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Butler takes command at
Embry-Riddle Aeronautical University
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The wild blue yonder over Embry-Riddle Aeronautical University got a little bluer in the first quarter as the university welcomed its sixth president on March 13, then cut the ribbon for a major addition to its Daytona Beach campus just 10 days later.

Dr. P. Barry Butler assumed his duties as president of Embry-Riddle Aeronautical University after receiving the unanimous vote of Embry-Riddle’s Presidential Search Committee. He comes to ERAU following a long career at the University of Iowa, where he served as provost. One of his first official duties at Embry-Riddle was welcoming community, university and industry leaders to a ribbon cutting marking the completion of the John Mica Engineering and Aerospace Innovation Complex.

“These are exciting times in aviation and aerospace, and Embry-Riddle will continue to play a pivotal role in their advancement,” said Dr. Butler. “I am honored to have joined such a renowned institution and look forward to building upon its outstanding global reputation. Clearly, there is synergy between Embry-Riddle’s resources and the demand for technology and innovation in the aviation and aerospace industries,” he said.

The $21 million John Mica Engineering and Aerospace Innovation Complex was an extraordinary visual aid illustrating Dr. Butler’s comments. The first building in the complex, nicknamed MicaPlex, features 10,000 square feet of flexible space for offices and tenants, mixed-use areas and leading-edge laboratories. The stunning architecture projects an air of innovation, and that aligns with the mission of the complex. It will be occupied by individuals and organizations that play a key role in the advancement of technology. MicaPlex will have 50,000 square feet at build-out.

“We dreamed about this many years ago,” said Mori Hosseini, chairman of ERAU’s Board of Trustees. “Through the vision, hard work and dedication of so many, it is now a reality, and to say the sky is the limit of its potential would be an understatement.”

Dr. Butler added that the complex supports the university’s quest to expand its research work and that it will also enhance retention of its masters and Ph.D. graduates. He cited the potential for the complex to become a global powerhouse and a significant contributor to local and regional economic development.

The potential cited by Dr. Butler is grounded in a career of experience in such matters. During his 33-year tenure at the University of Iowa, he was deeply involved in various mechanical engineering programs and curricula. Under his leadership, the university experienced record growth in its College of Engineering, external research funding, private support for faculty development, program initiatives, facility improvements and student scholarships. He also established a center for technical communication, a critical element to the advancement of technology. As provost, Dr. Butler presided over 100 academic programs, the university’s 11 colleges, continuing education, its library and art museum, and a general education budget exceeding $700 million.

“We are fortunate to have Dr. Butler leading ERAU and that he comes to the presidency with the 100 percent endorsement of everyone involved on the Presidential Search Committee,” said Hosseini, who chaired the committee. The committee included trustees, faculty, staff, student representatives, and delegates from the university’s Daytona Beach, Prescott and Worldwide campuses.

Embry-Riddle Aeronautical University serves more than 31,000 students across two residential campuses, 125 Worldwide locations and through online curricula. It is consistently ranked highly by U.S. News & World Report, including having been ranked No. 1 among non-doctoral schools, which it was until the introduction of its doctoral programs.
The flight crew reacted swiftly and set their instruments for an emergency landing at the nearest airport that could handle the large international aircraft. That airport was Daytona Beach International Airport (DAB). Anxious passengers became riveted to what was happening as the crew set up the aircraft for an expedited descent and unscheduled landing. Fortunately, the aircraft landed without incident, although the sight of fire trucks and other emergency vehicles flanking the runway only underscored passenger anxiety.

Ordinarily, international passengers remain onboard the aircraft until customs agents arrive to process them. But because this had been an emergency landing, the passengers deplaned immediately. This put them in the terminal building...and in limbo.

Given the fact that this was the day before the Daytona 500, there were no hotel rooms available, no rooms for the weary passengers to relax while waiting for another jet to get them to their destination. It turned out that the no-vacancy signs did not matter. Even though customs agents were summoned to DAB to “receive” the impromptu visitors, passengers were compelled to remain at DAB. Since they were not bound for any U.S. destination, they were not carrying the proper documentation to enter the United States. So, while they were able to step outside and walk around, they had to remain at the airport, while the DAB brass and staff worked diligently to arrange for rescue flight.

“This was a sudden and dynamic situation that thrust the DAB team into emergency mode in the blink of an eye,” said Rick Karl, DAB’s director.

