

## ADDITIONAL CITY RESOURCES:

### Citizen Police Academy 407.246.2461

The Orlando Police Department's Citizen Police Academy is free of charge and offered twice a year. The class ranges from 12-14 weeks and is held on Tuesday evenings from 6:30 to 9:30 p.m. at the Orlando Police Headquarters. For more information or to download an application, visit [cityoforlando.net/police/citizen\\_info/cpa.htm](http://cityoforlando.net/police/citizen_info/cpa.htm).

### City News

Hear from Mayor Buddy Dyer and stay up-to-date on what is happening in Orlando with City News. Emailed twice a month, the newsletter features City Council updates and information about City services, programs and events. To subscribe, visit [cityoforlando.net](http://cityoforlando.net) and look for the "Subscribe to City News" link.

### City of Orlando on TV

View City Council meetings on Orange TV located on Bright House channel 199 or online at [cityoforlando.net/council.htm](http://cityoforlando.net/council.htm). For a schedule of City Council meetings, visit [cityoforlando.net](http://cityoforlando.net).

### Community Builder Award 407.246.2500

Mayor Buddy Dyer created the Community Builder Award to recognize the contributions of citizens who help build a stronger community in the City of Orlando. Qualified candidates must be volunteers with nonprofit or charitable organizations conducting projects and programs within the City of Orlando. The nominee must be able to demonstrate community involvement for a minimum of 2 years. Nominations may be submitted throughout the year by completing the online nomination form located at [cityoforlando.net/mayor](http://cityoforlando.net/mayor).

### Engage Orlando

An interactive online forum where you share and comment on City related topics. This forum provides a platform for you to stay engaged with the City. To encourage participation, rewards are offered based on the type and frequency of involvement. Get involved by going online at [Engage.cityoforlando.net](http://Engage.cityoforlando.net).

### Mayor's City Academy

The Mayor's City Academy is a 10-week program that offers citizens a unique look inside their City government. Participants will interact with City employees and take part in real life situations, leaving the program more informed, engaged and ready to get involved in their City government. Participants must be at least 18 years old. For more information or to download an application, visit [cityoforlando.net/cityacademy](http://cityoforlando.net/cityacademy).

### Neighborhood Champion Award 407.246.2169

Mayor Buddy Dyer created the Neighborhood Champion Award to recognize the many unsung heroes that work hard to keep their neighborhood a great place to live. Qualified candidates must be City of Orlando residents, 18 or older, that consistently make a positive impact in their neighborhoods. Nominations may be submitted throughout the year by completing the online nomination form located at [cityoforlando.net/mayor](http://cityoforlando.net/mayor).

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## CITY OF ORLANDO OFFICE OF COMMUNICATIONS & NEIGHBORHOOD RELATIONS

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phone: 407.246.2169 • fax: 407.246.2584  
web: [cityoforlando.net/ocnr](http://cityoforlando.net/ocnr)

### Orlando City Council



Orlando Mayor Buddy Dyer  
407.246.2221  
[buddy.dyer@cityoforlando.net](mailto:buddy.dyer@cityoforlando.net)



District 1 Commissioner Jim Gray  
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District 2 Commissioner Tony Ortiz  
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District 3 Commissioner Robert F. Stuart  
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District 4 Commissioner Patty Sheehan  
407.246.2004  
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District 5 Commissioner Regina I. Hill  
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District 6 Commissioner Samuel B. Ings  
407.246.2006  
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# CITY RESOURCE GUIDE

Services designed to  
enhance the quality of life  
in our neighborhoods.

LIVE, WORK and PLAY

CONNECTING NEIGHBORS

services VALUE

tree lined streets informed citizens

ORLANDO family affordable

world class city

GET INVOLVED

green spaces

WALKABLE DIVERSITY

access

sustainable

# CITY OF ORLANDO

Esta guía está disponible en español en el siguiente enlace: [ciudaddeorlando.net](http://ciudaddeorlando.net)

Greetings neighbors,

*The City of Orlando has a variety of services available to inform, connect and involve residents and neighborhood organizations in enhancing the quality of life in our neighborhoods. This City Resource Guide is divided into two sections. The first section highlights City resources available to neighborhood organizations. The second section provides a list of the most frequently requested City telephone numbers and resources. For more information about the City of Orlando and our programs and services, visit us at [cityoforlando.net](http://cityoforlando.net). Together, we will keep Orlando a great place to live, work and play.*



Buddy Dyer  
Mayor, City of Orlando

The following are City of Orlando resources and programs neighborhood organizations may use to enhance or maintain the quality of life in City neighborhoods.

