

# A History of Success



COUNTY MANAGER'S  
ANNUAL REPORT **2012**



# The County Commission

## Making A Difference

The Seminole County Board of County Commissioners (BCC) is elected at-large and represents residents in five commission districts. Serving four-year, staggered terms, the Board functions as Seminole County's legislative branch in which individual Commissioners serve as both legislative officers and fiscal representatives of the County.

The Board 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's Web site, [www.seminolecountyfl.gov](http://www.seminolecountyfl.gov), during the week before the meeting. Minutes are recorded for all Commission meetings, work sessions and public hearings and are made part of the record 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 Web site. Regular BCC meetings are replayed at 11 a.m. on the Sunday following the meeting and at 7 p.m. on the Tuesday following the meeting. Archived video of the Commission meetings, agendas and minutes are available online at [www.seminolecountyfl.gov](http://www.seminolecountyfl.gov).

The Board of County Commissioners serve as your 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. The Board of County Commissioners is actively engaged in working for the good of the community.

A special recognition is given to Dick Van Der Weide, who served as District 3 Commissioner from 1992 to 2012. He earned the distinction of being the longest serving commissioner in Seminole County.



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

### YOUR COMMISSIONERS

#### DISTRICT 1

**BOB DALLARI, CHAIRMAN**

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

#### DISTRICT 2

**JOHN HORAN, VICE CHAIRMAN**

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

#### DISTRICT 5

**BRENDA CAREY, COMMISSIONER**

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



# A Message from the County Manager

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

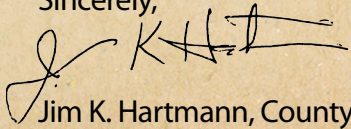
I am pleased to present to you the County Manager's Annual Report for Fiscal Year 2012, "**A History of Success.**" Each year, this report provides a forum to highlight the County's accomplishments of the past year, and to acknowledge the challenges and opportunities that lie ahead for our community. I hope the report is informative and conveys how well Seminole County is accomplishing its mission "To deliver excellent public service that enhances quality of life and addresses our community's needs, now and in the future."

The 2012 report is released on the heels of Verizon's announcement to establish a finance and accounting "Center of Excellence" with 750 jobs and a \$50 million capital investment in Seminole County. Their decision to make an investment of this magnitude in our county is a testimony to our region's strength, talented workforce and Seminole's attractiveness as a place to work and live.

Many of our organizational metrics and accomplishments indicate higher levels of performance and an improving economy. Also note the variety of partnerships that have been established or improved to ensure we protect and enhance the quality of life of our constituency.

Our employees and I stand ready to serve you in a responsible and understanding manner, to continually improve what we do and be the results-oriented county government you expect.

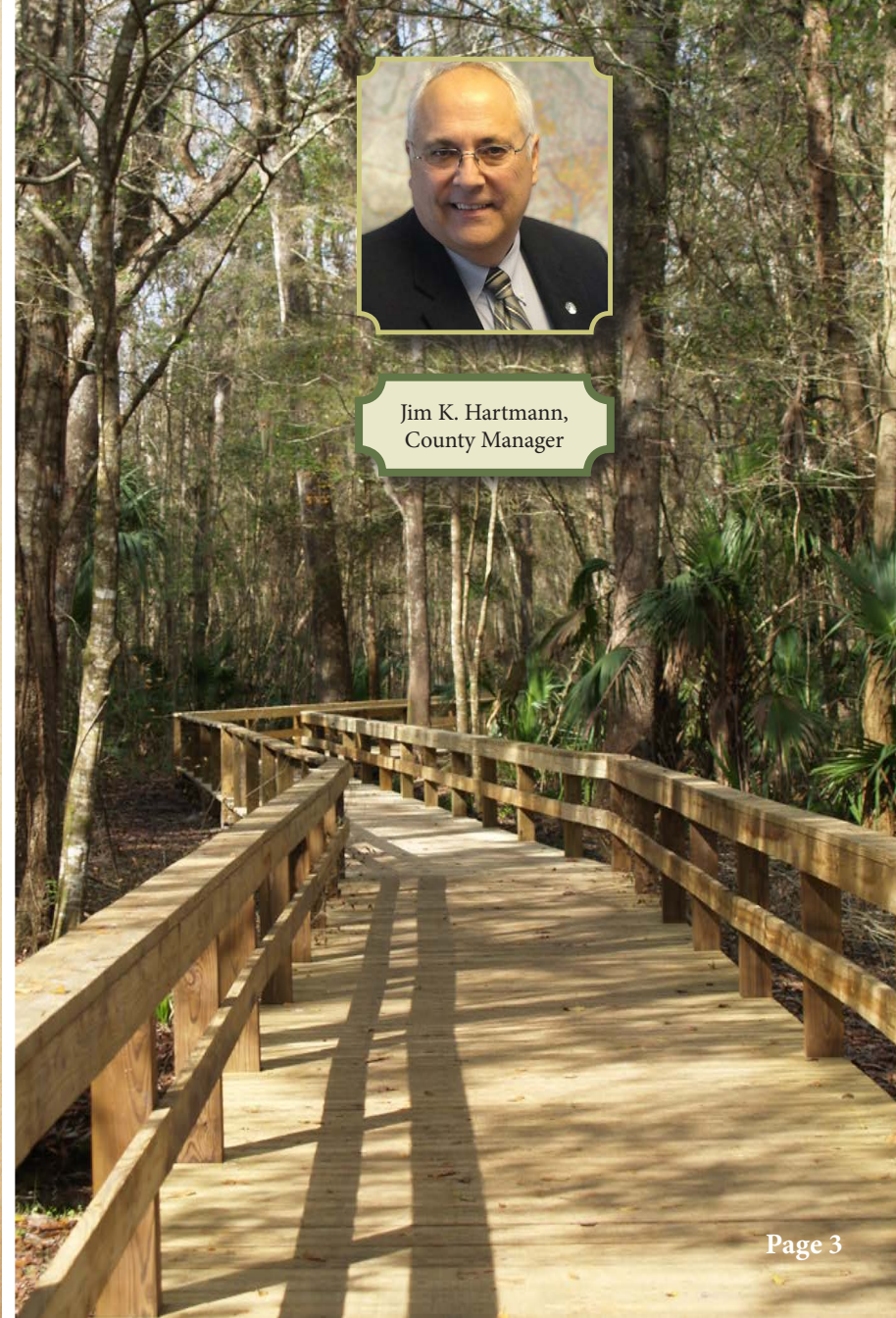
Sincerely,



Jim K. Hartmann, County Manager



Jim K. Hartmann,  
County Manager





# Fast Facts & Statistics

## 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): 308  
Land and Water Area (square miles): 344  
Total Registered Voters: 278,751 as of  
December 2012

## OUR DEMOGRAPHICS

Total Population:	430,738
Total Households:	176,195
Population Density (Pop/Sq. Mi):	1,399
Median Age:	38.6
Average Household Size:	2.4
Median Household Income:	\$59,609
Number of Employed Residents:	215,521
Number of Businesses:	19,725

Listed below are some of the beneficial services Seminole County provides to the entire County, including the seven cities:

- *A countywide library system (Five Public Libraries)*
- *Community parks and the Natural Lands and Trails Program*
- *Economic and tourism development*
- *The landfill and transfer station*
- *Animal control services*
- *Emergency management including the Emergency Operations Center*
- *The 911 system and 800 MHz 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.*
- *Mosquito Control Program*

## Other Interesting Facts about County Residents:

- *College attainment: 35%, the highest in the region (10 points above the regional average of 25%).*
- *Water consumption: 147 gallons per day per capita, which falls right in the middle of the region's county totals and below the regional average of 154.*
- *Unemployment rate: 8.5 percent, the lowest in the region.*
- *Voter turnout: 50.6, the third-highest in the region behind Brevard and Lake counties.*
- *Charitable contributions: \$3,700 per capita, 3rd highest in the region behind Polk and Orange counties.*



# What We Did in 2012

## **BUILDING, CARING, CONNECTING, EDUCATING, PROTECTING, RESPONDING, SUPPORTING, TRANSPORTING, CELEBRATING**

These words describe the accomplishments of Seminole County in 2012. The County is engaged in activities to create a community that is a great place to live, learn, work and play.

## **BUILDING...**

### **... A Base to Create Jobs and Expand Business**

To improve the County's economic sustainability, Seminole County actively attracts new businesses to the County. Seminole County's [Economic Development Division](#) assisted 12 businesses as they expanded operations or relocated to Seminole County in 2012. These projects will cumulatively create 582 new jobs, result in \$15.5 million in new capital investment and \$33 million in new wages to support the Seminole County economy. In partnership with the [Metro Orlando Economic Development Commission](#), funded in part by Seminole County and with offices at the Seminole State College Center for Economic Development, 161 Seminole County businesses were visited. These visits resulted in a various degrees of assistance provided by Seminole County and community partners.

