

# CHARTING OUR COURSE

COUNTY MANAGER'S 2004 ANNUAL REPORT  
FOR SEMINOLE COUNTY

COME TAKE A VOYAGE...  
A VOYAGE

OF DISCOVERY

WITHIN THESE PAGES

YOU WILL DISCOVER HOW

SEMINOLE COUNTY

GOVERNMENT IS COMMITTED

TO SERVE AND ENHANCE

OUR COMMUNITY AND

WHERE WE ARE HEADED

AS WE . . .

“CHART OUR COURSE.”



## COUNTY DEPARTMENTS SERVING THE COMMUNITY:

Administrative Services • Community Services • Community Information

Economic Development • Environmental Services • Fiscal Services

Human Resources • Information Technologies • Library and Leisure Services

Planning and Development • Public Safety • Public Works

Tourism Development



# At the Helm of County Government



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The Board of County Commissioners represent citizens in five commission districts that are elected at-large. Serving four-year, staggered terms, the Board is the legislative branch in which individual Commissioners serve as both legislative officers and fiscal representatives of the County.

The Board meets at the Seminole County Services Building, 1101 E. First Street in Sanford, on the second and fourth Tuesday of each month at 9:30 a.m., 1:30 p.m. and at 7 p.m. In addition, the Board meets as necessary in scheduled

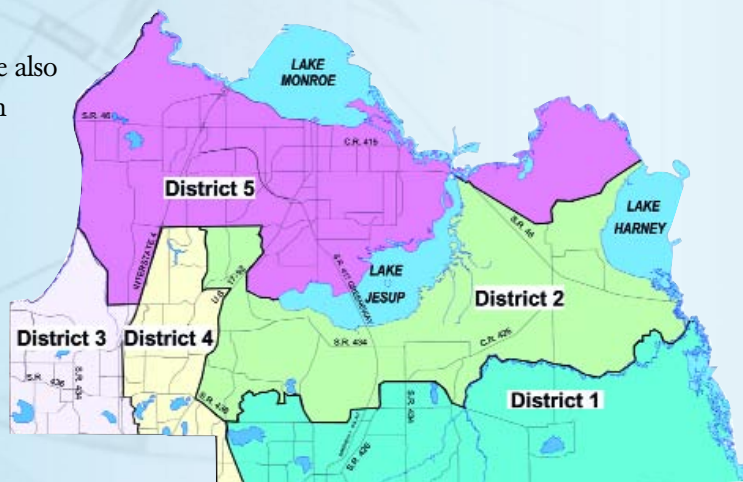
work sessions to discuss matters

of general importance, however no official action is taken during these sessions.

Minutes are recorded of all Commission meetings, work sessions and public hearings and made a part of the record in the County Commission Records Office.

All meetings are also televised live on Seminole Government Television (SGTV) shown locally on cable channel 9.

These meetings are replayed at 11 p.m. on the Sunday following the meeting. Archived video of the Commission meetings, agendas and minutes are available online at [www.seminolecountyfl.gov](http://www.seminolecountyfl.gov).



# A Message from your County Manager



**J. Kevin Grace**

County Manager  
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COUNTY MANAGER'S OFFICE



## To the Citizens of Seminole County:

I am pleased to introduce the County Manager's *Annual Report for 2004* which highlights your County Government's activities, progress and accomplishments for 2004.

During the past year, our biggest challenge came from Mother Nature. While Seminole County has continuously prepared for disasters, *Charley*, *Frances* and *Jeanne* made an impact that surpasses any in the County's history. The three consecutive hurricanes caused downed trees, power lines, and flooding among other issues. I'm proud of the fact that our County employees, the seven cities and other agencies rose to meet these challenges in an exemplary fashion. Many spent countless hours working in our Emergency Operations Center and in the field ensuring our citizens' safety and well-being. Residents also played a key role, and I want to thank those who volunteered to help their neighbors during this difficult time. It was through this cooperative effort the County was able to recover quickly.

A major accomplishment during 2004 was the opening of the new Criminal Justice Center. The CJC is the largest single construction project ever undertaken by the County, and, with the exception of a minor delay due to hurricanes, was completed on time and under budget. Inside of this impressive facility the halls are graced with art. Our new "*Arts in Public Places*" program showcases the talents of renowned artists for the benefit of residents and visitors alike.

Another success has been our inaugural Citizens' Academy class. The 12-week program educates residents about how County Government functions in its' day-to-day operations. From Public Safety and Economic Development to Public Works and Environmental Services, each of the thirteen departments educates our academy students on the specific programs to help our County carry out its mission. Through this and other outreach programs, we invite our citizens to learn more, and to participate in, their County government.

As we chart our course toward the future, Seminole County will continue to navigate in a fiscally conservative manner. We will continue to evaluate the needs of the community, establish priorities, develop partnerships, and search for creative solutions to our challenges, while "*Serving the Community to Improve the Quality of Life.*"

Sincerely,

*J. Kevin Grace*



# Charting our Course By Guiding Department Teams

## DEPUTY COUNTY MANAGERS



Don Fisher



Sally Sherman

Seminole County Government (under the Board of County Commissioners) consists of thirteen distinct departments, the County Manager's Office and the County Attorney's Office working together to effectively communicate and deliver a wide range of services and programs to meet the needs of our diverse and dynamic community.

With offices located throughout the County, departments provide a unified and seamless approach to delivering excellent customer service. This teamwork was evident as Seminole County had to provide additional services to citizens after feeling the impact of three hurricanes in 2004.

## DEPARTMENT DIRECTORS



Administrative Services  
Jamie Croteau



Community Information  
Patti Michel



Community Services  
Phil Stalvey



Economic Development  
Bill McDermott



Environmental Services  
Bob Adolphe



Fiscal Services  
Lisa Spriggs



Human Resources  
Janet Davis



Information Technologies  
Chris Grasso



Library & Leisure Services  
J. Suzy Goldman



Planning & Development  
Dan Matthys



Public Safety  
Ken Roberts



Public Works  
Gary Johnson



Tourism Development  
Suzan Bunn



## Where to Find Our Services

Seminole County Government also partners with Constitutional offices (Clerk of the Circuit Court, Judges, Property Appraiser, Seminole County Sheriff, Supervisor of Elections and Tax Collector) and state agencies (Health Department and School Board) that offer their own services and programs. Below is a brief description of the main locations for many of the services provided by Seminole County Government.

Located at 1101 East First Street in Sanford the County Services Building serves as the administrative hub of County government. Some of the services available at this building include: Building Permits, Community Development Programs and Services, Development Review, Human Resources, Occupational Licenses, Property Appraiser services, Tag Renewal, Zoning and Land Use Information.

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

Need to find out about your County water or sewer bill or want information about the road project near your home? Environmental Services Customer Service and Engineering both have offices in the Reflections Plaza Complex located on the northwest corner of Lake Mary Boulevard and Hidden Lake Drive in Sanford.

The Seminole County Health Department, your connection to essential public health services and information, is located at 400 West Airport Boulevard in Sanford. This location is shared with the Community Services Department, which also provides outreach services to the community.

Public Safety administers daily operations including EMS/Fire/Rescue and the E-911 system in a building shared with the Seminole County Sheriff's office located at 150 Bush Boulevard.

Strategically located to assist visitors and residents alike traveling on the I-4 corridor, the Seminole County Convention and Visitor's Bureau and Tourist Information Center is located at 1230 Douglas Avenue, Suite 116, in Longwood.