DAB was operating that weekend with a beefier staff than normal, due to the Daytona 500. The staff is well-rehearsed in emergency operations, which prepared them well for the situation, although there were plenty of twists and turns along the way. **continued on next page**
Volusia County’s Emergency Management Division connected the airport with the American Red Cross to help with resources to make the passengers comfortable, including several meals, blankets, and stuffed animals for the children.

Finally, word came that an American Airlines jet would depart Philadelphia for DAB to provide the rescue flight to Mexico. But after repeated delays, that departure from Philly was canceled.

Adding to the challenges was the fact that DAB, which does not have equipment to handle large international aircraft like the Airbus 330-300, was not able to unload the passengers’ luggage from the Air Berlin jet.

Meanwhile, DAB staff rounded up pizza, sandwiches, coffee, water and snacks from Publix and other local establishments to provide some comfort for the stranded international passengers. DAB’s director of air service development, Jay Cassens, made a couple of trips to buy diapers and other baby supplies for infant passengers and raided his SUV of his own child’s toys to keep toddler passengers entertained. As the hours clicked by, efforts to communicate with Air Berlin and American Airlines were ratcheted up in an effort to get some news – any news – about a replacement flight.

At about 5 a.m. Sunday morning, DAB officials got word that an American Airlines rescue jet would depart Philadelphia at 7:30 a.m., bound for DAB. Again, delays to that schedule eroded passenger optimism. But as the sun came up, confirmation was received that the replacement jet was on its way and would land at DAB at 12:30 p.m. to provide a rescue flight to Cancun.

The American Airlines jet landed at DAB, and after being serviced for continuation of the flight to Cancun, the weary but relieved passengers boarded for the rescue flight to get them to their destination. The only hitch was that their baggage was still sealed on the Air Berlin jet. However, once the Air Berlin jet was cleared to fly, it took off for Cancun so the passengers’ baggage could catch up to them.

“I could not be more proud of how our folks responded and remained on duty to serve these passengers for what turned out to be an extended period of time,” said Karl. “Their training and preparation, backed by their professionalism not only represented DAB well, but also Volusia County Government and for that matter, the United States of America.”

“The staff on duty that weekend never flinched and never wavered from doing anything and everything to make these passengers comfortable while they waited – and they waited patiently – for the successful end to their ordeal,” said Cassens.

“Not only did our staff-on-duty distinguish themselves, our team members who were not on duty were calling in and standing by and eager to help. It was a challenging weekend, to be sure, but gratifying in many ways, not the least of which was the gratitude shown by the passengers and crew for the efforts to accommodate them throughout their ordeal.”
DaVita Labs’ $30 million expansion adds to growing presence in West Volusia County

The company currently occupies 137,000 square feet of space in a five-building complex in DeLand. The new medical lab, which will be about 160,000 square feet, will be in the DeLand Municipal Airport’s Northwest Business Park.

“DaVita Labs already has a workforce of about 350 including many engaged in leading-edge health care technology,” said Steve Burley, DeLand economic development manager. “This expansion and increasing demand for dialysis services will lead to increased employment in coming years.”

DaVita Labs is a diagnostic laboratory servicing dialysis organizations and physician practices. It is a division of DaVita Kidney Care, a leading provider of kidney care in the United States that delivers dialysis services to patients with chronic kidney disease and end-stage renal disease.

The laboratories feature the latest in renal-specific methodology and technology for delivering quality test results. The DaVita Labs clinical laboratory team is led by experienced scientists and pathologists and receives formal guidance from top nephrologists in the industry. DaVita serves nearly 200,000 patients annually at its DeLand complex.

“DaVita’s vision is to create the greatest health care community the world has ever seen,” said Jason Cline, vice president and general manager of DaVita Labs. “This expansion underscores our commitment to that vision, our patients, and the DeLand community.”

Partnerships with Enterprise Florida, Volusia County Government, the City of DeLand, CareerSource Flagler/Volusia and the Florida Department of Economic Opportunity and Duke Energy made the project possible.

“It’s gratifying to see a growing company like DaVita expand here in Volusia County,” said Rob Ehrhardt, director of Volusia County’s Economic Development Division. “This is a welcome investment by a nationally recognized brand, and one that provides not only job opportunities to our community, but underscores the fact that Volusia County is ‘open for business.’

DaVita Labs’ expansion will accommodate continued growth of the company’s facilities in DeLand. The most recent expansion got underway in September with groundbreaking on a new $30 million facility.

From left to right: Mayor Bob Apgar, former commissioner Charles Paiva, Vice Mayor Leigh Matusick, Commissioner Jessica Davis, Commissioner Christopher Cloudman.

