



Board of County Commissioners

Open for Business

Discussion Item
January 15, 2013



Presentation Outline

- Background
- Orange County's Role
- Permitting Standards
- Video
- Summary





Background

Project initiated to address the region's economic recovery focusing on:

- **Regulatory, Governmental, and Economic Barriers**
- **Create a business model for the 21st Century**
- **Customer Service**

Recognized as first regional streamlined permitting initiative



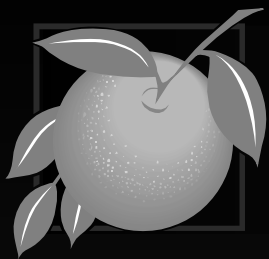


Background

“Open for Business” is a Regional Partnership

- myregion.org
- Coalition of Business Associations
- 7 Counties
- 86 Cities in the Central Florida area





Orange County's Role

Participated in the certification process

- Participate in regional dialogue
- Develop and refine key standards
- Document Orange County permitting standards
- Commitment with Resolution on Nov. 27, 2012
- Community Celebration on Dec 14, 2012

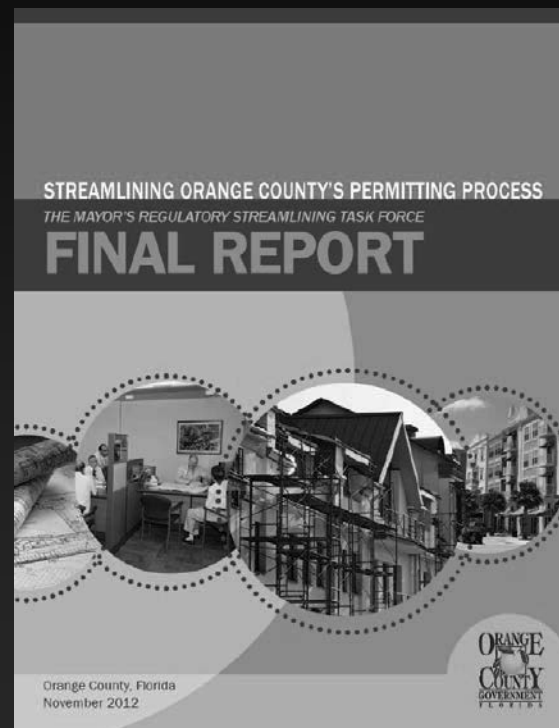
**Orange County is "Open for Business"
Certified**



Permitting Standards

Open for Business Permitting Standards

- Customer Service
- Pre-Application Reviews
- Minimize Cost
- Ensure the Role of the Ombudsman
- Time is of the Essence
- Minimize Approval Steps
- Process Improvements
- Post Project Approvals



Mayor's RSTF addressed many of the same principles as OFB.



Permitting Standards

Review of Other Local Government's Permitting Standards

- Employee training for customer service
- Customer education and outreach
- Single point of contact
- Technology upgrades

Other initiatives

- Customer satisfaction
- Performance metrics





Video

<http://vimeo.com/55810266>



<http://www.openforbusinesscfl.com/>



Summary

- Orange County is “Open for Business” certified
- Participating in the project provided an opportunity to:
 - Evaluate permitting standards
 - Reaffirm commitment to providing excellent customer service
- Review of other’s Permitting Standards near complete
- www.openforbusinesscfl.com