Welcome to The Source, Orange County’s primary government information directory!
I hope you will find this book useful and convenient. The Source provides you with all of the key contacts in Orange County Government, categorized alphabetically by our many service areas. The Source also contains information about other important public service agencies that do business in Orange County.

Through The Source and our many communication tools, our goal is to get you the information you need, when you want it...easily, conveniently and accurately.

Telephone, TV & Internet
You can access information about Orange County Government 24-hours/365 days a year through various resources:

- The County’s official website at www.ocfl.net
- The Source online, which is updated as needed
- The County’s 311 non-emergency help and information line
- Orange TV, found on:
  - Spectrum cable channel 488 | Comcast cable channel 9 | CenturyLink Prism TV Channels 81 and 1081 HD
  - Digital antenna over-the-air channel 10.2 | Live streaming on the web, www.ocfl.net/OTVLive
- Vision TV, found on:
  - Spectrum cable channel 492 | Comcast cable channel 98 | CenturyLink Prism TV Channels 82 and 1082 HD/Digital antenna over-the-air channel 10.3 | Live streaming on the web, www.ocfl.net/VisionTV

Mobile Apps & Social Media
For important news, emergency information and general alerts, Orange County’s unique OCFL Alert, OCFL 311 and OCFL News apps are available for free on Apple and Android devices. During emergencies, the newly upgraded OCAlert.net system sends emergency alerts, notifications and life-saving instructions directly to targeted neighborhoods via text messages and email.

Additionally, OCFL Serves provides a convenient way to search and sign up for community service opportunities within Orange County Government. Volunteer opportunities include roles at Fire Rescue, Parks and Recreation and local nonprofit organizations. Our newest app, OCFL Atlas, provides citizens the ability to access real-time data as it relates to development projects in the County, including board meeting details and project locations.

I encourage you to subscribe to my monthly newsletter, the Orange County Connect, at http://bit.ly/OCConnect. You may also connect with me on Facebook by searching Orange County Mayor, on Twitter @Mayor_Jacobs and Flickr.

As always, I thank you for staying engaged with your local government, and for making Orange County the best place to live, work and raise a family.

Sincerely,

Teresa Jacobs
Orange County Mayor
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Front Cover: (Top Row L-R) Orange County Fire Rescue with INVEST sign of the new station, Fire Station 67 located at University Boulevard and Lake Twylo Road, Dr. Phillips Center for the Performing Arts

(Middle Row L-R) Orange County Animal Services Volunteers, Orange County Traffic Management Center

(Bottom Row L-R) Lake Mann Fishing Pier corner of Lenox Blvd. and Florence Ave., Orlando, FL, Orange County Administration Center

www.ocfl.net
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The 2017-2018 Source Directory is published by Orange County’s Communication’s Division. The material contained herein is intended for informational purposes only for use by the general public. While every effort has been made to ensure the accuracy of the information contained herein, Orange County Government, its officers and employees, shall not be liable for any errors or omissions contained herein, or from any loss, damage, or injury that may result from reliance thereon. All phone numbers, admission rates, websites, and information contained herein are subject to change.
Orange TV
(SPECTRUM CHANNEL 488 / COMCAST CABLE CHANNEL 9
CENTURYLINK PRISM TV CHANNELS 81 & 1081 HD/DIGITAL
BROADCAST WRCF-TV CHANNEL 10.2)

A current schedule of programs is available at www.ocfl.net/OrangeTV.
Orange TV provides gavel-to-gavel coverage of the Orange County Board of County Commissioners, the Orange County School Board, the Central Florida Expressway Authority, the Orlando City Council and other public meetings, conferences, lectures, community meetings and events. All meetings are presented in their entirety and made available on demand. Specialized programs are also presented and provide information about Orange County Government activities.

Vision TV
(SPECTRUM CHANNEL 492 / COMCAST CABLE CHANNEL 98/
CENTURYLINK PRISM TV CHANNELS 82 & 1082 HD/DIGITAL
BROADCAST WRCF-TV CHANNEL 10.3)

Orange TV’s second channel, Vision TV, engages residents by highlighting local arts, education and information programming by featuring blocks of programming on health, exercise, cultural performances, the arts, non-profit organizations, economic development and gardening, as well as program blocks for children and seniors. Both channels are streamed live on the Internet and provide video-on-demand features.

Internet
WWW.OCFL.NET

Orange County’s award winning website, www.ocfl.net, features an increasing number of opportunities for citizens to interact with Orange County Government.

The site provides information on the Orange County Mayor and Board of County Commissioners, as well as our many services.

Social Media

Social media helps us realize our goal of making government easy for people to find, access and use. Follow Orange County Government on Facebook at Facebook.com/OrangeCountyFlorida, on Twitter @OrangeCoFL and Instagram at @OCFL.

Phone Information

Call Orange County 311 seven days a week, Monday through Friday 7 a.m. to 9 p.m./Saturday and Sunday 9 a.m. to 5 p.m. for person-to-person service. This unit serves as the primary citizen contact point for the Animal Services, Code Enforcement, Roads and Drainage, Traffic Engineering and Zoning Divisions. Some remote locations may require dialing 311 or 407-836-3111 to access the service.

Mobile Apps

Orange County’s unique OCFL Alert, OCFL, OCFL News, OCFL Serves and OCFL Atlas apps are available for free on Apple and Android devices. In addition to the benefits of digital and online emergency management communication capabilities, Orange County’s smartphone applications encourage transparency and citizen engagement, and help residents stay more connected with their government.
ORANGE COUNTY MAYOR

Teresa Jacobs

Elected Mayor in 2010 and 2014
Elected to the BCC in 2000 and 2004

EDUCATION

- Florida State University — Graduated Cum Laude with a Bachelor’s Degree in Economics

PUBLIC SERVICE AND AFFILIATIONS

- Orange County Mayor — 2010 and 2014
- Orange County Commissioner, District 1 — 2000-2008
- MetroPlan Orlando Board
- International Drive Master Transit and Improvement District Governing Board
- Lynx Board of Directors
- Central Florida Expressway Authority, Board of Directors
- Greater Orlando Aviation Authority (GOAA), Board of Directors
- Central Florida Commuter Rail Commission (SunRail)
- Visit Orlando Board
- County Executives of America
- Coalition for the Homeless of Central Florida
- Tourism Development Council (TDC), Chairman

PROFESSIONAL

- Investment Department Manager for an Atlanta bank; directed and approved investment plans to maximize profit and minimize risk
- Model Planning Manager, Florida Department of Transportation, District 5 — 2009-2010

PERSONAL

- Married to Bruce, and the proud parents of Josh, Max, Lisa and Chase — all now young adults

TO CONTACT MAYOR TERESA JACOBS

Telephone: 407-836-7370
Fax: 407-836-7360
Email: mayor@ocfl.net

POSTAL ADDRESS

Mayor Teresa Jacobs
P.O. Box 1393
Orlando, FL 32802-1393

Join Mayor Teresa Jacobs on Facebook/Twitter/YouTube/Flickr
**EDUCATION**
- Valencia College
- Boone High School

**PUBLIC SERVICE AND AFFILIATIONS**
- Member, Commercial Real Estate Women (CREW)
- Member, Society of American Military Engineers (SAME)
- Former Member, Greater Orlando Builders Association
- Chair and Commissioner, Orange County Planning and Zoning Commission
- Former Member, Orange County Affordable Housing
- Member, OCPS Superintendent’s Search Advisory Committee
- Former Member, Membership and Mission Review Board
- Participant, OCPS Teach-In, 2013; 2014
- Former Member, Winter Garden Rotary Board
- Member, Urban Land Institute Women’s Leadership Initiative Board
- Member, West Orange Chamber of Commerce
- Past Chairman, West Orange Chamber Economic and Government Affairs Committee
- Graduate 2014, Leadership West Orange
- Member, Orlando Health’s Women of Influence Advisory Board
- Public relations and marketing for Home at Last (providing handicap accessible, mortgage free homes for combat disabled vets)
- Past Sponsorship Chair, Winter Garden Relay for Life
- Former Member, Young Fathers of Central Florida Board
- Former Member, HapCo Board (provides scholarships for local music students)
- Organizer, Inaugural Oakland Heritage Days Festival
- National Association of Counties (NACo)
- Large Urban County Caucus

**AWARDS AND RECOGNITIONS**
- Orange County District 1 Citizen of the Year 2014
- West Orange Chamber of Commerce 2014 Chairman’s Award
- West Orange Chamber of Commerce, October 2013 Member of the Month
- Greater Orlando Builder’s Association Eagle Award for “exceptional contribution to government affairs”
- LEED Green Associate Certification
- Boy Scouts of America Golden Eagle Honoree, May 2017

**PERSONAL**
- Resides in Oakland with husband Todd Shaw
- Mother to Chris, Jake and Rachel

**TO CONTACT COMMISSIONER VANDERLEY**
**Telephone:** 407-836-7350  
**Fax:** 407-836-5879  
**Email:** district1@ocfl.net

**POSTAL ADDRESS**
Commissioner Betsy VanderLey  
P.O. Box 1393  
Orlando, FL 32802-1393

Join Commissioner Betsy VanderLey on Facebook
DISTRICT 2 COMMISSIONER

Rod A. Love

Appointed to the BCC 2018

EDUCATION

- American Senior High School Graduate 1984
- Youngstown State University Graduate Criminal Justice 1989
- City of Orlando Citizen Police Academy completed (1993) Class VII

PUBLIC SERVICE AND AFFILIATIONS

- Served as a Probation Officer with the Florida Department of Corrections, 1990-1991
- Worked in the executive management level of the Assistant Director of the Metropolitan Orlando Urban League, 1991-1993
- Worked as a District Administrator of the Florida Department of Juvenile Justice of Central Florida, 1998-1999
- Appointed to the statewide position of Assistant Secretary of Prevention and Intervention Services of the State Department of Juvenile Justice in Tallahassee, 2000-2005
- Appointed and served as the Deputy Secretary of the State Department of Juvenile Justice, 2008-2011
- Founded Community Synergy Group (CSG), Florida Economic Consortium on Violence & Crime, and "Let's Talk Nation. LLC"
- Radio Talk Show Host - “Let’s Talk About It” - WOKB 1680 AM & WNIF 1600 AM, 2017-2018
- Appointed to District 2 County Commission in April of 2018
- Served on MetroPlan and Community Action Board

AWARDS AND RECOGNITIONS

- Marvin C. Zanders – Apopka Community - Humanitarian of the Year, 2018
- Home Builders Institute (HBI) National Board Trustee, 2011 to 2018
- Chairman of Apopka Community Task Force on Violence, 2016 to Present
- Board member of Workforce Florida, 2008-2011
- Honorary Deputy of the Orange County Sheriff’s Office, 1997-Present
- Honorary Deputy of the Marion County Sheriff’s Office, 2010-2015
- Board member of the Council on the Social Status of Black Men and Boys, 2008-2011
- Orange County Board of Zoning Adjustment Commissioner, 2006-2008
- Florida Commission on Responsible Fatherhood (Commissioner), 2000-2004
- Communities in Schools Board Member, 2000-2004
- National Organization of Blacks in Law Enforcement (NOBLE), 1999-2001
- Member of 100 Black Men of Central Florida, 1999-2002
- Board Member of Orange County Coalition for a Drug Free Community, 1999-2000
- Member of the Metropolitan Orlando Urban League Council, 1995-1999
- Member of the Orange County Juvenile Justice Council, 1994-1999
- Initiated and testified before the State of Florida Legislative Criminal Justice Senate Committee for the enactment of the Juvenile Justice Reform Bill legislation for the “Invest in Children” State of Florida license plate, 1994
- Appointed by the Mayor of Orlando to serve as board member to the City of Orlando’s Community and Youth Services Board, 1993-1996
- Past member of the Apopka Police Department Citizens Interview Board, 1991-1993
- Past member of the Apopka Police Department Citizens Complaint Board, 1991-1993
- Past member of Orange County Sheriff’s Department Citizens Advisory Board, 1991-1992
- Past member of Apopka Coalition to Improve Our Neighborhood (ACTION), 1991-1993

PERSONAL

- Married to wife Quandra for 19 years, two children Re'Anna and Raegan, and father-in-law Pastor Richard King

TO CONTACT COMMISSIONER LOVE

Telephone: 407-836-7350
Fax: 407-836-5879
Email: Rod.Love@ocfl.net

POSTAL ADDRESS

Commissioner Rod A. Love
201 S. Rosalind Ave., 5th Floor
Orlando, FL 32802-1393

Join Commissioner Rod A. Love on Facebook
**EDUCATION**
- Master of Science in Management, Rollins College
- Master of Science in Education/Public Health, Florida State University
- Bachelor of Science in Marine Biology, University of West Florida
- Associate of Science, Seminole Junior College

**PUBLIC SERVICE AND AFFILIATIONS**
- Health Council of East Central Florida
- Child Advocacy Center Advisory Board
- United Way 2-1-1 Advisory Board
- Health Care Center for the Homeless Advisory Board
- Delta Council Senior Resource Alliance
- Health Alliance, Past Chair and Co-founder
- Created the Primary Care Access Network
- Central Florida Regional Health Information Organization (RHO)
- Lake Eola Charter School Board, Chair
- Shepherds Hope
- Florida Public Health Association, Past President
- Low Income Pool Council, State Appointment
- Central Florida Drowning Prevention Task Force, Founder and Chair
- Central Orlando Kiwanis, President Elect
- Hope Now International, Chair and Co-founder
- AIDS Resource Alliance, Past Chair
- MetroPlan Orlando Secretary
- Transportation Disadvantaged Local Coordinating Board Chair
- Water Cooperative of Central Florida Secretary
- Community Action Board Chair
- Florida Abolitionist Board Treasurer
- Citizen’s Commissioner for Children
- Pine Castle Women’s Club Associate Member
- Pine Castle Historical Society

**PROFESSIONAL**
- Former Orange County Government executive with 30-plus years experience
- Managed budget in excess of $100 million
- Managed department with 1,000-plus employees

**AWARDS AND RECOGNITIONS**
- Florida Association of Community Health Centers, Partner of the Year Award
- Central Association of Public Administrators, Manager of the Year Award
- Mayors’ Special Recognition Award for Avian Flu Summits
- Environmental Excellence Award from Water and Soil Conservation
- Most Engaged Elected Official award from Nuevo Sendero
- Polaris Award from Florida Abolitionists
- Outstanding Leadership from Pine Castle Historical Society
- Orlando Soccer League Premier Award
- Y i Count Award
- Outstanding Leadership Award from the Hispanic Women
- Community Partner Recognition Award from Russell Home
- After School Alliance Award
- Fire Ops 101 Award

**PERSONAL**
- Grew up in military family
- Moved to Orange County in 1964
- Boone High School Graduate
- Resides in Conway area with his family
- Member of Discovery Church

**TO CONTACT COMMISSIONER CLARKE**
Phone: 407-836-5140
Fax: 407-836-5976
Email: district3@ocfl.net

**POSTAL ADDRESS**
Commissioner Pete D. Clarke
P.O. Box 1393
Orlando, FL 32802-1393

Join Commissioner Pete Clarke on Facebook
DISTRICT 4 COMMISSIONER
Jennifer Thompson
Elected to the BCC in 2010 and 2014
Appointed Vice-Mayor for 2018

EDUCATION
- Bachelor of Arts in Political Science, University of North Carolina at Charlotte
- University High School

PUBLIC SERVICE AND AFFILIATIONS
- Vice Mayor, 2012 and 2018
- United Arts of Central Florida, Board Member
- Metroplan, Board Member
- Child and Family Services, Board Member
- Hispanic Chamber of Commerce, Member — 2006 and 2009
- Metro Orlando Making Strides Against Breast Cancer, Chair — 2009
- Lake Nona Relay for Life, Chair — 2009
- Florida Executive Women, Board Member — 2009
- UCF Town & Gown, Member — 2005 to present
- Boy Scouts Golden Eagle Dinner, Steering Committee Member — 2008 and 2009
- Making Strides Against Breast Cancer Walk, Steering Committee Member — 2008
- Lake Nona and Conway Relay for Life Events — 2008
- East Orlando Chamber of Commerce, President — 2003 to 2005, Board Member — 2001 to 2008
- East Orlando Relay for Life, Founding Co-Chair — 2003 and 2004
- Florida Hospital East Orlando Foundation Board — 2005
- Graduate, Tillie Fowler Excellence in Public Service Series — 2008
- East Orange County Non-Rotarian of the Year — 2004
- East Orlando Visioning Study, Co-Author — 2003
- Orlando Business Journal’s 2005 Businesswoman of the Year under the age of 40, (nominated again in 2008)

PROFESSIONAL
- Small Business Owner

PERSONAL
- Born in Winter Park, Florida — raised in Central Florida
- Family — mother, Lisa; and younger brother, Joshua
- Resident of Avalon Park in East Orange County

TO CONTACT COMMISSIONER THOMPSON
Telephone: 407-836-7350
Fax: 407-836-5935
Email: district4@ocfl.net

POSTAL ADDRESS
Commissioner Jennifer Thompson
P.O. Box 1393
Orlando, FL 32802-1393

AWARDS AND RECOGNITIONS
- Women of Distinction nominee in Government and Business Categories, Girl Scouts Citrus Council — 2009
- Walt Disney World Marathon Finisher — 2009
- Graduate, Political Leadership Institute — 2008, 2013

Join Commissioner Jennifer Thompson on Facebook/Twitter
DISTRICT 5 COMMISSIONER
Emily Bonilla
Elected to the BCC in 2016

EDUCATION
- Valencia Community College, A.S., Film Technology 2001
- University of Central Florida, B.A., Creative Writing, 2003
- Full Sail University, M.S., Internet Marketing, 2010

PUBLIC SERVICE AND AFFILIATIONS
- Member — League of Women Voters of Orange County
- Member — Sierra Club
- Member — East Central Florida Regional Planning Council
- Member — MetroPlan Orlando

PROFESSIONAL
- Digital Media Marketing Specialist and Business Consultant (2010-Present)
- Internet Marketing Alumni and Career Advisor at Full Sail University (2013-2016)
- Co-Founder and Vice Chair of Save Orange County, Inc. (2014-2015)
- Marketing Consultant for WAHM (Work at Home Moms) (2007-2013)
- Former Board Member of Corner Lake Estates HOA (2012-2016)
- Former Legislative Chair at Corner Lake Middle School PTSA (2011-2013)

AWARDS AND RECOGNITIONS
- Community Leadership Award by the Project Management Institute of Central Florida (2016)

PERSONAL
- Born in New York, raised in Massachusetts and has lived in Orange County since 1998
- Resident of Lake Pickett in East Orange with husband Mel and two children

TO CONTACT COMMISSIONER BONILLA
Telephone: 407-836-7350
Fax: 407-836-5879
Email: district5@ocfl.net

POSTAL ADDRESS
Commissioner Emily Bonilla
P.O. Box 1393
Orlando, FL 32802-1393

Join Commissioner Emily Bonilla on Facebook
DISTRICT 6 COMMISSIONER

Victoria P. Siplin

Elected to BCC in 2014

EDUCATION

- Indian River State College
- Dillard High School, honors

PUBLIC SERVICE AND AFFILIATIONS

- Vice Mayor, 2017
- General Manager/Paralegal at Siplin Law, PA
- I-Drive Business Improvement District Governing Board
- Orange Blossom Trail Development Board, 2015-2018
- Children and Family Services Board, 2015-2018
- Community Action Board, 2015-2018
- Orange County Head Start Policy Council, 2015-2018
- MetroPlan Orlando, 2015-2018
- Value Adjustment Board (VAB)
- Downtown Development Board/Community Redevelopment Agency (CRA)
- Lion’s Den Entrepreneur Development & Mentorship
- Honorary Member, Retirees and Friends of Orange County Community Action & Head Start, Inc.
- Honorary Host Committee Member, Equality Florida’s 2016 Greater Orlando Gala
- Honorary Host Committee Member, UCP Gala 2016, 2017
- Co-Host – “Truth 2 Power” Radio Show
- Member – Orlando Minority Youth Golf Association Board
- Mentors Robinswood Middle School students and several young adults
- Member – National Coalition of 100 Black Women – Central Florida Chapter
- Former PTA Treasurer – West Oaks Elementary
- Former PTA President – Palmetto Elementary
- Founder – Education For Success Program
- Founder – Miss Haiti South Florida Scholarship
- Member – NAACP
- Children’s Church Teacher – New Covenant Baptist Church
- Committee Chair – Enhancing Technology at Oak Ridge, Jones and Evans High Schools
- Served as a Page in the Florida Senate

PERSONAL

- Haitian-American from Nassau, Bahamas
- Married to The Honorable Gary Siplin, and mother to Joshua and Jacob
- Hobbies include physical fitness, reading, and cross-stitching

TO CONTACT COMMISSIONER SIPLIN

Telephone: 407-836-5860
Fax: 407-836-5879
Email: district6@ocfl.net

POSTAL ADDRESS

Commissioner Victoria P. Siplin
P.O. Box 1393
Orlando, FL 32802-1393

Join Commissioner Victoria P. Siplin on Facebook
DISTRICT ONE celebrates both the rural tranquility of Orange County’s small town past and the excitement of its cutting-edge future. The Cities of Winter Garden and Ocoee and the town of Oakland lie at the northern boundary of District 1 and offer both the convenience of a country lifestyle and a wide range of urban amenities.

DISTRICT TWO located in Northwest Orange County, offers the choice of a rural or urban lifestyle. The quiet communities of Tangerine and Zellwood are located in the District’s Northwest section. Tangerine is situated along U.S. Highway 441 near the Orange / Lake County line. Zellwood, home of the annual Zellwood Sweet Corn Festival, is south of Tangerine.

DISTRICT THREE comprising north central Orange County, is the center of business for the County and Central Florida. Orlando’s central business district is located within the District’s western section.

DISTRICT FOUR is Central Florida’s gateway to the world. Quality and innovation are the hallmarks. In contrast to the fast pace set by the Orlando International Airport, there are ample areas in District Four to the south and east untouched by urban life. The Econlockhatchee and St. John’s Rivers flow through the eastern side and wetland/conservation areas are scattered throughout this district.

DISTRICT FIVE has experienced rapid growth and a transition from a rural environment to urban development. The University of Central Florida & Research Park play a major role in stimulating economic and residential development in the district.

DISTRICT SIX is the leading tourist destination of the world. Many of our vacationing guests stay at the hotels and motels on International Drive. In addition to lodging accommodations, visitors can walk or ride the I-ride bus system to a variety of exciting restaurants, entertainment venues, and shops along International Drive.
Directory Listings

ABUSE HOTLINES
Child/Adult/Elderly ................................. 1-800-96-ABUSE
Spouse ............................................. 407-886-2856 or 1-800-500-1119

ADMINISTRATIVE SERVICES DEPARTMENT
400 E. South St., IOC II, 5th Floor, P.O. Box 1393
Orlando, FL 32802 ................................. 407-836-7396
➤ Responsible for overseeing and coordinating the various divisions that provide internal services to county agencies.

ADULT EDUCATION
Cooperative Extension Service Division ........ 407-254-9200

ADULT ENTERTAINMENT VIOLATIONS
Code Enforcement Division ...................... 311 or 407-836-3111

ADVISORY BOARDS AND COMMISSIONS
201 S. Rosalind Ave., 3rd Floor, P.O. Box 1393
Orlando, FL 32802 ................................. 407-836-5426
➤ State legislature, federal regulations and the Board of County Commissioners have established a number of advisory boards, authorities, commissions and committees through the years. The government appoints members to these boards based on their education, training, experience and interest in a particular field. Call the Agenda Development Office for a volunteer application and complete list of current citizen advisory boards.

AERIAL PHOTOGRAPHS
Historical/Archives ................................. 407-836-7787
Public Works Main Complex
4200 S. John Young Pkwy., Suite 284, Orlando, FL 32839
➤ Staff provide access, research, retrieval and reproductive assistance with drawing archives indexes. Public Works’ drawings are public records and include, but are not limited to: historical aerials, roadway construction plans, flood zone maps, and commercial and subdivision infrastructure plans. Records may be viewed or copied. A nominal fee may be charged. Hours: Monday-Friday, 8 a.m. – 5 p.m.
Property Appraiser’s Office ....................... 407-836-5055

AFFORDABLE HOUSING
525 E. South St., Orlando, FL 32801 .......... 407-836-5150
➤ Provides incentives for affordable housing development through partnerships with the private sector, creating housing opportunities for low- and moderate-income families. Provides down-payment assistance and closing costs to qualified low-income persons and families to assist in the purchase of single-family, fee-simple housing units.

AFTER SCHOOL ZONE
Citizens’ Commission for Children ............ 407-836-7610
➤ Offered at 28 Orange County middle schools, this innovative program provides students with positive after-school alternatives through offering creative recreational and academic programming. The ASZ is a partnership between the Boys & Girls Clubs of Central Florida, the Central Florida YMCA and Orange County Public Schools. For a list of participating middle schools, call the Citizens’ Commission for Children or visit the Orange County Government website: www.ocfl.net.

AGENDA DEVELOPMENT OFFICE
201 S. Rosalind Ave., 3rd Floor, P.O. Box 1393
Orlando, FL 32802 ................................. 407-836-5426
➤ Compiles and distributes the weekly agenda for Board of County Commissioners meetings; schedules work sessions and coordinates public hearing calendar; provides support to citizen advisory boards and serves as staff to the Membership and Mission Review Board; maintains advisory board records, posts county meeting notices, and serves as the County compliance office.

AGRICULTURE
Cooperative Extension Service Division ........ 407-254-9200
➤ Provides relevant and timely resources to food producers and others who need information about agriculture: citrus, crops, gardens, landscapes, livestock, nursery and greenhouses, natural resources, safety, small farms, turf and sod.

