

The image is a vertical cover for a 'City Resource Guide'. It features a background photograph of a city scene. In the foreground, two large palm trees are positioned on either side of a central fountain. The fountain has multiple tiers and is spraying water upwards. In the background, several modern skyscrapers are visible under a clear sky. The text 'City Resource Guide' is written in a large, blue, serif font with a white outline, centered at the top. At the bottom, the text 'CITY OF ORLANDO' is written in a white, serif font with a black outline.

City Resource Guide

CITY OF ORLANDO

The City of Orlando has a variety of services available to inform and engage residents and neighborhood organizations in enhancing the quality of life in our City's neighborhoods. This City Resource Guide is divided into two sections. The first section highlights City resources neighborhood organizations may use to enhance their neighborhood. The second section is a list of the most frequently requested City telephone numbers and City information resources. **For more information about the City of Orlando and our programs and services, visit us at cityoforlando.net**

The following 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 (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/communications or contact Communications & Neighborhood Relations at 407.246.2169.

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, contact the Neighborhood Watch Unit at 407.246.2369.

Citizen Corps 407.246.3128

This program provides citizens with disaster preparedness training and volunteer opportunities including Citizen Observer Program, Citizen Police Academy and Volunteers in Police Service. For more information, contact Vicki Robles at 407.246.3128.

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 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. A project can be scheduled by contacting 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 and click on the Green Works Orlando icon.

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. 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.

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 problems 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 the Transportation Department at 407.246.2281.

SeniorLinks 407.246.2500

SeniorLinks creates a network among the City's homeowners, neighborhood, condo and resident associations to identify and establish regular contact with seniors living in a neighborhood who may be isolated in their homes due to illness, choice or lack of a family support system. Isolated seniors may be more receptive to receiving information from those they may be acquainted with rather than a stranger. For more information, contact the Office of Community Affairs at 407.246.2500.

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 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 and click on [parks](#) or call 407.246.2287.

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 asked City telephone numbers. For more information on City services, please visit our web site at cityoforlando.net.

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 and click on [calendar](#) at the top of the page. For arts and cultural events throughout greater Orlando visit 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, go to [Orlando Police Department](#) 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 407.246.4444

The Code Enforcement Division enforces City codes including lot cleaning, minimum housing, zoning and parking. Report code violations at 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 (including landlord tenant) 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.

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.

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 investigates and resolves complaints involving landlord and tenant issues.

Licenses 407.246.4444

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 407.246.4444

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.

Pollution 407.246.2370

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

Potholes 321.235.5361 (24 Hours a day/7days a week) The Streets & Stormwater Division handles repairs to City streets.

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.

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. 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.

For additional/new street lighting, call 407.246.3262.

Street Signs - 407.246.2100 (M-F 8a-5p) 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/7days 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. For City sponsored events on on-line to 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; click on [records search](#), once in the [Records Search Screen](#), enter association name in "Enter Party Name", enter code [con r](#) to reduce search to deed restrictions for both condos and HOAs. 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 <http://www.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 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.

Buy Local Orlando Connects Orlando's businesses with the buying power of our local community. Visit 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 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 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.

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.

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 and type in City of Orlando in the search box for a schedule of City shows.

COMMUNICATIONS & NEIGHBORHOOD RELATIONS

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