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. There is also information about other important public service agencies that do business in Orange County.

You can access information about Orange County 24 hours/365 days a year through various sources:

- The County’s official website at www.ocfl.net
- The Source online, which is updated as needed
- Orange County Government’s 311 line
- Orange TV, found on
  - Bright House cable channel 488
  - Comcast cable channel 9
  - AT&T U-verse channel 99
- Vision TV, found on
  - Bright House cable channel 492
  - Comcast cable channel 98
  - AT&T U-verse channel 99

Our goal is to get you the information you need, when you want it, easily and conveniently. Orange County Government is here to serve you and I hope that you find The Source helpful.

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. The OCAlert system sends emergency alerts, notifications and life-saving instructions to cell phones, via text message, and email accounts. To register for OCAlert, visit https://ocalert.net.

OCFL Serves provides a convenient way to search and sign up for community service opportunities within Orange County. Volunteer opportunities include roles at Fire Rescue, Parks and Recreation, and local nonprofit organizations.

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

As always, I thank you for staying connected 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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Orange TV

(BRIGHT HOUSE CABLE CHANNEL 488 /COMCAST CABLE CHANNEL 9/AT&T U-verse Channel 99/DIGITAL BROADCAST WRCF-TV CHANNEL 29-2) A current schedule of programs is available on these websites:

- www.orangetvfl.net/
- www.ocfl.net

Orange TV televises meetings 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 that provide information about Orange County Government activities.

Vision TV

(BRIGHT HOUSE CABLE CHANNEL 492/COMCAST CABLE CHANNEL 98/ AT&T U-verse Channel 99/ DIGITAL BROADCAST WRCF-TV CHANNEL 29-3) Orange TV's second channel, Vision TV, engages residents by placing the spotlight on 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.com/OrangeCountyFlorida and twitter.com/OrangeCoFL.

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 407-836-3111 to access the service.

Mobile Apps

Orange County’s unique OCFL Alert, OCFL 311 and OCFL News 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 to the BCC in 2010 and 2014

EDUCATION

▸ Florida State University — Graduated Cum Laude with a Bachelor’s Degree in Economics, Minor in Finance

PUBLIC SERVICE AND AFFILIATIONS

▸ Orange County Commissioner, District 1 — 2000-2008
▸ Metroplan Orlando Board
▸ International Drive Master Transit and Improvement District Governing Board
▸ Lynx Board of Directors
▸ Orlando-Orange County Expressway Authority, Board of Directors
▸ Orlando-Orange County Expressway Authority, Finance Committee
▸ Greater Orlando Aviation Authority (GOAA), Board of Directors
▸ Central Florida Commuter Rail Commission (Sunrail)
▸ Visit Orlando Board
▸ Central Florida MPO Alliance, Member
▸ County Executives of America
▸ Coalition for the Homeless of Central Florida
▸ Tourism Development Council (TDC), Chairman

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

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
DISTRICT 1 COMMISSIONER

S. Scott Boyd

Elected to the BCC in 2008 and 2012

EDUCATION

- Bachelor’s Degree in Criminology, Florida State University
- Valencia Community College

PUBLIC SERVICE AND AFFILIATIONS

- Vice Chair, Central Florida Expressway Authority Board, 2014
- Secretary/Treasurer and Member, Metroplan Orlando, 2008-present
- Chair and former Vice Chair, Value Adjustment Board, 2009-present
- Vice Chair, Transportation Disadvantaged Local Coordinating Board, 2010-present
- Vice Chair, West Orange South Lake Economic and Transportation Task Force, 2010-present
- Member, East Central Florida Regional Planning Council, 2009-present
- Director, Orange County Farm Bureau, 1994-present
- Board Member, West Orange Chamber of Commerce, 2009-present
- Member, Valencia Foundation Board of Directors, 2009-present
- Board Member, Four Corners Area Council, 2009-present
- Member, Orange County Canvassing Board, 2010 & 2014
- Member, Orange County Community Action Board, 2009-2013
- Member, Citizens’ Commission for Children, 2009-2013
- Member, Orange County Building Codes Board of Adjustments & Appeals, 2006-2008
- Member, Orange County Sheriff’s Rural Enforcement Communications Network (RECON), 1993-2007
- Member, Florida Department of Agriculture and Consumer Services, Law Enforcement Division, 1993
- Professional: Licensed Real Estate Broker

PERSONAL

- Born and raised in Orange County, Florida
- Lives in Winter Garden with his sons, Riley and Mason
- General Aviation Pilot

TO CONTACT COMMISSIONER BOYD

Telephone: 407-836-7350
Fax: 407-836-5879
Email: district1@ocfl.net

POSTAL ADDRESS

Commissioner S. Scott Boyd
P.O. Box 1393
Orlando, FL 32802-1393

Like Commissioner S. Scott Boyd on Facebook
DISTRICT 2 COMMISSIONER
Bryan Nelson
Elected to the BCC 2014

EDUCATION
- Apopka High Graduate 1976
- University of Florida Graduate Horticulture 1979

PUBLIC SERVICE AND AFFILIATIONS
- State House of Representative District 38 and 31 from 2006-2014
- Elected to District 2 County Commission in November of 2014
- Serve on Metro Plan, East Regional Planning Council and Community Action Board

AWARDS AND RECOGNITIONS
- Insurance & Banking Subcommittee, Chair, 2010-2014
- Government Operations Appropriations Subcommittee
- Health Quality Subcommittee
- Regulatory Affairs Committee
- Select Committee on PPACA (Patient Protection and Affordable Care Act)
- Florida Foliage Association, President, 1992
- Apopka Area Chamber of Commerce, President, 2003
- Orange County Zoning Board, Chair, 2006, Member, 2002
- Community Action Board, 2007
- Habitat for Humanity, 2007-present
- Orange County Citizens Review Board, 1998-2002
- Apopka Rotary Club, 1981-present
- Florida Agriculture Coalition, Past Member
- Boy Scouts of Central Florida, Golden Eagle Luncheon, Chairman, 2004
- Rotary Club of Apopka, Rotarian of the Year, 1998
- AAU Basketball Coach, 1998-2001, took 16 and under to Nationals in Detroit

PERSONAL
- Married to wife Debbie for 31 years, two children Reed and Linda, and son-in-law Doug Knudsen

TO CONTACT COMMISSIONER NELSON
Telephone: 407-836-7350
Fax: 407-836-5879
Email: Bryan.Nelson@ocfl.net

POSTAL ADDRESS
Commissioner Bryan Nelson
201 S. Rosalind Ave., 5th Floor
Orlando, FL 32801

Join Commissioner Nelson on Facebook
DISTRICT 3 COMMISSIONER

Pete D. Clarke

Elected to the BCC in 2012

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 211 Advisory Board
- Health Care Center for the Homeless Advisory
- Delta Council Senior Resource Alliance
- Health Alliance, Past Chair and Co-founder
- Created the Primary Care Access Network
- Central Florida Regional Health Information Organization (RHIO)
- 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

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

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

Telephone: 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
EDUCATION

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

PUBLIC SERVICE AND AFFILIATIONS

- Vice Mayor, 2012
- 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

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
- 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 — husband, David; 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

Join Commissioner Jennifer Thompson on Facebook/Twitter
DISTRICT 5 COMMISSIONER

Ted Edwards

Elected to the BCC in 2010. He also served as commissioner for District 5 from 1996-2004.

EDUCATION
- Duke University School of Law, Juris Doctor
- Bachelor’s Degree, Stetson University
- Okeechobee High School, 1973

PUBLIC SERVICE AND AFFILIATIONS
- MetroPlan Orlando, Member 1997-2004, 2011 to present, Chairman 2000 and 2003
- Metropolitan Mover Award 2012, Operation Move It.
- UCF Central Florida Research Park Director, 1997-2004, 2011 to present
- Orange County Arts and Cultural Tourism Council, 2011 to present
- Orange County Commission on Aging, 2012 to present
- Metro-Orlando Economic Development Commission, 2002-2004
- Orlando Orange County Visitors and Convention Bureau, 2002-2004
- Central Florida Fair, Executive Committee
- Quest, Board of Directors

PROFESSIONAL
- Principal, Law office of Ted B. Edwards, PA
- Circuit Court Mediator
- Member of the Orange County Bar Association

AWARDS AND RECOGNITIONS
- The Best Lawyers in America 2010® — in fields of commercial litigation and real estate law
- 2010 Orlando Real Estate Lawyer of the Year, Best Lawyers in America®

PERSONAL
- Born in Ft. Lauderdale, Florida
- Moved to Orange County in 1981
- Resides in Winter Park with his family
- Member of First Presbyterian Church of Orlando

TO CONTACT COMMISSIONER EDWARDS
Telephone: 407-836-7350
Fax: 407-836-5879
Email: Lynette.Rummel@ocfl.net

POSTAL ADDRESS
Commissioner Ted Edwards
P.O. Box 1393
Orlando, FL 32802-1393

Join Commissioner Ted Edwards on Facebook
DISTRICT 6 COMMISSIONER
Victoria P. Siplin
Elected to BCC in 2014

EDUCATION
- Dillard High School, honors
- Indian River State College

PUBLIC SERVICE AND AFFILIATIONS
- Florida Agricultural & Mechanical University College of Law
- Entrepreneur since 1998
- General Manager/Paralegal at Siplin Law, PA
- Co-Host — “Truth 2 Power” Radio Show
- Member — National Congress of Black Women
- Member — Junior League of Greater Orlando
- Former PTA Treasurer — West Oaks Elementary
- Former PTA President — Palmetto Elementary
- Board Member — Orlando Minority Youth Golf Association
- Founder — Education Success Program
- Founder — Miss Haiti South Florida Scholarship
- Member — NAACP
- Children’s Church Teacher — New Covenant Baptist Church
- Served as a page in the Florida Senate
- Committee Chair — Enhancing Technology at Oak Ridge, Jones and Evans High Schools

PERSONAL
- Haitian-American from Nassau, Bahamas
- Husband, Sen. Gary Siplin; sons, 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 Siplin
P.O. Box 1393
Orlando, FL 32802-1393
Commissioner Siplin
201 S. Rosalind Ave., 5th Floor
Orlando, FL 32801

Join Commissioner Victoria P. Siplin on Facebook
**DISTRICT ONE** celebrates both the rural tranquillity of Orange County’s small-town past and the cutting-edge excitement of its future. The cities of Winter Garden and Ocoee, and the town of Oakland lie at the northern boundary of this district 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 northwest section.

**DISTRICT FOUR** is Central Florida’s gateway to the world; quality and innovation are its hallmarks. In contrast to the fast pace set by the 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 run through the eastern area of District Four, and wetland/conservation areas are scattered throughout this section.

**DISTRICT FIVE** has experienced rapid growth and a transition from a rural environment to urban development. The University of Central Florida (UCF) plays a major role in stimulating economic and residential development in the district.

**DISTRICT SIX** is a top tourist destination world-wide. Many of our vacationing guests stay at the hotels and motels located 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 and shops along International Drive.
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.