## Our Main Office Locations:



County Services Building  
1101 East First Street, Sanford, FL



Five Points Operations Center  
County Home Rd., Sanford, FL



Reflections Plaza Complex  
Lake Mary Blvd., Sanford, FL



Health Department  
400 W. Airport Blvd, Sanford, FL



Public Safety  
150 Bush Blvd, Sanford, FL



Convention & Visitor's Bureau  
1230 Douglas Ave.,  
Longwood, FL



# HURRICANES

# Charley

# Jeanne

# Frances

## Charting our Course by Weathering the Storms

## County Responds to Hurricane Season of 2004

The 2004 hurricane season proved to be an unusual year. The four named storms that affected Florida over a seven week period are unprecedented in terms of historical data going back 130 years. Three major storms, *Charley*, *Frances* and *Jeanne* left their mark across Central Florida and Seminole County.

To ensure our preparedness, Seminole County Emergency Management participates in State exercises. The *Hurricane Zane* exercise focused on responder coordination, critical decisions and the integration of local, State and Federal resources to save lives and protect residents.

On Friday, August 13, *Hurricane Charley* made initial landfall. A category 4 hurricane, *Charley* moved across the center of the state with 145 mph winds severely affecting Central Florida. In Seminole County, more than 128,000 customers lost power and local structural damage was estimated at \$33.25 million. Little did anyone know that two more storms would follow.

*Frances* made landfall September 5 as a category 2 with winds of 105 mph. *Frances* brought a tremendous amount of rain, causing low lying areas to flood and the St. Johns River to reach flood levels. Local structural damage was approximately \$26.5 million.



*Jeanne* made landfall on September 25 as a category 3 storm with winds of 120 mph. More storm debris and flooding from additional rainfall were generated by this storm. *Hurricane Jeanne* caused an estimated \$4.4 million dollars in property damage.

Seminole County took the following steps for the storms:

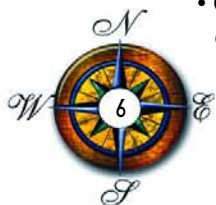
- Mandatory evacuations for manufactured homes and low lying areas.
- Curfews were established to protect property and ensure public safety.

- The Citizen's Information Line operators provided vital information to citizens.
- Nearly 5,000 residents were housed in shelters, including a shelter for special needs. A pet-friendly shelter at Lyman High School housed 212 animals and their owners.
- Dialogic telephone communications (Reverse 911) messages were phoned to citizens providing special instructions or notices (boil water alerts).
- Ice, water, tarps, and food were distributed at Disaster Relief Centers. A FEMA Disaster Recovery Center (DRC) provided Family Grants, Tax Relief, Crisis Counseling, and Small Business Loan Programs.
- Fire Stations became sites for water distribution.
- Sandbags were made available to residents.
- Drop-off centers allowed citizens to dispose of debris.
- Important announcements aired on SGTv, local news media and were posted on the Seminole County Web site.



### AFTER THE STORMS

Public Safety and Public Works were probably the most visible departments involved in these events, yet all County departments made contributions to recovery efforts. After each storm, crews mobilized to clear major roads and repair traffic lights. Environmental Services evaluated and ran generators for water and wastewater systems and posted boil water notices for affected areas. County buildings and assets were also evaluated for damage.





The most significant issue for the County was the amount of debris generated by the storms. More than 300 crews collected debris from sunup to sundown. More than a half-million tons or approximately 10 YEARS worth of debris has been picked up. Some debris was turned into mulch; other yard debris was burned saving County taxpayers between \$150,000 and \$200,000 in loading, hauling and disposal costs.

To assist low and very low income residents, tarps, plastic sheeting, roofing nails, gloves, hammers, saws, and tool kits were hand delivered by County staff to residents whose homes were damaged by strong winds.

After *Hurricane Jeanne*, Seminole County Community Resources launched a Disaster Housing Relief Grant program. More than 3,000 grant applications were distributed with assistance up to \$10,000 for homeowners in need.



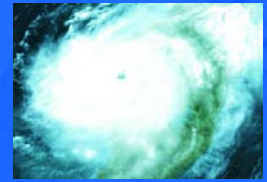
The Building and Fire Division played a large role in the aftermath of the hurricanes. They conducted a countywide damage assessment, while the GIS division mapped the damaged property. The information was used to formulate a report, crucial for disaster assistance through FEMA.

The Seminole County's Economic Development Department ensured that small businesses impacted by the hurricanes were on the road to recovery. The department fielded more than 400 inquiries for assistance with small business disaster loans. Additionally, the Small Business Development Center conducted two Disaster Recovery Workshops for small business owners.

The Emergency Operations Center was staffed 24 hours a day by a multitude of emergency support functions, municipalities, utility providers and volunteers during emergency response and recovery operations. All involved in responding to the storms learned from the experiences and continue to improve preparedness plans. Seminole County certainly hopes to never experience these disasters ever again, but will be ready should similar events occur.



## Did You Know?



### Hurricane Charley

produced a maximum wind gust of 90 mph in Seminole County.

### Hurricane Frances

had sustained winds of over 50 mph for over 8 hours.

### Hurricane Jeanne

generated 4.4 inches of rain (officially recorded in Sanford) adding to the total of 7.89 inches for the two previous storms.



During the height of the hurricanes, Citizens Information Line operators processed 6000+ calls per day during the events resulting in a 500% increase over normal call volume for citizen assistance.



# Charting our Course by Maintaining and Protecting County Assets

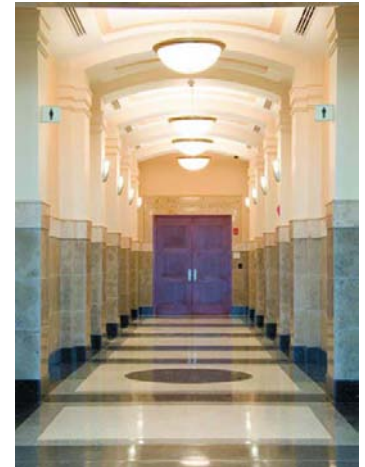
## Administrative Services

The Administrative Services Department keeps the County running by providing essential internal operations. The department oversees a wide variety of activities including all aspects of risk management, fleet services, facilities maintenance and construction, and support services. Covering everything from records management to mail and copy services to fleet and facilities maintenance, the department looks for efficient and cost effective ways to keep the County moving.

Providing safe, maintained, up-to-date facilities for the citizens of Seminole County is the most visible of the many functions of this department. More than two hundred structures totaling 1.6 million square feet are maintained by this department, including libraries, park buildings, the County Services Building, and Constitutional Offices such as the Supervisor of Elections, Clerk of the

Circuit Court, Tax Collector and the Property Appraiser. The most notable and impressive of these structures is the brand new Criminal Justice Center (CJC) which opened in October 2004.

Construction of this building was overseen by Administrative Services. Located at US 17/92 and Bush Boulevard, the CJC is the largest vertical construction project ever undertaken by Seminole County, with five stories that stand 167 feet high to



the top of the spire. The 223,000 square foot building was constructed to



## Did You Know?

handle criminal court functions with 10 courtrooms, 6 hearing rooms, 31 holding cells, and 11 judge chambers. Designed to meet future needs and relieve overcrowding, the building provides office space for the Judges, Court Administration, State Attorney's Office, Office of the Public Defender, Clerk of the Circuit Court and the Sheriff's Office. Featuring unique exterior and interior architecture, the CJC is located in close proximity to the County Jail allowing cost effective transportation of prisoners to trials and hearings.



The department also manages the fleet of County vehicles and equipment, providing fuel and upkeep for over 1,700 pieces of equipment from generators and lawn equipment to 4-ton tractors.