Seminole County's support of entrepreneurship and business incubation resulted in important tangible results in 2012. Five new businesses were launched and 168 business clients were assisted in partnership with the Small Business Development Center. The [University of Central Florida Business Incubation Program](#), funded in part by Seminole County, inducted 9 new businesses in 2012 and graduated 12 companies. The total number of client companies reached 18, achieving a 95% occupancy rate. Collectively, 36 seminars addressing various topics on business start-up and growth management were provided for more than 230 participants in Seminole County.





PERMITTING



# What We Did in 2012

## BUILDING (Continued)...

### ... Ways to Increase Opportunities for Growth

The [Planning and Zoning Division](#) amended the [Land Development Code](#) to increase efficiencies to make it easier to process Administrative Adjustments, Open Space, Zoning, Performance Buffering, Special Events and Vacates.

Despite the current economic conditions the County is still experiencing growth. In 2012, Planning and Development reviewed subdivision plans for 267 single-family lots and reviewed site plans for 120 multi-family units and 527,574 square feet of commercial and institutional uses. In addition, the [Building Division](#) accomplished the following, for the 2012 calendar year:

- Processed 9,582 building permits; an average of 40 permits per working day.
- Performed 36,596 inspections; an average of 152 inspections per working day.
- Performed 7,698 plan reviews for permits; an average of 32 reviews per working day.

### ... Flood Insurance Savings for Citizens

In 2011, the Building Division, along with the input of several other divisions, was able to raise the County's rating in the Community Rating System by [FEMA](#) to a Class 6 on May 1, 2011. In 2012, the Building Division successfully completed the County's annual Community Rating System audit, which included a Progress Report on the Seminole County Floodplain Management Plan that was adopted May 10, 2011, thus maintaining the County's Class 6 rating. This Class 6 rating qualifies citizens a 20% discount on their flood insurance rates.

### ...a Boost to the Economy with Sports Marketing

The [Convention and Visitors Bureau](#) (Tourism) actively markets event organizers to bring visitors to Seminole County. From soccer to softball to tennis, Seminole County was the host to 14 tournament or championship sporting events that resulted in more than \$10 million



# What We Did in 2012

additional dollars that were infused into the local economy in 2012.

## ...an Addition to One of Our Main Tourist Attractions

To help expand tourism in the County, the Seminole County Board of County Commissioners purchased a parcel of land adjacent to the [Central Florida Zoo & Botanical Gardens](#) property, which will be leased back to the Zoo for the addition of a Safari Park. The cash dollars used for the land purchased came from Tourism Development Tax, which is funded 100% from visitors to the region, utilizing \$0 property tax dollars from local residents and requiring no additional debt on behalf of the citizens. In addition to the exciting opportunities for education and exploration at the new park, the expansion will provide another foundation for economic growth in the region.

## ... by Improving Housing in the County

A division of Seminole County's Community Services Department, [Community Development](#), focuses on improving our community's built environment. From infrastructure improvements, to building new homes, the focus is on providing attractive, safe, sustainable, and affordable housing to Seminole County residents. Funding is received through Federal and State grant funding through a number of programs funded by the [U.S. Department of Housing and Urban Development \(HUD\)](#) and the [Florida Housing Finance Corporation \(FHFC\)](#). Grant programs include the [Community Development Block Grant](#) (CDBG), [Emergency Shelter Grant](#) (ESG), HOME, Neighborhood Stabilization Program (NSP), [Neighborhood Stabilization Program 3](#) (NSP3) and [State Housing Initiatives Program](#) (SHIP). The types of programs offered and the number of clients served last year were:

- Demolition - Demolishes unsafe housing. Eight units were demolished.
- Immediate Needs - Provides urgent life-safety repairs to homeowner's property. The repairs include roof replacement, HVAC replacement, electrical repairs, and plumbing repairs. Forty-three homeowners received assistance.





# What We Did in 2012

## BUILDING...

### ... by Improving Housing in the County (Continued)

- Homeowner Rehabilitation or Reconstruction - Provides rehabilitation, or if deemed a precarious dwelling - reconstruction, of homeowner's residence to provide a safe living environment. Ten homes were reconstructed and eleven homes were rehabilitated.
- Homebuyer Assistance - Provides down-payment assistance to qualified homebuyers to purchase new or existing homes. Thirty-one families received assistance.
- NSP and NSP3 - Acquires properties in areas that saw extreme drops in property values. The program purchases foreclosed or short-sale properties, then rehabilitates and resells to lower income families. Three homes were purchased for rehabilitation and resale. It is anticipated that 25 homes will be purchased and rehabilitated next fiscal year.
- Water, Sewer, and Septic Connection Program - Provided water, sewer, and septic repair or replacement or connection. Twenty-four households received assistance.
- Infrastructure Improvement Projects Completed:
  - [Bookertown Park](#): Installation of new playground equipment, surfaces, landscaping, and fencing. The park is located in the historic community of Bookertown.
  - Georgetown Storm Water Drainage: Storm water drainage improvements were complete in the Georgetown area located in the City of Sanford.
  - North Chuluota Storm Water Drainage: Storm water drainage and sidewalk improvements were completed in the North Chuluota area.





# What We Did in 2012

## ...Better County Facilities

Recognizing that the libraries needed a face-lift, all five library branches were recently carpeted with patterned modular squares in tweedy color tones and were also freshly painted. The County allocated \$605,075 in funding to paint the five libraries and replace carpeting. The Friends of the Library donated \$20,000 in funding for furniture upgrades. Library patrons have been delighted with the welcoming, vibrant new look.

To save money, minor renovations were made to a building in downtown Sanford and the [Public Works Department - Engineering Division](#) was relocated from leased space at the Reflections office complex located on Lake Mary Boulevard.

The Public Works Department also completed wind retrofits – installed wind mitigating shutters over windows and doors at seven fire stations so the buildings can better withstand hurricane force winds.

## CARING...

### ...by Giving a Helping Hand

[Seminole County's Community Services Department](#) offers programs that utilize Federal or grant funding to provide assistance to low and moderate income citizens experiencing financial hardship. Besides providing help to citizens to pay their rent or mortgage and utility bills, and receive limited dental services, the department also uses the funding to provide services such as training, rental deposits, and day camp vouchers. In 2012, the department reached approximately 913 households: 434 receiving rental assistance, 68 receiving utility assistance, 41 receiving rental deposit assistance, 193 receiving dental assistance, 119 indigent Seminole County residents receiving emergency medical services from Central Florida Regional Hospital, 35 indigent residents receiving emergency medical services through the Health Care Responsibility Act (HCRA) and 69 received burial services.





# What We Did in 2012



## CARING (Continued)

### ...by Preventing Homelessness

On February 17, 2009, President Obama signed the American Recovery and Reinvestment Act of 2009 which designated \$1.5 billion for the Homelessness Prevention and Rapid Re-Housing Program (HPRP) to provide homelessness prevention assistance to households who would otherwise become homeless. Seminole County Government was awarded \$991,180 to provide eligible activities allowed under HPRP. This program ended nationwide on September 30, 2012.

The [Community Assistance Division](#) of the Community Services Department utilized 61 percent (\$609,180) of the funds for disbursement for homelessness prevention and rapid re-housing financial assistance and housing relocation and stabilization services. The remaining 39 percent (\$382,000) was allocated to community agencies and organization to deliver rapid re-housing financial assistance and housing relocation and stabilization services. The program served approximately: 152 households reaching 524 individuals.

### ...by Helping Those Who Served our Nation in the Military

The Community Assistance Division has [Veterans' Services](#) Officers to assist veterans' and their families with benefit claims, transportation, employment, education, property tax exemption and burial. Seminole County's veteran population is estimated at 38,414. To further reach out to eligible individuals, Seminole County Government held their first Veterans' Stand Down event on April 21, 2012 at Sanford Health Department. The event, specifically aimed to reach homeless veterans, had more than 25 vendors that served approximately 87 veterans.

### ...by Reaching Out to Troubled Youth

The [Prosecution Alternatives for Youth](#) (PAY) program takes youth offenders and diverts them from the traditional court system. Last year, 821 youth were served with a successful



# What We Did in 2012...

program completion rate of 87%. The recidivism rate one year after completion is 7% which is much lower than the court/probation system (35 to 40%). In addition, the program facilitated restitution collection of \$11,000 for victims and logged in 8,500 community service hours.