ADOPT-A-LAKE
Environmental Protection Division ....................... 407-836-1400

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: OrangeCountyFL.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
Orange County Health Department ....................... 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
Orlando Executive Airport ................................ 407-894-9831
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
Maitland Fire Department ................................. 407-539-6228
Apopka Fire Department ................................. 407-703-1757

ANIMAL SERVICES DIVISION
2769 Conroy Road, Orlando, FL 32839
Health Services Department ............................... 407-254-9140
➤ Enforces Orange County Code, Chapter 5, Animals; operates public 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. For spay/neuter appointments, animal bites, stray, injured or neglected domestic animals loose in area, and rabid animals: 311 or 407-836-3111

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
Better Business Bureau 407-621-3300

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

ASBESTOS NOTICES
Environmental Protection Division 407-836-1400

AUCTION
Enforceable Writs
Orange County Sheriff’s Office 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 407-836-4145
➤ Tag agency locations listed on p. 44 or go to www.octaxcol.com.

AUTOPSIES
Medical Examiner’s Office 407-836-9400

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
Vital Statistics 407-836-7128
807 W. 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 weekly on Tuesdays at 9 a.m., except the fifth Tuesday of the month or when there may not be a quorum. For an updated schedule, go to Orange County’s website: OrangeCountyFL.net. The BCC Chamber is located on the first floor of the County Administration Building at 201 S. Rosalind Ave.

BOAT RAMPS
Barnett Park, Lake Lawne 407-836-6248
Magnolia Park, Lake Apopka 407-886-4231
Moss Park, Lake Mary Jane 407-254-6840
Parks and Recreation 407-836-6200
Trimbale Park, Lake Beauclair 352-383-1993

BOAT REGISTRATION
Tax Collector 407-836-4145

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

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
CAMPING

Unlicensed Work HOTLINE ........................................... 407-836-5960

BURIAL AND CREMATION PROGRAM

Citizen Resource & Outreach Office ................................. 407-836-6548

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 registers Minority/Women
Business Enterprise 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. Certified
Economic Development Finance Professionals are on staff to
assist customers.

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

CABLE TV COMPANIES

ATT U-Verse ..................................................................... 1-800-288-2020
Bright House Networks .................................................... 407-291-2500
Comcast ........................................................................ 1-800-COMCAST
Direct TV ....................................................................... 1-866-248-2451
Dish Network ................................................................. 1-800-823-4929

CABLE TV FRANCHISES

Regulatory Enforcement .................................................... 1-800-435-7352

CAMPING

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

CANDIDATES, ELECTION

Supervisor of Elections ..................................................... 407-836-2059

CAPITAL CHARGES OR IMPACT FEES

Fire, Law Enforcement, Parks, and Transportation
Division of Building Safety ........................................... 407-836-5617
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 to the design 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

CHICKENS, BACKYARD POULTRY

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

CHILD ABUSE

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

CHILD CARE

Runaway Hotline ........................................................... 1-800-RUNAWAY (1-800-786-2929)
Youth Shelter .............................................................. 407-836-6206

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., Suite 509, 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., Suite 101, Orlando, FL 32801
➤ A mediation program where two parties who are having
a dispute can meet with a neutral third person to discuss ways
solve the matter out of court. Types of cases: landlord/tenant
disputes, neighborhood disputes, property damage, recovery
of money/property, animal nuisance, harassment, disorderly
congress 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 OFFICE

2100 E. Michigan St., Orlando, FL 32806 ........................ 407-836-6506
➤ Provides services to Orange County citizens through the
following programs:
Burial and Cremation ................................................... 407-836-6548
Crisis Assistance .......................................................... 407-836-6500
Disabilities Office .......................................................... 407-836-6568
Family Resource .......................................................... 407-836-6534
Office on Aging ............................................................. 407-836-6563
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., P.O. Box 1229, Apopka, FL 32704
www.apopka.net

Citizen Resource & Outreach Office
400 E. South St., P.O. Box 1229, Apopka, FL 32704 ............................ 407-836-6548
—or—
Apopka
2100 E. Michigan St., Orlando, FL 32806 ........................ 407-836-6506
➤ Provides services to Orange County citizens through the
following programs:
Burial and Cremation ................................................... 407-836-6548
Crisis Assistance .......................................................... 407-836-6500
Disabilities Office .......................................................... 407-836-6568
Family Resource .......................................................... 407-836-6534
Office on Aging ............................................................. 407-836-6563
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., P.O. Box 1229, Apopka, FL 32704
www.apopka.net
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.myorangeclerk.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 250
Family Services and Child Support - Suite 320
Human Resources - Suite 530
Injunctions - Suite 315
Marriage License/Passport - Suite 355
Probate/Mental Health - Suite 340
Records Management - Suite 150
Traffic - Suite 410
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

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

Eastside Health Center ......................... 407-858-1402
12050 E. Colonial Drive, Orlando, FL 32826

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

Lake Underhill Family Health Center ....... 407-858-1402
5730 Lake Underhill Road, Orlando, FL 32807

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

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

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

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

Orange County Graphics/Copy Center ..........  407-254-9306
3907 Forrestal Ave., Orlando, FL 32806

Orange TV .......................................  407-685-9000
9860 Universal Blvd., Orlando, FL 32819
	➤ Provides timely, accurate information in a cost-effective manner that reflects the mission, vision, values and goals of Orange County Government and its citizens. Communication to the public is accomplished through Orange TV (Bright House cable channel 488 /Comcast cable channel 9/ATT U-verse Channel 99), Vision TV (Bright House cable channel 492/Comcast cable channel 98/ ATT U-verse Channel 99), www.OrangeCountyFL.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.orangetv.us and www.orangetvfl.net.

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 .................................  407-317-7635 or 7636
1416 L.B. McLeod Road, 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 St., 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 .................  407-836-5600
	➤ 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 ...........................................  407-836-5525

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 .................................  407-836-3077

COMPOST AVAILABILITY

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

COMPREHENSIVE PLANNING

Planning Division .....................................  407-836-5600

COMPTROLLER (COUNTY)

Zoning ...........................................  407-836-5525

CONCEALED WEAPONS PERMIT

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

CONDOMINIUM PLATS

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

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

CONVENTION CENTER

9800 International Drive
Orlando, FL 32819 ...........................................  407-685-9800
Mailing Address: P.O. Box 691509, Orlando, FL 32889-1509
➤ 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
www.orange.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 ............................................. 407-836-3330
(Monday–Friday, 8 a.m. to 5 p.m.)

Chaplain Services
Good News Jail & Prison Ministry ..................... 407-836-3667
Orange County Jail Ministry ......................... 407-836-3330
Spanish Jail Ministry ...................................... 407-836-3562

Community Corrections Division
Administration .................................................. 407-836-3570
Alternative Community Service ...................... 407-836-3077
Central Intake .............................................. 407-836-3122
[ Pretrial Diversion ........................................ 407-836-3113
Pretrial Release .......................................... 407-254-3151
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 .......................................... 407-836-3610
Whitcomb Facility ........................................ 407-836-0263

Fiscal Services Division .................................. 407-836-3521
Health Services
Administration ............................................ 407-254-7561
Medical Records ......................................... 407-254-8306

Human Relations Division (Corrections)
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 .................................... 407-254-761

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 ......................... 407-245-9370
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 ........................................ 407-836-7370
➤ 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 ordinances 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

➤ 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 and processing for the courts. Visit www.ninja.org for more information.

**COURT SYSTEM**

9th Judicial Circuit of Florida  407-648-6364
➤ Bankruptcies are handled by a U.S. Government Court (see page 21).

**CRIME PREVENTION**

Orange County Sheriff’s Office  407-254-7000

**CRISIS ASSISTANCE**

Citizen Resource & Outreach Office  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  407-836-7874

**DEATH/BIRTH CERTIFICATE RECORDS**

Orange County Health Department  407-836-7128
Vital Statistics orange.floridahealth.gov  
807 W. Church St., Orlando, FL 32805

**DECLARATION OF DOMICILE**

Official Records Department  407-836-5115

**DEED RECORDING**

Official Records Department  407-836-5115

**DELINQUENT TAXES**

Tax Collector  407-836-2700

**DEMOLITION NOTICES**

Environmental Protection Division  407-836-1400

**DENTAL HEALTH**

Orange County Health Department  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.

**DIABETES**

American Diabetes Association  407-660-1926

**DISABILITIES OFFICE**

Citizen Resource & Outreach Office  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 in 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 Program  
Youth & Family Services Division  407-836-8990

**DISASTERS**

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

**DISCRIMINATION, EMPLOYMENT**

County Employees  
Office of Professional Standards  407-836-0002
EMERGENCY DISPATCH - 911 COMMUNICATIONS

Fire Rescue Department ........................................ 407-836-9111
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, improvement and supervision 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. Special Needs Program ................................. 407-650-4047

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 COMPLAINTS

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

ENVIRONMENTAL COMPLAINTS

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

ENERGY MANAGEMENT DIVISION

2010 E. Michigan St., Orlando, FL 32806 ............ 407-836-7675
➤ To optimize Orange County Government’s energy performance; oversees overall energy use, focuses on ways to reduce usage by implementing internal controls, awareness and reporting and energy audits.

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

ENVIRONMENTAL HEALTH SERVICES

Orange County Health Department ...................... 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
800 Mercy Drive, Suite 4, Orlando, FL 32808 .......... 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 ............................................. 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 ............................. 407-836-0002

EROSION/SEDIMENT CONTROL
Environmental Protection Division .......................... 407-836-1400

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

EVICTIONS, FINANCIAL ASSISTANCE
Crisis Assistance Program
Citizen Resource & Outreach Office .......................... 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 and 429 ................................. 407-823-7277
www.expresswayauthority.com

4-H AND OTHER YOUTH PROGRAMS
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 ............... 407-836-7675

➤ To optimize Orange County Government’s energy performance; oversees overall energy use; focuses on ways to reduce usage by implementing internal controls, awareness, and reporting and energy audits.

FAIR HOUSING
Housing and Community Development ............. 407-836-5150

FAMILY AND CONSUMER SCIENCES
Cooperative Extension Service Division .............. 407-254-9200
➤ Delivers educational programs on food and nutrition, consumer education, family economic stability, human development, housing and home environment and leadership development.

FAMILY COUNSELING PROGRAM
1728 E. Michigan St., Orlando, FL 32806 ............. 407-254-9370
➤ Program offered by the Youth & Family Services Division that 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 of youth in the juvenile justice system.

FAMILY LAW MEDIATION
The Orange County Bar Association ...................... 407-423-5732
880 N. Orange Ave., Suite 101, Orlando, FL 32801
➤ A program designed to reduce court action and to provide both parties a free forum to solve problems that may arise in domestic relations cases. These may include: alimony, child support, visitation problems, shared parental responsibility, property settlements or child custody.

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

FAMILY PRESERVATION & STABILIZATION
Youth and Family Services Division ..................... 407-836-7643
1758 E. Michigan St., 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 Office ...................... 407-836-6512
2100 E. Michigan St., 1st Floor, Orlando, FL 32806
➤ Provides financial and support services to eligible families experiencing sudden, longer-term emergency, usually due to medical issues.

