

get to know your city!



Owner's Manual 2 0 0 7



CITY OF ORLANDO



Mayor
Buddy Dyer
407.246.2221

Buddy.Dyer@cityoforlando.net



CITY OF ORLANDO

ELECTED CITY OFFICIALS

400 South Orange Avenue
Orlando, FL 32801



Commissioner
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District 1
407-246-2001

Phil.Diamond@cityoforlando.net



Commissioner
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Commissioner
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Commissioner
Daisy W. Lynam
District 5
407-246-2005

Daisy.Lynam@cityoforlando.net



Commissioner
Samuel B. Ings
District 6
407-246-2006

Samuel.Ings@cityoforlando.net

Message from the Mayor

Here is our most recent Owner's Manual. It's an easy-to-use guide listing all the services the City provides, as well as services provided by other local agencies.

The City of Orlando offers many exciting programs and opportunities for everyone to enjoy – and in this guide they are at your fingertips. This manual will be a valuable resource for you, as it reflects the changes of the City's recent reorganization.

For even more information regarding everything going on in our City, please visit our Web site, which is updated daily, at www.cityoforlando.net. The same Web site for our Hispanic community, Orlando en Español, can be found by clicking on the Orlando en Español icon on cityoforlando.net.

This is your City, and your involvement is valuable. Please contact my office at 407-246-2221 or Buddy.Dyer@cityoforlando.net if you have any questions or suggestions.

Thank you for sharing in the ownership of our City Beautiful.

Sincerely,

A handwritten signature in black ink that reads "Buddy Dyer". The signature is fluid and cursive, with a long horizontal stroke at the end.

Buddy Dyer
Mayor

Owner's Manual **2007**



Revised January, 2007

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A+Link

LYNX..... 407-423-8747
See Buses, p. 20

Abuse

Child

Department of Children & Families 800-962-2873
See Child Abuse, p. 25

Senior

Department of Children & Families 800-962-2873
See Seniors, p. 77

Spouse

Harbor House 407-886-2856
See Spouse Abuse, p. 80

Addresses

Engineering Division 407-246-3267
8th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
⟨# Determines if property is located within City limits, provides addresses for new buildings

Advantage

LYNX..... 407-841-2279
See Buses, p. 20

Advisory Boards

Office of the City Clerk 407-246-2251
See Boards, p. 19

After-School All-Stars, Inc.

Families, Parks & Recreation Department 407-246-4300
595 N. Primrose Drive www.cityoforlando.net
⟨# Offers before and after-school and summer camp programs at seven middle schools located within the City

After-School Programs

Recreation Division 407-246-4286
See After-School All-Stars, p. 12

Agendas/Minutes

Office of the City Clerk 407-246-2251
2nd Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
⟨# Prepares agendas and minutes for City Council meetings; deadline to place items on the agenda is 12 noon six working days prior

Airports

Greater Orlando Aviation Authority **407-825-2051**
One Airport Blvd. **www.orlandoairports.net**

<# Manages the Orlando International Airport with a seven-member council consisting of state, city and county officials

Orlando Executive Airport **407-894-9831**
501-G Herndon Ave. **www.orlandoairports.net**

<# Offers aircraft sales, service, maintenance, charter flights, flight training and aircraft storage

Orlando International Airport..... **407-825-2352**
Beeline Expressway and Hwy. 436 **www.orlandoairports.net**

<# Serves more than 26 million passengers annually; second busiest commercial aviation airport in Florida served by 89 scheduled and charter airlines

Alcohol & Drug Abuse

Center for Drug Free Living **407-245-0012**
712 W. Gore St. **www.cfdf.com**

<# Provides intake and screening to residents dealing with addictions

Lakeside Alternatives **407-875-3700**
434 W. Kennedy Blvd. **www.lakesidealternatives.org**

<# Provides alcoholism outpatient services

Orlando Fights Back..... **407-245-0018**
712 W. Gore St **www.cfdf.com**

<# Provides community-based substance abuse education, prevention, treatment and detox

Alcoholic Beverage

Licensing & Enforcement

Division of Alcoholic Beverages & Tobacco..... **407-245-0785**
400 W. Robinson St., Room 709 **www.state.fl.us/dbpr/abt/index**

<# Handles licensing and enforcement of laws related to alcoholic beverages

Regulation

Office of Legal Affairs..... **407-246-2295**
3rd Floor, City Hall 400 S. Orange Ave. **www.cityoforlando.net**

<# Regulates the consumption of alcoholic beverages in public places and adult entertainment establishments; sets the hours alcoholic beverages may be sold

Alien Registration

Department of Justice **800-375-5283**

See Immigration & Naturalization, p. 47

Alligators

Fish & Wildlife Conservation Commission..... 352-732-1228
1239 S.W. 10th St., Ocala www.floridaconservation.org
<# Handles reports of nuisance alligators

Animals

Dead

Streets & Drainage Division 407-246-2238
1010 S. Woods Ave. www.cityoforlando.net
<# Removes dead animals from public property

Endangered

Florida Audubon Society..... 407-539-5700
1331 Palmetto Ave. www.orangeaudubonfl.org
<# Works toward the conservation and preservation of endangered birds of prey, natural Florida fauna and indigenous species

Injured

SPCA of Central Florida, Inc 407-351-7722
See Humane Society, p. 47

Pets

Orange County Animal Services 407-254-9140
2769 Conroy Rd. www.orangecountyfl.net
<# Requires that cats and dogs must be vaccinated against rabies and licensed annually

Stray

Orange County Animal Services 407-254-9140
2769 Conroy Rd. www.orangecountyfl.net
<# Maintains an animal pound; handles reports of stray animals

Annexations

City Planning Division 407-246-2269
6th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Encourages annexation of developed and vacant property by providing enhanced service to businesses and property owners

Appeals

Office of the City Clerk 407-246-2251
2nd Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Accepts appeals to decisions made by a City board or committee within five days of the decision; appeals can NOT be made to: Civil Service, Police and Fire Pension, Citizens Police Review, Code Enforcement, Minority Business Enterprise Certification, Human Relations and Land Use

Appliance Removal

Solid Waste Management Division..... 407-246-2314
1028 S. Woods Ave. www.cityoforlando.net
<# Carries away old appliances; for safety reasons residents are required to remove the doors from refrigerators and freezers

Aquatic

Programs

Aquatics Division 407-246-4281

See Recreation, Swimming, p. 71

Weeds

Stormwater Utility Division 407-246-2370

1030 S. Woods Ave.

www.cityoforlando.net

⟨# Handles aquatic weed problems in City lakes or wetlands

Arena

Amway Arena..... 407-849-2000

See Centroplex, p. 24

Arts

Neighborhood and Community Affairs 407-246-3278

3rd Floor, City Hall, 400 S. Orange Ave.

www.cityoforlando.net

⟨# Manages the allocation of funding to and monitoring of performance by nonprofit organizations through the Citizen Review Panel and the Mayor’s Matching Grants program

Bach Festival. 407-646-2182

1000 Holt Ave.

www.bachfestivalflorida.org

⟨# Performs on the Rollins College Campus each February

Central Florida Performing Arts Alliance 407-872-2382

398 W. Amelia St.

www.orlandotheatre.com

⟨# Promotes the Orlando theater community

Festival of Orchestras..... 407-539-0245

1353 Palmetto Ave., Ste. 100

www.festivaloforchestras.com

⟨# Brings the world’s premier symphony orchestras to Orlando

Mennello Museum of American Art, The..... 407-246-4278

See Museums, p. 54

Orlando Ballet..... 407-426-1733

1111 N. Orange Ave.

www.orlandoballet.org

⟨# Presents traditional and contemporary works; regional professional ballet company

Orlando Museum of Art 407-896-4231

See Museums, p. 54

Orlando Opera Company..... 407-426-1717

1111 N. Orange Ave.

www.orlandoopera.org

⟨# Presents grand opera performances; Central Florida’s only professional opera company

Orlando Philharmonic Orchestra **407-896-6700**
812 E. Rollins St. www.orlandophil.org

<# Orlando's professional orchestra

Orlando Science Center **407-514-2000**
See Museums, p. 54

Orlando - UCF Shakespeare Festival **407-447-1700**
812 E. Rollins St. www.shakespearefest.org

<# Central Florida's premier classical theater; Florida's only equity Shakespeare Festival

Public Art Program **407-246-3278**
400 S. Orange Ave. www.cityoforlando.net/arts

<# Acquisition and exhibition program featuring Florida artists

UCF Civic Theatre **407-896-7365**
1001 E. Princeton St. www.icflorida.com/community/groups/civic

<# Features three stages; offers classes for children and adults throughout the year

United Arts of Central Florida, Inc **407-628-0333**
2715 W. Fairbanks Ave., Ste. 200 www.unitedarts.cc

<# Serves as resource center for cultural organizations

Athletics

Programs

Athletics Program **407-246-4286**
See Recreation, p. 71

Auctions

Office of Purchasing **407-246-2297**
4th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

<# Auctions City-owned property, vehicles and confiscated items

Audit

Audit Services and Management Support **407-246-2678**
7th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

<# Performs audits, evaluations and reviews of City departments, divisions and functions; handles confidential reports of suspected fraud or misappropriation of City assets

Audubon Society

Florida Audubon Society **407-539-5700**
See Animals, Endangered, p. 14

Automobiles

Accidents

Police Department Records **407-246-2406**
100 S. Hughey Ave. www.cityoforlando.net

<# Provides information about auto accidents that occur in the city

Disabled

Code Enforcement **407-246-2686**
1st Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

<# Enforces City code stating that it is illegal to park disabled autos in residential neighborhoods unless parked within an enclosed area

Impounded

Police Department Information..... **407-246-2470**
100 S. Hughey Ave. www.cityoforlando.net

<# Maintains information on vehicles impounded by the City; registration and driver's license needed to retrieve a vehicle

Tags and Registrations

Orange County Tax Collector **407-836-4145**
200 S. Orange Ave., Ste. 1500 www.octaxcol.com

<# Issues auto license tags and vehicle registrations

Towed or "Booted"

Parking Division **407-246-2155**
53 W. Central Blvd. www.cityoforlando.net

<# Releases vehicles that have been towed or "booted" by the City for parking violations

Bach Festival **407-646-2182**
See Arts, p. 15

Beardall Senior Center (Mayor William)
Recreation Division..... **407-246-2637**
See Neighborhood Centers, p. 55

Beautification Programs

Downtown Maintenance Program

Downtown Development Board **407-246-2555**
See Downtown Orlando, p. 34

Green-Up Orlando

Parks Division..... **407-246-3504**
1206 W. Columbia St. www.cityoforlando.net

<# Coordinates volunteers who create landscape improvements to beautify public spaces City-wide

Keep Orlando Beautiful, Inc.

Streets & Drainage Division **407-246-2752**
1010 S. Woods Ave. www.cityoforlando.net

<# Promotes livable neighborhoods by empowering individuals to take greater responsibility for enhancing their community through beautification projects, neighborhood cleanups and school cleanup clubs

Lake Litter Removal

Stormwater Utility Division 407-246-2370
1030 S. Woods Ave. www.cityoforlando.net
<# Removes litter from City lakes, canals and ponds

Street Litter Removal

Streets & Drainage Division 407-246-2238
1010 S. Woods Ave. www.cityoforlando.net
<# Removes litter from City streets, parkways and medians; property owners are responsible for litter removal on private property adjoining easements out to the street

Before School Programs

Families, Parks & Recreation Department..... 407-246-3707
See After-School All-Stars, Inc., p. 12

Better Business Bureau 407-621-3300
See Consumer Complaints, p. 31

Bicycles

Transportation 407-246-2269
6th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Coordinates City's Bikeways initiative and new bike plans

Billboards

Permitting..... 407-246-2277
See Signs, Billboards & Banners, p. 79

Bill Frederick Park at Turkey Lake

Turkey Lake 407-299-5581
See Parks, p. 62

Birth Certificates

Orange County Vital Statistics..... 407-836-2600
604 Courtland St., Ste. 202 www.orchd.com
<# Issues and handles name changes on birth certificates

Board of Zoning Adjustment

City Planning Division 407-246-2269
See Planning, p. 65

Boards

Office of the City Clerk 407-246-2251
2nd Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Coordinates more than 300 volunteers who serve on 30-plus advisory boards; appointment information forms available on-

line

Boating

Ramps

Aquatics Division **407-246-2649**

649 W. Livingston St.

www.cityoforlando.net

<# Operates boat ramps at seven locations (Gaston Edwards Park, George Barker Park, Gilbert McQueen Park, Lake Fairview Beach, Lake Ivanhoe, Lake Underhill and Turkey Lake Park)

Registration

Orange County Tax Collector **407-836-4145**

200 S. Orange Ave., Ste. 1500

www.octaxcol.com

<# Handles boater registration

Rentals

Bill Frederick Park at Turkey Lake **407-299-5581**

3401 S. Hiawassee Rd..

www.cityoforlando.net

<# Rents bass boats; Thursday - Sunday from 7 a.m. - 11 a.m.; \$5 per day; four - six people per boat

Lake Eola Park..... **407-246-2827**

195 N. Rosalind Ave.

www.cityoforlando.net

<# Rents swan paddle boats seven days per week from 10 a.m.—8 p.m.; \$10 per half hour, two adults and two children per boat

Bob Carr Performing Arts Centre

Orlando Centroplex..... **407-849-2577**

See Centroplex, p. 24

Botanical Gardens

Harry P. Leu Botanical Gardens **407-246-2620**

See Museums, p. 54

Budget

Finance..... **407-246-2076**

4th Floor, City Hall, 400 S. Orange Ave.

www.cityoforlando.net

<# Prepares and presents the City's annual budget to residents at two public hearings each September

Building Inspections

Permitting..... **407-246-2271**

1st Floor, City Hall, 400 S. Orange Ave.

www.cityoforlando.net

<# Requires inspections for electrical, plumbing, mechanical, energy, handicapped accessibility and security aspects of build-

ings

Burglar Alarms

Police Department Alarm Coordination..... 321-235-5330
100 S. Hughey Ave. www.cityoforlando.net
<# Provides information on alarms and fines relating to false alarms

Burn Permits

Fire Department Plans Review..... 407-246-3151
7th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Provides land-cleaning burn permits, which are required by the City

Buses

A+ Link

LYNX..... 407-423-8747
445 W. Amelia St., Ste. 800 www.golynx.com
<# Provides door-to-door van service for handicapped and elderly

Advantage

LYNX..... 407-841-2279
445 W. Amelia St., Ste. 800 www.golynx.com
<# Provides bus services to seniors at one-third the regular price

Lymmo

LYNX..... 407-841-8240
445 W. Amelia St., Ste. 800 www.golynx.com
<# Provides free shuttle service at 19 locations along a three mile downtown loop; computerized kiosks at 13 stations show a route map and the location of the next Lymmo available; friendly to hearing and sight impaired

Routes & Schedules

LYNX..... 407-841-2279
445 W. Amelia St., Ste. 800 www.golynx.com
<# Provides bus fares, routes and schedules

Business Development Division

Arts and Culture Assistance Program (ACAP)

Economic Development Department 407-246-2821
6th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Encourages the arts and culture-related businesses and organizations to locate, expand or redevelop through matching funds

Business Assistance Program (BAP)