PAY, in partnership with the [Seminole County Sheriff's Office](#), began a Civil Citation program in July, 2012. These cases are designed for first time offenders and are initiated by law enforcement officers, who assign community service and curfew to the youth at the time of the arrest and then refer them to PAY for further services. These cases are then processed through either [Teen Court](#) or Community Arbitration where they receive additional sanctions. If the juvenile completes all sanctions, the JAC (Juvenile Assessment Center) is notified and there is no record of an arrest. This program gives one-time offenders a chance for a "fresh start," and opens up opportunities for college scholarships, and future jobs that require top security clearances.

## ...by Increasing Adoptions of Animals at the Shelter

Seminole County's [Animal Services](#) was 1 of 50 shelters nationwide to participate in the ASPCA Rachael Ray \$100K Challenge, for a chance at winning a \$100K grant. Seminole County Animal Services competed to earn 1 of 5 guaranteed spots in the Southeast Region of the challenge. The States involved consisted of Mississippi, Alabama, Georgia, South Carolina, North Carolina, Tennessee and Florida. After the votes were counted, Animal Services secured the 5<sup>th</sup> spot in the region. Once qualified to participate, the goal of the challenge was to increase the number of animal lives saved by 300 over the same 3 month period from the previous year. Although the required goal was not quite reached, Animal Services increased the number of animal lives saved by 26% over the previous year.





# What We Did in 2012

## CONNECTING...

### ...by Bringing Government to You

In 2012, [Seminole Government Television \(SGTV\)](#) became available on AT&T's U-Verse systems on channel 99, in addition to existing cable TV access on Bright House channel 199 and live Web streaming on the County's Web site. SGTV will also be accessible with Apple and Android mobile devices in 2013.

The [Information Services Department](#) uses technology to actively improve the way citizens can connect to government. The following were the department's accomplishments in 2012:

- Updated and improved wireless network performance and Internet bandwidth available for citizens in County buildings.
- Created a new information kiosk for GIS Web mapping technologies that provides citizens their voting precinct, current elected officials, property information, zoning, and many other information items online.
- Deployed Web site translation, which enables Internet users to translate the County's Web site into 66 different languages.
- Automated Community Services assistance forms on the Internet which greatly reduced office visits and streamlined the application process thereby providing assistance to needy families quicker.
- Created a Credit Card surcharge control program which allows Seminole County to proceed with preparing for the future Credit Card processing solutions in advance.

In 2011, Seminole County implemented Click2Gov which enables [Building Permits Online](#). In 2012, [Building Permits Online](#) was expanded to accept all types of permit applications via the Web. Together with the [Electronic Plan Review \(ePlan\)](#) system, this is nearly a 100%



# What We Did in 2012

digital permit application, plan review and permit issuance process. Work is ongoing with the Clerk of the Court to accept payments online through the Click2Gov software to make it a 100% Web process for contractors.

The [Information Services](#) and [Economic and Community Development Services](#) Departments worked together to create the Electronic Plan Review Application (ePlan) for online plan reviews and submittals. The development of ePlan began in 2011 *but* was fully carried out and deployed in 2012. This service efficiently routes, stores and archives submittal data, and provides efficiencies for customers by eliminating the need for multiple copies of plan documents and travel to the County Services Building to submit materials. ePlan improves the plan review cycle, reduces costs associated with obtaining building permits and development approvals, as well as supports green initiatives.

Our [libraries](#) are an important connection for the public. Our public computers were available 56 hours per week for information and job seekers. Our professional librarians answered over 1 million questions this year, in person and online in live-chat. Access to the virtual reference desk, [Ask a Librarian](#), is a free online service that allows residents to chat or text with a librarian. This service provides for immediate assistance and increased its use by 27 hours per week.

The Library began offering [OverDrive](#) downloadable eBooks and Audio books in October 2011. Within nine months, unique customer usage doubled from 824 to 1,600. Beginning in October 2011 with an initial 2,177 eBooks and Audio books checked out and rising to a high of 5,389 in July 2012. Digital checkouts are now more than double its original use.

In 2012, a new service was started in the libraries, the Collection Connection. This program loans seniors in assisted living centers a collection of books to keep them reading.

The County's [Purchasing and Contracts Division](#) hosts an annual Vendor Fair to enhance and increase vendor participation in County's procurements. Last year's attendance exceeded 250 potential business partners. Enhancing vendor relations and a solid vendor base are critical to achieve maximum competition and best value for our citizens.

ows Picture and Fax Viewer





# What We Did in 2012



## CONNECTING...

### ...by Bringing Government to You (Continued)

To help citizens know where road or other construction projects may slow them down, the [Public Works Department](#) launched the Construction Cone Zone, a Web page dedicated to listing where construction is occurring in the County. There is a button on the County's main Web page, or use this link: [www.seminolecountyfl.gov/pw/ConeZone.aspx](http://www.seminolecountyfl.gov/pw/ConeZone.aspx)

The County's [VendorLink](#) is a site where businesses can sign-up at no charge to register, receive electronic e-mail notification of upcoming solicitations and in some cases, submit on-line quotes for County's Request for Quotations.

The [Seminole County Fire Department](#) reached out to the community in the following ways last year:

- Holiday Toy Distribution
- 91 Fire Station Tours
- 49 Santa Express
- 75 Community Unit Displays
- Breast Cancer Awareness Fund Raiser

## EDUCATING

### ...by Creating a Tribute to our Veterans

To recognize, document and celebrate the important contributions of our veteran citizens, the Community Services Department's Veteran Services Office in partnership with SGTV (Seminole County Government TV) produced and released a 60 minute video celebrating Seminole County's veterans. ["A Walk through Time", the video](#) has firsthand accounts from veterans from World War II through current conflicts.





# What We Did in 2012

## ...with Library Resources

There are five library branches in the [Seminole County Public Library System](#) which help give citizens resources to further their education. Library branches are open Monday through Thursday: 9 a.m. to 8 p.m., Saturday: 9 a.m. to 5 p.m. and Sunday: 1 p.m. to 5 p.m. The Libraries are closed on Friday.

If County residents can't get to one of the brick and mortar buildings, they can use the virtual branch, where they can access an amazing amount of premium information, any-time from anywhere. Anyone with a library card can download ebooks, audio books, and streaming videos from our online collection. Customers can download to their Nook, Kindle, Sony E-reader, I-pad and many other devices, which is easy and always available even when the library is closed. The newly added streaming video includes film classics, children's videos and documentaries. Customers can find research in thousands of articles, images and reference material. Customers can also access the library in their pocket by downloading a mobile app to their phone.

Online customers can also use "live-chat" ([Ask A Librarian](#)) to ask a librarian their toughest research questions. Using Ask-A Librarian customers can get expert assistance with research questions, help with a school project or just looking for information. As part of the state of Florida Ask a Librarian service, we now offer our patrons reference services via live chat from 10 a.m. to midnight Sunday - Thursday and 10 a.m. to 5 p.m. Friday - Saturday, except on holidays, with e-mail assistance available 24/7.

The library has also developed a program to enhance learning opportunities for young children. The Children's iPad Early Literacy Pilot was developed and implemented by the Information and Leisure Services Departments as a pilot program with 3 iPads at the Central Branch Library. This initiative was a partnership of the Information Services and Leisure Services Departments.





# What We Did in 2012



## EDUCATING (Continued)...

### ...with Life Safety Programs

The Seminole County Fire Department also educates the public on best practices on staying safe. From child car seat education to Mock DUI demonstrations at local area high schools, the County reached 15,217 individuals with fire and life safety education programs.

### ...by Showing the Importance of the Natural Environment

Two exciting new opportunities for environmental education are the County's partnerships with the [Florida Youth Conservation Centers Network \(FYCCN\)](#) and the School Board's [Environmental Studies Center](#). As an approved location in the FYCCN, Seminole County will work with partners to establish a regional youth center geared towards introducing youth and their families to outdoor activities such as hunting, fishing, shooting sports and archery. The 2011/2012 partnership with the School Board allowed the Leisure Services Department to program this center on evenings and weekends for winter and spring break camps, summer camps, themed classes and special events.

Public support will continue to grow through increased exposure and education on the important role we play in the environment and our connection to this local resource. This is evident in the continued success of our outreach efforts to local schools, guided hikes, camps and workshop programs offered to the public through the Natural Lands Program. Last year, attendance at the Natural Lands Education and Outreach programs was 10,031, close to double the outreach that this program had five years ago.

### ...with University of Florida Partnership Opportunities

The Smith-Lever Act of 1914 established the Cooperative Extension Service, a partnership between land grant colleges nationwide, including the [University of Florida](#), and the [US](#)



# What We Did in 2012

[Department of Agriculture](#), in order to provide scientific knowledge and expertise to the public through educational programs. The Seminole County [UF/IFAS Cooperative Extension Services](#) has delivered science based information to foster healthy people, a healthy environment, and a healthy economy for 100 years in this county! For the past 50 years, Florida's economy was based on growth, tourism and agriculture. Today our population has stabilized but the need continues for new information on food, water conservation, natural resource protection, energy conservation, and individual, youth and family well being.