AIDS - TESTING AND COUNSELING
Health Department — Orange County ........ 407-836-2690
832 W. Central Blvd., Orlando, FL 32805
➤ Provides specialty and primary medical care for HIV/AIDS patients, pharmacy services, financial eligibility determination, case management, mental health and peer support services. Provides anonymous and confidential HIV testing and counseling, health education, and risk reduction services.
HIV/AIDS Hotline .................................. 1-800-352-2437

AIR QUALITY
Environmental Protection Division .............. 407-836-1400

AIRPORTS
Orlando International Airport (MCO) www.orlandoairports.net ......................... 407-825-2001
Orlando Executive Airport ......................... 407-894-9831
Greater Orlando Aviation Authority .......... 407-825-2001

ALIMONY/CHILD SUPPORT
Clerk of Courts — Support Disbursement .... 407-836-2059

AMBULANCE
Orange County Fire Rescue .......................... 407-836-9000
Rural Metro Transport ............................. 407-298-6700
➤ Transports for City of Orlando, Ocoee, Winter Garden, Eatonville and Windermere.
Winter Park Fire Department ...................... 407-644-1212
City of Maitland Fire Rescue ...................... 407-539-6226
Apopka Fire Department ........................... 407-703-1756
Health Services Department ...................... 407-254-9140

ANIMAL SERVICES DIVISION
2769 Conroy Road, Orlando, FL 32839 .... 311 or 407-836-3111
➤ Enforces Orange County Code, Chapter 5, Animals; operates mobile spay/neuter clinics; coordinates pet-adoption program and community speakers bureau; provides educational programs to schools, homeowner associations, civic and other groups; investigates inquiries relating to animal
nuisances and ordinance violations, and coordinates with the Board of Health in investigating animal bite cases (assists local sheriff, police, and other state and municipal agencies); counsels pet owners on responsible pet ownership. For 24-hour emergency service weekends, holidays and after hours, call 407-836-4357 (Orange County Sheriff’s Office). Emergency calls only. Call Animal Services for spay/neuter appointments, animal bites, stray, injured or neglected domestic animals loose in area, and rabid animals.

APPRAISALS/ASSESSMENTS
Property Appraiser’s Office ............................................. 407-836-5044
200 S. Orange Ave., Suite 1700, Orlando, FL 32801

AQUATIC WEEDS
Environmental Protection Division ........................................ 407-836-1400

ARBITRATION
Citizen Dispute Settlement Program (Orange County Bar Association) ........................................... 407-423-5735
See “Citizen Dispute Settlement”
Better Business Bureau ............................................. 407-621-3300

ARTS & CULTURAL AFFAIRS OFFICE
450 E. South St., 3rd Floor, Orlando, FL 32801
www.ocf1.net/arts .................................................... 407-836-5540
➤ Provides funding for arts and cultural affairs along with general information on arts-related matters.

ASBESTOS NOTICES AND REGULATION
Environmental Protection Division ........................................ 407-836-1400

AUCTION
Enforceable Writs
Orange County Sheriff’s Office ... 407 836-4572 or 407 836-4570

AUDITS
County Audit Division ............................................. 407-836-5775
Auditor General (State of Florida) ........................................ 1-850-412-2722

AUTO TAG RENEWAL/TRANSFER
Tax Collector ......................................................... 407-845-6200
➤ Tag agency locations listed on p. 46 or go to www.octaxcol.com

AUTOPSIES
Medical Examiner’s Office ........................................... 407-836-9400

BACK TO NATURE WILDLIFE REFUGE AT EAGLES ROOST
10525 Clapp Sims Duda Road,
Orlando, FL 32832 ..................................................... 407-568-5138

BANKRUPTCY
U.S. Bankruptcy Court,
Middle District of Florida ................................................ 407-237-8000
400 W. Washington St. Suite 5100, Orlando, FL 32801

BEES
Cooperative Extension Service Division ............... 407-254-9200

BICYCLE TRAILS
Parks and Recreation Division ........................................... 407-836-6200

BIRTH/DEATH CERTIFICATES
Health Department — Orange County ............... 407-836-7128
Vital Statistics | orange.floridahealth.gov
807 West Church St., Orlando, FL 32805

BLOOD DONORS
OneBlood ............................................................ 1-888-9-DONATE
www.oneblood.org

BOARD OF COUNTY COMMISSIONERS (BCC)
201 S. Rosalind Ave., 5th Floor
Orlando, FL 32801 .......................................................... 407-836-7350
➤ The Orange County Board of County Commissioners is comprised of an elected chief executive officer, the Mayor and six elected commissioners. The Mayor is elected countywide. Commissioners are elected in single member districts. These seven officials review all county activities and set policies for growth and development. The Board may pass ordinances relating to county government, approve the annual budget and conduct other business as stipulated by law. Orange County operates under a charter form of government, as defined in the Orange County Charter and amended by the voters in 1992 and 2004. The Board meets on selected Tuesdays at 9 a.m. for an updated schedule, go to Orange County’s website: www.ocfl.net. The BCC Chamber is located on the first floor of the County Administration Building at 201 S. Rosalind Ave.

BOAT DOCK PERMITS
Environmental Protection Division ........................................ 407-836-1400

BOAT RAMPS
Barnett Park, Lake Lawne ............................................. 407-836-6248
Bywater Boat Ramp, Lake Jessamine .................... 407-836-6770
Fern Creek Boat Ramp, Little Lake Conway .......... 407-836-6770
Lake Down Boat Ramp ............................................... 407-836-6200
Magnolia Park, Lake Apopka ................................ 407-886-4231
Moss Park, Lake Hart and Mary Jane .................... 407-254-6840
Parks and Recreation ................................................. 407-836-6200
Trimble Park, Lake Beauclair .................................... 352-383-1993
Randolph Street Boat Ramp, Little Lake Conway ........ 407-254-1940
S.R. 50 Boat Ramp ..................................................... 407-254-9310
Woodsmere Boat Ramp, Lake Jessamine ............. 407-836-6770

BOAT REGISTRATION
Tax Collector ......................................................... 407-845-6200

BOOKING INFORMATION, INMATES
Corrections Department ................................................ 407-836-3400

BOOKS-BY-MAIL
Orange County Library System ................................. 407-835-7323

BRANCH COURTS
Northwest Orange, Apopka ........................................ 407-836-2007
West Orange, Ocoee ................................................. 407-836-2007

BRIDGES, REPAIR
Roads and Drainage Division ........................................ 311 or 407-836-3111

BROWNFIELDS
Environmental Protection Division ............................. 407-836-1400

BUILDING DEMOLITIONS/RENOVATIONS
Environmental Protection Division ............................. 407-836-1400
BUILDING SAFETY, DIVISION OF
201 S. Rosalind Ave., 1st Floor, Orlando, FL 32801
P.O. Box 2687, Orlando, FL 32802 .......... 407-836-5550
➤ Coordinates the commercial plan review process; issues building, electrical, mechanical and plumbing permits for new construction and alterations; conducts inspections for the construction of residential and commercial structures, including the installation of electrical, gas, low voltage, mechanical, plumbing, refrigeration, roofing and solar systems; issues all types of contractor’s licenses; collects other department fees, impact fees and radon fees associated with construction activities. To request forms, brochures and fee information, call the toll-free fax-on-Demand Line 24-hours a day anywhere in the U.S. at 1-888-329-4413.
Automated Inspection Requests ............... 407-836-2825
Commercial Permits .......................... 407-836-5760
Contractor Licenses ........................... 407-836-5522
Records ........................................ 407-836-5768
Subtrade Permits ............................... 407-836-5564
TCO, Prepower ................................. 407-836-5768
Unlicensed Work Hotline ...................... 407-836-5960

BURIAL AND CREMATION PROGRAM
Health Services Department – Medical Clinic .. 407-836-2642

BUS SYSTEM - LYNX
www.golynx.com .................................. 407-841-5969

BUSINESS DEVELOPMENT DIVISION
400 E. South St., IOC II, 2nd Floor
Orlando, FL 32801 .............................. 407-836-7317
➤ Administers the County’s Minority/Women Business Enterprise program, identifies and certifies Minority/Women Business Enterprise firms and registers Service Disabled Veteran firms located in the Orlando Metropolitan Statistical Area (Orange, Seminole, Lake and Osceola Counties), and provides resources that stimulate economic growth. Other services include seminars and individual consultation.

BUSINESS TAX ................................. 407-836-5650

CABLE TV COMPANIES
ATT U-verse .................................... 1-800-288-2020
Spectrum ........................................ 407-291-2500
Comcast ......................................... 1-800-COMCAST
DIRECTV ....................................... 1-800-531-5000
Dish Network ................................... 1-800-823-4929

CABLE TV FRANCHISES
Regulatory Enforcement ....................... 1-800-435-7352

CAMPING
Clarcona Horse Park ............................ 407-254-9010
3535 Damon Road, Apopka, FL 32703
Hal Scott Preserve ............................. 800-451-7106
5150 Dallas Boulevard, Orlando, FL 32833
Kelly Park ....................................... 407-254-1902
400 E. Kelly Park Road, Apopka, FL 32712
Magnolia Park .................................. 407-886-4231
2929 S. Binion Road, Apopka, FL 32703

Moss Park ........................................ 407-254-6840
12901 Moss Park Road, Orlando, FL 32832
Trimble Park .................................... 352-383-1993
5802 Trimble Park Road, Mt. Dora, FL 32757

CANDIDATES, ELECTION
Supervisor of Elections ........................ 407-836-2070

CAPITAL CHARGES OR IMPACT FEES
Fire, Law Enforcement, Parks, and Transportation
Impact Fees Office ............................. 407-836-5691
Water and Wastewater
Utilities Customer Service Division ............ 407-836-5503

CAPITAL PROJECTS DIVISION
400 E. South St., IOC II, 5th Floor
Orlando, FL 32801 .............................. 407-836-0050
➤ Manages and delivers capital improvement projects including design, renovation, and construction of facilities, in harmony with the County Vision to benefit Orange County agencies and its citizens.

CATTLE
Cooperative Extension Service Division ........ 407-254-9200

CERTIFICATES OF OCCUPANCY
Records Section
Division of Building Safety ........................ 407-836-5768
201 S. Rosalind Ave., 1st Floor, Orlando, FL 32801
P.O. Box 2687, Orlando, FL 32802

CHEMICAL WASTE MANAGEMENT INFORMATION
Environmental Protection
Division (P2) Program .......................... 407-836-1400

CHICKENS, BACKYARD POULTRY
Cooperative Extension Service Division ........ 407-254-9200

CHILD ABUSE
Abuse Hotline .................................... 1-800-96-ABUSE

CHILD CARE
National Runaway Safeline ....................... 1-800-RUNAWAY
Youth Shelter .................................... 1-800-786-2929
407-836-7626

CHILD SUPPORT — CLERK OF COURTS
Collection — Child Support Department ....... 407-836-2059
Hearing — Judicial Hearing Office ............ 407-836-2287
Orders — Child Support Enforcement ......... 1-800-622-5437

CHILD SUPPORT ENFORCEMENT
Department of Revenue .......................... 1-800-622-5437
400 W. Robinson St., Hurston South Tower,
Suite S509, Orlando, FL 32801
➤ Obtains, enforces, and/or modifies orders for child support for residents of Orange County against individuals located within and outside Florida; pursues support obligations for individuals receiving public assistance from the State of Florida. This office does not handle child support payments. Refer questions on payment of child support to the Clerk of the Circuit Court, Child Support Department, at 407-836-2059.
CITIZEN DISPUTE SETTLEMENT
The Orange County Bar Association .......................... 407-422-4551
880 N. Orange Ave., Orlando, FL 32801
➤ A mediation program where two persons who are having a dispute can meet with a neutral third person to discuss ways to solve the matter out of court. Types of cases: landlord/tenant disputes, neighborhood disputes, property damage, recovery of money/property, animal nuisance, harassment, disorderly conduct or consumer complaints. No cost to participants.

CITIZENS’ COMMISSION FOR CHILDREN (CCC)
2100 E. Michigan St., Orlando, FL 32806 ............... 407-836-7610
➤ Funds and monitors programs provided by a number of local service providers. The CCC partners with local non-profit agencies, government and school programs, civic organizations and the faith community to bring services to citizens across the county; educates Orange County’s stakeholders and the community about latest research, trends, and best practices for effective programs and service delivery models, and funds implementation of innovative efforts.

CITIZEN RESOURCE & OUTREACH DIVISION
2100 E. Michigan St., Orlando, FL 32806 ............... 407-836-6506
➤ Provides services to Orange County citizens through the following programs:
- Crisis Assistance ........................................... 407-836-6500
- Office on Disability ......................................... 407-836-6568
- Family Resource ............................................ 407-836-6534
- Shelter Plus Care ........................................... 407-836-6551
- Veterans Services ........................................... 407-836-8990
➤ For more information, turn to the Listing Index to reference the page number of a particular program.

CITY/TOWN HALLS
Apopka ................................................................. 407-703-1700
120 E. Main St., Apopka, FL 32704
www.apopka.net

Bay Lake ............................................................... 407-828-2241
P.O. Box 690956, Orlando, FL 32869
www.rcid.org

Belle Isle ............................................................... 407-851-7730
1600 Nela Ave., Belle Isle, FL 32809
www.cityofbelleislefl.org

Eatonville ............................................................. 407-623-8900
307 E. Kennedy Blvd., Eatonville, FL 32751
www.townofeatonville.com

Edgewood ............................................................. 407-851-2920
405 Larue Ave., Edgewood, FL 32809
www.edgewood-fl.gov

Lake Buena Vista .................................................. 407-828-2241
P.O. Box 690868, Orlando, FL 32869
www.rcid.org

Maitland ............................................................... 407-539-6200
1776 Independence Lane, Maitland, FL 32751
www.itsmymaitland.com

Oakland .............................................................. 407-656-1117
230 N. Tubb St., P.O. Box 98, Oakland, FL 34760
www.oaklandfl.gov

Winter Park .......................................................... 407-599-3399
410 S. Park Ave., Winter Park, FL 32789
www.cityofwinterpark.org

CIVIL DEFENSE
Office of Emergency Management/ Fire Rescue Department ................................. 407-836-9140

CLERK OF THE BOARD
County Comptroller’s Office ................................ 407-836-7300
201 S. Rosalind Ave., 4th Floor, P.O. Box 38
Orlando, FL 32801
➤ Records and transcribes minutes of the Board of County Commissioners (BCC) meetings and processes associated documents and background correspondence; schedules public hearings and provides for viewing and copying of BCC documents or proceedings.

CLERK OF THE CIRCUIT AND COUNTY COURTS
Orange County Courthouse ................................ 407-836-2000
425 N. Orange Ave., Orlando, FL 32801
➤ The Clerk is a constitutional officer elected every four years who works within the Circuit and County Courts. Responsibilities include maintaining court records; collecting and dispersing court fines, fees and assessments; and ensuring that the court’s orders, judgements and directives are carried out within the parameters allowed by law. Access www.myorangelaw.com to search cases, pay traffic tickets and file cases electronically.

Main Number ....................................................... 407-836-2000

Human Resources - Job Line ............................... 407-836-0013

Appeals — Suite 210
Civil Division — Suite 310
Criminal Division — Suite 210
Family Services and Child Support — Suite 320
Human Resources — Suite 530
Injunctions — Suite 315
Marriage License/Passport — Suite 355
Probate/Mental Health — Suite 350
Records Management — Suite 150
Traffic — Suite 410
Self Help Center — Suite 340

Juvenile Division ................................................. 407-836-7520
2000 E. Michigan St., Suite 300, Orlando, FL 32806
➤ Deals with matters involving persons under the age of 18; records in this division differ from others in one major respect—they are neither recorded nor open to the public for inspection.

Teen Court ......................................................... 407-836-9517
Apopka Branch
1111 N. Rock Springs Road, Apopka, FL 32712

Goldenrod Branch
684 S. Goldenrod Road, Suite 3684, Orlando, FL 32822

Ocoee Branch
475 W. Story Road, Ocoee, FL 32761

Sand Lake Branch
730 Sand Lake Road, Suite 106B
(co-located with the Tax Collector)
407-836-2007

CLINICS, PUBLIC HEALTH
Apopka Service Center ......................... 407-858-1494
1111 N. Rock Springs Rd., Apopka, FL 32712

Central Health Center ....................... 407-836-2600
832 W. Central Blvd., Orlando, FL 32805
orange.floridahealth.gov

Eastside Health Center ......................... 407-858-1402
12050 East Colonial Drive, Building A, Orlando, FL 32826

Hoffner Service Center ......................... 407-858-1400
5449 S. Semoran Blvd., Orlando, FL 32822

Lake Underhill Health Center .................. 407-858-1494
5730 Lake Underhill Road, Orlando, FL 32807

Lila Mitchell Health Center ..................... 407-858-1487
5151 Raleigh St., Suite B, Orlando, FL 32811

Ocoee Health Center ....................... 407-254-6822
475 W. Story Rd., Ocoee, FL 34791

Southside Family Health Center ............... 407-858-1400
6101 Lake Ellenor Drive, Suite 105, Orlando, FL 32809

Winter Garden Health Center .................. 407-858-1494
13275 West Colonial Drive, Winter Garden, FL 34787

CODE ENFORCEMENT DIVISION
Government Service Center .................... 311 or 407-836-3111
2450 W. 33rd St., Orlando, FL 32839
➤ Investigates zoning and housing code violations; directs the
removal of abandoned or junk vehicles from private property;
directs the cleaning of overgrown or littered private property.

Board Hearings ................................. 311 or 407-836-3111
Special Magistrate Hearings .................. 311 or 407-836-3111
Report a violation .............................. 311 or 407-836-3111

COMMERCIAL AGRICULTURE
Cooperative Extension Service Division .... 407-254-9200
➤ Provides research-based information to farmers, ranchers
and growers who produce, market, and utilize agricultural
products and production in Orange County.

COMMERCIAL LANDSCAPES
Cooperative Extension Service Division .... 407-254-9200
➤ Landscapes and nursery/greenhouse operations.

COMMUNICATIONS DIVISION
➤ The Communications Division manages www.ocfl.net (the
official county website), special events, publications, graphics/
copy center services and media relations. The division also
provides internal communication to county employees about
matters directly affecting them and their ability to provide
services to citizens. Orange and Vision TV programs can be
viewed online at www.ocfl.net/OrangeTV

Administration ..................................... 407-836-7370
201 S. Rosalind Ave., 3rd Floor, Orlando, FL 32801

Orange County Graphics/Copy Center ........ 407-254-9330
3907 Forrestal Ave., Orlando, FL 32806

Orange TV ........................................ 407-685-9000
9860 Universal Blvd., Orlando, FL 32819
➤ Orange TV provides timely, accurate information in a
cost-effective manner that reflects the mission, vision, values
and goals of Orange County Government and it citizens.
Communication to the public is accomplished through Orange
TV/Spectrum Channel 488/Comcast Cable Channel 99/
CenturyLink Prism TV Channels 81 & 1081 HD/Digital Broadcast
WRCF-TV Channel 29-2. Orange TV’s second channel, Vision TV
showcases local arts, education, and information programming
and can be found on Spectrum Channel 492/Comcast Cable
Channel 98/CenturyLink Prism TV 82 & 1082 HD/Digital Broadcast
WRFC-TV Channel 29-3. For more information, visit
www.ocfl.net/OrangeTV.

COMMUNITY ACTION DIVISION
2100 E. Michigan St.,
Orlando, FL 32806 ......................... 407-836-9333
➤ Provides services to low-income individuals and families
to help them become self-sufficient and eliminate the causes
and consequences of poverty. The division collaborates with
other agencies, citizen groups and businesses to build stronger
communities and meet the needs of its clients. The seven
Orange County community centers serve as a focal point for
citizens residing in the surrounding communities to obtain
services, information and referrals.

COMMUNITY CENTERS
➤ Managed by the Community Action Division, seven
Orange County community centers provide an accessible
location for various social services, as well as for community
events and meetings.

East Orange ........................................ 407-254-9610
12050 E. Colonial Drive, Orlando, FL 32826

Hal P. Marston .................................... 407-836-8484
3933 W.D. Judge Drive, Suite B, Orlando, FL 32808

Holden Heights .................................. 407-836-6777
1201 20th Street, Orlando, FL 32805

John H. Bridges ................................. 407-254-9449
445 W. 13th St., Apopka, FL 32703

Maxey .............................................. 407-254-1970
830 Klondike Road, Winter Garden, FL 34787

Pine Hills .......................................... 407-254-9100
6408 Jennings Rd., Orlando, FL 32808

Taft .................................................. 407-254-1950
9450 S. Orange Ave., Orlando, FL 32824

COMMUNITY, ENVIRONMENTAL & DEVELOPMENT SERVICES
201 S. Rosalind Ave., 2nd Floor
Orlando, FL 32801 ............................. 407-836-5312
➤ Provides administrative oversight for the following
divisions: Code Enforcement, Division of Building
Safety, Environmental Protection, Fiscal & Operational
Support, Housing & Community Development, Parks &
Recreation, Planning, Transportation Planning, and Zoning.
Division of Building Safety .................................. 407-836-5550
Fiscal and Operational Support ................................. 407-836-8181
➤ Responsible for county-wide GIS coordination
and concurrency management, and department-wide
administration and coordination of fiscal, human resources
and information technology functions.
Code Enforcement .............................................. 407 836-4200
Environmental Protection .................................... 407 836-1400
Housing & Community Development ...................... 407-836-5150
Parks & Recreation ............................................. 407-836-6200
Planning Division ............................................... 407-836-5600
Transportation and Planning .................................. 407-836-8070
Zoning ................................................................ 311 or 407-836-3111

COMMUNITY GARDENS
Cooperative Extension Service Division ............ 407-254-9200
➤ Provides educational consultation and/or programs to
individuals and community organizations on how to start a
community garden. This includes site selection, soil preparation,
irrigation, vegetable varieties, leadership and management.

COMMUNITY SERVICE, ALTERNATIVE
Community Corrections ........................................... 407-836-3000

COMPOST AVAILABILITY
Solid Waste Division ............................................... 407-836-6601

COMPREHENSIVE PLANNING
Planning Division .................................................. 407-836-5600

COMPTROLLER (COUNTY)
407-836-5690

CONCEALED WEAPONS PERMIT
Florida Department of Agriculture and
Consumer Services ............................................. 850-245-5691

CONDOMINIUM PLATS
Official Records Department ................................. 407-836-5115

CONSERVATION OF NATURAL RESOURCES
Environmental Protection Division ....................... 407-836-1400

CONSUMER FRAUD INVESTIGATIVE UNIT
415 N. Orange Ave.
Orlando, FL 32802 ............................................. 407-836-2490
Mailing Address: P.O. Box 1673, Orlando, FL 32802
➤ Processes consumer complaints and initiates
investigations into alleged unfair and deceptive business
practices, where indicated. Prepares investigative reports to
assist the State Attorney in filing criminal and/or civil actions
against businesses and/or individuals for violations of Florida
Statutes.

CONTRACTORS, CERTIFICATION/LICENSE
Division of Building Safety ..................................... 407-836-5522
201 S. Rosalind Ave., 3rd Floor, Orlando, FL 32801

CONVENTION CENTER
9800 International Drive
Orlando, FL 32819 ............................................. 407-685-9800
Mailing Address: P.O. Box 691509, Orlando, FL 32869-1509
➤ For more than 30 years, the Orange County Convention
Center (OCCC) has served its visitors as a venue for both
cultural and business events. During that time, the facility
has undergone four extensive expansions, bringing the total
exhibit space to 2.1 million square feet and making it the
nation’s second largest convention center. The OCCC is
located 12 miles from Orlando International Airport and 11
miles southwest of downtown Orlando in the heart of the
area’s convention and tourism corridor. The OCCC is within
walking distance to more than 7,695 hotel rooms and is
surrounded by more than 118,600 hotel rooms in the Orlando
Metropolitan area.

COOPERATIVE EXTENSION SERVICE DIVISION
6021 S. Conway Road Orlando, FL 32812 ............... 407-254-9200
ocextension.ifas.ufl.edu
➤ Cooperative Extension provides research-based
educational programs in response to local issues affecting
Florida and Orange County residents. It is a partnership of
Orange County Government, the University of Florida IFAS and
the U.S. Department of Agriculture. Programs provide practical
information to help families and communities identify and
solve problems. A full list of focus areas is available at ocfl.net or
call to request.

COPY CENTER/GRAPHICS
Communications Division ..................................... 407-836-7348
201 S. Rosalind Ave., 3rd Floor, Orlando, FL 32801

CORRECTIONS DEPARTMENT
Administration & Community Corrections
3723 Vision Blvd., Orlando, FL 32839

Booking and Release Center (open 24/7)
3855 John Young Parkway, Orlando, FL 32839
Mailing Address (all facilities/divisions and personnel)
P.O. Box 4970, Orlando, FL 32802-4970
➤ Orange County Corrections is committed to operating a
safe, secure correctional system, delivering quality programs
and services while maintaining the dignity of staff and those
we serve.

General Numbers:
Corrections Information ...................................... 407-836-3400
(24-Hours—Automated Service)
Administration .................................................. 407-836-3560
(Monday–Friday, 8 a.m. to 5 p.m.)

Chaplain Services
Good News Jail & Prison Ministry ......................... 407-836-4425
Orange County Jail Ministry ................................. 407-836-3330

Community Corrections Division
Administration .................................................... 407-836-3570
Alternative Community Service ............................ 407-836-3000
Central Intake ...................................................... 407-836-3000
Prettrial Diversion ................................................ 407-836-3000
Prettrial Release ................................................... 407-836-3000
Probation ........................................................... 407-836-3000

Facility Control Rooms
Booking and Release Center (BRC) ....................... 407-254-8296
Main Facility ...................................................... 407-836-3311
Female Detention Center (FDC) ........................... 407-836-0351
Genesis Facility .................................................. 407-836-3371
Phoenix Facility .................................................. 407-836-3600
Horizon Facility .................................................. 407-836-3611
Fiscal Services Division ........................................ 407-836-3521
Health Services
Administration .................................................. 407-254-7561
Medical Records ................................................. 407-254-8306
Human Resources Division
Main Number .................................................. 407-836-3519
Inmate
Classification (main number) ............................... 407-254-7584
Information ..................................................... 407-836-3400, option #1
Money Accounts ............................................... 407-254-7511
Pretrial Services ................................................. 407-254-7500
Programs ......................................................... 407-836-8614
Property Information ......................................... 407-254-7615
Jail Tours
College, Professional and Community Organizations
(age 18-plus) .................................................. 407-836-3312
Media Relations & Public Information ..................... 407-836-0326
Mail Room ....................................................... 407-836-3525
Transition Education Center (Vo-Tech) .................... 407-836-3515
Video Visitation Center
To schedule a visit .......................................... 407-836-3400, option #3
Work Release Center ......................................... 407-836-4400
COUNSELING AND REFERRALS
Family Counseling Program .................................. 407-254-9370
1728 Michigan St., Orlando, FL 32806
➤ Provides free counseling for families struggling with
adolescent children and teenagers, especially those who are
truant, runaway or troubled. The program seeks to keep families
intact and to prevent involvement in the juvenile justice system.