Economic Development Department 407-246-2821
6th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Provides newer, expanding businesses with matching funds to

assist in offsetting development fees, building permit fees and all elements of public right-of-way infrastructure within the City's jurisdiction

Business Assistance Team (BAT)

Economic Development Department 407-246-2821

6th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

⟨# Provides newer expanding business information on existing programs; assists in the development review process; helps small businesses take advantage of specific incentive programs offered by the City

Business District Program

Economic Development Department 407-246-2821

6th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

⟨# Provides assistance to small businesses by establishing business associations, providing streetscape and facade improvement programs and offering technical and marketing assistance

Downtown Economic Enhancement District Program (DEED)

Economic Development Department 407-246-2821

6th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

⟨# Encourages redevelopment of properties by offering incentives & resources to business and property owners considering expanding or locating in the program area

Downtown Real Estate Resource Center

Downtown Development Board 407-246-2555

201 S. Orange Ave., Ste. 1230 www.downtownorlando.net

⟨# Provides a one-stop source for collective information on downtown Orlando; recruits businesses; retains existing businesses; helps facilitate reuse of downtown properties

Economic Development

Metro Orlando Economic Development Comm 407-422-7159

301 E. Pine St., Ste. 900 www.business-orlando.org

⟨# Provides economic development services to our community in order to diversify and stabilize the economy and provide upward mobility to the citizens of Central Florida

Economic Development Transportation Fund

Economic Development Department 407-246-2821

6th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

⟨# Offers relocation/expansion inducements to companies through

the alleviation of transportation problems

Enterprise Zone Program

Economic Development Department 407-246-2821
6th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

<# Offers financial incentives to businesses that relocate within the enterprise zone, including community contribution tax incentives, job tax credits, property tax credits, credits against sales tax for job creation, sales tax exemptions for building materials, sales tax exemptions for business property; provides job opportunities to residents living in the zone

Film & Television Public Private Partnership Program

Economic Development Department 407-246-2821
6th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

<# Rejuvenates metro Orlando's film & television industry by cutting production costs at least 15% and complimenting private industry incentives, increasing the number of high wage, high value jobs

Job Creation Incentive Program

Economic Development Department 407-246-2821
6th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

<# Offers incentives to offset relocation and/or expansion costs; awards grants to qualifying companies or partners with the State of Florida under the Qualified Targeted Industry Tax Refund Program

Urban Job Tax Credit Program (UJTCP)

Economic Development Department 407-246-2821
6th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

<# Provides tax credits ranging from \$500 to \$2,000 per qualified job to eligible businesses located within the program area

Business Licenses

Permitting Services Division..... 407-246-2204
1st Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

<# Provides occupational licenses to businesses located in the City; provides building permits to construction industry contractors who are certified by the State Department of Professional Regulation

Also see Licenses & Permits, p. 50

Cable Television

Bright House Networks 407-291-2500
3767 All American Blvd. www.cfl.mybrighthouse.com

<# Provides cable television to City residents

Callahan Neighborhood Center (Dr. J. B.)
Recreation Division..... 407-246-2305
See Neighborhood Centers, p. 55

Camp Orlando (Summer Day Camp)
Families, Parks & Recreation Department..... 407-246-4300
See Recreation, Summer Camp, p. 71

Carpooling
LYNX..... 407-843-7665
See Ridesharing, p. 75

Cemeteries
Greenwood Cemetery 407-246-2616
1603 E. Greenwood St www.greenwood-cemetery.net
<# Provides side-by-side, double-depth and cremation spaces to residents.

Census
U.S. Census Division 404-730-3832
101 Marietta St., Ste. 3200, Atlanta, GA. www.census.gov
<# Collects statistical data about the people and economy of the United States

Center for Drug Free Living 407-245-0012
See Alcohol & Drug Abuse, p. 13

Central Florida Fair
Central Florida Fair, Inc. 407-295-3247
See Fair, p. 39

Central Florida Performing Arts Alliance 407-872-2382
See Arts, p. 15

Centroplex
Bob Carr Performing Arts Centre
Economic Development Department 407-849-2577
401 W. Livingston St. www.orlandocentroplex.com
<# 2,500-seat theater; hosts ballet, opera and theater productions

Florida Citrus Bowl Stadium
Economic Development Department 407-849-2500
1610 W. Church St. www.orlandocentroplex.com

⟨# 70,000-seat stadium; hosts annual Florida Citrus Bowl football game, University of Central Florida football games and other major outdoor sports and entertainment events

Amway Arena

Centroplex407-849-2000

600 W. Amelia St. www.orlandocentroplex.com

⟨# 17,000-seat arena; home of the NBA Orlando Magic; hosts concerts, family shows and other sporting events

Tinker Field

Economic Development Department.....407-849-2500

Church Street & Tampa Avenue www.orlandocentroplex.com

⟨# 5,000-seat baseball stadium adjoining Citrus Bowl; playground and picnic area

Chambers of Commerce

African-American Chamber407-428-5850

Asian-American Chamber.....407-540-0707

Australian-American Chamber407-629-6455

Brazilian-American Chamber.....407-425-3411

German-American Chamber407-472-0380

Hispanic Chamber407-428-5870

Orlando Regional Chamber407-425-1234

Swiss-American Chamber407-645-3500

Chief Administrative Office.....407-246-2226

See City of Orlando Government, p. 28

Child Abuse

Florida Abuse Hotline

Department of Children & Families.....800-962-2873

1317 Winewood Blvd., Tallahassee www.state.fl.us/cf_web

⟨# Provides counselors who log reports and give advice; provides a voice mail option at 800-770-0953 and a fax option at 800-914-0004

Child Care

After-School All-Stars

Families, Parks & Recreation Department407-246-3707

649 W. Livingston St. www.cityoforlando.net

⟨# Offers 5-day/week before- and after-school programs at seven middle schools in the City

After-School Programs

Recreation Division407-246-2288

649 W. Livingston St. www.cityoforlando.net

<# Offers after-school programs at 13 community centers

Sick Children

Sniffles, Ouches & Sneezes **407-843-7671**

74 Bonnie Loch Ct. www.state.fl.us/cf_web

<# Provides child care for children with minor illnesses only

Temporary Aid

Community Coordinated Care for Children (4-C) ... 407-522-2252

3500 Colonial Dr. www.4corlando.org

<# Offers programs including Caring Hands, Family Child Care Homes, Child and Adult Care Food Program and School Age Facilitated Education (S.A.F.E.)

Department of Children & Families **407-245-0400**

400 W. Robinson St., S. Tower, Ste. 1129 www.state.fl.us/cf_web

<# Helps needy families with children under 18 years of age; income guidelines and other requirements are set by Florida law

Child Support

Enforcement

Department of Revenue..... **407-836-2059**

5420 Diplomat Cir. www.state.fl.us/dor

<# Locates absent parents and investigates ability to pay child support; enforces court orders for payment

Children's Safety Village

Fire Department..... **407-521-4673**

910 Fairvilla Rd.

<# Gives children a realistic approach in recognizing safety hazards similar to those found in everyday life; open to Day Care Centers, Private Schools, Public Schools, Head Start Programs and others

Citizen Corps

Citizen Corps Hotline

Neighborhood and Community Affairs..... **407-246-4000**

2nd Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

<# Provides information on Orlando Citizen Corps training courses that allow citizens to take a more active role in crime prevention, emergency preparedness and disaster response

Citizen Fire Academy

Fire Department..... **407-246-3128**

7th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

<# Educates citizens on the work and responsibilities of firefighters by offering a close-up look at the Fire Department and equipping citizens with lifesaving information; citizens meet once per week for 10 weeks

Citizen Observer Program

Police Department..... **407-246-2461**

100 S. Hughey Ave.

www.cityoforlando.net

<# Teaches community volunteers how to help police maintain livable neighborhoods by serving as extra eyes and ears; trained members have specially marked vehicles, allowing them to monitor neighborhoods and alert police to hazards and unlawful behavior; volunteers donate 12 hours per month

Citizen Police Academy

Police Department..... 407-246-2461

100 S. Hughey Ave.

www.cityoforlando.net

<# Introduces citizens to police work, from how police patrol neighborhoods to tactics used in high-risk incidents; topics include traffic and patrol operations, communications, drugs, homicide, auto theft, robbery, special weapons and tactics, mounted horse patrol, K-9s and neighborhood patrol teams; citizens meet once per week for 12 weeks

Citizens for Neighborhood Watch

Police Department..... 407-246-2369

100 S. Hughey Ave.

www.cityoforlando.net

<# Involves citizens in the detection and prevention of crime; training addresses a wide variety of crime prevention topics designed to suppress crime and reduce the fear of crime so citizens feel secure in their homes, workplaces and neighborhoods

Community Emergency Response Teams (CERT)

Fire Department..... 407-246-3128

7th Floor, City Hall, 400 S. Orange Ave.

www.cityoforlando.net

<# Trains citizens to keep themselves, their families and their neighbors safe during a disaster until professional help can arrive; training topics include disaster preparedness, disaster medical operations, light search and rescue, fire suppression, pre/post storm operations and homeland security

Hometown Security Volunteers

Neighborhood and Community Affairs 407-246-3787

2nd Floor, City Hall, 400 S. Orange Ave.

www.cityoforlando.net

<# Engages citizens who have completed four or more Orlando Citizen Corps training course in hometown security activities

Senior Citizen Police Academy

Police Department..... 407-246-2461

100 S. Hughey Ave.

www.cityoforlando.net

<# Provides seniors, 55 and older, with knowledge of everyday operations of the Orlando Police Department and its officers; citizens meet once per week, during the day, for 12 weeks

Senior Community Emergency Response Team

Fire Department..... 407-246-3128

7th Floor, City Hall, 400 S. Orange Ave.

www.cityoforlando.net

<# Teaches seniors, 55 and older, self-survival during an emer-

gency, first aid techniques and fire suppression activities; day-time course

SeniorLinks

Neighborhood and Community Affairs..407-246-3971

2nd Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

⟨# Helps seniors network with neighbors and community services

Citizen Fire Academy

Orlando Fire Department..... 407-246-3128

See Citizen Corps, p. 26

Citrus Bowl Stadium

Orlando Centroplex..... 407-849-2500

See Centroplex, Florida Citrus Bowl Stadium, p. 24

Citrus Square Recreation Site

Recreation Division..... 407-273-4853

See Neighborhood Centers, p. 55

City Clerk

Office of the City Clerk 407-246-2251

See City of Orlando Government, p. 28

City Code

Enforcement

Code Enforcement Division 407-246-2686

1st Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

⟨# Enforces City codes including lot cleaning, minimum housing, zoning and parking; complete list of City codes is available online

Official Copy

Office of the City Clerk 407-246-2251

2nd Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

⟨# Performs as the official record-keeping agency for City codes

City Commons

Parking Garage

Parking Division 407-540-0057

460 Boone Ave. www.cityoforlando.net

⟨# Serves visitors to City Hall

City Council

Members

Office of the City Commissioners 407-246-2382

2nd Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

⟨# Composed of the Mayor and six district commissioners; adopts ordinances and sets policies governing all activities within the

City; meets on scheduled Mondays at 2 p.m. in Council Chambers; may also meet on other days as posted; broadcast on Orange TV (for times, go to cityoforlando.net)

City of Orlando Government

Chief Administrative Office 407-246-2226

3rd Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

⟨# Executes the administration of city government under the direction of the Mayor and coordinates the implementation of policies and programs as directed by City Council

General Administration Department 407-246-4321

1st Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

⟨# Provides administrative and internal customer support services to City departments including technology management, employment and recruitment, training, employee benefits, grants administration, purchasing and materials management, minority & women owned business enterprise program and the maintenance and repair of city-owned vehicles and property

Information..... 407-246-2121

1st Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

⟨# Provides information on services provided to City residents

Office of the City Clerk 407-246-2251

2nd Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

⟨# Performs as the Corporate Secretary and custodian of the City Seal; compiles official City Council Minutes and Agendas; conducts Municipal Elections; ensures proper processing and maintenance of public records; organizes 30 plus advisory boards

Office of the City Commissioners 407-246-2382

2nd Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

⟨# Serve on City Council with the Mayor; Orlando City government has six commissioners, each representing a different district

Office of the Mayor..... 407-246-2221

3rd Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

⟨# Establishes & directs overall goals, objectives & functions of City programs; provides effective and responsive leadership to residents

Cityoforlando.net

Communications 407-246-3421

2nd Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

⟨# City of Orlando Web site providing City Services on-line all the time; provides a comprehensive Spanish translation, Orlando en Español, that can be accessed from the front page of

Clerk

Office of the City Clerk 407-246-2251
See City of Orlando Government, p. 28

Code Enforcement

Economic Development Department 407-246-2686
See City Code, p. 27

Colleges & Universities

Florida A&M University 407-254-3268
See Schools, p. 76

Florida Metropolitan University 407-851-2525
See Schools, p. 76

Florida Southern College 407-255-1302
See Schools, p. 76

Florida Technical College 407-447-7300
See Schools, p. 76

Keiser College 407-273-5800
See Schools, p. 76

University of Central Florida 407-823-2000
See Schools, p. 76

Valencia Community College 407-299-5000
See Schools, p. 76

Colonialtown Neighborhood Center

Recreation Division 407-898-0560
See Neighborhood Centers, p. 55

Commissioners

Office of the City Commissioners 407-246-2382
See City of Orlando Government, p. 28

Communications

Communications 407-246-3104
2nd Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Handles public relations; plans events; manages Web site; produces broadcast shows; designs print materials

Community

Affairs

Neighborhood and Community Affairs 407-246-2169
See Arts, p. 15

Centers

Recreation Division..... 407-246-2288
649 W. Livingston St. www.cityoforlando.net
<# Operates 17 recreation centers and over 150 programs
Also see Neighborhood Centers, p. 55

Development

Housing Department..... 407-246-2708
6th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Provides information on Community Development Block Grants
and other HUD funding

Emergencies

Community Emergency Response Teams 407-246-3128
See Citizen Corps, p. 26

Redevelopment

Community Redevelopment Agency..... 407-246-2555
201 S. Orange Ave., Ste. 1230 www.downtownorlando.com
<# Implements and coordinates public redevelopment projects,
including streetscape improvements, parking facilities, retail
and hotel developments and downtown maintenance programs

Services

Recreation Division..... 407-246-2288
649 W. Livingston St. www.cityoforlando.net
<# Operates neighborhood and recreation centers, programs and
activities

Complaints

Better Business Division..... 407-621-3300
See Consumer Complaints, p. 31

Construction

Inspections

Permitting..... 407-246-2271
1st Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Handles inspections for site improvements, electrical, plumbing,
mechanical, energy, handicapped accessibility and security
aspects of buildings engineering

Permits

Permitting..... 407-246-2271
1st Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Provides building permits for the construction of new buildings,
the alteration of existing buildings, site improvements and the
installation of signs, fences, swimming pools, patio covers, ga-
rages and other building modification

Consulate & Trade Offices

Casa De Mexico 407-420-6896

Consulate of France	407-292-1142
Consulate of Switzerland	407-645-3500
Consulate of the Netherlands	407-425-8000
Consulate of the United Kingdom	407-426-7855
Government of Puerto Rico	407-423-4422

Consumer Complaints

Better Business Division..... **407-621-3300**
1011 N. Wymore Rd., Ste. 204 www.orlando.bbb.org
 <# Issues reliability reports on businesses & mediates consumer business complaints