## ...with Extension's Adult Education Programs

One of the education courses offered by Extension Services is the [Certified Education Unit Pesticide Application Training](#). Our research found that there was a 21% increase of passing scores from those that took the Extension review session when compared to those that did not. According to the Bureau of Labor statistics, the average hourly wage for pesticide handlers, sprayers, and applicators in 2011 was \$14.85 compared to landscaper and grounds keeping workers who make \$10.95 per hour. The average wage differential would be \$7,800 higher for pesticide applicators compared to regular landscape workers. A total of 437 individuals attended Pesticide Applicator Trainings and/or received Continuing Education Units through the Pest/Disease/Invasive Management Program allowing for a combined increase in annual income of roughly \$3.4 million based on an average hourly increase in pay of \$3.90.

Family and Consumer Sciences: [Adult Expanded Food and Nutrition Education Program \(EFNEP\)](#) graduates demonstrated a 80% improvement in practicing sound nutrition which includes planning meals in advance, comparing prices when shopping, more often thinking about healthy food choices when deciding what to feed their family and preparing foods without adding salt and drinking more water.





# What We Did in 2012

## PROTECTING (Continued)...

### ...our Citizens with Public Safety Initiatives

The [Seminole County Fire Department](#) was established in 1974. At that time, the County had nine fire stations, 67 employees and a budget of \$892,000. Today with 18 fire stations, service expanded to include the Cities of Altamonte Springs and Winter Springs, 384 trained personnel and a budget of \$46 million, the Seminole County Fire Department continues its commitment to keeping the citizens of Seminole County safe with the following actions completed in 2012:

- Dive/Rescue team re-established
- Mobile technology implementation improving response times to citizens
- Fire & medical standby services to 180,000 residents & visitors
- 47 smoke alarm installations
- 1,776 permit reviews
- 2,769 fire prevention inspections
- Completed 32,199 all hazards alarms response to citizens

To keep citizens safe requires an up-to-date radio telecommunications system for first responders. The Telecommunications team has embarked on several initiatives to keep the system optimal. The first is the 800MHz Spectrum Rebanding Initiative where there is now a dedicated FCC approved Public Safety only Spectrum in the 800 MHz band. The County has completed the reconfiguration of all affected frequencies and has received permanent license authority. The County is also working on the 800MHz P25 Radio System Initiative to upgrade a platform placed into operation in June 1988. This technology refresh greatly increases coverage, interoperability and compatibility of systems and apparatuses. Lastly, a Tower Enhancement Initiative resulted in the County now having nine radio towers



# What We Did in 2012

that are used primarily for daily mission critical voice communications (911) for all Public Safety operations. Additionally, in an effort to maximize the use of these assets the county has made accommodation for private cellular carriers to lease space on these assets thus increasing this revenue stream.

## ...by Being Ready for Emergencies

The [Office of Emergency Management](#) is responsible for performing technical work in the development, implementation, and management of countywide disaster preparedness, prevention, training, exercise, response, recovery, and mitigation. In 2012, the Office of Emergency Management responded to two major events: the cold weather and drought early in the year and the Trayvon Martin protests and rallies. In addition to these responses, the emergency management team coordinated four preparedness fairs in our three malls, conducted 82 presentations to homeowners associations, neighborhood watch groups and community organizations.

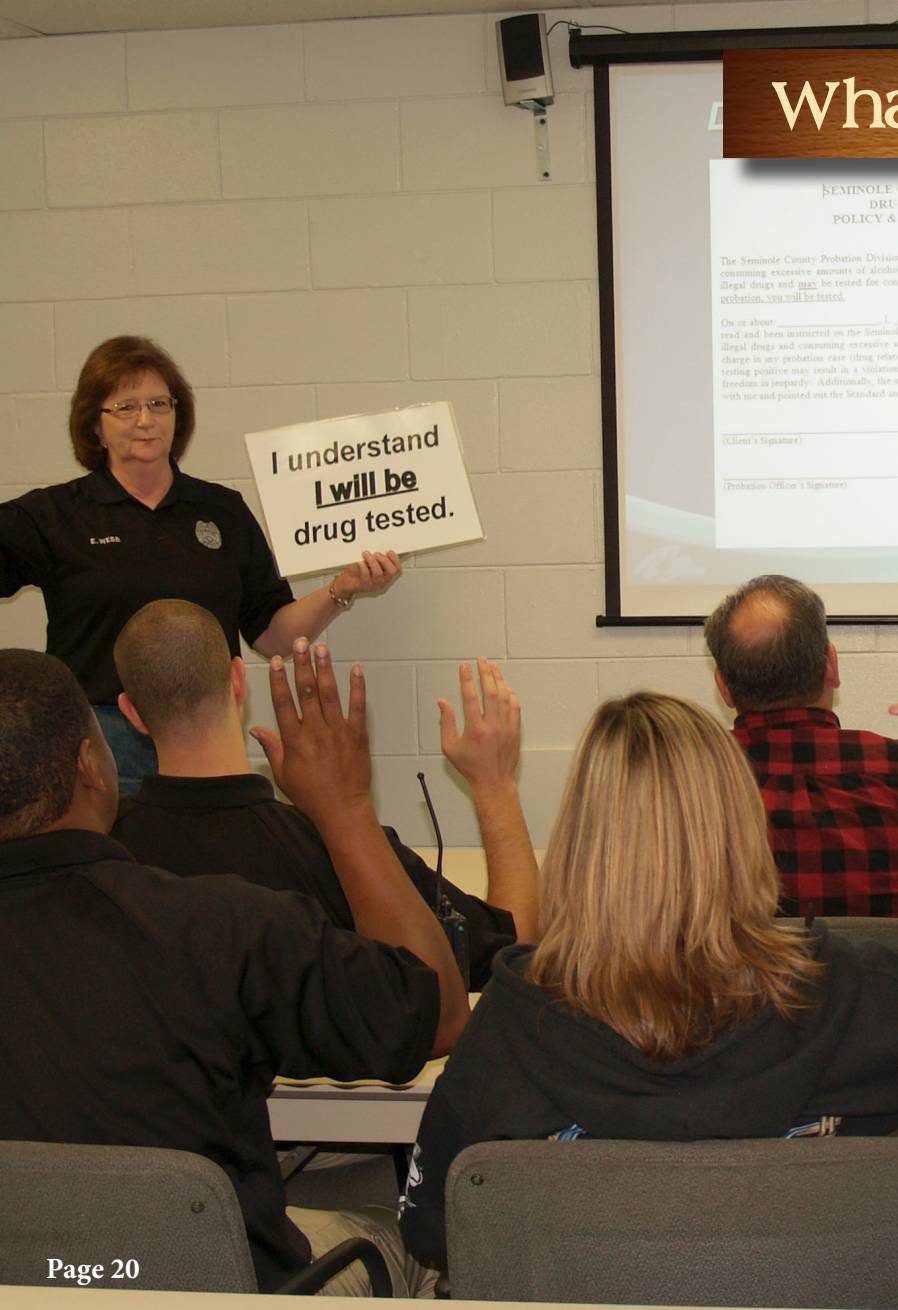
Training and exercise are a big part of the County's resilience during time of emergency. Last year, the emergency management office conducted or participated in over 14 tabletop functional and full-scale exercises. Finally, mitigation is the act of developing disaster prevention programs and building infrastructures to strengthen the County's resilience to disasters. In 2012, the County completed floodplain management projects, residential elevation in flood prone areas, demolition of flood prone structures, and wind protection of some of our most critical assets.

Not only does Emergency Management require training to be ready, but our 911 operators also need to be ready. Our [911 Administration Office's](#) 911 Basic Telecommunicator training course was certified by the Florida Department of Health. All current 911 Operators within Seminole County (city and county) have received their mandatory State of Florida certification. There were 271,201 911 calls answered last year between the five 911 centers in Seminole County.





# What We Did in 2012



## PROTECTING (Continued)

### ...by Making Sure Offenders are Supervised

The [Seminole County Probation Division](#) began in 1977 with a small staff who supervised misdemeanor probation ordered by the County court. In 2000, the division began a partnership with the Seminole County Sheriff's Office to utilize the CAFÉ computerized forms entry system to provide a tracking and records system for supervised probationers. Over time, this system provided so many benefits to probation and to law enforcement that it became mandated for use by all of Seminole County's seven municipal law enforcement agencies by the Chief Judge of the 18th Judicial Circuit. The data-sharing has produced a tremendous force multiplier for the Probation Division by enabling all law enforcement officials within the county to access probation records in a live setting.