FAMILY SERVICES DEPARTMENT
2100 E. Michigan St., 2nd Floor, Orlando, FL 32806
Administration ..................................................... 407-836-7616
➤ Promotes and provides family services to Orange County citizens through programming provided within Citizens’ Commission for Children, Citizen Resource & Outreach Office, Community Action, Consumer Fraud Unit, Cooperative Extension, Head Start, the Regional History Center, NeighborhoodPreservation & Revitalization and Youth & Family...
FARMING
Cooperative Extension Service Division ............... 407-254-9200

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

FERTILIZE RESPONSIBLY
Environmental Protection Division ....................... 407-836-1400

FICTITIOUS NAME, BUSINESS
Florida Division of Corporations ....................... 850-245-6058

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

FINANCIAL ASSISTANCE
Crisis Assistance Program
Citizen Resource & Outreach Office ..................... 407-836-6500
➤ Provides one-time financial assistance to eligible families in
crisis.
Florida Department of Children & Families
Access Florida .................................................. 1-866-762-2237

FIRE RESCUE DEPARTMENT
6390 Amory Court, Winter Park, FL 32792 ........ 407-836-9000
Emergency .......................................................... 911
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 .......... 407-836-9050
Records, Fire Emergency Incidents .... 407-836-9074
Public Information Office ........................................ 407-836-9074
➤ Provides educational programs, participates in community
events, and schedules public relations events.

FISCAL AND BUSINESS SERVICES DIVISION
201 South Rosalind Ave., 3rd Floor
Orlando, FL 32801 ............................................. 407-836-5442
➤ 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 .................................................... 407-836-4145
Florida Fish and Wildlife Conservation ............. 1-850-488-4676

FLEET MANAGEMENT DIVISION
4400 Vineland Road, Orlando, FL 32811 .......... 407-836-8200
➤ Maintains a fleet of 1,850 pieces of automotive and heavy
vehicular equipment, 1,650 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.

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 ............................................ 407-245-1500
Women, Infants, and Children (WIC) ............ 407-648-6853
➤ Provides women, infants and children with supplemental
foods, nutritional counseling, breastfeeding support and health
care referrals.

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

FOREST FIRE
Division of Forestry ............................................. 407-856-6512

FOSTER CARE SERVICES
Youth & Family Services ................................. 407-836-7665
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

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

GEOGRAPHIC INFORMATION SYSTEMS (GIS)
➤ Geographic Information Systems (GIS) view and analyze
data from a geographic perspective. This data is shared through
various agencies and with the citizens of Orange County.
**HEAD START LOCATIONS:**

<table>
<thead>
<tr>
<th>Location</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aloma Elementary</td>
<td>407-672-3100/ x 2278</td>
</tr>
<tr>
<td>Bithlo Community Center</td>
<td>407-568-4025</td>
</tr>
<tr>
<td>Callahan Center</td>
<td>407-245-0910</td>
</tr>
<tr>
<td>Denton Johnson Center</td>
<td>407-975-7422</td>
</tr>
<tr>
<td>East Orange</td>
<td>407-254-9713</td>
</tr>
<tr>
<td>Evans Community School</td>
<td>407-522-3400 x623262</td>
</tr>
<tr>
<td>Grand Avenue Head Start</td>
<td>407-254-1750 x2313</td>
</tr>
<tr>
<td>Hal P. Marston Community Center</td>
<td>407-836-8455</td>
</tr>
<tr>
<td>John H. Bridges Community Center</td>
<td>407-254-9421</td>
</tr>
<tr>
<td>Lila Mitchell Community Center</td>
<td>407-254-9495</td>
</tr>
<tr>
<td>Maxey Elementary</td>
<td>407-636-5329 x2256</td>
</tr>
<tr>
<td>Oak Ridge YMCA</td>
<td>407-254-1011</td>
</tr>
<tr>
<td>Orlando Tech Head Start</td>
<td>407-317-3243</td>
</tr>
<tr>
<td>Pine Hills Community Center</td>
<td>407-254-9112</td>
</tr>
<tr>
<td>Southwood Community Center</td>
<td>407-355-5764 x222</td>
</tr>
<tr>
<td>Taft Community Center</td>
<td>407-254-9276</td>
</tr>
<tr>
<td>Tangelo Park Elementary</td>
<td>407-352-4322</td>
</tr>
</tbody>
</table>

**HAZARDOUS WASTE**

Environmental Protection Division 407-836-1400

**HEAD START**

Division Office 407-836-6590

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.

**ADMINISTRATIVE OFFICE**

407-836-1463/836-1515

**WAREHOUSE**

2100 E. Michigan St., 2nd Floor, Orlando, FL 32806

**GRANT START LOCATIONS:**

- Aloma Elementary: 407-672-3100/ x 2278
- Bithlo Community Center: 407-568-4025
- Callahan Center: 407-245-0910
- Denton Johnson Center: 407-975-7422
- East Orange: 407-254-9713
- Evans Community School: 407-522-3400 x623262
- Grand Avenue Head Start: 407-254-1750 x2313
- Hal P. Marston Community Center: 407-836-8455
- John H. Bridges Community Center: 407-254-9421
- Lila Mitchell Community Center: 407-254-9495
- Maxey Elementary: 407-636-5329 x2256
- Oak Ridge YMCA: 407-254-1011
- Orlando Tech Head Start: 407-317-3243
- Pine Hills Community Center: 407-254-9112
- Southwood Community Center: 407-355-5764 x222
- Taft Community Center: 407-254-9276
- Tangelo Park Elementary: 407-352-4322
- Washington Shores Early Learning Center Annex: 407-250-6260 x6352257
- Washington Shores at The Hope: 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

www.orchd.com

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 .................................................... 407-836-2680
Community Health ............................................. 407-858-1400
Dental Health ..................................................... 407-836-2616
Epidemiology ...................................................... 407-858-1420
Family Planning ................................................ 407-858-1400 x1288
Healthy Start ..................................................... 407-254-6822
Immunizations ..................................................... 407-836-2502
Maternity .......................................................... 407-858-1400 x1288
Mom Care .......................................................... 407-836-6822
Personnel .......................................................... 407-858-1400 x1124
Pharmacy ........................................................... 407-836-2615
School Health ..................................................... 407-836-7185
STD Services ...................................................... 407-836-2650
TB Control/Immigration & Refugee Health ................. 407-836-2648
Vital Records ..................................................... 407-836-7128
WIC ................................................................. 407-648-6853

HEALTH DEPARTMENT LOCATIONS:
Administrative Office ............................................ 407-858-1400
6101 Lake Ellenor Drive, Orlando, FL 32809
Central Health Center ........................................... 407-836-2600
832 W. Central Blvd., Orlando, FL 32805
Apopka Health Center .......................................... 407-648-6853
1111 N. Rock Springs Road, Apopka, FL 32712
Eastside Health Center ......................................... 407-249-6232
12050 E. Colonial Drive, Orlando, FL 32826
Environmental Health ......................................... 407-521-2630
800 N. Mercy Drive, Orlando, FL 32808
Hoffner Family Health Center ............................... 407-207-7290
5449 S. Semoran Blvd., Orlando, FL 32822
Lake Underhill Family Health Center ....................... 407-207-7590
5730 Lake Underhill Road, Orlando, FL 32807
Lila Mitchell Health Center .................................... 407-296-5177
5151 Raleigh St., Orlando, FL 32811
Ocoee Health Center ........................................... 407-254-6822
475 W. Story Road, Ocoee, FL 34761
Southside Health Center ...................................... 407-858-1424
6101 Lake Ellenor Drive, Orlando, FL 32808
Westside Health Center ....................................... 407-648-6853
800 N. Mercy Drive, Orlando, FL 32808
Winter Garden Health Center ............................... 407-648-6853
1210 E. Plant St., Winter Garden, FL 34787

HEALTH EDUCATION
Cooperative Extension Service Division .................. 407-254-9200
➤ Provides programs and information that address chronic disease prevention through nutrition education.
Orange County Health Department ........................ 407-858-1400
➤ Provides information, technical assistance and education to individuals and groups in order to promote and improve the health of our community.

HEALTH SERVICES DEPARTMENT
2002-A E. Michigan St., 2nd Floor, 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.

HIGHWAY CONSTRUCTION DIVISION
4200 S. John Young Pkwy., 3rd Floor
Orlando, FL 32839 .............................................. 407-836-7930
➤ Responsible for the design and construction of major roadway and drainage improvements in unincorporated Orange County.

HIGHWAY MAINTENANCE
Roads and Drainage Division .................................. 407-836-3111

HISTORY CENTER, ORANGE COUNTY REGIONAL
65 E. Central Blvd., Orlando, FL 32801
www.thehistorycenter.org ..................................... 407-836-8500
➤ Journey back 12,000 years and explore four floors of interactive exhibits and a special exhibit gallery. The History Center offers exciting education programs and events for children and adults throughout the year. Opportunities include membership benefits, unique party places, group discounts, volunteering, shopping at the Emporium Gift Store, donating your artifacts and researching the many photos and archives available in the Research Center. Hours: Monday - Saturday, 10 a.m. - 5 p.m. and Sunday, noon - 5 p.m. Cost: Adults - $12/Seniors (60-plus), Military and Students with I.D. - $10/Children Ages 5-12 - $9/Ages 4 and under and Historical Society members - free. Orange County employees receive free admission with ID and a 15% discount at The Emporium gift store. Special admission prices may apply for limited-run exhibitions and events. Visit www.thehistorycenter.org for more information.
Assistant Director ............................................... 407-836-8582
Collections (Donations of Artifacts) ....................... 407-836-8559
Development (Corporate Sponsorship) .................... 407-836-8590
Education (Tours and Programs) ......................... 407-836-8544
Executive Director ............................................. 407-836-8581
Exhibits (Special Exhibits Schedule) ...................... 407-836-8591
The Emporium Store .......................................... 407-836-8594
Marketing .......................................................... 407-836-8595
Library (Research Information and Appointments) ........ 407-836-8541
Membership (Join the Historical Society) ............... 407-836-8546
Event (Rental information) .................................... 407-836-8585
Volunteers (Share Your Time and Talents) .............. 407-836-8523

HIV/AIDS RESOURCES
Orange County Health Department ......................... 407-836-2690
832 W. Central Blvd., Orlando, FL 32805
➤ 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 or visit CountiesforCare.org.

**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 ............................. 407-836-7890

**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.

**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**

450 E. South St., IOC I, Orlando, FL 32801 .......... 407-836-5661
➤ Manages employee benefits, compensation systems, recruitment, and employee records and files; develops and facilitates training programs for all county employees; provides consultations and mediation to employees and management. Hours: Monday through Friday, 8 a.m.-5 p.m. Employees can access services and support at the main office (above) or these service centers:

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

**Cassady Building**
1st Floor ............................................... 407-836-3519
2450 W. 33rd St., Orlando, FL 32808

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

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

**County Administration Center**
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

**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

**HUMANE SOCIETY** ............................................. 407-351-7722

**HUNTING LICENSES** ........................................... 407-836-4145

**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**

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

**IMPACT FEES**

Fire
Division of Building Safety .......................... 407-836-5617

**Law Enforcement**
Division of Building Safety .......................... 407-836-5617

**Parks**
Division of Building Safety .......................... 407-836-5617

**Transportation**
Division of Building Safety .......................... 407-836-5617

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

**INDOOR AIR QUALITY**

Cooperative Extension Service Division .......... 407-254-9200
➤ Provides information and educational resources related to moisture and mold prevention, and strategies for maintaining...
healthy indoor air quality in the home.