To promote efficiency and cut fuel costs, the County has introduced hybrid vehicles into the fleet of pool cars.

Administrative Services future projects include renovation of the new fire training complex located on Valentine Way off SR 419 in Longwood and renovation of the Civil Courthouse located in downtown Sanford.



Construction of the new Criminal Justice Center took 23 months to complete and came in on time and under budget by \$750,000 at a total project cost of \$44 million.



Administrative Services helped provide a more convenient location for the Supervisor of Elections. The office is now located near the Orlando Sanford International Airport.



## Charting our Course by Communicating Important Information

### Community Information

Community Information is a new department created from existing resources, SGTV and Graphics, to increase and enhance County communications with the public. In addition, the director serves as a Public Information Officer (PIO) to explain complex issues, announce County happenings, and to respond to media inquiries. The department is tasked with communicating accurate, cohesive information to residents and visitors about County activities. This new department also coordinates community outreach activities including the Citizen's Academy, Charitable Giving, and the Speaker's Bureau.

SGTV, Seminole Government Television, is Seminole County's own cable TV channel. Launched six years ago, SGTV broadcasts live Board of County Commissioners Meetings on the second and fourth Tuesday of each month and special Work Sessions whenever they are held. Local Planning Agency/ Planning and Zoning Commission, Board of Adjustment, Code Enforcement and School Board meetings are also broadcast in addition to other special meetings, such as the Seminole County Expressway Authority and the local Legislative Delegation. Live streaming video of meetings in progress and archives of past meetings are available on the Seminole County Web site at [www.seminolecountyfl.gov](http://www.seminolecountyfl.gov).

A new program that premiered in 2004 is *Seminole County InSIGHT*. This news magazine-style show highlights local County news affecting residents. Flu shot information, safety segments and pet adoption are just some of the informative stories shown on "*InSIGHT*" each month.



Another important element of SGTV is the Video Bulletin Board. The video messages provide viewers with announcements of upcoming events, information on local

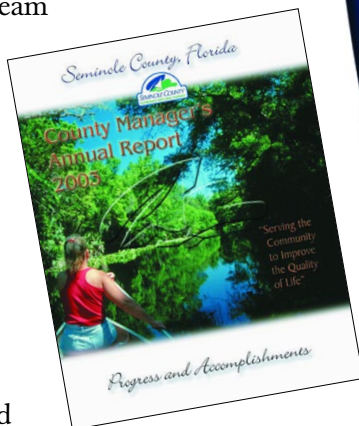
services, classes offered to the public, public safety notices and other information for Seminole County residents. "*Pets on Parade*" features pictures and descriptions of pets available for adoption from Seminole County Animal Services.

The National Association of Telecommunications Officers and Advisors has recognized the staff of SGTV. "*Citizen Soldier*" has received a prestigious award honoring the program that most influenced people's perceptions by touching their hearts and minds, or who, by the very process of creating, has enkindled community spirit toward the realization of the goals of its citizens.

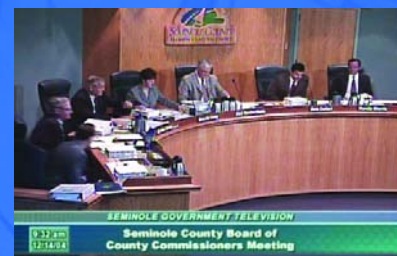


Community Information's Graphics Team helps create both printed and electronic communications. Brochures, posters, and flyers are designed in a easy to understand format to ensure citizens are aware of the many programs and activities available in the County.

Graphics is the recipient of a national award as well. The *Annual Report* received a Savvy award from 3CMA, the City, County Communications and Marketing Association. The Florida Government Communicators Association also recently recognized the Graphics Team for the "Seminole County Vote for Cats" campaign to benefit Animal Services in a grant campaign contest sponsored by Friskies® Cat food.



## Did You Know?



SGTV is a government/education channel operated by Seminole County, 24 hours a day, 7 days a week that can also be accessed by live streaming video on the County's Web site at [www.seminolecountyfl.gov](http://www.seminolecountyfl.gov)



Community Information administers cable franchising in Seminole County.



## Charting our Course by Extending a Life Line to Citizens in Need

### Community Services

The Community Services Department provides citizens a life preserver by restoring individual self-sufficiency that strengthens the overall quality of life for the entire community. Working in partnership with other public and private service organizations and criminal justice agencies, this department serves as a conduit for those in need.



Community Assistance, a Division of Community Services, was able to assist nearly 2,000 families with direct financial assistance to help them maintain self-sufficiency. These services include limited rental and/or utility assistance, child care and medical expenses.

In addition to these services, the division

partners with local not-for-profit agencies through the County's *Community Partnership Grant program* to leverage dollars to bring even more services to our community. Approximately \$1.2 million helps facilitate: after school programs, behavioral health prevention and intervention, special needs for vision impaired and physically challenged individuals, meals for seniors, and help for abused women and children. More than 19,000 residents directly benefited from services provided through this partnership.

The Seminole County Probation Division consists of adult misdemeanor probation, pretrial diversion, pretrial release (mental health), community service and conditional release. The division supervises more than 5,000 offenders, focusing on affecting positive behavior for the purpose of reducing crime. In concert with the Seminole County Sheriff's Office, Probation electronically monitors offenders while they attempt to reintegrate back into society or face the more serious consequence of incarceration. Using Geographic Information Systems (GIS) technology, offenders are closely monitored as to their whereabouts to ensure they are following strict guidelines.

### Partnering with the Seminole County Health Department to Provide a Health Life Line

Through partnerships forged with local community organizations, the Seminole County Health Department increases access to health care and education by maximizing resources to protect the health and safety of our residents. Specifically in the area of women and child health, environmental services, HIV/AIDS, dental,



KidCare, and cancer treatment the SCHD has initiated exciting new levels of support in the community. Defining a "Healthy Seminole" will be the focal point of a Health Summit in partnership with Seminole Envision.

Seminole County's Health Department works in the community to promote and protect your health. One of this year's successes was national recognition for being

Public Health Ready, a designation requiring all Health Department staff to complete specific competencies to plan, train, and complete training exercises in preparation for a terrorist attack. The Seminole County Health Department was only 1 of 11 counties in the nation selected to participate in and complete the program. As a result of this designation of "Public Health Ready," Seminole County citizens are better protected from manmade and natural disasters.





Probation also takes a proactive approach to preventing crime with the implementation of a new random drug testing program. The result is a dramatic decrease in those testing positive for illegal drug use, consequently, decreasing the number of offenders returning to crime.

Prosecution Alternatives for Youth (P.A.Y.) consists of Teen Court, J.A.S.P. (Juvenile Alternative Services Program), and C.A.P. (Community Arbitration Program). These programs exist as alternatives to formal court proceedings for delinquent juveniles. Teens that are first-time offenders are judged and sentenced in a courtroom setting with a trial that is conducted by teen and adult volunteers. P.A.Y. promotes accountability through activities such as restitution and community service work.



The last division of Community Services, Veteran Services, strives to secure the maximum VA benefits for all eligible Veterans and their families.

Veterans Services has offices in Sanford, at 400 West Airport Boulevard, and at 132 Sausalito Boulevard in Casselberry.



## Did You Know?



Probation facilitated more than 60,000 hours of community service work by offenders for our community.



Did you know that the Seminole County Health Department vaccinated or helped vaccinate almost 15,000 people against the flu in 2004?