In 2007, this collaboration also brought a one of a kind program called [EMPACT](#) (Electronic Monitoring Protection and Crime Tracking) which allows supervision of those released from custody on bond with electronic monitoring ordered as a bond condition. These defendants could be charged with any criminal offense, including very serious property offenses, sexual offenses, domestic violence and even homicide, until the conclusion of their court proceedings. Since the inception of this program, over 2,000 offenders have been supervised by the Probation Division. Court appearance rates for those persons on EMPACT monitoring are greater than 99.5%, making this program a very effective tool in reducing defendant failure to appear rates in criminal proceedings.

The [Probation Division](#) supervised more than 6,600 court-ordered offenders assigned to probation, pretrial diversion and pretrial release on electronic monitoring in 2012. Additionally, the unit made presentations on several topics at the annual Florida Association of Community Corrections conference, to several civic organizations and area agencies.



# What We Did in 2012

Four in-house and county-wide operations were conducted in coordination with law enforcement this year, which held offenders closely accountable to their court orders while reducing illegal contraband and weapons within our communities. The Probation Division constantly strives to provide a balance of responsiveness to those persons it supervises, as well as the citizens of the County. Probation does more than just insure offender compliance with court-ordered obligations, they work each day to be a positive influence in the lives of those they supervise.

## ...our Natural Resources

Seminole County continues the preservation and management of eight wilderness areas and one preserve (Spring Hammock) that are available for uses such as hiking, biking, horse-back riding and camping at [Geneva Wilderness Area](#). To date, a total of nine sites have been opened for public access consisting of approximately 88% of acreage in the [Natural Lands Program's](#) 6,634.2 total acres.

The Greenways and Natural Lands Division maintains the aesthetics and safety of 21 unmanned or [passive park](#) locations in Seminole County. These park types are boat ramps, neighborhood parks, trailheads and specialty parks. They range in size from the [Little Econ Canoe Launch's](#) less than one acre to [Henry Levy Mullet Lake Park's](#) 55 acres. Parks are open to the public during daylight hours except for those with lights that are open beyond dusk until 10 p.m. and boat ramps that are open 24 hours daily.

The Greenways & Trails Division maintains approximately 40+ miles of the County's interconnected system of paved [trails](#) (Cross Seminole Trail, Seminole Wekiva Trail and Kewanee Trail) including the pedestrian bridges and underpasses and trails present within each park. The Division is also responsible for maintaining the unpaved Flagler Trail.

The purpose of the [Florida Yards and Neighborhoods](#) program is to enhance and protect water quality, quantity, and supply and enhance and conserve Florida's natural resources





# What We Did in 2012



## PROTECTING

### ...our Natural Resources (Continued)

and environmental quality. In Seminole County there are over 220 freshwater lakes. Most of the lakes are impacted by non-point source pollution runoff and are experiencing problems with excessive aquatic weed growth and many lakes have water quality problems. Protecting the waterfront is an important principle of the Florida-Friendly Landscaping program. The practice of removing excessive vegetation along homeowner's lakefront and replanting and maintaining the shoreline improves the water quality and aesthetics of lakes. Aquascaping an urban lakefront helps to improve water quality and provide habitat for aquatic animals and helps maintain property values.

## RESPONDING

### ...to Keep the Public Safe

Through a cooperative agreement between all fire departments within Seminole County, including the cities, the [Emergency Communications Center](#) provides dispatch services for all EMS, fire and rescue operations and requests for services. Emergency and non-emergency calls for service are processed through this center, so that the appropriate emergency response units are identified and dispatched to insure a successful response to each call.

Over the past year, Seminole County's [Emergency Communications Center](#) processed more than 59,500 calls for service with a monthly average of approximately 4,960 calls. Seventy-five percent of the total number of calls are medical related with the three most common incidents being "Sick Person" with more than 6,150 calls, "Injuries from a Fall" with more than 5,750 calls and "Traffic/Transportation Accidents" with more than 4,100 calls. The Emergency Communications Center operates 24 hours a day and also serves as an after-hours contact point for numerous county departments/divisions.

During the past year Emergency Communications, in conjunction with the Radio and Tele-



# What We Did in 2012

communications Section, implemented a new DCR Station Digital Alerting System. This system gives dispatchers the ability to alert fire station personnel with different station bells, tones, lights, etc., relative to the type of call. In the coming year, the Emergency Communications Center will have enhanced communications with the new digital P-25 Radio system.

## ...to the Needs of the Community

The [Extension Services Office](#) in conjunction with the [University of Florida](#) conducted a six week Customer Satisfaction Survey in 2012. Out of the 13 counties participating, they had the largest sample of clientele who evaluated our programs. University of Florida staff contacted the clients through e-mail, mail, and phone calls and asked questions regarding our service to the citizens in this county. Percentages given are based on satisfied to very satisfied answers on the survey.

The results were: Information Relevance: 93.3%, Ease of Understanding: 95.4%, Used information: 87%, Solved their problem: 78.8%, Information was up to date and accurate: 94.9%, Delivered in a time to be useful: 94.8%, Shared information with others: 76.7%, Feel good about the service: 92.9%

New people using our service for the first time: 37.8%    2 times: 22.2%    3-4 times: 20%  
15+ times: 8.9%

The [Extension Services](#) Division has a [4-H](#) Growing Green School Garden program, which is used as a teaching tool in the Public School system. This program has reached 19 sites and provided a total of 992 sq. ft. of growing space for vegetable production. Estimating 1 pound of produce per square feet times \$2/pound=\$1,984 x 3 growing seasons = \$5,952 in produce to schools and community centers. Many of the schools are donating the produce to their [Families in Transition](#) Program, which assists homeless families with access food and shelter. The programs main focus has been to establish gardens in areas identified as food deserts. Specific geographic areas targeted have over 6,000 people considered low-income and have minimal access to fresh foods.





# What We Did in 2012

## RESPONDING...

### ...to the Needs of the Community (Continued)

The [Extension Services Offices](#) offers a variety of classes and programs that are home and consumer science oriented. Three graduates of the Expanded Food and Nutrition Education Program (EFNEP) classes were able to get jobs as a direct result of the UF/IFAS EFNEP Certificate they received from taking these classes!

A participant in Food Preservation classes reported how much she saved by utilizing canning. By taking this class she was able to greatly reduce her grocery bill and increase the health of her family with the type of food prepared.

As a result of pulling together community members for the Family and Consumer Sciences Advisory Committee, one of the high school teachers met a grant writer with a health insurance company that services the public school system and ended up securing a \$4,000 grant to promote healthy lifestyles for Food Preparation classes in the Public School system.

The [Seminole County Convention and Visitor's Bureau](#) (CVB) in partnership with Sneakers 2 Succeed, through Operation 1-7-5-2 collected new and gently used sneakers and shoes, which were donated to an organization that supports the 1,700 homeless children in Seminole County. This coordination effort led to local hospitality industry partners donating 723 pairs of shoes to Operation 1-7-5-2.

### ...by Lowering Our Costs

The Office of Organizational Development is responding to the citizenry's need for a more efficient government by lowering our internal costs. The Document Management Program, recently renegotiated the production print center contract to realize savings of \$450,000 over five years. Additionally, the recent move from county maintained printers, copiers and scanners to leased multi-function devices is saving the County an estimated \$100,000 per year.





# What We Did in 2012

The County, through the [Purchasing and Contracts Division](#), also uses a competitive process as a normal course of business to ensure the greatest value for our citizens. The process resulted in savings of \$11.9 million last fiscal year.

## ...by Maintaining our Sidewalks, Ditches and Roadways

Last year the [Public Works Department](#) replaced 144,686 square feet of sidewalk, edged/swept 197 miles of sidewalk and curb (utilizing inmate labor for a 63k savings), received over 4,200 work orders for maintenance requests, performed 13,760 man-hours of work zone traffic maintenance, treated 1,313 acres with manual herbicide application, cleaned 74,927 feet of canals and major ditches and completed Right-of-Way and Topographic surveys for 12 of 14 roads requested within the High Priority Emergency Road Paving Program.

## ...by Saving Animals and Keeping the Public Safe

On August 10, 2012, [Animal Services](#) responded to a report of animal neglect in the Geneva area. The call ended with the seizure of 14 neglected and emaciated horses. Together with several different horse rescue groups, Animal Services was able to place each of the horses into a rescue home without the need of housing the animals at the shelter.

Animal Services Officers must also answer calls concerning potentially dangerous animals that may threaten the public. Animal Services had to capture a Rhesus Macaque Monkey named Zeke who was running loose in a neighborhood in Sanford. The monkey also required quarantining at the shelter. This is only one example of the many unusual situations requiring Animal Services to respond.