#### **Communications & Neighborhood Relations 407.246.2169**

The Office of Communications & Neighborhood Relations (OCNR) provides residents with information on organizing and maintaining neighborhood organizations, accessing City services and other community resources to enhance the quality of life in Orlando. For more information, visit [cityoforlando.net/ocnr](http://cityoforlando.net/ocnr).

#### **Neighborhood Watch 407.246.2369**

The Orlando Police Department's Neighborhood and Business Watch Unit provides free training from law enforcement on inexpensive ways to safeguard your business, home and property and reduce crime. For more information, visit [cityoforlando.net/NW](http://cityoforlando.net/NW).

#### **Citizen Observer Program 407.246.2461**

Citizen Observer Program (COP) members serve as additional eyes and ears of the Orlando Police Department. COP members alert the police department of hazards and unlawful behavior in neighborhoods. COP members have no law enforcement authority. Through the increased visibility of specially marked vehicles, the COP members help deter criminal activity.

#### **Community Centers 407.246.4300**

There are 22 community centers located throughout the City of Orlando offering various community recreation programs for citizens of all ages. The City's community centers also provide neighborhood associations a free place to hold meetings.

#### **Green Up Orlando 407.246.3504**

Green Up Orlando was created in 1985 to increase the City's tree canopy and to beautify the appearance of the community by encouraging citizens and groups to plant trees and shrubs. The City's Parks Division provides all the planting materials and tools and the residents provide the labor.

#### **Green Works Orlando 407.246.3641**

Green Works Orlando is Mayor Buddy Dyer's environmental action plan designed to transform Orlando into one of the most environmentally-conscious cities in America. Learn how you can protect our natural resources, live an environmentally-friendly lifestyle and engage everyone who lives, works and visits Central Florida in the effort to "go green." For more information, visit [cityoforlando.net/greenworks](http://cityoforlando.net/greenworks).

#### **Hispanic Office for Local Assistance (HOLA) 407.254.4652**

The Hispanic Office for Local Assistance (HOLA) connects residents, families and businesses with information and resources from the City of Orlando, government agencies, community-based organizations and professional entities. HOLA supports the community as part of the mission of the Office of Multicultural Affairs.

#### **iLead - an interactive neighborhood training source 407.246.2169**

iLead is a comprehensive program that provides the tools to manage associations and inform, connect and involve neighbors through a series of guides, videos, webinars and workshops. Topics range from effectively holding meetings, to utilizing a variety of communication tools and engaging the next generation of leaders. For more information go to [cityoforlando.net/ilead](http://cityoforlando.net/ilead).

#### **Keep Orlando Beautiful 407.246.2752**

Keep Orlando Beautiful (KOB) is a non-profit organization administered by the City's Streets and Stormwater Division of the Public Works Department. Various beautification projects include tree/flower plantings and graffiti paint-outs. KOB also offers adopt-a-street and adopt-a-spot programs and presents beautification awards to businesses for outstanding beautification or landscape improvement. Other services include an annual Litter Index in each of the six City districts.

#### **LakeWatch 407.246.2037**

LakeWatch volunteers collect and prepare water samples from City lakes, complementing the City's current lake monitoring program. Volunteers must have boat and lake access and dedicate approximately one hour per month to the program. To sign up for lake alerts, visit [cityoforlando.net/lakealert](http://cityoforlando.net/lakealert).

#### **Main Street Program 407.246.3259**

The Main Street program encourages economic development within the context of historic preservation in ways appropriate to today's marketplace. The Main Street approach advocates a return to community self-reliance, local empowerment and the rebuilding of traditional commercial districts based on their unique assets: distinctive architecture, a pedestrian-friendly environment, personal service, local ownership and a sense of community. For more information, visit [cityoforlando.net/mainstreet](http://cityoforlando.net/mainstreet).

#### **Mayor's Matching Grants 407.246.3275**

The Mayor's Matching Grant provides grant funds for neighborhoods, nonprofit organizations and schools. Neighborhood organizations may apply for up to \$5,000 to implement physical improvements, public safety or education projects and programs that benefit neighborhood residents. Schools and nonprofit organizations may apply for up to \$10,000 for programs that address youth crime prevents and anti-violence or provide education and academic enrichment for our City's youth during non-school hours. For more information on this grant program, visit [cityoforlando.net/grants](http://cityoforlando.net/grants).