Florida Department of Insurance..... **407-245-0870**
400 W. Robinson St., Ste. 401 North www.doi.state.fl.us
 <# Assists consumers with claims and refunds

Orange County Consumer Fraud Unit **407-836-2490**
250 N. Orange Ave. www.orangecountyfl.net
 <# Investigates complaints of unfair and deceptive business practices

Orange County Medical Society **407-622-8188**
901 N. Lake Destiny Dr., Ste. 385 www.ocms.org
 <# Grievance Committee hears written complaints lodged against member physicians and assists in resolving the problems

Public Service Commission..... **407-245-0846**
400 W. Robinson St., Ste. N512 www.floridapsc.com
 <# Handles complaints or questions dealing with private and investor-owned utilities

Conventions

Orange County Convention Center **407-685-9800**
9800 International Dr. www.orlandoconvention.com
 <# Features 750,000 square feet of space, 23 meeting rooms, 49 individual meeting areas and banquet facilities

Orlando/Orange County Convention & Visitors Bureau **407-363-5800**
6700 Forum Dr. www.orlandoinfo.com/cvb
 <# Promotes Orlando and Orange County worldwide as the premiere leisure and convention destination; provides tourism industry leadership for the community

Court

Orange County Courthouse..... **407-836-2060**
425 N. Orange Ave. www.orangecountyfl.net
 <# Combines the old civil, criminal and traffic courthouses into one convenient building

Crime Prevention

Anonymous Hotline

Crimeline 407-423-8477
100 S. Hughey Ave. www.cfcrimeline.com
<# Offers rewards of up to \$1,000 for information leading to an arrest in any unsolved felony crime

Citizens for Neighborhood Watch

Police Department..... 407-246-2369
See Citizen Corps, p. 26

Community Involvement Section

Police Department..... 407-246-2461
100 S. Hughey Ave. www.cityoforlando.net
<# Offers crime prevention tips to neighborhoods, churches, senior citizens and business groups

Parramore Community Center

Police Department..... 407-246-2526
445 S. Parramore Ave. www.cityoforlando.net
<# Serves surrounding area with police services and community relations programs

Police Explorers/Cadet Program

Police Department..... 407-246-2110
100 S. Hughey Ave. www.cityoforlando.net
<# Trains youth ages 14-21 in law enforcement techniques; affiliated with Boy Scouts of America

Super Kids/School Resource Officers

Police Department..... 407-246-2432
100 S. Hughey Ave. www.cityoforlando.net
<# Enhances relations among police, school and community by offering classes on avoiding drugs and violence

Volunteer Program

Police Department..... 407-246-3939
100 S. Hughey Ave. www.cityoforlando.net
<# Offers several opportunities for citizens to volunteer their time and assistance in areas such as Criminal Investigation, Communications, Video Unit, Patrol, Identification, Community Involvement, Administration, Airport and the Citizen Observer Program

Death Certificates

Orange County Vital Statistics..... 407-836-2626

604 Courtland St., Ste. 202 www.orchd.com/vitalstats/vital.htm
<# Issues death certificates in person, via mail or via telephone

Declaration of Domiciles 407-836-5115
401 S. Rosalind Ave. www.orangecountyfl.net
<# Provides documentation that you are a Florida resident

Department of Children & Families 407-245-0400
See Child Care, Temporary Aid, p. 25

Department of Revenue 407-836-2059
See Child Support, Enforcement, p. 25

Disabled

Discrimination

Office of Human Relations 407-246-2122
9th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Helps investigate & resolve discrimination issues concerning
the disabled

Employment

Personnel Division 407-246-2235
1st Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Accepts and responds to complaints from disabled citizens al-
leging violations of the ADA by the City

Florida Abuse Hotline

Department of Children & Families 800-962-2873
1317 Winewood Blvd., Tallahassee www.state.fl.us/cf_web
<# Provides counselors who log reports of abuse and give advice;
provides a voice mail option at 800-770-0953 and a fax option
at 800-914-0004

Information Line

Department of Justice 800-514-0301
950 Pennsylvania Ave., Washington www.usdoj.gov
<# Provides answers to general and technical question about the
Americans with Disabilities Act (ADA)

Parking Permits

Orange County Tax Collector 407-836-4145
See Parking, p. 59

Discrimination

Office of Human Relations 407-246-2122
9th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Administers City and federal laws that prohibit discrimination in
employment, housing & public accommodations via investiga-
tion, mediation & conciliation, in an impartial manner, seeking

corrective measures when applicable; provides training and education outreach to the public on their rights and remedies as per these laws and gives technical assistance to business and industry concerning compliance with these laws.

Dover Shores Community Center

Recreation Division..... 407-381-2708

See Neighborhood Centers, p. 55

Downtown Confidential

Downtown Development Board..... 407-246-2555

See Downtown Orlando, p. 34

Downtown Maintenance Program

Downtown Development Board..... 407-246-2555

See Downtown Orlando, p. 34

Downtown Orlando

Bicycle Police Office..... 407-246-2296

46 W. Washington St www.cityoforlando.net

⟨# Manages the Bike Unit, consisting of nine squads with seventy-eight bicycle officers

Community Redevelopment Agency..... 407-246-2555

201 S. Orange Ave., Ste. 1230 www.downtownorlando.com

⟨# Implements and coordinates public redevelopment projects in the downtown area, including street improvements, parking facility improvement and parks and residential developments

Downtown Confidential

Downtown Development Board..... 407-246-2595

201 S. Orange Ave., Ste. 1230 www.downtownorlando.com

⟨# Keeps businesses informed about what's going on downtown

Downtown Development Board..... 407-246-2555

201 S. Orange Ave., Ste. 1230 www.downtownorlando.com

⟨# Handles the planning, marketing and coordination of development activities in downtown Orlando; offers assistance to existing businesses as well as potential new businesses looking to relocate to the downtown area; maintains development profiles on downtown projects and offers special events funds

Downtown Maintenance Program 407-246-3603

201 S. Orange Av., Ste 1230 www.downtownorlando.com

⟨# Keeps downtown clean and green, providing hardscape and landscape services, trash pick-up, pressure washing and general cleanup of the improved streetscaped right of ways within the downtown district

Downtown Orlando Merchants Authority **321-663-2814**
525 Highland Ave. www.domaweb.com
<# Non-profit group created to promote the downtown merchants

Downtown Orlando Partnership **407-648-4010**
17 S. Lake Ave., Ste. 201 www.downtownorlandopartnership.com
<# Private non-profit, dues-supported organization comprised of downtown business volunteers dedicated to enhancing the quality of life and economic development of downtown Orlando; sponsors monthly forums, socials and events

Downtown Real Estate Resource Center **407-246-2555**
201 S. Orange Ave., Ste. 1230 www.downtownorlando.com
<# Maintains an up-to-date database of available property in the City

Sunday Eola Market **407-246-2555**
Lake Eola Park www.downtownorlando.com
<# Open every Sunday from 9 a.m; fresh produce, indoor/outdoor plants, fresh baked goods and other gourmet food items as well as artworks to purchase

Lymmo

LYNX **407-841-8240**
See Buses, p. 20

What's Up Downtown

Downtown Development Board **407-246-2555**
201 S. Orange Ave. www.downtownorlando.com
<# Provides information about downtown developments and initiatives; orientation on first Thursday of each month

www.downtownorlando.com

Downtown Development Board **407-246-2555**
201 S. Orange Ave. www.downtownorlando.com
<# Provides information about downtown businesses, experiences, development, events, parking and living

Downtown Recreation Complex **407-246-2760**
See Neighborhood Centers, p. 55

Drainage Problems

Streets & Drainage Division **407-246-2238**
See Flooding, p. 41

Driver's Licenses

Dept of Highway Safety and Motor Vehicles **407-623-1148**
940 W. Canton Ave. www.hsmv.state.fl.us
<# Administers examination and testing

Taxi and Other Vehicles For Hire..... 407-246-2845
See Vehicles for Hire, p. 86

Economic Development

Economic Development Department 407-246-2821
6th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Includes the following divisions: City Planning, Downtown Development, Permitting Services, Code Enforcement and Business Development

Education

Orange County Public Schools 407-317-3200
See Schools, p. 76

Elder

Bus Service

LYNX..... 407-841-2279
See Buses, Advantage, p. 20

Elderlinks

Orlando Fire Department..... 407-246-2386
See Seniors, p. 77

Helpline

Florida Department of Elder Affairs 800-963-5337
See Seniors, p. 77

Referral Services

First Call For Help 407-849-2356
See Social Services, p. 79

SeniorLinks

Neighborhood and Community Affairs..... 407-246-3971
See Neighborhood Enhancement, p. 57

Elections

City

Office of the City Clerk 407-246-2251
2nd Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Provides information on City elections, regular and special

County

Supervisor of Elections 407-836-2070
119 W. Kaley St. www.onetgov.net
<# Provides election dates, voter registration; issues absentee ballots

Electric Utility

Orlando Utilities Commission..... 407-423-9100
See Utilities, p. 86

Progress Energy..... 407-629-1010
See Utilities, p. 86

Emergency Management

Emergency Services

Orlando Fire Department.....911
See Fire, Emergency, p. 40

Hazardous Materials

Florida Emergency Management..... 800-320-0519
See Hazardous Materials, p. 44

Training

Community Emergency Response Teams 407-246-3128
See Citizen Corps, p. 26

Employee Benefits

General Administration Department 407-246-2246
7th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
⟨# Handles insurance and pension plans for City employees

Employment

Human Resources Division..... 407-246-2235
See Jobs, p. 48

Employment Verification

Human Resources Division..... 407-246-2259
1st Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
⟨# Confirm if a person is employed by the City of Orlando

Engelwood Neighborhood Center

Recreation Division..... 407-275-7910
See Neighborhood Centers, p. 55

Enterprise Zone Program

Economic Development Department 407-246-2821
See Business Development Division, p. 20

Equal Employment Opportunity

Office of Human Relations 407-246-2122
See Discrimination, p. 34

Evaluation

Office of Audit..... 407-246-2678
7th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
⟨# Performs audits, evaluations and reviews of city departments, Divisions and functions

Events

Calendar

Communications **407-246-3845**

2nd Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

⟨# Provides up-to-date events calendar on the Internet

Permits

Police Department Operations..... **407-246-2442**

100 S. Hughey Ave. www.cityoforlando.net

⟨# Provides permits required for public assembly events such as parades, walk-a-thons, runs, road races, block parties, fire-works and aeronautical events

Planning

Communications **407-246-3845**

2nd Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

⟨# Organizes special City events for the Mayor's Office

Scheduling

Police Department Operations..... **407-246-2442**

100 S. Hughey Ave. www.cityoforlando.net

⟨# Schedules & stages special events in the City of Orlando

Recreation Division..... **407-246-2288**

649 W. Livingston St. www.cityoforlando.net

⟨# Schedules special events at City neighborhood centers

Exercise

Fitness

Recreation Division..... **407-246-4300**

595 N. Primrose Drive www.cityoforlando.net

⟨# Offers fitness centers at nine locations: College Park Community Center, Dover Shore Community Center, Englewood Neighborhood Center, Downtown Recreation Complex, John H. Jackson Community Center, Northwest Community Center, Dr. James R. Smith Neighborhood Center, Rosemont and Wadeview centers.

Wellness..... **407-246-3425**

See Wellness, p. 87

Exhibition

Expo Centre **407-849-2562**

See Centroplex, p. 24

Orange County Convention Center **407-685-9800**

See Conventions, p. 32

Expo Centre

Orlando Centroplex..... **407-849-2562**

See Centroplex, p. 24

Fair

Central Florida Fair, Inc **407-295-3247**
4603 W. Colonial Dr. www.centralfloridafair.com
<# Annual Spring fair held each February

Fallen Trees

Parks Division..... **407-246-2283**
See Trees, p. 85

Farmers Market

Downtown Development Board..... **407-246-2555**
Heritage Square www.downtownorlando.com
<# Open Saturday from 8 a.m.- 2:30 p.m.; fresh produce, indoor/
outdoor plants, fresh baked goods and other gourmet food
items as well as artworks to purchase

Federal Building

State of Florida **407-648-6673**
80 N. Hughey Ave. www.firstgov.gov
<# Houses local federal offices including U.S. District Clerk of the
Court, Federal Public Defender and Social Security

Festival of Orchestras..... **407-539-0245**
See Arts, p. 15

Festival Park **407-246-2827**
See Parks, Signature, p. 62

Film & Television

Metro Orlando International Affairs Commission.. **407-422-7159**
301 E. Pine St., Ste. 900 www.orlandoedc.com
<# Promotes Central Florida as a location for film and television
production; guides production companies through the regula-
tory and permitting process

Fire

Administration
Orlando Fire Department..... **407-246-2390**
7th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Handles administration for Fire Department

Alarms
Permitting..... **407-246-2271**
1st Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Provides permits to companies installing fire alarm systems

Emergency
Orlando Fire Department..... **911**

7th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Provides police, fire and medical emergency services

History

Historic Fire Station #3 407-898-3138
814 E. Rollins St. www.cityoforlando.net
<# Displays historic Orlando Fire Department artifacts

Non-Emergency

Communications Center..... 321-235-5200
Not Published www.cityoforlando.net
<# Takes calls 24 hour per day; call for a listing of local fire stations

Public Safety Education

Orlando Fire Department 407-246-3128
7th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Offers Community Emergency Response Team training (CERT), the Citizen Fire Academy (CFA), CPR, first aid and fire safety classes; organizes fire station tours

Safety Management

Orlando Fire Department..... 407-246-2386
7th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Conducts fire safety inspections and inspects code violations

Stations

Communications Center..... 321-235-5200
Not Published www.cityoforlando.net
<# Operates 14 fire stations throughout the City

Training/EMS

Orlando Fire Department..... 407-246-2135
911 S. Westmoreland Dr. www.cityoforlando.net
<# Handles recruitment/training issues & emergency medical services

Fishing

Conservation

Fish & Wildlife Conservation Commission..... 352-732-1228
1239 S.W. 10th St., Ocala www.floridafisheries.com
<# Exercises the regulatory and executive powers of the state with respect to wild animal life, fresh water aquatic life and marine life

Licenses

Permitting..... 407-246-2271
See Licenses & Permits, p. 50

Fleet Facilities

Fleet Facilities Management **407-246-2127**
1010 S. Westmoreland Dr. www.cityoforlando.net
<# Maintains City vehicles and buildings

Flood Insurance

Permitting..... **407-246-2271**
1st Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Standard homeowners’ insurance policies do not cover flood damage. Because Orlando participates in the National Flood Insurance Program, you can purchase a separate flood insurance policy

Flooding

Streets & Drainage Division **407-246-2238**
1010 S. Woods Ave. www.cityoforlando.net
<# Handles reports of flooding or maintenance of the stormwater management system

Florida A&M University (FAMU) **407-254-3268**
See Schools, p. 76

Florida Abuse Hotline
Department of Children & Families **800-962-2873**
See Child Abuse, p. 25

Florida Audubon Society..... **407-539-5700**
See Animals, Endangered, p. 14

Florida Citrus Bowl Stadium **407-849-2500**
See Centroplex, p. 24

Florida Department of Insurance..... **407-245-0870**
See Consumer Complaints, p. 31

Florida Department of Transportation **407-482-7800**
See Transportation, State Roads, p. 84