COUNTY ADMINISTRATOR’S OFFICE
201 S. Rosalind Ave., 5th Floor
Orlando, FL 32801 ............................................ 407-254-9370
Manages all departments under the jurisdiction of the County
Mayor and the Board of County Commissioners, carries out
directives and policies, enforces orders, advises County Mayor
and Board, provides public information, prepares Board
agendas, represents the county before the legislature and other
public bodies, supervises personnel; utilizes Deputy County
Administrators and Assistant County Administrators to assist in
the general supervision of operations and personnel.

COUNTY ATTORNEY’S OFFICE
201 S. Rosalind Ave., 3rd Floor
Orlando, FL 32801 ............................................ 407-836-7320
➤ Serves as legal advisors and advocates for the County
Mayor, Board of County Commissioners, County Administrator,
all departments and divisions under the Board, and certain
constitutional officers; oversees lawsuits for and against the
county and any appeals resulting from lawsuits.

COUNTY AUDIT DIVISION
County Comptroller’s Office ............................... 407-836-5775
109 E. Church St., Suite 220, Orlando, FL 32801
➤ Conducts comprehensive internal audits, including
performance audits of operations under the Board of County
Commissioners and county constitutional officers
(Clerk of the Circuit Court, Property Appraiser, Tax Collector,
Sheriff and Supervisor of Elections), and the County
Comptroller’s Office. These reviews evaluate whether
management has efficiently and effectively carried out its
responsibilities.

COUNTY COMPTROLLER
201 S. Rosalind Ave., 4th Floor, Orlando, FL 32801
www.occompt.com ......................................... 407-836-5690
➤ An elected official, the Comptroller acts as watchdog
for the public in the use of county resources. To result in the
greatest accounting integrity and safeguarding of public assets,
it serves as a check and balance system. Services performed
by the County Comptroller can be classified into three broad
categories: financial, audit and records administration. The
County Comptroller’s specific roles include serving as chief
financial officer, county auditor, clerk of the board, recorder,
and custodian of all county funds and records.

COUNTY INFORMATION LINE ................................ 311 or 407-836-3111

COUNTY MAYOR
201 S. Rosalind Ave., 5th Floor
Orlando, FL 32801 ............................................ 407-836-7370
➤ As Orange County’s chief executive officer, the County
Mayor oversees the administration of day-to-day operations
of Orange County Government; sets the agenda for and chairs
Board of County Commissioners meetings; responsible for the
development and implementation of policies, procedures, and
ordnances as determined by the County Mayor and the board;
responsible for submitting the annual budget, along with a
variety of other duties, as defined in the Orange County Charter.

COURT ADMINISTRATOR
9th Judicial Circuit of Florida ............................... 407-836-2050
425 N. Orange Ave., Suite 2130
Orlando, FL 32801 ............................................ 407-836-7320
➤ Assists the Chief Judge of the Circuit in the performance
of supervisory and administrative duties for general court
management to include: court personnel, financial affairs,
monitoring of operational budgets, court reporting, supervision
of court-sponsored programs, witness management, Title
IV-D child support, court appointed attorneys, family and
County court mediation, and court information; oversees juror
summoning and processing for the courts.
Visit www.ninthcircuit.org for more information.

COURT SYSTEM
9th Judicial Circuit of Florida ............................... 407-836-2050
➤ Bankruptcies are handled by a U.S. Government Court
(see page 21).

CRIME PREVENTION
Orange County Sheriff’s Office ............................ 407-254-7000
Crimeline ....................................................... 800-423-TIPS

CRISIS ASSISTANCE
Citizen Resource & Outreach Division .................. 407-836-6500
➤ Provides limited monetary assistance to citizens
experiencing a temporary unexpected financial emergency, but
will return to self-sufficiency in the following month.

CULVERT PIPES
Roads and Drainage Division ............................ 311 or 407-836-3111
DEATH/BIRTH CERTIFICATE RECORDS
Health Department — Orange County .............. 407-836-7128
Vital Statistics | orange.floridahealth.gov
807 West Church St., Orlando, FL 32805

DECLARATION OF DOMICILE
Official Records Department .................. 407-836-5115

DEED RECORDING
Official Records Department .................. 407-836-5115

DELIQUENT TAXES
Tax Collector ................................. 407-836-2700

DEMOLITION NOTICES
Environmental Protection Division ............. 407-836-1400

DENTAL HEALTH
Health Department — Orange County .............. 407-836-2616
➤ Provides preventative and restorative services for children including: cleanings, fillings, sealants and extractions. Adult services include emergency care for Medicaid-eligible clients.

DEVELOPMENT ENGINEERING DIVISION
4200 S. John Young Pkwy., 1st Floor
Orlando, FL 32839 .......................... 407-836-7974
➤ Consists of four sections: Plans Review, Permitting, Inspection and Platting. Reviews infrastructure plans for subdivision and commercial projects; processes applications for excavation and fill, right-of-way utilization and various other permits; inspects the construction of these development sites and permitted activities; reviews plats, lot splits, petitions to vacate right-of-way and septic tank variances.

DEVELOPMENT PLAN REVIEW
Planning Division ................................ 407-836-5600

DEWATERING TO COUNTY RIGHT-OF-WAY
Development Engineering Division ............. 407-836-7920
Environmental Protection Division ............. 407-836-1400

DIABETES
American Diabetes Association ..................... 407-660-1926

DISABILITIES OFFICE
Citizen Resource & Outreach Division .......... 407-836-6568
ADA Program Office/Disability Advisory Board (DAB)
➤ Provides assistance to citizens with disabilities through local, state and federal partners that provide assistive services designed to provide a better quality of life for county citizens with disabilities, their families and caregivers. The office supports the Disability Advisory Board (DAB) and its many community partners through monthly public forum meetings and trainings during which citizens with disabilities have an opportunity to share their daily life experiences and living needs (healthcare, transportation, employment, housing, public accommodations, etc.).

DISABLED VETERANS
Disabled American Veterans ....................... 407-843-3722
Veterans Services
Citizen Resource & Outreach Division .......... 407-836-8990

DISASTERS
Office of Emergency Management
Fire Rescue Department .......................... 407-836-9140

DISCHARGE REPORTING OF POLLUTION
State Watch Office ................................ 1-800-320-0519
dep.state.fl.us/pollutionnotice

DISCRIMINATION, EMPLOYMENT
County Employees
Office of Professional Standards .................. 407-836-0016
All Other Agencies
EEOC/Human Relations (Miami District Office)... 800-669-4000
www.eeoc.gov

DIVORCE RECORDS
Official Records Department .................. 407-836-5115

DOCK PERMITS (INCLUDING FLOATING DOCKS)
Environmental Protection Division ............. 407-836-1400

DOCUMENTARY STAMPS
Official Records Department .................. 407-836-5115

DOMESTIC/INDUSTRIAL WASTE
Water Reclamation Division ....................... 407-254-9680

DOMESTIC VIOLENCE
State Attorney's Office
Domestic Violence Unit (Criminal) ............... 407-836-1303
Orange County Sheriff's Office
Victim Advocate Unit ............................ 407-254-7248
Harbor House (24-hour hotline) .................... 407-886-2856

DOMICILE DECLARATION
Official Records Department .................. 407-836-5115

DRAINAGE MAINTENANCE
(Secondary and Tertiary Systems Only)
Roads and Drainage Division ....................... 311 or 407-836-3111

DRINKING WATER (TESTING/CONCERNS)
Orange County Water Division ..................... 407-254-9850
Health Department — Orange County Environmental Health .................. 407-521-2630

DRIVERS LICENSE OFFICES
Drivers License Offices .......................... 407-845-6200
4101 Clarcona Ocoee Road, Orlando, FL 32810
14035 W. Colonial Drive, Winter Garden, FL 34787
730 Sand Lake Road, Suite 106B, Orlando, FL 32809
10051 University Blvd., Orlando, FL 32817
301 S. Rosalind Ave., Orlando, FL 32801
2110 W. Colonial Drive, Orlando, FL 32804
8185 Lee Vista Blvd., Orlando, FL 32829

DRUG ABUSE
Center for Drug-Free Living ....................... 407-245-0010
Office for a Drug-Free Community ............... 407-836-7335

DUMPING (ILLEGAL)
Code Enforcement Division ....................... 311 or 407-836-3111
EASEMENTS
Already Recorded/To Be Recorded
Office Records Department ............................. 407-836-5115
Rights-of-Way
Real Estate Management Division ...................... 407-836-7070

EDUCATION (YOUTH — 4-H)
Cooperative Extension Division ......................... 407-254-9200
6021 S. Conway Road, Orlando, FL 32812
  4-H is a positive youth development program that
empowers young people to reach their full potential. Nearly
15,000 Orange County youth participate in activities including
robotics, public speaking, archery, horseback riding and more.

ELDER HELPLINE ........................................ 2-1-1 or 407-849-2356

ELDERLY PROGRAMS (INFORMATION)
Citizens’ Commission for Children Division ...... 407-836-7610
Community Action Division ............................. 407-836-9333
Office on Aging ............................................. 407-254-9277

ELECTRICAL PERMITS
Division of Building Safety .............................. 407-836-5564

EMERGENCY DISPATCH - 911 COMMUNICATIONS
Fire Rescue Department ................................. 407-836-9000
6590 Amory Court, Winter Park, FL 32792
Non-emergency .............................................. 407-737-2444
Emergency Dispatcher ................................... 911

EMERGENCY MEDICAL SERVICES
Office of the Medical Director (EMS)
Health Services Department
2002-A E. Michigan St., Orlando, FL 32806 ............ 407-836-8960
  Emergency Medical Services oversees the regulation
of emergency medical services to residents and visitors of
Orange County; provides medical direction, quality assurance,
and improvement of pre-hospital care; monitors and
licenses emergency and non-emergency providers,
paramedics, and emergency medical technicians to ensure
compliance with local, state and federal laws; and coordinates
emergency management planning and services for the people
registered in the Special Needs Program.

ENERGY
Cooperative Extension Service Division ............. 407-254-9200
  Introduces energy efficient technologies and practices
to builders, realtors and home buyers for conservation of
waste, water and energy; continuing education is available for
some programs. Other programs include: hurricane disaster
preparedness for hotels/motels and condominiums.

ENERGY EFFICIENCY INFORMATION
Environmental Protection Division .......................... 407-836-1400

ENVIRONMENTAL COMPLAINTS
Environmental Protection Division .......................... 407-836-1400

ENVIRONMENTAL EDUCATION
Cooperative Extension Service Division ............. 407-254-9200
  Offers information about the animal and plant species
that live here in the forests, swamps, lakes, hammocks and
wetlands.

Environmental Protection Division .......................... 407-836-1400
  Provides a wide range of public education and outreach
programs including presentations on environmental protection
and conservation. Also coordinates volunteer opportunities,
Junior Naturalist program, Enviroscope model training, etc.

Parks & Recreation Division .............................. 407-254-1940
  The Vera Carter Environmental Center at Tibet-Butler
Preserve provides programs on Central Florida plants, animals,
ecosystems, and outdoor sports for groups, families, and
individuals.

ENVIRONMENTAL HEALTH SERVICES
Health Department — Orange County ................. 407-858-1400
  Monitors the sanitary conditions in childcare centers,
nursing homes, foster homes and hospitals; licenses tanning
parlors, mobile home parks, public swimming pools and
bathing places, septic tanks, and private, small public and
commercial drinking water wells; monitors the indoor
air quality for persons in private and residential facilities;
investigates animal bites for potential rabies transmission;
distributes rodent bait, traps and information to property
owners; investigates reported cases of food-borne and water-
borne illnesses; and investigates unsanitary conditions thought
to be sanitary nuisances injurious to the public health.

ENVIRONMENTAL PROTECTION DIVISION
3165 McCrory Place, Suite 200,
Orlando, FL 32803 ........................................... 407-836-1400
  Investigates complaints and maintains files relating to air,
surface water, groundwater, hazardous materials, petroleum/
pollutant tanks and the environment in general; provides
laboratory services to monitor existing conditions in the
county; maintains a database of historical information that is
available to citizens and other agencies; reviews applications
to impact wetlands, build boat docks and ramps, construct sea
walls, spread sludge, construct wastewater treatment plants
and remove shoreline vegetation; inspects industrial sites and
businesses utilizing toxic chemicals for safe disposal; permits
and regulates all private landfills in unincorporated Orange
County; and provides a wide range of public education and
outreach programs including presentations on environmental
protection and conservation and volunteer opportunities.

ENVIRONMENTAL VOLUNTEER & INTERN PROGRAM (eVIP)
Environmental Protection Division .......................... 407-836-1400

EPIDEMIOLOGY (DISEASE CONTROL)
Health Department — Orange County ................. 407-858-1420
  Receives and follows-up on reports of communicable
diseases. Identifies causes of infection and intervenes to protect
the public. Services include: Rabies, Hepatitis and Childhood
Lead Poisoning Prevention; body piercing facility inspections;
and monitoring infectious diseases through active and passive
surveillance.

EQUAL EMPLOYMENT, COUNTY
Office of Professional Standards .......................... 407-836-0016

EROSION/SEDIMENT CONTROL
Environmental Protection Division .......................... 407-836-1400
EVICTIONS, FINANCIAL ASSISTANCE
Crisis Assistance Program
Citizen Resource & Outreach Division 407-836-6500

EXEMPTIONS, TAX
Agriculture 407-836-9610
Homestead 407-836-5045
Property Appraiser 407-836-5000

EXPRESSWAY AUTHORITY
Expressway tolls and E-Pass
SR 528, 408, 414, 417, 429 and 451 407-823-7277
www.cfxway.com

EVICTION OF TENANTS
Clerk of the Courts (County Court Civil) 407-836-2065

FAMILY LAW MEDIATION
Citizen Resource & Outreach Division 407-836-8466
➤ Provides financial and support services to eligible families experiencing a sudden, longer-term emergency, usually due to medical issues.

FAMILY PLANNING
Health Department — Orange County 407-858-1400/x1288
➤ Provides contraceptive and medical services for females in the childbearing age group.

FAMILY PRESERVA TION & STABILIZATION
Youth and Family Services Division 407-836-9529
1728 E. Michigan Street, Orlando, FL 32806
➤ A voluntary, in-home preservation, counseling and intervention service for families whose children are at imminent risk of removal from the home due to abuse, abandonment and/or neglect. The Department of Children and Families provides the referrals.

FAMILY RESOURCE PROGRAM
Citizen Resource & Outreach Division 407-836-8466
➤ Provides financial and support services to eligible families experiencing a sudden, longer-term emergency, usually due to medical issues.

EXPRESSWAY AUTHORITY
Expressway tolls and E-Pass
SR 528, 408, 414, 417, 429 and 451 407-823-7277
www.cfxway.com

FAM ILY AND CONSUMER SCIENCES
Cooperative Extension Service Division 407-254-9200
➤ Promotes development of skills, abilities and understanding for young people so that they may participate and become responsible members of the community.

FACILITIES MANAGEMENT DIVISION
2010 E. Michigan St., Orlando, FL 32806 407-836-9559
➤ To optimize Orange County Government’s energy performance; oversees overall energy use; focuses on ways to reduce usage by implementing internal controls, awareness, reporting and energy audits.

FAIR HOUSING
Housing and Community Development 407-836-5150

FARMING
Cooperative Extension Service Division 407-254-9200

FELONY
Clerk of the Courts
Circuit Court Criminal 407-836-2056

FERTILIZE RESPONSIBLY
Cooperative Extension Service Division 407-254-9200

FICTITIOUS NAME, BUSINESS
Florida Division of Corporations 850-245-6000
dos.myflorida.com/sunbiz/

FINANCE AND ACCOUNTING DEPARTMENT
(COUNTY COMPTROLLER)
201 S. Rosalind Ave., 4th Floor
Orlando, FL 32801 407-836-5715
➤ Pre-audits expenditures of departments under the County Mayor prior to the actual disbursement of funds; pre-audits and monitors county revenues; provides the public an independent treasury function that ensures adequate safeguarding of taxpayer funds; maintains custody of county funds and administration of the county’s investment program; maintains the accounting/financial records as well as joint administration of the annual budget; and prepares the Countywide Comprehensive Annual Financial Report.

FINANCIAL ASSISTANCE
Crisis Assistance Program
Citizen Resource & Outreach Division 407-836-6500
➤ Provides one-time financial assistance to eligible families in crisis.

FINANCIAL ASSISTANCE
Florida Department of Children & Families
Access Florida 1-866-762-2237
FIRE RESCUE DEPARTMENT
6590 Amory Court, Winter Park, FL 32792 .......... 407-836-9000
Emergency ................................................. 911
Public Information Office ................................. 407-836-9074
Office of the Fire Marshal
➤ Provides fire inspection and prevention services including plans review, code enforcement, and inspection and permitting of fire protection systems.
Main .............................................................. 407-836-0070
New Construction Plans Review/Permits ............... 407-836-0004
Community Risk Reduction Services .................. 407-836-8337
➤ Provides educational programs, participates in community events, and schedules public relations events.
Records, Fire Emergency Incidents .................. 407-836-9050

FISCAL AND BUSINESS SERVICES DIVISION
201 South Rosalind Ave., 3rd Floor
Orlando, FL 32801 ................................. 407-836-7390
➤ Assists the county in meeting its management efficiency and improvement objectives and is comprised of two service units: Fiscal Services and Business Services. Fiscal Services is responsible for evaluating and managing the issuance of short- and long-term capital financing needs of the county. The Business Services Unit acts as advisor and adjunct staff to other divisions and departments analyzing, evaluating and devising management solutions to improve operational effectiveness and efficiency.

FISH KILLS
Environmental Protection Division .................. 407-836-1400

FISHING LICENSE
Tax Collector .................................................. 407-845-6200
Florida Fish and Wildlife Conservation .............. 850-488-4676

FLEET MANAGEMENT DIVISION
4400 Vineland Road, Orlando, FL 32811 .......... 407-836-8200
➤ Maintains a fleet of 1,920 pieces of automotive and heavy vehicular equipment, 1,740 off-road and heavy equipment assets, and numerous small-engine items; provides 24-hour fuel service throughout the county for more than 4,200 vehicles and equipment; and maintains the county emergency rescue ambulances and emergency generators on a 24-hour basis.

FLOOD PLAINS
Stormwater Management Division .................. 407-836-5612

FLORIDA FRIENDLY LANDSCAPING
Cooperative Extension Service Division ............ 407-254-9200
➤ Provides the Florida Yards & Neighborhoods (FYN) educational program to help individuals create and maintain attractive landscapes to enhance and protect Florida’s natural environment.

FLORIDA HIGHWAY PATROL
Emergency Dispatch ....................................... 407-737-2200

FOOD
Cooperative Extension Service Division ............ 407-254-9200
➤ Provides educational information on food production, safety, preparation and preservation.

Florida Department of Children & Families
Food Stamp Office,
Women, Infants, and Children (WIC) ............... 866-762-2237
➤ Provides women, infants and children with supplemental foods, nutritional counseling, breastfeeding support and health care referrals.
Environmental Protection Division ................ 407-836-1400
➤ Good Food Central Florida — Local food policy council that promotes food education and other initiatives through collaboration among Orange County, local municipalities, non-profits, and food-related businesses.

FORECLOSURE
Clerk of the Circuit Court ......................... 407-836-2278

FOREST FIRE
Florida Forest Service ................................. 407-888-8760

FOSTER CARE SERVICES
Youth & Family Services ............................... 407-836-7600
Great Oaks Village, 1718 E. Michigan St., Orlando, FL 32806

FRAUD, WASTE AND ABUSE REPORTING
Comptroller’s Office - Audit Division ............... 407-836-5775

FRAUDULENT TRANSACTION
Consumer Fraud Unit ................................. 407-836-2490

FUEL STORAGE TANKS
Environmental Protection Division ............... 407-836-1400

FUTURE LAND USE
Planning Division ........................................ 407-836-5600

GARBAGE, RECYCLING AND YARD WASTE COLLECTION
Solid Waste Division .................................. 407-836-6601

GARDENING, HOME
Cooperative Extension Service Division .......... 407-254-9200

GEOMETRIC INFORMATION SYSTEMS (GIS)
➤ Geographic Information Systems (GIS) views and analyzes data from a geographic perspective. This data is shared through various agencies and with the citizens of Orange County.

County GIS .................................................. 407-836-8181
201 S. Rosalind Ave., 2nd Floor, Orlando, FL 32801

Department GISs:
Administrative Services ......................... 407-836-7070
(Real Estate Management)
Community, Environmental & Dev. Services .... 407-836-5341
(Planning, Zoning and Land Development Services)
Growth Management .......................... 407-836-5341
(Building, Planning and Zoning)
Fire Rescue ................................................. 407-836-9121
Public Works ............................................. 407-836-7964
(Roads, Drainage, Traffic, Survey, Rights-of-Way, and Stormwater)
Utilities ......................................................... 407-254-9904
(Water, Sewer and Solid Waste)

GRAFFITI ABATEMENT
Code Enforcement Division .................. 311 or 407-836-3111
ORANGE COUNTY GOVERNMENT DIRECTORY

GRAPHICS/COPY CENTER
Communications Division ........................................... 407-254-9330
3907 Forrestal Ave., Orlando, FL 32806
➤ Orange County Graphics provides high quality graphic
design, printing and bindery services at the print shop on
3907 Forrestal Ave. The Copy Center provides high-speed,
high-quality black-and-white and color copies at the copy center
in the County Administration Building, 201 S. Rosalind Ave.

GREAT OAKS VILLAGE (GOV)
Youth and Family Services Division ............................ 407-836-7665
➤ GOV is a foster care group home for youth ages 6-18 years
who have been removed from their home due to abuse, neglect
or abandonment; the Welcome Center provides temporary
respite for up to 23 hours for youth ages 0-21 years while
permanent placement arrangements are being located; children
are referred by the lead agencies for Orange and Osceola
Counties.

Donations & Volunteers ........................................... 407-836-8938

GREEN PLACE PROGRAM
Environmental Protection Division ............................ 407-836-1400
➤ Park Land Aquisition for Convervation and Environmental
Protection program designed to preserve Orange County’s
natural resources and wildlife.

GROUNDWATER CONTAMINATION
Florida Department of Environmental Protection
................................................................. 407-897-4100

GUARDIANS FOR MINORS
Probate, Circuit .................................................. 407-836-2058

HAZARDOUS WASTE
Environmental Protection Division ............................ 407-836-1400

HEAD START
Division Office .................................................. 407-836-6590
2100 E. Michigan St., 2nd Floor, Orlando, FL 32806
➤ Provides comprehensive early childhood development
and education for residents through direct services, leadership,
advocacy and collaborative services. Services include nutrition,
medical and dental health, disabilities and mental health, early
childhood development and education, parent involvement,
family support and community partnerships. Other initiatives
include Full-Day/Full-Year or Voluntary Pre-kindergarten (VPK)
program options. Requirements for enrollment include: child’s
birth certificate, current immunization record (Department
of Children & Families form 680), physical examination
(Department of Children & Families form 3040), proof of income
(past 12 months), Social Security cards for all household
members and photo ID.
Warehouse ...................................................... 407-836-1463/836-1515

HEAD START LOCATIONS:
Aloma Elementary .................................................. 407-672-3100/ x 2278
2949 Scarlet Road, Winter Park, FL 32792
Bithlo Community Center ......................................... 407-568-4025
18501 Washington Ave., Orlando, FL 32820

Callahan Center ...................................................... 407-245-0910
101 N. Parramore St., Orlando, FL 32805

Denton Johnson Center ........................................... 407-975-7422
400 Ruffle St., Eatonville, FL 32751

Dover Shores ...................................................... 407-249-6330 x3262284
120 Gaston Foster Rd., Orlando, FL 32812

East Orange ....................................................... 407-254-9713
12050 E. Colonial Drive, Building B, Orlando, FL 32826

Engelwood ......................................................... 321-388-7031
900 Engel Dr., Orlando, FL 32807

Evans Community School ...................................... 407-522-3400 x6232626
4949 Silver Star Road, Orlando, FL 32808

Grand Avenue Primary Learning Center .................. 407-254-1750 x3372308
800 Grand St., Orlando, FL 32805

Hal P. Marston Community Center ......................... 407-836-8455
3933 W.D. Judge Drive, Orlando, FL 32808

John H. Bridges Community Center ......................... 407-254-9421
445 W. 13th St., Apopka, FL 32703

Lila Mitchell Community Center ............................... 407-254-9494
5151 Raleigh St., Orlando, FL 32811

Maxey Elementary ................................................ 407-656-5329
1100 E. Maple St., Winter Garden, FL 34787

South Orlando YMCA ............................................ 407-254-1011
814 W. Oak Ridge Road, Orlando, FL 32809

Orlando Tech ...................................................... 407-317-3243
301 W. Amelia St., Orlando, FL 32801

Pine Hills Community Center .................................. 407-254-9112
6408 Jennings Road, Orlando, FL 32808

Southwood Community Center ............................ 407-254-6768
6225 Brookgreen Ave., Orlando, FL 32839

Taft Community Center ......................................... 407-254-9274
9504 S. Orange Ave., FL 32824

Tangelo Park Elementary ........................................ 407-354-2630 x3952268
5115 Anzio St., Orlando, FL 32819

Ventura ........................................................... 407-249-6400 x4002283
4400 Woodgate Blvd., Orlando, FL 32822

Washington Shores Early Learning Center Annex
2500 Bruton Blvd.
Orlando FL 32805 .................................................. 407-250-6260 x6352257

Washington Shores at The Hope
1001 S. Goldway Ave., Orlando, FL 32805 ............... 407-254-9461

HEALTH DEPARTMENT — ORANGE COUNTY
State of Florida (Department of Health) .................. 407-836-2600
832 W. Central Blvd., P.O. Box 3187, Orlando, FL 32805
orange.floridahealth.gov
➤ Protects the public's health through the prevention
and control of diseases; provides clinic care where there is a
demonstrated need. Fees are charged for many services and
some are based on a sliding fee scale.