# Charting our Course to Find Treasure in Business Development Economic Development

Providing an atmosphere where businesses can thrive is the charge of the Economic Development Department. New businesses re-locating here and expansion of businesses currently in Seminole County help create and retain jobs. Working in partnership with other agencies, Economic Development helps Seminole County thrive!

## BUSINESS DEVELOPMENT

The County's Economic Development Department experienced a banner year in business development activities in 2004.

Twelve companies expanded or located their operations in the County with 1,795 new or retained jobs with an average wage



of \$44,397 and investing an impressive \$81,907,145 in new construction and equipment. The twelve projects absorbed over 600,000 square feet of vacant space in the

Seminole County commercial marketplace. One company, Priority Healthcare Corporation, will add 456 new jobs to their existing workforce of 377. The Small Business Development Center (SBDC) and the incubators located at the Port of Sanford also continue to cultivate additional jobs and growth for small businesses.

## US HWY 17/92 REDEVELOPMENT

US Hwy 17/92 remains a top priority for economic development and is one of the key contributors to the County's economic engine. The County's partnership with the Cities of Casselberry, Lake Mary, Sanford and Winter Springs continues in the implementation of the

US 17/92 Corridor Redevelopment Plan through the US 17/92 Community Redevelopment Agency (CRA). Since the 17/92 CRA was established in 1997, taxable property values have risen an average of over 6.8% per year, increasing from \$238 million to over \$352 million.



Through special tax increment financing, key investments of the 17/92 CRA included a cooperative project with the Seminole County Sheriff's Office to relocate the Sheriff's District 6 Community Service Center to Fern Park, incentives for completion of Greenway Plaza Renovations in Sanford, and completion of the Fern Park Redevelopment Framework. In addition, the CRA continues to fund a land acquisition fund for future drainage, parking and recreational improvements.

In other projects, the 17/92 CRA partnered with a local developer in the renovation of the former vacant Kmart building just south of Airport Boulevard on US Hwy 17/92. Phase II of the Greenway Plaza project included landscape, hardscape and pedestrian improvements at the intersection of Airport Boulevard and US Hwy 17/92.





Looking to build upon the increasing value and interest in the corridor, the Board of County Commissioners authorized an extension of the Redevelopment Plan for an additional 10 years.



The US Hwy 17/92 Redevelopment Planning Agency (RPA) update will continue to focus on opportunities to partner with private redevelopment interests in targeting and revitalizing under-performing sections of the corridor.

The primary project for 2005 is the State's *Urban Reconstruct Project* from Lake of the Woods Boulevard to the County line, which will include the installation of centralized water and sewer lines, the construction of a multi-use trail facility, signalized pedestrian crosswalks and enhanced landscaping as part of the project.



## Did You Know?



For every dollar of Seminole County funding in the Small Business Development Center (SBDC), the County receives a six dollar return in local tax revenue.



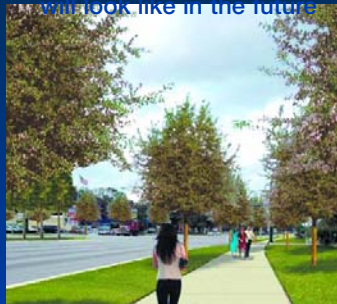
For every dollar of County funds invested in economic incentives, a return of \$408 in private sector investment was realized.

## The US Hwy 17/92 Corridor

What US Hwy 17/92 looks like now...



What US Hwy 17/92 will look like in the future



# Charting our Course to Clean Water and Land

## Environmental Services



**E**nvironmental Services supports Seminole County's quality of life by supplying high quality drinking water and providing disposal of wastewater and residential refuse.

### WATER AND WASTEWATER

Seminole County water plants pump, treat and deliver drinking water to more than 41,000 residential and commercial accounts through 580 miles of water mains in unincorporated Seminole County. Health and safety features of the system include addition of fluoride, using hypochlorite instead of chlorine for disinfection, corrosion control for pipes, and maintaining pressure in over 2,875 fire hydrants.

Seven new service areas were acquired from Florida Water Services in 2004. These new service areas will require upgrades to meet Seminole County Standards and staff is exploring funding and construction options to meet these requirements. Expansion of the following County facilities is scheduled to meet the growing needs of the community: Markham Water Treatment Facility, Country Club Water Treatment Facility, and Yankee Lake Regional Wastewater Treatment Facility.

Long range plans call for a countywide effort to utilize non-potable surface and ground water sources to provide sufficient drinking water for our customers. As the population continues to grow, Seminole County is placing increased emphasis on water conservation. Strategies include free irrigation evaluations to residents, Florida Yards and Neighborhood workshops on waterwise landscaping, low-flow showerhead exchange programs, and toilet conservation kit giveaways.

Mandatory watering restrictions have also been implemented. While these measures have helped conserve potable (drinking) water, they are not enough to meet Seminole County's future conservation responsibilities. The County has been designated a Priority Water Resource Caution



Area by the St. Johns River Water Management District. That means it has, or is projected to have, water supply problems if action is not taken. One way the County is conserving water is through the Residential Reclaimed Project. The project will distribute reclaimed water from a variety of sources to areas in the County's Northwest Service Area. Planning and Engineering is designing and overseeing these improvements along with infrastructure and water main upgrades throughout the County.

### SOLID WASTE MANAGEMENT

The Seminole County Solid Waste Management Division (SWMD) continues to enhance operations at both the Osceola Road Landfill and Central Transfer Station by ensuring compliance with all environmental regulations and completing major facility improvements.

The Solid Waste Association of North America (SWANA) awarded Seminole County the Silver Award for Excellence in Landfill Management. The division was selected for this national award in recognition of its efficient operations and positive environmental compliance record.



Solid Waste Management has also expanded recycling services to conserve resources and landfill space for decades to come.

Program enhancements include:

- Magazines, catalogs, and a wider variety of plastics are now collected.
- The *Household Hazardous Waste Collection Program* was expanded to accept old electronics, TVs and CRTs at the Central Transfer Station.
- Businesses may recycle old computers and electronics once a year through the low-cost *e-Scrap program*.
- Seminole County turns yard waste into mulch and provides it to residents free of charge at the County Landfill located on East Osceola Road in Geneva.



## Did You Know?



Seminole County has 83 reclaimed water commercial customers in the Lake Mary area, including a car wash. Irrigating with reclaimed water helps maintain a healthy groundwater supply by reducing stress on Florida's Aquifer.



Seminole County partners with the St. Johns River Water Management District to cap free-flowing artesian wells at no cost to the property owner. This program stops waste of our drinking water supply.



# Charting our Course of Financial Stability

## Fiscal Services

The Fiscal Services Department manages a variety of monetary functions which include budgeting, purchasing, contract negotiations, grant administration, revenue administration and special assessments. The Fiscal Services Department provides recommendations for financing County programs based on continuous monitoring of the economy, the County's financial condition, and general service needs throughout the County. The department provides financial analysis of special projects which impact the County's financial condition or obligations such as the financial demands associated with the series of hurricanes experienced in 2004.