#### **Neighborhood Traffic Calming 407.246.2281**

The City of Orlando's Neighborhood Traffic Management Program (NTMP) is a partnership between the City and its residents to identify traffic issues in neighborhoods and find appropriate solutions. The NTMP is one part of the City's commitment to the safety and livability of its residential streets.

#### **Speakers Bureau 407.246.2169**

To schedule a member of Mayor Dyer's senior staff to speak to your organization about City priorities, programs and services visit [CityofOrlando.net/speakers](http://CityofOrlando.net/speakers). The Office of Communications & Neighborhood Relations can help with program ideas and presentations that may be of interest to your neighbors and members.

### **Tree Planting Programs 407.246.2287**

**Trees in the Parkway:** Trees are made available to individual homeowners to be planted in the parkway (right of way) along the City street in front of their homes. The City determines the most appropriate tree for each location. The owner must agree to water, feed and care for the tree until it is established. There is no cost for this program. For more information, visit [cityoforlando.net/fpr](http://cityoforlando.net/fpr) and click on "parks".

**Trees to Good Homes:** The City will work with neighborhood groups to help select the right tree for the right location by giving neighborhoods an opportunity to purchase trees at wholesale prices. Trees will be planted on private property. For more information, visit [cityoforlando.net/fpr](http://cityoforlando.net/fpr) and click on "parks".

### **Volunteering with ORLANDO CARES 407.246.3501**

Orlando Cares is Mayor Buddy Dyer's Cities of Service Initiative. Orlando Cares addresses community challenges - Youth Education and Youth Crime Prevention - by mobilizing caring citizens as volunteers to be a part of the solution. For more information, visit [orlandocares.net](http://orlandocares.net).

**Do you have questions about City services or have a concern and don't know who to call? Here is a list of some of the most frequently requested City telephone numbers.**

### **Emergencies: Police/Fire/Medical 9-1-1**

#### **Non-emergencies:**

**Fire 321.235.5200**

**Police 321.235.5300**

### **After-School Programs 407.246.3707**

The Families, Parks & Recreation Department provides afterschool programs for children ages 6 to 14 at selected community centers. The After-School All Stars program provides afterschool and summer programs for middle school youth (ages 10 to 14).

### **Animal Control/Services 3-1-1 or 407.836.3111**

Orange County handles all animal complaints and spay/neuter appointments within the City of Orlando limits.

### **Arts & Cultural Events 407.246.3104**

For City sponsored events, visit [CityofOrlando.net](http://CityofOrlando.net) and click on "calendar" at the top of the page. For arts and cultural events throughout the greater Orlando area, visit [RedChairProject.com](http://RedChairProject.com).

### **Block Party Permit 407.246.3661**

A block party permit is required when a neighborhood organization or a group of neighbors want to have a block party in front of their homes (they must be part of the immediate neighborhood). No more than 200 people are allowed in attendance and no alcohol is permitted. This permit involves a portion of the road being closed during the hours of the party. Additional permits may be required based on the event. For

more information, visit [cityoforlando.net/police](http://cityoforlando.net/police) and click on "permits" under the links column.

### **Building Inspections 407.246.4444**

The Permitting Services Division handles inspections for electrical, plumbing, mechanical, energy, handicapped accessibility and security aspects of buildings.

### **Business Licenses 407.246.2204**

The Permitting Services Division provides occupational licenses to businesses located in the City.

### **Cemetery 407.246.2616**

The Greenwood Cemetery is owned and operated by the City of Orlando. Visit [greenwood-cemetery.net](http://greenwood-cemetery.net).

### **Child Care 407.246.2288**

The Recreation Division offers after-school programs at 13 community centers.

### **Code Enforcement 407.246.2686**

The Code Enforcement Division enforces City codes including lot cleaning, minimum housing, zoning and parking. To report code violations, visit [cityoforlando.net/economic/codeenforcement](http://cityoforlando.net/economic/codeenforcement).

### **Commissioners' Office 407.246.2382**

The City Commissioners' Office consists of six Commissioners, each representing a different district. A listing of the City Commissioners is on the back cover.

### **Community Affairs & Human Relations 407.246.2500**

The Office of Community Affairs & Human Relations (OCA & HR) assists arts and cultural, community and faith-based organizations, human services agencies and civic groups in leveraging City services and other community resources through partnerships.

### **Crime Prevention 407.246.2461**

The Orlando Police Department offers crime prevention tips to neighborhoods, churches, senior citizens and business groups.