Administration .................................................. 407-858-1400
AIDS Program .................................................. 407-836-2690
Community Health ............................................. 407-858-1400
Dental Health .................................................... 407-836-2616
HEALTH RECORDS/STATISTICS
Health Department — Orange County 407-836-7128

HEALTH SERVICES DEPARTMENT
2002-A E. Michigan St., Orlando, FL 32806
Administration 407-836-7611

Promotes and provides health services to Orange County citizens through effective planning, implementation and management of programs and services.

HIV/AIDS RESOURCES
Health Department — Orange County 407-836-2690

➤ HIV testing, counseling and referral services.
Ryan White Part A Grantee’s Office 407-836-7631

➤ The Ryan White Part A program provides HIV-related services for those individuals living in Orange, Osceola, Lake and Seminole counties who do not have sufficient health-care coverage or financial resources for coping with HIV disease. Services are provided by local government and not-for-profit agencies. A description of available services and providers can be obtained by calling 407-836-7631.

HOMEOWNERSHIP
Cooperative Extension Service Division 407-254-9200

➤ Educational programs related to tenant responsibility, pre-purchase, mortgage readiness, post-purchase ownership and maintenance, energy conservation and healthier homes. Division is HUD approved.

HOMESTEAD EXEMPTIONS
Property Appraiser’s Office 407-836-5044
200 S. Orange Ave., Suite 1700, Orlando, FL 32801

➤ File for Homestead Exemption online at www.ocpafl.org.
HORSES
Cooperative Extension Service Division .......... 407-254-9200

HORTICULTURE
Cooperative Extension Service Division .......... 407-254-9200
➤ Provides information from state and federal researchers and classes for developing and maintaining plantings, including turf, fruits, vegetables and ornamentals to county residents and commercial establishments.

HOUSE MOVING
Traffic Engineering Division ....................... 311 or 407-836-3111

HOUSEHOLD HAZARDOUS WASTE
Solid Waste Division ................................ 407-836-6601

HOUSING & COMMUNITY DEVELOPMENT DIVISION
525 E. South St., Orlando, FL 32801 ............... 407-836-5150
➤ Provides services related to improving housing and living conditions to low-income neighborhoods in Orange County through the provision of improved infrastructure and community facilities.

Rental Assistance ..................................... 407-836-5150
➤ The Rental Assistance program is a federally funded program designed to help low- and very low-income eligible citizens obtain safe, decent and sanitary housing at an affordable price.

Section 8/Inspection .................................. 407-836-5150
➤ Responsible for inspecting the Section 8 rental assistance units to assure compliance with Housing Quality Standards (HQS).

HOUSING VIOLATION
Code Enforcement Division ......................... 311 or 407-836-3111

HUMAN DEVELOPMENT
Cooperative Extension Service Division .......... 407-254-9200
Provides educational programs and resources related to aging issues, parenting, family communications, stress management, nutrition, decision making and sustainable home environments.

HUMAN RESOURCES DIVISION
Internal Operations Center I
1450 E. South St., Orlando, FL 32801 ............... 407-836-5661
➤ Human Resources Service Centers are available throughout the county for employee access. These office locations are set up within many county departments to assist employees with core HR services. Much like a bank with branch offices, the HR Service Centers can assist employees with a variety of things such as navigating through the retirement process, answering questions about benefits, updating employee records, providing consultations, collecting benefit forms, and more! Hours are Monday through Friday, 8 a.m. to 5 p.m. for most branches. Employees can access any of these branch locations regardless of work site.

Barnett Park Administration ......................... 407-836-6200
4801 W. Colonial Drive, Orlando, FL 32808

Corrections, Cassady Building, 1st Floor .......... 407-836-3519
2450 W. 33rd St., Orlando, FL 32839

Convention Ctr., S. Concourse, Room S212 ....... 407-685-5799
9899 International Drive, Orlando, FL 32819

Family Services Mable Butler Building,
1st Floor, Room. 126 .................................... 407-836-9322
2100 E. Michigan St., Orlando, FL 32806

County Administration Building, 2nd Floor ....... 407-836-5478
201 S. Rosalind Ave., Orlando, FL 32801

Fire Rescue Headquarters, 1st Floor ............... 407-836-9000
6590 Amory Court, Winter Park, FL 32792

Internal Operations Center I ........................ 407-836-5661
1450 E. South St., Orlando, FL 32801

Public Works, Main Building, 2nd Floor ........... 407-836-7761
4200 S. John Young Pkwy., Orlando, FL 32839

Utilities Administration, 3rd Floor ................. 407-254-9760
9150 Curry Ford Road, Orlando, FL 32825

HUNTING LICENSES
Tax Collector ............................................ 407-845-6200

HURRICANE INFORMATION
Office of Emergency Management ................. 407-836-9140
Visit www.ocoem.com to sign up for OCALERT.

Cooperative Extension Service Division .......... 407-254-9200
➤ Provides general educational information about disaster preparation and recovery, especially in the areas of home, landscape, food preparation and safety. For more information, visit the Orange County Extension website: ocextension.ifas.ufl.edu.

IMMUNIZATIONS
Health Department — Orange County .............. 407-836-2502
➤ Provides preventive childhood immunizations for children from birth to 18 years old as well as adult immunization.

IMPACT FEES OR CAPITAL CHARGES
Fire
Impact Fee Office ...................................... 407-836-5691

Law Enforcement
Impact Fee Office ...................................... 407-836-5691

Parks
Impact Fee Office ...................................... 407-836-5691

Transportation
Impact Fee Office ...................................... 407-836-5691

Water and Wastewater
Utilities Customer Service Division ............... 407-836-5503

INDOOR AIR QUALITY
Environmental Health Department ................. 407-858-1497
➤ Provides information and educational resources related to moisture and mold prevention, as well as strategies for maintaining healthy indoor air quality in the home.

Cooperative Extension Service Division .......... 407-254-9200

INFORMATION (311)
2540 W. 33rd St., Orlando, FL 32839 ............... 311 or 407-836-3111
➤ Serving citizens and visitors to the region 7 days a week, Monday through Friday, 7 a.m. - 9 p.m., Saturday and Sunday, 9 a.m. - 5 p.m. Live-operators are available to process designated service requests and provide general information about Orange County Government’s services.
INFORMATION SYSTEMS & SERVICES DIVISION (ISS)
400 E. South St., IOC II, 4th Floor
Orlando, FL 32801 407-836-5200
➤ The Information Systems and Services Division is responsible for enterprise-wise design, implementation and support of Orange County Government’s technology infrastructure. Technology integration and internal support services are provided for all departments under the Board of County Commissioners and most constitutional offices. This includes, but is not limited to: project management; telecommunication services for voice and data; wireless and security initiatives; development and implementation of business applications software; Intranet and Internet design and development; 24-hour computer operations and Help Desk services; computer training; database management; data network design; and mainframe and server support, and associated support services.

INSPECTIONS
Air Conditioning/Heating
Division of Building Safety 407-836-5550 (option 1)
Asbestos
Environmental Protection Division 407-836-1400
Building
Division of Building Safety 407-836-5550 (option 1)
Cable TV
Regulatory Enforcement 1-800-435-7352
Electrical
Division of Building Safety 407-836-5550 (option 1)
Environmental Violations
Environmental Protection Division 407-836-1400
Food and Beverage
Orange County Health Department 407-521-2630
Irrigation
Division of Building Safety 407-836-5550 (option 1)
Petroleum Storage Tanks
Environmental Protection Division 407-836-1400
Plumbing
Division of Building Safety 407-836-5550 (option 1)
Septic Tank
Orange County Health Department 407-836-2580
Swimming Pool
Division of Building Safety 407-836-5550 (option 1)
Zoning, Lot Cleaning, Junk Vehicles, Housing
Code Enforcement Division 311 or 407-836-3111

INSULIN PROGRAM
Health Department — Orange County 407-836-2662

IRRIGATION METERS
Utilities Customer Service Division 407-836-5503

IRRIGATION PERMITS
Division of Building Safety 407-836-5564

JUDGES
9th Judicial Circuit of Florida,
Court Administration 407-836-2050
➤ There are 43 Circuit Court Judges and 17 County Court Judges (three in Osceola County). Judges are elected on a nonpartisan, countywide ticket. Circuit Court Judges serve six-year terms and County Court judges serve four-year terms. Judges must have been practicing attorneys and members of the Florida Bar Association for at least five years before they may run for office. For more information, call Court Administration or visit: www.ninthcircuit.org

JUNK CARS
Code Enforcement Division 311 or 407-836-3111

JURY ADMINISTRATION/JURY DUTY
9th Judicial Circuit of Florida 407-836-2206
425 N. Orange Ave., Orlando, FL 32801
➤ Processes jurors for trials in criminal, civil and traffic cases. (under the Court Administrator).

JURY EXCUSES
Court Administration 407-836-2206

JUVENILE ASSESSMENT CENTER (JAC)
823 W. Central Blvd., Orlando, FL 32805 407-836-8824
➤ The JAC Program is a centralized processing center for youth taken into custody by law enforcement for an alleged delinquent act, assessments include: detainable and non-detainable screenings, health, mental health, substance abuse, physical and suicide screenings.

JUVENILE DETENTION FACILITIES
9th Judicial Circuit of Florida 407-897-2800
2800 S. Bumby Ave., Orlando, FL 32806
➤ The state detention facility for juvenile delinquents and is located on a 10-acre tract of land donated by Orange County.

JUVENILE JUSTICE CENTER
9th Judicial Circuit of Florida 407-836-7590
2000 E. Michigan St., Orlando, FL 32806
➤ The Juvenile Justice Center houses the Juvenile Court, which contains offices of the Clerk of the Courts, Judiciary, Court Deputies, Court Reporters, Witness Management, State Attorney and Public Defender.

JUVENILE SERVICES
Family Counseling Program 407-254-9370
1728 E. Michigan St., Orlando, FL 32806
➤ Services for the prevention of juvenile delinquency.

LAKES (LAKES MANAGEMENT)
Environmental Protection Division 407-836-1400
➤ Aquatic plant management, water quality improvements and MTSU/BU oversight. For retention pond issues, call 407-836-7900.
LAKES (SHORELINE VEGETATION)
  Environmental Protection Division 407-836-1400
  Lakeshore vegetation removal, berms and swales, invasive plants, replanting, etc.

LAKE WATCH
  Environmental Protection Division 407-836-1400

LAND, SUBDIVISION PRELIMINARY PLANS/USE
  Planning Division 407-836-5600

LAND USE VIOLATIONS
  Code Enforcement Division 311 or 407-836-3111

LANDFILL
  Solid Waste Division 407-836-6600

LANDLORD/TENANT DISPUTES
  Orange County Bar Association 407-422-4551

LAW ENFORCEMENT
  Apopka 407-703-1757
  112 E. 6th St., Apopka, FL 32703
  Eatonville 407-623-1300
  11 People Ave., Eatonville, FL 32751
  Edgewood (non-emergency) 407-851-2820
  5565 S. Orange Ave., Orlando, FL 32809
  Florida Highway Patrol 407-737-2300
  133 S. Semoran Blvd., Suite A, Orlando, FL 32807
  Maitland 407-539-6262
  1837 Fennell St., Maitland, FL 32751
  Ocoee 407-905-3160
  646 Ocoee Commerce Pkwy, Ocoee, FL 34761
  Orange County Sheriff 407-836-HELP
  2500 W. Colonial Drive, Orlando, FL 32804
  Orlando 321-235-5300
  100 S. Hughey Ave., Orlando, FL 32801
  Winter Garden 407-656-3636
  251 Plant St., Winter Garden, FL 34787
  Winter Park (dispatcher) 407-644-1313
  500 N. Virginia Ave., Winter Park, FL 32789
  F.B.I. 407-875-9976
  Florida Department of Law Enforcement 407-245-0888
  500 W. Robinson St., Orlando, FL 32801
  U.S. Marshal 407-316-5500
  401 W. Central Blvd, #2300, Orlando, FL 32801
  U.S. Secret Service 407-648-6333

LAWN/LANDSCAPES
  Cooperative Extension Service Division 407-254-9200

LEGISLATIVE DELEGATION OFFICE
  201 S. Rosalind Ave., 5th Floor
  Orlando, FL 32801 407-836-7395
  Coordinates activities involving the 16 state legislators representing Orange County; assists the legislative delegation chairman to organize and conduct meetings; maintains official records of the legislative delegation; assists in public notice, certification, approval, and tracking of local bills and special acts affecting Orange County; provides information to the public on legislative matters; maintains delegation office in Tallahassee during the annual legislative session.

SENATE
  Senator Randolph Bracy, District 11 407-656-6716
  150 N. Lakeshore Drive, Ocoee, FL 34761
  Bracy.Randolph@flsenate.gov
  Senator Linda Stewart, District 13 407-893-2422
  1726 S. Bumby Ave., Orlando, FL 32806
  Stewart.Linda@flsenate.gov
  Senator Victor M. Torres, Jr., District 15 407-846-5187
  101 Church Street, Suite 305, Kissimmee, FL 34741
  Torres.Victor@flsenate.gov

HOUSE OF REPRESENTATIVES
  Rep. Bob Cortes, District 30 407-262-7420
  150 Cranes Roost Blvd., Suite 2260, Altamonte Springs, FL 32701
  Bob.Cortes@myfloridahouse.gov
  2755 South Bay Street, Unit D, Eustis, FL 32726
  Jennifer.Sullivan@myfloridahouse.gov
  7009 Dr. Phillips Blvd., Suite 270, Orlando, FL 32819
  Bobby.Olszewski@myfloridahouse.gov
  150 North Lakeshore Drive, Ocoee, FL 34761
  Kamia.Brown@myfloridahouse.gov
  927 South Goldwyn Ave., Suite 216, Orlando, FL 32805
  Bruce.Antone@myfloridahouse.gov
  Rep. Mike Miller, District 47 407-245-0588
  1405 S. Orange Ave., Suite 320, Orlando, FL 32806
  Mike.Miller@myfloridahouse.gov
  Rep. Amy Mercado, District 48 407-249-4473
  5425 South Semoran Blvd., Suite 1A, Orlando, FL 32822
  Amy.Mercado@myfloridahouse.gov
  Rep. Carlos Guillermo Smith, District 49 407-681-5433
  4063 North Goldenrod Road, Unit 3, Winter Park, FL 32792
  Carlos.Smith@myfloridahouse.gov
  Brevard County Government Center North, Suite 1C, 400 South Street, Titusville, FL 32780
  Rene.Plasencia@myfloridahouse.gov

LIBRARY, COUNTY
  Orange County Library System 407-835-7323
  Main Branch
  101 E. Central Blvd., Orlando, FL 32801
  Hours: Monday-Thursday, 9 a.m. - 8 p.m.
  Friday and Saturday, 9 a.m. - 6 p.m.; Sunday, 1- 6 p.m.
  The Orange County Library System serves residents of Orange County, excluding the cities of Winter Park and Maitland. The downtown Orlando Public Library is the main library with 15 branches located throughout the county. For more information, visit the library online at www.ocls.info or call the Main Branch at 407-836-7323.
BRANCH LIBRARIES:

Alafaya
12000 E. Colonial Drive, Orlando, FL 32826
Monday–Thursday, 10 a.m. - 9 p.m.
Friday and Saturday, 10 a.m. - 5 p.m.; Sunday, 1 - 6 p.m.

Chickasaw Branch
870 N. Chickasaw Trail, Orlando, 32825
Hours: Monday-Thursday 10 am-9 pm
Friday & Saturday 10 am-5 pm

Eatonville
200 E. Kennedy Blvd., Eatonville, FL 32751
Monday–Thursday, 10 a.m. - 8 p.m.
Friday and Saturday, 10 a.m. - 5 p.m.

Edgewater
5049 Edgewater Drive, Orlando, FL 32810
Monday–Thursday, 10 a.m. - 9 p.m.
Friday and Saturday, 10 a.m. - 5 p.m.

Herndon
4324 E. Colonial Drive, Orlando, FL 32803
Monday–Thursday, 10 a.m. - 9 p.m.
Friday and Saturday, 10 a.m. - 5 p.m.

Hiawassee
7391 W. Colonial Drive, Orlando, FL 32818
Monday–Thursday, 10 a.m. - 9 p.m.
Friday and Saturday, 10 a.m. - 5 p.m.

North Orange
1211 E. Semoran Blvd., Apopka, FL 32703
Monday–Thursday, 10 a.m. - 9 p.m.
Friday and Saturday, 10 a.m. - 5 p.m.; Sunday, 1 - 6 p.m.

South Creek
1702 Deerfield Blvd., Orlando, FL 32837
Monday–Thursday, 10 a.m. - 9 p.m.
Friday and Saturday, 10 a.m. - 5 p.m.; Sunday, 1 - 6 p.m.

South Trail
4600 S. Orange Blossom Trail, Orlando, FL 32839
Monday–Thursday, 10 a.m. - 8 p.m.
Friday and Saturday, 10 a.m. - 5 p.m.

Southeast
5575 S. Semoran Blvd., Orlando, FL 32822
Monday–Thursday, 10 a.m. - 9 p.m.
Friday and Saturday, 10 a.m. - 5 p.m.

Southwest
7255 Della Drive, Orlando, FL 32819
Monday–Thursday, 10 a.m. - 9 p.m.
Friday and Saturday, 10 a.m. - 5 p.m.

Washington Park
5151 Raleigh St., Suite A, Orlando, FL 32811
Monday–Thursday, 10 a.m. - 8 p.m.
Friday and Saturday, 10 a.m. - 5 p.m.

West Oaks Branch & Genealogy Center
1821 E. Silver Star Road, Ocoee, FL 34761
Monday–Thursday, 10 a.m. - 9 p.m.
Friday and Saturday, 10 a.m. - 5 p.m.; Sunday, 1 - 6 p.m.

Windermere
530 Main St., Windermere, FL 34786
Monday–Thursday, 10 a.m. - 8 p.m.
Friday and Saturday, 10 a.m. - 5 p.m.

Winter Garden
805 E. Plant St., Winter Garden, FL 34787
Monday–Thursday, 10 a.m. - 9 p.m.
Friday and Saturday, 10 a.m. - 5 p.m.

LICENSES

Adult Entertainment (Business Tax) .................. 407-836-5650
Building (Division of Building Safety) ................. 407-836-5550
Electrical (Division of Building Safety) ................ 407-836-5522
Fishing and Hunting (Tax Collector) .................. 407-845-6200
Marriage (Clerk of Courts - County Civil) .......... 407-836-2067
Mechanical (Division of Building Safety) .......... 407-836-5522
Local Business Tax Receipt (Tax Collector) .... 407-836-5650
Plumbing (Division of Building Safety) .............. 407-836-5550
Roofing (Division of Building Safety) .......... 407-836-5550
Sheet Metal (Division of Building Safety) .......... 407-836-5550
Swimming Pool (Division of Building Safety) .... 407-836-5550

LIEN INVESTIGATIONS

Code Enforcement Division .................. 311 or 407-836-3111

LIEN PAYOFF

Code Enforcement Division .................. 311 or 407-836-3111

LIENS

To Be Recorded (Official Records Dept.) ............. 407-836-5115
On Record (Official Records Dept.) .................. 407-836-5115
Road Improvement (MSTU Section) ................ 407-836-5770

LIGHTING

Street — Special Assessments .................. 407-836-5770

LIHEAP (Low Income Home Energy Assistance Program)

Community Action .......................... 407-836-7429
2100 E. Michigan St., Orlando, FL 32806
➤ Provides financial assistance to low-income households in meeting the costs of heating and cooling.

LIVESTOCK PRODUCTION

Cooperative Extension Service Division ........... 407-254-9200

LOCAL BUSINESS TAX RECEIPT (TAX COLLECTOR)

200 S. Orange Ave., Suite 1600
Orlando, FL 32801 .......................... 407-836-5650
➤ Issues and collects business tax receipts.

LOOSE OR LOST PETS

Animal Services Division .................. 311 or 407-836-3111

LYNX PUBLIC BUS SERVICE

For bus fares and route schedules, visit www.golynx.com.

MALNUTRITION

Health Department — Orange County ........ 407-858-1494

MANDATORY REFUSE PROGRAM

Solid Waste Division .......................... 407-836-6601

MAPS

Aerials ........................................ 407-836-8181
County GIS ................................ 407-836-8181
Flood Zone (Stormwater Management) .... 407-836-5612
Parcels (Property Appraiser) .................. 407-836-5044
**Wetlands Inventories** (Environmental Protection Division) ........................................ 407-836-1400

**Rights-of-Way** (Public Works Engineering) ........ 407-836-7929

- Current and historical aerials, flood zone, property appraiser, USGS quad, wetlands inventories, rights of way and topographical aerials.

**MARRIAGE LICENSE**

Clerk of Courts (County) ........................................ 407-836-2067

**MASS GRADING**

Public Works Department ........................................ 407-836-7900

**MASTER GARDENER VOLUNTEER PROGRAM**

Cooperative Extension Service Division ........ 407-254-9200

**MATERNITY PROGRAM**

Health Department — Orange County  .. 407-858-1400 x1288
- Provides prenatal and postpartum medical services for women, and coordinates delivery services at the hospital of the client’s choice. Offers prenatal care by a certified midwife.

**MAYOR’S OFFICE, ORANGE COUNTY**

201 S. Rosalind Ave., Orlando, FL 32801 .......................... 407-836-7370
P.O. Box 1393, Orlando, FL 32802

**MEDICAID**

State of Florida, Department of Children and Families ........................................ 407-317-7000

**MEDICAL CLINIC**

Health Services Department ......................................... 407-836-7100
101 S. Westmoreland Drive, Orlando, FL 32805
- Provides medical care to eligible Orange County adults who have low income and are uninsured. Referred to as “Secondary Services,” the program provides quality comprehensive healthcare that includes specialty physicians, provider network, case management, pharmacy, lab, radiology and hospital services. Patients must be enrolled in and referred by a Primary Care Access Network (PCAN) “medical home” to receive services. Call 407-836-PCAN or visit www.pcanorangecounty.com

People with Special Needs Program (PSN) ...... 407-650-4031

**MEDICAL EXAMINER**

Health Services Department ......................................... 407-836-9400
2350 E. Michigan St., Orlando, FL 32806
- The County Medical Examiner performs quality and efficient medicolegal investigations to determine the cause and manner of deaths as mandated by Florida Statute, Chapter 406.

**MENTAL HEALTH, CHILDREN’S**

Wraparound Orange ........................................ 407-836-7027
- The Wraparound Orange Program serves youth, ages 0-21, with a mental health and/or substance use disorder and their families. Children, youth and young adults are referred primarily through the Juvenile Assessment Center, schools, parents and other sources. Involvement in this program is voluntary, and families and youth are highly involved in decision making and service planning. Wraparound Orange contracts with a number of providers for service delivery and to assist in meeting other needs of the family. During the service delivery period, the Wraparound team works to bring stabilization to the family, develop a crisis plan and build a network of resources for assistance as needed in the long term.

**MENTAL HEALTH CRISIS — CHILDREN/YOUTH**

Mobile Crisis Services

(Heart of Florida United Way Helpline) ........................................................................ 2-1-1 or 407-839-4357
- Community Based Service via Wraparound Orange

Devereux, Florida as contracted by Orange County provides on-site mobile crisis response to children/youth ages 0-17 who are experiencing a mental health and/or substance abuse crisis and in Orange County at the time of the crisis. Referrals are received from law enforcement, parents/caregivers, school personnel, etc, and the goal is to provide assessment and support for up to 30 days to ensure the child/youth is able to stay in the home and community. Requests for the service are established by calling 2-1-1 and requesting mobile crisis services.

**MENTAL HEALTH CRISIS — ADULTS**

Aspire Health Partners

(formerly Lakeside Behavioral Healthcare) ...... 407-875-3700
- Aspire serves adults who are experiencing a mental health crisis. This service is walk-in if needed, and individuals may self-refer.

Belvin Perry, Jr., Central Receiving Center ...... 407-822-2052
1800 Mercy Drive, Orlando, FL 32808
- The Central Receiving Center is a single point of access into Orange County’s mental-health and substance-abuse system of care. The CRC will assess and find appropriate placement for an adult in crisis. The CRC is designed to be used by Law Enforcement as a possible alternative to arrest and to bypass local hospital emergency rooms.

**MENTAL HEALTH AND HOMELESS ISSUES**

Health Services Division ......................................... 407-836-7608
2002-A E. Michigan St., Orlando, FL 32806
- This division collaborates with service agencies and partners community-wide for planning and implementation of mental-health, substance abuse and crisis intervention services and support systems. It is also involved in planning and service development for family homelessness, chronic homelessness, and supportive services with both internal and community partners. Mental Health and Homeless Issues Division oversees the operation of the Central Receiving Center and Wraparound Orange Mental Health Care Services.

