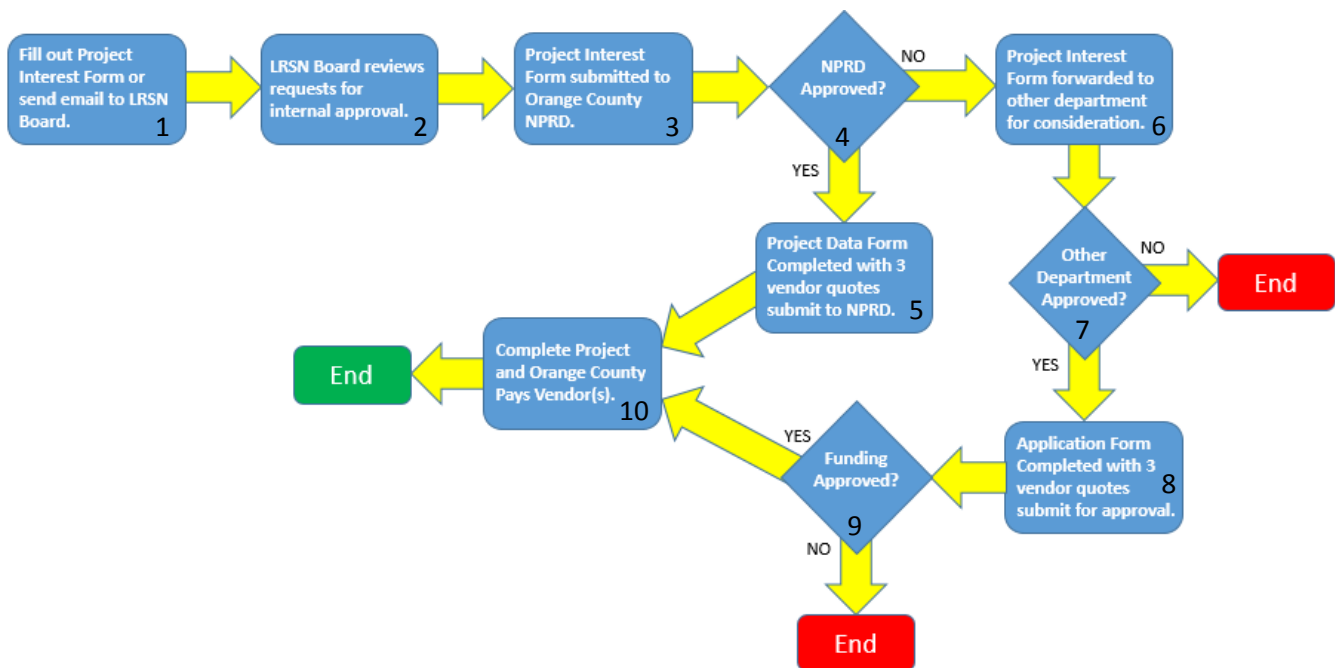


Project Request Process

Lee Road Safe Neighborhood

This document attempts to define the procedure to submit a request for a change or improvement in the Lee Road Safe Neighborhood (LRSN) area from start to finish. Because the LRSN Board of Directors wants its members to be successful in requesting changes, members can simply email a request, fill out a downloaded or paper form, or attend a community meeting and raise your hand to ask.

For those who wish to submit using email, simply send an email to info.LRSN@gmail.com and include contact name, addresses (i.e. email and home), phone number, brief description, and location. Once you've provided the LRSN Board with this information, Step #1 in the workflow chart is complete and the following Steps will be taken. This document explains the behind-the-scenes process until the End, which can be a completed project or no further action considered.



Once the LRSN Board has the basic information, the Board will consider the submitted requests. For those approved that are not submitted in a form, a Board member will fill out the Project Interest Form. All forms are available online from the [LRSN Website](#). For all approved, a Board member will submit each Project Interest Form to the Orange County Neighborhood Preservation & Revitalization Division (NPRD) representative to start their approval process in Step #3 in the illustration above.

The form is then forwarded to NPRD representative's manager to review as a part of the department's monthly meetings. In this review, the attendees discuss which projects will be approved or denied. This fourth step is at the discretion of NPRD management to decide which project are NPRD funded or not.