INFORMATION (311)
2540 W. 33rd St., Orlando, FL 32809 .......... 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 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 2)

Building
Division of Building Safety ....................... 407-836-5550 (option 2)

Cable TV
Regulatory Enforcement ............................... 1-800-435-7352

Electrical
Division of Building Safety ....................... 407-836-5550 (option 2)

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 2)

Petroleum Storage Tanks
Environmental Protection Division ................. 407-836-1400

Plumbing
Division of Building Safety ....................... 407-836-5550 (option 2)

Septic Tank
Orange County Health Department ................ 407-836-2580

Swimming Pool
Division of Building Safety ....................... 407-836-5550 (option 2)

Zoning, Lot Cleaning, Junk Vehicles, Housing
Code Enforcement Division 311 or ................. 407-836-3111

INSULIN PROGRAM
Orange County Health Department ................ 407-836-2597

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 consult the blue pages in the phone book or visit: www.ninja9.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., Suite 180, 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 .......... 407-836-8800
➤ Books and receives juveniles arrested in Orange County. The JAC is a collaborative effort funded by Orange County, the Department of Children & Families, and the Department of Juvenile Justice. It houses a 20-bed Addictions Receiving Facility (detoxification and stabilization unit); operational 24 hours a day, seven days a week. Office hours: Monday through Friday, 7 a.m.-9 p.m.; Saturday and Sunday, 8 a.m.-5 p.m.

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 (LAKE 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.

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 ......................... ................. 407-423-5732

LAUREL HILL INDEPENDENCE CENTER
8125 Laurel Hill Road, Orlando, FL 32818 .......... 407-296-5150
➤ Group home for adolescent boys that have not been successful in other foster care homes; youth are referred to this program by the Florida Department of Children & Families.

LAW ENFORCEMENT
Apopka ..................................................... 407-703-1757
112 E. 6th Ave., 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 W. 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 ............ 407-245-0801
500 W. Robinson St., Orlando, FL 32801
U.S. Marshal ............................................... 407-648-6326
80 N. Hughey Ave., 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 Alan Hayes, District 11 ......................... 352-742-6441
871 S. Central Ave., Umatilla, FL 32784
hays.alan.web@flsenate.gov

Senator Geraldine Thompson, District 12 .......... 407-245-15111
511 W. South St., Suite 204, Orlando, FL 32805
geraldine.thompson.web@flsenate.gov

Senator Andy Gardiner, District 13 ................ 407-428-5800
1013 E. Michigan St., Orlando, FL 32806
gardiner.andy.web@flsenate.gov

Senator Darren Soto, District 14 ..................... 850-487-5014
Kissimmee City Hall, 101 N. Church St., Suite 305
Kissimmee, FL 34741
soto.darren.web@flsenate.gov

Senator Kelly Stargel, District 15 .................... 850-487-5015
902 S. Florida Ave., Lakeland, FL 33803
stargel.kelly.web@flsenate.gov

HOUSE OF REPRESENTATIVES
696 N. Maitland Ave., Maitland, FL 32751
tonycortes@myfloridahouse.gov

2755 S. Bay St., Eustis, FL 32726
sullivan.jennifer@myfloridahouse.gov

7009 Dr. Phillips Blvd., Suite 270, Orlando, FL 32819
eric.eismagne@myfloridahouse.gov

Rep. Randolph Bracy, District 45 ...................... 407-656-6716
150 N. Lakeshore Drive, Ocoee, FL 34761
randolph.bracy@myfloridahouse.gov

Rep. Bruce Antone, District 46 ....................... 407-245-0303
434 N. Tampa Ave., Orlando, FL 32805
bruce.antone@myfloridahouse.gov

Rep. Mike Miller, District 47 ................ .......... 407-245-0588
1315 S. Orange Ave. Suite 3B, Orlando, FL 32806
mike.miller@myfloridahouse.gov

5425 S. Semoran Blvd., Orlando, FL 32822
victor.torres@myfloridahouse.gov

7217 E. Colonial Drive, Orlando, FL 32807
rene.plasencia@myfloridahouse.gov

Rep. TomGoodson District 50 ......................... 321-383-5151
400 South St., Suite 1-C, Titusville, FL 32780
tom.goodson@myfloridahouse.gov

LIBRARY, COUNTY
Orange County Library System ....................... 407-835-7323
Main Branch
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 14 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.

- **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.

- **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**
  1821 E. Silver Star Road, Ocoee, FL 34761
  Monday–Thursday, 10 a.m. - 9 p.m.

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**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)** ............................. 407-836-4145
- **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) ................................. 407-836-5715

**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)**

- 201 S. Rosalind Ave., 2nd Floor
  Orlando, FL 32801 ..................................................... 407-836-5650
  Issues and collects business tax receipts.

**LOOSE OR LOST PETS**

- Animal Services Division ............................................. 407-254-9140

**LYNX PUBLIC BUS SERVICE**

- For bus fares and route schedules, go to www.golynx.com.

**MALNUTRITION**

- Orange County Health Department ................................. 407-648-6853
MANDATORY REFUSE PROGRAM
Solid Waste Division ................................. 407-836-6601

MAPS
Aerials .................................................. 407-836-5600
Flood Zone (Stormwater Management) .......... 407-836-7990
Parcels (Property Appraiser) ....................... 407-836-5044
Wetlands Inventories (EPD) ....................... 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

MASTER GARDENER VOLUNTEER PROGRAM
Cooperative Extension Service Division .......... 407-254-9200

MATURE PROGRAM
Orange County Health Department ............... 407-296-5177
➤ 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
F.O. Box 1393, Orlando, FL 32802

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

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.org for more information.
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.

MEDICALLY NEEDY
Orange County Health Department ............... 407-836-2600

MENTAL HEALTH, CHILDREN’S
Wraparound Orange .................................. 407-836-6547
➤ The Wraparound Orange Program serves youth, ages 2-14, who are suffering with mental health issues, and their families. Clients are referred 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 mental-health providers for mental health service delivery and other service organizations to assist in meeting other needs of the family. During the service delivery period, the Wrap team works to bring stabilization to the family, help them develop a crisis plan and help them build a network of resources for assistance as needed in the long term.

MENTAL HEALTH CRISIS
Aspire Health Partners (formerly Lakeside Behavioral Healthcare) ................................................. 407-875-3700
Belvin Perry, Jr., Central Receiving Center .......... 407-822-2052
➤ Aspire serves adults who are experiencing mental-health crisis. This service is walk-in if needed and individuals may self-refer.
Orange County Central Receiving Center .......... 407-822-2052
1800 Mercy Drive, Orlando, FL 32808
➤ The Central Receiving Center (CRC) is a single point of access into the mental-health and substance-abuse system of care in Orange County for assessment and 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. This division is also involved in planning and service development for family homelessness, chronic homelessness, and supportive services with both internal and community partners. Mental Health & 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 ........................................ 407-254-9120
2715 Conroy Road, Building A, Orlando, FL 32839
➤ Provides control of nuisance and disease-transmitting mosquitoes through a variety of techniques; surveillance to determine if mosquito-borne encephalitis is present in the county.

MUSEUMS
Cornell Fine Arts Museum ............................ 407-646-2526
1000 Holt Ave., Winter Park, FL 32789
Fort Christmas ........................................ 407-568-4149
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
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
NATURE TRAILS
Environmental Protection Division 407-836-1400
➤ Green PLACE properties open to public include: Sandhill Preserve, Long Branch, Savage/Christmas Creek Preserve, Hal Scott Preserve, Charles H. Bronson State Forest, Split Oak, Pine Lily Preserve and Isle of Pine Preserve.

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 (NCFs) 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 ( x 1)
5151 Raleigh St., Orlando, FL 32811
Lake Weston 407-522-2165 or 407-522-2166
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 407-836-1400

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)
201 S. Rosalind Ave., 2nd Floor
Orlando, FL 32801 407-836-5650

OFFICE FOR A DRUG FREE COMMUNITY
Health Services Department
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
➤ This Orange County office is 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 Metro Orlando Economic Development Commission, the largest economic development organization in the region, and the Disney Entrepreneur Center, a super-sized one-stop center for small business assistance.

Metro Orlando Economic Development Commission (EDC) 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 A-20, Orlando, FL 32803
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 OCALET — Orange County’s emergency messaging system—visit: www.ocoem.com.

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 BCC; 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, Orlando FL 32801
P.O. Box 1393, Orlando, FL 32802 ...................... 407-836-0016
➤ Ensures that 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 (ocfl.net) and media outreach.

OFFICE ON AGING
2100 E. Michigan St., Orlando, FL 32806 ............ 407-836-6563
➤ The Office on Aging is dedicated to creating an elderly-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 INFORMATION
311 Communications - 2540 W. 33rd St.
Orlando, FL 32809 ............................................. 311 or 407-836-3111
➤ Serving citizens and visitors to our area 7 days a week, Monday through Friday, 7 a.m. to 9 p.m., Saturday and Sunday, 9 a.m. to 5 p.m. Live-operators are available to provide general information about Orange County Government’s services.

ORANGE SOIL AND WATER CONSERVATION DISTRICT
1921 Kissimmee Valley Lane
Kissimmee, FL 34744 ........................................... 407-847-4465

ORANGE TV
9860 Universal Blvd., Orlando, FL 32189 .......... 407-695-9000
➤ Bright House Cable Channel 488 / Comcast Cable Channel 9/ATT U-verse Channel 99 / WRCF-TV Channel 29-2

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 95 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 and special events.
### PARK LOCATIONS:

<table>
<thead>
<tr>
<th>Location</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>5301 Gatlin Ave., Orlando, FL 32812</td>
<td>407-254-6860</td>
</tr>
<tr>
<td>407-836-6248</td>
<td>4801 W. Colonial Drive, Orlando, FL 32808</td>
</tr>
<tr>
<td>407-254-9040</td>
<td>1600 Bear Crossing Drive, Orlando, FL 32812</td>
</tr>
<tr>
<td>407-254-1905</td>
<td>18501 Washington Ave., Orlando, FL 32820</td>
</tr>
<tr>
<td>407-254-9030</td>
<td>2451 N. Dean Road, Orlando, FL 32817</td>
</tr>
<tr>
<td>407-254-9160</td>
<td>715 Capehart Drive, Orlando, FL 32822</td>
</tr>
<tr>
<td>407-971-3502</td>
<td>3563 Phillips Road, Christmas, FL 32709</td>
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<tr>
<td>407-886-6255</td>
<td>3535 Damon Road, Orlando, FL 32703</td>
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<tr>
<td>407-254-6770</td>
<td>290 Holden Ave, Orlando, FL 32839</td>
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<tr>
<td>407-254-9180</td>
<td>10107 Flowers Ave., Orlando, FL 32825</td>
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<tr>
<td>407-254-9038</td>
<td>8249 Buena Vista Woods Blvd., Orlando, FL 32826</td>
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<tr>
<td>407-836-1400</td>
<td>10525 Clapp Simms Duda Road, Orlando, FL 32832</td>
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<tr>
<td>407-749-0792</td>
<td>290 Holden Ave., Orlando, FL 32839</td>
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<td>407-836-1400</td>
<td>10525 Clapp Simms Duda Road, Orlando, FL 32832</td>
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<td>407-254-9310</td>
<td>1300 Fort Christmas Road, Christmas, FL 32709</td>
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<td>407-254-9820</td>
<td>2009 Lake Margaret Drive, Orlando, FL 32806</td>
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<td>407-254-9878</td>
<td>2009 Lake Margaret Drive, Orlando, FL 32806</td>
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<tr>
<td>407-656-3299</td>
<td>11974 Roberson Road, Winter Garden, FL 34787</td>
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<tr>
<td>407-254-9025</td>
<td>Cady Way Trail 4863 N. Goldenrod Road, Orlando, FL 32792</td>
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<tr>
<td>1-386-329-4404</td>
<td>5150 Dallas Blvd., Orlando, FL 32712</td>
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<tr>
<td>407-836-1400</td>
<td>14032 Lacebark Pine Road, Orlando, FL 32832</td>
</tr>
<tr>
<td>407-836-1400</td>
<td>880 Avalon Road, Winter Garden, FL 34787</td>
</tr>
<tr>
<td>407-254-1902</td>
<td>400 E. Kelly Park Road, Apopka, FL 32712</td>
</tr>
<tr>
<td>407-254-9170</td>
<td>5100 Turkey Lake Road, Orlando, FL 32819</td>
</tr>
<tr>
<td>407-836-1400</td>
<td>43 Rainey Road, Sorrento, FL 32776</td>
</tr>
<tr>
<td>407-836-1400</td>
<td>710 South C.R. 13, Orlando, FL 32833</td>
</tr>
<tr>
<td>407-886-4231</td>
<td>2929 S. Binion Road, Apopka, FL 32703</td>
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<tr>
<td>407-254-1066</td>
<td>99 E. Marks St., Orlando, FL 32803</td>
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<tr>
<td>407-254-9065</td>
<td>Orange County Orlando Magic Recreation Center 1754 Rhode Island Woods Cir., Orlando, FL 32824</td>
</tr>
<tr>
<td>407-254-6840</td>
<td>12901 Moss Park Road, Orlando, FL 32832</td>
</tr>
<tr>
<td>407-254-9050</td>
<td>1401 South C.R. 13, Orlando, FL 32833</td>
</tr>
<tr>
<td>407-254-9070</td>
<td>3800 S. Econlockhatchee Road, Orlando, FL 32829</td>
</tr>
<tr>
<td>407-836-1400</td>
<td>11046 NW Christmas Road, Christmas, FL 32709</td>
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<tr>
<td>407-836-1400</td>
<td>5611 Plymouth Sorrento Road, Apopka, FL 32712</td>
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<tr>
<td>407-254-9175</td>
<td>5100 Turkey Lake Rd, Orlando, FL 32819</td>
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<tr>
<td>407-254-9250</td>
<td>2801 N. Apopka-Vineland Road, Orlando, FL 32818</td>
</tr>
<tr>
<td>407-254-9092</td>
<td>South Econ Community Park 3850 S. Econlockhatchee Road, Orlando, FL 32829</td>
</tr>
<tr>
<td>407-858-4725</td>
<td>11800 S. Orange Ave., Orlando, FL 32809</td>
</tr>
<tr>
<td>407-876-6696</td>
<td>8777 C.R. 535, Orlando, FL 32836</td>
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<tr>
<td>1-352-383-1993</td>
<td>5802 Trimmer Park Drive, Tangerine, FL 32777</td>
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<tr>
<td>407-254-9245</td>
<td>309 S. West Crown Point Road, Winter Garden, FL 34787</td>
</tr>
<tr>
<td>407-654-1108</td>
<td>501 Crown Point Cross Road, Winter Garden, FL 34787</td>
</tr>
<tr>
<td>407-836-2095</td>
<td>Clerk of Courts</td>
</tr>
<tr>
<td>311 or 407-836-3111</td>
<td>Code Enforcement Division</td>
</tr>
<tr>
<td>407-836-9680</td>
<td>PAYROLL DEPARTMENT (COUNTY COMPTROLLER) 109 E. Church St., Suite 400 Orlando, FL 32801</td>
</tr>
</tbody>
</table>
**PETE ADOPTION**
Animal Services Division .................................................. 407-254-9140

**PESTICIDE APPLICATOR LICENSE**
Animal Services Division .................................................. 407-254-9140

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

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

**PLAN REVIEW STATUS**
Division of Building Safety ................................................. 407-836-2825

**PLANNED PARENTHOOD**
Division of Building Safety ................................................. 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 that are related to growth and development within the Orange County charter.

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

**PLATING**
Development Engineering Division .................................... 407-836-7854

**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.

**POLUTANT STORAGE TANKS**
Environmental Protection Division .................................... 407-836-1400

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

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

**PREGNANCY**
Eastside Health Center ..................................................... 407-249-6232
Lake Underhill Health Center ........................................... 407-207-7590
Lila Mitchell Health Center (Midwives) ............................ 407-296-5177
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 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 Family Health Center ............................. 407-322-8645  
5730 Lake Underhill Road, Orlando, FL 32807

Meadow Woods Pediatric Clinic ..................................... 407-905-8827  
809 Greenway Professional Court, Orlando, FL 32824

Orange Blossom Family Health Center ......................... 407-905-8827  
232 N. Orange Blossom Trail, Orlando, FL 32805

Pine Hills Family Health Center ................................. 407-905-8827  
1800 Mercy Drive, Orlando, FL 32808

Southeast Orlando, Central Florida  
Family Health Center, Inc. ............................................. 407-322-8645  
5449 S. Semoran Blvd., Suite 14, Orlando, FL 32822

Dental Care, Suite 19B .............................................. 407-207-7290

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

Southside Family Health Center ................................. 407-956-4660  
6101 Lake Ellenor Drive, Orlando, FL 32809

PRINT SHOP/GRAPHICS  
Communications Division (Graphics) ......................... 407-254-9300

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

➤ The Property Appraiser is an elected Constitutional Officer 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  
(Located at Government Service Center)  
2450 W. 33rd St., Orlando, FL 32839

➤ Serving citizens and visitors to our area seven days per week, Monday through Friday, 7 a.m. - 9 p.m., Saturday and Sunday, 9 a.m. - 5 p.m., knowledgeable operators respond to general questions about Orange County Government services.

911 Administration and Radio Services ....................... 407-836-9665  
3511 Parkway Center Court, Orlando, FL 32808

➤ Serves the citizens of Orange County and the public safety community by providing quality service and updated technology through enhanced 911 service; an intergovernmental radio system and education for our citizens and public safety users.

911 Coordinator ..................................................... 407-836-9666

911 Master Street Address Guide  
MSAG Coordinator ..................................................... 407-836-9660

911 Training and Development ..................................... 407-836-9664

911 Wireless MSAG Coordinator  
Radio Services Supervisor ........................................ 407-836-2810

Radio Shop ......................................................... 407-836-2790

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

Audit and Enforcement ........................................ 407-836-5775

PUBLIC WORKS DEPARTMENT  
4200 S. John Young Pkwy., 2nd Floor  
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., 2nd Floor  
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.
RABID ANIMALS
Animal Services Division 311 or 407-836-3111

RADIO SERVICES (INFORMATION SYSTEMS SERVICES)
Radio Shop 3511 Parkway Center Court, Orlando, FL 32808
407-836-2790
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 407-836-9140

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

RATS/RODENT CONTROL
Orange County Health Department 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
Orange County National Golf Course 407-656-2626
Parks & Recreation Division 407-836-6200

RECYCLING
Solid Waste Division 407-836-6601

RENOVATION NOTICES
Environmental Protection Division 407-836-1400

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 407-836-7874

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, drainage systems and rights-of-way (excluding privately owned roads); responsible for Adopt-a-Highway program, residential driveway permits, sidewalk repair, cleaning and removal of private signs from rights-of-way and tree trimming and flood plain management.

LOCATIONS:
Apopka 311 or 407-836-3111
Bithlo 311 or 407-836-3111
Goldenrod 311 or 407-836-3111
John Young 311 or 407-836-3111
Taft 311 or 407-836-3111
Zellwood 311 or 407-836-3111

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

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.
RYAN WHITE PART A GRANTEE'S OFFICE

Health Services Department ......................... 407-836-7643
➤ 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 or visit CountiesforCare.org.

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 that 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
Orange County Health Department ................. 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 Public School system, under the jurisdiction of the Orange County School Board (not to be confused with the Orange County Board of County Commissioners).

SENIOR CITIZENS
Cooperative Extension Service (classes) ........... 407-254-9200
Marks Street Senior Recreation Complex ........... 407-254-1066
99 E. Marks St., Orlando, FL 32803
Renaissance Senior Center ............................. 407-254-9070
3800 S. Ecomolokhatchet Trail, Orlando, FL 32829
Office On Aging ........................................... 407-836-6563
➤ 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
Orange County Health Department ................. 407-858-1400

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

SEXUALLY TRANSMITTED DISEASES
Orange County Health Department ................. 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 Office .................. 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 ....... 407-836-4357
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) ......................... 407-939-3200
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 ......................... 407-836-5525

SINKHOLES
Road and Drainage Division ......................... 311 or 407-836-3111

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

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

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
1326 Good Homes Road, Orlando, FL 32818
407-296-5198

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
➤ Appointments availability, cancellations and rescheduling.

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 407-644-2577

STATE ATTORNEY
9th Judicial Circuit of Florida 407-836-2400
415 N. Orange Ave., P.O. Box 1673, 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
Mon. - Sat. 7 a.m.-11 p.m./Sun. 9 a.m.-5 p.m.
Traffic Engineering Division 311 or 407-836-3111
After Hours Emergency - Orange County Sheriff’s Office 407-836-3900

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

STORMWATER POLLUTION PREVENTION
Environmental Protection Division 407-836-1400

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
Outside Brevard 321-632-6688
Business Office 321-631-9290

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

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 407-836-4145
4101 Clarcona Ocoee Road, Orlando, FL 32810
Downtown 407-836-4145
301 S. Rosalind Ave., Orlando, FL 32801
East Orange 407-836-4145
10051 University Blvd., Orlando, FL 32817
Lee Vista 407-836-4145
8185 Lee Vista Blvd., Orlando, FL 32829
South Orlando 407-836-4145
730 Sand Lake Road, Suite 106B, Orlando, FL 32809
West Colonial 407-836-4145
2110 W. Colonial Drive, Orlando, FL 32804
Winter Garden 407-836-4145
14035 W. Colonial Drive, Winter Garden, FL 34787

TAX COLLECTOR
200 S. Orange Ave., Suite 1600, Orlando, FL 32802
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 1500, 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 (Devices for the Hearing Impaired)**
- Center for Independent Living (voice) .......... 407-623-1070
- TTY .................................................... 407-623-1185

**DEPARTMENT OVERVIEW**
- Deaf Service Bureau Orlando .............. 1-800-616-4293
- Supervisor of Elections ................... 407-422-4833
- Utilities Department .................. 407-254-9977
- Public Safety 311 Communications .... 407-836-4250

**TELECOMMUNICATIONS FRANCHISES**
- Regulatory Enforcement ..................... 407-836-5631

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

**TORNADO INCIDENTS/INFORMATION**

**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., 3rd Floor, Orlando, FL 32839
  - Works with communities and local law enforcement agencies to provide traffic safety and resolve traffic problems within neighborhoods; researches and collects traffic data to determine the need for speed humps, traffic signals, signs or other safety controls for the betterment of the community; monitors development and roadway capacity for the transportation concurrency management system; installs, operates and maintains traffic signals, signs, speed humps and pavement markings in unincorporated Orange County.

