

ONE STOP SHOP/ Business Development

*Program to Serve
Potential, New, Existing, and Expanding
Business and Industry
in the City of Florence*



ONE STOP SHOP/ Business Development

City Hall
Office 208 - 2nd Floor
Contact: 256.740.6086
mbevis@florenceal.org



CITY OF FLORENCE, ALABAMA

*One Stop Shop/
Business Development*

RE: Potential, New, or Existing Business

Thank you for choosing the City of Florence as your business address. Whether you are a potential, new, existing, or expanding business or industry, our goal is to provide you the best service possible in a professional and courteous manner.

The One Stop Shop/Business Development Guide is intended to assist you throughout your planning and development process. It is another step in the city's continuing effort to more effectively communicate with businesses, industries, and developers within our community. This booklet offers valuable information to help you better understand our process.

It is the goal of the City of Florence to make our development process as smooth and predictable as possible. We hope this booklet helps achieve that goal.

Sincerely,

Melissa Bevis
One Stop Shop/
Business Development Coordinator
mbevis@florencial.org

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CITY OF FLORENCE - KEY CONTACTS

One Stop Shop/Business Development Guide

| | | |
|-----------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|----------------------------------|
| Kisha Hatton khatton@florencial.org | Florence Utilities-Customer Service Manager Electricity-Gas-Water/Wastewater | 256-740-6071 fax 256-760-6322 |
| Melissa Bailey m Bailey@florencial.org | Planning & Community Development Director | 256-740-8806 fax 256-760-6323 |
| Bill Batson bbatson@florencial.org | City Engineer | 256-760-6350 fax 256-740-4667 |
| Melissa Bevis mbevis@florencial.org | One Stop Shop/Business Dev. Coordinator | 256-740-6086 fax 256-760-6388 |
| Mike Doyle mdoyle@florencial.org | Gas and Water/Wastewater Dept. Manager | 256-718-5100 fax 256-767-1818 |
| David Koonce dkoonce@florencial.org | Solid Waste, Street, and Recycling Dept. | 256-760-6495 fax 256-740-4665 |
| Bob Leyde bleyde@florencial.org | City Clerk - Licensing | 256-760-6679 fax 256-760-6635 |
| Ryan Orrick rerrick@florencial.org | Florence Fire Rescue | 256-760-6475 fax 256-760-6430 |
| Allen Caddell acaddell@florencial.org | Electric Department -Dir. of Eng. /Operations | 256-740-6014 fax 256-760-6317 |
| Planning and Community Dev. | Commercial Leveraging Program Facade Improvement Program | 256-740-8806 fax 256-760-6323 |
| Ken Lester klester@florencial.org | Florence Police Department | 256-760-6582 fax 256-760-6318 |
| Gary Williamson gwilliamson@florencial.org | Building Official | 256-760-6325 fax 256-740-4651 |

BUSINESS INFORMATION APPLICATION

One Stop Shop/Business Development Guide

Date: _____

SITE INFORMATION:

Business Name _____

Business Address/Location _____

City _____ State _____ Zip _____

New Construction _____ Building Addition/Expansion _____ Existing Building/New Tenant _____

Home Business _____ Commercial/Industrial _____ Lease/Own _____

Power Contract Required _____ yes _____ no # of Jobs: _____

Type of Business _____ Start Date _____

APPLICANT INFORMATION:

Applicant Contact Name _____ Title _____

Applicant Mailing Address *if different from above* _____

City _____ State _____ Zip _____

Phone _____ Cellular _____

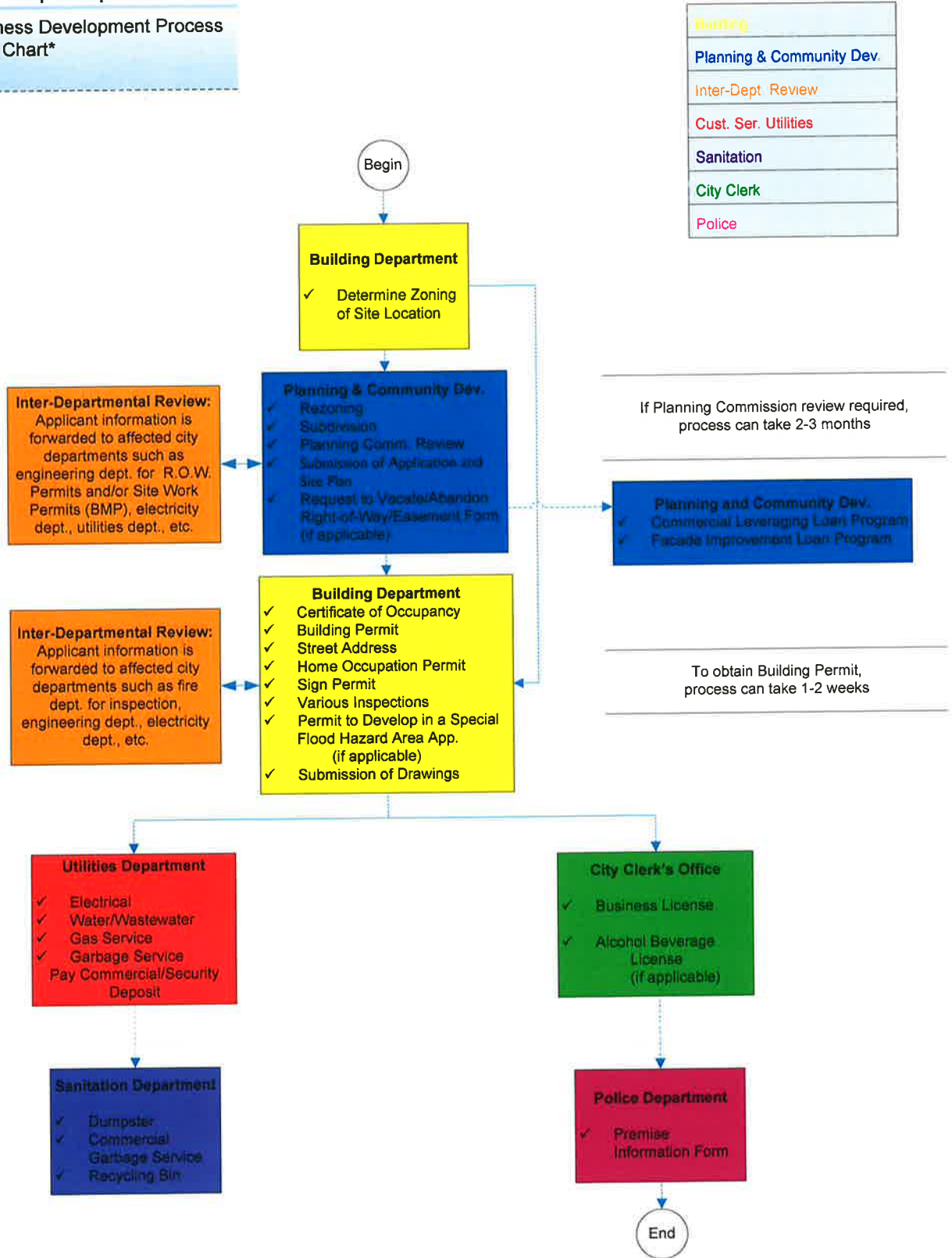
Fax _____ Email _____

COMMENTS: _____

cc: Building - Planning & Community Development - City Engineering - Utilities -
City Clerk ~ Electricity ~ Gas/Water ~ Police - Fire ~ Sanitation

One Stop Shop

Business Development Process Flow Chart*



*Each project is unique and may not follow the exact process shown.

DEPARTMENTS

One Stop Shop/Business Development Guide

Building Department

Key Staff Contact:

Gary Williamson - Building Official
Municipal Building - Second Floor - Room 216
110 West College Street
Florence, Alabama 35630
256-760-6325
256-740-4651 - fax
gwilliamson@florenceal.org

The Building Department is the first point of contact in the business development process for zone verification. The business applicant may continue in the Building Department if Planning Department review is not required. The Building Department may rely upon the assistance of other affected departments. The Building Department handles the below.

| | |
|--------------------------------------------------|---------------------------|
| Building Permit | Various Code Inspections |
| Certificate of Occupancy | Elevation Certificate |
| Certificate of Occupancy Inspection | Sign Permit |
| Assigns Street Addresses (in city limit) | Home Occupation Permit |
| Temporary Certificate of Occupancy | Gas Permit and Inspection |
| Plumbing Permit and Inspection | Service/Feeder Inseption |
| Electrical Permit and Inspection | |
| Permit to Develop in a Special Flood Hazard Area | |

