

# CITY RESOURCE GUIDE

*SERVICES DESIGNED TO  
ENHANCE THE QUALITY OF LIFE  
IN OUR NEIGHBORHOODS*



CITY OF ORLANDO

Greetings Neighbors,

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



Mayor Buddy Dyer

**Here are City resources and programs neighborhood organizations may use to enhance or maintain quality of life in City neighborhoods.**

### **Communications & Neighborhood Relations**

**407.246.2169**

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

### **Neighborhood Watch 407.246.2369**

OPD's Neighborhood and Business Watch Unit provides crime prevention programs for your business, home and neighborhood, which are designed to reduce crime. The Neighborhood and Business Watch Unit provides free training from law enforcement on inexpensive ways to safeguard your business, home and property. This is your opportunity to help make your neighborhood and community as safe as they should be. For more information call the office.

### **Citizen Observer Program "COP" 407.246. 2461**

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

## **Community and Neighborhood Centers**

**407.246.4300**

There are 22 Community/Neighborhood Centers located throughout the City of Orlando offering various community recreation programs for citizens of all ages. The City's Neighborhood Centers also provide neighborhood associations a free place to hold meetings. For more information, contact the Recreation Division, at 407.246.4300.

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

Provides grant funds for neighborhoods, nonprofit organizations and schools. Neighborhood organizations may apply for up to \$5,000 for neighborhood improvements that address neighborhood needs and improve the quality of life in City of Orlando neighborhoods. Neighborhood, condominium, resident and homeowner associations must implement physical improvements, public safety or educational projects and programs that benefit neighborhood residents. Schools and nonprofit organizations may apply for up to \$10,000 for programs that address youth crime prevention and anti-violence or provide educational and academic enrichment for our City's youth during non-school hours. For more information on this grant program, visit [cityoforlando.net/grants](http://cityoforlando.net/grants) or contact Julie Tindall at 407.246.3275.

## **Green Up Orlando 407.246.3504**

This program was created in 1985 to increase the City's tree canopy and to beautify the appearance of the community by encouraging citizens and groups to plant trees and shrubs. The City's Parks Division provides all the planting materials and tools and the residents provide the labor. To schedule a Green Up contact Jan Rahill at 407.246.3504.

## **Green Works Orlando 407.246.3641**

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

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

The Hispanic Office for Local Assistance (HOLA) connects individuals and families new to the Orlando community with the information, resources and tools necessary for a successful transition to their new home. For more information, contact Alicia Ramirez at 407.254.4652.

**Keep Orlando Beautiful 407.246.2752**

Keep Orlando Beautiful (KOB) is a non-profit organization administered by the City's Streets and Stormwater Division of the Public Works Department. Various beautification projects include tree/flower plantings and graffiti paint-outs. KOB also offers adopt-a-street and adopt-a-spot programs and presents beautification awards to businesses for outstanding beautification or landscape improvement. Other services include an annual Litter Index in each of the six City districts. For more information, contact Jody Goostree at 407.246.2752.

**LAKEWATCH 407.246.2257**

LAKEWATCH volunteers collect and prepare water samples from City lakes, complementing the City's current lake monitoring program. Volunteers must have boat and lake access and dedicate approximately one hour per month to the program. To sign up for lake alerts visit [cityoforlando.net/lakealert](http://cityoforlando.net/lakealert). For more information, contact the Katie Kulbaba at 407.246.2257.

**Main Street Program 407.246.3259**

The Main Street program encourages economic development within the context of historic preservation in ways appropriate to today's marketplace. The Main Street approach advocates a return to community self-reliance, local empowerment, and the rebuilding of traditional commercial districts based on their unique assets: distinctive architecture, a pedestrian-friendly environment, personal service, local ownership and a sense of community. For more information, contact Pauline Eaton at 407.246.3259 or visit [cityoforlando.net/mainstreet](http://cityoforlando.net/mainstreet).