# What We Did in 2012

## SUPPORTING...

### ...A Healthy Environment by Delivering Clean Water, Treating Wastewater and Providing Efficient Trash Service

The [Environmental Services Department](#) provides water delivery, sewage treatment and trash services to the citizens of Seminole County. The [Solid Waste Management Division](#) coordinates trash and recycling services for approximately 66,000 unincorporated County residents, and also manages the [Central Transfer Station](#) and [County Landfill](#) facilities. This division processed the following last year:

- 284,000 tons of municipal solid waste, which was a 3% increase over FY11
- 50,000 tons of yard waste
- 18,000 tons of residential recyclables
- 520 tons of waste tires recycled
- 16,000 gallons of household hazardous waste and used oil
- 341,000 pounds of e-scrap

Managing the above wastes and recyclables in a conscientious manner protects the air and water resources of the County.

Seminole County's commitment to protecting the environment in a conscientious manner started in 1992, when Seminole County completed the construction of a leachate collection system and slurry wall around a 230-acre landfill. Concurrently, the [Central Transfer Station](#) was constructed to reduce the number of trips, and associated air emissions, needed to move waste to the [Landfill](#). Since then, other programs have grown to increase recycling, keep certain, special waste types out of the landfill, and assist local businesses in complying with hazardous waste regulations. Last year, these programs assisted about 400 local businesses and responded to several dozen environmental complaints and spills.





# What We Did in 2012

In 2012, a new program to increase recycling and reduce items that would otherwise be sent to the landfill was started. Used mattresses and box springs may be brought to the Transfer Station where they will be collected by the Mustard Seed to be reused or recycled. In turn, the funds generated from this endeavor helps needy families in the community.

Water & Sewer: Serving more than 43,000 customers, the [Environmental Services Department](#) distributed more than 6 billion gallons of drinking water and treated more than 1.4 billion gallons of wastewater.

## ...with Facilities to Supplement the Water Supply

Seminole County's Environmental Services dedicated a very extensive and important construction project, the Yankee Lake Surface Water Treatment Facility (SWTF), with a ribbon cutting on Thursday, May 17, 2012. The facility takes water from the St. Johns to supplement the County's reclaimed water supply. The project created over 1,500 jobs for the local economy (\$43.6M - 35 jobs for every \$1 million spent on infrastructure improvements) and consisted of 41,000 feet of 42" HDPE pipe, the largest HDPE pipeline installed to date in Florida. The Yankee Lake SWTF project was designed and constructed to have minimal impact to wildlife and the environment. The project started in August 2006 with the design phase and construction was completed in April 2012.

This project will play a large role in water sustainability in our region. With limits of additional future groundwater use coming in 2013, this project will allow the County to maximize the beneficial use of reclaimed water, incorporate mandatory water conservation and provide future potable water to the community. The County worked extensively with the St. Johns Water Management District to ensure that the St. Johns River would not suffer impacts from the facility. A minimum of 1 MGD (million gallons a day) of groundwater in Seminole County will be saved by the Yankee Lake SWTF Project by utilizing the St. Johns River as an alternative water source.





# What We Did in 2012

## SUPPORTING...

### ...with Facilities to Supplement the Water Supply (Continued)

Seminole County is a statewide leader in water conservation. Seminole County achieves 100% reuse through 63% beneficial reuse for residential and 37% recharge, resulting in 0% surface water discharge.

### ...with Efforts to Restore Lake Jesup

The ongoing Lake Jesup restoration efforts have seen some exceptional results during the past year, with minimal cost to the residents of Seminole County. The County has worked cooperatively with [FWC \(Florida Fish and Wildlife Conservation Commission\)](#) to successfully restore over 14,000 linear feet of shoreline along the northern shore of the Lake to native species that improved water quality and provide better wildlife habitat. Additional shoreline restoration efforts are in process along the shoreline of the Lake Jesup Wilderness area. These projects have a low cost and high benefit to the Lake and the resources that it provides to the citizens.

A very successful large-scale cooperative restoration event, using volunteers from the County's [SERV \(Seminole Education Restoration & Volunteer\)](#) Program, was held on April 14, 2012. An acre of eelgrass, a native, beneficial submersed plant, was planted by over 100 volunteers and with numerous partners including [FWC](#), [Seminole County Sheriff's Office](#), [St. Johns River Water Management District](#), and Black Hammock Adventures. Over 30,000 plants were planted in a protective containment area. Establishment of submersed native plants within the Lake will enhance in-lake water quality.





# What We Did in 2012

Due to the County's proactive reputation with respect to water resource protection and in concert with our multi-pronged approach to the restoration of Lake Jesup, [Florida Department of Environmental Protection \(FDEP\)](#) sent a letter to the County with an offer to provide the County with a \$2 million grant for the design and construction of the Black Hammock Restoration Project, requiring no capital funding or cost share from the County. The project will reduce nutrient loading to the Lake from the surrounding watershed in a low maintenance, cost effective way.

## ...by Keeping the County Landscaping Maintained

The [Greenways and Natural Lands Division](#) is charged with coordinating and supervising the maintenance of 60+ miles of landscaped medians throughout the County. The plantings within the median landscapes are maintained following best management practices for the long-term survivability of drought tolerant species. Responsibilities include the replacement of damaged trees and shrubs, mulching of shrub beds, turf management and annual fertilization of plantings. In addition, the Division maintains the landscape at 60 plus public buildings and undeveloped County lots. Facilities include County's Libraries, Fire Stations, the Public Safety Building; the County Administration Building, the Five Points Complex and common areas within the County's active parks such as [Sanlando Park](#) and [Lake Sylvan Park](#).





# What We Did in 2012

## TRANSPORTING...

### ... Making Sure Citizens Can Travel Safely and Quickly

As of 2012, Seminole County has had one full year of the operation of the [LYNX](#) express bus on US 17-92, linking the Seminole Center stop (Walmart shopping center) directly to the [LYNX](#) central station in downtown Orlando. The express bus has only 4 stops, enabling riders to reach their jobs or other destinations more quickly.

The County received a \$2.4 million federal grant through the [East Central Florida Regional Planning Council](#) to work with the involved cities and perform detailed station area plans for the SunRail stations at Altamonte Springs and Sanford. These studies will involve public outreach to neighboring areas and public input.

[Traffic Engineering](#) expanded its traffic adaptive signal timing system to a total of 23 locations, including 16 locations on SR 436 in Altamonte Springs and 7 locations on Lake Mary Boulevard in Lake Mary. This state-of-the-art system changes signal timings real-time based on observed traffic volumes. Before and after studies from the SR 436 project calculated reductions in travel times ranging from 6% to 26% and reductions in delay from 12% to 42%. The particular system installed (SynchroGreen by Trafficware) was the first installation of this type anywhere in the world; resulting in lots of positive exposure both statewide and nationally. Presentations on the project have been made by County staff at several Local and State ITE (Institute of Transportation Engineers) and ITS (Intelligent Transportation Systems) meetings and conferences, as well as at FHWA forums in Arizona and Pennsylvania. Additional adaptive locations are planned within the next year as part of a \$4M grant from [MetroPlan Orlando](#), [FDOT](#) and [Federal Highway Administration \(FHWA\)](#) for Phase 2 of our [Advanced Traffic Management System \(ATMS\)](#).



# What We Did in 2012

## CELEBRATING...

### ...the County's 100 Year Anniversary

In 2012, planning for Seminole County's 100 year anniversary started. Seminole County will turn 100 years old on April 25, 2013! This centennial benchmark will be commemorated as "Seminole Celebrates – A Century of Success" with a 100-day celebration from January 16 to April 25, 2013.

"Seminole Celebrates" highlights the County's five "Points of Pride" which are Agriculture, Education, Historic Preservation, Quality of Life and Transportation. Centennial events were planned to celebrate each of these themes. SGTV also produced [26 Centennial-themed videos](#) that elaborate on Seminole County's past. To see the videos and find out more on how to participate, check the Seminole County Centennial Web site for more info: [www.seminolecountyfl.gov/centennial/](http://www.seminolecountyfl.gov/centennial/)

### ...Our Successes

**Libraries:** Received the Florida Library Association's 2012 Libraries Mean Business Award for their Small Business Seminars.

**A Success Story:** In January 2012, Cindy Harkins was selected as the United States Tennis Association (USTA) Eve F. Kraft Community Service Award recipient. Cindy Harkins has been instrumental in the growth of the Seminole County tennis community. Prior to 1975, Seminole County did not have one public tennis court. Today, there are 54 public courts. Harkins established [Red Bug Lake Park](#) in 1976 and had the privilege of actively serving on the committee to select, plan and develop [Sanlando Park](#), which opened in 1978. In addition, she is responsible for organizing and developing many of Seminole County's tennis facilities and programs.





