The Best Place to Live, Work and Raise a Family

Follow Mayor Teresa Jacobs and Orange County on social media!

OCFL Alert is a first-of-its-kind emergency notification app that delivers critical information during emergencies, including shelter locations, water and ice distribution centers, evacuation routes, public service announcements and much more.

OCFL News provides breaking news about Orange County Government in action. Stay informed of important information and emergency news releases through push notifications.

OCFL 311 allows citizens to photograph, pinpoint and report problems from potholes to hazardous sidewalk cracks from smartphones to Orange County’s 3-1-1 Service Center. It also maps relevant community information and events that impact local neighborhoods.

OCFL Serves is a convenient way to search and sign up for volunteer and community service opportunities within Orange County.

OCFL Atlas encourages citizens to become more engaged in the growth of their community by pinpointing new Orange County construction projects in real time.

PulsePoint Respond supports first-responding agencies like Orange County Fire Rescue by notifying CPR-trained citizens that an individual in a public area is experiencing sudden cardiac arrest and that they may be in a position to perform CPR until the arrival of emergency crews.

PulsePoint AED directs users to the closest publicly-accessible AED. The app enables users to upload the location of the AED, which is then verified, and becomes available to all users during an emergency.

Our mission is to serve the citizens of Orange County and our guests with integrity, honesty, fairness and professionalism. We are committed to engaging our citizens in the decision-making process in order to earn their trust and improve our quality of life.

— Orange County Mayor Teresa Jacobs
Orange County Fire Rescue 407-836-9000
www.ocfl.net/fire
Orange County Fire Rescue provides fire suppression, emergency medical and community risk reduction services to ensure our community can enjoy a high quality of life and property protection.

Orange County Non-Emergency Hotline 311
www.ocfl.net/311
Orange County’s 3-1-1 customer service center helps connect citizens to local government services. Call 3-1-1 to report stray animals, potholes and more.

Animal Services 407-836-311
www.ocnetpets.com
Offers a variety of community-based services and programs to protect pets and people, including pet adoptions, community outreach and education, foster care and volunteer programs.

For spay/neuter appointments, animal bites, stray, injured or neglected domestic animals loose in area and rabid animals, call 3-1-1 or 407-836-311.

Consumer Protection 407-836-2490
www.ocfl.net/ConsumerProtection
Processes consumer complaints and initiates investigations into fraud or alleged unfair and deceptive business practices, where indicated.

Office of Emergency Management 407-836-9140
www.ocfl.net/emergency
Coordinates planning/creation of policies and procedures regarding the execution of all major emergency and disaster operations.

Permits & Licenses 407-836-8181
www.ocfl.net/fasttrack
Orange County’s One Stop Permitting process ensures predictability, consistency, time and money savings for your business and projects.

Business Development 407-836-7317
www.ocfl.net/vendors/orangecounty/businessdevelopment
Administers the County’s Minority/Women Business Enterprise program, identifies and certifies Minority/Women Business Enterprise firms and registers Service Disabled Veteran firms located in the Orlando Metropolitan Statistical Area (Orange, Seminole, Lake and Osceola counties), and provides resources that stimulate economic growth. Other services include seminars and individual consultation.

Primary Care Access Network (PCAN) 407-836-7226
www.pcanorangecounty.com
PCAN helps to improve the access, quality and coordination of healthcare services to the underserved and uninsured infants, children, adults and families of Orange County.

Parks & Recreation 407-836-7317
www.ocfl.net/parks
Enjoy Orange County’s 100+ parks, trails and facilities, along with a variety of recreation programs, cultural events and festivals.

Orange County Arts & Cultural Affairs 407-836-7226
www.ocfl.net/arts
Orange County’s Arts & Cultural Affairs office works to elevate the status of Central Florida’s arts and culture befitting a world-class community by providing funding for arts and cultural affairs along with general information on arts-related matters.

To contact Orange County Government, call 3-1-1.
Visit Orange County’s website, www.ocfl.net.

PUBLIC SAFETY

COMMUNITY PROGRAMS

Youth Programs 407-836-6200
www.ocfl.net/YouthPrograms
Orange County Parks and Recreation has more than 100 parks and trails and offers various after-school, spring break and summer camp programs for students.

Senior Recreation 407-254-9277
www.ocfl.net/seniors
Orange County operates two senior centers and the Office on Aging provides opportunities for seniors to become involved in many recreational, socialization and exercise programs.

Veterans Services 407-836-8990
www.ocfl.net/veterans
The Orange County Veterans Service Office helps veterans claim earned benefits, including medical care and vocational training with the U.S. Department of Veterans Affairs.

Home Services 407-836-8181
www.ocfl.net/home
Providing assistance to those with care needs through home-care services.

Senior Recreation 407-254-9277
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Veterans Services 407-836-8990
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Community Services 407-836-8990
www.ocfl.net/community
Provides services and programs to improve the quality of life for residents, including youth programs, senior services and veterans assistance.

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Health & Wellness

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ARTS & CULTURE

Orange County Regional History Center 407-836-7226
www.thehistorycenter.org
Guests can journey back 12,000 years and explore four floors of interactive exhibits and a special exhibit gallery. The History Center also offers exciting education programs and events for children and adults throughout the year.

Orange County Arts & Cultural Affairs 407-836-7317
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PUBLIC INFRASTRUCTURE

Business Services

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Heath & Wellness

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About Orange County

Since 1986, Orange County has operated as a “strong mayor” form of charter government—a reflection of the County’s urban character and driving economy. Under this structure, Mayor Teresa Jacobs serves as the CEO and Chair of the Board of County Commissioners (BCC). Members of the BCC are independently-elected from 6 districts, and serve in a legislative capacity.

Mayor Jacobs is responsible for all County operations, including the efforts of more than 7,500 employees and the County’s $4.1 billion budget. Mayor Jacobs oversees crucial public safety operations for our citizens and more than 68 million annual visitors, budget allocations for the Orange County Public Library System, the Sheriff’s Office and other constitutional officers. Mayor Jacobs is elected by the citizens of unincorporated Orange County and those residing in Orlando, Apopka, Bay Lake, Belle Isle, Eatonville, Edgewater, Lake Buena Vista, Maitland, Oakland, Ocoee, Windermere, Winter Garden and Winter Park—all of which are located within Orange County.

In addition to our world-class international airport, second-largest convention center in the U.S., blockbuster theme parks and entertainment options and SunRail—the newest commuter rail in the nation—Orange County is brimming with excitement, arts, culture, sports, recreation and economic opportunity. We are home to some of the finest public venues in America, including the Amway Center, home to the NBA’s Orlando Magic, the spectacular Dr. Phillips Center for the Performing Arts, our newly-rebuilt Camping World Stadium for our professional soccer teams, Orlando City Soccer and Orlando Pride.

To tell our story of success and opportunity Orange County, the Orlando Economic Partnership and a host of partners have launched a global branding campaign, “Orlando. You Don’t Know the Half of It,” which showcases our incredible high-tech and innovation economies, along with our thrilling theme parks and gorgeous natural beauty.

Under the leadership of Mayor Jacobs, County employees embrace a “neighbors helping neighbors” philosophy, with the shared values of fairness, integrity and character, excellence and innovation, professionalism and accountability serving as the platform for providing outstanding customer service to the taxpayers and citizens of Orange County.