Food Service Licenses

Division of Hotels & Restaurants **850-487-1395**
See Licenses & Permits, p. 50

Food Stamps

Department of Children & Families **407-245-0400**
See Social Services, p. 79

Fraud

Audit Services and Management Support..... 407-246-2678

7th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

<# Performs audits, evaluations and reviews of City departments, Divisions and functions and handles confidential reports of suspected fraud or misappropriation of City assets

Orange County Consumer Fraud Unit 407-836-2490

See Consumer Complaints, p. 31

Garage Sales

Permitting..... 407-246-2204

1st Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

<# No permit is required to hold a garage sale, but City Code doesn't permit a person to conduct a garage or yard sale more than twice per calendar year or more than two consecutive weekends

Garbage Collection

Commercial Collection

Solid Waste Management Division..... 407-246-2314

1028 S. Woods Ave. www.cityoforlando.net

<# Performs an as-needed or as-required pickups

Dumping

Orange County Solid Waste..... 407-836-6601

5901 Young Pine Rd. www.onetgov.net

<# Operates dumpsites that City residents may use to dump items not collected by regular pickup service (trash dumping is not permitted within the City)

Residential Collection

Solid Waste Management Division..... 407-246-2314

1028 S. Woods Ave. www.cityoforlando.net

<# Collects residential garbage twice weekly; garbage/trash/yard waste should be placed by the curb no earlier than 5 p.m. on the day before regular collection and no later than 6 a.m. on the day of collection; schedules removal of heavy objects

Residential Recycling

Solid Waste Management Division..... 407-246-2314

1028 S. Woods Ave. www.cityoforlando.net

<# Furnishes residents with two recycling bins; red for glass, plastic and cans; blue for newspapers

Residential Yard Waste

Solid Waste Management Division..... 407-246-2314

1028 S. Woods Ave. www.cityoforlando.net

<# Collects residential curbside yard waste each Wednesday

Gardens

Harry P. Leu Botanical Gardens 407-246-2620
See Museums, p. 54

Golf

Boggy Creek Golf Club..... 407-857-0280
See Recreation, Golf, p. 71

Dubsdread Golf Course..... 407-246-2551
See Recreation, p. 71

Government Agencies

City of Orlando 407-246-2121
See City of Orlando Government, p. 28

Orange County 407-836-3111
See Orange County Government, p. 59

Grants

Community Development & Housing Assistance

Housing Department..... 407-246-2708

6th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

<# Administrates federal and state grant programs to revitalize
blighted neighborhoods and improve public facilities

Mayor's Educational Partnership Grants

Neighborhood and Community Affairs..... 407-246-3501

See Neighborhood Enhancement, p. 57

Mayor's Faith-Based Community Matching Grants

Neighborhood and Community Affairs..... 407-246-3501

See Neighborhood Enhancement, p. 57

Mayor's Neighborhood Matching Grants

Neighborhood and Community Affairs..... 407-246-3501

See Neighborhood Enhancement, p. 58

Greater Orlando Aviation Authority 407-857-2001

See Airports, p. 13

Green-Up Orlando

Parks Division..... 407-246-3504

See Beautification Programs, p 17

Greenwood Cemetery 407-246-2616

See Cemeteries, p. 23

Growth Management

City Planning Division 407-246-2269

See Planning, p. 65

Handicapped

Personnel Division..... 407-246-2235

See Disabled, p. 33

Hankins Park Recreation Site (Dr. I. Sylvester)

Recreation Division..... 407-521-6917

See Neighborhood Centers, p. 55

Harbor House..... 407-886-2856

See Spouse Abuse, p. 80

Hazardous Materials

Florida Emergency Management..... 800-320-0519

2555 Shumard Oak Blvd.

www.dca.state.fl.us

⟨# Handles reports of possible hazardous materials

Health

Orange County Public Health Unit..... 407-836-2600

832 W. Central Blvd.

www.orchd.com

⟨# Maintains a public health office for Orange County residents

History

Historic Fire Station #3

Orlando Fire Department..... 407-898-3138

See Fire, p. 40

Historic Preservation Board

City Planning Division 407-246-2269

See Planning, p. 65

Orlando

Office of the City Clerk 407-246-2251

2nd Floor, City Hall, 400 S. Orange Ave.

www.cityoforlando.net

⟨# Web site outlines Orlando's history back to 1838

Homestead Exemption

Orange County Property Appraiser's Office 407-836-5045

200 S. Orange Ave., Ste. 1700

www.ocpafl.org

⟨# Allows a \$25,000 reduction in the amount of the assessed value of property you own and occupy as your permanent legal residence in Florida

Hospitals

Arnold Palmer Hospital 407-649-9111

92 W. Miller St.

www.arnoldpalmerhospital.org

⟨# Dedicated exclusively to serving the needs of women and children

Florida Hospital East Orlando..... 407-303-8110

7727 Lake Underhill Rd. www.flhosp.org
<# 123-bed full service hospital; treats over 5,000 inpatients and 29,700 outpatients annually

Florida Hospital Orlando **407-303-5600**
601 E. Rollins St. www.flhosp.org
<# 881-bed acute care community hospital; uses the latest technology to treat over 3,200 inpatients and 53,600 outpatients annually

Orlando Regional Lucerne Hospital..... **407-649-6111**
818 S. Main Ln. www.orhs.org
<# Combines high-tech advancements with ORMC's Air Care Team and research to offer a wide range of women's services, rehabilitation, medical and surgical and transitional care unit

Orlando Regional Medical Center..... **407-841-5111**
1414 S. Kuhl Ave. www.orhs.org
<# 517-bed tertiary care center; only local Level 1 Trauma Center

Orlando Regional Sand Lake Hospital..... **407-351-8500**
9400 Turkey Lake Rd. www.orhs.org
<# Provides specialized services including 24-hour emergency, critical care, inpatient and outpatient, rehabilitation center and therapy

Housing

Affordable

Center for Affordable Housing..... **407-323-3268**
203 E. 3rd St., Ste. 201 www.centerforaffordablehousing.org
<# Provides technical assistance for low-income families building their own home under the federally funded Self-Help Building Program

Hands of Central Florida **407-740-0805**
6900 S. Orange Blossom Tr. www.cflhands.org
<# Provides housing information referrals and counseling services to low-and moderate-income residents

Down Payment Assistance

Housing Department..... **407-246-2303**
6th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Provides down payment assistance and closing costs to first time homebuyers

Orange County Housing &

Community Development Assistance..... **407-836-5150**
525 South St. www.orangecountyfl.net
<# Provides Section 8 rental assistance to eligible low-income persons; funds revitalization of blighted neighborhoods; enforces

minimum housing codes; investigates complaints of discrimination and assists with repair of unsafe housing

Orange County Housing Finance Authority **407-894-0014**
2211 E. Hillcrest St. www.ochfa.com
<# Offers low-interest loans to qualifying first-time home buyers

Orlando Housing Authority **407-894-1500**
300 Reeves Ct. www.orl-oha.org
<# Provides public housing rental units and a rent subsidy program for qualifying low- and moderate-income families and individuals

Orlando Neighborhood Improvement Corp...... **407-648-1623**
101 S. Terry Ave.
<# Non-profit corporation formed to provide affordable housing in the Orlando area

Restore Orlando **407-246-0061**
1030 W. Kaley Ave. www.restoreorlando.org
<# Non-profit corporation formed to acquire, rehabilitate and sell affordable single family homes in the Orlando area

Grants

Housing Department..... **407-246-2708**
6th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Administers federal and state grants for affordable housing and community development

Inspections

Code Enforcement **407-246-2686**
1st Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Handles complaints about unsafe conditions in residential or commercial buildings

Rehabilitation Program

Housing Department..... **407-246-2708**
6th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Provides financial assistance to qualifying property owners for the rehabilitation of single and multi-family homes

Human Relations

Office of Human Relations **407-246-2122**
See Discrimination, p. 34

Humane Society

SPCA of Central Florida, Inc **407-351-7722**
2727 Conroy Rd. www.ohs-spca.org
<# Handles complaints of injury or cruelty to animals

Hunting Licenses

Orange County Tax Collector’s Office 407-836-4145
See Licenses & Permits, p. 50

Immigration & Naturalization

Department of Justice 800-375-5283
9403 Tradeport Dr. www.immigration.gov
⟨# Provides re-entry permits, extensions of stay, naturalization applications and other services

Impounded Vehicles

Police Department Information..... 407-246-2470
See Automobiles, p. 16

Insurance

Florida Department of Insurance 800-342-2762
200 E. Gaines St., Tallahassee, FL 32399 www.doi.state.fl.us
⟨# Assists citizens with any type of insurance problem such as home-owner’s insurance, medical supplements, claims, complaints and inquiries

International Affairs

Metro Orlando International Affairs Commission
Economic Development Commission..... 407-422-7159
301 E. Pine St., Ste. 900 www.orlandoedc.com
⟨# Coordinates the region’s activities in international business, tourism and culture through a volunteer board representing public and private organizations

Sister Cities Program
Economic Development Commission.....407-422-7159
301 E. Pine St., Ste. 900 www.orlandoedc.com
⟨# Facilitates the establishment of formal, government-to-government relationships that offer trade, business, cultural and educational opportunities to metro Orlando

Internet

Communications 407-246-3421
See Cityoforlando.net, p. 29

Ivey Lane Recreation Site

Recreation Division..... 407-298-5754
See Neighborhood Centers, p. 55

Jackson Community Center (John H.)

Recreation Division..... 407-246-2327
See Neighborhood Centers, p. 55

Jail

Orange County **407-836-3560**
3723 Vision Blvd www.orangecountyfl.net
<# Houses the community corrections division, adult booking facility, inmate records management and detention center

Jobs

City of Orlando

Human Resources Division..... **407-246-2235**
2nd Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Accepts and processes applications for employment; for current listing call the Job Information Line at 407-246-2178 or go to Web site

Complaints

Labor, Wage & Hour Division..... **407-648-6471**
344 McCrory Place, Ste. 155 www.dol.gov/esa/welcome.html
<# Provides information regarding payment of minimum wage and overtime, child labor, the Employee Polygraph Protection Act, government contracts, and laws relating to foreign & seasonal work

Orlando Fire Department

Civil Service Section..... **407-246-2326**
1st Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Recruits highly motivated, professional individuals seeking a long-term career

Orlando Police Department

Recruiting Line **407-246-3879**
See Police, Employment, p. 67

Referrals

Agency for Workforce Innovation **407-897-2880**
1001 Executive Center Dr. www.floridajobs.org
<# Provides referrals for job openings, employment counseling and information about vocational training opportunities; unemployment claims processing and labor market information

Jury Duty

Orange County Courthouse..... **407-836-2206**
37 N. Orange Ave., Rm 210 www.orangecountyfl.net
<# Processes jurors for trials in criminal, civil and traffic cases under the court administrator

Keep Orlando Beautiful, Inc.

Streets & Drainage Division **407-246-2752**
See Beautification Programs, p. 17

L. Claudia Allen Senior Center

Recreation Division..... 407-521-3663
See Neighborhood Centers, p. 55

Lakes

Elevations

Engineering Division 407-246-3267
8th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Keeps track of City lake elevations

Lakewatch

Stormwater Utility Division 407-246-2370
1030 S. Woods Ave. www.cityoforlando.net
<# Sponsors this program with the University of Florida in which citizen volunteers gather water samples to monitor water quality changes in area lakes

Maintenance

Stormwater Utility Division 407-246-2370
1030 S. Woods Ave. www.cityoforlando.net
<# Maintains lakes within the City limits, except those privately owned

Lakeside Alternatives 407-875-3700
See Alcohol & Drug Abuse, p. 13

Land Development

City Planning Division 407-246-2269
See Planning, p. 65

Landlord/Tenant Disputes

Office of Human Relations 407-246-2122
2nd Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Handles disputes between landlords and tenants

Langford Park Neighborhood Center (Mayor Carl T.)

Recreation Division..... 407-246-2150
See Neighborhood Centers, p. 55

Latino Leadership 407-895-6424
615A Herndon Ave. www.latino-leadership.org

<# Assists in providing seminars, training and workshops on computers, language acquisition, job readiness, health, legal aid, cultural arts ad health services

Legal Assistance

Citizen Disputes 407-423-5732
880 N. Orange Ave. www.ocbar.org
<# Helps resolve family disputes, such as alimony, child support and child custody problems out of Court; appointment required

Greater Orlando Area Legal Services 407-841-7777
1036 W. Amelia St.

<# Provides free civil legal services to people meeting income eligibility requirements; primarily handles cases involving housing, employment problems and public benefits

Legal Aid Society 407-841-8310
100 E. Robinson St. www.orangecountybar.org

<# Assists indigent residents of Orange County in civil cases involving domestic matters, landlord-tenant disputes, consumer grievances and administrative law; appointment required

Orange County Bar Association..... 407-422-4537
880 N. Orange Ave., Ste. 100 www.ocbar.org

<# Arranges appointments with an attorney for people who do not have an attorney; fee required

Leu Gardens

Harry P. Leu Gardens 407-246-2620
See Museums, p. 54

Library

Orange County Public Library 407-835-7323
101 E. Central Blvd. www.ocls.lib.fl.us

<# Open to the public Monday – Thursday, from 9 a.m. – 9 p.m., Friday and Saturday from 9 a.m. – 6 p.m. and Sunday, from 1 p.m. – 6 p.m.