**TRAFFIC - FINES/VIOLATIONS**
- Clerk of the Courts ......................... 407-836-2007

**TRAFFIC - SIGNAL MALFUNCTIONS**
- Monday through Friday, 7 a.m.-9 p.m. and Saturday, 9 a.m.-5 p.m.
  - Traffic Engineering Division ........... 311 or 407-836-3111
  - Orange County Sheriff’s Office .......... 407-836-4357
  (After Hours Emergency)

**TRAILS AND GREENWAYS**
- Parks & Recreation Division ............... 407-836-6200
- Environmental Protection Division .... 407-836-1400
  - Green PLACE properties open to public include: Sandhill Preserve, Long Branch, Savage/Christmas Creek Preserve, Hal Scott Preserve, Charles H. Bronson State Forest, Split Oak, Pine Lily Preserve and Isle of Pine Preserve. See parks map on page 60.

**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-related issues between the Planning Division and CEDS; helps identify current transportation initiatives throughout Orange County; responsible for developing the transportation element of the comprehensive policy plan; 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 TRIMMING**
- Roads & Drainage Division .............. 311 or 407-836-3111
  - Tree trimming and all removal in county right-of-way only.

**TUBERCULOSIS (Orange County Health Department)**
- 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 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 .......................................... 407-317-7000
  - Welfare ........................................... 1-866-762-2237
  - FCC Consumer Hotline ..................... 1-888-225-5322
  - Medicaid ........................................ 1-800-633-4227
- Social Security Administration ......... 1-800-772-1213
  - Orlando Office ............................... 1-866-964-6146
    - 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.
- 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 30809 .............. 407-836-6818
➤ Provides wastewater collection, water distribution and reclaimed water distribution; inspects/monitors 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

**Water Reclamation Division**
9150 Curry Ford Road, 3rd Floor 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

**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 that 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 PROGRAM**
2100 E. Michigan St., Orlando, FL 32806 .............. 407-836-8990
➤ Provides assistance to all former or present members of the armed forces of the United States, their spouse, 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 ............................................................... 407-599-1506

**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 3218
Bright House Cable Channel 492/Comcast Cable Channel 98/ATT U-verse Channel 99/WRCF-TV Channel 29-3

**VITAL STATISTICS**
Birth/Death Records ......................... 407-836-7128
Orange County Health Department
orange.floridahealth.gov
832 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
Water/Irrigation Violations ...................... 407-254-9850

**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**
**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

**Toll-Free Numbers**

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Adult/Elder Abuse Hotline</td>
<td>800-962-2873</td>
</tr>
<tr>
<td>Abuse Registry (Child/Adult/Disabled)</td>
<td>800-96ABUSE or</td>
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<tr>
<td></td>
<td>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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<tr>
<td>Auto Safety Hotline</td>
<td>888-327-4236</td>
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<tr>
<td>Banking and Finance, Department of</td>
<td>800-848-3792</td>
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<tr>
<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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<tr>
<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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<tr>
<td>Consumer Services, Department of Agriculture</td>
<td>800-435-7352</td>
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<td>Domestic Violence Hotline</td>
<td>800-500-1119</td>
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<td>Federal Substance Abuse and Mental Health Administration</td>
<td>800-662-4357</td>
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<td>Financial Services, Department of</td>
<td>800-342-2762</td>
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<td>Florida Department of Business &amp; Professional Regulation</td>
<td>800-226-9101</td>
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<td>Florida HIV/AIDS Hotline</td>
<td>800-352-2437</td>
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<td>Florida Department of Children and Families (ACCESS to Food, Cash and Medicaid)</td>
<td>866-762-2237</td>
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<td>HIV/AIDS Hotline</td>
<td>866-352-2437</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 of</td>
<td>800-829-1040</td>
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<td>Lemon Law</td>
<td>800-321-5366</td>
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<td>Medicare (Access Florida Information Line)</td>
<td>866-762-2237</td>
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<td>Medicare Part B</td>
<td>800-772-1213</td>
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<td>Missing Children Hotline (Polly Klaas Foundation)</td>
<td>800-587-4357</td>
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<td>Organ Procurement Donors</td>
<td>800-535-4483</td>
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<td>Poison Control Center</td>
<td>800-222-1222</td>
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<td>Prepaid College Program</td>
<td>800-552-4723</td>
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<td>Public Service Commission (Florida)</td>
<td>800-342-3552</td>
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<td>Runaway Hotline</td>
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<td>800-786-2929</td>
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<td>Sexually Transmitted Diseases</td>
<td>800-227-8922</td>
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<td>State Information Center</td>
<td>866-693-6748</td>
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<td>Suicide Hotline</td>
<td>800-784-SUICIDE or</td>
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<td>800-784-2433</td>
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<td>U.S. Customs Hotline</td>
<td>800-232-5378</td>
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<td>Utility Locations (Sunshine State One Call of Florida)</td>
<td>800-432-4770</td>
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<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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**ZONING DIVISION**

Community, Environmental & Dev. 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.

**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 ........................................ 407-836-7665
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.

**Z**

**YOU**TH & FAMIL**Y** SERVICES DIVISION

Community Relations ........................................ 407-836-8938
JERRY L. DEMINGS
ORANGE COUNTY SHERIFF

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

Orange County Public Service
Elected Sheriff: 2008 and 2012; Orange County Director of Public Safety 2002-2008; Interim Jail Director 11/06 – 7/07

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., University of Central Florida
Certified Election Registration Administrator (CEERA), Election Center/Auburn University

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; 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 Association of Realtors; Dr. Phillips Performing Arts Center (Circle Member)

Education
U.S. Army Leadership and Technical Training
Sorenson Institute for Political Leadership at University of Virginia
Florida Real Estate Commission Training
Florida Real Estate Commission Appraisal Board Training

ROBERT WESLEY
PUBLIC DEFENDER
9TH JUDICIAL CIRCUIT

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

Orange County Public Service

Public Service/Affiliations
Board Certified in Criminal Trial Practice; President Elect, 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
MARTHA O. HAYNIE
ORANGE COUNTY COMPTROLLER

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

Orange County Public Service
Orange County Housing Finance Authority: 1983-87

Public Service/Affiliations
American Institute of Certified Public Accountants; Florida Association of Court Clerks and Comptroller, Executive Board; Florida Government Finance Officers Association; Florida Institute of Certified Public Accountants; Association of Local Government Auditors; Florida Executive Women; Hamilton Holt School of Rollins College, Board of Advisors

Personal
Born in Tennessee; moved to Central Florida in 1973; has two sons; enjoys walking, reading, singing, listening to music and being with friends.

Education
B.A., University of West Florida
Certification
Florida CPA

JEFF ASHTON
STATE ATTORNEY
9TH JUDICIAL CIRCUIT

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

Orange County Public Service
Elected State Attorney: 2012
Former Assistant State Attorney

Public Service/Affiliations
Thirty-year career as a prosecutor; first attorney to earn a conviction by introducing DNA evidence into a case in 1987; has handled thousands of cases and taken 300 to trial, including 70 murder trials; won convictions in 12 capital murder cases; consultant on forensic scientific evidence; head prosecutor for nationally known Casey Anthony trial in 2011, author of best selling book, "Imperfect Justice: Prosecuting Casey Anthony," which details his last murder case.

Personal
Born in St. Petersburg, FL; 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 parents of a daughter, Hillary Eleanor.

Education
B.S., Philosophy, University of Florida
J.D., University of Georgia
**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 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. This vast region contained 466 residents according to the 1850 census.

After Florida became a state in 1845, the county was renamed Orange County. Its territorial limits as they exist today were defined in 1913 and encompass an area of approximately 1,000 square miles. There are 13 municipalities within Orange County with Orlando as the county seat.

**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 (2014 and 2018); commissioners representing districts 1, 3, and 5 are elected in presidential election years (2016 and 2020).

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 active and important to the community. Performances and exhibitions as well as cultural and food festivals are held year round.

The Orlando Ballet, Orlando Opera Company, the Orlando Philharmonic Orchestra, Orlando Science Center, Orlando Museum of Art and the Orange County Regional History Center are recognized as major cultural institutions in the state. Other museums in the area include the Menello Museum of American Art, Maitland Art Center, Morse Museum and the Cornell Fine Arts Museum.

Theater-goers have their choice of major professional shows with the Orlando Shakespeare Festival, the Orlando Repertory Theater, Mad Cow Theater or the Orlando Broadway Series. There is also an eclectic mix of independent and student theater groups performing experimental, traditional and new works for the community.

World-class musicians perform at several local sites, including the Amway Events Center, Knowles Chapel and the Bob Carr Performing Arts Centre. Information on these organizations and other events can be found at www.RedChairProject.com.

Community sporting events include Orlando Magic Basketball, Orlando Predators’ arena football, Orlando City Soccer and the University of Central Florida Knights football.

**Education**

Orange County Public Schools (OCPS) is the 10th largest school district of more than 16,000 in the nation and is the fourth largest in Florida. OCPS operates 123 elementary, 35 middle and 19 high schools, 4 technical education centers offering secondary and postsecondary career training opportunities and numerous adult and community education programs throughout Orange County. In addition, 7 elementary, 87 middle and 12 high schools offer magnet programs which provide students with the opportunity to engage in intensive study in specific areas.

The University of Central Florida, the second largest University in the nation, opened in 1968 as Florida Technological University. The Florida Legislature changed the name on Dec. 6, 1978. UCF is located 12 miles east of Orlando. It is a four-year, co-educational university offering bachelor’s, master’s and doctoral degrees.

Founded in 1885, Rollins College is Florida’s oldest recognized college and is consistently ranked by U.S. News & World Report as one of “America’s best colleges.” The College of Arts & Sciences offers full-time undergraduate programs in the liberal
arts. The Hamilton Holt School serves the Central Florida by offering exceptional undergraduate and graduate degree programs during evenings and weekends to students diverse in age, experience and professional development. The Crummer Graduate School of Business is consistently ranked by Forbes magazine among the best business schools for return on investment and ranked its MBA program No. 1 overall in Florida (www.rollins.edu).

Valencia College, with four campuses and two centers in the Orlando area, is the third largest of Florida’s 28 community colleges, teaching more than 50,000 students a year. There are more than 30 Associate of Science (A.S.) and three Associate of Arts & Sciences (A.A.S) programs, as well as more than 60 non-degree technical certificate programs. The college also offers bachelor’s degrees in electrical and computer engineering, and radiologic and imaging services.

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; agritechnology; and optic and photonics.

Orange County is one of the best performing economies in Florida and the nation, and will be well positioned to benefit from the coming economic upturn. 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 that a high quality of life accompanies the growth in economic opportunities, an unprecedented community-wide collaboration resulted in the Fall 2010 opening of the state-of-the-art Amway Center for events, and construction of a new performing arts center and renovations on the Florida Citrus Bowl are underway.

Two of the lynchpins of economic growth in Orange County are the Metro Orlando Economic Development Commission (www.orlandoedc.com) and the National Entrepreneur Center. The 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 1,175,766 people in 2012. Sixty-four percent of this 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 245,402 residents (BEBR 2012).

This new population is comprised of children born to residents who already call the county home, and 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 with seven of the world’s 20 most-visited theme parks, more than 100 other fun-filled attractions and outdoor recreation offerings, more than 117,000 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 nearly $4 billion to local and state taxes supporting schools, roads, community initiatives and many social services that area taxpayers would otherwise have to pay for out-of-pocket. In 2011, visitors contributed $31.6 billion to Metro Orlando’s economy.

