ONE STOP SHOP/
Business Development

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

CITY OF FLORENCE
ALABAMA'S RENAISSANCE CITY

ONE STOP SHOP/
Business Development

City Hall
Office 208 - 2nd Floor
Contact: 256.740.6086
mbevis@florenceal.org
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@florencetl.org
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One Stop Shop/Business Development Guide

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## CITY OF FLORENCE - KEY CONTACTS
One Stop Shop/Business Development Guide

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Phone</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kisha Hatton</td>
<td>Florence Utilities-Customer Service Manager</td>
<td>256-740-6071</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Electricity-Gas-Water/Wastewater</td>
<td></td>
<td>256-760-6322</td>
</tr>
<tr>
<td><a href="mailto:mhatton@florencioal.org">mhatton@florencioal.org</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Melissa Bailey</td>
<td>Planning &amp; Community Development Director</td>
<td>256-740-8806</td>
<td>256-760-6323</td>
</tr>
<tr>
<td><a href="mailto:mballey@florencioal.org">mballey@florencioal.org</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bill Batson</td>
<td>City Engineer</td>
<td>256-760-6350</td>
<td>256-740-4667</td>
</tr>
<tr>
<td><a href="mailto:bbatson@florencioal.org">bbatson@florencioal.org</a></td>
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<td></td>
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</tr>
<tr>
<td>Melissa Bevis</td>
<td>One Stop Shop/Business Dev. Coordinator</td>
<td>256-740-6086</td>
<td>256-760-6388</td>
</tr>
<tr>
<td><a href="mailto:mbevis@florencioal.org">mbevis@florencioal.org</a></td>
<td></td>
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</tr>
<tr>
<td>Mike Doyle</td>
<td>Gas and Water/Wastewater Dept. Manager</td>
<td>256-718-5100</td>
<td>256-767-1818</td>
</tr>
<tr>
<td><a href="mailto:mdoyle@florencioal.org">mdoyle@florencioal.org</a></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>David Koonce</td>
<td>Solid Waste, Street, and Recycling Dept.</td>
<td>256-760-6495</td>
<td>256-740-4695</td>
</tr>
<tr>
<td><a href="mailto:dkoonce@florencioal.org">dkoonce@florencioal.org</a></td>
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</tr>
<tr>
<td>Bob Leyde</td>
<td>City Clerk - Licensing</td>
<td>256-760-6679</td>
<td>256-760-6635</td>
</tr>
<tr>
<td><a href="mailto:bleyde@florencioal.org">bleyde@florencioal.org</a></td>
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</tr>
<tr>
<td>Ryan Orrick</td>
<td>Florence Fire Rescue</td>
<td>256-760-6475</td>
<td>256-760-6430</td>
</tr>
<tr>
<td><a href="mailto:rorrick@florencioal.org">rorrick@florencioal.org</a></td>
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<tr>
<td>Allen Caddell</td>
<td>Electric Department - Dir. of Eng. /Operations</td>
<td>256-740-6014</td>
<td>256-760-6317</td>
</tr>
<tr>
<td><a href="mailto:acaddell@florencioal.org">acaddell@florencioal.org</a></td>
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<tr>
<td>Planning and</td>
<td>Commercial Leveraging Program</td>
<td>256-740-8806</td>
<td></td>
</tr>
<tr>
<td>Community Dev.</td>
<td>Facade Improvement Program</td>
<td>256-760-6323</td>
<td></td>
</tr>
<tr>
<td>Ken Lester</td>
<td>Florence Police Department</td>
<td>256-760-6582</td>
<td>256-760-6318</td>
</tr>
<tr>
<td><a href="mailto:klester@florencioal.org">klester@florencioal.org</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gary Williamson</td>
<td>Building Official</td>
<td>256-760-6325</td>
<td>256-740-4651</td>
</tr>
<tr>
<td><a href="mailto:gwilliamson@florencioal.org">gwilliamson@florencioal.org</a></td>
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</tbody>
</table>
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*

Begin

Building Department
✓ Determine Zoning of Site Location

Planning & Community Dev.
✓ Rezoning
✓ Subdivision
✓ Planning Comm. Review
✓ Submission of Application and Site Plan
✓ Request to Vacate/Abandon Right-of-Way/Easement Form (if applicable)

Planning and Community Dev.
✓ Commercial Leveraging Loan Program
✓ Facade Improvement Loan Program

Inter-Departmental Review:
Applicant information is forwarded to affected city departments such as engineering dept. for R.O.W. Permits and/or Site Work Permits (BMP), electricity dept., utilities dept., etc.

Building Department
Certificate of Occupancy
Building Permit
Street Address
Home Occupation Permit
Sign Permit
Various Inspections
Permit to Develop in a Special Flood Hazard Area App. (if applicable)
Submission of Drawings

Inter-Departmental Review:
Applicant information is forwarded to affected city departments such as fire dept. for inspection, engineering dept., electricity dept., etc.

Utilities Department
✓ Electrical
✓ Water/Wastewater
✓ Gas Service
✓ Garbage Service
Pay Commercial/Security Deposit

Sanitation Department
✓ Dumpster
✓ Commercial Garbage Service
✓ Recycling Bin

City Clerk's Office
✓ Business License
✓ Alcohol Beverage License (if applicable)

Police Department
✓ Premise Information Form

End

If Planning Commission review required, process can take 2-3 months

To obtain Building Permit, process can take 1-2 weeks

*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@florencial.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
Certificate of Occupancy
Certificate of Occupancy Inspection
Assigns Street Addresses (in city limit)
Temporary Certificate of Occupancy
Plumbing Permit and Inspection
Electrical Permit and Inspection
Permit to Develop in a Special Flood Hazard Area
Various Code Inspections
Elevation Certificate
Sign Permit
Home Occupation Permit
Gas Permit and Inspection
Service/Feeder Insepection

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

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DEPARTMENTS
One Stop Shop/Business Development Guide

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.

<table>
<thead>
<tr>
<th>Form of Security Deposits</th>
<th>Deposit Amount</th>
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</thead>
<tbody>
<tr>
<td>Cash</td>
<td>$499 or less</td>
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<tr>
<td>CD</td>
<td>$500 minimum</td>
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<tr>
<td>Surety Bond</td>
<td>$1,000 minimum</td>
</tr>
<tr>
<td>Letter of Credit</td>
<td>$25,000 minimum</td>
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</tbody>
</table>

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
One Stop Shop/Business Development Guide

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@florencial.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@florencial.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@florenceal.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@florenceal.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)  Rogersville, AL  35652
Waste Service for Business in City Limits of Rogersville
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
One Stop Shop/Business Development Guide

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*

To apply online:

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)

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

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