Licenses & Permits

Permitting Services Division..... 407-246-2271
1st Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

<# Issues special licenses and permits that are required for a variety of activities; many licenses and permits are handled by the City while others are issued by non-city agencies:

<u>Activity</u>	<u>Office</u>	<u>Phone</u>
Address Permits.....	Permitting Services.....	407-246-2261
Aeronautical Activities.....	Police Department	407-246-3661
Air Conditioning.....	Permitting Services.....	407-246-2271
Amusement Machines	Occupational License ...	407-246-2204
Athletic Field Rentals	Recreation Division	407-246-4286
Block Party.....	Police Department	407-246-3661
Boating Permit	Recreation Division	407-246-4281
Building Permit.....	Permitting Services.....	407-246-2271
Building Contractor	Permitting Services.....	407-246-2271
Business License	Occupational License ...	407-246-2204
Contractor Registration	Permitting Services.....	407-246-2271
Curb/Sidewalk Construct	Permitting Services.....	407-246-2261
Demolition	Permitting Services.....	407-246-2271
Driveway Permits	Permitting Services.....	407-246-2261
Electrical Construction	Permitting Services.....	407-246-2271
Engineering Permits.....	Permitting Services.....	407-246-2261

Events	Police Department	407-246-3661
Explosives	Fire Department.....	407-246-2386
Fence Construction	Permitting Services.....	407-246-2271
Fire Alarm Installation	Permitting Services.....	407-246-2271
Fire Protection Systems	Permitting Services.....	407-246-2271
Fireworks	Police Department	407-246-3661
Fishing	Permitting Services.....	407-246-2271
Flood Plain Permits.....	Permitting Services.....	407-246-2271
Food Service Licenses.....	Hotels & Restaurants	850-487-1395
Gas Hook-up & Storage.....	Permitting Services.....	407-246-2271
Hazardous Material.....	Fire Department.....	407-246-2386
Home Occupational License	Permitting Services.....	407-246-2271
Hunting	Tax Collector.....	407-836-4145
Impact Fees	Permitting Services.....	407-246-2271
Land Use	Permitting Services.....	407-246-2271
Liquid Propane Storage	Fire Department.....	407-246-2386
Liquor/Tobacco License	Dept Alcoholic Bvgs	407-245-0783
Loading/Unloading.....	Parking Division	407-246-2450
Marriage.....	Orange County Clerk	407-836-2067
Mechanical Construction.....	Permitting Services.....	407-246-2271
Notice of Commencement	Permitting Services.....	407-246-2386
Open Burning.....	Fire Department.....	407-246-2386
Parade	Police Department	407-246-3661
Park Rentals	Parks Division	407-246-2283
Patio Cover	Permitting Services.....	407-246-2271
Plumbing Construction.....	Permitting Services.....	407-246-2271
Public Assembly.....	Police Department	407-246-3661
Retaining Wall Construction.....	Permitting Services.....	407-246-2271
Permitting Services	Permitting Services.....	407-246-2261
Right of Way	Permitting Services.....	407-246-2271
Roof Permits	Permitting Services.....	407-246-2271
Septic Tank Permit.....	Health Department.....	407-836-2550
Sewer Tap Connection	Permitting Services.....	407-246-2261
Sidewalk Café Permits.....	Permitting Services.....	407-246-2271
Sidewalk Permits	Permitting Services.....	407-246-2271
Solicitors	Occupational License	407-246-2204
Special Effects	Fire Department.....	407-246-2386
Special Events	Police Department	407-246-3661
Storage of Chemicals.....	Fire Department.....	407-246-2386
Sound Amplification	Police Department	407-246-3661
Street Construction	Permitting Services.....	407-246-2261
Swimming Pool	Permitting Services.....	407-246-2271
Tank Installation-flammable	Fire Department.....	407-246-2221
Tank Removal-flammable	Fire Department.....	407-246-2386
Temporary Assembly	Fire Department.....	407-246-2386
Tent Permit	Permitting Services.....	407-246-2271
Tree Removal	Parks Division	407-246-2283
Vehicle for Hire	Vehicles for Hire	407-246-2845
Vending Machine	Occupational License	407-246-2204
Vendor/Peddler	407-246-2204
Zoning Regulations	Permitting Services.....	407-246-2277

Liens

Lot Cleaning

Code Enforcement Division 407-246-2686

1st Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

⟨# Prevents the excessive accumulation of debris on City property

Litter

Control

Keep Orlando Beautiful, Inc 407-246-2752

See Beautification Programs, p. 17

Removal – Lakes

Stormwater Utility Division 407-246-2370

See Beautification Programs, p. 17

Removal - Streets

Streets & Drainage Division 407-246-2238

See Beautification Programs, p. 17

Loch Haven Park Neighborhood Center

Recreation Division..... 407-898-9288

See Neighborhood Centers, p. 55

Long Range Transportation Planning

City Planning Division 407-246-2269

See Planning, p. 65

LYNX

Buses

Lymmo..... 407-841-8240

See Buses, p. 20

Ridesharing

Vanpool 407-843-7665

See Ridesharing, p. 75

Marks Street Senior Center

Orange County Parks and Recreation 407-245-0921

See Neighborhood Centers, p. 55

Marriage Licenses

Orange County Clerk of the Court..... 407-836-2067

See Licenses & Permits, p. 50

Mayor

Office of the Mayor 407-246-2221

See City of Orlando Government, p. 28

Mayor William Beardall Senior Center

Recreation Division..... 407-246-2637

See Neighborhood Centers, p. 55

- Mayor's Matching Grant Programs**
Neighborhood and Community Affairs..... 407-246-2169
See Neighborhood Enhancement, p. 57
- Meeting Rooms**
Recreation Division..... 407-246-2288
See Renting, Facilities, p. 75
- Mennello Museum of American Folk Art, The** 407-246-4278
See Museums, p. 54
- Metro Orlando Economic Development Commission** 407-422-7159
See Business Development Division, p. 20
- Metro Orlando International Affairs Commission (MOIAC)** 407-422-7159
See International Affairs, p. 47
- Metropolitan Orlando Urban League**..... 407-841-7654
See Social Services, p. 79
- Millage Rate**
Finance..... 407-246-2076
4th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
 <# Establishes this rate each year to calculate property tax
- Minority Business Enterprise**
Purchasing & Materials Management 407-246-2623
5th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
 <# Ensures equal contracting opportunities for business owned & controlled by minorities and women
- Minority/Women Business Enterprise Alliance**
Micro Loan Program..... 407-428-5860
See Business Development Division, p. 20
- Minutes**
Agenda/Minutes
Office of the City Clerk 407-246-2251
See Agendas/Minutes, p. 12
- Miracle League**
Trotters Park..... 407-521-1235
1905 Lee Rd. www.cfmiracleleague.com
 <# Offers baseball to children with mental/physical disabilities
- Missing Persons**
Criminal Investigations 407-246-2425
100 S. Huey Ave. www.cityoforlando.net
 <# Handles complaints involving missing persons, runaways and human neglect and abuse of juveniles age 17 and under

Mosquito Control

Orange County Mosquito Control **407-352-4370**
2715 Conroy Rd. www.onetgov.net
<# Provides mosquito control to all Orange County residents

Municipal Planning Board

City Planning Division **407-246-2269**
See Planning, p. 65

Museums

Harry P. Leu Gardens **407-246-2620**
1920 N. Forest www.leugardens.org
<# Sightseeing takes a natural turn at Harry P. Leu Gardens; enjoy tropical wonders, native plants, a formal rose garden and the largest collection of camellias in the eastern United States; visit the Leu House Museum, listed on the National Register of Historic Places

Mennello Museum of American Art, The **407-246-4278**
900 E. Princeton St. www.mennellomuseum.org
<# Features all forms of American Art

Orange County Regional History Center.....**407-836-8500**
65 East Central Blvd. www.thehistorycenter.org
<# Provides historical information and exhibits about Orange County, the City of Orlando, East Central Florida and national traveling exhibits on historic America

Orlando Fire Museum **407-246-2390**
814 E. Rollins St. www.omart.org
<# Holds artifacts such as antique fire trucks, steamers and pumps; newly renovated; 2nd floor used for training

Orlando Museum of Art **407-896-4231**
2416 N. Mills Ave. www.omart.org
<# Features permanent collection of Pre-Colombian artifacts, African Art, 19th and 20th century American art and visiting collections

Orlando Science Center **407-514-2000**
777 E. Princeton St. www.osc.org
<# Features hands-on science fun for visitors of all ages; outreach programs, weekend activities, camp-ins, field trips, hall rentals, member birthday parties and various workshops

Well's Built Museum of African American History **407-245-7535**
511 W. South St.
<# Displays African-American Art; last remaining pre-World War II, African American hotel in Orlando

Naturalization & Immigration

Department of Justice 800-375-5283

See Immigration and Naturalization, p. 47

Neighborhood Centers

Beardall Senior Center (Mayor William)..... 407-246-2637

800 S. Delaney Ave. www.cityoforlando.net

<# Offers community recreation programs such as art classes, ballroom dancing, chorus, line dancing, and Tai-Chi for older adults ages 55 and up

Callahan Neighborhood Center (Dr. J.B) 407-246-2305

101 N. Parramore Ave. www.cityoforlando.net

<# Offers community recreation programs for all ages; seasonal activities in athletics, crafts and special events; after school program for children, outdoor basketball courts, golf program and computer lab

Citrus Square Recreation Site 407-273-4853

5625 Hickey Dr. www.cityoforlando.net

<# Offers community recreation programs for all ages; seasonal activities in athletics, crafts and special events, after school program for children, and a computer lab

Collage Park Community Center..... 407-246-4361
2393 Elizabeth Avenue

<# Offers community recreation program for all ages; seasonal activities in athletics, crafts and special events, swimming pool and after school program for children, computer lab and fitness room

Colonialtown Neighborhood Center..... 407-898-0560

1517 Lake Highland Dr. www.cityoforlando.net

<# Offers community recreation program for all ages; seasonal activities in athletics, crafts and special events, swimming pool and after school program for children, computer lab and fitness room

Dover Shores Community Center..... 407-381-2708

1400 Gaston Foster Rd. www.cityoforlando.net

<# Offers community recreation programs for all ages; seasonal activities in athletics, crafts, and special events; gym, fitness room, swimming pool, ball field, tennis courts, handball, picnic area, gazebo, playground and computer lab

Engelwood Neighborhood Center 407-275-7910

6123 La Costa Dr. www.cityoforlando.net

<# Offers community recreation programs for all ages; seasonal activities in athletics, crafts and special events; gym, ball fields,

outdoor basketball courts, computer lab, swimming pool and fitness room

Hankins Park Recreation Site (Dr. I. Sylvester)..... 407-521-6917
1340 Lake Park Ct. www.cityoforlando.net

<# Offers community recreation programs for all ages; swimming pool, game room, after school program and teen club

Ivey Lane Recreation Site..... 407-298-5754
4617 Edgemoor St. www.cityoforlando.net

<# Offers community recreation programs for all ages; seasonal activities in athletics, crafts and special events; game room, computer lab and outdoor basketball courts

Jackson Community Center (John H.)..... 407-246-2327
1002 W. Carter St. www.cityoforlando.net

<# Offers community recreation programs for all ages; seasonal activities in athletics, crafts and special events; tennis courts, swimming pool; after-school program for children, computer lab, fitness room, stage and game room

L. Claudia Allen Senior Center..... 407-521-3663
1840 Mable Butler Ave. www.cityoforlando.net

<# Open Monday – Friday from 9 a.m. – 6 p.m.; Saturday from 12—6 p.m.; closed Sunday; amenities include computer lab, horseshoe courts, meeting room, pool table & shuffle board courts; activities are for older adults ages 55 and up

Langford Park Neighborhood Center..... 407-246-2150
1808 E. Central Blvd. www.cityoforlando.net

<# Offers community recreation programs for all ages; boardwalk, nature trail, lighted tennis courts, picnic tables, swinging bridge, butterfly garden, computer lab and large open area

Loch Haven Park Neighborhood Center 407-898-9288
610 N. Lake Formosa Dr. www.cityoforlando.net

<# Offers community recreation programs for teens and adults; seasonal activities, crafts and special events, game room and picturesque ballroom overlooking Lake Formosa; home of the Rock Haven monthly teen dance; offers exceptional recreation programs for mentally and physically challenged youth and adults

Marks Street Senior Center 407-245-0921
99 E. Marks St. www.onetgov.net

<# Operated by Orange County government; offers education, health and recreation programs for the elderly

Northwest Community Center 407-521-6231
3955 Country Club Dr. www.cityoforlando.net

<# Offers community recreation programs for all ages; after school program for children, summer camp, gymnasium, craft room,

game room, swimming pool, fitness room and computer lab

Orlando Downtown Recreation Complex 407-246-2288
649 W. Livingston St. www.cityoforlando.net

<# Offers gym and fitness room; pottery studio; Orlando Tennis Center and administrative site for Families, Parks & Recreation Department

Reeves Terrace Recreation Site 407-246-2349
150 W.D. Judge Dr. www.cityoforlando.net

<# Offers recreation game room for youth, after school program for children, summer camp, playground and outdoor basketball and tennis courts

Rosemont Community Center 407-246-4351
4872 Rose Bay Drive www.cityoforlando.net

<# Offers community recreation programs for all ages; seasonal activities in crafts and special events; heated swimming pool; fitness room for adults, after school program, game room & computer lab

Smith Neighborhood Center (Dr. James R.)..... 407-291-7308
1723 Bruton Blvd. www.cityoforlando.net

<# Offers community recreation programs for all ages; seasonal activities, gymnasium, fitness room, computer lab, after school youth program, boardwalk, outdoor basketball courts and outdoor amphitheater

Wadeview Community Center..... 407-246-2883
2177 S. Summerlin Ave. www.cityoforlando.net

<# Offers community recreation programs for all ages; seasonal activities in crafts and special events; heated swimming pool; fitness room for adults, after school program, game room & computer lab

Neighborhood Enhancement

Citizen Corps

Neighborhood and Community Affairs 407-246-3501

See Citizen Corp, p. 26

Mayor's Educational Partnership Grants

Neighborhood and Community Affairs 407-246-3501
2nd Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

<# Gives grants up to \$10,000 of matching funds for educational programs offered during non-school hours that serve the educational enhancement needs of youth in a unique and collaborative way

Mayor's Faith-Based & Community Matching Grants

Neighborhood and Community Affairs 407-246-3501
2nd Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

- <# Gives grants up to \$10,000 of matching funds to tax exempt 501(c)(3) faith-based and community organizations for character development or civic responsibility in youth and families

Mayor's Neighborhood Matching Grants

Neighborhood and Community Affairs 407-246-3501
2nd Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

- <# Gives grants of \$1,000 - \$5,000 to City neighborhood associations and watch groups for neighborhood improvement projects: recipients must match grants with cash and in-kind contributions

Neighborhood Enhancement

Neighborhood and Community Affairs 407-246-2169
2nd Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

- <# Promotes self help in neighborhoods by assisting neighborhood groups and residents in effectively accessing City services

SeniorLinks

Neighborhood and Community Affairs 407-246-3971
2nd Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

- <# Helps seniors network with neighbors and community services

Volunteer Program

Neighborhood and Community Affairs 407-246-2082
2nd Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

- <# Allows community members to participate in City government; applications and position listings are available on the Web site

Neighborhood Horizons

City Planning Division 407-246-2175
6th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

- <# Engages residents in the process of planning for the next millennium

Noise Complaints

Aircraft Noise

Greater Orlando Aviation Authority 407-825-2003
One Airport Blvd. www.orlandoairport.net

- <# Handles aircraft noise complaints

Industrial

Code Enforcement Division 407-246-2686
53 W. Central Blvd. www.cityoforlando.net

- <# Handles reports of excessive noise from industrial or commercial establishments

Residential

- Orlando Police Department**..... **321-235-5300**
100 S. Hughey Ave. www.cityoforlando.net
 ‹# Handles reports of excessive noise in residential areas
- Northwest Community Center**
Recreation Division..... **407-521-6231**
 See **Neighborhood Centers**, p. 55
- Orange County Consumer Fraud Unit** **407-836-2490**
 See **Consumer Complaints**, p. 31
- Orange County Convention Center** **407-865-9800**
 See **Conventions**, p. 32
- Orange County Courthouse** **407-836-2060**
 See **Court**, p. 32
- Orange County Delegation** **407-836-7395**
201 S. Rosalind Ave. www.orangecountyfl.net
 ‹# Serves as clearing house for 16 State of Florida legislators in Orange County
- Orange County Government**
Board of County Commissioners **407-836-7350**
201 S. Rosalind Ave. www.onetgov.net
 ‹# Adopts ordinances and sets policies governing county activities
- Mayor's Office**..... **407-836-7370**
201 S. Rosalind Ave. www.onetgov.net
 ‹# County Council is composed of a Mayor and six commissioners; the Mayor serves as the Chief Executive of a county government that provides complete urban services to over 860,000 citizens
- Information**..... **407-836-3111**
201 S. Rosalind Ave. www.onetgov.net
 ‹# Provides information on services provided to county residents
- Orange County Medical Society** **407-622-8188**
 See **Consumer Complaints**, p. 31
- Orange County Tax Collector** **407-836-4145**
 See **Automobiles, Tags and Registration**, p. 16
- Orange County Vital Statistics**..... **407-623-1182**
 See **Birth Certificates**, p. 18