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TopBuild is the leading purchaser, installer and distributor of insulation products to the United States construction industry. The company leverages a nationwide footprint to gain economies of scale and serve local markets with outstanding products, competitive pricing and relentless customer service.

The company reported $1.74 billion in sales last year. It employs 224 people locally and 8,000 nationally. The two primary corporate entities making up TopBuild are TruTeam, which is the leading installer of residential insulation; and Service Partners, which distributes insulation and other building products.

TopBuild was spun off from Masco Corp. in 2015 and listed on the New York Stock Exchange on July 1, 2015 (NYSE symbol: BLD). Significant growth caused the need for a new, larger headquarters building. But that kind of decision raises serious discussions as to the best location in which to create the new HQ. There were plenty of cities that rolled out the welcome mat and opened their checkbooks to lure TopBuild.

After exhaustive analysis of location options, company officials elected to remain in Volusia and build its national headquarters in Daytona Beach.

“We are very pleased with the progress the company has made and very optimistic about the future as the national economic recovery fuels the housing industry,” said Jerry Volas, TopBuild’s chief executive officer. “We are fortunate to have an exceptional team of people, and we are thrilled to have created this beautiful new building to serve as our national headquarters.”

The building, at 475 N. Williamson Blvd. in Daytona Beach, offers 67,000 square feet. Many local resources were tapped to create the new building, including General Contractor TG Glass & Associates.

“In addition to a great design and all the features of this new building are 63 windows, which is 63 more than we had at our prior location, so we are all grateful for that,” Volas quipped before inviting his team and his guests inside for a slice cake that replicated the building design.

Several dignitaries offered comments. Among them were Daytona Regional Chamber President & CEO Nancy Keefer, Volusia County Chair Ed Kelley, Daytona Beach City Commissioner Ruth Trager, CEO Business Alliance President Dr. Kent Sharples, Daytona Regional Chamber Chair Eric Peburn, and Commercial Realtor Dick McNerney. All expressed gratitude for TopBuild’s decision to remain in Volusia County. Comments also cited TopBuild’s 224-member workforce, the above-average payroll, and the role of the Fisher Family in the sale of the property to TopBuild. There also were several comments embracing the relationships that helped make the project a reality, including the Volusia County Economic Development Division, CEO Business Alliance, the Daytona Regional Chamber, Enterprise Florida, and several key individuals and organizations.

It’s hard to beat a happy ending, followed by a bright future. But that was the prevailing mood last month, as officials of TopBuild and area dignitaries gathered to celebrate the completion of the company’s new national headquarters in Daytona Beach.

TopBuild CEO Jerry Volas leads the ribbon cutting brigade following his welcoming remarks.
“Seven traits of amazing volunteers”

by JOHN S. ANDERSON
Certified Mentor
Chair, SCORE Chapter 87 Serving Volusia and Flagler Counties

SCORE – the Service Corps of Retired Executives – is known for its mentors’ business expertise and their volunteer service to entrepreneurs and owners of established companies and organizations.

That spirit of volunteerism is a point of pride among SCORE mentors, just as it is among other volunteers who give selflessly to thousands of organizations throughout the nation and around the world.

Understanding the impact of volunteers’ contributions on our communities is to analyze statistics, including hours served and the value of volunteer time. Volunteers are special not only because of the time they contribute, but also the tremendous value of their innumerable talents. Estimates suggest 60 million individuals in the United States contribute more than 8 billion hours of volunteer service plus economic values exceeding $160 billion each year.

SCORE is a national organization formed by the Small Business Administration in 1964. Its dedicated volunteers mentor business owners and entrepreneurs. As the current chair of SCORE Chapter 87, and a certified mentor, I work with a dedicated team of retired business professionals who serve Volusia and Flagler counties. I have a deep appreciation and respect for the experience and talents of my fellow SCORE members and what their service means to local businesses. To better understand why SCORE volunteers do what they do, I often refer to the writings of Michael Lindenmayer of Forbes magazine. His “Seven Traits of Amazing Volunteers” defines the common denominators of dedicated volunteers.

RESULTS DRIVEN: Want their causes to generate major positive impact.

PASSIONATE PROFESSIONALISM: Mix that professionalism with passion and the result is impressive.

SENSE OF COMMUNITY: Understand the benefit to their communities, work with leadership to pinpoint, cultivate and realize highly value added partnerships.

MAKE NO EXCUSES: Stick to their commitments and have a zero-flake factor. If they say they will contribute something specific, they do their absolute best to make it happen. They are problem solvers and tinkerers, and they persist until they find a way forward.