**MINORITY BUSINESS**

Business Development Division .................................. 407-836-7317

**MOSQUITO CONTROL DIVISION**

Health Services ........................................ 311 or 407-836-3111
2715 Conroy Road, Building A, Orlando, FL 32839
- Provides control of nuisance and disease-transmitting mosquitoes through a variety of techniques; also provides surveillance to determine if mosquito-borne encephalitis is present in the county.
MUSEUMS
Arts & History Museums (Maitland) .................... 407-539-2181
231 W. Packwood Ave, Maitland, FL 32751
www.artandhistory.org
Charles Hosmer Morse Museum of American Art
.......................................................................................... 407-645-5311
445 N Park Ave, Winter Park, FL 32789
www.morsemuseum.org
Cornell Fine Arts Museum .................................. 407-646-2526
1000 Holt Ave., Winter Park, FL 32789
www.rollins.edu/cornell-fine-arts-museum
Fort Christmas ............................................. 407-254-9310
1300 Fort Christmas Road, Christmas, FL 32709
History Center (Orange County Regional) ........ 407-836-8500
65 E. Central Blvd., Orlando, FL 32801
www.thehistorycenter.org
Hannibal Square Heritage Center ....................... 407-539-2680
642 W. New England Ave, Winter Park FL 32789
www.hannibalsquareheritagecenter.org
Mennello Museum of American Art .................. 407-246-4278
900 E. Princeton St., Orlando, FL 32803
www.mennellomuseum.com
Orlando Museum of Art .................................. 407-896-4231
2416 N. Mills Ave., Orlando, FL 32803
www.omart.org
Wells’ Built Museum ........................................ 407-245-7535
511 W. South St., Orlando, FL 32805
Zora Neale Hurston Museum of Fine Art .......... 407-647-3131
227 E Kennedy Blvd, Eatonville, FL 32751

NATURE TRAILS
Parks and Recreation Division ......................... 407-836-6200
Dr. P. Phillips Community Park ......................... 407-254-9038
8249 Buena Vista Woods Boulevard, Orlando, FL 32836
Eagles Roost 10525 Clapp Simms Duda Road, Orlando, FL 32832
Hal Scott Preserve ......................................... 386-329-4404
5150 Boulevard, Orlando, FL 32833
Johns Lake Conservation Area, 880 Avalon Road, Winter Garden, FL 34787
Kelly Park ................................................. 407-254-1902
400 E. Kelly Park Road, Apopka, FL 32712
Moss Park ............................................... 407-254-6840
12901 Moss Park Road, Orlando, FL 32832
Shadow Bay Park ........................................ 407-254-9175
5100 Turkey Lake Road, Orlando, FL 32819
Split Oak Forest ......................................... 407-254-6840
12901 Moss Park Road, Orlando, FL 32832
Tibet-Butler Preserve ................................... 407-254-1940
8777 County Road 535, Orlando, FL 32836
Trimble Park .............................................. 352-383-1993
5802 Trimble Park Road, Mt. Dora, FL 32757

NEIGHBORHOOD
Citizens on Patrol Orange County Sheriff’s Office ...................... 407-254-7384
Improvement Housing & Community Development Division .................. 407-836-5150

NEIGHBORHOOD CENTERS FOR FAMILIES
Citizens’ Commission for Children ................ 407-836-7610
➤ Neighborhood Centers for Families (NCF) are available to residents in 13 communities throughout Orange County. A NCF is made up of non-profit organizations, government agencies, churches and civic groups that work together to provide a family-friendly and accessible place to offer services and activities to families in their neighborhoods.

NCF LOCATIONS:
Apopka/Zellwood ........................................... 407-254-9430
6565 Willow St., Zellwood, FL 32798
Bithlo/Christmas ......................................... 407-254-9400
18510 Madison Ave., Orlando, FL 32820
Eatonville .................................................. 407-629-5655
323 E. Kennedy Blvd., Suite D, Eatonville, FL 32751
Engelwood .................................................. 407-736-1040
6000 Stonewall Jackson Road, Orlando, FL 32807
Ivey Lane .................................................... 407-254-9490 (x1)
5151 Raleigh St., Orlando, FL 32811
Lake Weston ............................................. 407-286-2947 or 407-730-5562
5500 Milan Drive, Orlando, FL 32810
Oak Ridge .................................................. 407-850-5101
150 Amidon Lane, Orlando, FL 32809
Pine Hills .................................................... 407-294-3519
2000 Beecher St., Orlando, FL 32808
Taft .......................................................... 407-254-1960
9500 S. Orange Ave., Orlando, FL 32824
Tangelo Park .............................................. 407-226-1714
5115 Anzio St., Orlando, FL 32819
Union Park ............................................... 407-207-1684
9839 E. Colonial Drive, Orlando, FL 32817
West Orange .............................................. 407-254-1930
303 W. Crown Point Road, Winter Garden, FL 34787
Winter Park .............................................. 407-622-2911
901 W. Webster Ave., Winter Park, FL 32789

NEIGHBORHOOD PRESERVATION & REVITALIZATION DIVISION
450 E. South St., IOC I, 3rd Floor Orlando, FL 32801 ........................................ 407-836-5606
➤ Provides programs and services that empower citizens and neighborhood organizations to revitalize and preserve neighborhoods; administers grant programs that provide direct funding to support and assist citizens and organizations in improving the physical and social quality of neighborhoods.

NOISE COMPLAINTS
Environmental Protection Division ....... 311 or 407-836-3111
NUISANCE ABATEMENT BOARD HEARINGS  
Code Enforcement Division .................. 311 or 407-836-3111

NUTRITION (INFORMATION & CLASSES)  
Cooperative Extension Service Division ........ 407-254-9200

OAKS COMMUNITY INTERVENTION  
Youth & Family Services Division ................ 407-836-8761
➤ Provides services to Orange County youth between the ages of 10-18 who have shown to be at moderate-high risk for continued involvement with the Department of Juvenile Justice.

OCCUPATIONAL LICENSE (TAX COLLECTOR)  
200 S. Orange Ave., Suite 1600  Orlando, FL 32801 .................. 407-836-5650

OFFICE FOR A DRUG-FREE COMMUNITY  
Health Services Department — Orange County  
109 E. Church St., Suite 405  Orlando, FL 32801 .................. 407-836-7335
➤ Works in collaboration with community members and agencies to prevent and reduce the use and abuse of alcohol and other drugs among our youth and adults through prevention, education, enforcement and treatment.

OFFICE OF ECONOMIC, TRADE & TOURISM DEVELOPMENT  
201 S. Rosalind Ave., 5th Floor  Orlando, FL 32801 .................. 407-836-7370
➤ Responsible for and focuses on the economic growth and diversification of the local economy. It assists companies to locate and expand in Orange County, including those interested from foreign markets. The office attracts high-paying, high-value jobs to the region, and assists with international dignitaries and investors visiting the region who are looking for opportunities in Orange County. Orange County partners with the Orlando Economic Partnership (OEP), the largest economic development organization in the region, and the National Entrepreneur Center, a super-sized one-stop center for small business assistance.

Orlando Economic Partnership (OEP)  
301 E. Pine St., Suite 900  Orlando, FL 32801 .................. 407-422-7159
www.orlandoedc.com

National Entrepreneur Center .................. 407-420-4848  
3201 E. Colonial Drive, Suite A20, Orlando, FL 32803  
www.nationalec.org

Central Florida International Trade Office ....... 407-420-4860  
3201 E. Colonial Drive, Suite A20, Orlando, FL 32803  
www.cfito.org

OFFICE OF EMERGENCY MANAGEMENT  
(FIRE RESCUE DEPARTMENT)  
6590 Amory Court, Winter Park, FL 32792 ........ 407-836-9140
➤ This office is the central point of contact for a wide range of emergency management activities. Among those are the coordination of policies and procedures regarding the execution of all major emergency and disaster operations for all cities within Orange County; coordinates all actions taken by city and county governments to plan, organize and prepare for the saving of lives, protection of property and the recovery from the effects of an emergency, disaster or catastrophe. For more information or to sign up for OCALERT — Orange County’s emergency messaging system – visit: www.ocfl.net).

OFFICE OF MANAGEMENT & BUDGET  
201 S. Rosalind Ave., 3rd Floor  Orlando, FL 32801 .................. 407-836-7390
➤ Prepares and monitors Orange County’s annual operating budget and capital improvements program in accordance with applicable laws, statutes and policies of the Board of County Commissioners; forecasts multi-year revenues and expenditures, and provides management analysis assistance on special projects as requested by the County Mayor and the County Administrator’s Office; provides centralized coordination of operational and strategic performance measurement activities; assists departments in the development and revision of fees for service; coordinates the development of Orange County’s Full Cost Allocation Plan; consolidates and coordinates grant-related activities according to the established grants process.

OFFICE OF PROFESSIONAL STANDARDS  
450 E. South St., IOC I, 3rd Floor, Suite 360, Orlando FL 32801  P.O. Box 1393, Orlando, FL 32802 .................. 407-836-0016
➤ Ensures the integrity of employees under the jurisdiction of the Board of County Commissioners is maintained through a system of proactive programs and, if needed, objective, impartial investigations. Orange County’s commitment to diversity will continue to ensure equal employment opportunities for all employees in conjunction with the county’s policy and federal guidelines.

OFFICE OF PUBLIC ENGAGEMENT & CITIZEN ADVOCACY  
201 S. Rosalind Ave., Orlando, FL 32801 .................. 407-836-7370
➤ The Office of Public Engagement & Citizen Advocacy (OPECA) engages Orange County citizens through community forums, social media, the county website (www.ocfl.net) and media outreach.

OFFICE ON AGING  
Pine Hills Community Center ............ 407-254-9277  
6408 Jennings St., Orlando, FL 32808  
➤ The Office on Aging is dedicated to creating an elder-friendly community and improving the quality of life for our elders, their families and their caregivers. The Office on Aging provides support to the Commission on Aging advisory board and its Community Partnerships Committee. For more information, visit www.ocfl.net/seniors or email officeonaging@ocfl.net.

OFFICIAL RECORDS DEPARTMENT — COUNTY COMPTROLLER  
109 E. Church St., Suite 300  Orlando, FL 32801 .................. 407-836-5115
➤ Creates and maintains the official records for Orange County, including the alphabetical index; computes and collects money to register various legal documents as well as for Florida documentary stamps, intangible taxes, tax deed sales, recording fees and other fees; makes and provides copies of documents for the public upon request; helps the public find information about...
property and individuals as contained in the “Official Records” of Orange County; sells paper, microfilm and/or microfiche copies of Official Records documents, plats, State of Florida road and right-of-way maps, and other inventory books describing land uses; handles marriage licenses or records, declaration of domicile, liens on property, survey of houses, notice of commencement, patent records, power of attorney, divorce records (after July 98), easements to be recorded and titles or certificates of occupancy.

OMBUDSMAN (OFFICE OF)
201 S. Rosalind Ave., Orlando, FL 32809 ......... 407-836-7370
➤ Receives complaints against Orange County departments, divisions, directors and managers, and other alleging violations or infractions of Orange County’s Charter, Code of Ethics, Administrative Relations or other set rules or laws governing the operation of county government.

ORANGE COUNTY CODE
www.ocfl.net/OCFLCODE

ORANGE COUNTY COMPREHENSIVE PLAN
Planning Division ........................................... 407-836-5600

ORANGE COUNTY INFORMATION
311 Communications — 2540 33rd St.
Orlando, FL 32839 ......................................... 311 or 407-836-3111
➤ Serving citizens and visitors to our area 7 days a week, Monday through Friday, 7 a.m. - 9 p.m., Saturday and Sunday, 9 a.m. - 5 p.m. Live-operators are available to process designated service requests and provide general information about Orange County Government’s services.

ORANGE SOIL AND WATER CONSERVATION DISTRICT
www.orangecounty.org

ORANGE TV
9860 Universal Blvd., Orlando, FL 32819 ......... 407-685-9000
➤ Spectrum Channel 488/Comcast Cable Channel 9/
CenturyLink Prism TV Channels 81 & 1081 HD/WRCF-TV
Channel 10.2

OVERGROWN LOTS
Code Enforcement Division ......................... 311 or 407-836-3111

PARKING TICKETS
Finance Department/Comptroller ................. 407-836-5715
201 S. Rosalind Ave., 4th Floor, Orlando, FL 32801
➤ For parking tickets issued in unincorporated Orange County only. Municipal parking tickets must be paid at the city hall of the city in which the ticket was issued.

PARKS AND RECREATION DIVISION
4801 W. Colonial Drive, Orlando, FL 32808 .... 407-836-6200
➤ Develops, maintains and operates 100 parks and facilities (primarily in unincorporated Orange County), including five Orange County Orlando Magic Recreation Centers; offers a variety of programs for youth/adult/senior recreation on the environment, history, athletics, aquatics; hosts special events.

PARK LOCATIONS:
Barber Park ........................................ 407-254-6860
3701 Gatlin Ave., Orlando, FL 32812
Barnett Park & Rec Center ....................... 407-836-6248
4801 W. Colonial Drive, Orlando, FL 32808
Bear Creek Recreation Complex ................ 407-254-9404
1600 Bear Crossing Drive, Orlando, FL 32824
Bithlo Community Park ......................... 407-254-1905
18501 Washington Ave., Orlando, FL 32820
Blanchard Park .................................... 407-254-9030
2451 N. Dean Road, Orlando, FL 32817
Capehart Park & Rec Center .................. 407-254-9160
715 Capehart Drive, Orlando, FL 32822
Charles H. Bronson Forest ..................... 407-971-3500
3563 Phillips Road, Christmas, FL 32709
Clarcona Horse Park ............................ 407-254-9010
3535 Damon Road, Apopka, FL 32703
Cypress Grove Park ....................... 407-254-6770
290 Holden Ave, Orlando, FL 32839
Deputy Brandon Coates Community Park .... 407-858-4725
3815 Substation Road, Orlando, FL 32837
Downey Park .................................. 407-254-9180
10107 Flowers Ave., Orlando, FL 32825
Dr. P. Phillips Community Park ............. 407-254-9038
8249 Buenavista Woods Blvd., Orlando, FL 32836
Eagles Roost ................................. 407-836-1400
10525 Clapp Simms Duda Road, Orlando, FL 32832
Estate House .................................. 407-749-0792
290 Holden Ave, Orlando, FL 32839
Fort Christmas Historical Park ............ 407-254-9310
1300 Fort Christmas Road, Christmas, FL 32709
Fort Gatlin Recreation Complex .......... 407-254-9820
2009 Lake Margaret Drive, Orlando, FL 32806
Fort Gatlin Tennis Center .................... 407-254-9878
2009 Lake Margaret Drive, Orlando, FL 32806
George Bailey Park ......................... 407-656-3299
11974 Roberson Road, Winter Garden, FL 34787
Goldenrod Recreation Center .............. 407-254-9025
4863 N. Goldenrod Road, Winter Park, FL 32792
Hal Scott Preserve .......................... 1-386-329-4404
5150 Dallas Blvd., Orlando, FL 32833
Isle of Pine Preserve ......................... 407-836-1400
14032 Lacebark Pine Road, Orlando, FL 32832
Johns Lake Conservation Area ............. 407-836-1400
880 Avalon Road, Winter Garden, FL 34787
Kelly Park (Rock Springs & Camp Joy) .... 407-254-1902
400 E. Kelly Park Road, Apopka, FL 32712
Lake Cane Tennis Center .................... 407-254-9170
5100 Turkey Lake Road, Orlando, FL 32819
Long Branch .................................. 407-836-1400
710 South C.R. 13, Orlando, FL 32833
Magnolia Park (Lake Apopka Loop Trail) .... 407-886-4231
2929 S. Binion Road, Apopka, FL 32703
Marks Street Senior Recreation Complex .......... 407-254-1066
99 E. Marks St., Orlando, FL 32803

Meadow Woods Park .................................. 407-254-9065
1754 Rhode Island Woods Cir., Orlando, FL 32824

Moss Park ............................................... 407-254-6840
12901 Moss Park Road, Orlando, FL 32832

Orlando Park ........................................... 407-254-9050
1 N. Powers Drive, Orlando, FL 32835

Pine Lily Preserve ...................................... 407-836-1400
1401 South C.R. 13, Orlando, FL 32833

Renaissance Senior Center ............................ 407-254-9070
3800 S. Econlockhatchee Road, Orlando, FL 32829

Savage/Christmas Creek Preserve .................... 407-836-1400
11046 NW Christmas Road, Christmas, FL 32709

Sandhill Preserve ....................................... 407-836-1400
5611 Plymouth Sorrento Road, Apopka, FL 32712

Shadow Bay Park ........................................ 407-254-9175
5100 Turkey Lake Rd, Orlando, FL 32819

Silver Star ............................................... 407-254-9250
2801 N. Apopka-Vineland Road, Orlando, FL 32818

South Econ Rec Center ................................. 407-254-9092
3850 S. Econlockhatchee Road, Orlando, FL 32829

South Orange Youth Sports Complex ................ 407-858-4725
11800 S. Orange Ave., Orlando, FL 32824

Tibet-Butler Preserve .................................. 407-254-1940
8777 C.R. 535, Orlando, FL 32836

Trimble Park ............................................ 352-383-1993
5802 Trimble Park Drive, Mt. Dora, FL 32757

West Orange Rec Center ............................... 407-254-9245
309 S. West Crown Point Road, Winter Garden, FL 34787

West Orange Trail (Chapin Station) ................ 407-654-1108
501 Crown Point Cross Road, Winter Garden, FL 34787

PASSPORTS

Clerk of Courts ......................................... 407-836-2095

PAY A FINE

Code Enforcement Division ......................... 311 or 407-836-3111

PAYROLL DEPARTMENT (COUNTY COMPTROLLER)

109 E. Church St., Suite 400
Orlando, FL 32801 ...................................... 407-836-9680

Pre-audits and processes payroll expenditures for departments under the Board of County Commissioners and the County Comptroller; responsible for joint administration of the county employee benefits program; maintains payroll records.

PERMITS

Agriculture Land Clearing
(Division of Forestry) .................................... 407-856-6512

Air Conditioning (Division of Building Safety) ........ 407-836-5564

Air Facilities
(Environmental Protection Division) .............. 407-836-1400

Boat Dock/Ramp/Floating Dock
(Environmental Protection Division) .............. 407-836-1400

Building (Division of Building Safety) ............. 407-836-5550

Commercial Construction
(Division of Building Safety) .......................... 407-836-5760

Dredging (Environmental Protection Division) .... 407-836-1400

Electrical (Division of Building Safety) ............ 407-836-5564

Excavation/Fill
(Development Engineering Division) .............. 407-836-7920

Fences (Zoning Division) ............................. 311 or 407-836-3111

Flood Plain (Stormwater Management) ............ 407-836-5612

Garage Sale (Zoning Division) ....................... 311 or 407-836-3111

Gas (Division of Building Safety) .................... 407-836-5564

Heating (Division of Building Safety) .............. 407-836-5564

Irrigation (Division of Building Safety) ............ 407-836-5564

Lakeshore Vegetation Removal
(Environmental Protection Div.) ..................... 407-836-1400

Land Use (Zoning Division) .......................... 311 or 407-836-3111

Marathons/Foot Race (Div. of Building Safety) .... 407-836-5564

Mass Grading
(Development Engineering Division) ............... 407-836-7920

Mobile Home Tie Down
(Division of Building Safety) ......................... 407-836-5550

Open Burning/Agriculture
(Division of Forestry) .................................. 407-856-6512

Outdoor Assembly (Division of Building Safety) ... 407-836-5564

Parades (Division of Building Safety) ............... 407-836-5564

Plumbing (Division of Building Safety) ............. 407-836-5564

Residential Construction
(Division of Building Safety) ......................... 407-836-5550

Right-of-Way Use
(Development Engineering Division) ............... 407-836-7920

Roofing (Division of Building Safety) ............... 407-836-5564

Sea Wall (Environmental Protection Division) ...... 407-836-1400

Sewer Tank (Health Department - Orange County) .... 407-521-2630

Shoreline Alteration
(Environmental Protection Division) ............... 407-836-1400

Signs (Division of Building Safety) ................. 407-836-5550

Swimming Pools (Division of Building Safety) .... 407-836-5550

Trailer Parks (Zoning Division) ...................... 311 or 407-836-3111

Tree Removal (Zoning Division) ..................... 311 or 407-836-3111

Underground Utilities
(Development Engineering Division) ............... 407-836-7920

Ventilation (Division of Building Safety) .......... 407-836-5564

Wells (Health Department - Orange County) ........ 407-521-2630

Wetlands (Environmental Protection Division) ... 407-836-1400

Zoning (Zoning Division) ............................ 311 or 407-836-3111

PESTICIDE APPLICATOR LICENSE

Cooperative Extension Service Division ............ 407-254-9200
PESTICIDE DISPOSAL REQUIREMENTS
Environmental Protection Division .................. 407-836-1400
FDEP Central District ................................. 407-897-4100

PET ALLIANCE OF GREATER ORLANDO
2727 Conroy Rd., Orlando, FL 32839 .............. 407-351-7722

PET ADOPTION
Animal Services Division ............................. 311 or 407-836-3111

PETROLEUM CLEANUP
Environmental Protection Division .................. 407-836-1400

PETROLEUM STORAGE TANKS
Environmental Protection Division .................. 407-836-1400

PICNIC PAVILIONS
Parks & Recreation Division ......................... 407-836-6200

PLAN REVIEW STATUS
Division of Building Safety .......................... 407-836-5550

PLANNED PARENTHOOD ............................... 407-246-1788

PLANNING DIVISION
201 S. Rosalind Ave., 2nd Floor
Orlando, FL 32801 ................................. 407-836-5600
➤  Ensures compliance with state-mandated growth
management legislation and county ordinances related to
growth and development within the Orange County charter.

PLATS
To Be Recorded /Already Recorded
Official Records Department ....................... 407-836-5115

PLATTING
Development Engineering Division ................. 407-836-7856

PLAYGROUNDS
Parks & Recreation Division ......................... 407-836-6200

POISON CONTROL
Florida Poison Information Center .................. 1-800-222-1222

POISONOUS PLANTS
Cooperative Extension Service Division ........... 407-254-9200
➤  Provides education and information for ranchers and
individuals to help identify and manage toxic plants that could
be harmful to livestock, pets and children.

POLLUTION PREVENTION (P2) PROGRAM
Environmental Protection Division .................. 407-836-1400

PRECINCT LOCATIONS
Supervisor of Elections .............................. 407-836-2070

PREGNANCY
Eastside Health Center ............................... 407-858-1402
Lake Underhill Health Center ....................... 407-858-1494
Lila Mitchell Health Center (Midwives) ............ 407-858-1487
Southside Health Center ............................ 407-858-1424

PRIMARY CARE ACCESS NETWORK (PCAN)
Information ............................................. 407-836-7226
➤  PCAN is a dynamic collaborative between Orange County
Government, primary health care centers, community agencies,
hospitals and other social services. PCAN’s mission is to improve
the access, quality and coordination of healthcare services to
the underinsured and uninsured populations of Orange County.

PCAN CLINICS (MEDICAL CLINIC DIVISION)
Apopka Family Health Center ....................... 407-905-8827
Medical Clinic Division
225 E. 7th St., Apopka, FL 32703

Bithlo Family Health Center ....................... 407-905-8827
19108 E. Colonial Drive, Orlando, FL 32820

East Orlando, Central Florida
Family Health Center, Inc. ......................... 407-322-8645
11881-A E. Colonial Drive (at Alafaya), Orlando, FL 32826

Eatonville Family Health Center ................... 407-905-8827
434 W. Kennedy Blvd., Suite D, Eatonville, FL 32810

Lake Underhill Health Center ...................... 407-858-1494
5730 Lake Underhill Road, Orlando, FL 32807

Meadow Woods Pediatric Clinic .................... 407-905-8827
849 Greenway Professional Ct., Orlando, FL 32824

Orange Blossom Family Health Center ............ 407-428-5751
232 N. Orange Blossom Trail, Orlando, FL 32805

Pine Hills Family Health Center .................... 407-905-8827
840 Mercy Orlando, FL 32808

Winter Garden Family Health Center ............... 407-905-8827
13275 W. Colonial Drive, Suite 105, Winter Garden, FL 34787

Southside Family Health Center .................... 407-322-8645
6101 Lake Ellenor Drive, Suite 105, Orlando, FL 32809

PRINT SHOP/GRAPHICS
Communications Division (Graphics) .............. 407-254-9330

PROCUREMENT DIVISION
400 E. South St., IOC II, 2nd Floor
Orlando, FL 32801 .................................. 407-836-5635
➤  Manages the procurement program for all county
functions reporting to the Board of County Commissioners;
issues solicitations (IFBs, RFPs and RFQs); negotiates and awards
contracts for a wide array of goods, services and construction;
provides contract administration support and works closely with
county departments to facilitate customer training, briefings/
orientations and continuous process improvements.

Orange Bids Web Site:
apps.ocfl.net/orangebids/bidopen.asp
➤  Provides bids/proposal and other purchasing information
via the Internet.

Vendor Registration Site:
apps.ocfl.net/VRS/Search.asp
➤  Provides electronic notification of solicitations to vendors
that register with the county.

PROPERTY ACCOUNTING DEPARTMENT
(COUNTY COMPTROLLER)
109 E. Church St., Suite 215
Orlando, FL 32801 ................................. 407-836-5792
➤  Maintains the accounting records on all real and tangible
personal property (land, buildings and equipment) acquired
or disposed of by the county, with the exception of the Orange
County Sheriff’s Office; performs an annual independent
inventory of all county tangible personal property (equipment)
in accordance with Florida Statutes; conducts public auctions
of surplus tangible equipment.
PROPERTY APPRAISER
200 S. Orange Ave., Suite 1700
Orlando, FL 32801 ................................. 407-836-5044
www.ocpafll.org
➤ The Property Appraiser is an elected Constitutional Office
responsible for the annual appraisal of all real and tangible
personal property, the administration of all exemptions, and
the maintenance of the GIS cadastral base map in accordance
with Florida’s administrative code and statutes. The mission of
the Property Appraiser is to provide fair and equitable tax roll,
remarkable service and superior professionalism.

PUBLIC DEFENDER
9th Judicial Circuit of Florida .......................... 407-836-4800
435 N. Orange Ave., Suite 400, Orlando, FL 32801
➤ An elected official, the Public Defender represents insolvent
persons charged with a felony, misdemeanor, traffic or juvenile
offense. The Public Defender is a constitutional officer of the state
and must be a member of the Florida Bar for at least five years.
Juvenile Office .............................................. 407-836-7580
2000 E. Michigan St., Orlando, FL 32806

PUBLIC SAFETY COMMUNICATIONS DIVISION
311 Communications ................................. 311 or 407-836-3111
2450 33rd St., Orlando, FL 32839
➤ Serving citizens and visitors to our area 7 days a week,
Monday through Friday, 7 a.m. - 9 p.m., Saturday and Sunday,
9 a.m. - 5 p.m. Live operators are available to process
designated service requests and provide general information
about Orange County Government’s services.