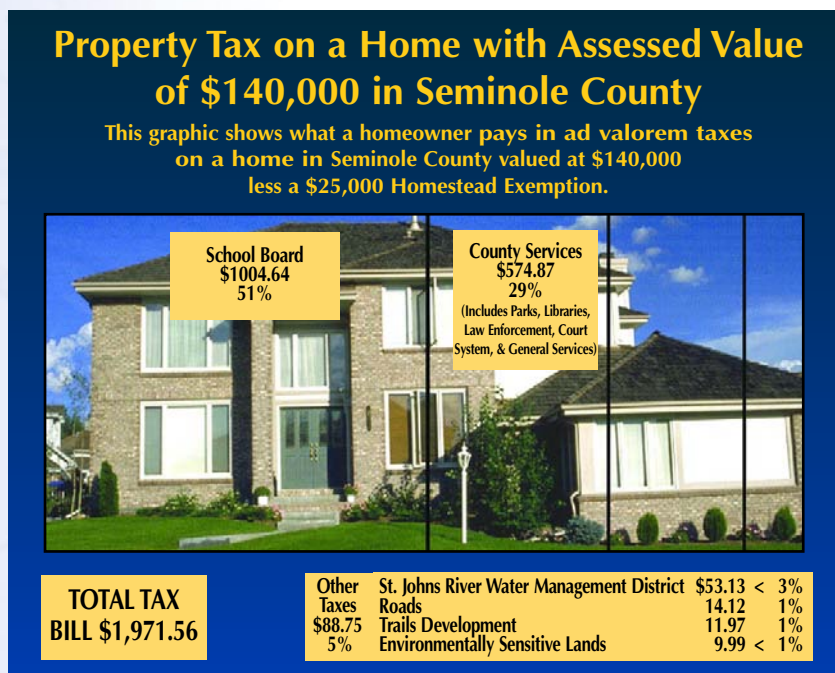
The three divisions within Fiscal Services are dedicated to maximizing the effectiveness of the dollars spent for County projects and programs. The Budget Division facilitates the countywide budget adoption process which requires significant coordination with all County departments and constitutional officers in order to prepare a sound and cost effective biennial budget.

The dedicated efforts of the Budget Division have been recognized annually since 1992 by the Government Finance Officers Association through receipt of the prestigious "Distinguished Budget Presentation Award."

Grants Administration, one of the newest divisions of Fiscal Services, acquires additional funds for

the County through pursuing grant resources that are designated for public purposes. The primary functions of Grant Administration involve preparing grant proposals and monitoring the usage of the funds received through grants. Seminole County will receive benefits in excess of \$50M in grant funding in fiscal year 2004/05.

The Purchasing and Contracts Division provides procurement support for the County. Accredited by the National Institute of Governmental Purchasing, this division has been instrumental in producing a cost savings to the County of approximately \$13 million in fiscal year 2003/04 as a result of competitive procurement processes. The Purchasing and Contracts Division has been honored through the "Achievement of Excellence in Procurement Award" received from the National Purchasing Institute, Inc. and by the "Award for Excellence in Public Procurement" received from the Florida Association of Public Purchasing Officers. Both awards signify that this division is highly effective and progressive in its efforts to ensure quality, integrity and standardization in operating procedures.



The Fiscal Services Department also administers the Municipal Service Benefit Unit (MSBU) Program. The MSBU Program provides property owners in unincorporated Seminole County with opportunities to acquire essential improvements for the public areas within their communities. The funding for MSBU



improvements is provided through special assessments assigned to the properties receiving the benefits of the improvements. The MSBU Program Web site, [www.seminolecountyfl.gov/msbu](http://www.seminolecountyfl.gov/msbu) offers helpful online customer service features, as well as detailed information regarding the MSBU Program and available opportunities.

The Fiscal Services Department is proud of the County's recent ratings received from bond rating agencies. Seminole County received a rating of Aa2 from Moody's Investor Service, Inc., and AA from Standard and Poor's on General Obligation bonds. The benefit of the County's sound fiscal management policies is reflected further by Seminole County ranking among the top five counties in bond AA category ratings.

Although Seminole County is one of the smallest Florida counties in land size, its residents collectively report some of the highest income levels in the State. Seminole County ranks second in median household income statewide and number one in the five-county metro-Orlando area. The Seminole County millage rate of 4.9989 mills is one of the lowest in the state, and has remained unchanged since 1999. The chart below summarizes County revenues and expenditures for fiscal year 2003/2004.



## Did You Know?

Seminole County has been able to lower its millage by almost half a mill (or 7%) over a 10 year period, equating to a savings of \$300 over the same timeframe for the average homeowner.



The average home price in Seminole County is \$171,825. In Orange County the average is \$161,537. New homes in Seminole County range in price from a base price of \$200,000 to over \$2 million. (Source: Florida Data Clearinghouse)



# Charting our Course to Maintain Top Quality Employees and Technology

## Human Resources

**H**uman Resources is charged with more than managing employment, benefits, recruitment, and policies for 1,400+ employees. Human Resources also posts current County job listings (which applicants may access by phone or Internet), responds to all applicants and is actively recruiting a workforce that more closely resembles the community that the County serves.

Based on population, Seminole County government also has one of the lowest ratios of employees to services in the State of Florida. In order to develop effective employees, Human Resources utilizes an extensive, cost effective internal training program that encourages employees to be more dynamic in their customer service and response. A wide range of continued learning opportunities abound including Web-based training

that is accessible from home or work, leadership training offerings, software training for standard County programs and Seminole County's internal Employee Academy, an intense 12 month experience that gives a comprehensive understanding of the complex functions of all County departments.

Seminole County government employees are encouraged and empowered to *"serve the community to improve the quality of life."*



## Information Technologies

Named again in 2004 as one of the top-10 most technologically advanced County Governments, the Information Technologies Department continues the County's commitment to customer satisfaction by expanding services through technology. A new Internet address, [www.seminolecountyfl.gov](http://www.seminolecountyfl.gov) and new look assist in the ease of obtaining information 24 hours a day. The County's e-Government initiative lead to the development of a wide variety of information and services on the County's award winning Web site that allow users to conduct business at

their convenience. Some of our e-Gov Services now available online are:

- Building permit & inspection status lookup
- Fee calculators
- Interactive maps
- Change garbage service level
- Request recycling bin
- Sign up for water & sewer service
- Water & sewer account with pay online feature
- Interactive maps
- Watershed Atlas access
- Seminole County employment listings and online application
- Look up and reserve library books
- Meeting agendas and minutes
- SGTv video streaming
- Speaker's Bureau access
- Online Live Help



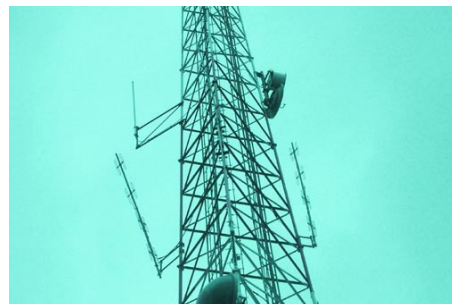
Technology is making an impact on our phone service as well. A new Customer Support and Service Center process over 900 calls



a day. The combined operations have increased the number of live operators available to assist citizens and provide technical guidance to internal departments.

The IT Department is also responsible for all emergency and non-emergency telecommunications services as it relates to radio communications, mobile data applications, satellite links and audio video services. The addition of a tower site in Oviedo for public safety and law enforcement, necessitated by growth in that area of the County, enhanced communications and services to ensure timely information delivery during emergencies.

Though it is often behind the scenes, Information Technologies service and commitment made a difference in helping Seminole County Government become a leader in technology.



## Did You Know?



Interactive County maps powered by Geographic Information Systems (GIS) are available at: [www.seminolecountyfl.gov/guide/maps.asp](http://www.seminolecountyfl.gov/guide/maps.asp). Access maps of Emergency Shelters, Schools, County Facilities, Fire Stations, Sharps (Needle Disposal) Sites, Utility Service Providers, Recreation Opportunities, Parks, Golf Courses, and Trails.



