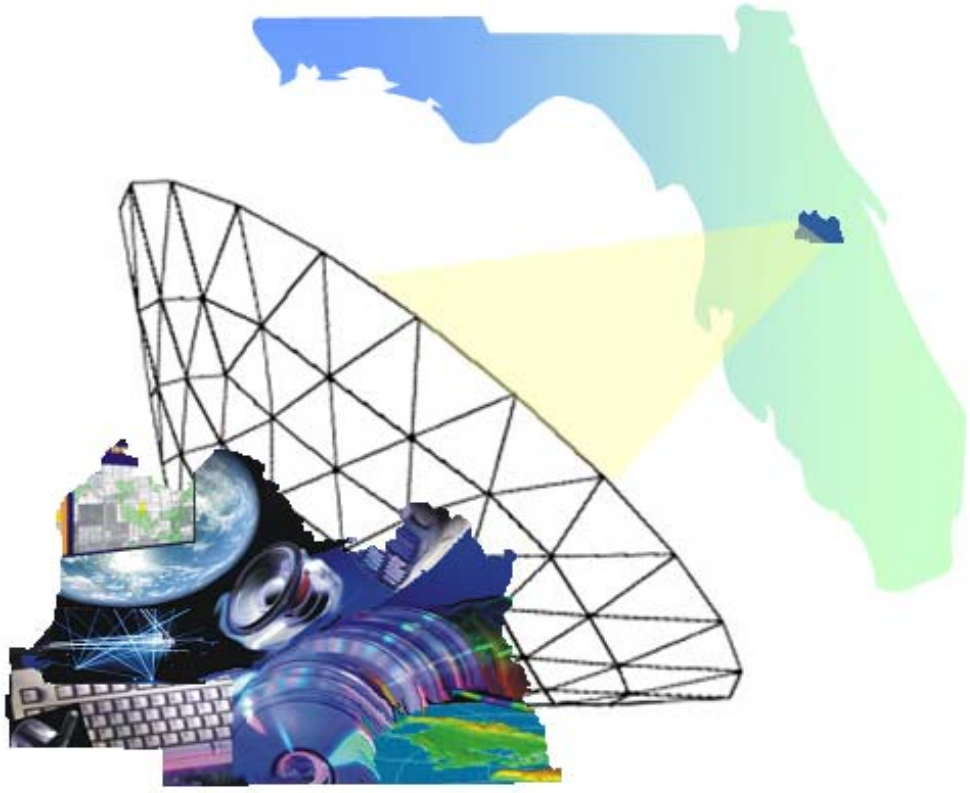
Seminole County Integrated Network

Cash Receipt, Impact Fees, and Concurrency Report



Seminole County Department of Planning and Development

University of Central Florida

CONTENTS **Page**

1. INTRODUCTION 3

2. LITERATURE REVIEW AND BEST PRACTICES 16

3. METHODOLOGY 20
   3.1. Business Process Evaluation Methodology 20
   3.2 Technical Evaluation Methodology 21

4. RESULTS 24
   4.1 Business Process Evaluation Results 26
      4.1.1 Impact Fees Procedures 29
      4.1.2 Concurrency Process 32
      4.1.3 Cash Receipt Process 37
   4.2. Technical Evaluation Results 38

5. BUSINESS REQUIREMENTS 43
   5.1 Expectations – General 43
   5.2 System Categories Architecture 52
      5.2.1 Application 54
      5.2.2 Tracking 57
      5.2.3 Input Control 60
      5.2.4 Communications 62
      5.2.5 Connectivity 65
      5.2.6 Access 67
      5.2.7 Storage 69
      5.2.8 View 71
      5.2.9 Work Flow 74
   5.3 System-Level Use Cases 77
      5.3.1 Customer 77
      5.3.2 Staff 78
      5.3.3 Administrator 79
      5.3.4 System 80
   5.4 Expectations – Concurrency and Impact Fees 81
   5.5 System Categories Architecture 85
      5.5.1 Application 85
      5.5.2 Tracking 87
      5.5.3 Storage 89

5.5.4 View 91
5.5.5 Connectivity 95
5.5.6 Reports 97
5.6 System-Level Use Cases 99
5.6.1 Customer 99
5.6.2 Staff 100
5.6.3 System 101
5.7 Expectations – Cash and Receipts 102
5.8 System Categories Architecture 106
5.8.1 Tracking 107
5.8.2 Input Control 109
5.8.3 Access 111
5.8.4 Receipts / Balance 113
5.8.5 Work Flow 115
5.8.6 Connectivity 117
5.8.7 Process Payment 119
5.9 System-Level Use Cases 122
5.9.1 Staff 122
5.9.2 Administrator 123
5.9.3 System 124

6. RECOMMENDATIONS 125
6.1 Business Process Recommendations 125
6.2 New Impact Fees, Concurrency, and Cash Receipt Flow Charts 130
Figure 6.1 Processing City Impact Fees Single-Family 131
Figure 6.2 Processing City Impact Fees – Commercial / Office Industrial / Multi-Family Residential and Other 132
Figure 6.3 Processing Seminole County Impact Fees Single-Family Residential 133
Figure 6.4 Processing County Impact Fees – Non-Residential 134
Figure 6.5 Refund Impact Fees Procedure 135
Figure 6.6 Impact Fee – Appeal Procedure 136
Figure 6.7 Concurrency Process 137
Figure 6.8 Cash Receipt Procedure 138
6.3 Technical Recommendations 139
6.3.1 System Architecture 141
6.3.2 Use Case Diagram 142