**Neighborhood Champion Award 407.246.2169**

In recognition of the many unsung heroes that work hard to keep their neighborhood a great place to live, Orlando Mayor Buddy Dyer created the Neighborhood Champion Award. This award is geared towards City of Orlando residents, 18 or older, that consistently make a positive impact in their neighborhoods through their volunteer efforts, neighborhood organizations, or Neighborhood Watch groups. Nominations may be submitted throughout the year by completing the online nomination form located at [cityoforlando.net/mayor](http://cityoforlando.net/mayor).

**Neighborhood Traffic Calming 407.246.2281**

The City of Orlando's Neighborhood Traffic Management Program (NTMP) is a partnership between the City and its residents to identify traffic issues in neighborhoods and find appropriate solutions. The NTMP is one part of the City's commitments to the safety and livability of its residential streets. For more information, contact Transportation Engineering at 407.246.2281.

## **Speakers Bureau 407.246.2169**

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

## **Tree Planting Programs 407.246.2287**

**Green Up Orlando:** Involves citizens and groups working with City staff to plant trees. There is no cost for this program, other than time. A project can be scheduled by contacting Jan Rahill at 407.246.3504.

**Trees in the Parkway:** Trees are made available to individual homeowners to be planted in the parkway (right of way) along the City street in front of their homes. The City determines the most appropriate tree for each location. The owner must agree to water, feed and care for the tree until it is established. There is no cost for this program. For more information, visit [cityoforlando.net/fpr](http://cityoforlando.net/fpr) and click on **parks** or call 407.246.2287.

**Trees to Good Homes:** The City will work with neighborhood groups to help select the right tree for the right location by giving neighborhoods an opportunity to purchase trees at wholesale prices. Trees will be planted on private property. For more information, visit [cityoforlando.net/fpr](http://cityoforlando.net/fpr) and click on **parks** or call 407.246.2287.

## **Volunteering to Help Youth - ORLANDO CARES 407.246.3507**

Orlando Cares is Mayor Buddy Dyer's Cities of Service Initiative. Orlando Cares addresses community challenges - Youth Education and Youth Crime Prevention - by mobilizing caring citizens as volunteers to be a part of the solution. For more information visit [orlandocares.net](http://orlandocares.net) or call Andrea Hendry, Office of Community Affairs, at 407.246.3507.

**Stay informed, connected and involved in your City** - follow us on Facebook and Twitter. For all the City social media tools visit [cityoforlando.net/socialmedia](http://cityoforlando.net/socialmedia).

facebook

flickr™

twitter

YouTube

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

## **Emergencies**

**Police/Fire/Medical 9-1-1**

## **Non-emergencies**

**Fire 321.235.5200 or Police 321.235.5300**

**After-School Programs 407.246.3707**

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

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

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

**Arts & Cultural Events 407.246.3104**

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

**Block Party Permit 407.246.3661**

Required when a neighborhood organization or a group of neighbors want to have a block party in front of their homes (they must be part of the immediate neighborhood). No more than 200 people are allowed in attendance and no alcohol is permitted. This permit involves a portion of the road being closed during the hours of the party. Additional permits may be required based on the event. For more information, visit [cityoforlando.net/police](http://cityoforlando.net/police) and click on “Permits” under the “Links” column.

**Building Inspections 407.246.4444**

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

**Business Licenses 407.246.2204**

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

**Cemetery 407.246.2616**

The Greenwood Cemetery is owned and operated by the City of Orlando.

**Child Care 407.246.2288**

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

**Code Enforcement 407.246.2686**

The Code Enforcement Division enforces City codes including lot cleaning, minimum housing, zoning and parking. Report code violations at [cityoforlando.net](http://cityoforlando.net), click on “On-line Services”, click on “More”, click on [Code Enforcement](#), click on “Report a Code Violation”.

**Commissioners’ Office 407.246.2382**

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

**Community Affairs 407.246.2500**

The Office of Community Affairs assists arts and cultural, community and faith-based organizations, human services agencies and civic groups in utilizing City services and other community resources.