Seminole County posts job openings every Wednesday. More than 22,800 job applications were processed over a 12 month period last year through the County's Web site.



# Charting our Course for High Quality Leisure Activities

## Library and Leisure Services

The Department of Library & Leisure Services provides quality recreation, education, cultural and information services to the citizens of Seminole County.

The department operates 25 parks and trails, 5 libraries, the Extension Service, and the Museum of Seminole County History. More than 11,000 citizens make use of these services every day, and more than 9,000 programs are provided annually for users of all ages to meet the recreational, educational, informational and cultural needs of the community.

### THE MUSEUM OF SEMINOLE COUNTY HISTORY

In 2004, the Museum expanded its outreach in the community by inviting middle and high school students from Seminole County schools to embark on a fantastic journey back in time, via activities within their classrooms, physical tours of the



building and through the Museum's Web site. The Museum and the Seminole County School Board collaborated to create the "History Seekers" program.

Launched in September 2004, more than 100

Junior Seekers (grades 6, 7, 8) and Senior Seekers (high school) have participated.

### EXTENSION SERVICES

The Seminole County Extension Services is like having the knowledge and resources of the University of Florida in your backyard. Extension Agents educate Seminole County residents through University research-based, non-biased information. Agents can provide help for family-oriented problems, support for family economics and encourage self-reliance in

management of resources. With activities in youth 4-H clubs and the volunteer Master Gardener program, residents become active members of our community.

Helping keep the landscape beautiful is another aspect of the Extension office. The Urban Horticulture program has been expanded to provide outreach to Homeowner's Associations, retail garden centers and garden clubs.

Topics included irrigation, fertilization and pest control. Specific areas addressed were pesticide use, butterfly gardening, termite control and wax myrtle problems.



In conjunction with the Seminole County/University of Florida Extension Service, the John E. Polk Correctional Facility Hydroponics Project trains inmates in horticulture by growing a variety of crops in a hydroponics greenhouse and outdoor organically maintained growing beds. Fifty to seventy-five inmates participate in the garden which is also part of the USDA Beneficial Insect Program. Here, beneficial insects are produced for internal use and for shipping. Vegetables produced in the garden are served in the prison cafeteria, replacing food that would have been purchased from outside vendors, saving taxpayer dollars.

### SEMINOLE COUNTY PUBLIC LIBRARY SYSTEM

Whether citizens are looking for information on how to prepare a business proposal, a school project, or even a hobby, the Library's extensive reference resources and experienced, professional reference staff help citizens find what they need. The Seminole County Public Library System offers a collection of over 500,000 items which include Audiobooks on tape and CD; a large print book collection;







electronic magazine and journal database resources, and an inter-library loan service which allows us to acquire items.

The Library System also offers a host of electronic services,

ranging from computers for public use to Internet access. Seminole County's Web site links all branch libraries and can locate any book in the library system and reserve it for you. Citizens may use the Web site to find out what books are best sellers, view book covers, read summaries and look at reviews.

The Web site also has a wonderful electronic book collection which allows users to search, browse, checkout, and read e-Books online.



## RECREATION

The focus was on safety this year at our Seminole County Parks. The Parks and Recreation Division installed the *Thor Guard lightning detection system* in five parks. Sylvan Lake Park, Soldiers Creek Park, Red Bug Lake Park, Sanlando Park, and the Seminole County Softball Complex utilize this new innovative device that warns park users when danger is present from lightning. Look for continued improvements in the parks and trails in the future.



## Did You Know?



A Business Services Resource is available at the libraries to assist business owners on such topics as starting a business, product development, market research and benchmarking.

## LifeSmarts

The LifeSmarts program, a cooperative venture with the National Consumers League and the Florida Department of Agriculture and Consumer Sciences, provides an opportunity for young people to become knowledgeable in practical consumer issues with a challenging game show format. Seminole County 4-H Clubs participate in this program.



# Charting our Course for the County's Future Growth Planning and Development

From preliminary concepts, engineering, construction, and the final certificate of occupancy, the Planning and Development Department serves as the facilitator ensuring that projects meet the requirements of the *Land Development Code* and the *Comprehensive Plan*. The Department is comprised of four divisions: Planning, Development Review, Building, and Community Resources.



## SCI.Net

Access to information and improved processes are being addressed through a project called *SCI.Net* (Seminole County Integrated Network). In partnership with the University of Central Florida's College of Engineering and Computer Science and College of Health and Public Affairs, Planning and Development is working to revamp and simplify

permitting and online property information. The changes will result in substantial dollar savings. To learn more about the project, look for the SCI.Net link on the County's homepage.

## GROWTH MANAGEMENT

As Seminole County approaches residential build-out (estimated in the *Comprehensive Plan* to occur in 2017) the pressure to expand into rural areas is increasing. In response to this issue, the Board of County Commissioners placed a referendum on the November ballot asking voters whether the County Charter should be amended. The referendum would establish a Rural Area, generally described as the eastern 1/3 of the County. Voters approved this amendment which now adds an extra layer of protection for the Rural Area by giving the final

authority over land use decisions to the Board of County Commissioners, even if the property is located in a city.

The County also began the *Evaluation and Appraisal Report (EAR)* Process for its *Comprehensive Plan*. Required by law to occur every seven years, the process allows citizens to comment on how well they believe the adopted *Comprehensive Plan* is working. Citizens' comments may actually cause the plan to be changed. The entire evaluation will take over one year to complete, so there are still opportunities to participate. To view a schedule of upcoming meetings, visit [www.seminolecountyfl.gov](http://www.seminolecountyfl.gov).



## BUILDING AND CONSTRUCTION

This was a very busy year for the building industry in Seminole County. There was a record 17,000 building permits issued in 2004. These permits resulted in nearly 76,000 inspections. Division staff shifted priorities so plans examiners could perform field inspections.

## CUSTOMER SERVICE

Excellent customer service is a priority for the department. This mission is highlighted in the

Customer Resource Center. It serves as an alternate location for applicants to receive one-on-one assistance for planning, building, and community development services. Online



computers and in-house staff walk customers through the application process and provide information on any property in the County.



To date, more than 20,000 customers have been provided assistance.

This department also improves the community by enhancing the infrastructure in low income areas in the County by using a variety of State and Federal funding sources. Other programs assist first-time homebuyers and improve existing dilapidated structures. The County's *Down Payment Assistance Program* increased the amount of assistance to \$40,000 and increased the purchase price to \$160,000. As a result, more families and individuals are able to realize the dream of home ownership than ever before.

## NATURAL LANDS

Through education, volunteerism and land management, the *Natural Lands Program* is showing citizens how beautiful, enjoyable and important the environment is. In addition to numerous school programs, three open houses are held each year at the Ed Yarborough Nature Center in Geneva. Among the most popular events are "*Wildlife Appreciation Day*," where visitors can see the animals up close and "*Bones and Fossils Day*" where kids can actually dig up fossils! You can become part of this program by joining "*Partners in Preservation*." To learn more, call 407-665-7411.



## Did You Know?

In the past year, more than 3,300 citizens learned about the Seminole County Natural Lands through an education program or visiting the



nature center. You can volunteer with the Seminole County Natural Lands program by calling 407-665-7352.



The Building and Fire Prevention Division's 25 inspectors inspected \$3,751,388 in new commercial and residential construction in Seminole County in Fiscal Year 03/04.



## Charting our Course to Ensure Your Safety

### Public Safety

Public Safety provides a wide variety of essential emergency services along with system-wide emergency communications for EMS, fire/rescue, and emergency management response. Animal Services responds on a countywide basis, with the exception of enforcement for the City of Casselberry.