PUBLIC SERVICE TAX
Registration and Taxpayer Service .................... 407-836-5715
Audit and Enforcement ............................... 407-836-5775

PUBLIC WORKS DEPARTMENT
4200 S. John Young Pkwy.
Orlando, FL 32839 .................................... 407-836-7900
➤ Provides for the county’s infrastructure needs through
proper placement and maintenance of roadways, drainage
structures, pedestrian walks and traffic control devices.

PUBLIC WORKS ENGINEERING DIVISION
4200 S. John Young Pkwy.
Orlando, FL 32839 .................................... 407-836-7885
➤ Provides design engineering for transportation facilities,
including major and minor roadways, bridges, intersections
and sidewalks, along with technical guidance in the long—
range planning of improvements; and provides land-surveying
support for various county activities.

PUBLIC WORKS FISCAL & OPERATIONAL SERVICES
4200 S. John Young Pkwy.
Orlando, FL 32839 .................................... 407-836-7900
➤ Coordinates the Public Works Department’s fiscal
operations, human resources and customer service functions;
responsible for purchasing and procurement functions,
processing financial documents, providing central filing and
plans archiving, records management, employee training,
coordinating hiring and promotion practices; and facilitating
the delivery of quality customer service.

RABID ANIMALS
Animal Services Division ............................ 311 or 407-836-3111

RADIO SERVICES (INFORMATION SYSTEMS SERVICES)
Radio Shop ............................................. 407-836-7290
3511 Parkway Center Court, Orlando, FL 32808
➤ Radio Services provides support for all radio
communications, as well as portable and mobile radio devices
used by Orange County and other governmental agencies.

RADIOACTIVE MATERIALS
Office of Emergency Management/
Fire Rescue Department ............................ 407-836-9140

RAPE CRISIS
Sexual Assault 24-hour Hotline ....................... 407-497-6701
Victim Service Center .............................. 407-644-2577
1801 Lee Road, Suite 165, Winter Park, FL 32789

RATS/RODENT CONTROL
Health Department — Orange County .............. 407-858-1400

REAL ESTATE MANAGEMENT DIVISION
400 E. South St., IOC II, 5th Floor
P.O. Box 1393, Orlando, FL 32802 .................... 407-836-7070
➤ Acquires interest in real property for county purposes;
handles title searches/examination, appraisal/review, cost
estimates, negotiations for acquisition and condemnation
suit preparation; maintains records and provides information
regarding county-owned real estate and rights-of-way;
processes surplus property for sale and coordinates leasing of
facilities for county use.

RECORDS MANAGEMENT DEPARTMENT
County Comptroller’s Office ........................ 407-836-5690
109 E. Church St., Suite 300, Orlando, FL 32801
➤ Archives all documents in the official records; functions
as the custodian and controller of records for divisions under
the County Comptroller and Board of County Commissioners;
inventories and prepares the record schedules for storage and
destruction of documents, papers, letters, maps, books, tapes,
photos, files and visual/sound recordings within these offices.

RECREATION PROGRAMS
Green Place ............................................. 407-836-1400
Parks & Recreation Division ........................ 407-836-6200

RECYCLING
Solid Waste Division .................................. 407-836-6601

RENOVATION NOTICES
Environmental Protection Division .................... 407-836-1400

RESIDENTIAL CONSTRUCTION PLAN REVIEW
Division of Building Safety ........................... 407-836-5550

REZONING
Planning Division ...................................... 407-836-5600
RISK MANAGEMENT DIVISION
109 E. Church St., Suite 200, P.O. Box 1393
Orlando, FL 32802 .................................................. 407-836-9640
➤ Manages the county’s safety training program; investigates and administers worker’s compensation claims; coordinates environmental safety issues and administers the self-insurance program for Orange County.

ROADS
Construction
Highway Construction Division .................................. 407-836-7930
Inspection
Highway Construction Division .................................. 407-836-7930
Maintenance
Roads and Drainage Division ................................. 311 or 407-836-3111

ROADS & DRAINAGE DIVISION
Public Works Department ........................................ 407-836-7900
4200 S. John Young Pkwy., 3rd Floor, Orlando, FL 32839
➤ Responsible for maintenance of county roads, secondary and tertiary drainage systems and rights-of-way (excluding privately owned roads); responsible for Adopt-a-Highway program, residential driveway permits, sidewalk repair, tree trimming, right of way mowing, street sweeping, secondary drainage infrastructure.

LOCATIONS:
Apopka .................................................. 311 or 407-836-3111
Maintenance Unit, 3258 Clarcona Road, Apopka, FL 32703

Bithlo .................................................. 311 or 407-836-3111
18753 Old Cheney Hwy., Orlando, FL 32820

Goldenrod .................................................. 311 or 407-836-3111
2530 N. Forsyth Road, Orlando, FL 32807

John Young .................................................. 311 or 407-836-3111
4200 S. John Young Pkwy., 3rd Floor, Orlando, FL 32839

Taft .................................................. 311 or 407-836-3111
11442 Intermodal Blvd., Taft, FL 32824

Three Points .................................................. 311 or 407-836-3111
4631 Young Pine Road, Orlando, FL 32829

West Orange .................................................. 311 or 407-836-3111
644 Beulah Road, Winter Garden, FL 34787

Zellwood .................................................. 311 or 407-836-3111
3400 Golden Gem Road, Plymouth, FL 32768

RUNAWAY YOUTH SHELTER
Youth & Family Services Division .......................... 407-836-7626
1800 E. Michigan St., Orlando, FL 32806
➤ Temporary housing open 24-hours/7 days per week for youth experiencing a variety of problems. Youth at the shelter may be homeless, runaways, lockouts or seeking a cooling-off period during a family crisis. Counseling services are also provided as well as referrals to other services needed by the family.

RUNAWAY HOTLINE .......... 1-800-RUNAWAY (1-800-786-2929)

RYAN WHITE PART A GRANTEE’S OFFICE
Health Services Department .................................. 407-836-7631
➤ The Ryan White Part A program provides HIV-related services for those individuals living in Orange, Osceola, Lake and Seminole counties who do not have sufficient health-care coverage or financial resources for coping with HIV disease. Services are provided by local government and not-for-profit agencies. A description of available services and providers can be obtained by calling 407-836-7631.

RYAN WHITE PART A HEALTH SERVICES PLANNING COUNCIL .................................. 407-254-9390
➤ The Ryan White Part A Health Services Planning Council determines what services are needed for the HIV/AIDS-affected population, sets service priorities, allocates funding and develops a long-term plan on how to provide these services. The council also looks for ways Ryan White services fills gaps in care with other Ryan White Programs and alternate services like Medicaid and Medicare. In addition, the planning council evaluates how efficiently providers are selected and paid and how well their contracts are monitored. For more information, please call 407-836-9390 or visit HIVNetwork.org.

SANITARY CONDITIONS
Health Department — Orange County .......... 407-858-1400

SCHOOLS, PUBLIC
Orange County School Board .......................... 407-317-3200
445 W. Amelia St., Orlando, FL 32801
www.ocps.net
➤ Public schools in Orange County are operated by the Orange County School Board, under the jurisdiction of the Orange County School Board (not to be confused with the Orange County Board of County Commissioners).

SEAWALLS
Environmental Protection Division .............. 407-836-1400

SENIOR CITIZENS
Cooperative Extension Service (classes) .......... 407-254-9200
Marks Street Senior Recreation Complex ........ 407-254-9070
99 E. Marks St., Orlando, FL 32803
Renaissance Senior Center .............. 407-254-9070
3800 S. Econolockhatchee Trail, Orlando, FL 32829
Office On Aging ........................................ 407-254-9277
➤ The Office on Aging and its advisory board, the Commission on Aging, work with local, state and national partners to create an elder-ready community. Call to sign up for the newsletter.

SEPTIC TANK COMPLAINTS
Commercial Septic Tanks .......... 407-836-1400
➤ Consult Environmental Protect Divisions (P2) Program for guidance prior to permit request.
Health Department — Orange County .......... 407-858-1400

SEPTIC TANK PERMITS
Health Department — Orange County .......... 407-521-2630
➤ Contact for permitting new tanks, tank abandonment, and tank modifications.
SEWAGE SPILLS AFFECTING STORMWATER
Environmental Protection Division .......................... 407-836-1400

SEXUAL ASSAULT
Sexual Assault Treatment Center
24-hour Hotline ............................................... 407-497-6701
➤ Services for victims of sexual assault (reported and unreported).

SEXUALLY TRANSMITTED DISEASES
Health Department — Orange County .................. 407-836-2650
➤ Treats sexually transmitted diseases and maintains surveillance and epidemiological follow-up programs on early infectious cases of STDs; HIV/AIDS testing available.

SHELTER PLUS CARE
Citizen Resource & Outreach Division ................. 407-836-6551
➤ Provides permanent housing with supportive service to the chronically homeless (i.e. persons with disabilities coming from the streets and emergency shelters.)

SHERIFF'S OFFICE, ORANGE COUNTY
2500 W. Colonial Drive, Orlando, FL 32804 ........ 407-254-7000
P.O. Box 1440, Orlando, FL 32804
➤ The Sheriff of Orange County is an elected official whose office is the sole provider of law enforcement services to 85 percent of Orange County and well over 65 percent of Orange County residents, visitors and tourists. With more than 2,000 sworn and civilian personnel, the Orange County Sheriff's Office services more than one million 911 calls annually. The Sheriff's Office conducts effective School Resource Officer, M.A.G.I.C. and G.R.E.A.T. programs in the schools, and has developed special programs to meet the needs and concerns of the county's minority sectors. For more information visit: www.ocso.com.
Non-Emergency ........................................... 407-836-4357
Emergency .................................................. 911
Sector I, Apopka Service Building .................. 407-254-1001
Sector II ................................................... 407-254-4800
Sector III ..................................................... 407-254-6801
Sector IV ..................................................... 407-836-3770
Sector V ....................................................... 407-351-9368
Sector VI (Lake Buena Vista) ......................... 407-254-9415
Victim Service Center .................................. 407-254-9415
Victims Advocate Program ......................... 407-254-7248
Community Relations Section ..................... 407-254-7380

SICK OR INJURED ANIMALS
Animal Services Division ............................... 311 or 407-836-3111

SIDEWALK REPAIR
Roads and Drainage Division ......................... 311 or 407-836-3111

SIGN PERMITS
Division of Building Safety .............................. 407-836-5550

SIGN REGULATION
Zoning Division ........................................... 311 or 407-836-3111

SIGNS (ILLEGAL)
Code Enforcement Division .......................... 311 or 407-836-3111

SINKHOLES
Road and Drainage Division ......................... 311 or 407-836-3111
State Watch Office ..................................... 1-800-320-0519

SNAP® (Stop Now and Plan) Program
Youth & Family Services Division ................. 407-254-9370
1718 E. Michigan St., Orlando, FL 32806
➤ An evidence-based program for youth ages 6-11 who are experiencing behavior issues that is designed to help them learn how to stop and think before they act, stay in school and out of trouble.

SOCIAL SECURITY ADMINISTRATION .................. 1-800-772-1213
Orlando Office ........................................... 1-866-964-6146
5520 Gatlin Ave., Suite 101, Orlando, FL 32812

SOIL CONTAMINATION
Florida Department of Environmental Protection.......................... 407-897-1400

SOIL TESTS
Cooperative Extension Service Division ............ 407

SOLID WASTE DIVISION
Main Administration Building ......................... 407-836-6600
5901 Young Pine Road, Orlando, FL 32829
➤ Provides solid waste disposal services, including operation of the Orange County Landfill, transfer stations and the Household Hazardous Waste Facility; administers mandatory refuse collection and recycling programs.
Email: SolidWaste@ocfl.net
McLeod Road Transfer Station ....................... 407-245-0931
5000 L.B. McLeod Road, Orlando, FL 32811
Porter Transfer Station ................................. 407-296-5198
1326 Good Homes Road, Orlando, FL 32818
Solid Waste Hotline ...................................... 407-836-6601
➤ New garbage and recycling pick-up service; customer pick-up inquiries.

SPAY/NEUTER CLINIC
Animal Services Division ............................... 311 or 407-836-3111
SPCA Florida ............................................. 863-646-7722

SPECIAL MAGISTRATE
Code Enforcement Division .......................... 311 or 407-836-3111

SPECIAL TAXING DISTRICT
Finance and Accounting (Comptroller) ............ 407-836-5715

SPOUSE ABUSE
Harbor House (24/7 Hotline) ......................... 407-886-2856
Victim Service Center .................................. 407-254-9415

STATE ATTORNEY
9th Judicial Circuit of Florida ......................... 407-836-2400
415 N. Orange Ave., Orlando, FL 32801
➤ The State Attorney, an elected official, represents the state's interest in criminal and some civil matters in both circuit and county courts. Each of the state's judicial districts elects one state attorney to serve four years. A candidate must be a member of the Florida Bar Association for the preceding five years and may not have a private law practice.

STOP SIGNS DOWN/MISSING
Traffic Engineering Division ......................... 311 or 407-836-3111
After Hours Emergency - Orange County Sheriff's Office .......................... 407-836-3900
STORAGE TANKS (GAS AND DIESEL)  
Environmental Protection Division  407-836-1400

STORMWATER MANAGEMENT DIVISION  
4200 S. John Young Pkwy., Orlando, FL 32839  407-836-7990  
➤ Responsible for the design and improvement of drainage facilities in unincorporated Orange County; also issues flood plain permits.

STORMATER, NPDES PROGRAM & POLLUTION PREVENTION  
Environmental Protection Division  407-836-1400  
➤ NPDES program conducts inspections and provides information to prevent pollution and illicit discharges to the county’s stormwater system under the county’s NPDES MS4 Permit.

STREET  
Names (Zoning Division)  311 or 407-836-3111  
Numbers (Zoning Division)  311 or 407-836-3111  
Repair (Roads and Drainage)  311 or 407-836-3111

SUBDIVISION  
Planning Division  407-836-5600

SUICIDE PREVENTION  
Crisis Hotline of Central Florida  407-425-2624  
Brevard  211 or 407-836-6688  
Outside Brevard  321-632-6688  
Business Office  321-631-9290

SUNRAIL  
Toll Free: 1-855-RAIL-411 (724-5411)  
Email: info@sunrail.com  
SunRail Customer Service  801 SunRail Drive  Sanford, Florida 32771

SUPERVISOR OF ELECTIONS  
119 W. Kaley St., P.O. Box 562001, Orlando, FL 32856  
www.ocfelections.com  407-836-2070  
➤ The Supervisor of Elections, an elected official, is mandated by Florida law to register voters and keep voter registration records current for Orange County and 13 municipalities. The Supervisor of Elections qualifies county candidates, conducts elections, arranges precincts, selects polling places, appoints and instructs election boards, tabulates and publishes results, serves on the County Canvassing Board, and compiles and furnishes statistical information for election analysis.

SUSTAINABLE LIVING  
Cooperative Extension Service Division  407-254-9200  
➤ Provides information on how to preserve the county’s natural heritage and conserve natural resources for the future.

Environmental Protection Division  
Pollution Prevention (P2) Program  407-836-1400  
➤ Provides free technical assistance to residents, businesses and institutions to aid in achieving financial savings by advocacy, water conservation, energy efficiency and waste stream reduction.

TAG AGENCIES  
Clarcona-Ocoee  407-845-6200  
4101 Clarcona Ocoee Road, Orlando, FL 32810

T

Downtown  407-845-6200  
301 S. Rosalind Ave., Orlando, FL 32801

East Orange  407-845-6200  
10051 University Blvd., Orlando, FL 32817

Lee Vista  407-845-6200  
8185 Lee Vista Blvd., Orlando, FL 32829

South Orlando  407-845-6200  
730 Sand Lake Road, Suite 106B, Orlando, FL 32809

West Colonial  407-845-6200  
2110 W. Colonial Drive, Orlando, FL 32804

Winter Garden  407-845-6200  
14035 W. Colonial Drive, Winter Garden, FL 34787

TAX COLLECTOR  
200 S. Orange Ave., Suite 1600, Orlando, FL 32801  
www.octaxcol.com  407-836-2700  
➤ The Tax Collector, an elected official, is responsible for administering the collection and distribution of ad valorem taxes; directs the annual tax certificate sale; issues auto tags and transfers of vehicle titles; handles boat registration renewals and title transfers; issues hunting and fishing licenses, limited Driver License functions and manages the issuance of county occupational licenses.

TAX DEED SALES  
Official Records Department  407-836-5116

TAX DEPARTMENT  
Tax Collector  407-836-2700  
200 S. Orange Ave., Suite 1600, P.O. Box 545100  
Orlando, FL 32854-5100  
www.octaxcol.com  
➤ The Tax Department administers the collection of all current taxes on real and tangible personal property, sends out tax notices, conducts the annual tax certificate sale, collects delinquent taxes and collects all special assessment taxes.

TAX MAPS/AERIALS  
Property Appraiser  407-836-5077

TELECOMMUNICATIONS  
(DESTINES FOR THE HEARING IMPAIRED)  
Center for Independent Living  407-623-1070  
TTY  407-623-1185  
Supervisor of Elections  407-422-4833  
Utilities Department  407-254-9977  
Public Safety 311 Communications  407-836-4250

TIRE DISPOSAL (WASTE TIRES)  
Solid Waste Division  407-836-6601

TORNADO INCIDENTS/INFORMATION  
Office of Emergency Management - Fire Rescue Department  407-836-9140

TOURIST DEVELOPMENT TAX (TDT)  
Registration and Taxpayer Service  407-836-5715  
Audit and Enforcement  407-836-5775

TRAFFIC ENGINEERING DIVISION  
Public Works Department  407-836-7890  
4200 S. John Young Pkwy., Orlando, FL 32839  
➤ Works with communities and other agencies to improve
traffic safety and resolve traffic issues; researches and collects traffic data to determine the need for speed humps, traffic signals, signs, and other traffic control devices for the betterment of the community; coordinates the Red Light Safety Program; installs, operates and maintains traffic signals, signs, speed humps, and pavement markings in unincorporated Orange County.

TRAFFIC — FINES/VIOLATIONS
Clerk of the Courts ................................................. 407-836-2000

TRAFFIC — SIGNAL MALFUNCTIONS
Traffic Engineering Division .......................... 311 or 407-836-3111
Orange County Sheriff’s Office .......................... 407-836-4357
(After Hours Non-Emergency)

TRAILS AND GREENWAYS
Parks & Recreation Division ................................. 407-836-6200
Lake Apopka Loop Trail (Magnolia Park) .......... 407-886-4231
2929 S. Bunion Road, Apopka, FL 32703
Little Econ Greenway (Blanchard Park) ............. 407-254-9030
2451 Dean Road, Orlando, FL 32817
West Orange Trail .................................................. 407-654-1108
501 Crown Point Cross Road, Winter Garden, FL 34787

TRANSFER OF LIENS
Official Records ...................................................... 407-836-5115

TRANSPORTATION PLANNING DIVISION
Community, Environmental & Development Services
Department (CEDS) ................................................. 407-836-8070
➤ Ensures the proper coordination of transportation initiatives throughout Orange County; responsible for developing the transportation element of the comprehensive policy plan, transportation impact fees and concurrence; prioritizes and prepares initial budgets on all major roadway improvement projects.

TRASH, JUNK AND DEBRIS ON LOTS
Code Enforcement Division ................................. 311 or 407-836-3111

TREE PROTECTION ORDINANCE
Zoning Department .................................................. 407-836-3111

TREE TRIMMING
Roads & Drainage Division ................................. 311 or 407-836-3111
➤ Tree trimming and all removal in county right-of-way only.

TUBERCULOSIS (HEALTH DEPARTMENT — ORANGE COUNTY)
Public Health ........................................................ 407-836-2673
➤ Provides diagnosis, care and follow-up programs for TB cases and their contacts.

UNLICENSED CONTRACTOR
Division of Building Safety ................................. 407-836-5960

UNPERMITTED CONSTRUCTION
Division of Building Safety ................................. 407-836-5960

UNSAFE BOAT DOCKS
Environmental Protection Division .................... 407-836-1400

UNSAFE STRUCTURES
Code Enforcement Division ................................. 311 or 407-836-3111

U.S. GOVERNMENT INFORMATION (FEDERAL & STATE)
Department of Labor
Unemployment Compensation ......................... 1-800-204-2418
Department of Children & Families .................. 407-317-7000
Abuse Hotline .................................................. 1-800-962-2873
Food Stamps ....................................................... 1-866-762-2237
Medicare ............................................................. 800-633-4227
Welfare ............................................................... 1-866-762-2237
FCC Consumer Hotline ................................. 1-888-225-5322
Medicaid ............................................................ 407-317-7000
Social Security Administration ....................... 1-800-772-1213
Orlando Office .................................................... 1-866-964-6146
5520 Gatlin Ave., Suite 101, Orlando, FL 32812
U.S. District Court (Federal) ......................... 407-835-4200
Worker’s Compensation ......................... 407-835-4406

UTILITIES DEPARTMENT
9150 Curry Ford Road, Orlando, FL 32825 .......... 407-254-9900
➤ Provides water, wastewater, reclaimed water and solid waste services for residents of unincorporated Orange County.

Customer Service Division
9150 Curry Ford Road, 1st Floor
Orlando, FL 32825 ........................................ 407-836-5515
For emergencies (24-hours) ......................... 407-836-2777
P.O. Box 312, Orlando, FL 32825-7600
➤ Performs customer service-related functions through billing, collections and meter reading for water, wastewater, reclaimed water and solid waste services.
Email: Utilities.Information@ocfl.net

Engineering Division
9150 Curry Ford Road, Orlando, FL 32825 .......... 407-254-9900
➤ Provides engineering support for Water, Water Reclamation and Solid Waste Divisions; reviews plans, manages capital improvement projects, updates utility maps, coordinates master planning and provides miscellaneous engineering functions for the Utilities Department.

Field Services Division
8100 Presidents Drive, Orlando, FL 32809 .......... 407-836-6818
➤ Provides wastewater collection, water distribution and reclaimed water distribution; inspects/manages utility construction projects. Email: UD-FSC@ocfl.net

Fiscal and Operational Support Division
9150 Curry Ford Road, Orlando, FL 32825 .......... 407-254-9892
➤ Provides fiscal, information technology, building operations, safety administration, and security services and support to the department.

Solid Waste Division
Main Administration Building ................................. 407-836-6600
5901 Young Pine Road, Orlando, FL 32829
➤ Provides solid waste disposal services, including operation of the Orange County Landfill, transfer stations and the Household Hazardous Waste Facility; administers mandatory refuse collection and recycling programs.
Email: Solid.Waste@ocfl.net
Water Division ................................. 407-254-9850 9150 Curry Ford Road, Orlando, FL 32825  
➤ Provides drinking water through the operation and maintenance of water treatment facilities. Operates a laboratory certified by the Florida Department of Health under the National Laboratory Accreditation Program for the analysis of environmental and drinking water. Email: Water.Division@ocfl.net  
For emergencies (24-hours) .................. 407-836-2777

Water Reclamation Division  
9150 Curry Ford Road  
Orlando, FL 32825 ............................. 407-254-9680  
➤ Provides wastewater treatment through the operation and maintenance of water reclamation facilities and reclaimed water systems; administers environmental compliance and educational programs; administers biosolids program for agricultural use. Email: Water.Reclamation@ocfl.net  
For emergencies (24-hours) .................. 407-836-2777
Billing Inquiries .............................. 407-836-5515  
Environmental Compliance ............... 407-254-7701

VALUE ADJUSTMENT BOARD (COUNTY COMPTROLLER)  
201 S. Rosalind Ave., 4th Floor  
Orlando, FL 32801 ............................ 407-836-5447  
➤ The Value Adjustment Board (VAB) consists of three members of the Orange County Commissioners and two members of the Orange County School Board who select qualified appraisers/attorneys to serve as Special Masters to conduct hearings and make recommendations to the VAB. Property owners who have been denied an exemption or classification of their property and/or feel the taxable value of their property is incorrect may file a petition with the Clerk of the VAB to have their concerns heard.

VETERANS SERVICES  
Citizen Resource & Outreach Division  .... 407-836-8990  
2100 E. Michigan St., Orlando, FL 32806  
➤ Provides assistance to all former or present members of the armed forces of the United States, their spouses, and/or their dependents in preparing claims for compensation, hospitalization, vocational training and other benefits to which they are entitled.  
Orlando ........................................... 407-836-8990  
VA Clinic ........................................... 407-631-1000

VICTIM ADVOCATE PROGRAM  
Orange County Sheriff’s Office .......... 407-254-7248

VICTIM SERVICE CENTER  
2111 E. Michigan St., Suite 210  
Orlando, FL 32806 ............................ 407-254-9415  
➤ Services and assistance for victims of crime who reside in or were victimized in Orange County.

VISION TV  
Communications Division .................. 407-685-9000 9860 Universal Blvd., Orlando, FL 32819  
Spectrum Channel 492/Comcast Cable Channel 98/CenturyLink Prism TV Channels 82 & 1082 HD/WRCF-TV  
Channel 10.3

VITAL STATISTICS  
Birth/Death Records ......................... 407-836-7128  
Health Department — Orange County | orange.floridahealth.gov  
82 W. Central Blvd., Orlando, FL 32805

VOTER REGISTRATION  
Supervisor of Elections ...................... 407-836-2070  
➤ Visit www.ocfelections.com for more information.