**Crime Prevention 407.246.2461**

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

**Discrimination 407.246.2122**

The Office of Human Relations investigates and resolves complaints of employment, housing and public accommodations discrimination.

**Emergency Management 321.235.5437**

The Office of Emergency Management provides an on-line emergency information source including information on terrorism, hurricanes, situation reports and wildfires. On the radio, tune into 1650AM (WQDC) for emergency information. During emergencies, such as hurricanes, call the City's Emergency Information Center at 407.246.4268 for up-to-date information about the current emergency.

**Employment 407.246.2235**

The Human Resources Division accepts and processes applications for employment with the City of Orlando.

**Events - Sports/Entertainment/Cultural at Orlando Venues - 407.440.7900 press 7**

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

**Exercise 407.246.2288**

The Recreation Division offers fitness centers at seven locations.

**Fire Prevention 407.246.3128**

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

**Flooding 407.246.2238**

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

**Garbage Collection 407.246.2314**

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

**Graffiti Reporting and Removal 407.254.4723**

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

**Housing Down Payment 407.246.3036**

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

**Housing Rehabilitation or Emergency Repairs 407.246.3422**

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

**Lake Litter Removal 407.246.2370**

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

**Landlord/Tenant Issues 407.246.2122**

The Office of Human Relations handles complaints involving landlord and tenant issues.

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

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

**Licenses 407.246.2271**

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

**Mayor's Office 407.246.2221**

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

**Noise Complaints 407.246.2686**

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

**Parking 407.246.2155**

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

**Parks 407.246.2283**

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

**Permitting Services 407.246.2271**

The Permitting Services Division reviews plans for code compliance and issues permits for approved plans. For more information go online to [cityoforlando.net/permits](http://cityoforlando.net/permits).

**Planning Division 407.246.2269**

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

**Pollution 407.246.2370**

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

**Potholes 407.246.2238**

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

**Recycling 407.246.2314**

The Solid Waste Management Division offers residential curbside collection once per week.

**Senior Recreation Programs 407.246.2288**

The Recreation Division has two senior centers.

**Sidewalks 407.246.2238**

The Streets & Drainage Division maintains City sidewalks.

**Speakers' Bureau 407.246.2169**

City officials and staff are available to speak to groups about City resources and programs. Go to [cityoforlando.net/speakers](http://cityoforlando.net/speakers).

**Speeding 407.246.2906**

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

**Street Closure for Parties 407.246.3661**

See Block Party Permit information in this section for details.

**Streets Complaints 407.246.2238**

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

**Street Lighting OUC customers:** Report street light outages and repairs call **407.737.4222** or visit [ouc.com](http://ouc.com).

For tree trimming around street lights, call 407.423.9018.

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

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

**Street Signs - 407.246.2100** (M-F 8 a.m -5 p.m.) or **321.235.5361** (after business hours/weekends)

Report missing street signs or signs needing replaced.

**Traffic Complaints 407.246.2906**

The Police Department provides a hotline for traffic complaints.

**Traffic Light Problems 321.235.5361** (24 Hours a day/7 days a week)

Report traffic light problems within the City of Orlando limits.

## **Trees: Removal and Trimming 407.246.2283**

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

## **Other Frequently Requested Numbers:**

### **Community Arts & Culture Events- RedChairProject.com or 407.872.2382**

Weekly updates on arts and cultural events in and around Orlando, visit [RedChairProject.com](http://RedChairProject.com). For City sponsored events on on-line to [cityoforlando.net](http://cityoforlando.net) and click on calendar at the top of the page.

### **Deed Restrictions and Covenants Documents 407.836.5115**

Orange County Comptroller's Office maintains all recorded Deed Restrictions and Covenants for mandatory condominium or homeowner associations. Many records are available on-line at [occompt.com](http://occompt.com); click on [records search](#) in the right column under Comptroller Services, once in the [Records Search Screen](#), go to the box labeled "**Both Names**" enter association name. If nothing comes up, you may need to call the Comptroller's Office to find out exactly how the name was entered into the system.