Close coordination within the department and partnerships with other agencies is necessary to have personnel and resources ready to respond quickly to any emergency or disaster. The Department of Public Safety was responsible for coordinating and providing emergency response and recovery efforts for the three hurricanes in 2004.



### EMERGENCY MANAGEMENT

One of the elements under Emergency Management is to insure Seminole County's ability to respond to a terrorist threat. In keeping with this mission, Seminole County applied for and received a \$257,992 *Homeland Security Strategy Grant* from the Department of Homeland Security, Office of Domestic Preparedness. Planned initiatives from this grant include: technological improvements of equipment, review and enhancement of the County's Comprehensive Emergency Management Plan, and development and training of the Continuity of Operations Plan (COOP) and Terrorism Response.

### ANIMAL SERVICES

Furry and feathered friends are helped each and every day at Seminole County Animal Services. From finding their owners to finding a loving home, hundreds of pets have Animal Services to thank for their rescue. During 2004, Animal Services, in conjunction with the Society for the Prevention of Cruelty to Animals of Central Florida and various animal rescue groups, hosted its first Annual

*Pet Adopt-A-Thon*. The event was very successful with 25 rescue groups participating and a total of 88 animals adopted.

A *"Tag Day,"* was also held by Animal Services. More than 325 rabies vaccinations, 387 Seminole County pet licenses and 25 pet identification micro-chips were given away free of charge to Seminole County residents. The annual event raises awareness that all pets should be licensed so in the event the pet is lost, the owners can be easily identified, and the pet can return home.

### EMERGENCY COMMUNICATIONS/E-911

You can always count on Seminole County's E-911 System. More than 270,499 calls for service were answered during Fiscal Year 2003/04. To comply with legislation requirements, E-911 equipment was upgraded to identify the location of wireless callers. Another project, the *Street Centerline Map*, provides more specific information to the 911 dispatchers that will help pinpoint the location of emergencies and accidents on Seminole County roadways.



The capability of the *Dialogic Communicator System* (reverse 911) has been increased to 6,000 calls per hour. The system provides a mechanism for communication during emergency situations like evacuations, hazardous materials incidents, Amber Alerts, and boil water notices. In cooperation with the Seminole County Sheriff's Office, residents may also sign up to receive a daily *"Well-being Check"* phone call through the Dialogic system. If the resident is unable to answer the call, a deputy will visit the home.

While 911 operators and emergency personnel are always there to assist, a new *Public Access to Defibrillation* (PAD) Program has begun. Grants and other funds will help purchase Automatic External Defibrillators (AED) for various County buildings, schools, and law enforcement vehicles. The presence of AED devices increases the chance of survival for heart attack emergencies.



## FIRE RESCUE

The Seminole County Fire Department purchased a new command and control unit this year to serve as a command center for major operations and special events. During *Hurricanes Charley, Frances, and Jeanne*, the command center was used to coordinate relief efforts and improve communication. The new vehicle is equipped with two dispatch stations, six computer stations, a planning area, advanced radio technology, and satellite capability.

The Seminole County Fire Department has also become more mobile on two wheels. The EMS Bike Team responds to special emergencies on Seminole County trails or during large events. The mobility of the Bike Team allows for a quick response to emergency situations.

Within the next year, the Seminole County Fire Department will be moving its oldest fire station into a new facility. Fire Station 13 will be placed in the center of its geographic and population area with a direct exit to State Road 436 for quicker response.



Seminole County is remodeling an older building to become a new training facility. The new facility will enable increased training for firefighters and will be ready for operations in early 2005.

## Did You Know?



EMS/Fire/Rescue responded to a total of 27,424 calls last fiscal year, of which 16,588 were rescue and emergency medical services calls.

Shorty, who lives at Animal Services was selected by the Florida



Animal Health Foundation as the 2004 Special Companion Animal and was inducted into the Hall of Fame.

90 people have received Community Emergency Response Team (CERT) or Business Emergency Response Team (BERT) training.



Citizens learn how to play a role in emergency or disaster-related situations.



# Charting our Course to Maintain Safe Roadways and Drainage Facilities

## Public Works

The Public Works Department plans, constructs, operates, and maintains Seminole County's transportation system and stormwater facilities that serve residents and businesses on a daily basis. Through Roads–Stormwater, Engineering, and Traffic Engineering, the department provides a variety of projects and services which contribute to the livability and economic vitality of the community.



and regional transportation facilities are inseparable. This has been realized in the opening of the four-lane East Lake Mary Boulevard Extension. This much heralded 4-mile long project begins at US Hwy 17/92 and currently ends at the Orlando Sanford International

Airport. The project cost more than \$24 million to design, secure the right-of-way and construct. One-third of the project costs were provided by a special grant secured from the Florida Department of Transportation. Upcoming construction will extend this roadway eastward creating a new four-lane roadway to tie into SR 415/SR 46. This project will create a regional transportation link to Volusia County. It is anticipated this project will be completed in the summer of 2006.

### ROADS — STORMWATER

The Roads-Stormwater Division provides infrastructure-related maintenance through a teaming environment. Examples include asphalt repairs and paving, guard rail repair, dirt road maintenance, roadside litter removal, sidewalk repair, pipe repair and replacement, mowing and landscape maintenance, as well as a variety of stormwater-related functions.



Proactive and preventive maintenance services completed each day means the County infrastructure lasts longer, reducing overall costs to taxpayers. The Division resurfaced more than 10 miles of road, installed or repaired over 4,000 feet of pipe, repaired or replaced four (4) miles of sidewalk and removed over 1,400 dump trucks of litter and debris along our roadways.

### ENGINEERING

The single most important lesson transportation policy makers have learned over the last 20 years is that economic development

### TRAFFIC ENGINEERING

Traffic engineering continues upgrading traditional wire traffic signalized

intersections to mast arm signals at a rate of 3 to 4 per year. New developments and County roadway widening projects also add to the number of conversions



per year. Besides the aesthetic value of mast arms, these structures offer superior strength and stability during extreme weather conditions. This benefit was proven by the three hurricanes that impacted Seminole County.

Twenty (20) variable messages signs installed throughout the County provide real-time traffic information to motorists. These signs and portable



signs were utilized during the hurricane events to relay curfew information and recovery center locations.

Plans to improve traffic at Red Bug Lake Road and SR 436 have begun. Five designs were presented at public meetings for review of the best way to improve traffic flow.



Once a design has been chosen, the Seminole County Public Works department will begin construction.

## Red Bug Lake Road and SR 436 Improvements



## Did You Know?



Traffic Engineering conducts child seat checkups and coordinates mock DUI events at area high schools to demonstrate the dangers of drinking and driving.



Stormwater retention ponds help our environment by filtering out pollutants.



342 signals at intersections in Seminole County are maintained by Public Works.



# Charting our Course to be the Destination of Choice for Visitors

## Tourism Development

Tourism Development promotes Seminole County as “Florida’s Natural Choice” and continues to successfully showcase the County’s more than 4,600 rooms in 41 hotels centrally located in the heart of Central Florida—halfway between the major theme parks and the coastal beaches. A new, user friendly Web site, [www.visitseminole.com](http://www.visitseminole.com) contains more than information on area hotels, unique attractions, restaurants, shopping, industry specials, festivals, and local sporting events. The Web site is a one-stop spot to make travel plans with the online travel planner or use the “quick clicks” an easy and speedy way to locate:

- Maps
- Easy side trips
- Online postcards of Seminole County
- Upcoming events
- A video clip about Seminole County
- Small meeting, reunion, and wedding sites



While the County’s hotels primarily cater to the corporate traveler during the week, sporting events play a major role in the fast increasing weekend and holiday travel. Tourism Development is focusing on sports marketing because of the premiere recreational facilities and natural areas in the County. In cooperation with *Visit Florida*, partnerships with the *Central Florida Sports Commission* and *Altamonte Sports*, the Tourism Development Department markets the County as a venue for State, regional and national sports associations.

