



SEMINOLE COUNTY
FLORIDA'S NATURAL CHOICE

COUNTY MANAGER'S ANNUAL REPORT

2009



REFLECTING ON THE NUMBERS

A Look Back at the Past Year/Decade



Reflecting on the Numbers

There is strength in knowing that you performed well, that you touched the lives of many, that you improved your service delivery and that you made a difference. Seminole County Government made a difference by improving the quality of life for residents and business owners in 2009 despite the challenges of an economic downturn that has affected our residents, businesses and even local governments.

The **County Manager's Annual Report for 2009** reviews the numbers for the services provided in 2009 by three focus areas:

- *Effective and efficient government*
- *Addressing growth and the environment*
- *Advancing social and economic opportunities*

The report also compares the present-day numbers to where Seminole County was a decade ago to see how far the County has come in the last 10 years. Turn the page to see how Seminole County measured up in the last year and the last decade.

Major Milestones in 2009

- January** On January 17, County dedicated new road to Dr. Martin Luther King, Jr.
- February** Seminole Wekiva SR 434 trail tunnel opened providing safety for trail users.
- March** The official ribbon-cutting for a US 17-92 SEED project, Patio Grill, took place on March 31. Link 434, a new inter-county LYNX bus route started running.
- April** SJRWMD approved County permit to use water from the St. Johns River.
- May** Public Safety's Emergency Management conducts Hurricane Expo at Oviedo Marketplace.
- June** Teen drivers education program approved to continue at 2 County High Schools.
- July** Animal Services wins \$5,000 grant from nationwide voting contest, U.S. Department of Housing and Urban Development (HUD) gave \$991,180 in grants to implement the Homelessness Prevention and Rapid Re-housing Program (HPRP).
- August** County signed agreement with Habitat for Humanity in Seminole County for the development of five new single-family homes to be built in Sanford.
- September** Board of County Commissioners approved 09/10 budget, Florida Monthly Magazine's 2009 Best of Florida award winners include the Museum of Seminole County History and the Seminole Wekiva Trail.
- October** 911 system upgrade to pinpoint location of callers completed, Leisure Services received National Recreation and Park Association's Commission for Accreditation of Park and Recreation Agencies (CAPRA) accreditation.
- November** Tourism moved to AAA building in Heathrow to better serve visitors. To better train local firefighters, a five-story training tower was constructed at the Fire-EMS Training Center.
- December** Leisure Services Department honored by USTA Florida as a lead agency.



The County's Budget

The Fiscal Year (FY) 2009/2010 adopted budget for Seminole County totals \$885 million, a decrease of \$102 million from the FY 2008/2009 budget. The budget includes \$158 million of cash brought forward for ongoing capital projects funded by special revenue sources. Seminole County has one of the lowest millage (property tax) levies compared to surrounding counties, ensuring you get the best value for your tax dollars. The base budget, defined as estimated incoming annual revenue, is **\$457 million**.

A conservative and proactive financial management approach has been taken to ensure the County continues to maintain a strong financial position. The financial challenges that lie ahead are being managed through a long-term fiscal planning perspective. By continued focus on our service delivery and business practices, critical services can continue in a stable tax environment. Above is a breakdown of the County's spending plan totaling **\$608 million** including infrastructure projects.



*Definition: Financial assistance to low income residents.



A Snapshot of the County

Land Area:
344 SQ. MILES

7 Cities: Altamonte Springs, Casselberry, Lake Mary, Longwood, Oviedo, Sanford, Winter Springs

Population:
423,759

Sq. Mile Population
Density: **1,207.7**

Median Age: **39.2**

Median Household Income:
\$58,175

Total Households:
158,629

Average Household Size:
2.6

Number of Businesses:
13,753

Number of
Employed Residents:
231,344

Average Salary:
\$38,434

Registered Voters:
256,606

How Far We Have Come in the Last Decade

Seminole County Major Milestones from 2008 - 1999

- Fire-EMS Training Center opened.
- Official opening of the Gas to Energy Plant at the Seminole County Landfill.
- Reconstructed Fire Station 13 opened.
- Tropical Storm Fay hit Seminole County causing substantial flooding.
- Winter Springs Fire Department merged with Seminole County Fire Department.

2007

- Seminole County officially opened two pedestrian bridges over Lake Mary Boulevard to maintain the safety of school children and trail users.

