

RESOLUTION 2012-155

**A RESOLUTION OF THE COUNTY COUNCIL OF
VOLUSIA COUNTY, FLORIDA, SUPPORTING CENTRAL
FLORIDA'S "OPEN FOR BUSINESS" INITIATIVE TO
PROMOTE BUSINESS CLIMATE, GREAT SERVICE, JOB
CREATION AND BUSINESS INVESTMENT; PROVIDING
AN EFFECTIVE DATE.**

WHEREAS, a reputation for a sound business climate is vital to the reputation of regions around the globe; and

WHEREAS, Central Florida is the 19th largest region in the United States and home to over 3.8 million people; and

WHEREAS, Volusia County is united with other governments in the region to ensure Central Florida is a great destination for business, capital and employment; and

WHEREAS, sustaining and growing resident businesses of all sizes is vital to economic stability and employment; and

WHEREAS, competition for capital investment and industry diversification often rests on a market's ability to provide outstanding customer service; and

WHEREAS, the impacts of the prolonged recession require collaboration across jurisdictions and sharing of promising practices; and

WHEREAS, an initiative called Central Florida "Open for Business" has identified licensing and permitting, and overall business communications and transactions, as breakthrough areas for reputation-building, and business confidence; and

WHEREAS, Volusia County wants to honor the work of the teams involved in "Open for Business" research and due diligence; and

WHEREAS, "Open for Business" has identified areas for collaboration, improvement and measurement; and

WHEREAS, streamlined permitting will send a positive message to new, expanding and relocating businesses; and

WHEREAS, Volusia County is committed to promoting clear, data-driven decision-making and regional collaboration; and

WHEREAS, local governments have independently and collectively developed useful, productive and meaningful practices that ensure business compliance and seamless service.

BE IT RESOLVED BY THE COUNTY COUNCIL OF VOLUSIA COUNTY, FLORIDA, IN OPEN MEETING DULY ASSEMBLED IN THE THOMAS C. KELLY ADMINISTRATION CENTER, DELAND, FLORIDA THIS 6th DAY OF DECEMBER, 2012, AS FOLLOWS:

Section I. That Volusia County endorses the following joint statement of regional work groups relative to streamlined permitting:

We are confident that the identification and removal of regional barriers constraining existing and new business enterprises inspires employer confidence and job creation, and distinguishes Central Florida as a place that is truly "Open for Business." We see local governments within our region joining together to set high standards for streamlined permitting processes that allow businesses to open quickly, so that people are able to work. New and incumbent businesses deserve those same high standards wherever they do business in Central Florida. The "Open for Business" recommendations are difficult but "do-able." They ensure meaningful and measureable progress toward our goals. We must remove obstacles to participating in the new economy. These are our priority actions. ("Open for Business" Report: Leaders in Eight Counties Identify Ways to Create More Jobs. Fall 2011. Page 2.)

Section II. That Volusia County will endeavor to be guided by the key principles of:

- A. Sharing success and seeking common ways to measure progress
- B. Communicating breakthroughs inside and outside of Central Florida
- C. Developing and adopting promising practices and technologies
- D. Celebrating breakthroughs among co-signee peers
- E. Watching and evaluating other markets
- F. Listening to the customer
- G. Understand and develop a culture of customer service

Section III. That Volusia County will consider the following actions and approaches to ensure success:

- A. CUSTOMER SERVICE – Promote a positive, pro-active attitude in the staff project review team, throughout the entire process, to help the customer make his or her project a reality.
- B. PRE-APPLICATION REVIEW- Provide for each pre-application project review to include all applicable departments. Build an integrated, multi-departmental, approach over time.
- C. ESTABLISH AN OMBUDSMAN – Provide one point of contact to guide customers throughout the entire approval process.
- D. TIME IS OF THE ESSENCE – Establish timelines for project approvals to advance savings of time and money for the customer and the taxpayer.

E. MINIMIZE APPROVAL STEPS- Minimize the steps for project approval depending on the scope of development request, including but not limited to planned unit development, subdivision, and permitted conditional use.

F. PROCESS IMPROVEMENTS – Commit to regular evaluations of the development review and permitting process to ensure an efficient and value-added process. Implement process and technology improvements as appropriate and feasible.


G. POST PROJECT APPROVAL – After project approval is achieved, minimize the time and steps for project permit amendments and/or revisions.

H. CONSISTENCY AND EXECUTION FOR REGIONAL IMPACT AND REPUTATION- Promote common language and consistent measures to prove regional impact and commitment.

Section IV. This resolution shall take effect immediately upon adoption.

DONE AND ORDERED IN OPEN MEETING.

COUNTY COUNCIL
VOLUSIA COUNTY, FLORIDA


By: Joyce Cusack
Vice-Chair, County Council

ATTEST:


James T. Dinneen, County Manager