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From bass fishing, softball and soccer tournaments, to golf, biking trails, tennis or baseball, Seminole County continues to attract sports enthusiasts. In fact, the County attracted more than 900,000 visitors in 2004.



Visitors to Seminole County attractions will also discover a new exciting art exhibit on

display in County buildings. The Tourism Department, in conjunction with the Board of County Commissioners and the County Manager’s Office, launched an “*Art in Public Places*” program. Area artists’ work are featured in gallery settings in County buildings. The new program was unveiled at the new Criminal Justice Center with “*Legendary Florida*,” a series by renowned Florida Artist, Jackson Walker. The collection portrayed incidents and personalities of Florida’s history. Art will soon be featured in the Tourist Information Center.





The Orlando Sanford International Airport (SFB) continues to be a treasure to the County, with both domestic and international travelers breaking records. The Airports Council International (ACI) ranked the airport as the fastest growing North American airport the first nine months of 2004. Orlando Sanford International Airport offers a convenient location between Orlando's attractions and world famous, Daytona Beach.



Orlando Sanford International Airport welcomed TransMeridian Airlines' low-cost, non-stop service to MidAmerica St. Louis Airport (BLV) in Belleville/Mascoutah, Illinois and Allentown,



Pennsylvania. TransMeridian Airlines is the thirteenth airline/charter serving the airport. All Orlando Sanford International Airport airlines

passengers enjoy a stress-free environment, convenient parking, new terminal facilities, short walking distances, and attractive pricing.



## Did You Know?

Visitors in 2004 contributed \$1.6 million in hotel taxes to Seminole County,



cutting local residents property taxes by over \$100.



Tourism assisted in putting the community back together by housing local residents, evacuees and emergency management and utility workers in its 4,600 hotel rooms.



The Orlando Sanford International Airport was once a Naval Air Station during World War II.



# What is in Store for the Future of Seminole County



**H**ow will Seminole County Government stay on course? What does the future hold for our community? In order to chart our course, Seminole County has identified and is seeking ways to address a number of challenges including:

- Seminole County libraries have not expanded since 1988 and buildings are at capacity. Our library system has a deficit according to current State standards. Seminole County Government is exploring the option of expanding our regional library system to better serve the citizens of Seminole County.
- Over the last 5 years, the John E. Polk Correctional Facility jail population has exceeded the number of beds available. In order to meet the needs in the next several years, space must be increased from 640 beds to 1,964.
- More than 600 subdivisions in Seminole County were built between 1945 and 1983 before State regulations were instituted requiring stormwater runoff infrastructure. Flooding is common, and there is a lack of easements to support installation of stormwater structures and sidewalks in these neighborhoods. Seminole County Government is devising a plan to address deficiencies in these areas of the County.
- The Central Florida region including Seminole County could face water shortages and possible harm to the Aquifer if additional demands are placed on water supplies. Currently, Seminole County uses 20 million gallons per day and projections indicate usage will increase to 30 million gallons per day. The County is taking a proactive approach to

reducing water demands with water conservation efforts and reclaimed water projects. In addition, in partnership with the St. Johns River Water Management District, alternatives are being explored to supplement regional water supplies by possibly treating surface water in lakes and rivers. Seminole County will continue to support conservation efforts for this precious resource.

- State Legislation, cost shifts, and budget cuts have reduced available funding for County programs. Recycling grants, Medicaid hospital inpatient contributions and the Juvenile Justice Center are all examples of areas where State funding has been drastically reduced or eliminated, or State costs have been passed along to County Governments. Seminole County Government is actively discussing this issue and its impact on our citizens with our legislative delegation.

Seminole County Government is committed to "*Charting our Course*" to be the premier County Government in Florida.





## How to Reach Us by Phone or E-mail

Seminole County  
Government  
(407) 665-0311

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

Clerk of the  
Circuit Court  
(407) 665-4330

[www.seminoleclerk.org](http://www.seminoleclerk.org)

Health  
Department  
(407) 665-3000

[www.seminolecohealth.com](http://www.seminolecohealth.com)

Office of Supervisor  
of Elections  
(407) 665-7700

[www.semcoelections.org](http://www.semcoelections.org)

Property  
Appraiser  
(407) 665-7506

[www.scpafll.org](http://www.scpafll.org)

Sheriff's  
Office  
(407) 665-6600

[www.seminolesheriff.org](http://www.seminolesheriff.org)

Tax  
Collector  
(407) 665-1000

[www.seminoletax.org](http://www.seminoletax.org)

## FOR EMERGENCIES DIAL 9-1-1, GENERAL INFORMATION 407-665-0311

Board of County Commissioners 407-665-7219  
County Manager 407-665-7219  
County Attorney's Office 407-665-7254

### COUNTY DEPARTMENTS

Administrative Services 407-665-5274  
Community Information 407-665-1175  
Community Services 407-665-3373  
Economic Development 407-665-7135  
Environmental Services 407-665-2000  
Fiscal Services 407-665-7176  
Human Resources 407-665-7944  
Information Technologies 407-665-1111  
Library & Leisure Services 407-665-7490  
Planning & Development 407-665-7432  
Public Safety 407-665-5000  
Public Works 407-665-5601  
Tourist Development 407-665-2900

Affordable Housing 407-665-7384  
Animal Services 407-665-5110  
Auto/Boat/Tag/Title/Registration 407-665-1000  
Bid Information/Budget Office 407-665-7116  
Building Inspections 407-665-7484  
Building Permits 407-665-7050  
Clerk of the Court 407-665-4330  
Code Enforcement 407-665-6650  
Community Assistance 407-665-3270  
Cooperative Extension Service 407-665-5559  
Drivers License 407-327-4760

Emergency Operations Center 407-665-2650  
EMS/Fire/Rescue 407-665-5175  
Environmental Health 407-665-3605  
Health Clinic, Casselberry 407-665-3400  
Health Department Clinic, Sanford 407-665-3000  
Historical Museum 407-665-2489  
Homestead Exemptions 407-665-7508  
Job Hotline (24-Hour) 407-665-7816  
Juvenile (P.A.Y.) 407-665-4670  
Land Records 407-665-4409  
Libraries 407-339-4000  
Occupational Licenses 407-665-1000  
Parks Information 407-788-0405  
Probation 407-665-4602  
Property Appraiser's Office 407-665-7506  
Purchasing 407-665-7116  
Road and Storm Drainage Problems 407-665-ROAD  
School Board 407-320-0000  
Seminole Government Television 407-665-SGTV  
Sheriff's Office 407-665-6600  
Solid Waste Customer Service:  
Garbage Collection/Recycling 407-665-2260  
State Attorney 407-665-6000  
Street Lighting 407-665-7170  
Supervisor of Elections 407-665-7700  
Tax Collector 407-665-1000  
Traffic Fines 407-665-4323  
Water & Sewer Billing 407-665-2110  
Zoning 407-665-7444





SEMINOLE COUNTY

OUR MISSION:  
SERVING THE  
COMMUNITY  
TO IMPROVE  
THE QUALITY  
OF LIFE