CONSTANT CHAMPIONS: Amazing volunteers have no off switch. They always find a way to spread the word.

ENERGIZERS: They are the original energy drink. You feel amped when collaborating with these folks.

IT’S A MATCH: Amazing volunteers think less about what they can get from the experience of volunteering and more about what they can contribute.

These traits are reflected in the 45 local SCORE volunteers who offer mentoring services to local business owners free of charge. So, the next time you are seeking ways to improve your current business model or new business plan, call SCORE Chapter 87 for assistance. To learn more, visit www.score87.org.
This is great news for Deltona," said Jerry Mayes, Deltona’s economic development manager. Mayes has worked for years to bring health care providers to the city, and the completion of the Halifax Health facility is a major step toward that goal.

Halifax Health broke ground on the project nearly a year ago, announcing that the project represents the first phase of a complex that can handle increased capacity. The first phase will cover 15,000 square feet with 12 beds.

“We anticipate demand will increase so rapidly that there will be an early need to expand, said Halifax Health CEO Jeff Feasel at the groundbreaking event. Halifax Health subsidiary HH Holdings LLC bought 31 acres anticipating the possibility of building a new hospital. The site is near the intersection of Interstate 4 and Howland Boulevard.

Halifax Health Emergency Department of Deltona provides the greater Four Townes area of west Volusia County with 24-hour expert emergency care provided by board-certified physicians, as well as care for a wide range of injuries and sicknesses including high fever, broken bones, heart attack and stroke. The facility’s experienced doctors, nurses and staff are trained to deliver care in emergency situations.

The facility is open seven days a week and offers a full-service imaging center, immediate care for specified illnesses and conditions, digital access to medical records for consistency and safety and follow-up care resources.
In 1947, Bill France Sr. met with friends, stock car racing drivers and racing enthusiasts at the Streamline Hotel on Route A1A. It was then and there that they harnessed their dreams and created the National Association for Stock Car Auto Racing (NASCAR). The moment is preserved in the minds of millions of NASCAR fans today. And the Streamline Hotel will help perpetuate that memory for generations to come.

The Streamline Hotel is located near the original beach racing course and just a short drive from famed Daytona International Speedway, which replaced that course in 1959 – and recently completed a spectacular $400 million “reimagining” project to become the world’s first motorsports stadium.

Local entrepreneur Eddie Hennessy bought the aging property in 2014 at the suggestion of his friend and area real estate professional Dino Dodani of Keller Williams Realty. The two toured the aging structure in 2013, and Hennessy purchased the property with an eye on preserving its history and restoring it to its former glory.

“The property will re-open this year as a 44-room boutique hotel that celebrates the 1940s era and NASCAR history,” said Hennessy. “Daytona Beach is a special place, and we hope that the return of the Streamline will help make it even more special.”

“The project included meticulous attention to detail in capturing and preserving history,” said Shannon May, general manager. “The guestrooms will be well appointed with many touches reminiscent of the 1940s. At the same time, the new hotel is loaded with 21st century amenities and creature comforts,” she said.

The newly restored Streamline Hotel will feature a unique rooftop bar, the Sky Lounge, where Big Bill France and his colleagues met 70 years ago. The hotel restaurant, Olivier’s Hideaway, is on the ground floor.

Streamline officials say they look forward to working with the Daytona Beach Area Convention & Visitors Bureau on special promotions once the property is up and running.

Accompanying the Streamline Hotel renovations is a Second-story rooftop bar called the Sky Lounge, an area where Big Bill France and friends met in 1947 to discuss their plans for NASCAR. A grand opening date has not been set, but officials anticipate a soft opening this summer, to be followed by a grand opening shortly thereafter.

History will soon come alive at the Streamline Hotel, an iconic small Daytona Beach Hotel that is the birthplace of stock car racing. The property has undergone a total makeover, and the new owner is anticipating welcoming guests beginning this summer.

Accordingly, CVB officials welcome the addition of the historically significant property to the local lineup of hotels and expect that the historic appeal will resonate with more than just motorsports fans.

In October 2014, the project was featured on Hotel Impossible, a popular Travel Channel television program that features unique and ambitious hotel projects. Its host, Anthony Melchiorri, a race fan, history fan and hotel fan, experienced an instant fascination for the project.

“This building is an icon. It’s a rock star. If it were a person, it would be a rock star.” Melchiorri said.

A grand opening date has not been set, but officials anticipate a soft opening this summer, to be followed by a grand opening shortly thereafter.

“We’re excited and cannot wait to cut the ribbon, but it is important that we not welcome our first guest until every detail is properly completed and our staff is properly trained,” said Hennessy.

Details will be posted soon at streamlinehotel.com.
In 2014, Volusia County voters approved a 15-year extension of the half-cent sales tax that originally had been voter-approved in 2001. The first school to be replaced with the new funding is Pierson Elementary School. Excitement is building as the construction begins on the $18 million school due to open in August 2018.

“This will be a 21st century learning environment in every sense of the concept,” said Saralee Morrissey, director of planning for Volusia County Schools. “By that I mean the design will be focused on personalized learning, technology and digital instruction, with flexible learning spaces. The design also takes into account the increased needs for safety and security with controlled single points of access, a less open campus, card readers and cameras.”

Another safety feature is impact-resistant glass, and the buildings are rated for 155 mph winds.

Practically speaking, the design will include collaborative learning spaces in addition to traditional classrooms. Technology features and equipment will be designed on a 1:1 ratio in each classroom, meaning all students can participate in technology-based learning activities at the same time.

The 90,000-square-foot school will feature 36 classrooms on two levels, art and music suites, a media center, and a cafetorium in a separate building. The new Pierson Elementary School was designed by BRPH Architects & Engineers. Welbro Building Corp. is the contractor.

In addition to exciting design features and the prospect of having an all-new school, the absence of something also is eagerly anticipated – portable classrooms.

Over the years the number of portable classrooms on the Pierson Elementary School campus has grown to 26. “Portable City” is where about 200 of the school’s 580 preK thru 5th grade students meet for instruction. Having all students in new, state-of-the-art classrooms and other learning environments is something students, teachers and parents look forward to.

A significant design element pays tribute to the community’s fern industry, which defines the region, with artistic and geometric references to ferns gracing the front of the complex to greet students, teachers, parents and visitors.

“It is a fitting tribute to the Pierson area fern industry and Volusia County agriculture in general,” said Rob Ehrhardt, director of the Volusia County Economic Development Division. “Agriculture is a major economic driver with 229,000 acres on 1,114 farms in our communities, generating an impact of $781 million.”

The half-cent sales tax extension that is funding the replacement school in Pierson took effect in January and is expected to raise $38 million in its first year. The project list includes five new or replacement schools, security enhancements in all schools and buses, enhancements to athletic facilities at all high schools, and more renovations to other schools.

A citizens’ project oversight committee has been meeting monthly since May 2016 and will provide its first annual report in September. Regular reports to the School Board and the community will be offered throughout the program, which runs through 2031.
This raises an interesting question: “What is a value proposition”? Value proposition is solving a problem that, is an unmet need of the customer. It is your unique strength, which is better and differentiated from other businesses and your competitors. It adds value to the customers.

A value proposition is a promise of value to be delivered. It’s the primary reason a prospect should buy from you. According to CXL Institute, a value proposition outlines a statement that:

• explains how your product solves customers’ problems or improves their situation (relevancy);
• delivers specific benefits (quantified value); and
• tells the ideal customers why they should buy from you and not from the competition (unique differentiation).

A value proposition can be more effectively designed by utilizing a value proposition canvas, which is essentially an equation of three key ingredients. First, the entrepreneur needs to understand the customers by creating a customer profile through analyzing customer jobs, their pains and their gains. This is followed by a value map, which clarifies the products and services offered to the customer, their pain relievers and gain creators. Finally a fit is made when a match is achieved between the customer profile and the value map.

These principles can apply to small businesses in Volusia County. It has been estimated that 90 percent of local establishments are categorized as “small businesses” having fewer than 20 employees. For these firms, it is especially important to identify the unmet needs of the customers and provide products and services those customers value.

If a business owner does not have a value proposition, chances of achieving goals for growth can be reduced significantly. The Small Business Development Center at Daytona State College stands ready to assist local businesses in reviewing or developing their value proposition.
### Volusia County Residential Permit Data

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Source: City and County permit offices reporting new construction activity.
Volusia County Commercial Permit Data

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<td><strong>17</strong></td>
<td><strong>$31,316,733</strong></td>
<td><strong>21</strong></td>
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</table>

Source: City and County permit offices reporting new construction activity.
On the Economic Scene

Volusia County Economic Development Division publishes a useful, quick-read, one page newsletter every Monday morning, On the Economic Scene. It arrives by fax and is a very popular publication. If you are not getting this publication and wish to receive it, submit your fax number to 386-248-8048, or fax it to 386-238-4761.

If you prefer to read it online, it is posted at floridabusiness.org/news-and-data-resources/index.stml