Tourism is also Central Florida’s largest employer and most dynamic industry, accounting for 224,615 direct industry jobs in 2009. 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 $7.7 billion in 2011.

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 Orlando-Orange County 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 GreeneWay (S.R. 417), Western Beltway (S.R. 429) and the John Land Apopka Expressway (S.R. 414).

Managed by the Greater Orlando Aviation Authority, the Orlando International Airport (OIA) is one of Central Florida’s most important economic assets. With more than 33 million passengers served in 2009, OIA is the 26th largest airport in the world, the 13th largest in the United States and is ranked second in Florida based on passenger traffic. Recognized as one of the most beautiful airports in the world, OIA 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 14,000 acres of land, it can serve Central Florida’s aviation needs well into the 21st century. Orlando Executive Airport, located three miles east of Downtown Orlando, acts as a general aviation reliever to the Orlando International Airport. The OIA website, www.orlandoairports.net, provides up-to-the-minute flight information on arrivals and departures.

LYNX is the operating name for the Central Florida Regional Transportation Authority, which provides public transportation services for Orange, Seminole and Osceola Counties. This service area consists of approximately 2,500 square miles serving a resident population of more than 1.8 million people. LYNX operates a colorful fleet of 268 buses on 71 routes, called Links. In 2010, LYNX provided more than 26 million passenger trips through a combination of traditional fixed-route bus service, "on-demand" service known as PickUp Lines, special service for eligible disabled passengers known as ACCESS LYNX and a vanpool program. LYNX also provides a free Downtown Orlando shuttle service known as “LYMOMO,” seven days a week. The standard one-way bus fare is $2 and transfers are free. Check the LYNX Website, www.golynx.com, for more information about bus passes, routes and schedules.

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 audioanimatronics at Walt Disney World. The winning entry shows a lake, orange grove and rainbow. Orange County unveiled its flag on June 15, 1985.

Revenue and Expenses (FY 2014 Budget)

Total revenue comes from several sources, as shown in the pie chart on the next page. Taxes comprise about 27 percent of the budget. It is worth noting that there has been no increase in the property tax rate for 20 years. In fact there has been a total decrease in the countywide base millage rate of more than 19 percent.
**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.

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**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.
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)
- Permanent residence must be in Orange County, FL

Registering to Vote
Applications may be obtained at many 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 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.OrangeCountyFL.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.

Hurricane Preparedness

Before a Hurricane Threatens, Plan What To Do

Consider purchasing a NOAA Weather Alert Radio. Orange County’s Code is 012095.

Are you within a flood zone?

If you live in an area prone to flooding during heavy rains, you may want to relocate. Find out by calling 311.

Inventory your property.

Review your insurance policies and coverage now. Separate policies are needed for protection against wind and flood damages. Keep descriptions and pictures along with insurance papers inside waterproof containers and take these with you instead of trying to pack everything. Keep backup documents in a safety deposit box at your bank. Give copies to family members or friends living outside your risk area. If you evacuate, take these documents with you. Move large items to higher levels in your home.

Protect your property from falling dead limbs and branches. Have limbs and branches near power lines trimmed. Anchor loose objects outside (garbage cans, tools and toys). In high winds, these become flying projectiles and cause serious injury and damage. Have shutters or lumber for protecting large windows or doors. Draw drapes across windows and doors to protect against flying glass. Brace your garage door and lower antennas.

Educate your children. Discuss with family members on what to expect during emergency situations, especially hurricanes. Do they know how to get in touch with you? Where to meet the rest of the family members if you are separated? Tell the family what to do in case of an emergency. Involve children in putting together a family disaster plan. Assign them tasks, such as gathering enough water and canned goods for three days.

When a Weather Watch is Issued

Fill the gas tank in your automobile. Gas supplies may be limited after a storm.

Stock up on provisions. Maintain supplies of flashlights, batteries, covered candles or lamps and safety matches, nonperishable foods, and containers for drinking water (at least two quarts of water per day per person). Store at least one gallon per day per person to accommodate washing and bathing.

(Continued on next page)
Stay informed. Listen constantly to radio or television. Prepare for tornadoes and floods. These are the worst killers associated with hurricanes.

If you live in a mobile home, always plan to relocate. If you live in a mobile or manufactured home, check tie-downs and leave immediately for a safer place. Destructive high winds endanger citizens remaining inside mobile and manufactured homes. These residents usually evacuate early whenever a hurricane threatens. Tie-downs have limited capabilities. When the evacuation order is given, leave immediately to seek safer shelter from high winds. DO NOT STAY INSIDE A TRAILER!

Secure your boat. Move boats on trailers close to the house and fill boats with water to weigh them down. Lash boats securely to trailers and use tie-downs to anchor the trailer to the ground or house. Check mooring lines of boats in water then leave them. DO NOT STAY ON YOUR BOAT!

Decide where to go if you must evacuate. You may leave the region, go to a friend or relative in an area not threatened by the hurricane, go to a hotel or motel out of the area, or go to a public shelter.

Disconnect utilities at outside shut-off valves for electricity, gas and water.

Know your escape route and know how long it will take driving through peak evacuation traffic. Know how far you can travel before needing to refill your tank. When ordered to evacuate—go!

Do you have serious health conditions that require specialized medical support during an evacuation? Register with the Special Needs Program by calling 407-650-4047, Extension #2.

Open Shelters
Call 311 or 407-836-3111 for the nearest open shelter.

If you go to a shelter, bring any supplies and medications you may need for several days, including cash or travelers checks, sleeping bags, blankets, pillows, folding chair, flashlight, battery-powered radio/TV, batteries, cards, games, books, canned or packaged foods, manual can opener, eating utensils, paper plates, cups, bottled water/beverages, special dietary foods, infant needs, personal hygiene needs, change of clothes, first-aid kit, spare eye glasses or hearing aid, and important documents. Bedding is not provided at public shelters. Do not bring alcoholic beverages of any kind to shelters.

Pet-Friendly Shelters
Orange County maintains several shelters that will accept you and your pets. To find out which of these shelters are open call 311 or 407-836-3111 during the disaster. If as a last resort, you must leave your pets behind; protect them by releasing them inside your house or garage. Do not leave them tied up or outside in the weather! Leave plenty of food and water for several days. Remove the toilet tank and seat lid. Fill the bathtub with water.

For Assistance Information During Disaster Recovery
Call 311

Call 311 for public information during NON-Emergency disasters. 311 will tell you where to get assistance with sheltering, resource distribution (sandbags, water, etc.), debris removal and school closings. Dialing 911 should only be used for life-threatening emergencies.

Sign up for OCALERT!

OCALERT is an alert system that allows Orange County to contact you during an emergency by immediately sending text messages to your cell phone, 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.
Orange County Facilities Area Map and Phone Numbers

1. Animal Services, 2769 Conroy Road - 407-836-3111
4. Downtown Facilities - (See detailed map on page 58)
5. Emergency Management/Fire and Rescue Hqdt., 6590 Amory Court - 407-836-9000
6. Environmental Protection Division, 800 Mercy Drive, Suite 4 - 407-836-1400
8. Downtown Facilities - (See detailed map on page 59)
9. Landfill (Solid Waste Division), 5901 Young Pine Road - 407-836-6601
10. McLeod Road Transfer Station (Utilities), 5000 L.B. McLeod Road - 407-245-0931
11. Medical Examiners Office, 2350 E. Michigan St. - 407-836-9400
12. Michigan Street Facilities - (See detailed map on page 59)
13. Orange County Medical Clinic, 101 S. Westmoreland Drive - 407-836-7100
15. Parks and Recreation Administration, 4801 W. Colonial Drive - 407-836-6200
16. Porter Transfer Station, (Solid Waste Division) 1326 Good Homes Road - 407-296-5198
17. Sheriff’s Office, 2500 W. Colonial Drive - 407-836-4357
19. Utilities Administration (Customer Accounts), 9150 Curry Ford Road - 407-836-5515 (residential) 407-836-5503 (commercial)

Community Centers:
22. Holden Heights: 1201 20th St. - 407-317-7635 or 7636
24. Lila Mitchell: 5151 Raleigh St. - 407-254-9490 or 9491/ext. 21
27. Southwood: 6225 Brookgreen Ave. - 407-355-5764/ext. 221

Health Department Clinics:
33. Lake Underhill: 5730 Lake Underhill Road - 407-207-7590
34. Lila Mitchell: 5151 Raleigh St. - 407-296-5177
35. Ocoee: 475 W. Story Road - 407-254-6822
36. Southside: 6101 Lake Ellenor Drive - 407-858-1424
37. Westside: 800 N. Mercy Drive - 407-648-6853
38. Winter Garden: 1210 E. Plant St. - 407-648-6853

Tag Agencies:
41. East Orange: 10051 University Blvd. - 407-836-4145
42. Lee Vista: 8185 Lee Vista Blvd. - 407-836-4145
43. South Orlando: 730 Sand Lake Road, Suite 106B - 407-836-4145
44. West Colonial: 2110 W. Colonial Drive - 407-836-4145
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 Bright House cable channel 488 / Comcast cable channel 9 / ATT U-verse Channel 99. A current schedule of programs is available on the county website: orangecountyfl.net/otv.
- **Website** - www.orangecountyfl.net is an award-winning site with more than 2,000 pages and an increasing number of opportunities to interact with users.
- **Social Media** - Join us at twitter.com/OrangeCoFl and facebook.com/OrangeCountyFlorida.
- **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. – 407-836-7665