2006

- County launched Adopt-A-River program.
- Seminole County Government received a rating upgrade by Standard & Poor's Ratings Services (S&P) from AA- to AA.
- East Lake Mary Boulevard extension to SR 415 officially opened.



2005

- County adopted water conservation measures including watering restrictions.

2004

- Dedication of expanded Seminole County Juvenile Justice Center.
- In August and September, Seminole County Government responded to three hurricanes, Charley, Frances and Jeanne that affected the county's residents and businesses.



- The five-story, 223,000 square ft. Seminole County Criminal Justice Center opened with 10 new courtrooms.
- Environmental Services acquired 7 new water service areas formerly owned by Florida Water Services.

2003

- Agricultural Exhibit Building addition at the Museum of Seminole County History opened.
- Official opening of the I-4 Trail Overpass Bridge, a 3.5 million dollar, 373-foot long, cable-stayed suspension bridge over Interstate 4.
- Seminole County started collecting old electronics for recycling as part of the Household Hazardous Waste Program (HHW).

2002

- A major section (9.7 miles) of the 12 mile Seminole-Wekiva Trail was completed.
- Altamonte Springs Fire Department completed merge with Seminole County Fire Department.
- Construction of the GreeneWay (SR 417) "missing link" from US 17-92 to Interstate 4 is completed.

2001

- Seminole County voters approved the continuation of the 1 Cent Local Option Sales Tax to fund roads, sidewalks, trail and school improvements.
- Kewannee Park opened.

2000

- First phase of the Seminole Wekiva Trail completed.
- Two new neighborhood parks (Roseland and Jamestown) opened.
- Sanford Orlando International Airport established foreign trade zone to attract business.



1999

- Construction of new fire station near UCF (partnership with Orange County and UCF) completed.
- Seminole County Emergency Operations Center (EOC) created to provide centralized and expedited emergency response to disasters.

THIRTYFOCUS AREAS SEMINOLE COUNTY'S THREE FOCUS AREAS



Effective & Efficient Government

2.4 million visits

The natural place to play - Over 2.4 million visits were experienced on 60 miles of paved trails, 8 wilderness areas open to the public and at 24 parks managed by Seminole County Leisure Services. Only 3.7 miles of paved trails and 4 wilderness areas open to the public existed in 1999.



\$96 million for roads & sidewalks

Quick and safe travel - Public Works is responsible for 900 miles of road, 45 bridges, 530 retention ponds, 300 miles of culverts, 125 miles of canals, 780 miles of sidewalk and 225 miles of fiber optic cable. In 2009, 60 major and minor road and sidewalk projects were completed on 16 miles for \$96 million.

Reducing traffic wait time - 360 traffic signals can now be remotely monitored with County ground equipment, reducing response time to correct signal malfunctions and trouble call notifications.

360 Traffic lights

5 libraries with more than 2 million books

Check it out! - In 2009 Seminole County's five Public Libraries circulated 2.4 million books, had 270,255 registered library patrons, was visited 1,161,244 times and library staff answered 1,235,284 information questions. In comparison in 1999/2000, the libraries only had 220,252 registered library patrons.



271,081 monthly web hits

County government via the web - The Seminole County web site had an average of 271,081 visitors each month last year including "Live" board meetings (accessed 79,718 times). The average monthly number of visitors to the Internet web site for 1999 was 34,571. **Want to pay your water bill online?** No problem. During 2009, Water and Wastewater processed 44,235 credit card payments collecting a total of \$4,858,860.

228,200 inquiries handled

Have a question about County government? Call us! The Seminole County Customer Support line (407-665-0311) handled over 228,200 inquiries during 2009.



\$299,342 in savings

Reducing expenses - Implementation of the construction Sales Tax Savings program where the County does a direct purchase for construction materials, mitigates allowable sales tax resulting in a reduction of over \$299,342 in construction expenses.

Responding to your emergency - The Emergency Communications Center handled 63,000 calls for 911 service for Fire/EMS/Rescue last year. 45% of those calls were from cell phones. New software pinpoints caller location including those with cell phones.

63,000 calls for 911





Addressing Growth & the Environment

\$2.9 million energy grant

Stimulating sustainability - Seminole County was among the first 10 local governments in the nation to receive an award through the Energy Efficiency and Conservation Block Grant Program. The award totals \$2,925,100 to support countywide sustainability efforts.