WASTE TIRES (TIRE DISPOSAL)  
Solid Waste Division ......................... 407-836-6601

WATER DIVISION  
9150 Curry Ford Road, Orlando, FL 32825 ....... 407-254-9850  
➤ Provides drinking water through the operation and maintenance of water treatment facilities. Operates a laboratory certified by the Florida Department of Health under the National Laboratory Accreditation Program for the analysis of environmental and drinking water.  
Email: Water.Division@ocfl.net  
For emergencies (24-hours) .................. 407-836-2777
Water Conservation Programs ............ 407-254-9850  
Watering/Irrigation Violations ............... 407-254-9850

WATER POLLUTION PREVENTION  
Environmental Protection Division (P2) Program  
................................................... 407-836-1400

WATER QUALITY (LAKES AND STREAMS)  
Environmental Protection Division .......... 407-836-1400

WATER RECLAMATION DIVISION  
9150 Curry Ford Road, Orlando, FL 32825 ....... 407-254-9680  
➤ Provides wastewater treatment through the operation and maintenance of water reclamation facilities and reclaimed water systems; administers environmental compliance and educational programs; administers biosolids program for agricultural use. Email: Water.Reclamation@ocfl.net  
For emergencies (24-hours) .................. 407-836-2777
Billing Inquiries .............................. 407-836-5515  
Environmental Compliance ............... 407-254-7701

WATER/WASTEWATER HOOK-UP  
Utilities Customer Service Division  
Existing customers ............................ 407-836-5515  
New connections .............................. 407-836-5503

WELFARE  
State of Florida, Division of Children and Families ................. 1-866-762-2237

WELLS  
Drinking Water  
Orange County Health Dept .................. 407-521-2630  
Irrigation  
St. Johns River Water Management District .... 800-451-7106  
South Florida Water Management District .... 800-432-2045
WETLAND COMPLAINTS
Environmental Protection Division .......................... 407-836-1400

WETLAND PERMITTING
Environmental Protection Division .......................... 407-836-1400

WILDLIFE
Florida Fish and Wildlife Commission ............... 1-850-488-4676
Wildlife Intake Center at Back to Nature ........... 1-850-488-4676

WILDLIFE VIOLATIONS
Wildlife Alert Reward Program ......................... 1-888-404-3922

YOUTH & FAMILY SERVICES DIVISION
1758 E. Michigan St., Hagood House
Orlando, FL 32806 ................................. 407-836-7600
► The Youth & Family Services Division provides services for children and families in crisis.

Community Relations ........................................... 407-836-8938

PROGRAMS:
Family Counseling ........................................... 407-254-9370
Great Oaks Village ........................................... 407-836-7600
Youth Shelter .................................................. 407-836-7626
► Programs also listed under Mental Health, Children’s.

YOUTH SHELTER
Youth & Family Services Division .......................... 407-836-7626
1800 E. Michigan St., Orlando, FL 32806
 ► Temporary housing open 24-hours/7 days per week for youth experiencing a variety of problems; youth at the shelter may be homeless, runaways or lockouts, or may be seeking a cooling-off period during a family crisis; counseling services are provided as well as referrals to other services needed by the family.

ZONING DIVISION
Community, Environmental & Development Services................................. 311 or 407-836-3111
201 S. Rosalind Ave., 1st Floor, Orlando, FL 32801
 ► Maintains and enforces county zoning regulations and controls development and use of land in the county. Some types of applications and reviews Zoning is responsible for include: commercial and industrial projects, structural permits, land uses, signs and billboards, fences, garage sales, additions and home occupations. Zoning also provides staff support to the Board of Zoning Adjustment, an appointed board that hears requests for variances, special exceptions and appeals.

Board of Zoning Adjustment ................................. 311 or 407-836-3111
Zoning Violations .......................................... 311 or 407-836-3111

Toll-Free Numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
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<tbody>
<tr>
<td>Adult/Elder Abuse Hotline</td>
<td>800-962-2873</td>
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<tr>
<td>Abuse Registry (Child/Adult/Disabled)</td>
<td>800-96ABUSE or 800-962-2873</td>
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<tr>
<td>Alzheimer’s Disease and Related Disorders Association</td>
<td>800-272-3900</td>
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<td>Vehicle Safety Hotline</td>
<td>888-327-4236</td>
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<td>Banking and Finance, Department of</td>
<td>850-487-9687</td>
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<td>Blind Services</td>
<td>800-342-1828</td>
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<td>Blood Donor</td>
<td>888-936-6283</td>
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<td>Building Division Fax on Demand</td>
<td>888-329-4413</td>
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<td>Cancer Information Center</td>
<td>800-422-6237</td>
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<td>Child Support Enforcement</td>
<td>800-622-5437</td>
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<td>Comptroller Hotline, State of Florida</td>
<td>800-438-5326</td>
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<td>Consumer Product Safety Commission</td>
<td>800-638-2772</td>
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<td>Consumer Services, Department of</td>
<td>800-435-7352</td>
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<td>Agriculture</td>
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<tr>
<td>Domestic Violence Hotline</td>
<td>800-500-1119</td>
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<tr>
<td>Federal Substance Abuse and Mental Health Administration</td>
<td>800-662-4357</td>
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<tr>
<td>Financial Services, Department of</td>
<td>800-342-2762</td>
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<tr>
<td>Florida Department of Business &amp;</td>
<td>800-226-9101</td>
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<td>Professional Regulation</td>
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<tr>
<td>Florida HIV/AIDS Hotline</td>
<td>800-352-2437</td>
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<td>Florida Department of Children and</td>
<td>866-762-2237</td>
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<td>Families (ACCESS to Food, Cash and</td>
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<td>Medicaid)</td>
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<td>Human Relations, Florida Commission</td>
<td>800-342-8170</td>
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<td>Internal Revenue Service, Department</td>
<td>800-829-1040</td>
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<td>of Lemon Law</td>
<td>800-321-5366</td>
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<td>Medicare (Access Florida Information</td>
<td>866-762-2237</td>
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<td>Social Security</td>
<td>800-772-1213</td>
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<td>Missing Children Hotline</td>
<td>800-843-5678</td>
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<tr>
<td>Organ Procurement Donors</td>
<td>800-535-4483</td>
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<tr>
<td>Poison Control Center</td>
<td>800-222-1222</td>
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<tr>
<td>Prepaid College Program</td>
<td>800-552-4723</td>
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<tr>
<td>Public Service Commission (Florida)</td>
<td>800-342-3552</td>
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<tr>
<td>Runaway Hotline</td>
<td>800-RUNAWAY or 800-786-2929</td>
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<tr>
<td>Sexually Transmitted Diseases</td>
<td>800-227-8922</td>
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<tr>
<td>State Information Center</td>
<td>866-693-6748</td>
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<tr>
<td>Suicide Hotline</td>
<td>800-784-SUICIDE or 800-784-2433</td>
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<tr>
<td>U.S. Customs Hotline</td>
<td>800-232-5378</td>
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<td>Utility Locations</td>
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<tr>
<td>(Sunshine State One Call of Florida)</td>
<td>800-432-4770</td>
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<tr>
<td>Veterans’ Information</td>
<td>800-827-1000</td>
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<td>Workers’ Compensation</td>
<td>800-342-1741</td>
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</tbody>
</table>
Elected County Officials

JERRY L. DEMINGS
ORANGE COUNTY SHERIFF

2500 W. Colonial Drive
Orlando, FL 32804
407-836-3700

Orange County Public Service

Public Service/Affiliations
Central Florida Crimeline, Central Florida Boy Scouts, Central Florida YMCA, Central Florida Police Athletic League, Valencia Community College Instructor, Central Florida Criminal Justice Association, International Association of Chiefs of Police, Florida Sheriffs Association, Major County Sheriffs Association, St. Mark AME Church, Heart of Florida United Way

Personal
Retired Orlando Police Chief; wife, former Orlando Police Chief Val Demings; three adult children.

Education
Jones High School
B.S., Finance, Florida State University
M.B.A, Everest University
Harvard University, John F. Kennedy School of Government
FBI National Academy
FBI National Executive Institute

BILL COWLES
ORANGE COUNTY SUPERVISOR OF ELECTIONS

119 W. Kaley St.
Orlando, FL 32806
407-836-2070

Orange County Public Service

Public Service/Affiliations
Chief Deputy for Orange County Supervisor of Elections; Kiwanis Club of North Orlando; Leadership Orlando Alumni, past president; IACREOT, past president; FSASE, past president; Central Florida Council, Boy Scouts of America, executive board; UCF Public Administration Advisory Board; Elder, St. Paul’s Presbyterian Church

Personal
Born in Miami; lives in Gotha; Eagle Scout; wife, Cheryl; two married sons and three grandsons; enjoys walking, reading, Orlando Magic, Miami Dolphins and UCF Knight Football.

Education
B.A., History, University of West Florida
J.D., Florida State University
M.S., Criminal Justice, Rollins College

RICK SINGH
ORANGE COUNTY PROPERTY APPRAISER

200 S. Orange Ave., Suite 1700
Orlando, FL 32801
407-836-5044

Orange County Public Service
Elected Property Appraiser in 2012 and 2016; State Certified Residential Appraiser since 1999; Certified Florida Evaluator (CFE) –Florida Department of Revenue.

Public Service/Affiliations
Professional Appraiser, Real Estate Broker and real estate investor; Member of National Association of Realtors, Florida Association of Realtors and Orlando Economic Partnership, Board Member, American Lung Association, Board Member, Boy Scouts of America Central Florida Council, Board Member, Orlando Regional REALTOR Association, IAAO, FIABCI-USA International Real Estate Federation

Personal
Thirty years’ experience in the criminal justice system; has practiced law in Central Florida for 30 years; lives in downtown Orlando; enjoys cooking, traveling and motorcycles.

Education
B.A., Management and Counseling, Georgetown Wesleyan University
M.A., Management and Counseling, Georgetown Wesleyan University
Sorenson Institute for Political Leadership at University of Virginia

ROBERT WESLEY
PUBLIC DEFENDER 9TH JUDICIAL CIRCUIT

435 N. Orange Ave., Ste. 400
Orlando, FL 32801
407-836-4800

Orange County Public Service

Public Service/Affiliations
Board Certified in Criminal Trial Practice; Immediate Past President, Central Florida Association of Criminal Defense Lawyers; Board Member, Florida Association of Criminal Defense Lawyers; Previous Board Service includes, Orlando Rotary Club; Central Florida Tiger Bay Club; NAACP Executive Council; Vestry Emmanuel Episcopal Church; active in all local Bar Associations

Personal
Thirty years’ experience in the criminal justice system; has practiced law in Central Florida for 30 years; lives in downtown Orlando; enjoys cooking, traveling and motorcycles.

Education
B.A., History, University of West Florida
J.D., Florida State University
M.S., Criminal Justice, Rollins College
PHIL DIAMOND
ORANGE COUNTY COMPTROLLER

201 S. Rosalind Ave., 4th Floor
Orlando, FL 32801
407-836-5690

Orange County Public Service
Elected County Comptroller: 2016.
Orlando City Commissioner: 2002-2012

Public Service/Affiliations
FICPA; Leadership Orlando; Orlando Rotary Breakfast Club; Blankner Fndn; Orlando Community and Youth Services Board; Cub Scout Pack 168; Former Big Brother; Delaney Park Neighborhood Assn.; Past Adjunct Accounting Professor (UCF); First United Methodist Church of Orlando

Personal
Comptroller Diamond has lived in Orlando with his wife Linda for 30 years. They have a son and daughter. Proud parents of several rescue animals.

Education
B.S., Accounting, and J.D. (Honors), University of Florida

Certification
CPA and Attorney

ARAMIS D. AYALA
STATE ATTORNEY
9TH JUDICIAL CIRCUIT

415 N. Orange Ave.
Orlando, FL 32801
407-836-2400

Orange County Public Service

Public Service/Affiliations
Former Assistant State Attorney, Former Assistant Public Defender, Former Adjunct Professor of Law at FAMU and Legal Studies Dept. at UCF, Chairperson Citizens Police Review Board for the City of Orlando, Past President - Virgil Hawkins Bar Association Polk County, Past President - Paul C. Perkins Bar Association, Past President - Virgil Hawkins Florida Chapter National Bar Association, Served as a Florida Bar Board of Governors Ex-Officio Member 2012-2013, Currently serves on the JAC of The Florida Bar., Served as the Regional Director for the National Bar Association, was appointed to chair the Pro Bono and Public Service Committee of the National Bar Association

Personal
As a cancer survivor, she holds true to her core values — her faith, health and family.

Education
B.S., Bradley University
J.D., University of Georgia

SCOTT RANDOLPH
ORANGE COUNTY TAX COLLECTOR

200 S. Orange Ave., Suite 1600
Orlando, FL 32801
407-836-2705

Orange County Public Service

Public Service/Affiliations
Worked for Legal Environmental Assistance Foundation; served for six years in the Florida Legislature; ranking member of the House Finance and Tax Committee.

Personal
Born in Johnson City, TN.; grew up on small family farm and attended school in Tennessee; moved to Orlando in 2002; married his wife, Susannah, in 2005, and they are proud parents of a daughter, Hillary Eleanor.

Education
B.A., Political Science,
University of South Florida
J.D., Florida State University
College of Law

TIFFANY MOORE RUSSELL
ORANGE COUNTY CLERK OF CIRCUIT & COUNTY COURTS

425 N. Orange Ave.
Orlando, FL 32801
407-836-2087

Orange County Public Service

Public Service/Affiliations
Local chapter of the NAACP, Florida Bar, Orange County Bar Association, Virgil Hawkins Chapter of the National Bar Association, Paul C. Perkins Bar Association, Central Florida Women’s Lawyer Association, Alpha Kappa Alpha Sorority, Inc., Psi Theta Omega Chapter, Life Center Church of Eatonville, Florida.

Personal
Married to Anthony K. Russell, Jr., and they are proud parents of Anthony K. Russell III and Aiden K. Russell.

Education
B.A., Political Science,
University of South Florida
J.D., Florida State University
College of Law
Geographic Location
Orange County is Central Florida’s most populous county and includes the City of Orlando, as well as 12 other incorporated cities. The county sits in the approximate center of the state, midway between Jacksonville and Miami. The St. Petersburg-Tampa area on the Gulf of Mexico and Daytona Beach on the Atlantic Ocean are easy drives. Positioned at the hub of the Metro Orlando region, airports, highways, bus systems and rail all come together here. Federal, state and local governments are located in the county, as are the region’s business, cultural, sports and international trade centers. Two of the state’s major highways, Interstate 4 (east/west) and the Florida Turnpike (north/south), intersect just outside Orlando.

History
Immediately after the cession of Florida by Spain in 1821, the territory was divided into two counties: Escambia (which included the northern portion) and St. Johns (which included all the territory lying to the south and east of the Suwannee River). Three years later, the Legislative Council separated the central portion of Florida to form Mosquito County. According to the 1850 census, this vast region contained 466 residents.

Orange County Charter
Orange County is a charter government, meaning it has its own constitution and is self-governing. Having a charter gives the county the ability to respond to a changing environment and meet local needs.

The first charter was adopted in November 1986 and went into effect on Jan. 6, 1987. In November 1988, voters approved the creation of a new form of government for Orange County: a Chairman elected by the community at large and the creation of six single-member districts. In November 2004 the charter was amended to change the title of Chairman to Mayor.

The Mayor and Commissioners serve overlapping four-year terms. The Mayor and Commissioners for districts 2, 4, and 6 are elected during alternate years (2018 and 2022); commissioners representing districts 1, 3, and 5 are elected in presidential election years (2020 and 2024).

The Orange County Charter calls for the creation of a Charter Review Commission every four years. Meeting for 18 months, the 15 volunteers can study any and all phases of county government and pose questions directly to the voters on any special, primary or general election ballot.

Cultural Activities
Orange County is one of the outstanding cultural centers in the Southeastern United States. The arts are important to our entire community – not only for the sake of inspiring music, art and theater, but also for the creative boost the arts lend to the economics and quality of life for the entire region. From spurring creativity and imagination, to propelling discoveries in a host of scientific and cutting-edge industries like digital arts, we are committed to nurturing a thriving cultural climate for our residents and visitors. In addition to scores of exhibitions and performances at world-class venues, our sunny weather encourages cultural and food festivals to be held outdoors year-round.

For entertainment, learning, and family fun, visit www.OrlandoAtPlay.com to search hundreds of listings on the comprehensive online calendar produced by United Arts of Central Florida. Find up-to-date information on arts and cultural events and organizations, including music, dance, theater, comedy, history and nature.

We are home to some of the state’s leading cultural organizations, including Orlando Ballet, Opera Orlando, Orlando Philharmonic Orchestra, Orlando Science Center and the Orange County Regional History Center. Notable museums include Orlando Museum of Art, The Mennello Museum of American Art, Art and History Museums - Maitland, The Charles Hosmer Morse Museum of American Art and the Cornell Fine Arts Museum at Rollins College.

Don’t forget to sample the Downtown Arts District of Orlando (OrlandoSlice.com), which features the Third Thursday Gallery Hop, a monthly convergence of downtown’s art, music and business scenes. After more than 25 seasons of success, Enzian Theater’s annual Florida Film Festival is acclaimed by audiences and the film industry worldwide.

World-class musicians and entertainers — from rock legends to premier comedians, Broadway acts and jazz greats — perform downtown’s iconic new Dr. Phillips Center for the Performing Arts as well as the Amway Center and Bob Carr Performing Arts Center. Information for all arts venues, organizations and events can be found at www.OrlandoAtPlay.com.

Professional sports teams include NBA’s Orlando Magic, and MLS teams the Lions and Orlando Pride of the Orlando City Soccer Club. On the college football front, there is UCF Knights, a Division 1 team of the NCAA. Orange County Parks and Recreation offers more than 100 outstanding green spaces for enjoying the great outdoors.

Education
Orange County Public Schools (OCPS) is the 10th largest school district in the country and is the fourth largest in Florida. More than 203,000 students are enrolled. Currently, there are more than 242 school sites including alternative...
centers and charter schools. OCPS operates 126 elementary, 35 middle and 19 high schools, as well as four Orange Technical College campuses offering secondary and postsecondary career training opportunities and numerous adult and community education programs throughout Orange County. In addition, six elementary, nine middle and 12 high schools offer magnet programs which provide students with the opportunity to engage in intensive study in specific areas.

OCPS is the second-largest employer in Orange County, with nearly 24,000 full- and part-time employees. The district was the recipient of the 2014 Broad Prize for Urban Education, the largest education award in the country. The district also received the Governor’s Sterling Award in 2014 and 2015. It is the highest award an organization can receive for business performance excellence in Florida.

The University of Central Florida, one of the largest universities in the nation with more than 64,000 students, uses the power of scale and the pursuit of excellence to make a better future for our students and society. Described by The Washington Post as demolishing “the popular belief that exclusivity is a virtue in higher education” and credited by Politico with creating a “seamless pipeline of social mobility,” UCF is recognized as one of the best values in higher education. UCF aligns its teaching, research and service with the needs of the community and beyond, offering more than 200 degree programs at more than a dozen locations, including its main campus in Orlando. Faculty and students are creating innovations in areas as diverse as simulation and training, optics and lasers, hospitality management, video game design, business, education and healthcare to solve local and global problems. For more information, visit www.ucf.edu.

Founded in 1885, Rollins College is Florida’s oldest recognized college and is consistently ranked as one of the top regional universities in the South by U.S. News & World Report. In addition to its full-time undergraduate liberal arts program, Rollins offers undergraduate and graduate degree programs for working adults through its evening program at the Hamilton Holt School and graduate business degree programs through its Crummer Graduate School of Business, which has been ranked a top MBA program by Forbes and Bloomberg Businessweek. For more information, visit www.rollins.edu. “Like” Rollins on Facebook and follow on Twitter @RollinsCollege.

Valencia College, with six campuses and two centers in Orange and Osceola counties, is the third largest of Florida’s 28 community colleges, teaching more than 70,000 students a year. In 2011, Valencia was named the inaugural winner of the Aspen Prize for Community College Excellence as “the best community college in the nation.” It offers the Associate in Arts degree that prepares students for transfer to a four-year college or university; Associate in Science degrees and technical certificate programs that prepare students for immediate employment; and bachelor’s degrees in electrical and computer engineering technology, radiologic and imaging sciences, and cardiopulmonary sciences.

Industry and Work Force

Commercial agriculture formed the core of Orange County’s economy in the early days. Everything changed in the 1960s with job opportunities from the space program at Cape Canaveral and the opening of Walt Disney World in 1971. Today, Orange County and Metro Orlando have a diversified economy with a broad mix of economic sectors, including: entertainment; manufacturing; financial and business services; bio-tech; cleantech; aviation, aerospace and defense; film and television; modeling, simulation and training; agritechology; and optic and photonics.

Orange County is one of the best performing economies in Florida and the nation, and will be well positioned as a national leader in job growth. One of the catalysts for economic growth is the University of Central Florida, the second largest university in the nation. UCF continues to be a top research university in the United States, and Orlando is consistently ranked among the top cities in the world for innovation and entrepreneurship. With the opening of the UCF College of Medicine in 2010 and the emergence of a new “medical city,” Orange County is gaining a reputation as a thriving center for the life science/biotech industry.

To ensure a high quality of life accompanies the growth in economic opportunities, an unprecedented community-wide collaboration resulted in the Fall 2010 with the opening of the state-of the-art Amway Center for events, construction of the new Dr. Phillips Center for the Performing Arts, and renovations to the Camping World Stadium. Two of lynchpins of economic growth in Orange County are the Orlando Economic Development Commission and the National Entrepreneur Center. The Orlando EDC is the region’s largest economic development organization, and is the point of first contact for companies desiring to expand or locate in Orange County and Metro Orlando. The Entrepreneur Center is a super-sized, one-stop center for small business assistance.

Population

Orange County’s quality of life continues to attract new residents and businesses to our community. According to estimates from the University of Florida’s Bureau of Economic and Business Research (BEBR), Orange County was home to 1,252,396 people in 2015. Sixty-four percent of those resided in unincorporated Orange County, which includes parts of Orange County not within any municipality. The county’s largest city is Orlando with an estimated population of 271,752 residents (BEBR 2016).
This new population is comprised of children born to residents who already call the county home, as well as relocating residents. One of Orange County’s biggest draws is our diversity. Orange County became a majority-minority county in 2008, with slightly more than 50 percent of its population being of a group other than single-race, non-Hispanic white. According to the 2010 Census, Orange County’s population is 46 percent White, 26.9 percent Hispanic or Latino, 19.5 percent African American, 4.8 percent Asian and 2.8 percent other races. It is this spirit of inclusion, one of many great attributes, that makes Orange County a great place to live.

Tourism

Since the Walt Disney World Magic Kingdom opened its gates in 1971, Orlando has experienced dynamic growth in its tourism industry. The area is now one of the most popular destinations in the world, and most visited in the U.S., with six of the world’s 12 most-visited theme parks, more than 100 other fun-filled attractions and outdoor recreation offerings, nearly 120,000 hotel rooms, and more than 5,000 restaurants.

Unlike many industries, tourism pays its own way without relying on taxpayer subsidies. In fact, the tourism industry in the tri-county area contributed $5 billion to local and state taxes supporting schools, roads, community initiatives and many social services area taxpayers would otherwise have to pay for out-of-pocket. In 2015, visitors contributed $40 billion in spending, which generated a total economic impact of $63 billion to Metro Orlando’s economy.

Tourism is also Central Florida’s largest employer, accounting for 260,000 direct industry jobs in 2015. More than one-third of total wage and salary employment in Orlando is sustained by tourism — more than construction, defense, communications or government. The annual earned wages of direct tourism industry employees was nearly $9.9 billion in 2015.

As the tourism industry’s leader, VisitOrlando® markets and brands the area worldwide as the premier leisure, convention and business destination for the continual economic benefit of the community. Established in 1984, VisitOrlando is a private, not-for-profit trade association that is membership - based and operates under the direction of an elected and designated board of directors. You can find out more about VisitOrlando and Central Florida’s tourism at www.visitorlando.com.

Transportation

There are approximately 778 miles of major roadways (expressways, arterials and collectors) in unincorporated Orange County. Of this total, about 374 miles are state maintained and 404 miles are county maintained. The Central Florida Expressway Authority is responsible for 206 miles of limited access tolled highways: The Beachline Expressway (S.R. 528), East/West Expressway (S.R. 408), Central Florida Greenway (S.R. 417), Western Beltway (S.R. 429) and the John Land Apopka Expressway (S.R. 414).

Managed by the Greater Orlando Aviation Authority (GOAA), Orlando International Airport (MCO) is one of Central Florida’s most important economic assets. With nearly 42 million passengers served in 2016, MCO ranks as the 43rd busiest airport in the world, the 14th busiest in the United States and is the second busiest in Florida based on passenger traffic. Recognized as one of the most beautiful airports in the world, MCO is also considered an aesthetic and technological showcase for its Florida-themed design incorporated into an ultra-modern and convenient facility. As it continues to develop on more than 13,000 acres of land, it can serve Central Florida’s aviation needs well into the 21st century. Orlando Executive Airport (ORL), located three miles east of Downtown Orlando, acts as a general aviation reliever to the Orlando International Airport. MCO’s website, www.orlandoairports.net, provides up-to-the-minute flight information on arrivals and departures.

As the Central Florida Regional Transportation Authority, LYNX provides public transportation services primarily for Orange, Seminole, and Osceola counties. Small portions of Polk and Lake counties are served as well. LYNX’ 77 daily fixed-route bus service transports more than 85,000 passenger trips each weekday on 307 colorful buses spanning an area of approximately 2,500 square miles with a resident population of more than 1.8 million. Other services include LYMMO, three fare-free downtown Orlando circulators; Vanpool commuter services; ACCESS LYNX paratransit service; 13 NeighborLink community circulators; Xpress service from Osceola County; FastLink limited stop service; KnightLYNX, a partnership with the University of Central Florida Student Government Association; and the Road Rangers, sponsored by State Farm roadside assistance program on Interstate 4. The standard one-way bus fare is $2 and transfers are free. LYNX staff keeps the community up-to-date through the agency’s website golynx.com and social media channels, facebook.com/golynx and twitter.com/lynxbusorlando (@lynxbusorlando).

County Flag

When county officials moved into the new administration center in October 1984, they noticed the building had three flagpoles: one each for the federal, state and county flags. Orange County had no flag, so Commissioner Vera Carter called for a contest to design the official county flag.