Planning and Community Development

Key Staff Contact:

Melissa Bailey, Planning Dept. Director
Municipal Building - First Floor - Room 115
110 West College Street
Florence, Alabama 35630
256-740-8806
256-760-6323 - fax
mbailey@florenceal.org

If Planning Department review is required, Planning and Community Development is the second point of contact in the business development process. Planning and Community Development may rely upon the assistance of other affected departments and/or Planning Commission Review. This department handles the below.

| | |
|----------------------------------------|------------------------------------|
| Rezoning of Land | Commercial Leveraging Loan Program |
| Subdivision of Land | Facade Improvement Loan Program |
| Annexation of Land | Request to Vacate/Abandon |
| Planning Commission Review Application | Right-of-Way/Easement |
| Planning Commission Review Fees | |

DEPARTMENTS

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Florence Utilities – Electricity, Gas and Water/Wastewater Departments

Key Staff Contact: Kisha Hatton, Utilities Customer Service Manager
Municipal Building – First Floor - Room 106
110 West College Street
Florence, Alabama 35630
256-740-6071
256-760-6322-fax
khatton@florenceal.org

Florence Utilities services are usually applied for during the middle and/or last stage of the business development process. The Utilities Customer Service Department may rely upon the work of several different departments or other entities when customers seek to establish their temporary or permanent utility service. Florence Utilities handles the below services.

Electricity service to consumers in the City of Florence
and Lauderdale County

Natural Gas service to consumers in the City of Florence
and portions of Lauderdale County

Water and Wastewater service to consumers in the City of Florence
and portions of Lauderdale County

Garbage Service

Florence Utilities requires a security deposit for each account.

| Form of Security Deposits | Deposit Amount |
|---------------------------|------------------|
| Cash | \$499 or less |
| CD | \$500 minimum |
| Surety Bond | \$1,000 minimum |
| Letter of Credit | \$25,000 minimum |

Service Charges

New Service

First Time Service

Transfer of Existing Service

Same Day Service

Upgrading Existing Service

Reconnection

Collection of Payment at the Service Address

Returned Checks

Trips to the Service Address by Customer Request

Trips to Test a Meter by Customer Request, where the Meter is determined to be Accurate

Trips for Special Meter Readings at the Customer's Request

DEPARTMENTS

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Solid Waste, Street, and Recycling Department

Key Staff Contact: David Koonce, Solid Waste, Street, and Recycling Dept. Man.
29485 County Road 14
P. O. Box 98
Florence, Alabama 35630-0098
256-760-6495
256-740-4665 - fax
dkoonce@florencal.org

The Solid Waste, Street, and Recycling Dept. issues dumpsters, if needed. This department also handles the below operations.

Commercial Garbage Collection

- Dumpster boxes are provided in 4, 6, or 8 yard sizes
Serviced from 2 to 6 days per week
- Residential carts are provided to businesses in areas serviced by residential collection
Collected once per week

Recycling Options

Landfill Operations

City Clerk

Key Staff Contact: Bob Leyde, City Clerk
Municipal Building - First Floor - Room 116
110 West College Street
Florence, Alabama 35630
256-760-6679
256-760-6635-fax
bleyde@florencal.org

The City Clerk's office is one of the last steps in the business development process. This office issues Business Licenses and handles the Applications for Alcohol Beverage License, as well as, Retail Liquor Gross Receipts Tax Report and Motor Fuel Sales.

A business license must be received before a business begins operation. A license is also required if you are doing business in the City of Florence, but not located in the City of Florence.

Tax Rate

| | |
|-------------------|-------------|
| City of Florence | 4.5% |
| State of Alabama | 4.0% |
| Lauderdale County | 1.0% |
| TOTAL | 9.5% |

DEPARTMENTS
One Stop Shop/Business Development Guide

Police Department

Key Staff Contact: Ken Lester, Administrative Lieutenant
Florence Police Department
701 South Court Street
Florence, Alabama 35630
256-760-6582
256-760-6318 - fax
klester@florencial.org

The Florence Police Department request that new businesses complete a Premise Information Form after their business licenses is obtained from the City Clerk's office. Also this form is to be updated if any of the contact or location information changes.