# What We Did in 2012



## CELEBRATING...

### ...Our Successes (Continued)

Since 1975, Seminole County has provided tennis opportunities to over 150,000 junior participants, 50,000 adult participants, 75,000 league and [USTA](#) Jr. Team Tennis players, 60,000 tournament players, and 800 high school tennis team players. Harkins has been equally proactive in the development of tournament criteria and standards for junior tournaments in Florida. She is a true advocate for the sport and her years of service have ensured the growth of tennis in Central Florida. In May of 2012 Cindy Harkins was also inducted into the Seminole County Sports Hall of Fame for her years of service to the community.

**Service Awards:** Rita Law in the [Seminole County Extension Services Office](#) was recognized for her contributions with the National Extension Association of Family and Consumer Science's Distinguished Service Award. This award is a once-in-a-lifetime national recognition given to those who show leadership and professional growth, and create outstanding programs in the industry. Valmarie Turner, Community Services Director was awarded the "Distinguished Service Award" at the 2012 Florida Community Development Association's Conference (FCDA) in July. FCDA recognizes individuals who have contributed to the goals of the Association and have positively impacted Community Development in Florida.

**Tourism:** [The Convention and Visitors Bureau \(CVB\)](#) received The Flagler Award (the highest scoring award) in the category of Creativity in Public Relations in 2012. The Flagler Award, presented by [VISIT FLORIDA](#), recognizes exceptional work in Florida tourism marketing. The winning campaign, "Something Wild Inside Seminole County," featured a 3-D experience into the world of Seminole County. The one-of-a-kind campaign promoted Seminole County as a natural, pristine destination to a comprehensive list of media from around the world. Tourism was also recognized internationally with several Adrian Awards from the Hospitality Sales and Marketing Association for their ad campaigns.



# What We Did in 2012

## Our Purchasing and Contracts Division:

- Received the “Achievement of Excellence Award” for 2012 from the [National Purchasing Institute, Inc.](#) for the eleventh consecutive year.
- Was awarded the “2012 “Award for Excellence in Public Procurement” from the [Florida Association of Public Purchasing Officers, Inc.](#) The County also received a Best Practice award by the Florida Association of Public Purchasing Officers, Inc for implementing on-line electronic request for quotes as an effective and efficient method of receiving quotes.

**County Workforce:** For the second year in a row, Seminole County Government has won The Healthy Workplace Award at the Gold Level (the highest level). The award, presented by [Get Active Orlando](#) (GAO) at a ceremony on November 14, 2012, is presented to Central Florida businesses that support and inspire employees to stay fit and healthy.

## ...the County’s Big Tree, “The Senator”

On January 16, 2012 Seminole County lost the “Senator,” an approximately 3,500 year old Bald Cypress tree and local icon at [Big Tree Park](#), to a fire. Though the loss was immeasurable, the remains of the tree were salvaged and County staff is coordinating efforts to memorialize the tree in a variety of ways including artwork from the remaining wood, signage and the planting of a “clone” of the original tree at [Big Tree Park](#).





# Fiscally Sound Government...



Seminole County's Fiscal Year [2012/13 Adopted Budget](#) outlines an annual spending plan that is fiscally responsible and ensures the financial well-being of the County. The plan seeks to uphold the Board's dedication to providing public services that are responsive to the needs of our community, at a level that sustains quality of life.

The Fiscal Year 2012/13 budget totals \$780.2M for all governmental and proprietary activities of the County. It is comprised of the annual operating plan for the upcoming year of \$452.6M; inclusive of \$66.5M for capital infrastructure improvements. The County's General Fund reserve for economic stabilization is maintained to provide at least three months of operating support, and emergency reserves at 10% of operations. The County maintains a high credit rating of AA.

Continued process improvement and operational needs assessments resulted in budget reductions of \$4M in operating costs. Countywide workforce reductions have saved the county \$75M in personal service costs since fiscal year 2007/08 with ongoing annual savings of \$17M. The average single family home in unincorporated Seminole County will see a reduction of \$71 in total property taxes paid as compared to last year. In fact, unincorporated property owners of average single family homes are paying approximately 20% or \$497 (\$342 County; \$155 School Board and SJRWMD) less property taxes than they paid in 2007.

The foundation for the County's budget process includes the following guiding principles:

- No new taxes or increases to tax rates
- Continued rightsizing of workforce
- Continued reduction of operating costs where possible
- Responsible use of reserves

A long-term fiscal planning perspective along with strategies to maintain high reserves has ensured financial stability through the economic recovery. The ongoing commitment of the Board of County Commissioners to provide effective leadership and conservative fiscal



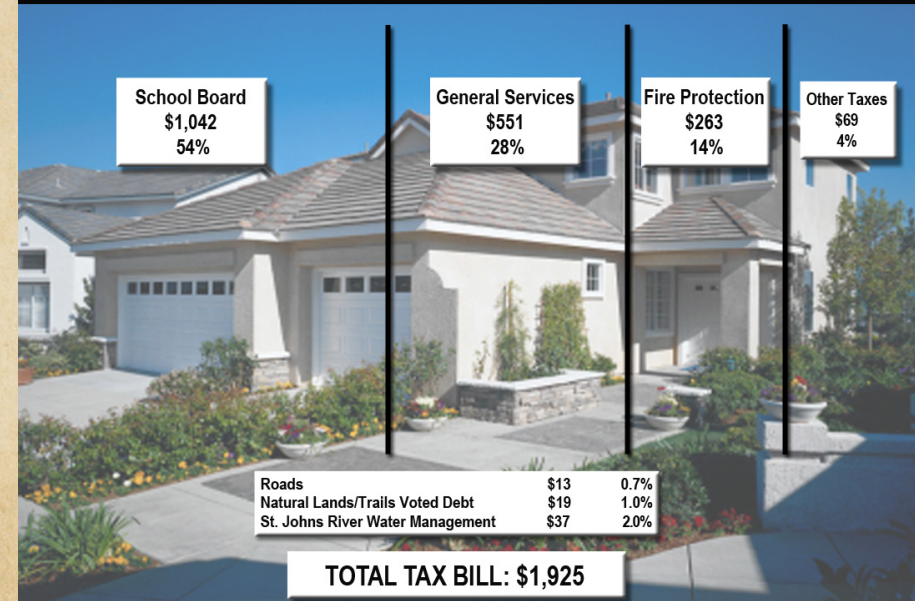
# ...Promotes Affordable Living

Charts Represent a Single Family Residence with an Average 2012 Taxable Value of \$113,000  
Includes a \$50K Countywide and \$25K School Board Homestead Exemption

## FY 2012/13 Property Taxes



## Where Your Taxes Go





# Seminole County Delivers...

## OUR GUIDING PRINCIPLES

**Ethical Behavior** - *We act ethically by putting the public interest first, communicating openly and consistently demonstrating professional integrity.*

**Innovation** - *We are not satisfied with the status quo; we value creativity, and well-considered risk-taking as means to achieve organizational success.*

**Leadership** - *We have the courage and energy to step outside the existing culture, to start evolutionary, meaningful and sustainable change by creating new realities and moving people to purposeful action in order to overcome political, bureaucratic and resource barriers.*

**Professionalism** - *We are capable, lifelong learners, who model the competencies associated with our field, specialty or area of expertise.*

**Respect** - *We avoid drama by exhibiting civility, empathy and restraint.*

**Responsibility** - *We are accountable, take ownership, and are receptive to feedback, whether favorable or unfavorable, in everything we do.*

**Teamwork** - *We work cooperatively in a collegial and supportive manner to meet common goals.*

## What You Had to Say About...

### COMMUNITY SERVICES - VETERANS' SERVICES

“ ...Good Morning! I just wanted to take a brief moment to express my warmest thoughts and appreciation for your dedication and attention to detail regarding my VA file. As I mentioned in conversation I am absolutely humbled not only for your willingness to stay the course, but your relentless passion to assist and be there for me these past three years... In fact, I'm convinced that your diligence and unselfish kindness and compassion for what you do resulted in my present rating increase. You truly are a step above and your follow up/timely communication is to be admired. Lastly, while I know there is still a lot of work that must be done for Veterans, please know this is a Veteran that is proud to have you as a partner and is truly grateful you are a part of my life's journey. ”

### ECONOMIC & COMMUNITY DEVELOPMENT SERVICES DEPT. - BUILDING DIVISION

“ I am a Certified Building Contractor, and over the years have been involved in projects in multiple jurisdictions: Volusia, Flagler, Dade, Orange...and a plethora of cities as well. To date, the best experience I have ever had with a Building Department is Seminole County. The house I built was for my own residence so I am pleased to say that I am now a permanent resident of Seminole [County]. ”

“ When you call the office....the people that answer the phone are cheerful, they answer questions in a timely manner. ”

“ If you go in person, you are greeted in a timely manner, they seek to help you find answers and will point you in the right directions if you don't know. ”

“ Without hesitation, you are offered inspectors cell phone numbers so if you have a question you can speak to them directly. ”

### ENVIRONMENTAL SERVICES

“ ...There was a leak in front of my house ... due to a storm drain issue; however, I received a knock at the door from one of the workers saying that there was a leak to the water pipe going to my meter and to call Seminole County Water. I called and was lucky enough to get Rita Lowry. ...When she could no longer answer the question she immediately took action and referred my question to the correct department. In this day of poor customer and service, it is a refreshing change to deal with someone who cares about her customers and gives quality service. ”



# Quality Customer Service

## LEISURE SERVICES DEPARTMENT

**LIBRARIES** - “ We couldn’t live without the library. Not only is it a place full of resources for school ages 9, 10, and 17, it is a sanctuary full of friendly faces ready to answer our questions. It is a place where my children can succeed. ” - A.G.