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. – 407-836-3560

2. **311 Government Information**  
   2450 W. 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
<table>
<thead>
<tr>
<th>Park Name</th>
<th>Acres</th>
<th>Address</th>
<th>City</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>FORT CHRISTMAS HISTORICAL PARK</td>
<td>143</td>
<td>407-254-9310 - 1300 Fort Christmas Road, Christmas, FL 327092 miles N of E. S.R. 50 on County Hwy. 420 (4. Fort Christmas Road)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FORT GATLIN RECREATIONAL COMPLEX</td>
<td>7</td>
<td>407-254-9820 - Tennis: 407-254-9878 - 2009 Lake Margaret Drive, Orlando, FL 32806 S. of Michigan St. between Ferncreek &amp; Bumby on Lake Margaret.</td>
<td></td>
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</tr>
<tr>
<td>GEORGE BAILEY PARK</td>
<td>20</td>
<td>407-656-3299 - 11974 Roberson Rd, Winter Garden, FL 34787 - Southwest next to Lake Whitney Elementary, between Windermere and West Orange.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>GLENROD PARK</td>
<td>6</td>
<td>407-254-9025 - 4863 North Goldenrod Road, Winter Park, FL 32792 - Located on Cady Way Trail Phase 2.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>GOTHAPARK</td>
<td>1.5</td>
<td>407-836-6200 - 10013 Gotha Parkridge Road, Gotha, FL 34734.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HALE SCOTT PRESERVE</td>
<td>8.427</td>
<td>386-329-4404 - Dallas Blvd. - 1 mi. W. of S.R. 520 on Maximo, to Bancroft, S. to Paddock, W. to Dallas, follow signs. (Primitive Camping)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HONOLULU PARK</td>
<td>2</td>
<td>407-836-6200 - 8200 Honolulu Dr, Orlando, FL 32181 - From Downtown, head West on Colonial Drive, Go to Good Homes Road, and turn right. Go to Honolulu Drive, and turn right. Go 1/4 mile, park on left.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HORIZON WEST PARK</td>
<td>2.19</td>
<td>407-836-6200 - Tiny Road, Winter Garden, FL 34787.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HOURGLASS PARK</td>
<td>0.5</td>
<td>407-836-6200 - 74 Bayshore Drive, Orlando, FL 32806 - Chamberlin Street and Carlton Drive.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>INDEPENDENCE PARK</td>
<td>5</td>
<td>407-836-6200 - Corner of Ave. of the Arbors and New Independence Parkway.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>INTERLAKEN PARK</td>
<td>1</td>
<td>407-836-6200 - Interlaken Road, FL 32804 - East on Silver Star, turn right onto Maury Road, proceed to Interlaken, turn left. Proceed 1/2 mile, Park is on the left.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>JOHN YOUNG COMMUNITY PARK</td>
<td>29</td>
<td>407-254-9040 - 12998 Deertrace Ave, Orlando, FL 38237.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>KALEY SQUARE</td>
<td>2</td>
<td>407-836-6200 - 2106 S. Westmoreland Drive, Orlando, FL 32805 - 1/2 mi. W. of I-4 on Kaley St.</td>
<td></td>
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<tr>
<td>KELLY PARK (ROCKSPRINGS)</td>
<td>390</td>
<td>407-254-1902 - 400 E. Kelly Park Road, Apopka, FL 32712 - 1/2 mi. E. on County Hwy. 435 (Rock Springs Road) on Kelly Park Road</td>
<td></td>
<td></td>
</tr>
<tr>
<td>KILLARNEY STATION</td>
<td>4</td>
<td>407-654-1108 - 17914 S.R. 438, Orlando, FL 34787 - Bikes and Blades</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LAKE APOPKA LOOP TRAIL</td>
<td>8</td>
<td>407-886-4231 - Trailhead starts at Magnolia Park, 2929 Binion Road, Apopka, FL 32703 - On County Hwy. 437 adjacent to Lake Apopka.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LAKE DOWN BOAT RAMP</td>
<td>0.01</td>
<td>407-836-6200 - Conroy Windermere Rd, Windermere, FL 34786 - South side of Lake Down. West of Apopka-Vineland.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LAKE LAWNE PARK</td>
<td>1.6</td>
<td>407-836-6248 - 1320 Lake Lawne Ave., Orlando, FL 32808.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LAKE MANN FISHING PIER</td>
<td>3</td>
<td>407-836-6200 - South on Ivey Lane to Columbia St., left on Columbia 2 blocks. Left on Florence Ave. Go 2 blocks to Lake Mann.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LAKE PEARL PARK</td>
<td>0.1</td>
<td>407-836-6200 - 1700 Twin Lake Drive, Ocoee, FL 34734 - Crystal Lake and Twin Lake Drive S. of Winter Garden Road</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LESTER MANDELL PARK</td>
<td>7</td>
<td>407-836-6200 - 3500 Central FL Parkway, Orlando, FL 32837 South on Orange Blossom Trail (U.S. 441) or John Young Parkway to Central FL Parkway.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LITTLE ECON GREENWAY</td>
<td>8</td>
<td>407-254-9030 - 2451 Dean Road, Orlando, FL 32817 - Forsyth Road to Alafaya Trail.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MAGNOLIA PARK</td>
<td>56</td>
<td>407-886-4231 - 2929 Binion Road, Apopka, FL 32703 - On County Hwy. 437 adjacent to Lake Apopka.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MARKS STREET SENIOR RECREATION COMPLEX</td>
<td>2</td>
<td>407-254-1066 - 99 E. Marks St., Orlando, FL 32803 - Intersection of Magnolia and Marks St.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MILLENIUM PARK</td>
<td>0.5</td>
<td>407-254-9030 - 5101 Santa Rosa Drive, Orlando, FL 32807.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MOSS PARK</td>
<td>1.551</td>
<td>407-254-6840 - 12901 Moss Park Road, Orlando, FL 32832 - 4 mi. S.E. of S.R. 15 (Narcoossee Road) on Moss Park Road</td>
<td></td>
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<tr>
<td>ORLO VISTA PARK</td>
<td>28</td>
<td>407-254-9059 - 1 North Powers Drive, Orlando, FL 32835 - South of Colonial Drive (S.R. 50).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PADGETT PARK</td>
<td>3</td>
<td>407-836-6200 - 5811 Padgett Circle, Orlando, FL 32839 - From Downtown Orlando, south on Orange Ave. turning right on Oak Ridge Road Turn right on Padgett Circle Park on left.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PARK MANOR NEIGHBORHOOD PARK</td>
<td>2</td>
<td>407-254-9180 - 1533 Park Manor Drive, Orlando, FL 32825.</td>
<td></td>
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</tr>
<tr>
<td>PINE HILLS TRAIL</td>
<td>5</td>
<td>407-836-6248 - 4801 West Colonial Drive, Orlando, FL 32808 - North of West S.R. 50. West of Pine Hills Road</td>
<td></td>
<td></td>
</tr>
<tr>
<td>POWELL CEMETARY</td>
<td>0.5</td>
<td>407-254-6770 - Passive park (Graveyard) north of S. Orange Ave. off Jewel Drive</td>
<td></td>
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</tr>
<tr>
<td>R.D. KEENE PARK</td>
<td>52</td>
<td>407-876-6696 - 10900 Chase Road, Windermere, FL 34786 - 7 mi. N.W. of C.R. 535 off Chase Road on Lake Isleworth.</td>
<td></td>
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</tr>
<tr>
<td>RIVERSIDE ACRES PARK</td>
<td>8.1</td>
<td>407-836-6200 - 8636 Garnet Ave., Orlando, FL 32810 - Intersection of Forest City and Drake on Little Wekiva River.</td>
<td></td>
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</tr>
<tr>
<td>Park Name</td>
<td>Acres</td>
<td>Address</td>
<td>Phone</td>
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<tr>
<td>ROLLING HILLS PARK</td>
<td>9.6</td>
<td>6400 Yucatan Drive, Orlando, FL 32803.</td>
<td>407-254-9160</td>
<td></td>
</tr>
<tr>
<td>ROOSEVELT MARTIN PARK</td>
<td>0.5</td>
<td>407-836-6200 - 210 Bayshore Drive, Orlando.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ROOSEVELT NICHOLS PARK</td>
<td>6</td>
<td>407-886-4231 - 1601 Hermit Smith Road, Apopka, FL 32712.</td>
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</tr>
<tr>
<td>ROSE PLACE</td>
<td>18</td>
<td>407-254-9050 - 8200 Old Winter Garden Road, Orlando.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SHADOW BAY PARK</td>
<td>111</td>
<td>407-254-9175 - Intersection of Old Winter Garden Road and Apopka Vineland Road.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SOUTH ECON COMMUNITY PARK</td>
<td>62</td>
<td>3800 South Eконlockhatchee Trail, Orlando, FL 32829.</td>
<td></td>
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</tr>
<tr>
<td>SOUTH LAKE MANN PARK</td>
<td>0.5</td>
<td>407-836-6200 - 4321 Raleigh St., Orlando, FL 32811.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SOUTH ORANGE YOUTH SPORTS COMPLEX</td>
<td>28</td>
<td>407-858-4725 - 11800 S. Orange Ave., Orlando, FL 32809.</td>
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<tr>
<td>SPLIT OAK FOREST</td>
<td>1,134</td>
<td>407-254-6840 - Access by hiking trail located within Moss Park.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>S.R. 50 BOAT RAMP</td>
<td>1</td>
<td>407-254-9310 - 28500 E. Colonial Drive, Orlando, FL 32709.</td>
<td></td>
<td></td>
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<tr>
<td>SUMMERPORT NEIGHBORHOOD PARK</td>
<td>6</td>
<td>6491 Bridgewater Crossings Blvd., Windermere, FL 34786.</td>
<td></td>
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<tr>
<td>TAFT NEIGHBORHOOD PARK</td>
<td>2</td>
<td>124 Cypress Street, Orlando, FL 32824.</td>
<td></td>
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</tr>
<tr>
<td>TAFT BALL FIELD</td>
<td>1</td>
<td>407-254-9040 - 1140 5th Ave., Orlando, FL 32824.</td>
<td></td>
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<tr>
<td>TANGELO COMMUNITY PARK</td>
<td>3</td>
<td>5160 Pueblo St., Orlando, FL 32819.</td>
<td></td>
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</tr>
<tr>
<td>TILDENVILLE PARK</td>
<td>6.5</td>
<td>407-656-3299 - 202 Shongi Ave., Winter Garden, FL 34787.</td>
<td></td>
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</tr>
<tr>
<td>TIMBER SPRINGS PARK</td>
<td>5</td>
<td>16351 Timber Springs Blvd., Orlando, FL 32828.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOM STALEY HISTORICAL PARK</td>
<td>1</td>
<td>407-654-1108 - 211 East 3rd Street, Apopka, FL 32703.</td>
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</tr>
<tr>
<td>TRIMBLE PARK</td>
<td>71</td>
<td>352-383-1993 - 5802 Trimble Park Road, Tangerine, FL 32777.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TURNBULL PARK</td>
<td>2.5</td>
<td>4941 Turnbull Drive, Orlando, FL 32812.</td>
<td></td>
<td></td>
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<tr>
<td>WEST BEACH PARK</td>
<td>20.3</td>
<td>9227 Winter Garden-Vineland Road, Orlando, FL 32836.</td>
<td></td>
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<tr>
<td>WEST ORANGE PARK</td>
<td>47</td>
<td>407-656-3299 - 150 Windermere Road, Winter Garden, FL 34787.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>WEST ORANGE RECREATION CENTER</td>
<td>8</td>
<td>407-254-9245 - 309 S. West Crown Point Road, Winter Garden, FL 34787.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>WEST ORANGE TRAIL</td>
<td>22.5</td>
<td>407-654-1108 - 10 miles of equestrian trail beginning in Clarcona Horse Park.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>WEST TANGERINE PARK</td>
<td>3</td>
<td>7101 Wright Ave., Tangerine, FL 32777.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>WHEATLEY PARK</td>
<td>6</td>
<td>407-886-6255 - 2 W. 18th St., Apopka, FL 32703.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>WINTER GARDEN STATION</td>
<td>4</td>
<td>407-654-1108 - 455 E. Plant Street, Winter Garden, FL 34787.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>WINTER PARK ESTATES PARK</td>
<td>0.5</td>
<td>407-836-6200 - On Aloma Ave. 1/2 mile east of Lakemont Ave.</td>
<td></td>
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</tr>
<tr>
<td>YOUNG PINE COMMUNITY PARK</td>
<td>27</td>
<td>5201 Young Pine Road, Orlando, FL 32829.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>YUCATAN PARK</td>
<td>11</td>
<td>6400 Yucatan Drive, Orlando, FL 32803.</td>
<td>407-254-9160</td>
<td></td>
</tr>
</tbody>
</table>
SMARTPHONE APPS FOR MOBILE DEVICES

**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.

**OC Mobile** is a limited collection of device-responsive web pages from the Orange County website.

**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.