6,662 acres preserved

Preserving the environment and conserving corridors - Seminole County managed 6,662 acres of land preserved for education, habitat preservation and passive recreation and 20 miles of wilderness trails – compared to 5,052 acres of preserved land and 14 miles of wilderness trails in 1999.

Trash to energy - During fiscal year 2009, the Gas-To-Energy Facility at the Osceola Road Landfill combusted over 642 million standard cubic feet of landfill gas to produce nearly 31 million KWH of electricity (enough power for about 1,900 homes.)

Power for 1,900 homes



16,000 tons of recyclables

Keeping the County clean - Solid Waste Management Division collected 296,000 tons of garbage, 52,000 tons of yard waste, 16,000 tons of recyclables, 6,200 tons of construction and demolition debris, 510 tons of white goods-appliances and 520 tons of waste tires. Garbage is 10% higher and recyclables are 170% higher than the amounts collected in 1999.



708,198 lbs of hazardous waste collected

Minimizing pollution - Household Hazardous Waste Program collected and managed 708,198 pounds of hazardous waste, 424,972 pounds of old electronics, 12,160 pounds of medical sharps (needles) and 7,874 gallons of used oil from more than 19,500 residential customers. Household hazardous waste saw an increase of 417% and sharps collection has increased 170% since 1999.

Saving 820,000 gallons of water per day

Meeting the needs of utility customers - Seminole County's Water Section produced 6,351,365,000 gallons of potable water for 38,110 customers (17,401,000 gallons per day). The Seminole County Wastewater Section was responsible for 3,531,740,000 gallons of wastewater treated (9,767,000 gallons per day). **Conserving the water supply** - In 2009, the County expanded the reclaimed water system beyond commercial customers to 500 residential customers saving a total of 820,000 gallons of potable water per day.



\$517 million in permitted construction

Keeping up with growth - Planning and Development handled 10,032 building permits worth \$517 million and facilitated 57 land use changes or zoning permits.

9% carbon footprint reduction

Saving energy in County buildings - Energy efficiency measures in lighting, heating and air conditioning in County buildings has reduced our carbon footprint by 9% since 2006 and resulted in \$392,107 in savings to taxpayers. **Reducing fuel usage** - The fleet fueling operations supplied 236,778 gallons of unleaded fuel and 629,470 gallons of diesel fuel, reducing usage by 7.33% from the previous year.



Social & Economic Opportunities

45,615 individuals taught

Solutions for your life - The Extension Service held 467 group class events in gardening, finances, or food preparation reaching 45,615 individuals.



3,873 claims filed

Paying back those who served our country - In 2009, 8,408 veterans were helped resulting in 3,873 claims filed.



11,000 service hours

Diverting youth from crime - 11,000 community service hours were completed by the 1,100 teens that went through community arbitration and the 300 teens judged by their peers in teen court.



902 jobs projected

Growing jobs - Economic Development brought 11 projects to the County which is projected to produce 902 new/saved medical, manufacturing, aviation, distribution, financial and technology jobs over the next 3 years with an annual average wage of \$55,416 and \$22.8 million in capital investment.

\$10 million economic impact

Attracting visitors - Seminole County hosted 45+ weekend tournaments and events that utilized Seminole County parks and facilities generating approximately 18,000 room nights and yielded a direct economic impact of over \$10,000,000 for Seminole County hotels and local community.



2 new hotels

More places to stay - Two new hotels opened in Lake Mary bringing the total hotel rooms in Seminole County to 5,495. In 1999, Seminole County only had 3,601 hotel rooms.

261,619 zoo visitors

Our main attraction - Central Florida Zoo attendance increased over the previous year to 261,619. In 1999, the Zoo had 200,848 visitors.



\$2.3 million for 17-92

Developing Seminole County's retail corridor - The 17-92 Community Redevelopment Area (CRA) approved 17 projects totaling \$2,279,470 in capital investment that will improve the corridor by removing blight.

1,674 households assisted

A lifeboat for those in need - 1,674 households were assisted in the amount of \$790,000 with medical, utility, childcare and eviction prevention payments by Emergency Financial Assistance in 2009.

53,777 volunteer hours

Volunteers make a difference - Volunteer Hours in Animal Services: 12,500, Extension Services Master Gardeners and 4H: 20,979, Leisure Services: 14,000, 53.5 miles of river adopted by citizens, 43.68 miles of roads cleaned, 1,474 active Watershed Action Volunteers (WAV) contributed 6,298 volunteer hours.