This information is used for business premise/location so that the Florence Police Department can contact the business for any security reasons.

Fire Department

Key Staff Contact: Lt. Ryan Orrick - Fire Inspection
Florence Fire Rescue
402 S. Wood Ave.
Florence, AL 35630
256-760-6475
256-760-6430 - fax
rorrick@florencial.org

Contact the Florence Fire Rescue -Fire Inspection Division with any questions.

Utility Contacts

One Stop Shop/Business Development Guide

| | |
|-------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| City of Florence Utilities (Customer Service) | Municipal Building - First Floor 110 West College Street Florence, Alabama 35630 256-760-6512 256-760-6322 - fax www.florenceutilities.com |
| City of Florence Electricity | Administration Building 502 E. Dr. Hicks Boulevard Florence, Alabama 35630 256-740-6010 256-760-6442 - fax |
| City of Florence Gas/Water Department | Municipal Building 110 West College Street Florence, Alabama 35630 256-718-5100 256-767-1818-fax |
| Lauderdale County Solid Waste | 5100 Hwy 157 North Florence, AL 35633 256-760-5878 |
| City of Rogersville (Sanitation Service) <i>Waste Service for Business in City Limits of Rogersville</i> | Rogersville, AL 35652 256-247-8863 |
| West Lauderdale Water | 3353 County Rd 200 Florence, Alabama 35633 256-766-8787 |
| Town of Rogersville Water Works | 852 County Road 77 Rogersville, AL 35652 256-247-5435 |
| East Lauderdale Water & Fire Authority | 2943 Hwy 101 Rogersville, 35652 256-247-1606 |
| Greenhill Water & Fire Protection Authority | 35496 Co. Road 8 Florence, AL 35634 256-757-2863 |
| East Lauderdale Natural Gas - Spire | 57 Patton Street Rogersville, AL 35652 256-247-3334 |

Business Resources

One Stop Shop/Business Development Guide

BellSouth

1-866-620-6000
www.bellsouth.com

Shoals Business Incubator

Offers space, shared equipment, clerical support, on-site consulting, shared mailing and shipping, library, conference room, etc.

3115 Northington Court
Florence, Alabama 35630
256-760-9014
256-740-5530 - fax
www.shoalsbusinessincubator.com

Downtown Florence Alliance

Serves the Historic Downtown Florence Area

Contact: Stephanie Vess
301 North Pine Street
Florence, Alabama 35630
256-760-9648
256-760-5343 - fax
www.downtownflorencealliance.com

Lauderdale County Courthouse

County and State Business License

200 South Court Street
Florence, Alabama 35630
256-760-5833
www.lauderdalecountyonline.com

Lauderdale County Health Department

Health Department Permits

4112 Chisholm Road
Florence, Alabama 35630
256-764-7453

Shoals Chamber of Commerce

612 South Court Street
Florence, Alabama 35630
256-764-4661
256-766-9017 - fax
www.shoalschamber.com

Shoals Economic Development Authority

20 Hightower Place - Suite 1
Florence, Alabama 35630
256-764-0351
256-764-3850 - fax
www.seda-shoals.com

Business Resources

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Internal Revenue Service

*Federal Tax Identification Number or
Employer ID Number (EIN)*

205 S. Walnut Street
Florence, Alabama 35630
256-764-6731
www.irs.gov

Alabama Dept. of Revenue

State Tax Number

201 S. Court Street, Second Floor
Florence, Alabama 35630
256-383-4631
256-381-7200 - fax
www.revenue.alabama.gov

Sheffield Tax Office

Unemployment Tax Number

Contact: Hobie Butler
Town Plaza Shopping Center
500 S. Montgomery Avenue, Suite 104
P. O. Drawer 820
Sheffield, AL 35660
256-389-9688
256-383-4983 - fax
hobiebutler@dir.alabama.gov
www.dir.alabama.gov (Click on eGov)

To apply online:

United States Small Business Administration

www.sba.gov

Small Business Development Center - UNA

Contact: Carolyn Long
541 W. College Street
Florence, AL 35630
256-765-4599
www.asbdc.org

Revenue Discovery Systems - RDS

Collects City and County Tax

205-324-0088
www.revds.com