**TOURISM** - “ The Seminole County CVB is an integral and irreplaceable component of our Sales & Marketing plans each year. Weekend business in Seminole County has always been a challenge. The efforts of the Sports Marketing Initiatives... have helped move hotel occupancies in a positive direction... ” - Bruce

**GREENWAYS AND NATURAL LANDS** - “ My son Patrick attended Week 8 of the Eco Camp this year. I can tell you Patrick had a great/fun time. He attended many camps this summer ... I actually gave him a list and asked for him to list the order in which he enjoyed them. Yours was #1 on the list. You and your staff should be extremely proud!! Patrick can’t wait to come back next year and I will personally tell parents about it...Again, thank you and your staff for a fun and educational experience. See you next year, or sooner. ” - Karen

**PARKS**: “ I wanted to share with you the great experience our son Frank had at the 2012 Sylvan Lake Park Summer Tennis Camp. He wanted to try tennis last year, but a very busy school schedule and after school programs stood in the way. The summer camp seemed like the perfect opportunity for Frank to try tennis.... It was so great to watch his confidence and ability grow each week. The summer program was such a positive experience for Frank. Thank you for making that opportunity available to area families and providing great instructors like Coach Chelsea and Coach Bryn. Camp really opened a door for our son... ” - Kriss Longo

## PUBLIC WORKS - ENGINEERING DIVISION

“ Thank you for the excellent work your team did correcting the stormwater runoff...The team responded to the problem quickly and worked in a very professional manner... ” - Richard

“ .. I want to express my sincere thanks for cutting up and removing the fallen tree limb from the sidewalk in the pouring rain...I do not mind paying taxes with the quality of service you deliver. ” - Fred



### OUR MISSION

“To deliver excellent public service that enhances quality of life and addresses our community’s needs, now and in the future.”



# What the Future Holds

management has placed the County in a position of financial strength.

## LOOKING AHEAD

The County continues to improve the infrastructure and the job market. Below are the major improvements that will be completed in the future to improve the County's quality of life.

[SunRail](#) planning, coordination and construction efforts continue on schedule. The County is diligently coordinating with FDOT and the Cities to plan for economic development around the four planned [SunRail](#) stations (Sanford, Lake Mary, Longwood and Altamonte Springs). The County coordinated with the Regional Planning Council to apply for a Sustainable Communities HUD grant, which was granted to the East Central Florida Consortium in the amount of \$2.4 million. Sunrail is expected to be operational by May 2014.

The [Florida Department of Transportation \(FDOT\)](#) awarded Seminole County an additional \$4 million in Transportation Regional Incentive Program (TRIP) grant funds to the interchange project at SR 436 and Red Bug Lake Road project. The project is currently under construction and will be completed in spring of 2014. For future traffic volumes at this intersection, it is estimated that this interchange project will reduce travel time to motorist during the peak traffic periods by approximately 57%.

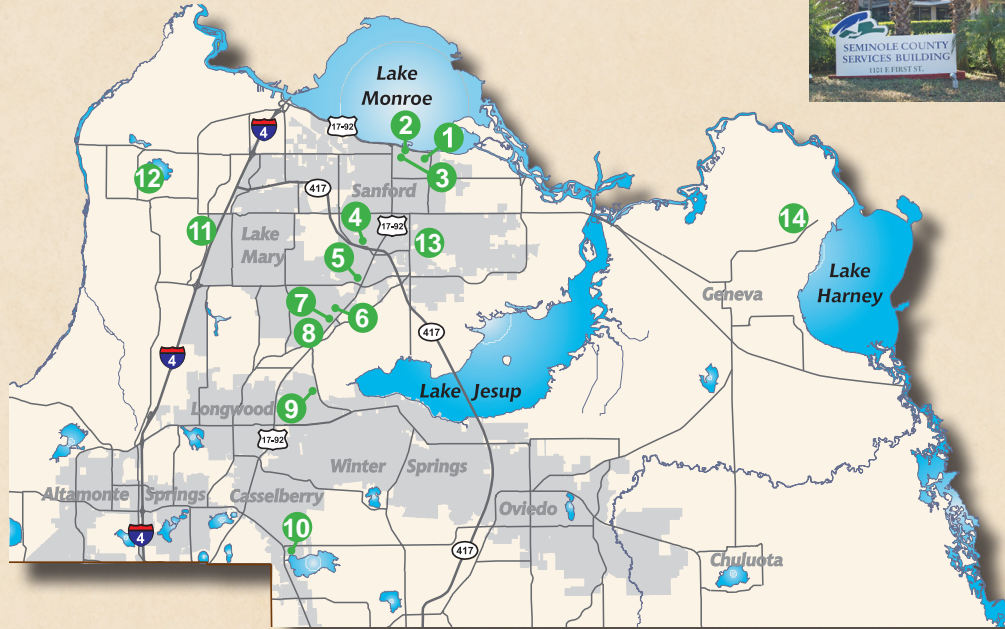
The Probation Division was able to secure approval for its move to a centralized location adjacent to the county jail, Criminal Justice Center and the Department of Public Safety. Renovation plans are in place to allow for consolidation of staff within the new facility, with a projected move-in date of March 2014. This move will finally realize a long-term goal of co-locating the division with the courts, with corrections and with the main public safety components in the county.

Verizon Communications, Inc. will locate a new financial services "Center of Excellence" in Seminole County, Florida, within the City of Lake Mary, creating an estimated 750 new jobs and investment of approximately \$50 million in a new 220,000 square foot Class A office facility, pending local approvals. Operations will commence in 2013 relying on temporary leased office space while constructing a new office building. Jobs will be created on a phased schedule with an estimated 300 positions being established before the end of 2014,



# County Facility Locations

## LOCATION MAP OF COUNTY FACILITIES



- 1** **COUNTY SERVICES BUILDING** • 1101 East First Street, Sanford  
Location for: Administration, Board of County Commissioners, Building Division (Permits), County Attorney, Fiscal Services, Community and Development Services, Human Resources, Information Services, Planning & Development, Property Appraiser and Tax Collector (go to [seminoletax.org](http://seminoletax.org) for branch locations)
- 2** **CIVIL COURTHOUSE** • 301 North Park Avenue, Sanford  
Location for: Court Functions - Civil Trials and Clerk of the Circuit Court (Marriage Licenses, Passports, Power of Attorney)
- 3** **ENGINEERING DIVISION OF PUBLIC WORKS** • 100 E 1st Street, Sanford  
Location for: Engineering and Right-of-Way
- 4** **10** **HEALTH DEPARTMENT** • 400 West Airport Boulevard., Sanford (4), 108 Sausalito Boulevard, Casselberry (10) Locations for: Health Services
- 5** **REFLECTIONS PLAZA COMPLEX** • Northwest corner of Lake Mary Boulevard and Hidden Lake Drive, Sanford Location for: Environmental Services, Community Services, 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: Court Functions - Criminal Trials & Clerk of the Circuit Court (Pay 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 Admin., Roads - Stormwater, Traffic Engineering & Watershed Mgmt.
- 9** **CENTRAL TRANSFER STATION** • 1950 State Road 419, Longwood  
Location for: Solid Waste Mgmt: Trash, Recycling, Household Hazardous Waste, Sharps Collection
- 11** **ECONOMIC DEVELOPMENT** • 1055 AAA Drive, Heathrow  
**CONVENTION & VISITORS BUREAU (TOURISM)**  
1000 AAA Drive, Suite 200, Heathrow, FL 32746. Location for: Tourist Information.
- 12** **SYLVAN LAKE PARK** • 845 Lake Markham Road, Sanford. Location for: Leisure Services
- 13** **SUPERVISOR OF ELECTIONS** • 1500 E. Airport Boulevard., Sanford.  
Location for: Voter Registration
- 14** **COUNTY LANDFILL** • 1930 E. Osceola Road, Geneva. Location for: Trash Collection





**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)  
State of Florida - [www.myflorida.com](http://www.myflorida.com)

You can also find us on:

