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, Existing, or Expanding Business or Industry

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@florenceal.org
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# CITY OF FLORENCE - KEY CONTACTS
One Stop Shop/Business Development Guide

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<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Phone</th>
<th>Email</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kathy Anderson</td>
<td>Florence Utilities-Customer Service Manager</td>
<td>256-740-6071</td>
<td><a href="mailto:kanderson@florenceal.org">kanderson@florenceal.org</a></td>
<td></td>
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<tr>
<td></td>
<td>Electricity-Gas-Water/Wastewater</td>
<td></td>
<td></td>
<td>256-760-6322</td>
</tr>
<tr>
<td>Melissa Bailey</td>
<td>Planning &amp; Community Development Director</td>
<td>256-740-8806</td>
<td><a href="mailto:mbailey@florenceal.org">mbailey@florenceal.org</a></td>
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<td></td>
<td>256-760-6323</td>
</tr>
<tr>
<td>Bill Batson</td>
<td>City Engineer</td>
<td>256-760-6350</td>
<td><a href="mailto:bbatson@florenceal.org">bbatson@florenceal.org</a></td>
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<td>256-740-4667</td>
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<tr>
<td>Melissa Bevis</td>
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<td>256-740-6086</td>
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<td></td>
<td>256-760-6388</td>
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<tr>
<td>Mike Doyle</td>
<td>Gas and Water/Wastewater Dept. Manager</td>
<td>256-718-5100</td>
<td><a href="mailto:mdoyle@florenceal.org">mdoyle@florenceal.org</a></td>
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<td></td>
<td>256-767-1818</td>
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<tr>
<td>David Koonce</td>
<td>Solid Waste, Street, and Recycling Dept.</td>
<td>256-760-6495</td>
<td><a href="mailto:dkoonce@florenceal.org">dkoonce@florenceal.org</a></td>
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<td></td>
<td>256-740-4665</td>
</tr>
<tr>
<td>Bob Leyde</td>
<td>City Clerk - Licensing</td>
<td>256-760-6679</td>
<td><a href="mailto:bleyde@florenceal.org">bleyde@florenceal.org</a></td>
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<td>256-760-6635</td>
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<tr>
<td>Danny Simbeck</td>
<td>Florence Fire Department</td>
<td>256-760-6475</td>
<td><a href="mailto:dsimbeck@florenceal.org">dsimbeck@florenceal.org</a></td>
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<td>256-760-6430</td>
</tr>
<tr>
<td>Charles Rasch</td>
<td>Electric Department - Dir. of Eng. /Operations</td>
<td>256-740-6010</td>
<td><a href="mailto:crasch@florenceal.org">crasch@florenceal.org</a></td>
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<td>256-760-6317</td>
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<tr>
<td>Planning and</td>
<td>Commercial Leveraging Program</td>
<td>256-740-8806</td>
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<tr>
<td>Community Dev.</td>
<td>Facade Improvement Program</td>
<td></td>
<td></td>
<td>256-760-6323</td>
</tr>
<tr>
<td>Ken Lester</td>
<td>Florence Police Department</td>
<td>256-760-6582</td>
<td><a href="mailto:klesler@florenceal.org">klesler@florenceal.org</a></td>
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<td></td>
<td>256-760-6318</td>
</tr>
<tr>
<td>Gary Williamson</td>
<td>Building Official</td>
<td>256-760-6325</td>
<td><a href="mailto:gwilliamson@florenceal.org">gwilliamson@florenceal.org</a></td>
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<td>256-740-4651</td>
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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.
- Building Permit
- Residential Permit
- Commercial Permit

City Clerk
- Certificates of Occupancy
- Building Permit
- Street Address
- Home Occupation Permit
- Sign Permit
- Various Inspections
- Permit to Develop on a Special Flood Hazard Area App.

Utilities Department
- Electric
- Water/Heater
- Gas Services
- Garbage Service
- Pay Continental Security Deposit

Police Department
- Process Information Form

End

*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
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

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
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
DEPARTMENTS
One Stop Shop/Business Development Guide

Florence Utilities – Electricity, Gas and Water/Wastewater Departments

Key Staff Contact: Kathy Anderson, Utilities Customer Service Manager
Municipal Building – First Floor - Room 106
110 West College Street
Florence, Alabama 35630
256-740-6071
256-760-6322-fax
kanderson@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>
</tr>
</thead>
<tbody>
<tr>
<td>Cash</td>
<td>$499 or less</td>
</tr>
<tr>
<td>CD</td>
<td>$500 minimum</td>
</tr>
<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@florenceal.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@florenceal.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  3.5%  
State of Alabama  4.0%  
Lauderdale County  1.0%  
TOTAL  8.5%
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: Danny Simbeck – Chief of Fire Prevention
Florence Fire Department
402 S. Wood Ave.
Florence, Al. 35630
256-760-6475
256-760-6430 – fax
dsimbeck@florenceal.org

Contact the Florence Fire Department-Fire Prevention 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 Gns - Alagasco 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 Entrepreneurial Center
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.shoalssec.com

Florence Main Street Program
Serves the Historic Downtown Florence Area
Contact: Teryl Shields
301 North Pine Street
Florence, Alabama 35630
256-760-9648
256-760-5343 - fax
www.florencemainstreet.org

Lauderdale County Courthouse
County and State Business License
200 South Court Street
Florence, Alabama 35630
256-760-5833
www.lauderdaledgeonline.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 Highower Place - Suite 1
Florence, Alabama 35630
256-764-0351
256-764-3850 - fax
www.sedi-shoals.com
Business Resources
One Stop Shop/Business Development Guide

SCORE
(Service Corps of Retired Executives)
612 South Court Street
Florence, Alabama 35630
256-764-4661
256-766-9017 - fax

Internal Revenue Service
Federal Tax Identification Number or
Employer ID Number (EIN)
www.shoalschamber.com
205 S. Walnut Street
Florence, Alabama 35630
256-764-6731
www.irs.gov

Alabama Dept. of Revenue
State Tax Number
Office is located on TVA Reservation
in former Medical Building
874 Reservation Road
Muscle Shoals, Alabama 35661
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)

United States Small Business Administration
www.sba.gov

Small Business Development Center – UNA
Contact: Carolyn Long
UNA Keller Hall-Room 135
Box 5250
University of North Alabama
Keller Hall - College of Business
Florence, Al. 35632-0001
256-765-4629
256-765-4813 - fax
www.una.edu

Revenue Discovery Systems - RDS
Collects City and County Tax
205-324-0088
www.rcvdls.com