### **Discrimination 407.246.2122**

The Office of Community Affairs & Human Relations (OCA & HR) investigates and resolves complaints of employment, housing and public accommodations discrimination. Visit [cityoforlando.net/ohr](http://cityoforlando.net/ohr).

### **Emergency Management 321.235.5437**

The Office of Emergency Management provides an online emergency information source including information on terrorism, hurricanes, situation reports and wildfires. On the radio, tune into 1650AM (WQDC) for emergency information. During emergencies, such as hurricanes, call the City's Emergency Information Center at 407.246.4357 for up-to-date information about the current emergency or visit [cityoforlando.net/emergency](http://cityoforlando.net/emergency).

### **Employment 407.246.2235**

The Human Resources Division accepts and processes applications for employment with the City of Orlando. For current listings visit [cityoforlando.net](http://cityoforlando.net), click on jobs.

### **Entertainment, Sports and Cultural Events at Orlando Venues 407.440.7900**

For information regarding events at Amway Center, visit [AmwayCenter.com](http://AmwayCenter.com). For information on events at Bob Carr Performing Arts Centre, Florida Citrus Bowl, Tinker Field, Harry P. Leu Gardens, The Mennello Museum of American Art, and the City's Public Arts program, visit [OrlandoVenues.net](http://OrlandoVenues.net) or call the Box Office at 407.440.7900 and press 7.

### **Exercise 407.246.2288**

The Recreation Division offers fitness centers at seven locations.

### **Fire Prevention 407.246.3128**

The Orlando Fire Department offers a wide variety of educational and training programs.

### **Flooding 407.246.2238**

The Streets & Stormwater Division handles reports of flooding or maintenance of the stormwater management system.

### **Garbage Collection 407.246.2314**

The Solid Waste Management Division collects residential garbage, yard waste and recycling.

### **Graffiti Reporting and Removal 407.254.4723**

Managed by Keep Orlando Beautiful, this hotline streamlines the process for graffiti removal. Residents can also report graffiti online at [cityoforlando.net/public\\_works/graffiti/Graffiti.aspx](http://cityoforlando.net/public_works/graffiti/Graffiti.aspx).

### **Harry P. Leu Gardens 407.246.2620**

The Harry P. Leu Gardens is approximately 50-acres of botanical gardens. It is home to 2000 species and the largest camellia collection in eastern North America. For more information visit [LeuGardens.org](http://LeuGardens.org).

### **Housing Down Payment 407.246.3036**

The Housing & Community Development Department provides down payment assistance and closing costs to qualified first time homebuyers.

### **Housing Rehabilitation or Emergency Repairs 407.246.3422**

The Housing & Community Development Department provides funding for home repairs.

### **Lake Litter Removal 407.246.2370**

The Streets & Stormwater Division removes litter from public City lakes, canals and ponds.

### **Landlord/Tenant Issues 407.246.2122**

The Office of Community Affairs & Human Relations (OCA & HR) handles complaints involving landlord and tenant issues.



**Licenses 407.246.2271**

The Permitting Services Division issues special licenses and permits that are required for a variety of activities.

**Mayor's Office 407.246.2221**

The Mayor's Office establishes and directs overall goals, objectives and functions of City programs.

**Noise Complaints 407.246.2686**

The Code Enforcement Division handles reports of noise from industrial or commercial establishments.

**Parking 407.246.2155**

The Parking Division maintains the City's parking garages and parking lots.

**Parks 407.246.2283**

The Parks Division offers 96 public parks, totaling 2,973 acres of developed open space, recreation areas, picnic areas, bikeways and playgrounds.

**Permitting Services 407.246.2271**

The Permitting Services Division reviews plans for code compliance and issues permits for approved plans. Visit [cityoforlando.net/permits](http://cityoforlando.net/permits).

**Planning Division 407.246.2269**

The City Planning Division prepares plans and regulations to guide the use, amount, timing, location and character of development within the City. The Division coordinates several citizen advisory boards, including the Municipal Planning Board, Board of Zoning Adjustment and Historic Preservation Board.

**Pollution 407.246.2370**

The Streets & Stormwater Division handles reports of suspected illicit discharge or dumping into streets and parking lots.

**Potholes 407.246.2238**

The Streets & Stormwater Division handles repairs to City streets. When calling after hours, please listen to the whole recorded message and follow the directions for reporting "emergencies" so you will be able to report the pothole.

**Reclaimed Water Service 407.246.2213**

The Wastewater Division operates and maintains the City's reclaimed water system. Service is available in limited areas. Call to get advice concerning your location.

