RESOLUTION
of the
ORANGE COUNTY BOARD OF COUNTY COMMISSIONERS
regarding
A RESOLUTION SUPPORTING CENTRAL FLORIDA'S
“OPEN FOR BUSINESS” INITIATIVE TO PROMOTE
BUSINESS CLIMATE, GREAT SERVICE, JOB CREATION,
AND BUSINESS INVESTMENT; AND PROVIDING AN
EFFECTIVE DATE.

Resolution No. 2012- M-50

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, Orange County, Florida (“Orange 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, Orange 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, Orange 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.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS OF ORANGE COUNTY:

Section I. That Orange 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 Orange 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. Understanding and developing a culture of customer service

Section III. That Orange 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.