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

Heart of Florida United Way 2-1-1 & Elder Helpline is a free, one-stop source for referrals to approximately 800 health and human service agencies and 2,000 programs and services in Central Florida. 2-1-1 is available 24 hours per day, and is staffed by highly trained, bilingual operators waiting to assist people in need. Resources are accessible on-line at [refersoftware.com/211communityresources/](http://refersoftware.com/211communityresources/)

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

OUC and Progress Energy customers in need of utility payment assistance need to call United Way's 2-1-1 service **OUC's PROJECT CARE** - for customers in danger of losing their utility service because of a recent personal or family crisis. **Progress Energy" ENERGY NEIGHBOR** - for customers experiencing temporary financial difficulties, such as sudden illness, unexpected unemployment, or an emergency or personal crisis.

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

## Additional City Resources:

**Strengthen Orlando** is the City's comprehensive economic action plan to sustain our community and ensure Orlando remains in position for future growth and prosperity. The Strengthen Orlando plan focuses on enabling residents to better connect with vital information and much-needed resources during tough economic times. For more information and resources visit [StrengthenOrlando.com](http://StrengthenOrlando.com).

**Buy Local Orlando** Connects Orlando's businesses with the buying power of our local community. Visit [buylocalorlando.net](http://buylocalorlando.net) to register for and print your FREE Buy Local Orlando consumer card and start saving money through special offers and discounts offered at Buy Local Orlando merchants. For more information, visit [buylocalorlando.net](http://buylocalorlando.net) or call the City's Economic Development Department at 407.246.3109.

**Citizen Police Academy 407.246.2461** The Orlando Police Department's Citizen Police Academy is free of charge and offered twice a year. The class ranges from 12-14 weeks and is held on Tuesday evenings from 6:30 to 9:30 p.m. at the Orlando Police Headquarters. For more information visit [cityoforlando.net/police](http://cityoforlando.net/police) or for an application, call 407.246.2461.

**"City News"** Is the City of Orlando's weekly electronic newsletter delivered to your e-mail every Friday. City News keeps you up-to-date on what is happening in Orlando by featuring a message from the Mayor, City Council updates and information on City programs, services and events. To subscribe, visit [cityoforlando.net/elected/subscribe2/index.htm](http://cityoforlando.net/elected/subscribe2/index.htm).

**Mayor's City Academy 407.246.2169** Offers citizens a unique look inside our City's government. Participants will leave the program more informed, engaged and ready to get involved in their City government! Participants must be at least 18 years old. For more information or for an application, call 407.246.2169 or visit [cityoforlando.net/cityacademy](http://cityoforlando.net/cityacademy).

**Watch Orlando on TV** Bright House Cable Channel 199 - View City Council meetings and Orlando's two feature programs, Inside Orlando and Orlando 360. This partnership has provided the City with an outlet to showcase City operations, activities and events. Watch City of Orlando Council meetings on Orange TV every other Monday at 2 p.m. or visit [orangecountyfl.net/cms/ORANGEMEDIA/otv](http://orangecountyfl.net/cms/ORANGEMEDIA/otv) and type in City of Orlando in the search box for a schedule of City shows.

**CITY OF ORLANDO  
OFFICE OF COMMUNICATIONS &  
NEIGHBORHOOD RELATIONS**

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Orlando, FL 32802-4990  
phone: 407.246.2169 • fax: 407.246.2584  
web: [cityoforlando.net/ocnr](http://cityoforlando.net/ocnr)

**Orlando City Council**



**Orlando Mayor Buddy Dyer**  
407.246.2221  
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**District 1 Commissioner Phil Diamond**  
407.246.2001  
[Phil.diamond@cityoforlando.net](mailto:Phil.diamond@cityoforlando.net)



**District 2 Commissioner Tony Ortiz**  
407.246.2002  
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**District 3 Commissioner Robert F. Stuart**  
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**District 4 Commissioner Patty Sheehan**  
407.246.2004  
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