Ordinances

Enactment

Office of the City Clerk 407-246-2251
2nd Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

⟨# Files all ordinances enacted by the Orlando City Council

Enforcement

Code Enforcement 407-246-2686
1st Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

⟨# Enforces regulations dealing with the environment, property maintenance, housing standards, disabled vehicles, signs and billboards, trash, weeds, industrial wastes and other community standards

Orlando After-School All-Stars, Inc..... 407-246-3707
See After-School All-Stars, Inc., p. 12

Orlando Ballet..... 407-426-1733
See Arts, p. 15

Orlando en Español

Communications 407-246-3421
2nd Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

⟨# Provides a comprehensive Spanish translation of city services, events and local economic information

Orlando Executive Airport..... 407-894-9831
See Airports, p. 13

Orlando Federal Credit Union 407-835-3500
1117 S. Westmoreland Dr. www.orlandofcu.org

⟨# Provides service to employees of the City of Orlando, Orange County, Orlando Utilities Commission, the Greater Orlando Aviation Authority, Lynx, the City of Winter Park and others

Orlando Fights Back 407-245-0018
See Alcohol & Drug Abuse, p. 13

Orlando International Airport..... 407-825-2352
See Airports, p. 13

Orlando Metropolitan Bridge Center 407-895-1943
850 Bennet Road
⟨# Offers daily bridge games

Orlando Museum of Art 407-896-4231
See Museums, p. 54

- Orlando Opera Company**..... 407-426-1717
See Arts, p. 15
- Orlando/Orange County Convention & Visitors Bureau** 407-363-5800
See Conventions, p. 32
- Orlando Philharmonic Orchestra**..... 407-896-6700
See Arts, p. 15
- Orlando Science Center** 407-514-2000
See Museums, p. 54
- Orlando Sports Campus**
Families, Parks & Recreations Department..... 407-246-4300
See Recreation, p. 71
- Orlando – UCF Shakespeare Festival** 407-447-1700
See Arts, p. 15
- Orlando Utilities Commission**..... 407-423-9100
See Utilities, p. 86

Parking

Disabled

Orange County Tax Collector’s Office 407-836-4145
 200 S. Orange Ave., Ste. 1500 www.onetgov.net
 <# Issues parking permits for the disabled

Downtown Enforcement

Parking Division 407-246-2155
 53 W. Central Blvd. www.cityoforlando.net
 <# Enforces parking laws in downtown Orlando

Garages

Parking Division 407-246-3778
 53 W. Central Blvd. www.cityoforlando.net
 <# Maintains eight parking garages and eight parking lots; monthly access cards are available in most facilities; meter debit cards can be purchased at City Hall or from the Parking Division in increments of \$10, \$20 or \$50 and can be used in meters, on the street or in a City lot; validation stickers can be purchased in one and two hour or all day increments and are accepted in every City attended garage

Meters

Parking Division 407-246-3771

53 W. Central Blvd.

www.cityoforlando.net

<# Fixes inoperative parking meters

Outside Downtown Enforcement

Police Department Traffic Enforcement 407-246-2436

100 S. Hughey Ave.

www.cityoforlando.net

<# Enforces traffic laws in Orlando

Space Rental

Parking Division 407-246-3771

53 W. Central Blvd.

www.cityoforlando.net

<# Handles rental of spaces in City parking areas

Tickets/Fines

Parking Division 407-246-2450

53 W. Central Blvd.

www.cityoforlando.net

<# Offers many methods of paying a parking ticket including on-line, in person or by mail

Parks

Parks Division..... 407-246-2283

1206 W. Columbia St.

www.cityoforlando.net

<# Offers 96 public parks, totaling 2,973 acres of developed open space, recreation areas, picnic areas, bikeways and playgrounds

Local Parks

Airport Lakes Park.....7000 Shadowridge Rd.

Al Coith Park901 Delaney Ave.

Albert Park.....2400 Edgewater Dr.

Audubon Park.....1500 Falcon Dr.

Big Tree Park930 N. Thornton Ave.

Blue Jacket Park2665 General Rees Ave.

Cady Way Trail.....1360 Truman Rd.

Cherokee Park525 Cherokee Dr.

Cherry Tree Park.....2752 E. Jackson St.

City Commons Plaza.....400 S. Orange Ave.

Colonel Joe Kittinger Park.....305 S. Crystal Lake Dr.

ColoniaItown Park1210 N. Ferncreek Ave.

ColoniaItown Square1210 N. Ferncreek Ave.

Constitution Green300 S. Summerlin Ave.

Dartmouth Park822 Dartmouth St.

Delaney Park.....	1055 Delaney Ave.
Demetree Park	650 Santiago Ave.
Dickson Azalea Park	100 Rosearden Dr.
Don Dudley Park	851 Edgewater Dr.
Dr. Sylvester Hankins Park	Lake Park and Columbia Street
Eagle Nest Park	1598 Poppy Ave.
Engelwood Park	6050 Lake Underhill Rd.
Festival Park.....	2911 E. Robinson St.
Gaston Edwards Park	1236 N. Orange Ave.
George Barker Park	2000 Monte Carlo Tr.
Gilbert McQueen Park.....	650 W. Lake Mann Dr.
Grand Avenue Park.....	700 Grand St.
Greenwood Urban Wetlands.....	1411 Greenwood St.
Guernsey Park	1320 Guernsey St.
Harry P. Leu Gardens	1920 N. Forest Ave.
Heritage Square	65 E. Central Blvd.
Ivanhoe Plaza Park.....	510 Shady Lane Dr.
Ivey Lane Park	4550 Old Winter Garden Rd.
L. Claudia Allen Park.....	1840 Mable Butler Ave.
La Costa Urban Wetlands	5814 La Costa Dr.
Lake Adair Park.....	995 Lake Adair Blvd.
Lake Beauty Park.....	50 W. Miller St.
Lake Cherokee Park	474 Palmer St.
Lake Como Park.....	520 Lake Como Cir.
Lake Davis Park	723 Lake Davis Dr.
Lake Dot Park.....	587 W. Concord St.
Lake Emerald Park.....	1016 Lake Emerald Dr.
Lake Eola Park	195 N. Rosalind Ave.
Lake Estelle Park	1224 Dorchester St.
Lake Fairview Park.....	2200 Lee Rd.
Lake Formosa Park.....	1401 Alden Rd.
Lake Fran Trail	2274 Mantilla Ave.
Lake Ivanhoe Park	57 S. Ivanhoe Blvd.
Lake Lancaster Park	1550 Briercliff Dr.
Lake Lawsona Park.....	1019 E. Jackson St.
Lake Rowena Park.....	1200 Lake Shore Dr.
Lake Underhill Park.....	4355 Lake Underhill Rd.
Lake Weldona Park.....	1013 Lake Weldona Dr.
Leroy Hoequist Park.....	1450 S. Alder Ave.
Lizzie Rogers Park	2130 Long St.
Loch Haven Park.....	900 E. Princeton St.
Lorna Doone Park	1519 W. Church St.
Malibu Groves Park.....	4664 Olivia St.
Mathews Park.....	205 E. Hazel St.
Mayor Carl T. Langford Park.....	1808 E. Central Blvd.
McCoy Park.....	5801 Turnbull Dr.
Mitchell Nutter Park.....	100 Bennett Rd.
Orlando Wetlands Park	25155 Wheeler Rd.

Orwin Manor Park	3200 N. Orange Ave.
Overbrook Park	Westmoreland Dr. & Overbrook Dr.
Park Lake	723 Highland Ave.
Pleasant Valley Park	4756 Pleasant Valley Ct.
Poppy Park.....	5344 Lescot Ln.
Princeton Park.....	Helen Avenue & Rugby St.
Rosemont Community Park	4880 Rose Bay Dr.
Rosemont Park.....	5050 Cinderland Pkwy.
Rosemont Preserve	4328 Northlake Pkwy.
Senator Beth Johnson Park	50 S. Ivanhoe Blvd.
Signal Hill Park	3877 Watch Hill Rd.
Southern Gateway.....	125 N. Lucerne Cir.
Southport Park	3437 Barnstable Pl.
Spring Lake Park.....	1275 Spring Lake Dr.
Trotters Park.....	1905 Lee Rd.
Turkey Lake Park	3401 S. Hiawassee Rd.
Wadeview Park	500 E. Harding St.
Wall Street Plaza.....	Wall Street
Washington Shores Park	3600 W. Columbia
West Colonial Soccer/Rugby Fields	
West Lake Underhill Park.....	501 Underhill Dr.
Willie Mays Park.....	2092 Willie Mays Pkwy.
Willows Park.....	3101 Willow Bend Blvd.
Z. L. Riley Park.....	619 S. Parramore Ave.

Maintenance

Parks Division..... 407-246-2283

1206 W. Columbia St. www.cityoforlando.net

<# Handles requests for mowing, trimming or spraying City park-ways, medians and dead-ends

Management

Parks Division..... 407-246-2287

1206 W. Columbia St. www.cityoforlando.net

<# Manages 96 public parks, totaling 2,973 acres of developed open space, recreation areas, picnic areas, bikeways and play-grounds

Signature Parks

Bill Frederick Park at Turkey Lake 407-299-5581

3401 S. Hiawassee Rd. www.cityoforlando.net

<# Offers 175-acres with picnic tables, barbeque grills, nature trails, a swimming pool, bike trails, a playground, a children’s farm, campsites, cabins, an Ecology Center, an 18 hole Frisbee golf course and large pavilions available for group rentals

Blue Jacket Park..... 407-246-2287

2665 General Rees Ave.

<# Offers 52 acres of green space, ball fields, and an amphitheatre

Festival Park **407-246-2827**

2911 Robinson St.

<# Offers six acres of open green space

Harry P. Leu Gardens **407-246-2620**

1920 N. Forest Ave.

www.leugardens.org

<# Sightseeing takes a natural turn at Harry P. Leu Gardens. Enjoy tropical wonders, native plants, a formal rose garden and the largest collection of camellias in the United States; visit the Leu House Museum, listed on the National Register of Historic Places

Lake Eola Park **407-246-2827**

195 N. Rosalind Ave.

www.cityoforlando.net

<# Offers over 20 acres of beauty, a .9 mile sidewalk for running or walking, swan paddle boat rentals, gondola (GondEola) rides, playground, restaurant and snack bar (Terrace on Lake Eola) and sites for wedding or event rentals

Lake Fairview Park **407-246-4286**

2200 Lee Rd.

www.cityoforlando.net

<# Offers 23-acres of recreational opportunities including a boat ramp, picnic and playground facilities and five softball fields; open seven days per week, 6 a.m. – 11 p.m.

Mayor Carl T. Langford Park **407-246-2150**

1808 E. Central Blvd.

www.cityoforlando.net

<# 19-acre park with sheltered picnic tables, barbeque grills, a tot lot, tennis and basketball courts, nature trails, restrooms, parking, activity rooms, a kitchen and boardwalks

Orlando Skate Park **407-898-9600**

400 Festival Way

www.cityoforlando.net

<# Open Monday through Friday from 11 a.m. – 11 p.m.; Saturday from 9 a.m. – 11 p.m.; and Sunday from 9 a.m. – 9 p.m.; annual memberships or per session rates; safety gear rentals; lessons; and more

Trotters Park **407-246-4286**

1905 Lee Rd.

www.cityoforlando.net

<# Provides three softball fields, four soccer fields and horseback riding

Passports

Orange County Clerk of the Court.....407-850-6335
425 N. Orange Ave., Rm. 350 www.onetgov.net
<# Provides citizens with passports

Permits

Permitting.....407-246-2271
See Licenses & Permits, p. 50

Planning

Boards

Board of Zoning Adjustment

City Planning Division407-246-2269
6th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Grants zoning variances for specific parcels of land that do not meet current zoning or development standards

Historic Preservation Board

City Planning Division407-246-2269
6th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Provides technical assistance to owners, residents and developers of historic properties

Municipal Planning Board

City Planning Division407-246-2269
6th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Hears requests for comprehensive Plan Amendments, Rezoning, Master Plans and other land development approvals and appeals of Planning Official Determinations

Current Planning

City Planning Division407-246-2269
6th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Provides planning-related assistance to citizens and the development community and staff support to Municipal Planning Board, Board of Zoning Adjustment and Historic Preservation Board

Design & Historic Preservation

City Planning Division407-246-2269
6th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Provides design related assistance to citizens and the development community and staff support to the Historical Preservation Board

Long Range Planning

City Planning Division407-246-2269

6th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Prepares land use, neighborhood and demographic studies;
administers the City long-range comprehensive plan (Growth
Management Plan)

Strategic Planning

City Planning Division407-246-2269
6th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Coordinates special projects and provides strategic planning
and research services to various City departments and citizen
committees

Transportation Planning

Transportation407-246-2269
6th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Handles planning and funding information for roadway, bikeway
and public transit projects

Police

Community Involvement

Citizen Observer Program 407-246-3939
See Citizen Corps, p. 26

Citizen Police Academy 407-246-2461
See Citizen Corps, p. 26

Community Involvement Section 407-246-2461
100 S. Hughey Ave. www.cityoforlando.net
<# Six crime prevention officers, each assigned to a different dis-
trict to be the liaison between citizens and the City to inform
everyone about police related issues in their district

Volunteer Program 407-246-3939
See Citizen Corps, p. 26

Crime Prevention

Explorers/Cadet Program 407-246-2110
See Crime Prevention, p. 32

Police Department Alarm Coordination 321-235-5330
See Burglar Alarms, p. 20

Super Kids/Schools Resource Officers 407-246-2432
See Crime Prevention, p. 32

Traffic Enforcement Section 407-246-2442
See Traffic, p. 83

Divisions

Airport Police Division 407-825-2075
9323-B Airport Blvd. www.cityoforlando.net

<# 58 sworn personnel and three office staff perform multifaceted tasks while assisting the traveling public

Communications Division 321-235-5300

Not listed www.cityoforlando.net

<# State-of-the-art communications center; provides the highest quality of service utilizing an enhanced 911 System, Motorola 800 MHz Radio Aided Dispatch System that interfaces with Mobile Data Terminals

Downtown Bicycle Police Office..... 407-246-2296

See Downtown Orlando, p. 34

Northwest Community Police Office 407-297-2048

4801 Silverstar Rd. www.cityoforlando.net

<# Opened to enhance service to the community and better utilize police resources; open for limited public service on Monday – Friday from 8 a.m. – 5 p.m.

Parramore Community Center 407-246-2526

See Crime Prevention, p. 32

Southeast Community Police Office 407-246-4155

6207 E. Pershing Ave. www.cityoforlando.net

<# Opened to enhance service to the community and better utilize police resources; open for limited public service Monday – Friday from 8 a.m. – 5 p.m.

Emergencies

Police Department.....911

100 S. Hughey Ave. www.cityoforlando.net

<# Provides 24-hour emergency service to City residents

Employment

Police Department Recruiting Line 407-246-3879

100 S. Hughey Ave. www.cityoforlando.net

<# Provides information on all sworn jobs within the Orlando Police Department

General Information

Police Department Information..... 407-246-2470

100 S. Hughey Ave. www.cityoforlando.net

<# Provides information regarding the Police Department; 24-hour line is available at 321-235-5300

Non-Emergency

Police Department.....321-235-5300

100 S. Hughey Ave. www.cityoforlando.net

<# Provides 24-hour non-emergency services to City residents

Internal Affairs

Police Department.....407-246-2352
100 S. Hughes Ave. www.cityoforlando.net
<# Receives and investigates complaints from citizens regarding officers

Units

K-9 Unit..... 407-246-3661
100 S. Hughey Ave. www.cityoforlando.net
<# 10 dog teams; German Shepherds are used because they were found to be the best all-around dog

Volunteering

Volunteer Program..... 407-246-3939
See Crime Prevention, p. 32

Pollution

Lakes

Stormwater Utility Division 407-246-2370
1030 S. Woods Ave. www.cityoforlando.net
<# Handles reports of suspected illicit discharge or dumping

Streets

Streets & Drainage Division 407-246-2238

See Streets, p. 81

Post Office

Downtown Station..... 407-425-6464
46 E. Robinson St. www.usps.com
<# Provides mail services Monday – Friday, 7 a.m. – 5 p.m. and Saturday, 9 a.m. – 12 noon

Potholes

Streets & Drainage Division 407-246-2238
1010 S. Woods Ave. www.cityoforlando.net
<# Handles repairs to City streets

Press Office

Office of the Mayor..... 407-246-3107
3rd Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Handles daily media inquiries; schedules press interviews

Professional Sports Teams

Orlando Magic

RDV Sportsplex **407-246-2238**
8701 Maitland Summit Blvd. www.nba.com/magic
<# Provides exclusive practice and training facilities

Orlando Predators

Amway Arena..... **407-849-2000**
600 W. Amelia St. www.orlandopredators.com
<# Provides practice & training facilities for this Football League

Orlando Rays

Disney's Wide World of Sports..... **407-939-4263**
700 Victory Way www.orlandorays.com
<# Southern League AA Baseball

Ticket Information

Amway Arena Box Office **407-849-2000**
600 W. Amelia St. www.orlandocentroplex.net
<# Sells tickets for games at the Amway Arena

PROMPT

Permitting Services Division..... **407-246-4444**
1st Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Interactive Voice Response System used to obtain plan review status and inspection results or cancel inspections

Property

City Owned

Real Estate Management..... **407-246-2680**
4th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Information about properties owned by the City of Orlando

Millage Rate

General Administration Department **407-246-2358**
4th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Sets rate for City Council to use when preparing the budget

Records

Property Appraiser's Office **407-836-5115**
401 S. Rosalind Ave. www.ocpafil.org
<# Provides information on property records

Tax

Tax Collector's Office **407-836-2700**
200 S. Orange Ave., Ste. 1500 www.octaxcol.com
<# Levied annually in mills per \$1,000 of assessed property value; collects property taxes

Public Art Program..... **407-246-4279**
See Art, p. 15

Public Hearings

Office of the City Clerk **407-246-2251**
2nd Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Posts City matters requiring public hearings in City Hall Ro-
tunda, on the Internet and in local newspapers

Public Service Commission **407-245-0846**
See Consumer Complaints, p. 31

Public Works

Public Works Department **407-246-2266**
8th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Coordinates input to the capital improvement program for trans-
portation and engineering facilities; coordinates asphalt resur-
facing, brick street restoration and placement of new sidewalks;
provides mapping and graphics products

Purchasing

Purchasing & Materials Management **407-246-2291**
4th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Procures materials, supplies, equipment and services at the
lowest cost consistent with the quality needed to provide the
best service; provides information on bidding procedures

Ramps

Boating
Aquatics Division **407-246-2649**
See Boating, p. 19

Records

Office of the City Clerk **407-246-2148**
2nd Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Holds City records and documents on file or microfilm

Recreation

Baseball
Trotters Park **407-521-1235**
See Miracle League, p. 54

Basketball
Recreation Division **407-246-4286**
595 N. Primrose Drive www.cityoforlando.net
<# Offers adults two 10-week seasons per year starting in May
and December

Public Courts
Audubon Playground2 courts
Callahan Neighborhood Center2 courts
College Park/Princeton Playground..2 lighted courts
Demetree Park.....1 court
Dover Shores Park2 courts, 1 youth, 1 gym

Downtown Recreation Center.....	1 gymnasium
Engelwood Neighborhood Center	2 courts, 1 gymnasium
Gilbert McQueen Park	1 court
Hankins Park	2 lighted courts
John H. Jackson Rec. Center.....	2 lighted courts
Lake Lorna Doone Park.....	1 lighted court
Langford Park/Reeves Terrace	1 court
Malibu Park.....	1 youth court
Northwest Community Center	4, courts, 1 gymnasium
Orlando Sports Campus	2 courts
Pleasant Valley Park.....	1 court
Poppy Park	2 courts
Smith Center.....	1 court, 1 gymnasium
Willie Mays Park	2 courts

Bridge

Orlando Metropolitan Bridge Center..... 407-895-1943
See Orlando Metropolitan Bridge Center, p. 60

Community Centers

Families, Parks & Recreation Department..... 407-246-4300
See Neighborhood Centers, p. 55

Fitness

Recreation Division **407-246-2646**
 649 W. Livingston St. www.cityoforlando.net

<# Offers fitness centers at seven locations: Dover Shores Community Center, Engelwood Neighborhood Center, Orlando Downtown Recreation Complex, John H. Jackson Community Center, Northwest Community Center, Dr. James R. Smith Neighborhood Center, Wadeview Community Center

Flag Football

Orlando Sports Campus..... 407-246-2761
 798 S. Rio Grande Ave. www.cityoforlando.net

<# Offers adult men two 10-week seasons/year in February & August

Golf

Boggy Creek Golf Club..... 407-857-0280
 3650 Eighth St. www.boggycreekgolfclub.com

<# 9-hole, relatively flat golf course that features wide-open fairways and small greens; driving range, putting green and sand trap

Dubsdread Golf Course..... 407-246-2551
 549 W. Par St.

<# 18-hole course with all amenities including top rated restaurant

Health

Parks Division..... 407-246-2283

1206 W. Columbia St. www.cityoforlando.net

<# Offers exercise heart courses at 4 locations: Al Coith Park, Lake Ivanhoe Park Lake Underhill Park and Wadeview Park

Horseback Riding

Freedom Ride 407-293-0411

1905 Lee Rd.

<# Offers therapeutic horseback riding for disabled children and adults

Longwood Equestrian 407-295-2925

1905 Lee Rd.

<# Offers recreational horseback riding lessons to adults and children

Middle School Teen Program

Families, Parks & Recreation Department..... 407-246-4300

595 N. Primrose Drive www.cityoforlando.net

<# Provides activities and positive role models for teens, while increasing self esteem and team building skills; teens from 11-14 years old, learn and socialize in a positive environment

See After-School All-Stars, Inc., p. 12

Racquetball

Dover Shores Community Center..... 407-381-2708

1400 Gaston Foster Rd. www.cityoforlando.net

<# Provides two courts

Orlando Tennis Centre 407-246-2161

649 W. Livingston St. www.cityoforlando.net

<# Provides outdoor, lighted courts; racquet stringing and sales

Recreation for Special Needs

Loch Haven Park Neighborhood Center 407-896-9372

610 N. Lake Formosa Dr. www.cityoforlando.net

<# Offers educational, recreational and competitive sports programs to physically and mentally challenged youth and adults

Sand Volleyball

Festival Park 407-246-2827

2911 E. Robinson St. www.cityoforlando.net

<# Offers sand volleyball courts with tournaments each summer

Soccer/Rugby

West Colonial Soccer/Rugby Fields..... 407-246-2760

West Colonial Drive & Fairvilla Road

<# Offers athletic fields and picnic area

Softball

Athletics Division 407-246-4286

595 N. Primrose Drive www.cityoforlando.net

⟨# Offers adults two 10-week seasons per year starting in April and September and one 7-week season starting in January

Summer Camp (Camp Orlando)

Families, Parks & Recreation Department..... 407-246-4300

595 N. Primrose Drive www.cityoforlando.net

⟨# Offers a ten-week supervised program with organized games, crafts, cultural arts, inner-city competition, field trips and special events at 14 locations

Swimming

Aquatics Division 407-246-4281

595 N. Primrose Drive www.cityoforlando.net

⟨# Offers lessons for ages six months and up; water safety, junior life guarding, adult fitness lap swimming, water aerobics, youth swim teams, synchronized swimming, aquatic therapy and public swimming

Public Pools

College Park Pool2411 Elizabeth Ave.

Dover Shores Pool.....1400 Gaston Foster Rd.

Engelwood Pool.....6123 La Costa Dr.

Hankins Pool.....3410 Columbia St.

John F. Long Memorial Pool.....1218 Ferncreek Ave.

John H. Jackson Pool.....1010 America St.

Northwest Pool3955 Country Club Dr.

Turkey Lake Pool.....3401 Hiwassee Rd.

Wadeview Pool.....801 E. Grant St.

Tennis

Orlando Tennis Centre 407-246-2161

649 W. Livingston St. www.cityoforlando.net

⟨# Offers 11 clay courts and 5 hard courts, full-service pro-shop, tennis apparel and equipment; open Monday – Friday from 8 a.m. – 9:30 p.m., Saturday and Sunday from 8 a.m. – 2:30 p.m.; courts also offered at Dover Shores Community Center, John H. Jackson Community Center, the Orlando Sports Campus, Hankins Park, Reeves Terrace, Lorna Doone, Delaney Park, Demetree Park, Lake Mann and College Park

Track

Recreation Division..... 407-246-4286

595 N. Primrose Drive www.cityoforlando.net

⟨# Offers qualifying & district track meets in June for ages 9-14, male & female

Volleyball

Downtown Recreation Complex 407-246-2760

649 W. Livingston St.

www.cityoforlando.net

<# Offers adults two 10-week indoor seasons per year starting in April and September; summer sand tournaments at Festival Park

Youth Sports

Athletics Division 407-246-4286

595 N. Primrose Drive

www.cityoforlando.net

<# Offers a wide range of fun athletic opportunities for youth including cheerleading, track, football, baseball and basketball

Recycling

Solid Waste Management Division..... 407-246-2314

1028 S. Woods Ave.

www.cityoforlando.net

<# Offers residential curbside collection once per week; bins should be placed by the curb no earlier than 5 p.m. on the day before scheduled collection, and no later than 6 a.m. on the day of collection

Reeves Terrace Recreation Site

Recreation Division..... 407-246-2349

See Neighborhood Centers, p. 55

Renting

Boats

Bill Frederick Park at Turkey Lake 407-299-1248

See Boating, p. 19

Lake Eola Park..... 407-227-5004

See Boating, p. 19

Facilities

Recreation Division..... 407-246-4300

595 N. Primrose Drive

www.cityoforlando.net

<# Provides community rooms, kitchens, auditoriums, dance halls, game rooms, swimming pools, gymnasiums and softball fields for weddings, family reunions, community meetings and other functions

See Neighborhood Centers, p. 55

Parks

Parks Division..... 407-246-2287

1206 W. Columbia St.

www.cityoforlando.net

<# Provides park facilities for birthday parties, family reunions, weddings, special events, etc.

Ridesharing

Automates

LYNX..... 407-843-7665
445 Amelia St. www.golynx.net
<# Provides free computer matching services to help find carpooling from the same area

Vanpool

LYNX..... 407-843-7665
445 Amelia St. www.golynx.net
<# Provides luxury van for groups of up to 15 commuters from the same area

Risk Management

Insurance

Chief Financial Office 407-246-2341
7th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Determines City involved liability issues

Safety

Human Resources Division..... 407-246-2341
7th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Handles reports of unsafe work practices of City employees; reports City properties that create a hazard

Rodent Control

Orange County Division of Environmental Health. 407-836-2550
807 W. Church St. www.onetgov.net
<# Controls rodent problems within the City

Schools

Colleges and Universities

Florida A&M University (FAMU)..... 407-254-3268
1 N. Orange Ave. www.famu.edu/acad/colleges/law
<# Florida Agricultural & Mechanical University Orlando campus; comprehensive public law school; offers day and evening programs

Florida Metropolitan University 407-851-2525
9200 S. Park Center Loop www.fmu.edu
<# Provides higher education for the working world

Florida Southern College 407-255-1302
6035 South Rio Grande Ave. www.flsouthern.edu/orlando
<# Sponsors an evening program in Orlando designed specifically to enable students who are employed full-time to complete requirements for the degree without relying on the more tradi-

tional collegiate style.

Florida Technical College..... **407-447-7300**
12689 Challenger Parkway Suite 130 www.flatech.edu
<# Provides career training in health care, technology, design,
business

Keiser College **407-273-5800**
5600 Lake Underhill Rd. www.keisercollege.edu/orlando
<# Offers Associate and Bachelor Degrees in Business, Com-
puters/Technical, Allied Health and Culinary Arts

University of Central Florida **407-823-2000**
4000 Central Florida Blvd. www.ucf.edu
<# Provides a public, multi-campus metropolitan research univer-
sity dedicated to serving its surrounding communities with their
diverse and expanding populations, technological corridors and
international partners

Valencia Community College..... **407-299-5000**
P.O. Box 3028 www.valenciacc.edu
<# Provides two Orlando campuses; fourth largest of Florida's 28
community colleges, teaching more than 50,000 students per
year

Public

Orange County Public Schools **407-317-3200**
445 W. Amelia St. www.ocps.k12.fl.us
<# Operates 144 elementary, middle, high and alterna-
tive/exceptional education schools, as well as 19 workforce
education tech centers

Seniors

Abuse

Department of Children & Families **800-962-2873**
1317 Winewood Blvd., Tallahassee www.state.fl.us/cf_web
<# Provides hotline to log reports of abuse

Bus Service

LYNX..... **407-841-2279**
See Buses, p. 20

Community Centers

Allen Senior Center (L. Claudia) **407-521-3663**
See Neighborhood Centers, p. 55

Beardall Senior Center (Mayor William)..... 407-246-2637
See Neighborhood Centers, p. 55

Marks Street Senior Center 407-245-0921
See Neighborhood Centers, p. 55

Elderlinks

Orlando Fire Department..... 407-246-2386
7th Floor, City Hall, 400 Orange Ave. www.cityoforlando.net
⟨# Provides a safety net for elderly persons who are vulnerable to abuse, neglect or exploitation

Helpline

Florida Department of Elder Affairs 800-963-5337
4040 Esplanade Way www.myflorida.com
⟨# Provides information on elder services and activities with each Florida county

Mayor's Committee on Aging

Office of the Mayor.....407-246-2221
3rd Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
⟨# Advises and communicates with the Mayor on issues of importance to seniors living in the Greater Orlando Area

Referral Services

First Call For Help 407-849-2356
See Social Services, p. 79

Senior Resource Alliance 407-228-1800
988 Woodcock Rd. www.seniorresourcealliance.org
⟨# Provides information on services available to residents age 60 or older and their families

Seniors First, Inc. 407-292-0177
5395 L.B. McLeod Rd. www.seniorsfirstinc.org
⟨# Provides support services, social contacts, meals, adult day care, counseling, employment assistant, transportation, home improvement and other services to the elderly and disabled to help them remain independent in their homes

SeniorLinks

Neighborhood and Community Affairs..... 407-246-3971
2nd Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
⟨# Helps seniors network with neighbors and community services

Volunteer

Retired & Senior Volunteer Program (RSVP) 407-422-1535

95 E. Marks St., Ste. 102 www.rsvporangecountyfl.com

<# Helps seniors 55 and over become involved in the community through significant volunteer service

Sewer

Bills

Orlando Utilities Commission 407-423-9018

500 S. Orange Ave. www.ouc.com

<# Bills residents for sewer

Wastewater Division 407-246-2662

5100 L.B. McLeod Rd. www.cityoforlando.net

<# Assesses sewer bills

Billing Questions

Wastewater Division 407-246-2662

5100 L.B. McLeod Rd. www.cityoforlando.net

<# Answers questions about sewer bills

Problems

Wastewater Division 407-246-2213

5100 L.B. McLeod Rd. www.cityoforlando.net

<# Handles sewer problem including odors, spills, public lift station malfunction or blocked sewer lines

Sherrif

Orange County Sheriff's Office..... 407-737-2400

2400 W. 33rd St. www.orangecountyfl.net

<# Provides professional law enforcement by more than 2,400 employees utilizing state-of-the-art equipment and techniques in meeting the challenges of a growing family-oriented community

Sidewalks

Streets & Drainage Division 407-246-2238

1010 S. Woods Ave. www.cityoforlando.net

<# Maintains the City's sidewalks

Signs, Billboards & Banners

Permitting..... 407-246-2277

1st Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

<# Provides permits & sign standards for all outdoor signs, billboards and banners

Sister Cities Program

Metro Orlando Economic Development Comm 407-422-7159

See International Affairs, p. 47

Smith Neighborhood Center (Dr. James R.)

Recreation Division..... 407-291-7308

See Neighborhood Centers, p. 55

Social Security

Social Security Administration 407-648-6673

80 N. Hughey Ave., Room 159 www.ssa.gov

<# Provides original or duplicate social security cards; open 9 a.m. – 4 p.m., Monday through Friday; information also available in Spanish

Social Services

Emergency Assistance

Crisis Assistance Program 407-836-6500

2100 E. Michigan St. www.orangecountyfl.net

<# Provides emergency assistance for City residents who are not eligible for services provided by another agencies

Food Stamps

Department of Children & Families 407-245-0400

400 W. Robinson St., S. Tower, S-1129 ww.state.fl.us/cf_web

<# Supplies food stamps to individuals and families meeting the necessary income guidelines

Referral Services

First Call For Help 407-849-2356

1940 Traylor Blvd. www.csnetwork.org

<# Offers referral specialists to asses problems and refer individuals to appropriate local agencies

Metropolitan Orlando Urban League..... 407-841-7654

2804 Belco Dr. www.nul.org

<# An advocacy agency for the disadvantaged and minority members of Central Florida specifically in the areas of housing, employment, drug abuse prevention, teenage pregnancy prevention, family counseling and social interaction

Solid Waste

Solid Waste Management Division..... 407-246-2314

See Garbage Collection, p. 42

SPCA of Central Florida 407-351-7722

See Humane Society, p. 47

Speeding

Complaints

Police Department Traffic Hotline 407-246-2906

100 S. Hughey Ave.

www.cityoforlando.net

<# Records complaints related to traffic issues within the City

Tickets

Orange County Traffic Court..... 407-836-6000

425 N. Orange Ave.

www.orangecountyfl.net

<# Offers many methods of paying a speeding tickets including the mail and in person

Spouse

Abuse

Harbor House..... 407-886-2856

P.O. Box 680748

www.harborhouseocadv.com

<# Provides free services for victims of domestic violence including confidential, temporary safe shelters, individual, group and family counseling, safety planning and emotional support

Stadium

Florida Citrus Bowl 407-849-2500

See Centroplex, p. 24

State Information

Suncom Directory 407-245-1700

<# Provides information on agencies and services provided by Florida state government

Stormwater

Flooding

Streets & Drainage Division 407-246-2238

See Flooding, p. 41

Utility

Stormwater Utility Division 407-246-2370

1030 S. Woods Ave.

www.cityoforlando.net

<# Charges all parcels within the City service fees used for lakes and stormwater systems management through capital improvements, maintenance and code enforcement

Streets

Closures

Transportation 407-246-3704

8th Floor, City Hall, 400 S. Orange Ave.

www.cityoforlando.net

<# Authorizes street and lane closures in the City

Complaints

Streets & Drainage Division 407-246-2238

1010 S. Woods Ave.

www.cityoforlando.net

<# Handles complaints related to City streets

Lights

Orlando Utilities Commission..... 407-737-4222
500 S. Orange Ave. www.ouc.com
<# Handles reports of problems with street lights

Repair

Streets & Drainage Division 407-246-2238
1010 S. Woods Ave. www.cityoforlando.net
<# Handles flooding on streets in need of repair or cleaning

Signs

Transportation 407-246-2100
1214 S. Westmoreland Dr. www.cityoforlando.net
<# Handles reports of street or traffic signs that are missing or in need of repair, replaces damaged or missing signs

Sweeping

Streets & Drainage Division 407-246-2238
1010 S. Woods Ave. www.cityoforlando.net
<# Handles sweeping of all City streets; swept once every 13 days

Summer Day Camp (Camp Orlando)

Families, Parks & Recreation Department..... 407-246-2288
See Recreation, p. 71

Tags

Automobiles

Orange County Tax Collector 407-836-4145
See Automobiles, p. 16

Tax Collections

Orange County Tax Collector 407-836-4145
See Property, p. 70

Taxi & Other Vehicles for Hire

Police Department..... 407-246-2845
See Vehicles for Hire, p. 86

Amway Arena

Orlando Centroplex..... 407-849-2000
See Centroplex, p. 24

Teens

Recreation Division..... 407-246-4300
595 N. Primrose Drive www.cityoforlando.net
<# Offers over 150 activities at 17 recreation centers

Also see Recreation, p. 71

Tennis

Recreation Division..... 407-246-2161
See Recreation, p. 71

Tickets

Event

Centroplex Box Office 407-849-2020
600 W. Amelia St. www.orlandocentroplex.com
<# Sells tickets to Florida Citrus Bowl, Bob Carr Performing Arts
Centre and the Amway Arena

Parking

Parking Division 407-246-2155
See Parking, p. 61

Speeding

Orange County Traffic Court..... 407-836-6000
See Speeding, p. 80

Tickets for Kids

Families, Parks & Recreation Department 407-246-2285
649 W. Livingston St. www.cityoforlando.net
<# Rewards kids by giving them free tickets to concerts, sporting
events, theatre and dancing

Time & Weather

Bank of America 407-646-3131
<# Provides up-to-date time and weather reports

Tinker Field

Orlando Centroplex..... 407-849-2500
See Centroplex, p. 24

Tours

City Hall

Office of the City Clerk 407-246-3308
2nd Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Schedules tours of City Hall

Lake Eola Park

Recreation Division..... 407-246-2827
649 W. Livingston St. www.cityoforlando.net
<# Schedules tours of Lake Eola and historical areas in the City

Leu Gardens

Education Department..... 407-246-2620
1920 N. Forest Ave. www.cityoforlando.net

<# Schedules tours of Leu Gardens

Orlando Fire Department

Fire Department Public Education.....407-246-3128

7th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

<# Schedules tours of the Orlando Fire Department

Orlando Police Department

Police Department Public Education.....407-246-2461

100 S. Hughey Ave. www.cityoforlando.net

<# Schedules tours of the Orlando Police Department

Amway Arena

Centroplex Event Coordination407-849-2000

600 W. Amelia St. www.orlandocentroplex.com

<# Schedules tours of the Amway Arena and other Centroplex facilities

Wastewater Treatment Plants

Wastewater Division.....407-246-2213

5100 L.B. McLeod Rd. www.cityoforlando.net

<# Schedules tours of Orlando's Wastewater Treatment Plants

Traffic

Calming

Transportation407-246-2281

8th Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

<# Determines the need for traffic studies, for new traffic signals, signs, pavement, street lights and traffic calming devices

Complaint Hotline

Police Department Traffic Enforcement.....407-246-2436

100 S. Hughey Ave. www.cityoforlando.net

<# Provides hotline for traffic complaints

Enforcement

Police Department Traffic Enforcement.....407-246-2436

100 S. Hughey Ave. www.cityoforlando.net

<# Enforces traffic laws in the City

Signals

Transportation407-246-2020

53 W. Central Blvd. www.cityoforlando.net

<# Handles reports of malfunctioning traffic signals and damaged or missing signs 24 hours per day, 7 days per week

Tickets

Orange County Traffic Court.....407-836-6000

See Speeding, p. 80

Transportation

Local Streets

Transportation 407-246-2281

8th Floor, City Hall, 400 S. Orange Ave.

www.cityoforlando.net

⟨# Coordinates and monitors the City's effort to provide safe and efficient movement of vehicles and pedestrians throughout the City

Public Transit

LYNX 407-841-2279

See Buses, p. 20

State Roads

Florida Department of Transportation

407-482-7800

135 S. Semoran Blvd.

www.dot.state.fl.us/

⟨# Transportation planning partnerships for Orange, Osceola and Seminole counties; public information line is 800-780-7102

Trash

Solid Waste Management Division

407-246-2314

See Garbage Collection, p. 42

Trees

Fallen

Parks Division..... 407-246-2283

1206 W. Columbia St.

www.cityoforlando.net

⟨# Removes City-owned trees and branches that fall on public or private property; privately-owned trees and branches that fall on public or private property are the responsibility of the property owner

Power Lines

Orlando Utilities Commission 407-384-4184

500 S. Orange Ave.

www.ouc.net

⟨# Call to report problems of trees and limbs near power lines

Removal Permits

Parks Division..... 407-246-2283

1206 W. Columbia St.

www.cityoforlando.net

⟨# Issues tree removal permits for private property; provides tree inspection for residents; trims trees on public property over sidewalks, streets and near traffic lights; removes dead and

diseased trees from public property

Street Tree Planting Program

Parks Division..... 407-246-2287
1206 W. Columbia St. www.cityoforlando.net

⟨# Allows citizens to have street trees planted on City parkways; provides guidelines for maintenance of trees

Tree Replacement Program

Parks Division..... 407-246-2287
1206 W. Columbia St. www.cityoforlando.net

⟨# Replaces trees on City parkways that have been removed during the past year

UCF Civic Theatre 407-896-7365
See Arts, p. 15

Unemployment Compensation

Agency For Workforce Innovation 407-228-1500
941 W. Morse Blvd., Winter Park

⟨# Accepts, processes and pays claims for unemployed persons, who are willing and able to work.

United Arts of Central Florida, Inc..... 407-628-0333
See Arts, p. 15

Utilities

Orlando Utilities Commission..... 407-423-9100
500 S. Orange Ave. www.ouc.com

⟨# Provides water and electric utilities to the City of Orlando; operates billing for City sewer and refuse service

Progress Energy 407-629-1010
P.O. Box 33199, St. Pete, FL 33733 www.progress-energy.com

⟨# Provides electric utilities to selected areas of the City

Vacant Lots

Code Enforcement 407-246-2686
1st Floor, City Hall, 400 S. Orange Ave. www.cityoforlando.net

⟨# Enforces City code that requires property owners to keep vacant lots free of trash, debris, overgrown grass and weeds

VanPool

LYNX..... 407-843-7665
See Ridesharing, p. 75

Variances

Zoning

City Planning Division 407-246-2269
See Planning, p. 65

Vehicle Registration

Orange County Tax Collector 407-836-4145
See Automobiles, p. 16

Vehicles for Hire

Police Department..... 407-246-2845
1010 S. Westmoreland Dr. www.cityoforlando.net
<# Provides permits for taxis, limousines, horse-drawn carriages
and buses that pick-up passenger in the City

Volunteering

Community

Neighborhood and Community Affairs 407-246-2082
See Neighborhood Enhancement, p. 57

Emergencies

Citizen Corps 407-246-4000
See Citizen Corps, p. 26

Voting

Supervisor of Elections 407-836-2070
See Elections, p 37

Wadeview Community Center

Recreation Division..... 407-246-2883
See Neighborhood Centers, p. 55

Wastewater

Wastewater Division 407-246-2213
5100 L.B. McLeod Rd. www.cityoforlando.net
<# Provides wastewater collection and treatment

Water Conservation

Orlando Utilities Commission..... 407-423-9018
500 S. Orange Ave. www.ouc.com
<# Provides information on conserving water

Weather

National Weather Service 407-646-3111
<# Provides information on current weather conditions and fore-
casts

Web Site

Communication 407-246-3421
See Cityoforlando.net, p. 29

Welfare

Department of Children & Families 407-245-0400
See Social Services, p. 79

Wellness

General Administration Department 407-246-3425
Basement, City Hall, 400 S. Orange Ave. www.cityoforlando.net
<# Free membership for City employees and retirees; new 7,000 square feet Wellness Center offers a full line of Cybex strength equipment, stair climbers, bikes, rowing machines, dumbbells, locker rooms and showers, professional staff, aerobic classes, complete fitness testing and personal training.

What’s Up Downtown

Downtown Development Board 407-246-2555
See Downtown Orlando, p. 34

Worker’s Compensation

Florida State Division of Worker’s Compensation 407-245-0758
400 W. Robinson St., Ste. 608 www.myflorida.com
<# Provides counseling and assistance to individuals eligible for worker’s compensation benefits or who are in need of rehabilitation services

Yard Waste

Solid Waste Management Division 407-246-2314
See Garbage Collection, p. 42

Yo Soy El Futuro, Inc. 407-687-7624
615A Herndon Ave.

<# Provides seminars, mentors, counseling and other education programs and activities to at-risk youth

Youth

Competition

Orlando After-School All-Stars, Inc. 407-246-3707
649 W. Livingston St. www.cityoforlando.net

<# Facilitates annual city-wide competitions in sports and academics for young people of all ethnic backgrounds in order to provide them with an alternative to drugs and violence

Sports

City Hall Building Directory

Basement

Employee Wellness Center

1st Floor

Building Inspections

Building Permits

Building Plans Review

Business Licenses

Cashier

City Hall Cafeteria

Civil Service

Classification & Pay

Employee Records

Employment

Human Resources

Information/Security Center

Occupational Licenses

Orlando Federal Credit Union

Police Review Board

Terrace Art Gallery

2nd Floor

City Clerk

City Commissioners

City Council Chambers

Communications

Neighborhood and Community
Affairs

Conference Rooms

General Administration

Mail Services

Municipal Elections

Nominating Board

Quick Copy Center

Records/Archives

Studio A

3rd Floor

Chief Administrative Officer

Governmental Relations

Legal Affairs

Mayor's Office

4th Floor

Chief Financial Officer

Management, Budget & Accounting

Purchasing & Materials Management

Real Estate Management

5th Floor

Minority/Women Business Enterprise

Technology Management

6th Floor

Business Development

City Planning

Downtown Development Board

Economic Development

Growth Management

Historic Preservation

Housing Department

Municipal Planning Board

Transportation

Urban Design

7th Floor

Audit Services and

Management Support

Employee Benefits

Employee Services

Fire Department

Labor Relations

Risk Management

8th Floor

Engineering

GIS Services

Public Works

Records Management

Survey Services

Transportation Engineering

9th Floor

Casa de Mexico

Government of Puerto Rico

Human Relations

Public Arts



Office of Communications
Orlando City Hall, 2nd Floor
400 South Orange Avenue
P.O. Box 4990
Orlando, Florida 32802-4990

**Office of Communications
Orlando City Hall, 2nd Floor
400 South Orange Ave
P.O. Box 4990
Orlando Florida 32802-4990**