**Recycling 407.246.2314**

The Solid Waste Management Division offers residential curbside collection every other week. City residents may enroll in the recycling program or order the recycling cart by email [SWcustomersvc@cityoforlando.net](mailto:SWcustomersvc@cityoforlando.net) or call 407.246.2314.

**Senior Recreation Programs 407.246.2288**

The Recreation Division has two senior centers, Mayor William Beardall Senior Center and L. Claudia Allen Senior Center.

**Sewer and Wastewater Service 407.246.2213**

The Wastewater Division operates and maintains the City's wastewater system. For stopped sewers, call your plumber first to fix the problem. The City will investigate the cause of the problem to determine the City's level of responsibility for the repair costs.

**Sidewalks 407.246.2238**

The Streets & Stormwater Division maintains City sidewalks.

**Speakers' Bureau 407.246.2169**

City officials and staff are available to speak to groups about City resources and programs. For more information, visit [cityoforlando.net/speakers](http://cityoforlando.net/speakers).

**Speeding 407.246.2906**

To report speeding and other traffic enforcement complaints, call the Orlando Police Department's traffic complaints reporting hotline to leave a message about the complaint, including the time and location of the traffic problem.

**Street Closure for Parties 407.246.3661**

See Block Party Permit information in this section for details.

**Street Complaints 407.246.2238**

The Streets & Stormwater Division handles complaints related to City streets.

**Street Lighting**

**OUC customers:** To report street light outages and repairs call 407.737.4222 or visit [OUC.com](http://OUC.com). For tree trimming around street lights, call 407.423.9018.

**Duke Energy customers:** Report street light outages and repairs call 1.800.228.8485 or visit [Duke-Energy.com](http://Duke-Energy.com).

**For additional/new street lighting, call City Transportation Engineering at 407.246.3262.**

**Street Signs 407.246.2100** (M-F 8 a.m. -5 p.m.) or

321.235.5361 (after business hours/weekends)

Report missing street signs or signs needing to be replaced.

**Traffic Complaints 407.246.2906**

The Orlando Police Department provides a hotline for traffic complaints.

**Traffic Light Problems 407.246.2020**

Report traffic signal problems, traffic signs down, potholes, or other traffic emergencies by calling the Orlando Traffic Management Center or emailing [orlandotmc@cityoforlando.net](mailto:orlandotmc@cityoforlando.net). This number is staffed 24 hours a day, 365 days a year.

**Trees: Removal and Trimming 407.246.2283**

The Parks Division removes City-owned trees and branches that fall on public property.

**Volunteer Opportunities 407.246.2500**

The Office of Community Affairs & Human Relations (OCA & HR) engages citizens in City volunteer opportunities, including Orlando Cares: Mayor Buddy Dyer's Cities of Service Initiative. Visit [OrlandoCares.net](http://OrlandoCares.net).

**OTHER FREQUENTLY REQUESTED NUMBERS:**

**Community Arts & Culture Events**

Red Chair Project: 407.872.2382

For weekly updates on arts and cultural events in and around Orlando, visit [RedChairProject.com](http://RedChairProject.com).

**Deed Restrictions and Covenants Documents 407.836.5115**

The Orange County Comptroller's Office maintains all recorded deed restrictions and covenants for mandatory condominium or homeowner associations. Many records are available online at [OCCompt.com](http://OCCompt.com); click on records search in the right column under comptroller services, once in the records search screen, go to the box labeled "both names" and enter the association name. If nothing comes up, you may need to call the Comptroller's Office to find out exactly how the name was entered into the system.

**Human & Social Services 2-1-1 or 407.839.4357**

Heart of Florida United Way 2-1-1 & Elder Helpline is a free, one-stop source for referrals to health and human service agencies. 2-1-1 is available 24 hours per day, and is staffed by highly trained, bilingual operators. Resources are accessible online at [ReferSoftware.com/211communityresources](http://ReferSoftware.com/211communityresources).

**Utility Payment Assistance 2-1-1 or 407.839.4357**

OUC and Duke Energy customers in need of utility payment assistance need to call United Way's 2-1-1 service.

**For more information, visit [cityoforlando.net](http://cityoforlando.net) or call Communications & Neighborhood Relations at 407.246.2169**

Stay informed, connected and involved with your City and follow us on Facebook and Twitter. To connect with the City through all of our social media tools, visit [cityoforlando.net/socialmedia](http://cityoforlando.net/socialmedia).

  

  