\$10.2 million in funds

Taking advantage of Federal dollars - The American Recovery and Reinvestment Act of 2009 provided funding of \$10,250,000 for 11 projects that included transportation improvements, community services and public safety enhancements.

\$11,000 in contributions

Employees give back - From charity walks to canned food drives and donating toys at Christmas, Seminole County employees helped make the community a better place with 108 volunteer hours and \$11,000 in contributions.

Stay in Contact.

For information on County Services, dial 311.



SEMINOLE COUNTY GOVERNMENT

(407) 665-0311, www.seminolecountyfl.gov
1101 East First St. • Sanford, FL 32771

For County meetings, programs and information watch **Seminole Government Television (SGTV)**, Cable Channel 199 on Bright House Networks.



OTHER GOVERNMENT OFFICES

CLERK OF THE CIRCUIT COURT

(407) 665-4330, www.seminoleclerk.org
Civil Courthouse • 301 North Park Ave.
Sanford, FL 32771

HEALTH DEPARTMENT

(407) 665-3000, www.seminolecohealth.com
400 West Airport Blvd.
Sanford, FL 32773

PROPERTY APPRAISER

(407) 665-7506, www.scpafl.org
1101 East First St.
Sanford, FL 32771

SHERIFF'S OFFICE

(407) 665-6600, www.seminolesheriff.org
100 Bush Blvd. • Sanford, FL 32773

SUPERVISOR OF ELECTIONS

(407) 708-7700, www.voteseminole.org
1500 E. Airport Blvd. • Sanford, FL 32773

TAX COLLECTOR

(407) 665-1000, www.seminoletax.org
1101 East First St. • Sanford, FL 32771

Telephone Directory:

County Manager's Office (407) 665-7219
County Attorney's Office (407) 665-7254

Seminole County Board of County Commissioners

District 1, Bob Dallari (407) 665-7215
District 2, Michael McLean (407) 665-7205
District 3, Dick Van Der Weide (407) 665-7207
District 4, Carlton Henley (407) 665-7201
District 5, Brenda Carey (407) 665-7209

Important County Phone Numbers

Affordable Housing (407) 665-2300
Animal Services (407) 665-5110
Auto/Boat/Tag/Title/Registration (407) 665-1000
Bid Information (407) 665-7116
Budget Office (407) 665-7176
Building Inspections/Permits (407) 665-7050
Business Tax Receipts (407) 665-1000
Central Services (407) 665-5274
Clerk of the Circuit Court (407) 665-4330
Code Enforcement (407) 665-6650
Community Assistance (407) 665-2300
Community Services (407) 665-2300
Drivers Licenses (407) 327-4760
Economic Development (407) 665-7135
EMS/Fire/Rescue (407) 665-5175
Environmental Health (407) 665-3605
Environmental Services (Water, Sewer, Garbage) (407) 665-2000
Extension Service (407) 665-5551
Fiscal Services (407) 665-7176
Garbage Collection/Recycling (407) 665-2260
Growth Management (407) 665-7397
Health Department Clinic, Casselberry (407) 665-3400
Health Department Clinic, Sanford (407) 665-3000
Homestead Exemptions (407) 665-7506
Human Resources (407) 665-7944
Job Hotline (24-Hour) (407) 665-7816
Land Records (407) 665-4409
Leisure Services (407) 665-2001
Libraries (407) 665-1500
Municipal Service Benefit Unit (MSBU) (407) 665-7178
Museum of Seminole County History (407) 665-2489
Occupational Licenses (407) 665-1000
Parks Information (407) 665-2001
Planning and Development (407) 665-7441
Probation (407) 665-4603
Property Appraiser (407) 665-7506
Prosecution Alternatives for Youth (P.A.Y.) (407) 665-5360
Public Safety (407) 665-5000
Public Works (407) 665-5601
Purchasing (407) 665-7116
Road and Storm Drainage (407) 665-ROAD
School Board (407) 320-0000
Seminole Government Television (SGTV) (407) 665-SGTV
Sheriff's Office (407) 665-6600
Solid Waste Customer Service (407) 665-2260
State Attorney (407) 665-6000
Supervisor of Elections (407) 708-7700
Tax Collector (407) 665-1000
Tourism Development (407) 665-2900
Traffic Fines (407) 665-4450
Veterans' Services (407) 665-2370
Water & Sewer Billing (407) 665-2110
Zoning (407) 665-7444