Mission

To provide services to internal and external customers that exceeds expectations.

Business Strategy

Ensure that service delivery exceeds expectations through a process of continued improvement which focuses on one-on-one customer contact, maximizing access to all information and services, and staying at the forefront of technology.

Objectives

Increase the public's access to Planning & Development information through expansion of services in the Customer Resource Center and on-line applications.

Develop a long term strategy for implementation of the Department's integrated planning services initiative.

Continue coordinated street addressing and cartographic services.

Performance Measures

	FY 00/01 Actual	FY 01/02 Estimated	FY 02/03 Goal
Resource Center customers	N/A	3,550	4,000
Special Projects/Presentations	N/A	4	5
Applications placed on-line	N/A	2	4

Department:	**PLANNING AND DEVELOPMENT**	***Seminole County***
Division:	**COMMUNITY RESOURCES**	
Section:	**CUSTOMER SERVICES**	***FY 2002/03***

	2000/01 Actual Expenditures	2001/02 Adopted Budget	2002/03 Adopted Budget	% Change 2002/03 over 2001/02
EXPENDITURES:				
Personal Services	0	0	926,764	100.0%
Operating Services	0	0	100,910	100.0%
Capital Outlay	0	0	0	
Debt Service	0	0	0	
Grants and Aid	0	0	0	
Reserves/Transfers	0	0	0	
Subtotal Operating	**0**	**0**	**1,027,674**	**100.0%**
Capital Improvements	0	0	0	
TOTAL EXPENDITURES	**0**	**0**	**1,027,674**	**100.0%**
FUNDING SOURCE(S)				
General Fund	0	0	820,694	100.0%
Development Review	0	0	144,387	100.0%
E911	0	0	62,593	100.0%
TOTAL FUNDING SOURCE(S)	**0**	**0**	**1,027,674**	**100.0%**
Full Time Positions	0	0	16	
Part-Time Positions	0	0	1	

New Programs and Highlights For Fiscal Year 2002/03

Expansion of services within the Customer Resource Center to include access to property information, zoning, land use, and pilot on-line plans submittal

Expansion of document scanning programs

Reorganization
Transfer in 10 full time positions and 1 part-time position from Planning
Transfer in 4 full time positions from Building
Transfer in 1 full time position from Development Review
Transfer in 1 full time position from Administration

Capital Improvements	**2002-03**	**2003-04**	**2004-05**	**2005-06**	**2006-07**
Total Project Cost	0	0	0	0	0
Total Operating Impact	0	0	0	0	0