BDallari@seminolecountyfl.gov)

#### **DISTRICT 3**

**LEE CONSTANTINE, COMMISSIONER**

407-665-7207, [LConstantine@seminolecountyfl.gov](mailto:LConstantine@seminolecountyfl.gov)

#### **DISTRICT 4**

**CARLTON HENLEY, COMMISSIONER**

407-665-7201, [CHenley@seminolecountyfl.gov](mailto:CHenley@seminolecountyfl.gov)

# A Message from the County Manager



## MAJOR EVENTS FROM 2014:

*To the Board of County Commissioners, the Citizens, and the Businesses of Seminole County:*

It is my honor to present the County Manager's Annual Report for 2014. Each year, the Annual Report provides an opportunity to shine a spotlight on the County's accomplishments and the many reasons why Seminole County is a premier place to live, work, and play.

The events of 2014 illuminate Seminole County Government's status as a leader on both a local and regional level. In 2014, we saw:

- *Phase I of the SunRail system begin service, providing Seminole County commuters a much needed travel alternative. Seminole County commit \$46 million in local funding to ensure accomplishment of this project;*
- *Seminole County become home to two major employers, Verizon and Deloitte Consulting. Collectively, these companies will bring an additional 2,100 high-value jobs to our community;*
- *A partnership with Orlando City Soccer to bring professional soccer to Seminole County through the establishment of the Orlando City Soccer MLS Training Center at the County's Sylvan Lake Facility;*
- *Seminole County voters approve the Third Generation Penny Infrastructure Sales Tax, which will bring an estimated \$63,000,000 annually to the County to fund valuable capital improvement projects including roads, trails, stormwater facilities, school buildings, and new classroom equipment; and*
- *The County continue its commitment to reduce homelessness, assisting 108 households and 279 individuals onto the road to permanent housing.*

It is not by luck or chance that we can boast such a broad list of significant accomplishments. None of the above would have been possible without the leadership of the Board of County Commissioners, the dedicated efforts of the Seminole County staff, and the support of our citizens and businesses. As you read through and reflect upon the initiatives we implemented last year, I hope you will also see the vision our community has collectively created for the future.

Respectfully,

Nicole Guillet, County Manager

*Verizon Ribbon Cutting - April 2014*



*SunRail Starts Operation - May 2014*



*Heroes Memorial Groundbreaking - Dec. 2014*





# Fast Facts & Statistics



Altamonte Springs



Casselberry



Lake Mary



Longwood



Oviedo



Sanford



Winter Springs

Seminole County

## OUR SEVEN CITIES

Altamonte Springs, Casselberry, Lake Mary, Longwood, Oviedo, Sanford, and Winter Springs

## OUR STATISTICS

Founded in April 25, 1913  
Land Area (square miles): 309.22  
Land and Water Area (square miles): 345.29

## OUR DEMOGRAPHICS

Total Population	436,041
Homeownership Rate	70.5%
Households	147,529
Persons per Household	2.87
Median Household Income	\$58,175
Persons Below Poverty Level	11.3%
Businesses in Seminole County	11,000
Employees in Seminole County	162,000
Registered Voters	267,510

## LISTED BELOW ARE MANY OF THE BENEFICIAL SERVICES SEMINOLE COUNTY PROVIDES TO THE ENTIRE COUNTY, INCLUDING THE SEVEN CITIES:

- A countywide library system (five public libraries);
- 7,100 acres of parks and natural lands, and 56 miles of trails;
- Economic and tourism development services;
- The landfill and transfer station;
- Animal control services;
- Emergency management, including the Emergency Operations Center;
- The 911 system and 800 MHz emergency communications system;
- Arterial and collector road construction and maintenance;
- Court facilities and services;
- The County jail which is the responsibility of the Board of County Commissioners, but is operated by the Seminole County Sheriff's Office; and
- Mosquito Control Program.

## OTHER INTERESTING FACTS ABOUT SEMINOLE COUNTY:

- The Department of Education has rated the Seminole County Public School system as an "A" district since the inception of district grades in 1999.
- Seminole State College is the 15th largest grantor of Associate in Arts degrees in the nation and the eighth largest among the 28 Florida College System institutions. Nearly 6,000 degrees and certificates were awarded during the 2013-14 academic year.
- The Orlando Sanford International Airport served over 2 million passengers in 2014.
- The unemployment rate is 4.5%, lower than the state & national average.
- From its opening in May, through the end of 2014, 156,947 SunRail riders boarded the commuter train through the four Seminole County SunRail Stations.



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# The Spotlight is on ...

## THE PENNY INFRASTRUCTURE SALES TAX

*Seminole County voters approved the Penny Infrastructure Sales Tax on May 20, 2014. The sales tax revenues will fund major capital projects including, but not limited to, transportation, drainage, and school improvements. Collection started on January 1, 2015, and will continue through the end of 2025.*



A projected **\$63 million** will be collected annually to fund capital improvements to infrastructure projects including widening roads, constructing trails, improving stormwater facilities, constructing new school buildings, and acquiring new classroom equipment. The tax will not fund operations for “mass transit” projects like SunRail and Lynx.

Approval of the extra penny of sales tax will allow Seminole County to continue building on the extensive infrastructure system funded by the first two generations of voter-approved penny sales tax programs.



**The 1991 & 2001 Sales Tax funded 30 intersection improvements in the County**

**SR 436/ Red Bug Lake Road Flyover was completed in February 2014**

- The 1991 and 2001 Sales Tax funded 860 new capital projects, including:
- **170 miles of new and reconstructed roadways**
  - **75 miles of sidewalks**
  - **30 intersection improvements**
  - **Roadway drainage projects**
  - **Stormwater projects**
  - **Mast arm conversion**
  - **New signals**
  - **Countywide fiber-optic installations**

Based on the median income for the Orlando Metropolitan Statistical Area, the amount of an additional penny of sales tax paid annually by a family of four with a median income of \$64,920, would be \$53.40 or about **\$4.45 per month**. Visitors from outside of the County also contribute to the funds collected through the sales tax, and thereby assist in the funding of infrastructure improvements.

**Find a list of projects at [www.seminolecountyfl.gov/onecent/ProjectsNearMe](http://www.seminolecountyfl.gov/onecent/ProjectsNearMe)**





# ...Our Accomplishments in 2014

## MASS TRANSIT - SUNRAIL

*In May 2014, Phase I of SunRail began service. This 32 mile route includes 12 stations, four of which are in Seminole County.*

In 2014, the long-awaited travel alternative was offered to Seminole County commuters with stations in four of our cities: Altamonte Springs, Lake Mary, Longwood and Sanford. From May through December of 2014, these Seminole County Stations experienced 156,947 boardings. Seminole County was a local leader in the effort to ensure funding was available for the SunRail project, pledging revenue from the County's 1991 Infrastructure Sales Tax to fund the County's \$46.2 million share of the SunRail project.

Studies indicate that the construction and operation of SunRail will ultimately create over 1,600 jobs and millions of dollars in sales tax revenue. These figures pale in comparison to the estimated economic benefits that the associated Transit Oriented Development will bring. In 2014, Seminole County began to capitalize on these economic development opportunities. Station-area studies were conducted in association with the Altamonte Springs and Sanford SunRail Stations. These studies are intended to help realize the future development potential around the SunRail Stations.

Additionally, Seminole County entered into a public/private partnership for the Weston Park Apartment Complex at the Longwood SunRail Station, jointly funding the parking garage for this complex. In 2015, the garage will open with 54 new covered public SunRail parking spaces, and because the facility is being constructed with oversized structural elements, the County can expand the parking garage with two additional floors in the future to incentivise additional economic activity adjacent to this station.

**Find how much you can save riding SunRail by visiting [www.SunRail.com](http://www.SunRail.com) and clicking on the Savings Calculator.**



**SunRail's paid service started on May, 19, 2014, with 4,177 passengers**

**Seminole County SunRail Stations are located in Altamonte Springs, Lake Mary, Longwood & Sanford**







# The Spotlight is on ...




## JOB CREATION

*Seminole County is a great place to do business. In 2014, two major businesses came to the area, bringing new jobs that will bolster the local economy.*


When **Verizon** was seeking its location to house intra-company finance and accounting operations, a site in Lake Mary beat out several other locations in Florida, South Carolina, and Idaho that had presented to Verizon for consideration. The grand opening of the \$50 million, 250,000 square foot, LEED certified Center of Excellence was held on April 25th, 2014. By the end of 2014, Verizon had created 300 jobs with an average annual wage of \$50,000. When Verizon first approached Seminole County, it indicated its intent to hire 750 employees by the end of 2016; however, at the grand opening in April, Governor Scott announced that, in addition to the originally anticipated 750 jobs, Verizon plans to add 350 more jobs, totaling 1,100 jobs in Seminole County.

**Deloitte Consulting**, a professional services company providing broad-based business services, also chose to plant roots in Seminole County. Again, a Lake Mary location edged out other locations in Arizona, Texas, Georgia, and Louisiana. Deloitte is expected to make a \$22.2 million capital investment in Seminole County, with an average annual salary topping \$60,000, and a promise to add 1,000 jobs to the Seminole County market by 2016. Deloitte's presence will greatly enhance the County's economic well-being.

While Verizon and Deloitte were the big "news-makers," other businesses also thrived in Seminole County. The Florida Department of Economic Opportunity attributed over 11,000 businesses with nearly 162,000 employees to Seminole County in 2014. Additionally, the Orlando Business Journal recognized 10 Seminole County businesses as the most rapidly growing companies in Central Florida.



**Verizon is projected to add a total of 1,100 jobs to the Seminole County economy by the end of 2016**



**Deloitte Consulting will make a \$22.2 million capital investment in Seminole County in 2014**

# ...Our Accomplishments in 2014

## SPORTS TOURISM

*Orlando City Soccer partnered with Seminole County in 2014 to bring professional soccer to our County.*

An Agreement inked in 2014, between Seminole County and Orlando City Soccer established the County's Sylvan Lake Park as the official MLS Training Center for the Orlando Lions. This partnership builds upon the County's 2013 agreement with Orlando City Soccer that guarantees 750 new hotel stays annually for ten years, with an anticipated economic benefit of \$31 million. In addition to creating an opportunity for the County's youth to interface with professional soccer players, the Training Center Partnership Agreement will provide the following benefits to Seminole County:

- Orlando City Soccer Club will offer youth soccer scholarships, providing no less than 10% of total soccer registrants with scholarships. This commitment will allow disadvantaged Seminole County youth an opportunity to participate in the program;
- Orlando City Soccer Club will develop soccer-related youth programs in conjunction with Seminole County, including player and mascot appearances in schools, youth group meetings, etc;
  - Orlando City Soccer will annually host at least one free soccer clinic, designed for Seminole County youth, featuring appearances and instruction from Orlando Lion's soccer players;
  - Orlando City Soccer Club will offer after-school programs including exercise or soccer instruction and educational activities to promote healthy living. Programs will be presented by Orlando Lion's coaches who will serve as community ambassadors and mentors, stressing the importance of academics, and teaching youth how to avoid negative situations; and
  - Orlando City Soccer will provide Seminole County \$250,000 to assist with development of four new athletic fields for public use on East Lake Mary Boulevard.



**Total  
estimated economic  
impact of Orlando City  
Soccer Agreement to  
Seminole County is  
\$31 Million**



**Tournaments  
and events will bring  
750 new hotel stays  
in Seminole County  
each year**







## The Spotlight is on ...

### HOMELESSNESS PREVENTION

*Reducing Homelessness remains a high priority for Seminole County. Our Community Services Department currently administers the following programs and initiatives to reduce homelessness in Seminole County:*



#### **Continuum of Care-Permanent Supportive Housing /Shelter Plus Care Programs:**

The Shelter Plus Care Program is designed to link permanent rental housing assistance and supportive services, including case management, for hard-to-serve homeless persons with disabilities and their families.

- Currently, 48 chronically homeless individuals are enrolled; and seven additional households were recently approved and are looking for units.

#### **Seminole County Homeless Prevention Program (Program Started Jan. 2013):**

This program provides assistance to homeless families through monthly rental subsidies for up to 24 months, utility assistance, emergency shelter vouchers, and case management.

- To date, 108 homeless households have been assisted.
- Currently, 32 households enrolled, three households are approved and looking for units.

#### **Emergency Solutions Grant Program/Rapid Re-housing Program:**

This Federally funded program provides resources to move homeless people to permanent housing quickly by helping defer rental application fees, security deposits, monthly rents, and utility deposits. Housing stability case management is available.

- Currently, 11 households are enrolled, and 12 have been assisted to date.

The State also funds a Rapid Re-housing Program to move homeless people quickly to permanent housing by helping defer rental application fees, security deposits, monthly rents, and



# ...Our Accomplishments in 2014

utility deposits. Housing stability case management is available. A preference is provided to youth aging-out of foster care and families with children.

- The State-funded program will provide assistance for eight to ten homeless households.
- Currently, 36 applications have been received and are being screened.

### **The Community Service Agency (CSA) Partnership Grant Program:**

The Board of County Commissioners initiated this program to improve the quality of life for Seminole County residents by collaborating with community-based organizations through a funding initiative designed to meet the human services needs within the County.

- In 2014, the County funded 17 non-profit partners, including Safe House Shelter, a refuge for survivors of domestic abuse.
- Safe House Seminole served 297 residents last year.

### **Public Assistance/Prevention Program:**

The Public Assistance/Prevention Program provides financial assistance to eligible low to moderate income households that, due to a financial hardship, are unable to pay their rent or mortgage and utility bills. The program also provides limited dental care.

- Approximately 900 families were assisted last fiscal year.

### **Community Services Block Grant - Family Self-Sufficiency Program:**

The Self Sufficiency Program provides rental and utilities subsidies to households with at least one adult attending school to increase employability. This program offers monthly case management, as well as opportunities for childcare assistance, through before and after school care; as well as summer day-camp scholarships; and training tuition scholarships.

- To date, six households have been assisted and five are currently enrolled.





## The Spotlight is on ...

**S***eminole County Government* provides services through eight departments, the County Manager's Office, and the County Attorney's Office. Working together, this network of dedicated County employees deliver a wide range of services and programs to meet the needs of Seminole County's diverse community. With offices located throughout the County, these offices and departments provide a unified and seamless approach to delivering excellent customer service. Seminole County Government also partners with numerous Constitutional Officers, the Clerk of the Circuit Court, the Property Appraiser, the Sheriff, the Supervisor of Elections, and the Tax Collector. Seminole County also works closely with its seven cities, the Seminole County School Board, and numerous state agencies to ensure the needs of Seminole County residents are fully addressed. Below is a brief description of the main locations for the many services provided by Seminole County Government.

**The County Services Building is located at 1101 East First Street in Sanford**, and serves as the administrative hub of Seminole County Government. Some of the services available at this building include: *Building Permits; Development Review; Human Resources; Occupational Licenses; Property Appraiser services; Tag Renewal; and Zoning and Land Use Information.*

Want information about a road project near your home? The *Engineering Division* is located down the street from the County Services Building, at **100 E. 1st St. in Sanford**. The *Leisure Services Department* also has its administrative office in this building.

**Seminole County's Five Points Operations Center is located at the northwest corner of US 17/92 and County Home Road.** This location serves as the staging area for essential County operations such as: *Public Works Administration; Fleet Services; Traffic Engineering; Facilities Maintenance; Roads and Stormwater; Watershed Management; and Animal Services.* One of Seminole County's best kept secrets, the *Museum of Seminole County History*, offers exhibits showcasing the County's past. *Extension Services*, another valuable resource, is also located at Five Points, offering food preparation tips and classes; gardening help; soil testing; 4-H clubs; and agricultural information, classes, and services.



Access  
County Services  
24/7 at  
[www.seminolecountyfl.gov](http://www.seminolecountyfl.gov)

Seminole County  
Government  
has 1,241 dedicated  
employees providing  
quality services  
to citizens



# ...County Departments & Divisions



Need to find out about your County water or sewer bill? The Customer Service Team for the **Environmental Services Department** has offices in the **Reflections Plaza Complex, located on the northwest corner of Lake Mary Boulevard and Hidden Lake Drive in Sanford.** This location is shared with the **Community Services Department**, which provides assistance to those in need within the community.

The **Public Safety Department** administers its daily operations, including Emergency Medical Services/Fire/Rescue, Emergency Management, Addressing, and the E-911 System in a building shared with the Seminole County Sheriff's Office, located at **150 Bush Boulevard, Sanford.**

Strategically located to assist visitors and residents traveling on the I-4 corridor, the Seminole County Convention and Visitor's Bureau and **Tourist Information Center** is located at **1515 International Parkway, Suite 1013, Lake Mary.**

The **Economic Development** team is nearby to help businesses in Seminole County. This office is located at **1055 AAA Drive, Suite 145, Heathrow,** in the Seminole State College Center for Economic Development.

The **Solid Waste Management Division** provides trash/disposal services for customers in Unincorporated Seminole County. Two disposal facilities are open to the public – the **Central Transfer Station at 1950 State Road 419, Longwood** and the **County Landfill located at 1930 East Osceola Road, Geneva.**



**Seminole County maintains four major recreational trails: Cross Seminole, Seminole Wekiva, Flagler, & Kwanee**

**Seminole County has 24 parks to play in, 80 miles of trails to trek & 6,600 acres of wilderness to explore**





# The Spotlight is on ...



## ECONOMIC DEVELOPMENT TEAM

### Behind the Scenes: What We Do

The Economic Development Division serves as a partner to the business community. Operating through the County Manager's Office, Economic Development staff strive to foster Seminole County's economic health and vitality through proactive retention and expansion programs.

### Lights, Camera, Action! What We Did in 2014

In 2014, the Business Development Division:

- Worked with employers to incentivize the creation of 506 new, full-time jobs and a capital investment of \$15,400,000 into Seminole County;
- Produced 20 **Business Spotlight** videos, highlighting companies in Seminole County. These videos recognize and promote the diversity of Seminole County's economic base;
- Hosted four **Talking Business** seminars, providing a forum to inform the business community about services and programs offered through Seminole County's Economic Development partners;
- Organized four **Seminole Economic Development Education Network** meetings to allow Seminole County businesses to share their educational needs with Seminole State College, the University of Central Florida, and Seminole County Public Schools; and
- Facilitated three **Career Expo and Internship Program** events in partnership with Seminole County Public Schools. These events brought 200 students together with 40 companies offering 70 internship positions. As a result, 50 students were accepted as interns in the first ever, "for credit" program with Seminole County Public Schools.





Visit  
[www.businessinseminole.com](http://www.businessinseminole.com)  
to find out more about  
Seminole County's  
Business Development  
Programs

## ...Our County Departments

The US 17-92 Community Redevelopment Agency helps to promote redevelopment of the US 17-92 Corridor. As of 2014, the Agency has awarded more than \$14 million in grants focused on improving the Corridor. These grants are funded through tax increment financing, a public funding method that utilizes future gains in property values to facilitate redevelopment of an area.

In Seminole County, grant funds have been invested to accomplish improvements to streetscapes, install traffic signals, renovate parks, and upgrade utilities. These investments result in further enhancements of the Corridor's property values and tax base. Several notable projects approved in 2014 include:

- *Bill Ray Nissan* - Redevelopment of the 10 acre site, located at 2724 US 17-92, containing 30,692 square feet of commercial space. Improvements include paving, storm water drainage, façade improvements and landscaping;
- *Evolution Auto* - Redevelopment of the 11 acre site, located at 2925 S. US 17-92, containing 43,348 square feet of commercial space. Improvements include paving, exterior walls, exterior windows, exterior paint, new entrance and landscaping;
- *Sanford Police Department Contamination Clean-Up* - Removal of the underground contaminated soil to facilitate construction of a senior affordable housing project in partnership with HUD, at Eighth Street and US 17-92;
- *Spartan Turn Lane* - Construction of a new turn lane at Spartan Road and US 17-92 for safety of traffic flow;
- *Paw Park Village* - Installation of new landscaping and new equipment to maintain the park, located at Fourth Street and US 17-92;
- *Upgraded Streetlights* - Improvements to streetlights along the US 17-92 corridor;
- *Sunland Park Redevelopment Project* - Replacement of deteriorating amenities at the 15 acre park located at 180 Collins Drive; and
- *Garden Grove Apartments* - Funding assistance for the senior housing project.



**Seminole County's  
US 17-92  
Community  
Redevelopment Agency  
helps businesses grow  
along this important  
corridor**







# The Spotlight is on ...

## COMMUNITY SERVICES DEPARTMENT

### Behind the Scenes: What We Do

The Community Services Department provides oversight and compliance monitoring for several local, state, and federal governmental contracts and grant programs. The Department acts as a liaison for the County on activities and issues that involve juvenile diversion, public health, community development and social services.

The programs and services discussed below are provided by two teams and three divisions within the Community Services Department: the Compliance and Business/Administration Office, the Community Assistance Division, the Community Development Division, and the Prosecution Alternatives for Youth Division.

### Lights, Camera, Action! What We Did in 2014

The Community Services Department, in conjunction with several partners, hosted its first annual “Back 2 School Bash” on Saturday, August 2, 2014. This event gave citizens of Seminole County an opportunity to receive school supplies, physicals, immunizations, parenting resources, and haircuts, in addition to registering for free and reduced lunch services. Adult health screenings were also available. The event resulted in 538 children being served by 42 volunteers and 20 partner agencies. All services were provided free of charge.

The Veterans’ Services team held the “Veterans’ Stand Down” event, with 40 service providers assisting 58 veterans. Services included mental health evaluations, dental screenings, claims applications for disability and food stamps, and employment and training opportunities. Veterans were able to receive clothing, hygiene products, and food resources.

Community Development Block Grants (CDBG) provided \$700,000 to help finance the rehabilitation of the Rescue Outreach Mission facility, and additional funds for the rehabilitation of the Pathways to Care facilities. These two



In 2014,  
16 foreclosed homes  
were rehabilitated  
and sold to  
income eligible  
families



In 2014,  
28 families  
became first time  
homeowners through  
the Purchase  
Assistance  
Program

## ...Our County Departments

organizations provide essential services to economically disadvantaged citizens within our community. CDBG funds also aided in the design of a new water project in the Midway community in Sanford. The water system in this low/moderate income neighborhood was failing, creating potential health and safety issues. The CDBG Program also provided the City of Oviedo with funding for the rehabilitation and expansion of Round Lake Park, located adjacent to several Oviedo neighborhoods, including Round Lake Estates, Washington Heights, and Johnson Hill communities. This area is predominately occupied by low and moderate income families and individuals who benefitted from the Park's upgrades.

The Prosecution Alternatives for Youth Program (PAY) celebrated its 15th year of Teen Court in 2014. The PAY Program consists of Teen Court and the Juvenile Alternative Services Program. These programs exist as substitutes for formal court proceedings for delinquent juveniles, promoting accountability to victims and the community through activities such as restitution and community service work. The Program also provides opportunities for personal improvement, such as classes, counseling, and work skills. In 2014, 960 juveniles participated in the program. PAY only sees 8% of program participants as repeat offenders, a much lower statistic than traditional court proceedings, which is upwards of 30%.

### Sneak Peek into the Future

In addition to continuing to provide outstanding services as noted above, in 2015, additional financial assistance will be offered by the Community Development Division to residents in dilapidated housing requiring rehabilitation. This Division will also fund Phase I construction for the Midway Community Water Project, and assist the Seminole County Housing Authority with a street paving project, improving 2,200 linear feet of roads.



In 2014,  
Community Assistance  
helped two local  
agencies to provide child  
care services to  
46 children

Community  
Development held a  
Fair Housing Art Contest  
for elementary  
school kids





# The Spotlight is on ...



Twin brothers successfully completed the Prosecution Alternatives for Youth Program and are now moving forward with careers



## Supporting Cast

The Community Services Department would like to thank the following partners, as their support continues to be invaluable to the citizens of Seminole County:

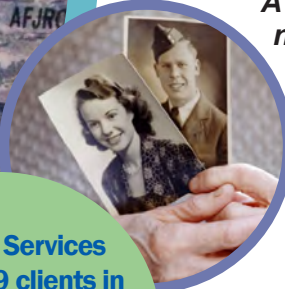
- Seminole County Sheriff's Office
- State Attorney's Office
- Non-profit Partners
- Seminole County Health Department
- PAY Volunteers
- Realtors and Lenders

## Our Critics' Rave Reviews

*"I found myself in a homeless situation about four years ago when the market went down. My twins and I were living in a hotel before coming into the Homeless to Home Program. When this program came about, it literally saved my life. It allows us now to continue on with our goals."*

- Debra Young - Homeless To Home Program Participant

*A client explained that she contacted the Community Assistance office, needing financial support for rent and utilities, due to an economic hardship. Jennifer Ortiz, Case Manager, was "very helpful and passionate about getting [her] the help [she] needed very fast." She thanked Jennifer and the Seminole County taxpayers for their support in her time of need. "Without them, I don't know what I would have done."*



Veterans Services helped 689 clients in 2014. Seminole County is estimated to have 30,363 veteran residents

# ...Our County Departments

## DEVELOPMENT SERVICES DEPARTMENT

### Behind the Scenes: What We Do

The Development Services Department includes the Planning & Development Division and the Building Division.

The Planning & Development Division is responsible for assisting and educating customers on how to comply with the Seminole County Comprehensive Plan, the [Seminole County Land Development Code](#), and related ordinances through a managed review process. Staff processes applications for land use amendments, rezoning, commercial site plans, subdivision plans, vacates, variances, special exceptions, special use permits, and other miscellaneous permits. The Division provides technical data and recommendations for land development proposals to the Board of County Commissioners, the Planning and Zoning Commission and the Board of Adjustment.

The Building Division provides building related services to the unincorporated areas of Seminole County. These services include plan review, permit issuance, and building inspections. Other services provided include investigation of unpermitted construction complaints and open permit research.

### Lights, Camera, Action! What We Did in 2014

- **Oxford Road Long Range Redevelopment Plan:** Aimed at developing an action plan to advance redevelopment in this area of the County, the Plan will establish the final alignment of the Oxford Road Extension to connect with US 17-92; create a mixed-use development overlay district to help attract the desired development to the area; and coordinate with area property owners to spur redevelopment.
- **Sanford and Altamonte Springs SunRail Station Studies:** A product of the HUD Sustainable Communities Regional Planning Grant Program, these studies were completed to create policy scenarios to guide future development around the SunRail Stations, and are intended to encourage and incentivize transit oriented development at, and in close proximity to, the stations themselves. In 2015, County staff will make recommendations to the Board of County Commissioners for implementation of the reports.



A total of  
45,185 SF of  
commercial  
development was  
approved  
in 2014

28 subdivisions  
with 476  
lots were  
approved in 2014







## The Spotlight is on ...



**The Building Division issued 18,498 permits in 2014 (a 12% increase over 2013) and performed 49,480 inspections in 2014 (a 14% increase over 2013)**

**701 Certificates of Occupancy were issued in 2014**

In an effort to address the potential negative impact that vacant and abandoned properties can have on adjacent residential neighborhoods, the Property Maintenance County Code Amendment was adopted to revise the definition of what constitutes a nuisance for enforcement purposes. The change provides greater protection for neighboring property owners from the negative impacts of large, previously developed properties, such as golf courses, that have ceased operation and been left to deteriorate into unsafe and unsightly conditions.

To improve customer service, the Planning & Development Division launched a new website design to accommodate the demand of the development community, and to keep pace with the growing economy. The new design supports a streamlined application process, with Electronic Plan (ePlan) submittal and review, furthering the County’s goal towards a paperless work environment. In 2014, 299 plans were submitted through ePlan. Additionally, 29 new single-family subdivision developments, 45,000 square feet of commercial space, and 255 multi-family units were processed and approved.

### Our Critic’s Rave Review

*“Thank you very much for the thorough presentation today on your electronic review process. It was very insightful and it will certainly help us make more informative decisions while we explore a similar path for the City.”*

– Teresa Correa, Ph.D., AICP, Development Services Director, City of Oviedo

### Sneak Peek into the Future

In 2015, the Development Services Department will continue to implement the Open For Business Initiative. In support of this goal, in March of 2015, the County will be reinstating the Development Review Engineering Division within the Development Services Department. This effort will create a “one stop shop” for the development community allowing applicants to get complete information regarding traffic, utilities, roads, and stormwater engineering from one source.

# ...Our County Departments

## ENVIRONMENTAL SERVICES DEPARTMENT

### Behind the Scenes: What We Do

The Environmental Services Department provides essential services that directly impact the County's citizens and environment. The Department maintains 558 miles of water mains, 170 miles of sewer force mains, and 73 miles of reclaimed water mains. The Department is comprised of several Divisions, including Solid Waste, Utility Operations, Field Operations, Asset Management, Wastewater, Water Operations, Water Conservation, Utility Engineering, and the Business Office. Nearly 67,000 properties are served through the County's Residential Solid Waste Management Program throughout Unincorporated Seminole County.

### Lights, Camera, Action! What We Did in 2014

The Environmental Services Department, in conjunction with the Public Works Department, removed 491 cubic yards of litter from roadsides in 2014. This endeavor involved approximately 2,500 hours of volunteer or community service work hours.

In 2014, the Solid Waste Management Division processed 308,000 tons of municipal solid waste, 57,000 tons of yard waste, 17,000 tons of residential recyclables, 412 tons of waste tires, 102,000 gallons of household hazardous waste and used oil, and 324,000 pounds of e-scrap.

Through its Irrigation Evaluation Program, the Water Conservation Division conducted 1,054 free irrigation evaluations in 2014. Irrigation evaluations and rain sensors are provided to customers free of charge to help them properly run their irrigation systems. The program saved citizens over \$178,000 in 2014. Additionally, the Water Conservation Division, in conjunction with a grant from



Over 5.369 billion gallons of water was distributed to customers in 2014

In 2014, 1.3 billion gallons of reclaimed water was used by customers for irrigation, saving our precious drinking water







# Water Conservation

**Telephone hold times for Environmental Services customers decreased in 2014**



**The County has a Toilet Rebate Program for County water customers who install new toilets**

the St. Johns River Water Management District helped customers save over \$93,000 by replacing high flow toilets with water conserving toilets.

In 2014, the Water Operations Division began operation of the three large scale Ozone facilities that have been under construction for the past two years. Ozone is used to eliminate taste and odor irregularities, and to improve the quality of the drinking water Seminole County supplies to its customers. The Southeast Regional Water Treatment Facility is now the largest Ozone and granular activated carbon facility in the state of Florida; the facility serves 18,032 households and businesses.

The Environmental Services Business Office completed the outsourced production and mailing of utility bills in 2014. This move has saved approximately \$70,000 per year while enhancing the information communicated to customers. The bills now include a graphical presentation of potable water use over a year's time, highlight due dates to increase awareness, and provide a larger space for monthly messages. The Business Office also developed forms and instructions to help customers apply for a leak adjustment or a pool fill adjustment. This has reduced the processing time for credits on customers' accounts. The Application for Service form has also been updated to allow all documentation to be attached to the application online. This improvement has allowed customer service to efficiently process the application package, and in turn, reduce the wait time for service connections for new customers.

## Sneak Peek into the Future

In the coming year, the Utilities Engineering Division will complete an \$8 million construction project at the Seminole County Lynwood Water Treatment Facility in the Southwest Service Area. This Service Area has 2,917 customers, and is south of Sand Lake Road, west of North Pearl Lake Causeway, and bordered on the south and west by Seminole County lines. The Treatment Facility consists of four raw water wells, two ground storage tanks, chemical feed system, electrical and control building, and high service pumps to distribute the water through the system.



In 2015, an \$8 million construction project for the Lynwood Water Treatment Plant will be completed

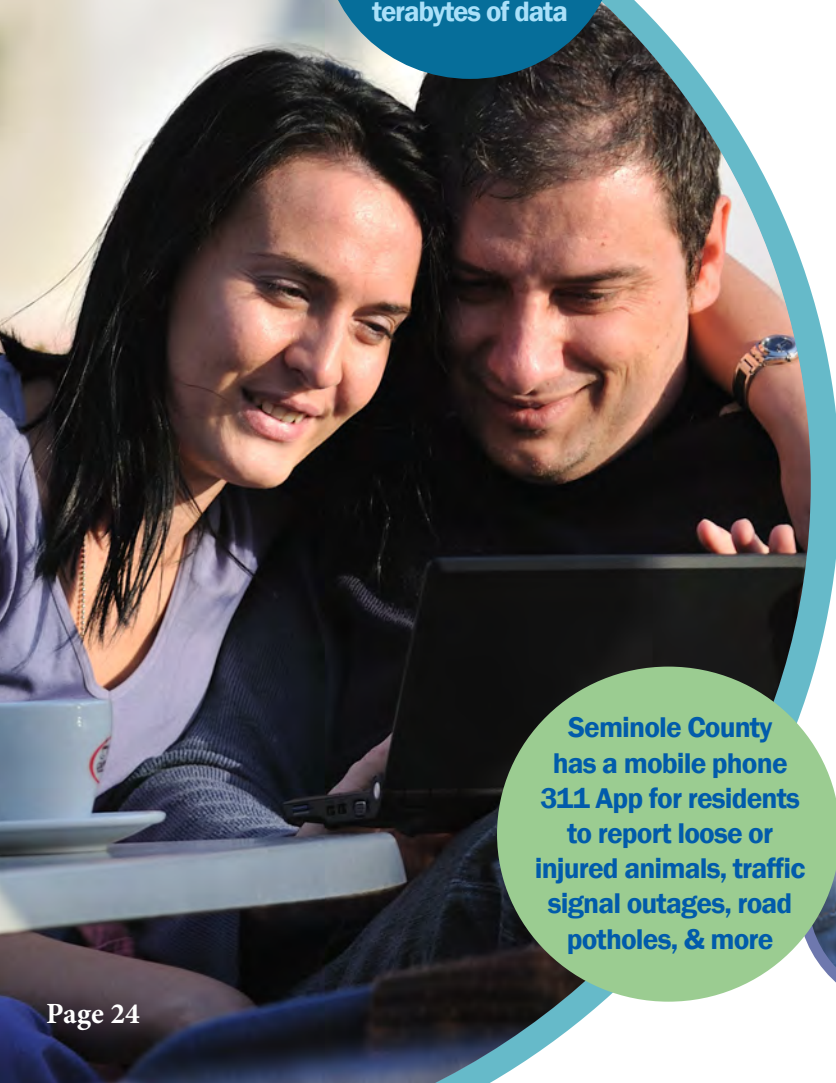
The Southeast Regional Water Treatment Facility serves 18,032 households and businesses



# The Spotlight is on ...



Seminole County received over 900,000 e-mails in 2014 and stores over 170 terabytes of data



Seminole County has a mobile phone 311 App for residents to report loose or injured animals, traffic signal outages, road potholes, & more



## INFORMATION SERVICES DEPARTMENT

### Behind the Scenes: What We Do

The Information Services Department provides technology to the County's internal departments, and provides mechanisms to improve efficiency across Seminole County. This Department offers innovative solutions that assist in the delivery of many of the essential services offered by the County, including Public Safety logistics, Community Services outreach, Public Works projects, water treatment plant operations, and much more.

In addition to supporting internal operations, the Information Services Department also provides the technology that allows citizens to access their government through internet and mobile applications.

### Lights, Camera, Action! What We Did in 2014

One of the major accomplishments for the Information Services Department in 2014 was the “go-live” for a new radio network. The Information Services Department, in conjunction with the Public Safety Department, completed the migration of an older radio system to a state-of-the-art, IP network-based radio system that is shared among many public service agencies within Seminole County. This system provides an extra layer of cooperation in critical communications between Public Safety agencies. The move also offers capacity and coverage throughout Seminole County. In addition, Information Services technicians assisted Public Safety staff to standardize the deployment of Mobile Data Terminals (MDT's) within the fire apparatus. These devices provide computerized, real-time access to mapping, online access to 911 call information, and more efficient processes for EMS and Fire reporting. To further support Public Safety efforts, Information Services implemented wireless technology within multiple Fire Stations,

## ...Our County Departments

and collaborated with the City of Altamonte Springs to standardize GIS maps.

The Information Services Department enhanced the Community Services Department's ability to deliver needed services through the creation of a near paperless workflow within the Community Assistance Division. The system provides case managers the ability to access citizen requests for assistance, visually spot-check case files for missing forms, and access documents through the click of a mouse instead of retrieving paper forms that may be dispersed throughout the County.

The Department also completed a major upgrade of the County's land management, water billing, and permitting systems that now enables the Development Services and Environmental Services Departments to streamline processes and more efficiently access citizen work requests. This effort also enhanced the development community's ability to submit electronic plans for online review, thereby saving our citizens and businesses both time and money.

### Sneak Peek into the Future

In the spring of 2015, the Information Services Department plans to launch a new County website, improving information and services for Seminole County residents and businesses.

Additionally, look for a new online and mobile citizen request system to allow the public to request assistance and services online. This tool will provide a centralized recording system that is intended to improve staff's ability to monitor the progress of requests, cut down response times, and improve customer service.



**Seminole County  
has more than  
10,000,000 documents  
stored in its Content  
Management  
System**



**Seminole County's  
Firewall inspects on  
average 30 million  
connections  
per day**





# The Spotlight is on ...

More than 70 different sports tournaments were hosted in our park system in 2014



Tourists spent \$11,275,318 in Seminole County when they visited last year

## LEISURE SERVICES DEPARTMENT

### Behind the Scenes

The Leisure Services Department provides quality of life services to Seminole County citizens through cultural, educational, environmental, and recreational experiences. This Department includes the following Divisions: Extension Services, Greenways & Natural Lands, Libraries, Tourism Development (Seminole County Convention and Visitors Bureau), and Parks and Recreation. The Leisure Services Guide provides residents with a calendar of events, and is available at [www.seminolecountyfl.gov/leisureservices/pdf/winter-springguide.pdf](http://www.seminolecountyfl.gov/leisureservices/pdf/winter-springguide.pdf).

Leisure Services manages the following facilities:

Parks & Natural Lands **7102.65** acres

- 62** ACRES OF TRAILHEAD PARKS
- 56** MILES OF TRAILS
- 54** TENNIS COURTS
- 29** CAMPSITES
- 20** BASKETBALL/SOFTBALL FIELDS
- 18** RACKETBALL COURTS
- 13** PLAYGROUNDS/BASKETBALL COURTS
- 12** NEIGHBORHOOD PARKS
- 8** SPECIAL USE PARKS
- 6** FISHING PIERS & FOOTBALL/SOCCER FIELDS
- 5** REGIONAL PARKS/TRAIL HEADS/BOAT RAMPS/LIBRARIES
- 4** TRAIL SYSTEMS/MULTI-PURPOSE FIELDS/VOLLEYBALL COURTS
- 3** WALLYBALL COURTS
- 2** CANOE LAUNCHES
- 1** MUSEUM/NATURE CENTER/SKATE RINK

# ...Our County Departments

## Lights, Camera, Action! What We Did in 2014

In 2014, the Leisure Services Department facilitated completion of the design for the new Sports Complex on East Lake Mary Boulevard. This 102 acre facility will offer 15 state-of-the-art, multipurpose fields, as well as amenities including event space, an administration building, concession stand/bathroom structures, paved parking for 540 cars and RV's, batting cages, and more.

It is estimated that in 2014, 643,400 individuals visited parks for league and tournament play. This staggering number does not include visitors that frequent our facilities for activities such as basketball court, playground, and trail use. The Parks and Recreation Division's program revenue topped \$650,000, including \$531,000 in facilities rentals fees.

In 2014, the UF/IFAS Extension Services Division taught 588 educational programs to 10,695 participants. Additionally, the Division created, distributed, and utilized the Healthy Living Teaching Resource, "4-H Barnyard Yoga," aimed at encouraging physical activity among students and as a behavior management tool in the classroom. The Program, used in local elementary schools, after-school programs, VPK and Head Start programs statewide, received state, regional, and national recognition for excellence and innovation.

Extension Services' Family and Consumer Science Program offered its Expanded Food and Nutrition Education Program (EFNEP) series in 2014, impacting 108 adults (87% in poverty). For every \$1 spent on EFNEP, \$10.64 is saved on healthcare costs, and \$2.48 is saved on food expenses. In 2014, EFNEP saved \$530,000 on healthcare costs and \$124,000 on food expenses. EFNEP also provided \$50,048 direct support programming in Seminole County for fiscal year 2014, a savings of \$605,000.

Extension Services continued to offer Florida Friendly Landscaping Programs in 2014, teaching better use of irrigation, water saving methods, and rain barrel usage. Post-tests indicate over 1 million gallons of water have been saved by establishing these best management practices.

The Seminole County Public Library System had 1,413,458 in-person visits last



Free  
Florida Friendly  
Landscape Classes  
are offered by  
Extension  
Services





## The Spotlight is on ...



County residents can use their library card to download e-books, online magazines, & streaming audio & film



year, and offered 2,152 programs and events for children and teens to promote early literacy and reading. Library youth programs were attended by 124,465 children from birth through teens. In 2014, the Library expanded “24/7” access for County residents to the most popular digital content. “Zinio” offers access to current issues of popular magazines to read on a computer, tablet, or smartphone; “Hoopla” accesses hundreds of thousands of movies, full music albums, audio-books, and more. Both features are free of charge for library card holders.

The Seminole County Convention and Visitors Bureau reported that, in 2014, hotel occupancy rose 3.1% over 2013, and the average daily rate increased by \$6.00 over 2013 figures (\$76.09 for 2014) in Seminole County. Tourist Tax Collections were up 11.4% from the previous year, totaling \$4,074,084. Also in 2014, the Convention and Visitors Bureau completed a strategic planning workshop with tourism partners throughout the community. This effort included the development of focus group research and multiple subcommittees within the Tourism Development Council that will work together to help develop a strong plan for the future of tourism.

The excellent services and programs offered through the Leisure Services Department were recognized by the Commission for Parks and Recreation Accreditation (CAPRA) in 2014 through its accreditation of the Department. Fewer than 120 departments achieved this honor nationally in 2014.

### Sneak Peek into the Future

The County will break ground on the Seminole County Sports Complex Facility in the spring of 2015. Additionally, four new soccer fields on East Lake Mary Boulevard will be completed, and the existing Soldiers Creek Park will undergo renovations, offering Seminole County residents a wide selection of quality playing fields.

The Natural Lands Program facilities will also see improvements in 2015:

- **Black Bear Wilderness Area** – Construction of 13 separate boardwalk areas, that when put together, will create a six+ mile hiking trail loop. This project is scheduled for completion by July, 2015;

1,413,458 people visited Seminole County's five library branches in 2014

## ...Our County Departments



- **Lake Harney Wilderness Area** – Construction of an elevated wildlife viewing tower and boardwalk at the shores of Lake Harney is scheduled for completion by July, 2015;
- **Geneva Wilderness Area** – Construction of a fishing pier and a group pavilion for public use and special use by the Natural Lands Division Eco Camps for kids is scheduled for completion by July, 2015;
- **CS Lee Boat Ramp Renovation** – Replacement of the existing ramp and renovation of the park facilities are set to be complete by late spring 2015;
- **Mullet Lake Boat Ramp** – Replacement of the wooden dock with a new aluminum dock that will allow longer use in high water is expected to be complete by early summer of 2015; and
- **Cameron Wight Boat Ramp** – Replacement of the existing dock will be complete by early summer of 2015.

The Natural Lands Program will celebrate its 25th Anniversary in 2015. In 1990, Seminole County approved an ad valorem tax to fund the purchase of environmentally sensitive lands for preservation and passive recreation. These lands have helped preserve and maintain the County's motto 'Florida's Natural Choice' for current and future generations. To celebrate the 25th Anniversary of this event, a series of special activities will be held at several of our Natural Lands facilities in the fall of 2015, culminating in a grand celebration in November.

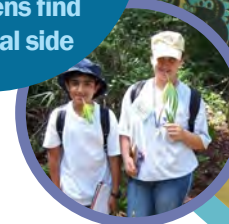
As a result of its 2014 planning efforts, the Seminole County Convention and Visitors Bureau expects a banner year for tourism in the County. Seminole County hotels are already seeing strong 1st quarter demand for 2015; January 2015 was the best January our hotels have seen in the past 15+ years.

### Our Critic's Rave Review

*"When I was unemployed for approximately 4 months, I used the Seminole Library's resources at Jean Rhein Central Branch ... on a daily basis for my job hunt. The staff there was extremely helpful and willing to go the extra mile. I am truly blessed in meeting such a helpful staff in my successful search."*  
- A. Vazquez, MPA



The Natural Lands Program hosts hikes, camps and special programs to help citizens find our natural side





# The Spotlight is on ...



Volunteers in Extension Services donated 22,350 hours - equivalent to ten full time employees



Leisure Services business partners help provide enhanced programs & services



### Supporting Cast

The good work of the Leisure Services Department could not be accomplished without the involvement of its many boards and volunteers, including the Extension Services Advisory Board Members, the Natural Lands Subcommittee, the Trails, Blueways & Bike Paths Committee, the Library Advisory Board, the Historical Commission, the Parks and Preservation Board, and the Tourism Development Council.

In Extension Services alone, volunteers donated approximately 22,350 hours of their time, which is equivalent to ten full time employees, or a savings of approximately \$487,000 annually to county residents.

Library Services averaged 107 volunteers each month, from AARP, Adult Literacy League, CareerSource Central Florida, Goodwill Job Connections, Seminole County Public Schools, Senior Resource Alliance, Small Business Development Center at Seminole State College, United Arts – Journeys, University of Central Florida Public History Center; and the University of Central Florida Book Festival - College of Education & Human Performance.

# ...Our County Departments

## PUBLIC SAFETY DEPARTMENT

### Behind the Scenes

Public Safety is a multi-faceted department, including the following divisions: EMS/Fire/Rescue, Public Safety Addressing, Emergency Management, Public Safety Probation, Public Safety Telecommunications, and Animal Services. Overall, the Public Safety Department employs 498 staff, manages a \$58,500,000 budget, and has the ability to provide first response emergency service to 213,600 homes and businesses.

### Lights, Camera, Action! What We Did in 2014

The EMS/Fire/Rescue Division improved its Insurance Safety Office (ISO) rating from a “3/3y” to a “2/2y” in 2014. ISO ratings reflect the level of service delivery by fire departments across the nation, and are used by insurance companies to determine policy rates. Seminole County’s near-perfect rating is not only a testament to its desire to provide modern and effective services, but it also provides a cost savings to residents on insurance policies

Additionally, in 2014, the Seminole County EMS/Fire/Rescue Division was re-accredited by the Commission on Accreditation of Ambulance Services – the highest standard for emergency medical services, another reflection of Seminole County’s desire to provide the most effective services. The Emergency Management Division also became certified by the Emergency Management Accreditation Program in October of 2014, and the Seminole County EMS/Fire/Rescue Division was presented with the 2014 EMS Provider of the Year Award by the Department of Health, Emergency Medical Services, which honors outstanding EMS organizations throughout the state that make a positive impact on local emergency services.



EMS/Fire/Rescue responded to 33,989 calls in 2014 with an average response time of 5 minutes, 50 seconds

In 2014, 911 Administration processed 280,433 calls







## The Spotlight is on ...

When it was not responding to the nearly 34,000 calls for service in 2014, the EMS/Fire/Rescue Division worked with the Florida Department of Transportation to develop emergency plans for potential incidents involving SunRail and trained on the commuter rail system's rail cars. These efforts were funded through state and federal grants.

Seminole County's AED program continues to provide unsurpassed benefits to the residents of Seminole County. Three lives, including one in 2014, have been directly saved by the use of AEDs by County employees since the program's inception.

The Animal Services Division had a busy year responding to over 19,000 calls in 2014, including 877 bite investigations. The Division also processed 1,986 animal adoptions in 2014 including dogs, cats, puppies, kittens and even a few snakes, lizards, and rabbits.

In 2014, the Probation Division completed a long-awaited move to a new location adjacent to the Public Safety Building, the Criminal Justice Center and the John E. Polk Correctional Facility. This move will allow the Division to consolidate services and better respond to public safety needs. The Probation Division also utilized electronic monitoring to process 950 defendants who were able to remain under close supervision after being released from jail pending disposition of their criminal cases. This program allows defendants to remain employed and productive within the community and close to family and personal ties. As a result of this close supervision, the appearance rate for required court hearings was 99%, a much higher rate versus defendants with traditional bond conditions.

### **Sneak Peek into the Future**

In October 2015, the City of Casselberry Fire Department will merge with Seminole County's EMS/Fire/Rescue Division. This move will increase efficiencies and enhance the existing services provided to this area of the County. The merge is the third of its kind to date; Altamonte Springs merged with Seminole County in 2002, and Winter Springs merged in 2008.



**On average,  
Animal Services  
receives 100 stray  
animals every  
six days**

# ...Our County Departments

## PUBLIC WORKS DEPARTMENT

### Behind the Scenes

The Public Works Department is responsible for the stewardship of the County's transportation infrastructure and surface water resources, and provides the following services:

- **Engineering:** Manages the design and construction of the County's roads, bridges, trails and sidewalks;
- **Roads – Stormwater:** Repairs and maintains County roads, rights-of-way, and drainage facilities;
- **Traffic Engineering:** Manages traffic safety functions, roadway signing, signals, and pavement markings.
- **Watershed Management:** Monitors, protects, and restores the water quality of the County's natural lakes and streams; and
- **Fleet and Facilities Management:** Maintains and repairs all County vehicles, equipment, and buildings. Seminole County maintains a total of 1,302 units of motorized on-road, off-road, and stationary (generators) equipment. Seminole County Fleet includes: 420 units of light vehicles with an average age of 10 years, 250 units of heavy equipment with an average age of 11 years, and 126 high priority emergency units with an average age of 9 years.

### Lights, Camera, Action! What We Did in 2014

The Third Generation Penny Sales Tax Referendum was approved by Seminole County voters in 2014, funding a ten year Infrastructure Program that includes stormwater systems, roads and transportation facilities, bicycle and pedestrian trails, and educational facilities. The extra penny of sales tax will also fund infrastructure projects for Seminole County schools and cities.



Mosquito Control responded to 1,652 requests resulting in 4,290 larvicide applications and over 4,000 miles and 138,297 acres fogged



In 2014 Road Operations responded to over 4,000 work orders, 800 were from proactive inspections of roadway and drainage assets



## The Spotlight is on ...



Seminole County  
has an Adopt-A-Road  
Program to  
help keep our  
roadways litter  
free

In 2014, our  
response time to a call  
regarding traffic signal  
outages or problems  
were addressed, on  
average, within 36  
minutes of receiving  
notification



In 2014, the flyover at the SR 436/Red Bug Interchange was completed. This project has greatly reduced motorist delay at one of the busiest intersections in Seminole County. The effort was funded through the Florida Department of Transportation and the 2001 Penny Sales Tax.

The Traffic Engineering Division installed nearly 142 miles of pavement markings in 2014. The Division also averaged 36 minutes to respond to signal trouble calls.

In 2014, the Department's Survey Section introduced an interactive GIS-based benchmark map. This effort allows the County to now provide convenient access to elevation data for surveying and engineering firms operating in Seminole County.

In 2014, new fleet vehicle dashboards were installed, offering solutions to better manage the entire fleet inventory, and provide a centralized system to handle specific details and history. As a result, the County has experienced improved preventative maintenance scheduling, potentially extending the usable life of its fleet.

The Mosquito Control staff responded to 1,652 requests from residents in 2014, resulting in 4,290 larvicide applications and the fogging of over 4,000 miles and 138,297 acres.

In 2014, the Public Works Department's Road Operations teams responded to over 4,000 work orders; 20% were created through proactive periodic inspections of roadway and drainage assets. A total of 52 lane-miles were resurfaced and approximately two lane miles were added in 2014.

### Sneak Peek into the Future

Look for new infrastructure projects made possible by the Third Generation Penny Sales Tax funding, including additional sidewalks, trail connections, and safer bicyclist and pedestrian trail crossings. Infrastructure preservation projects will be a priority in 2015. These projects include roadway repaving, culvert lining, subdivision rehabilitation, and bridges.

# ...Our County Departments



## Our Critic's Rave Review

*"We are happy that Seminole County thinks enough of its residents to repair situations like this in a timely manner. Please pass along our sincere appreciation to those involved in making our neighborhood safe again."*

- Greenwood Lakes Homeowner's Association regarding tree trimming and sidewalk repairs

## Supporting Cast

The Public Works Department thanks Seminole County's Adopt-a-Road and SERV Program volunteers for their commitment to keeping Seminole County beautiful.

## RESOURCE MANAGEMENT DEPARTMENT

### Behind the Scenes: What We Do

The Resource Management Department, under the direction of the County Manager, administers all fiscal-related activities of the Board of County Commissioners. This Department prepares and manages the County's overall budget; operates the Municipal Services Business Unit Program, which serves as the administrator of county assessment districts; provides purchasing and contracts services; and oversees the Risk Management Program.

### Lights, Camera, Action! What We Did in 2014

The Resource Management Department assists the County Manager and the Board of County Commissioners to ensure that the Seminole County Government budget is reflective of revenues, and that the County does not use excessive




**Seminole Education, Restoration and Volunteer (SERV) logged 5,350 volunteer hours worked by 1,878 volunteers in an effort to protect the waterways and natural areas of Seminole County**






## The Spotlight is on ...



There are 2.9 full-time Seminole County employees per 1,000 residents of Seminole County



Seminole County has received the Distinguished Budget Award for 23 consecutive years



reserves to fund each year's budget. The County's combined millage rate is the lowest in the four-county region. The Seminole County Budget, which totaled \$735.6 million in FY 2015, was prepared by the Resource Management Department in coordination with the County's Constitutional Officers. Following two public hearings, the budget was adopted by the Board of County Commissioners on September 23, 2014.

The County continues to maintain high quality credit and bond ratings. Resource Management led the process of issuing the \$28,000,000 Special Obligation Bonds, Series 2014, to finance a portion of the costs of the acquisition, construction and certain capital improvements for the Sports Complex and renovations to Soldiers Creek Park. The County's credit rating for the Series 2014 bond issue was "Aa2" from Moody's and "AA-" from Standard & Poor's. The County's issuer credit ratings of "Aa1" and "AA", respectively, were affirmed by the rating agencies.

In 2014, Resource Management worked diligently to save County funds, applying for and receiving \$44 million in grant funds:

- Federal Grants totaling \$24,000,000;
- State Grants totaling \$19,000,000; and
- Other Miscellaneous Revenue (Primarily Program Income) totaling \$1,000,000.

The Resource Management Department's Purchasing and Contracts Division also helps save the County a significant amount of tax dollars. In the 2013-2014 fiscal year, the Division:

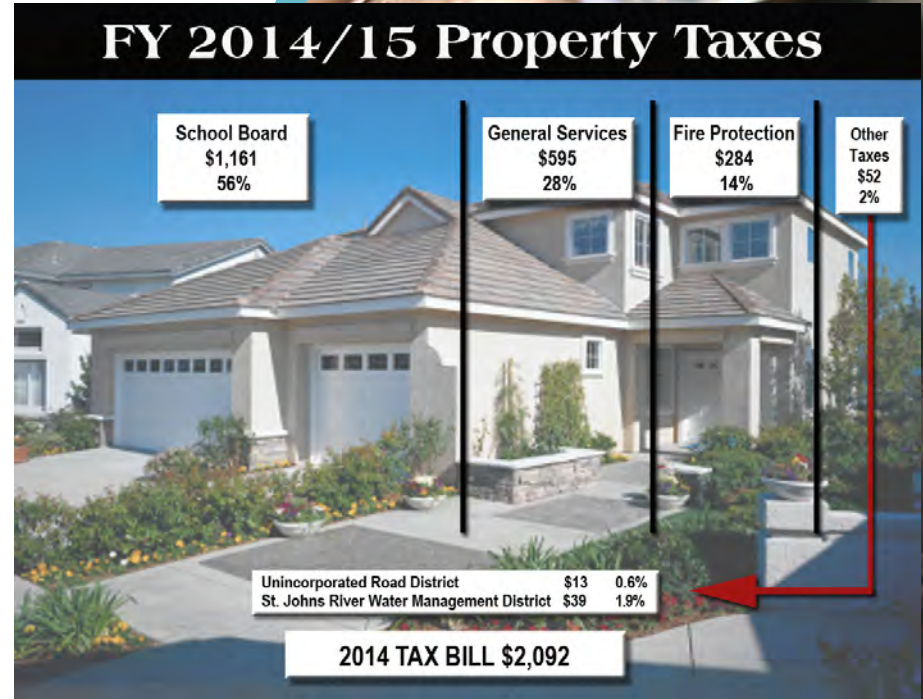
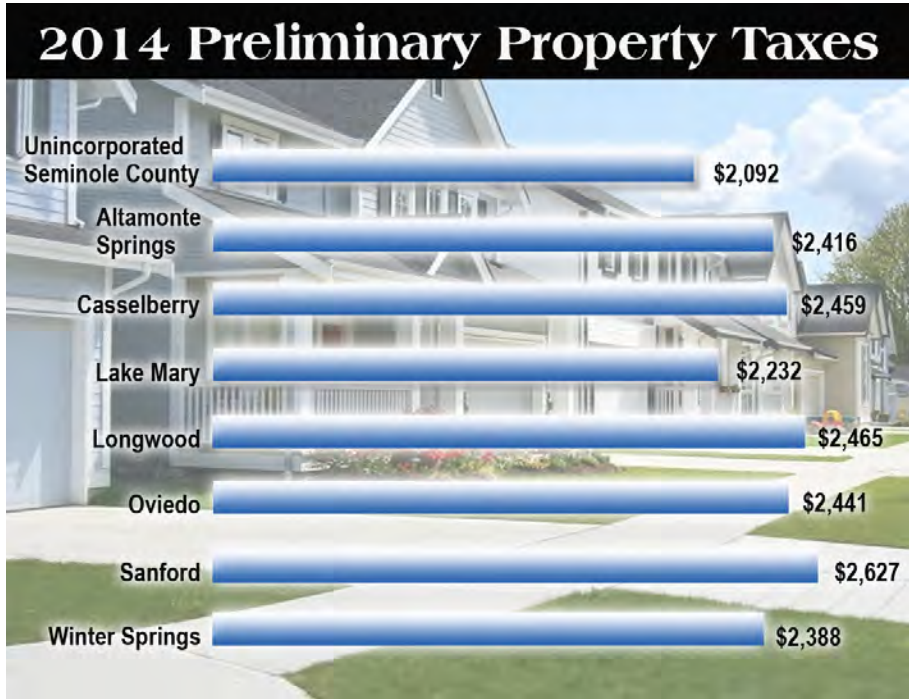
- Used the competitive process and negotiations to obtain \$7,007,000 in competitive savings;
- Claimed \$141,900 in savings using Sales Tax Recovery; and
- Obtained \$54,300 in Purchasing Card Rebates.

The MSBU Program continued to coordinate a broad spectrum of public services.

# ...Our County Departments



Charts Represent a Single Family Residence with an Average 2014 Taxable Value of \$172,000 and Include a \$50K Countywide and \$25K School Board Homestead Exemption





## The Spotlight is on ...



The Purchasing & Contracts Division holds an Annual Vendor Fair to help local businesses know how to work with the County

In 2014, six new MSBUs were created. These new MSBUs include:

- Bear Lake Circle & Linneal Beach Drive - Street Lighting (Commission District 3);
- Gabriella Lane - Street Lighting (Commission District 1);
- Lincoln Heights - Street Lighting (Commission District 5);
- Michigan Avenue - Street Lighting (Commission District 5);
- Buttonwood Pond - Lake & Aquatic Vegetation Management (Commission District 3); and
- Sweetwater Cove - Lake & Aquatic Vegetation Management (Commission District 3).

In 2014, the Government Finance Officers Association of the United States and Canada (GFOA) presented the Distinguished Budget Presentation Award to Seminole County, for its annual budget for the fiscal year beginning October 1, 2013. In order to receive this award, a governmental unit must publish a budget document that meets program criteria as a policy document, as an operations guide, as a financial plan, and as a communication device. Seminole County is proud to have received the award for 23 consecutive years.

The award-winning Resource Management Department continued to shine through accreditation from the Institute for Public Procurement. Additionally, in 2014, The County received the “Achievement of Excellence in Procurement Award” from the National Purchasing Institute, as well as, the “Award for Excellence in Public Procurement” from the Florida Association of Public Purchasing Officers, Inc.

### Sneak Peek into the Future

Expansion of the Enterprise Resource Planning Software (JD Edwards) will be a priority in 2015. This effort will allow the County to access modules that are available within JD Edwards, but not being fully utilized, resulting in greater transparency in the management of the County’s resources.

In 2015, the County will expand the “Open for Business” initiative, currently underway in the Development Services Department, into the Purchasing and Contracts Divisions. The intent of the “Open for Business” initiative is to ensure

Residents and owners of over 45,000 properties benefit from the 9,350 assessment-funded streetlights installed in Unincorporated Seminole County



## ...Our County Departments



that Seminole County Government is functioning as “a facilitator not a regulator.” Through this process, the Purchasing and Contracts Division will seek to provide improved service to the vendors that deal with the County, as well as, the County Departments the Division assists. This effort will involve a review of procurement policies and procedures to identify and eliminate any unnecessary and burdensome regulations and processes that may inhibit or limit efficient and user-friendly procurement activity.

### Supporting Cast

Thanks to the MSBU liaisons from the following communities: Lake Amory, Lakes Burkett/Martha, Buttonwood Pond, Horseshoe Lake North, Howell Creek, Lake of the Woods, Lake Mills, Lake Mirror, Myrtle Lake, Lake Pickett, Spring Lake, Lake Spring Wood, Springwood Waterway, Sweetwater Cove Lake, and Cedar Ridge Landscaping.



**Municipal Services  
Benefit Units (MSBUs)  
help Seminole County  
residents fund road  
improvements,  
streetlights, aquatic weed  
control and other  
improvement  
projects**





## The Spotlight is on ...

### FUTURE ROADWAY PROJECTS


The I-4 Ultimate Improvement Project began in February 2015, and will impact commuters for the next six years. The 21-mile I-4 Improvement Project begins at Kirkman Road in Orlando, and extends east of SR 434 in Seminole County.

The I-4 Ultimate Project is already underway, with a completion date in 2021. This project will involve Express Lanes, 15 reconstructed interchanges, and 140 new or rebuilt bridges. During the construction, the Florida Department of Transportation intends to maintain the same number of lanes at peak travel times. Lane closures will be limited to nighttime hours (8:30 PM - 7:00 AM). Seminole County commuters will have several alternatives to I-4 during construction including Sun-Rail, and other roadways such as SR 417, the Central Florida Greenway.

Construction on another major roadway project, the Wekiva Parkway in Seminole County is scheduled to begin in 2017. This construction is expected to be finalized in 2021, completing the beltway around northwest metropolitan Orlando. This estimated \$1.6 billion project includes \$500 million of non-toll road improvements such as:

- Widening seven (7) miles of SR 46 in Lake and Seminole Counties.
- Shifting the CR 46A connection to SR 46 so wildlife can move more safely between habitats.
- Building a multi-use trail along portions of the parkway in east Lake and Seminole Counties.

Finally, in 2015, construction of the flyover at SR 436 and US 17-92 will be completed. Did you know 110,000 vehicles travel through this intersection daily? That's a statistic that makes the intersection one of the busiest not only in the County, but in the state.



Work on the SR 436/US Hwy 17-92 Flyover is expected to be completed by the end of 2015

The I-4 Ultimate Project starts in February 2015 and will affect Interstate 4 until early 2021. Keep up with the latest info at [www.i4ultimate.com](http://www.i4ultimate.com)



# ... Future Projects in Seminole County

## US 17-92 REDEVELOPMENT PROJECTS

Adjacent to the flyover project, look for a major US 17-92 catalyst project, known as the Oxford Road Redevelopment.

This 267-acre area, surrounding the landmark jai alai building near Casselberry, is slated for a make-over. This County-initiated redevelopment plan is intended to spur economic growth and enhance the aesthetics in the area through partnerships with private developers to build residential, office and retail space. Ultimately, the Oxford Road Redevelopment Project will have a “main street” feel with the convenience of major thoroughfares nearby. Preliminary design and conversations with affected property owners are moving forward. Final plans are expected to be complete in 2015.

In addition to the Oxford Road project, initial planning began for Reagan Center, a privately-initiated mixed-use project on the 118-acre Flea World property, across from the County’s 5-Points facilities. Reagan Center is expected to be one of Seminole County’s largest redevelopment efforts, representing another catalyst project for the 17-92 corridor.

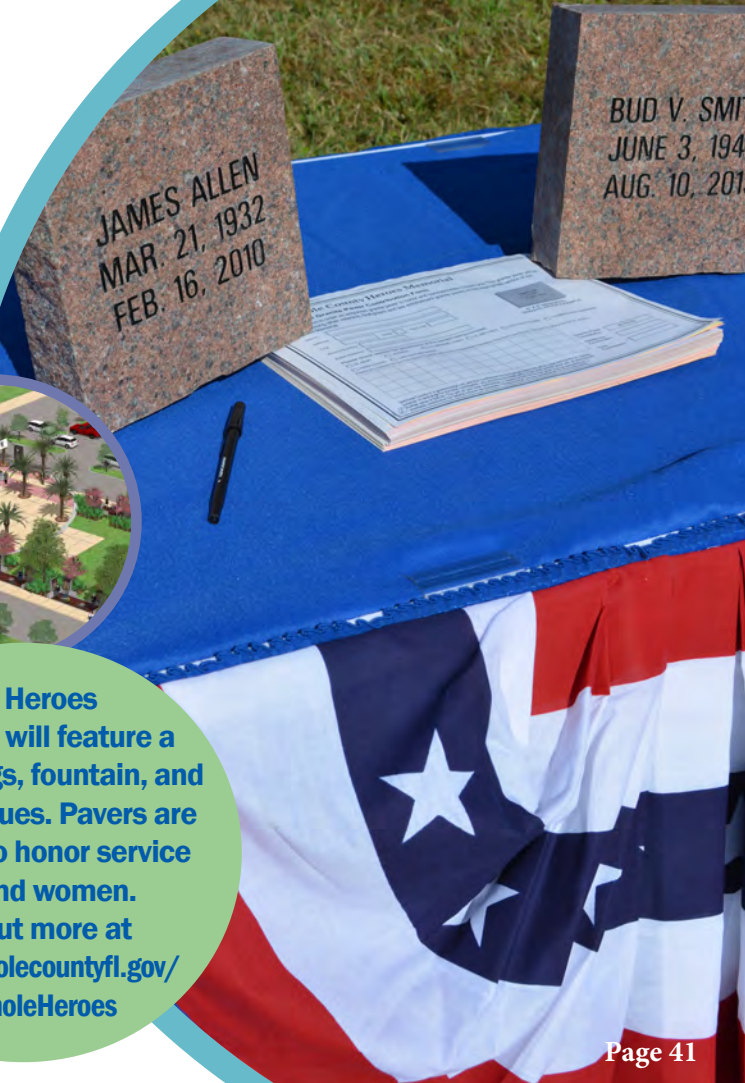
## HEROES MEMORIAL

Seminole County will complete construction of the Heroes’ Memorial in May of 2015.

The Memorial, currently under construction in front of the Seminole County Criminal Justice Courthouse on Bush Boulevard, will honor the County’s fallen military and public safety personnel. The \$700,000 project, sponsored by both public and private funds, will list the names of fallen service men and women who have died in the performance of their duties. The ribbon cutting for the Memorial is planned to coincide with the 2015 Memorial Day events. Residents have the



The Heroes Memorial will feature a court of flags, fountain, and bronze statues. Pavers are available to honor service men and women. Find out more at [www.seminolecountyfl.gov/SeminoleHeroes](http://www.seminolecountyfl.gov/SeminoleHeroes)





# The Spotlight is on Future Projects



The Future Sports Complex is expected to provide a \$24.4 million economic boost to the County

opportunity to honor fallen loved ones through the purchase of an engraved granite paver to be installed in the Memorial's plaza. Information on the paver program is at [www.seminolecountyfl.gov/SeminoleHeroes](http://www.seminolecountyfl.gov/SeminoleHeroes).

## NEW SPORTS COMPLEX

The County finalized design plans for the new Seminole County Sports Complex on East Lake Mary Boulevard located southeast of the Orlando Sanford International Airport.

The 102-acre Complex will boast 15 baseball and softball fields, nine of which will be multipurpose fields with synthetic turf. In addition to the ballfields, the Complex will include a playground, batting cages, picnic areas, pavilions, concessions, bathrooms, hospitality buildings, and an administration office. The \$27 million project comes at no cost to local tax payers, and is completely funded through the County's Tourism Development Tax, levied on every hotel room booked in Seminole County.