When denied, the form stops here for NPRD management; HOWEVER, the NPRD rep will still reach out to other Orange County departments based on the request submitted, as shown in Step 6. For instance, should the request be for Traffic Management type requests, the NPRD rep will work with the LRSN Board member to route the request using their application form. In other instances, the NPRD rep will forward the request to Orange County Pride Grant for those projects that are landscaping, neighborhood signage, or beautification.

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When approved, Step 5 starts and the NPRD Project Data Form is used to collect more details about a project requiring funding over \$1,500. The Project Data Form consists of 5 pages to be filled out and requires three vendor quotes to allow the best selection decision for all parties involved. These quotes need to cover all sub-project vendors providing different services like landscaping, sign installation, or other types of actions requiring funds. Once a vendor quote is selected, NPRD works with the vendor to complete the project.

The allocated funding for the Safe Neighborhood association is separate from the Orange County Pride Grant projects, the latter requires a longer review process and includes approval from the Board of County Commissioners (BCC). All of the eight safe neighborhoods have a combined total of \$70,000 that is distributed on a first-come, first-served basis, based on the Project Interest Form submitted and approved.

As an historic example, during one of the quarterly Safe Neighborhood Leadership meetings, the organizations agreed to split the total amount equally between each group amounting to \$8,000 per neighborhood. That didn't happen and the remaining funds that could not obtain NPRD funding approval were returned to the available fund pool account for those neighborhoods.

In 2016, all funds were distributed to all neighborhoods with approved projects. LRSN used about \$5,000 in funds for LLC State registration fee (sunbiz.org), 501c3 application fees, neighborhood signs restoration, and the solar trash can at the intersection of Lee Road and Adanson Street. The 2017 allocation of \$70,000 is not divided evenly between the neighborhoods but each individual Project Request is approved for completion by NPRD from that total amount; therefore, this fund is NPRD county money, not the neighborhoods. When a specific project is county-approved, the NPRD funding is allocated.

Every Safe Neighborhood member should submit a Project Interest Form as soon as one sees the need for projects improving beautification, crime prevention, and some street traffic alteration. The latter must be reviewed by the Public Works organization because they regulate traffic on county roads.

Other Departments Approval Processes

After NPRD forwards a Project Request to another department, each department has its own project process based on the type requested. For instance, Pride Grant has a similar process as NPRD with their Grant Application and three-quote requirements. Their grants are awarded monthly after a BCC review and approval. When approved, funding is allocated for the project with a Purchase Order (PO), like NPRD.

The illustration above shows a typical process flow for most departments, going through Steps 7, 8, and 9. An exception is Public Works which operates out of a contingency fund reviewed separately with the BCC. Requests like adding a new sidewalk or replacing old and dilapidated sidewalks take a long time to approve funding and are sometimes delayed to incorporate into a larger project plan, like repaving streets AND upgrading sidewalks.

NPRD often partners with other county departments, like Public Works, to determine the best method for implementing and funding projects, like sidewalks and some kinds of median landscapes. Sometimes NPRD can fund parts of the project and another department funds the rest.

New or Repair Streetlights

To request new streetlights be installed or repainted in Orange County, residents should contact the Comptroller's Office of the MSTU Unit in the Finance Division at 407-836-5770. For more information, visit their website at the following link: www.occompt.com/finance/mstustreet-streetlights/.

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For existing streetlights needing repair, the electricity provider is responsible. In the Lee Road area, Duke Energy (previously Progress Energy) can take your report directly by calling 407-629-1010 or reporting it on the web at: <https://goo.gl/wJ3f1e>.

Final Approval Processes

Once the county has approved funding for a project, it will take about a month to complete the information with signatures that will generate a PO. This can sometimes be multiple vendors or a single contractor. All vendors physically working on county projects are required to have insurance.

Should a project be denied, the requestor will receive a notice with a reason the project was not approved. In some instances, these can be appealed through the LRSN Board if sufficient information is provided that resolves an issue causing the denial.

After the project has been completed, the vendor is paid. Project completion is determined by the originating Safe Neighborhood board, like Lori for Lee Road, who will confirm when the project satisfies the request. Once the requestor approves the final deliverables in Step 10, the county will then issue funds to the vendor(s) for all products and services rendered. That completes the Project Request Process for approved projects.