Area residents submitted more than 300 entries; the only requirement was that all flags contain something that symbolized Orange County. The winner of the $500 prize was Richard Adams of Orlando, who at that time worked on audio animatronics at Walt Disney World. The winning entry shows a lake, orange grove and rainbow. Orange County unveiled its flag on June 15, 1985.
Revenue

**Taxes** – Property (ad valorem), gasoline, resort and franchise taxes.

**Fund Balance** – Unspent funds from prior fiscal year.

**Interfund Transfers** – Budgeted amounts transferred from one governmental account to another.

**Charges for Service** – Fees and charges for various county services.

**Intergovernmental** – Revenue received from another government, required to be spent for a specific purpose.

**Miscellaneous** – Various smaller funds including interest earnings, contributions, rent, licenses, permits, fines, forfeitures and impact fees.

**Other Operating** – Contributions, sale of assets and certain capital transactions.

**Bond/Loan Proceeds** – Funds generated when bonds are sold to provide revenue that pays for various projects.

Expenses


**Physical Environment** – Solid Waste, Mandatory Refuse, Lake District MSTUs, Water and Wastewater Utilities, Air Pollution Control, Environmental Protection, Retention Ponds, Natural Resources Conservation and Cooperative Extension.

**Transportation** – Traffic Engineering, Local Option Gas Tax, Roads and Drainage, Highway Construction, Street Light Districts, Transportation Impact Fees, Transit Authority (LYNX) and Engineering.

**Economic Environment** – Youth Employment, Veteran Services, Community Development, Convention Center and Office of Economic Development.

**Human Services** – Mosquito Control, Animal Services, Medical Clinic, Social Services, Great Oaks Village, Human Services Agencies, Head Start and Citizens Commission for Children.

**Culture & Recreation** – Parks and Recreation and Cultural Agencies.

**Interfund Transfers** – Transfers between individual funds of a governmental unit which are not repayable and are not considered charges for goods or services. These represent a “double counting” of expenditures and are deducted from the total county operating budget to determine “net” budget.

**Debt Service** – The expense of retiring such debts as loans and bond issues.

**Reserves** – An account used to indicate that a portion of a fund’s balance is legally restricted or designated for a specific purpose and is, therefore, not available for general appropriation.

**Internal Services** – Risk Management, Data Services, Graphics, Employee Medical Benefits, Geographic Information Systems, Fleet Management, Temporary Loans and 311.

**General Government** – Board of County Commissioners, Constitutional Officers, County Administrator, Purchasing and Contracts, Office of Management and Budget, Human Resources, Planning, Non-Departmental Expenditures, Legal, Facilities Management and Telecommunications.

Revenue and Expenses

(FY 2017 Budget)

Taxes currently comprise about 29% of the budget. Also, it has now been 27 years since the tax rate increase (fiscal year 1989-1990), and the countywide tax decrease over that period has been 16% (5.29 to 4.43)
Who Can Register to Vote?
The Orange County Supervisor of Elections office is available to answer questions concerning voter registration at 407-836-2070. Orange County residents must meet the following criteria to be eligible to register to vote in this county:

- U.S. Citizen
- Age 18 (may pre-register at 16 or 17)
- Be in possession of your civil rights (civil rights are taken away when you are convicted of a felony or are declared mentally incompetent)
- Must be a Florida resident or permanent residency must be in the state of Florida

Registering to Vote
Applications may be obtained at various area locations: driver license bureaus, certain DCF offices and public libraries, centers for independent living, armed forces recruiting centers, as well as the local Supervisor of Elections Office and more than 100 businesses displaying the applications. County residents may call the elections office any weekday between 8 a.m. and 5 p.m. to ask for a convenient site to pick up an application, request one by mail, or obtain an application online at: www.ocfelections.com.

After receiving the application, residents must complete, sign and mail it back to the elections office. Applicants will become registered to vote when the elections office determines that all qualifications are met.

Voter Registration Deadline
Residents must be registered at least 29 days before an election to vote in that election. Applications must be postmarked at least 29 days before an election to vote in that election. At federally mandated sites (i.e. public libraries and Department of Motor Vehicles offices), applications will be kept and then picked up by the Elections Office.

Election Days
Regular countywide elections (as opposed to special elections) happen every even-numbered year.

Presidential Preference Primary
Commonly called the “presidential primary,” held every four years in the spring; open only to major political parties.

First Primary
Commonly called “the primary,” held on a Tuesday, 10 weeks before the general election; includes major party nomination races and nonpartisan races.

General Election
Held the first Tuesday after the first Monday in November; all registered voters may vote on all candidates and issues regardless of political party. Countywide and city special elections may be held from time to time.
Board of County Commission Meetings (BCC)
BCC meetings generally consist of several components, including work sessions, discussion agenda items, consent agenda items and public hearings. Orange County residents are encouraged to attend the meetings and to speak at public hearings. A complete commission agenda is available on the Orange County Government website: www.ocfl.net.

Work Sessions
Detailed, round-table discussion concerning items of critical importance such as proposed ordinances.

Discussion Agenda
Items requiring policy decision, directives to staff or briefings for informational purposes.

Consent Agenda
Routine items that require Board approval but do not call for detailed discussion such as procurements, traffic signalization authorizations, acceptance of minutes, budget transfers, etc..

Public Hearings
Items of critical importance to the public matters that affect individual rights of citizens, tax or budget issues, land use and zoning approvals, adoption of ordinances, etc. Notice requirements for public hearings will vary based upon the circumstances of each particular situation. In some cases, posting of a meeting notice in an area set aside for that purpose may be sufficient; in others, publications in a local newspaper may be necessary. When the Board acts as a quasi-judicial body or takes official action on matters that affect individual rights of citizens, the Board is subject to statutory requirements that stipulate notice should be published in a local newspaper no less than 15 days prior to the meeting.

Make a Plan, Build a Kit, Be Informed
Hurricanes, tornadoes, hazardous material spills and long-term power outages are all examples of emergencies or disasters. Fortunately, the keys to being a survivor of any of these are very similar and three-fold:

- Plan what you may do in advance of an emergency.
- Create an emergency supplies kit.
- Discover ways to become and stay informed about what’s going on.

Make a Plan...
Gather information regarding what types of emergencies might be most likely to occur in your hometown area and use that knowledge to create an action plan for you, your family and your pets.

Understand the type of building construction in which you live. Knowing how well your house is built can greatly influence your planning decisions.

Find out if you live in a flood zone and do a homeowners/renters insurance tune-up to see how you may be covered for damages caused by emergencies and disasters.

...To Communicate
Identify an out-of-town contact who all family members are familiar with and can reach should you become separated during an emergency. Family members should contact this pre-identified person to report their location and confirm they are safe.

...To Meet
Your plan should identify a specific location away from home where family members can meet in case your home is inaccessible. Discuss this location with all family members so everyone understands where to meet in an emergency.

...For Special Needs
Planning for the special needs of all family members, including children and/or elderly family members. Do they need special supplies or medications?

...For your Pets
Remember to consider your pets and their needs during an emergency or disaster. They depend on you to provide for them.

...To Stay or Go
If you are told to evacuate to a safer location or shelter, then do so. If you are told to remain indoors where you are, “sheltering in place,” then follow those
HURRICANE PREPAREDNESS
(Continued from previous page)

instructions. Evacuation or shelter-in-place recommendations are given by
experts for your safety. If you feel your home may not be the safest place during
high-wind weather events or because of the potential of flooding, plan where
you can go to find safe shelter, how you’ll get there and what you’ll need to
take.

You may think about leaving and sticking with a friend or relative in an
area not affected by the emergency, going to a hotel/motel, or going to a
public shelter if open.

Build a Kit
Create an Emergency Supply Kit
consisting of the basic survival supplies
that will sustain you and your family for
at least three days after an emergency or
disaster.

Include one gallon of drinking water
per person per day. Add non-perishable
foods that can be eaten without the
need to cook or heat. Make sure you
choose foods that are easy to open or
include a can opener in your kit.

Other basic items to place in your kit
include flashlights, batteries and maybe
a battery operated radio or TV.

Your “kit” may also include keeping
your car’s gas tank full in case you need
to evacuate. Your vehicle can also be a
source for a radio or for charging cell
phones.

Be Informed
Obtain a NOAA Weather Radio,
which is a good way to stay informed
of emergency conditions and action
messages being transmitted by local
government emergency management
officials.

Listen to news and weather broadcasts
on a radio or TV for up-to-the-minute
emergency information.

Read and study about emergencies and
disasters that may occur in your local
area and what you should do to survive
them. Good resources for this can be
found at www.ready.gov and
www.floridadisaster.org.

About Shelters
Emergency Shelters come in three
versions. Open which are available
for anyone, Special Needs for those
with special medical needs requiring
specialized medical support, and
Pet-Friendly, which allow your pets to
accompany you.

To find out which shelters may be open
during an emergency or disaster, call
311 or 407-836-3111.

If you’re going to a shelter, plan on
bringing sleeping bags, blankets,
pillows, snacks, games, books,
medications, flashlights and personal
hygiene items, but do not bring
alcoholic beverages under any
circumstances.

If you have special medical needs,
contact Orange County’s Emergency
Medical Services Special Needs
Program at 407-836-9319 for eligibility
and registration.

For Help and Assistance
Call Orange County’s Government
Information Line at 311 or 407-836-
3111 for more information about
available assistance such as sheltering,
resources like sandbags, water or ice,
debris removal and school/government
closings before and after an emergency
or disaster.

Dialing 911 should be the number to
use for (and only for) life-threatening
emergencies.

Sign up for OCALENT!
OCALENT is a first-of-its kind emergency
notification system that allows Orange County
to contact you during an emergency by
immediately sending text messages to your
cellphone, pager or email account.
To register, go to www.ocalert.net

Get OCFL Alert, a first
of its kind emergency
notification and
information app for Apple
and Android. In addition
to emergency life-saving
information, the OCFL Alert app offers non-
emergency notifications. Download this
FREE app today at www.ocfl.net/mobileapps.
Orange County Government Directory

1. **Animal Services**: 2769 Conroy Road, Orlando FL 32839
   - 311 or 407-836-3111
2. **Convention Center**: W. Concourse: 9800 Internationa Dr., Orlando FL 32819
   - 407-685-9800
3. **Convention Center**: N. Concourse: 9400 Universal Blvd., Orlando FL 32819
   - 407-685-9800
4. **Emergency Management/Fire and Rescue Hqdt.**: 6590 Amory Court, Winter Park FL 32792
   - 407-836-9000
5. **Environmental Protection Division**: 3165 McCrory Place, Suite 200 Orlando FL 32803
   - 407-836-1400
6. **Orange County Graphics**: 3907 Forrestal Ave., Orlando FL 32806
   - 407-254-9330
7. **Landfill (Solid Waste Division)**: 5901 Young Pine Road, Orlando FL 32829
   - 407-836-6601
8. **McLeod Road Transfer Station (Solid Waste Division)**: 5000 L.B. McLeod Road, Orlando FL 32811
   - 407-245-0931
9. **Medical Examiners Office**: 2350 E. Michigan St., Orlando FL 32806
   - 407-836-9400
10. **Orange County Medical Clinic**: 101 S. Westmoreland Drive, Orlando FL 32805
    - 407-836-7100
11. **Orange TV/Vision TV**: 9860 Universal Blvd., Orlando FL 32819
    - 407-685-9000
12. **Parks and Recreation Administration**: 4801 W. Colonial Drive, Orlando FL 32808
    - 407-836-6200
13. **Porter Transfer Station (Solid Waste Division)**: 1326 Good Homes Road, Orlando FL 32818
    - 407-296-5198
14. **Sheriff’s Office**: 2500 W. Colonial Drive, Orlando FL 32804
    - 407-254-7000
15. **Supervisor of Elections**: 119 W. Kaley Street, Orlando FL 32806
    - 407-836-2070
16. **Utilities Administration**: 9150 Curry Ford Road, Orlando FL 32825
    - 407-836-5515 (residential) • 407-836-5503 (commercial)

**Community Centers:**
17. **East Orange**: 12050 E. Colonial Drive, Orlando FL 32826
    - 407-254-9610
18. **Hal P. Marston**: 3933 W.D. Judge Drive, Orlando FL 32808
    - 407-836-8484
19. **Holden Heights**: 1201 20th St., Orlando FL 32805
    - 407-317-7635 or 7636
20. **John H. Bridges**: 445 W. 13th St., Apopka FL 32703
    - 407-254-9449
21. **Maxey**: 830 Klondike Road, Winter Garden FL 34787
    - 407-254-1970
22. **Pine Hills**: 6408 Jennings Road, Pine Hills FL 32828
    - 407-254-9100
23. **Taft**: 9450 S. Orange Ave., Orlando FL 32824
    - 407-254-1950

**Health Department Clinics:**
24. **Central**: 832 W. Central Blvd., Orlando FL 32805
    - 407-836-2600
25. **Apopka**: 1111 N. Rock Springs Road, Apopka FL 32712
    - 407-648-6853
26. **Eastside**: 12050 E. Colonial Dr., Orlando FL 32826
    - 407-249-6232
27. **Hoffner**: 5449 S. Semoran Blvd., Suite 14-D Orlando FL 32822
    - 407-207-7290
28. **Lake Underhill**: 5730 Lake Underhill Road, Orlando FL 32807
    - 407-207-7590
29. **Lila Mitchell**: 5151 Raleigh St., Orlando FL 32811
    - 407-296-5177
30. **Ocoee**: 475 W. Story Road, Ocoee FL 34761
    - 407-254-6822
31. **Southside**: 6101 Lake Ellenor Dr., Orlando FL 32809
    - 407-858-1424
32. **Westside**: 800 Mercy Dr., Orlando FL 32808
    - 407-648-6853
33. **Winter Garden**: 1210 E. Plant St., Winter Garden FL 34787
    - 407-648-6853

**Tag Agencies:**
34. **Clarcona-Ocoee**: 4101 Clarcona Ocoee Road, Orlando FL 32810
    - 407-845-6200
35. **Downtown**: 301 S. Rosalind Ave., Orlando FL 32801
    - 407-845-6200
36. **East Orange**: 10051 University Blvd., Orlando FL 32817
    - 407-845-6200
37. **Lee Vista**: 8185 Lee Vista Blvd, Orlando FL 32829
    - 407-845-6200
38. **South Orlando**: 730 Sand Lake Road, Suite 106B Orlando FL 32809
    - 407-845-6200
39. **West Colonial**: 2110 W. Colonial Dr., Orlando FL 32804
    - 407-845-6200
40. **Winter Garden**: 14035 W. Colonial Dr., Winter Garden FL 34787
    - 407-845-6200
Learn More About Orange County Government

Orange County Government is committed to providing convenient access to information about services we provide.

**Phone Services** - Call the Public Safety - 311 Communications line by dialing 311 or 407-836-3111 Monday through Friday, 7 a.m. - 9 p.m., Saturday and Sunday, 9 a.m. - 5 p.m. for person-to-person service.

**Orange TV** - A 24-hour source of information on county services and programs is located on Spectrum Channel 488/Comcast Cable Channel 9/CenturyLink Prism TV Channels 81 & 1081 HD/WRCF-TV Channel 10.2. A current schedule of programs is available on the county website: www.ocfl.net/OrangeTV.

**Website** - www.ocfl.net is an award-winning site with more than 2,000 pages and an increasing number of opportunities to interact with users.

**Social Media** - Follow Orange County Government on Facebook at Facebook.com/OrangeCountyFlorida, on Twitter @OrangeCoFL and Instagram at @OCFL.

**Mobile Apps** - Orange County’s unique apps are available for free on Apple and Android devices. In addition to the benefits of digital and online emergency management communication capabilities, Orange County’s smartphone applications encourage transparency and citizen engagement, and help residents stay more connected with their government.
**Orange County Michigan St./John Young Pkwy. Facilities Map**

**MICHIGAN STREET FACILITIES**

1. **Great Oaks Village**  
   1718 E. Michigan St. — 407-836-7600

2. **Youth & Family Services Administration**  
   1758 E. Michigan St. — 407-836-7600

3. **Youth Shelter**  
   1800 E. Michigan St. — 407-836-7626

4. **Juvenile Justice Center**  
   2000 E. Michigan St. — 407-836-7590

5. **Health Services Department**  
   2002-A E. Michigan St. — 407-836-8960

6. **Office of the Public Defender**  
   2002-B E. Michigan St. — 407-836-7580

7. **Family Services Department**  
   2100 E. Michigan St. — 407-836-7616

8. **Juvenile Detention Center**  
   2800 S. Bumby Ave. — 407-897-2800

9. **Facilities Management**  
   2010 E. Michigan St. — 407-836-7474

10. **Medical Examiners Office**  
    2350 E. Michigan St. — 407-836-9400

**JOHN YOUNG PARKWAY AREA FACILITIES**

1. **Corrections Department**  
   3723 Vision Blvd. — 407-836-3400

2. **311 Government Information**  
   2450 33rd St. — 311 or 407-836-3111

3. **Fleet Management**  
   4400 Vineland Road — 407-836-8200

4. **Public Works Department**  
   4200 S. John Young Pkwy. — 407-836-7900

5. **Animal Services Division**  
   2769 Conroy Road — 311 or 407-836-3111

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**Map of Facilities**

- Great Oaks Village
- Youth & Family Services Administration
- Youth Shelter
- Juvenile Justice Center
- Health Services Department
- Office of the Public Defender
- Family Services Department
- Juvenile Detention Center
- Facilities Management
- Medical Examiners Office
It Starts in Parks

We maintain beautiful parks, preserve the environment and provide exceptional recreation for the well-being of our communities.

SYMBOLS AND ICONS

Admission Fee
Baseball Fields
Basketball Courts
Bicycling
Boat Ramp
Butterfly Garden
Camping RV Sites
Camping Tent
Canoe/Kayak
Concession
Cricket Field
Disc Golf
Dog Park
Fishing
Fitness Path
Fitness Center
Golf Practice Facility
Golfing
Hiking
Hurricane Shelter
Ice Skating
Leashed Pet Allowed
Lodge/Cabins
Lodging/Cabins
Multipurpose Field
Multipurpose Facility
Multipurpose Room
Recreation Centers/Fitness Center
Pickle Ball
Picnic Areas & Grills
Playground
Playground Equipment
Playground Structures
Real Estate
Recreational Programs
Rental Facilities
Rental Pavilions
Sand Volleyball
Scenic
Soccer Field
Softball
Split Rock
Tennis
Terrace
Tennis Courts
Trails
Under Development
Wildlife
www.OrangeCountyParks.net • Orange County Government • OrangeCoParksFL
<table>
<thead>
<tr>
<th>Park Name</th>
<th>Acreage</th>
<th>Address</th>
<th>Phone</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>APPOKA STATION</td>
<td>1</td>
<td>111 S. Forest Avenue, Apopka, FL 32703.</td>
<td>(407) 654-1108</td>
<td></td>
</tr>
<tr>
<td>APPOKA - VINELAND OUTPOST</td>
<td>3</td>
<td>5794 N. Apopka Vineland Rd., Apopka, FL 32712.</td>
<td>(407) 654-1108</td>
<td></td>
</tr>
<tr>
<td>ARCADIA ACRES PARK</td>
<td>10</td>
<td>7768 Lady Frances Way, Orlando, FL 32803.</td>
<td>(407) 254-9030</td>
<td></td>
</tr>
<tr>
<td>AVALON/MAILER BLVD. TRAILHEAD</td>
<td>0.66</td>
<td>14001 Mailer Blvd., Orlando, FL 32828.</td>
<td>(407) 254-9180</td>
<td></td>
</tr>
<tr>
<td>BALDWIN PARK TRAILHEAD (Future Park)</td>
<td>5.7</td>
<td>1360 Truman Rd., Orlando, FL 32807.</td>
<td>(407) 836-6200</td>
<td></td>
</tr>
<tr>
<td>BARBER PARK</td>
<td>5</td>
<td>5301 Gatlin Ave., Orlando, FL 32812.</td>
<td>(407) 254-6860</td>
<td></td>
</tr>
<tr>
<td>BEAR CREEK RECREATIONAL COMPLEX</td>
<td>44</td>
<td>1600 Bear Crossing Dr., Orlando, FL 32824.</td>
<td>(407) 254-9040</td>
<td></td>
</tr>
<tr>
<td>BEEMAN PARK</td>
<td>0.5</td>
<td>2301 Lake Sue Dr., Orlando, FL 32803.</td>
<td>(407) 836-6200</td>
<td></td>
</tr>
<tr>
<td>BIG OAK PARK</td>
<td>1</td>
<td>531 Kenmore Cir., Orlando, FL 32839.</td>
<td>(407) 836-6200</td>
<td></td>
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<tr>
<td>BITHLO COMMUNITY PARK</td>
<td>38</td>
<td>18501 Washington Ave., Orlando, FL 32820.</td>
<td>(407) 254-1905</td>
<td></td>
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<tr>
<td>BLANCHARD PARK</td>
<td>84</td>
<td>2451 N. Dean Rd., Orlando, FL 32817</td>
<td>(407) 254-9030</td>
<td></td>
</tr>
<tr>
<td>BONITA SPRINGS PARK</td>
<td>40</td>
<td>3535 Damon Rd., Apopka, FL 32703.</td>
<td>(407) 254-9010</td>
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<tr>
<td>CHENEY HEIGHTS</td>
<td>0.3</td>
<td>9305 Mavis St., Orlando, FL 32825.</td>
<td>(407) 254-9180</td>
<td></td>
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<tr>
<td>CYPRESS GROVE PARK</td>
<td>80</td>
<td>290 Holden Ave., Orlando, FL 32839</td>
<td>(407) 254-6770</td>
<td></td>
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<tr>
<td>CRYSTAL LAKE NEIGHBORHOOD PARK</td>
<td>1</td>
<td>1731 E. Crystal Lake Ave., Orlando, FL 32806.</td>
<td>(407) 836-6200</td>
<td></td>
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<tr>
<td>DEPUTY BRANDON COATES COMMUNITY PARK</td>
<td>27.2</td>
<td>3815 Substation Road, Orlando, FL 32837.</td>
<td>(407) 858-4725</td>
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<tr>
<td>DONNYBROOK PARK</td>
<td>3</td>
<td>9109 Donnybrook Dr., Orlando, FL 32825.</td>
<td>(407) 254-9180</td>
<td></td>
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<tr>
<td>DOWNEY PARK</td>
<td>50</td>
<td>10107 Flowers Ave., Orlando, FL 32825.</td>
<td>(407) 254-9180</td>
<td></td>
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<tr>
<td>DR. P. PHILLIPS COMMUNITY PARK</td>
<td>43</td>
<td>8249 Buenavista Woods Blvd., Orlando, FL 32826.</td>
<td>(407) 254-9038</td>
<td></td>
</tr>
<tr>
<td>EAST ORANGE DISTRICT PARK (Future Park)</td>
<td>243</td>
<td>21895 E. Colonial Dr., Christmas, FL 32709.</td>
<td>(407) 254-9310</td>
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</tr>
<tr>
<td>EAST ORANGE NEIGHBORHOOD PARK</td>
<td>20</td>
<td>12050 E. Colonial Dr., Orlando, FL 32826.</td>
<td>(407) 254-9180</td>
<td></td>
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<tr>
<td>EAST TANGERINE PARK</td>
<td>1</td>
<td>6061 Terrell Rd., Tangerine, FL 32777.</td>
<td>(352) 383-1993</td>
<td></td>
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<tr>
<td>ECON SOCCER COMPLEX</td>
<td>31</td>
<td>8035 Yates Rd., Orlando, FL 32807.</td>
<td>(407) 254-9030</td>
<td></td>
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<tr>
<td>FERN CREEK BOAT RAMP</td>
<td>1</td>
<td>Intersection Fern Creek and Waterwitch Dr. South to Lake Conway.</td>
<td>(407) 254-6770</td>
<td></td>
</tr>
<tr>
<td>FORT CHRISTMAS HISTORICAL PARK</td>
<td>143</td>
<td>1300 N. Fort Christmas Rd., Christmas, FL 32709.</td>
<td>(407) 254-9310</td>
<td></td>
</tr>
<tr>
<td>FORT GATLIN RECREATION COMPLEX</td>
<td>7.7</td>
<td>2009 Lake Margaret Dr., Orlando, FL 32806.</td>
<td>(407) 254-9820</td>
<td></td>
</tr>
<tr>
<td>GEORGE BAILEY PARK</td>
<td>20</td>
<td>11974 Roberson Rd., Winter Garden, FL 34787.</td>
<td>(407) 656-3299</td>
<td></td>
</tr>
<tr>
<td>GOLDSRUD PARK</td>
<td>6</td>
<td>4863 N. Goldenrod Rd., Winter Park, FL 32792.</td>
<td>(407) 254-9025</td>
<td></td>
</tr>
<tr>
<td>GOTHIC PARK</td>
<td>1.5</td>
<td>10013 Gatha Parkridge Rd., Gotta, FL 34734.</td>
<td>(407) 836-6200</td>
<td></td>
</tr>
<tr>
<td>HAL SCOTT PRESERVE</td>
<td>8.42</td>
<td>5150 Dallas Blvd. • 1 mi. W. of S.R. 520 on Maxim, to Bancroft, S. to Paddock, W. to Dallas, follow signs. Operated by St. Johns River Water Management District.</td>
<td>(386) 329-4404</td>
<td></td>
</tr>
</tbody>
</table>

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Green PLACE is an Orange County public land acquisition and management program that preserves and manages environmentally sensitive lands, protects water resource lands, and provides a quality passive recreational outdoors experience for existing and future generations.
SMARTPHONE APPS FOR MOBILE DEVICES

www.ocfl.net/mobileapps

OCFL Alert provides critical information during times of emergency. Life-saving information includes open shelter locations, water and ice distribution centers, evacuation routes, public service announcements and much more.

OCFL 311 allows residents in Orange County to report local non-emergency community issues efficiently and conveniently.

OCFL News provides citizens with breaking news and information about their government.

OCFL Atlas encourages citizens to become more engaged in the growth of their community by pinpointing new construction projects throughout Orange County in real time.

OCFL Serves allows citizens to search for available volunteer and community service opportunities in Orange County, register for those opportunities and keep track of their service.