The County will break ground on the project in April of 2015, with an anticipated grand opening in the spring of 2016. It is estimated that in the first year of operation, approximately 63,000 athletes and spectators will frequent the facility; 25,000 of those in attendance are expected to be out-of-town visitors. In the first year, projections suggest close to \$10.3 million of positive economic impact.

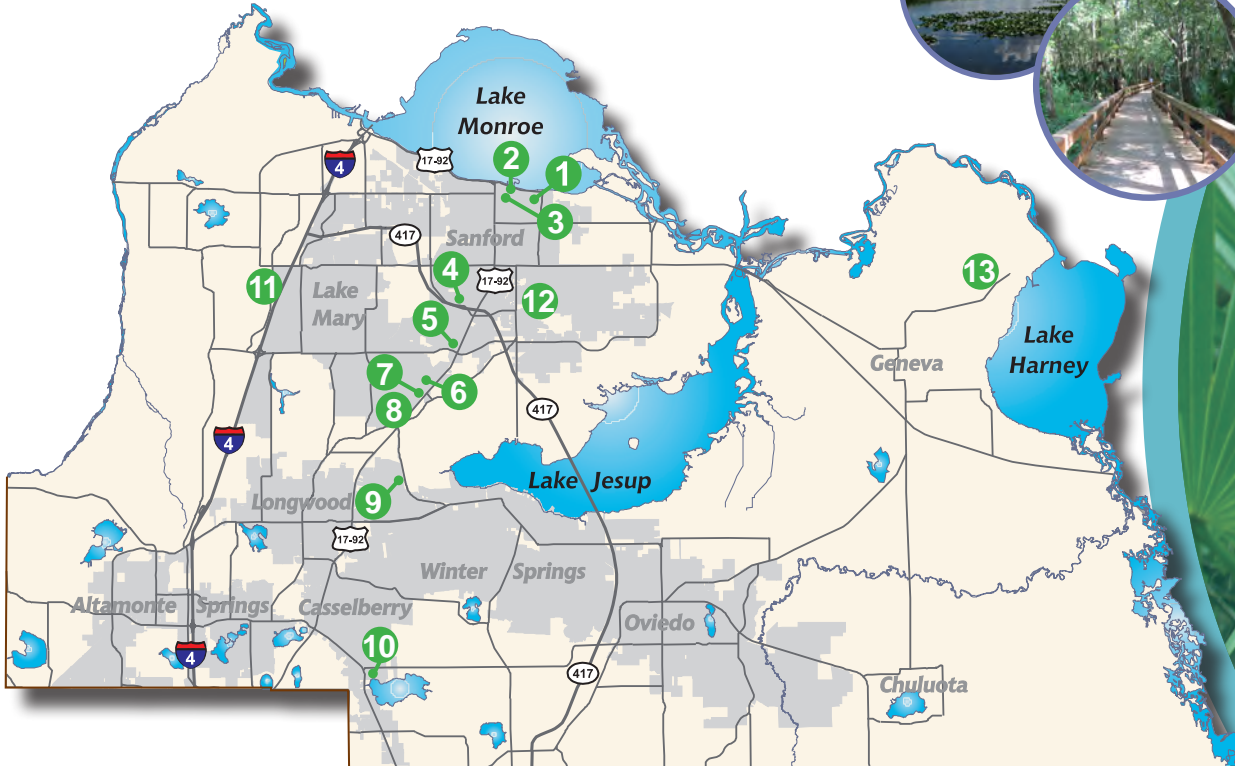
Projections for 2020, the fifth year of operations, indicate the Complex could host 43 tournaments over 139 event days, with total attendance nearing 98,000 for the year. Of that number, almost 60,000 are estimated to be out-of-town visitors resulting in \$24.4 million in positive economic impacts to the County. The facility will also be available for use by residents on non-event days.

Find out more by visiting  
[www.visitseminole.com/sports/complex](http://www.visitseminole.com/sports/complex)



The future Seminole Sports Complex will feature 15 fields to support a variety of sports events

# Main County Offices



- 1** **COUNTY SERVICES BUILDING** • 1101 East First Street, Sanford  
Location for: Administration, Board of County Commissioners, Building Division, County Attorney, County Finance, Development Services, Human Resources, Information Services, Planning & Development, Property Appraiser, Resource Management, and Tax Collector (go to [seminoletax.org](http://seminoletax.org) for branch locations)
- 2** **CIVIL COURTHOUSE** • 301 North Park Avenue, Sanford  
Location for: Civil Trials and Clerk of the Circuit Court (Marriage Licenses, Passports, Power of Attorney)
- 3** **ENGINEERING DIVISION OF PUBLIC WORKS & LEISURE SERVICES ADMINISTRATION** • 100 E 1st Street, Sanford Location for: Engineering and Right-of-Way; Leisure Services Administration
- 4** **HEALTH DEPARTMENT** • 400 West Airport Boulevard., Sanford (4), 108 Sausalito Boulevard, Casselberry (10)
- 5** **REFLECTIONS PLAZA COMPLEX** • Northwest corner of Lake Mary Boulevard and Hidden Lake Drive, Sanford Location for: Environmental Services, Community Services, and Veterans' Services
- 6** **SHERIFF & PUBLIC SAFETY** • 100 & 150 Bush Boulevard, Sanford Location for: Seminole County Sheriff's Office and Public Safety Department
- 7** **CRIMINAL JUSTICE CENTER** • 101 Bush Boulevard, Sanford Location for: Criminal Trials & Clerk of the Circuit Court (Traffic Tickets)
- 8** **FIVE POINTS OPERATIONS CENTER** • NW corner of County Home Road and U.S. 17-92, Sanford. Location for: Animal Services, Extension Services, Museum of Seminole County History, Public Works Administration, Roads - Stormwater, Traffic Engineering & Watershed Mgmt.
- 9** **CENTRAL TRANSFER STATION** • 1950 State Road 419, Longwood Location for: Solid Waste Management: Trash, Recycling, Household Hazardous Waste, and Sharps Collection
- 11** **ECONOMIC DEVELOPMENT • CONVENTION & VISITORS BUREAU (TOURISM)** • 1515 International Parkway, Ste 1013, Lake Mary, FL 32746.
- 12** **SUPERVISOR OF ELECTIONS** • 1500 E. Airport Boulevard., Sanford.
- 13** **COUNTY LANDFILL** • 1930 E. Osceola Road, Geneva.





**SEMINOLE COUNTY GOVERNMENT**

1101 East First St. • Sanford, FL 32771  
(407) 665-0311 or Dial 311 • [www.seminolecountyfl.gov](http://www.seminolecountyfl.gov)

**OTHER COUNTY GOVERNMENT AGENCIES:**

CLERK OF THE CIRCUIT COURT  
(407) 665-4330  
[www.seminoleclerk.org](http://www.seminoleclerk.org)  
Civil Courthouse • 301 North Park Ave.  
Sanford, FL 32771



HEALTH DEPARTMENT  
(407) 665-3000  
[www.seminolecohealth.com](http://www.seminolecohealth.com)  
400 West Airport Blvd.  
Sanford, FL 32773



PROPERTY APPRAISER  
(407) 665-7506  
[www.scpaf1.org](http://www.scpaf1.org)  
1101 East First St.  
Sanford, FL 32771



SHERIFF'S OFFICE  
(407) 665-6600  
[www.seminolesheriff.org](http://www.seminolesheriff.org)  
100 Bush Blvd. • Sanford, FL 32773



SUPERVISOR OF ELECTIONS  
(407) 708-7700  
[www.voteseminole.org](http://www.voteseminole.org)  
1500 E. Airport Blvd. • Sanford, FL 32773



TAX COLLECTOR  
(407) 665-1000  
[www.seminoletax.org](http://www.seminoletax.org)  
1101 East First St. • Sanford, FL 32771



[www.seminolecountyfl.gov](http://www.seminolecountyfl.gov)



**HELPFUL WEB NAVIGATION**

**SEMINOLE COUNTY WEB SITES:**

**Animal Services (including Adoptable Pets)**  
[www.seminolecountyfl.gov/dps/ansrvs/](http://www.seminolecountyfl.gov/dps/ansrvs/)

**Apply for a Building Permit**  
[www.seminolecountyfl.gov/gm/building/permit/](http://www.seminolecountyfl.gov/gm/building/permit/)

**Apply for a County Job**  
<http://agency.governmentjobs.com/seminolecountyfl/>

**Community Assistance**  
[www.seminolecountyfl.gov/comsrvs/commasst/](http://www.seminolecountyfl.gov/comsrvs/commasst/)

**Emergency Preparedness for Citizens**  
[www.prepareseminole.org](http://www.prepareseminole.org)

**Library Services**  
[www.seminolecountyfl.gov/libraries](http://www.seminolecountyfl.gov/libraries)

**Parks and Recreation**  
[www.seminolecountyfl.gov/parksrec/](http://www.seminolecountyfl.gov/parksrec/)

**Pay a Water Bill**  
[www.seminolecountyfl.gov/envsrvs/billpay/](http://www.seminolecountyfl.gov/envsrvs/billpay/)

**Volunteer**  
[www.seminolecountyfl.gov/guide/volunteer.aspx](http://www.seminolecountyfl.gov/guide/volunteer.aspx)

**Water Atlas**  
[www.seminole.wateratlas.usf.edu](http://www.seminole.wateratlas.usf.edu)

**OTHER AGENCY SITES:**  
LYNX - [www.golynx.com](http://www.golynx.com) • FEMA - [www.fema.gov](http://www.fema.gov)  
Sunrail - [www.sunrail.com](http://www.sunrail.com) • I4Ultimate - [www.i4ultimate.com](http://www.i4ultimate.com)  
Central Florida Expressway Authority - [www.cfxway.com](http://www.cfxway.com)  
State of Florida - [www.myflorida.com](http://www.myflorida.com)

You can also find us on:

