



**Wildflower from
Lakeland Highlands Scrub**

Section 2
Directory of Services

ABUSE HOTLINES

Spouse	1-800-799-7233
Child	1-800-962-2873
Elderly	1-800-962-2873

ADOPTIONS

Circuit Court, Civil	534-4488
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ADOPTION (PETS)

Polk County Sheriff's Office Animal Control	499-2600
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ADULT DAY CARE CENTERS

Bartow	534-0393
Lakeland	499-2606
Haines City	421-3369

Community Health and Social Services operates three licensed adult day care centers, located in Haines City, Bartow and Lakeland. These facilities have been committed to excellence for more than 22 years, offering such services as adult day care, adult day healthcare, Alzheimer's Disease Initiative and respite. Licensed nursing supervision is provided five days a week.

AERIAL PHOTOGRAPHS

Property Appraiser	534-4777
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AFFORDABLE HOUSING

Housing & Neighborhood Development	534-5240
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AGRICULTURE

Cooperative Extension Services	519-8677
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AGRICULTURE CRIMES

Polk County Sheriff's Office	534-6319
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Agriculture Watch program or crimes in the agricultural community.

ALIMONY/CHILD SUPPORT

Child Support Enforcement (State Attorney)	519-4744
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ALTERNATIVE COMMUNITY SERVICE

County Probation	534-4125
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AMBULANCE

Emergency Medical Services (EMS) 519-7400

ANIMAL CONTROL

Polk County Sheriff’s Office Animal Control 499-2600
toll free 1-888-275-8941

7115 DeCastro Road, Winter Haven, FL 33880

This division enforces the County’s Animal Control Ordinance and the State’s Dangerous Dog and Animal Cruelty Statutes, both inside and outside all city limits. County law requires that all dogs and cats three months and older have a current rabies vaccination and wear a tag. Dogs must be confined to their owner’s property or be under the owner’s control when in public areas. Animal Control investigates bite cases, dangerous dog cases and cruelty cases. It also provides animal adoption and surgical sterilization programs, picks up sick or injured dogs and cats, quarantines animals and picks up dead dogs and cats on County rights-of-way. Animal Control’s offices and kennel visiting hours are Monday through Saturday from 10:00 AM to 4:00 PM. Customer service representatives are available by phone, Monday through Friday, 8 AM to 5 PM. If you have an *emergency after hours*, call **534-0360**.

APPRAISALS/ASSESSMENTS

Property Appraiser 534-4777

AQUATIC WEEDS

Natural Resources 534-7377

AUDITS

Clerk of Courts 534-4540

AUTO TAGS (VEHICLE TRANSACTIONS)

Tax Collector 534-4700

AUTOPSIES

Medical Examiner, District 10 298-4600

BICYCLE TRAILS

Leisure Services 534-4340

BIRTH CERTIFICATES

Health Department (Vital Statistics) 519-7900

BOARD OF COUNTY COMMISSIONERS 534-6000

BOAT RAMPS

Leisure Services **534-4340**

BOAT DECALS (VEHICLE TRANSACTIONS)

Tax Collector **534-4700**

BOOKING INFORMATION, INMATES

Jail Information **534-6300**

BOOKMOBILE

Lakeland Library **834-4280**

Residents of Polk County now have access to bookmobile service. A large selection of library materials for both adults and children is available. Visitors can choose from books, audiocassettes, compact discs and videos on the wheelchair-accessible bookmobile. The bookmobile travels to many areas of Polk County. A complete list of locations with dates and times of the stops is available by contacting your local public library.

BRANCH OFFICES, COURTS

Main Courthouse, 255 North Broadway Avenue, Bartow 33830 **534-4000**

Monday-Friday, 8 AM-5 PM

Lakeland Branch, 930 East Parker Street, Lakeland, FL 33801 **603-6412**

Monday, Wednesday, Friday, 8 AM-5 PM; Tuesday, Thursday, 8 AM-6 PM

NE Branch, 3425 Lake Alfred Road, #7 Gill Jones Plaza, **401-2400**

Winter Haven, FL 33881

Monday, Wednesday, Friday, 8 AM-5 PM; Tuesday, Thursday, 8 AM-6 PM

Lake Wales Branch- 660 State Road 60 West, Lake Wales, FL 33853 **678-4002**

Monday-Friday, 8 AM-5 PM

BRIDGES, REPAIR

Traffic Engineering/ Operations **534-7334**

BUDGET & MANAGEMENT SERVICES 534-6594

330 West Church Street, 3rd floor, Drawer CA02, P.O. Box 9005, Bartow, FL 33831

Budget and Management Services (Budget Office) prepares the County budget and five-year Capital Improvement Plan. The Budget Office monitors financial trends and expenditures for the Board of County Commissioners to ensure effective and efficient use of County resources. The office also serves as the impact fee coordinator, working with other County and municipal agencies to monitor and evaluate building construction and development in order to assess fees commensurate with the impact these activities will have on the County's growth. Publications include the Biennial Budget document,



Capital Improvement Program, Impact Fee Manual and Budget-In-Brief. Polk County's fiscal year begins October 1 and ends September 30. Under the direction of the County Manager, the Budget Office prepares the proposed biennial budget based on requests from Board departments, elected officials and outside agencies. Budget work sessions are held as needed beginning in May. The proposed budget is presented to the Board in July. The final budget and the final millage rates are adopted at public hearings in September.

**BUILDING DIVISION
(PERMITS & INSPECTIONS) 534-6080**

330 West Church Street, 1st floor, Drawer CS02, P.O. Box 9005, Bartow, FL 33831

The Building Division reviews applications for building/construction permits, reviews construction plans for compliance with applicable building codes, issues permits and conducts inspections to ensure new construction is built according to the building codes. The division also registers licensed contractors, investigates complaints regarding workmanship and takes complaints to the Contractor Licensing Board as required by State Law. A "one-stop" at permitting for all types of construction, including all residential and commercial, is available at the Bartow office from 8 AM to 5 PM. A "one-stop" at permitting for single-family homes, including mobile home setup permits, is available at the following locations:

- Lakeland -- 940 East Parker Street; 8 AM-5 PM** **413-2093**
- Winter Haven -- 3425 Lake Alfred Road; 8 AM-5 PM** **401-2441**

BUILDING INSPECTION STATUS
Building Division 534-6080

BURIAL PROGRAM
Social Services 534-5387

BUS SYSTEM 534-5500 or 688-RIDE

BUSINESS DEVELOPMENT 534-4370

The Central Florida Development Council (CFDC) of Polk County's Business Development initiative assists in the creation of quality jobs by attracting new businesses and by assisting local firms in their expansion efforts, resulting in a diversified economic base. This is accomplished through working in partnership with business and community leaders, economic development organizations and chambers of commerce who promote and maintain Polk County as a quality area to conduct business. The CFDC also coordinates the Polk Works Workforce Board's 2020 program. The program's primary mission is to educate Polk County employers on how to hire, train, motivate and retain quality workers in a tight labor market. www.cfdc.org

CAMPING

Leisure Services 534-4340

CANDIDATES, ELECTION

Supervisor of Elections 534-5888

CATTLE

Cooperative Extension Services 519-8677

CENTRAL FLORIDA

DEVELOPMENT COUNCIL (CFDC) 534-4370

Citrus & Chemical Bank, 3rd floor, Suite 300, 600 North Broadway Avenue Bartow, FL 33830

The Central Florida Development Council of Polk County oversees Business Development, Tourism and Sports Marketing and Small Business Development Center. www.cfdc.org

**CENTRAL FLORIDA'S VISITOR
& CONVENTION BUREAU**

534-2500

toll free 1-800-828-7655

Citrus & Chemical Bank, 600 North Broadway, Suite 300, Bartow, FL 33830

The Central Florida's Visitors and Convention Bureau, an initiative of Polk County Tourism/Sports Marketing, focuses on increasing the number of overnight visitors to Polk County by marketing Polk County as a tourist destination to consumers, competitive and recreational athletes and groups, meetings and convention markets. www.sunsational.org

CHILD ABUSE

Hotline 1-800-962-2873

Department of Children & Families 534-7100

Healthy Families (Prevention) 603-6461

CHILD SUPPORT ENFORCEMENT

State Attorney's Office 519-4744

Domestic Relations Department, Clerk of Courts 534-4514

CITRUS

Cooperative Extension Services 519-8677



CITY/TOWN HALLS

Auburndale 1 Bobby Green Plaza, Auburndale, FL 33823	965-5530
Bartow 450 North Wilson Avenue, Bartow, FL 33830	534-0100
Davenport 1 South Allapaha Avenue, Davenport, FL 33837	419-3300
Dundee 135 Main Street, Dundee, FL 33838	419-3100
Eagle Lake 75 7th Street North, Eagle Lake, FL 33839	293-4141
Fort Meade 8 West Broadway, Fort Meade, FL 33841	285-1100
Frostproof 111 West 1st Street, Frostproof, FL 33843	635-7854
Haines City 502 Hinson Avenue, Haines City, FL 33844	421-3600
Highland Park 1317 Highland Park Drive, Lake Wales, FL 33853	676-3456
Hillcrest Heights 151 South Scenic Highway, Hillcrest Heights, FL 33827	638-2732
Lake Alfred 120 East Pomelo Street, Lake Alfred, FL 33850	291-5270
Lake Hamilton 100 Smith Avenue, Lake Hamilton, FL 33851	439-1910
Lake Wales 201 West Central Avenue, Lake Wales, FL 33853	678-4182
Lakeland 228 South Massachusetts Avenue, Lakeland, FL 33801	834-6000
Mulberry 104 South Church Avenue, Mulberry, FL 33860	425-1125
Polk City 203 Lakeshore Drive, Polk City, FL 33868	984-1375
Winter Haven 451 3rd Street NW, Winter Haven, FL 33883	291-5600

CLERK OF COURTS**534-4540***255 North Broadway Avenue, Drawer CC-1, P.O. Box 9000, Bartow, FL 33831*

Polk County's Clerk of Courts has three major responsibilities: Clerk of the Circuit and County Courts; County Recorder; and Clerk, Accountant and Auditor to the Board of County Commissioners. The Clerk of the Circuit Court is the ex-officio Clerk of the Board of County Commissioners, auditor, recorder and custodian of all County funds. The Clerk is the chief financial officer for the County and serves as the County comptroller and treasurer. As Clerk to the Board, the office maintains all records pertaining to official County activities. This includes minutes of the County Commission Board meetings, copies of ordinances and all other official County documents. As Accountant and Auditor to the Board, the Clerk keeps records and makes required reports of all monies received and disbursed by the Board. The Clerk is also responsible for investing surplus County funds. The Clerk is elected for a four-year term with no limit on the number of terms. www.polkcountyclerk.net

Circuit Court, Civil**534-4488***255 North Broadway Avenue, 1st floor, Drawer CC-2, P.O. Box 9000, Bartow, FL 33831*

This court administers: writ of mandamus, appeals, adoptions and custody, court registry, divorce and simplified divorce, foreclosures, habeas corpus, judgments and lawsuits over \$15,000, name changes, notices of civil appeals, restraining orders, writ of execution and writs of replevin and mechanic's liens.

Circuit Court, Criminal**534-4462***255 North Broadway Avenue, 1st floor, Drawer CC-9, P.O. Box 9000, Bartow, FL 33831*

This court files and maintains the records for the court on cases ranging from a third degree felony, which carries a maximum penalty of five (5) years and/or \$5,000.00 fine, to a capital felony, which carries a maximum penalty of death. Some of the charges prosecuted in this court include murder, aggravated battery, resisting arrest with violence, escape, robbery, grand theft, issuing worthless checks to obtain property, welfare fraud, lewd assault on a child and the more serious drug charges.

County Court, Civil**534-4556***255 North Broadway Avenue, 1st floor, Drawer CC-12, P.O. Box 9000, Bartow, FL 33831*

This office administers landlord/tenant disputes and evictions, judgments and lawsuits under \$15,000, repossession of property, writs of replevin and small claims. It also issues delayed birth certificates. This office also handles marriage license applications and U.S. passport applications.

County Court, Criminal**534-4446***255 North Broadway Avenue, 1st floor, Drawer CC-10, P.O. Box 9000, Bartow, FL 33831*

This department handles all cases termed misdemeanors and criminal traffic violations that have a maximum penalty of one year or less in the County jail.



The responsibilities for this department also include, but are not limited to: processing violations of County and municipal ordinances, civil traffic infractions along with misdemeanors that occur in conjunction with a civil traffic infraction (resisting arrest, etc.) and overdue parking tickets. Payments for Civil Infraction cases may now be taken by credit card by visiting our website at www.polkcountyclerk.net or calling toll-free at **1-877-716-1781**.

Domestic Relations Department **534-4514, 534-4515**

255 North Broadway Avenue, 1st floor, Drawer CC-DRD, P.O. Box 9000, Bartow, FL 33831

This office administers court-ordered payments for child support and alimony.

Domestic Violence Department **534-4180**

255 North Broadway Avenue, 1st floor, Drawer CC-16, P.O. Box 9000, Bartow, FL 33831

Advocacy staff provides counseling, referrals and processing of petitions for injunctions for protection in domestic violence cases. Staff is available 24 hours a day for handling emergency petitions and referrals.

Juvenile **534-4549**

255 North Broadway Avenue, 1st floor, Drawer CC-7, P.O. Box 9000, Bartow, FL 33831

This department assigns case numbers and manages all dependency and delinquency cases for minors up to the age of 18 years. Juvenile records, both dependency and delinquency, are confidential by Florida Law and are kept separate from all other Court records.

Marriage Licenses **534-4547**

255 North Broadway Avenue, 1st floor, Drawer CC-11, P.O. Box 9000, Bartow, FL 33831

This office prepares marriage license applications and issues the marriage license. Marriage ceremonies are performed upon request. Marriage licenses may be obtained weekdays between 8:30 AM-4:30 PM in Bartow. The Lakeland and Northeast offices are also open on Tuesday and Thursday evenings from 5 PM-6 PM.

**Official Records (Deeds), Indexing,
Recording & Tax Deeds** **534-4524, 534-4516, 534-4528**

255 North Broadway Avenue, 1st floor, Drawer CC-8, P.O. Box 9000, Bartow, FL 33831

The Clerk is responsible for all instruments that may by law be recorded in the County. These instruments include deeds, leases, agreements, mortgages, satisfactions of mortgages and tax warrants and any other instruments relating to ownership, transfer or encumbrance of, or claims against, real or personal property, or interest in it. The web page, www.polkcountyclerk.net, provides access to the index of Official Records documents recorded since January 1990. Deed and other information regarding real estate transactions in the County is available from the Clerk of Courts Official Records office. Copies of deeds and other records such as landowner by name, fictitious names, mortgages, property for sale due to back taxes (tax deeds) and tax

liens on property are available at a nominal charge. To declare residency, a Declaration of Domicile form is available. Tax Deed sales are held the second Thursday of the month and they begin promptly at 8:30 AM. The sales are held in the Jury Assembly Room located on the second floor of the Bartow courthouse. All properties being sold are located in Polk County. Information on sales rules, upcoming sales and lands available can be found on the Clerk's website. A map of Polk County, divided into areas, is also available to search for upcoming sales and lands available by area.

Passport Office **534-4562**
255 North Broadway Avenue, 1st floor, Drawer CC-11, P.O. Box 9000, Bartow, FL 33831

Probate Office **534-4478, 534-4494**
255 North Broadway Avenue, Basement, Drawer CC-4, P.O. Box 9000, Bartow, FL 33831

The Probate Office handles cases under the Baker Act (mental health), Marchman's Act (alcohol addiction), involuntary drug treatment, adjudication of incapacity, wills and estates of deceased persons and trusts, guardianship of minors and incapacitated adults, as well as adults on a voluntary basis.

CLINICS

Health Department Clinics include:

Auburndale Clinic , 1805 Hobbs Road, Auburndale	965-5400
Bartow Clinic , 2020 East Georgia Street, Bartow	519-7916
Dental Auburndale , 1805 Hobbs Road, Auburndale	965-6333
Dental Lakeland , 3241 North Lakeland Hills Boulevard, Lakeland	413-2636
Disease Outbreak , 1255 Brice Boulevard, Bartow	519-8300
Epidemiology Unit , 1255 Brice Boulevard, Bartow	519-8300
Haines City Clinic , 111 North 11th Street, Haines City	421-3204
Hepatitis Unit , 1255 Brice Boulevard, Bartow	519-8240
Immunization , 1255 Brice Boulevard, Bartow	519-8242
Lake Wales Clinic , 305 West Central Avenue, Lake Wales	678-4144
Lakeland Clinic , 3241 Lakeland Hills Boulevard, Lakeland	413-2620
Lakeland Environmental Health , 977 E. Memorial Boulevard, Lakeland	499-2550
Patient Care Clinic , 1255 Brice Boulevard, Bartow	519-8233
Petroleum Cleanup , 200 N. Kentucky Avenue, Suite 404, Lakeland	413-3325
Radiological Health , 225 Avenue D NW, Winter Haven	291-5204
Specialty Care Clinic , 1255 Brice Boulevard, Bartow	519-8233
Winter Haven Env. Health , 3425 Lake Alfred Road, #5 Gill Jones Plaza	298-4566



CODE ENFORCEMENT**534-6054***330 West Church Street, 1st floor, Drawer CS03, P.O. Box 9005, Bartow, FL 33831*

The Code Enforcement Division enforces the Polk County Land Development Code and related ordinances. This division handles complaints about abandoned or distressed vehicles, boats, trailers, substandard housing, junk, overgrown lots, commercial vehicles on residential property, etc. This division is also responsible for enforcing development standards for signs, salvage yards, landscaping and buffering and short-term rental units. Unresolved cases are scheduled to appear before the Special Magistrate.

COMMUNICATIONS DIVISION**534-6090***330 West Church Street, 1st floor, Drawer CA04, P.O. Box 9005, Bartow, FL 33831*

The Communications Division disseminates information about County government to the general public, media, other governmental agencies and the business community in order to encourage involvement between citizens and their County government. The Communications office coordinates with other County offices to ensure accurate and timely distribution of information and also operates the County's switchboard, which receives all incoming calls for the main number to County offices. The office coordinate public information efforts during emergency events, as well as legislative activities for the BoCC. The Communications Office coordinates the videotaping of BoCC meetings for later broadcast on cable television stations. The Communications Office also assists departments, as needed, with planning and production of special events. Publications about County services, including the Directory of Services and the Annual Report, are available through this office.

COMMUNITY CENTERS**Neighborhood Partnerships Office****534-7680****COMMUNITY HEALTH &
SOCIAL SERVICES DIVISION****533-1111***2135 Marshall Edwards Drive, Drawer HS02, P.O. Box 9005, Bartow, FL 33831***COMMUNITY SERVICES GROUP****534-6429***330 West Church Street, 4th Floor, Drawer CA01, P.O. Box 9005, Bartow, FL 33831*

Headed by a deputy County manager, this group consists of the Human Services, Public Safety and Neighborhood Services departments.

COMPREHENSIVE PLANNING**Long-Range Planning****534-6486****CONTRACTS****Purchasing Division****534-5610**

CONTRACTOR COMPLAINTS**Building Division****534-6080****COOPERATIVE EXTENSION SERVICES 519-8677***1702 Highway 17 South, Drawer HS03, P.O. Box 9005, Bartow, FL 33831*

The Cooperative Extension Services Division is a publicly supported education program. The mission of Cooperative Extension Services is to encourage use of the University of Florida's and other Land Grant universities' research databases in Agriculture, Natural Resources, Youth Development, Family and Consumer Sciences and Energy Conservation to increase their problem-solving capacity and to improve leadership abilities. The program is called Cooperative Extension Services because it is supported by three levels of government: County, state and federal. Local Extension Agents are faculty members of the University of Florida. It is the Agent's job to extend the knowledge and resources of the University of Florida to local people. This is done through a process involving citizen volunteers to identify local needs and design educational activities (seminars, tours, demonstrations, newsletters, printed bulletins, personal consultation, etc.) to meet those needs. Local educational programs and activities are also supported by subject matter specialists (faculty) at the University of Florida. Programs currently offered in Polk County include: environmental horticulture for homeowners, commercial citrus management, beef/forage management, commercial ornamental plant production, 4-H Youth Development, Polk County Youth Fair, Agri-Fest, nutrition education for low-income families and youth, LAKEWATCH, water conservation and water quality assessment. Other programs include: training and testing for pesticide applicators, frost warning for agricultural producers, commercial dairy production and commercial aquaculture production. Volunteers are an important component of Cooperative Extension's educational programs. Volunteers serve as 4-H Club leaders, youth activity leaders, Master Gardeners, LAKEWATCH volunteers, advisory committee members, etc. Cooperative Extension Services works with other agencies and organizations to help people improve their quality of life and protect the environment.

CORRECTIONS (BARTOW)**534-7037****COUNTY ATTORNEY'S OFFICE****534-6786***330 West Church Street, 4th floor, Drawer AT01, P.O. Box 9005, Bartow, FL 33831*

The Board of County Commissioners hires the County Attorney. The County Attorney and the assistant County attorneys represent the Board before state and federal courts and during mediation and arbitration sessions. The County Attorney provides timely legal advice to the Board and its departments and divisions. It also represents and advises the County's other constitutional officers on an as-requested basis.



COUNTY COMMISSIONERS

District 1- Bob English	534-6450
District 2- Randy Wilkinson	534-6434
District 3- Jack Myers	534-6050
District 4- Jean Reed	534-6422
District 5- Sam Johnson	534-6049

COUNTY ENGINEER

Land Development	534-6792
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COUNTY MANAGER'S OFFICE 534-6444

330 West Church Street, 4th floor, Drawer CA01, P.O. Box 9005, Bartow, FL 33831

The BoCC hires the County Manager, who is responsible for all departments under the County Commission, except for the County Attorney's Office, which answers directly to the Board. The County Manager selects, employs and supervises County personnel. The County Manager's duties are described in the County Charter and in the County Manager's ordinance. The Deputy County Managers and the Assistant County Manager assist the Manager in carrying out the decisions, policies and ordinances made by the Board.

COUNTY PROBATION 534-4125

305 North Jackson Avenue, P.O. Box 9000, Drawer CJ, Bartow, FL 33831

County Probation provides the County Court and Circuit Court judges a sentencing alternative to incarceration through three programs:

Misdemeanor Probation

Staff supervises those placed on probation, from County Court, for criminal traffic and misdemeanor charges (i.e., petit theft, worthless check, DUI, domestic violence, etc.). Referrals are made to alcohol, drug and mental health treatment agencies, employment services, shoplifting counseling classes and any other necessary resource. The offender is required to pay supervision fees, fines and restitution to victims, if applicable, and frequently must complete community service hours. The staff ensures that all ordered conditions are successfully completed or the offender is returned to court. Pre-sentence investigations are provided to the court upon request to be used at the time of sentencing. These reports include interviews with the offender, victims, witnesses and any other concerned party, as well as background information, such as local, state and national criminal history checks, and alcohol, drug or mental health evaluation recommendations.

Electronic Monitoring

Staff supervises felony violations of probation offenders who are released from jail and monitored, via Global Positioning System (GPS) technology,

pending placement in a residential substance abuse treatment program. The County Court also refers select misdemeanor offenders who are permitted to serve the balance of a jail sentence on GPS. Offenders are given specific schedules to adhere to, and are usually only allowed to leave home for verified employment or to attend ordered treatment classes.

Alternative Community Service

Staff works in conjunction with the Clerk of Court Fine Enforcement Department to provide community service referral for individuals determined as indigent and unable to pay ordered fines and court costs. Staff schedules and verifies completion of community service hours, in lieu of monies owed, giving the offender an opportunity to be in compliance with the Court's order.

COURT ADMINISTRATION 534-4690

255 North Broadway Avenue, 9th floor, Drawer J102, P.O. Box 9000, Bartow, FL 33831

The circuit court is sometimes referred to as a court of general jurisdiction, as it has jurisdiction over all cases not under the jurisdiction of the County courts. The majority of jury trials take place before one judge sitting as judge of the circuit court. Florida has 20 judicial circuits, each comprising a specific geographic area and each with a varying number of judges, dependent upon the caseload of the particular circuit. Circuit judges are elected by the voters of the various circuits in nonpartisan elections and serve for a six-year term. They are subject to a Judicial Code of Conduct. The divisions of circuit court are: civil, family, felony, juvenile and probate. The circuit court has general trial jurisdiction over matters not assigned by statute to the County courts and also hears appeals from the County court. Thus, circuit court is simultaneously the highest trial court and the lowest appellate court in Florida's judicial system. The trial jurisdiction of circuit court includes original jurisdiction over civil disputes involving more than \$15,000; controversies involving the estates of decedents, minors and persons adjudicated to be incompetent; cases relating to juveniles; criminal prosecutions for all felonies; tax disputes; actions to determine the title and boundaries of real property; suits for declaratory judgments; requests for injunctions to prevent persons from acting in an unlawful manner; and domestic cases. The Florida Constitution establishes a County court in each of Florida's 67 counties. The number of cases filed and funding by the State Legislature determines the number of County judges in each County. County judges serve six-year terms and are elected by the voters. The trial jurisdiction of County courts is established by statute and extends to civil disputes involving \$15,000 or less for causes of action, traffic cases (both criminal and civil), DUI cases, citizen disputes, less serious criminal matters (misdemeanors) and small monetary disputes (small claims).



Frequently Called Numbers:

Family Mediation & Education Department	534-4698
Jury Management	534-4568
Juvenile Court Administration	534-4604
Law Library	534-4013
Court Interpreters	534-7700
Court Reporting Management (government)	534-4009
Drug Court	534-4612
Pre-Trial Services	534-4617
Self-Help Program	534-4015

Family Mediation & Education Department 534-4698

255 North Broadway Avenue, 3rd floor, Drawer J112, P.O. Box 9000, Bartow, FL 33831

Certified mediators provide post-judgment mediation of visitation disputes in cases where child support has been ordered. They also establish visitation plans in paternity actions. Pre-judgment mediation is conducted to resolve parenting issues when ordered by the court. Classes are provided to focus on the needs of children during a separation or divorce. The department also offers classes for victims and perpetrators of domestic violence, as well as anger-management classes for teenagers.

COURTHOUSE LOCATIONS

The Clerk's Office has three branch offices located throughout the County. In addition to court-related activities, many government functions are conducted at some of these locations, including these seven functions: County Probation, Healthy Families Polk, Property Appraiser, Public Defender, State Attorney, Tax Collector and Supervisor of Elections' Voter Registration Office. The following services are provided at the branch offices:

Main Courthouse 534-4000

255 North Broadway Avenue, Bartow

Lakeland Branch 603-6412

930 East Parker Street, Lakeland, FL 33801

Monday, Wednesday and Friday, 8 AM-5 PM; Tuesday and Thursday, 8 AM-6 PM

Handles County Civil cases; files General Civil, Small Claims and Circuit Civil cases; accepts applications for marriage licenses and U.S. passports; and handles County Criminal and Traffic Court cases filed by Lakeland Police.

Northeast Branch 401-2400

3425 Lake Alfred Road, #7 Gill Jones Plaza, Winter Haven, FL 33881

Monday, Wednesday, Friday, 8 AM-5 PM; Tuesday, Thursday, 8 AM-6 PM

Handles County Civil cases; files General Civil and Small Claims cases; files cases in Circuit Civil; accepts applications for marriage licenses and U.S.

passports; handles County Criminal and Traffic Court cases filed by the Winter Haven, Auburndale, Lake Alfred, Lake Hamilton, Dundee, Haines City and Davenport Police Departments; and accepts payments of traffic fines and defensive driving school elections for cases filed in Polk County.

Lake Wales Branch 678-4002

660 State Road 60 West, Lake Wales, FL 33853; Monday-Friday, 8 AM-5 PM

Handles County Criminal and Traffic Court cases filed by the Lake Wales and Frostproof Police Departments; accepts payments of traffic fines and defensive driving school elections for cases filed in Polk County.

CRIME PREVENTION 534-6677

Through the Sheriff's Office Community Services section, a number of free crime prevention and educational programs are offered. Some of these programs are: Mobile Home Park Liaison/Elderly Services, Business Watch, Neighborhood Watch, Vial of Life, Burglary Prevention Techniques, 9-1-1 Usage, Combat Auto Theft (CAT), K-9 Demonstrations, Drug and Alcohol Awareness, McGruff The Crime Fighting Dog/Stranger Danger, Sgt. R.A.D.A.C. (Robot Against Drugs And Crime), Substance Abuse and Violence Education (S.A.V.E.), Violence in the Workplace, Car Seat Safety, Internet Safety, Identity Theft Prevention and Mail Theft Prevention.

CRIME REPORTING 534-6200

If you are the victim of a crime and you are not in immediate danger, call 534-6200 or 1-800-226-0344. For an emergency, dial 9-1-1.

CRIME STOPPERS 1-800-226-TIPS (8477)

Report crime anonymously and be eligible for a cash reward. Rewards are given for information leading to arrest or indictment of any criminal suspect.

DEATH CERTIFICATES

Health Department (Vital Statistics) 519-7900

DEED RECORDING

Official Records (Deeds), Indexing,
Recording & Tax Deeds 534-4524, 534-4516, 534-4528

DEMOGRAPHICS/POPULATIONS

Long-Range Planning 534-6486

DENTAL CARE/HEALTH

Dental Auburndale, 1805 Hobbs Road 965-6333
Dental Lakeland, 3241 North Lakeland Hills Blvd. 413-2636



**DISABLED PARKING PERMITS
(VEHICLE TRANSACTIONS)**

Tax Collector 534-4700

DISASTERS

Emergency Management 534-5600

DIVORCE

Circuit Court, Civil 534-4488

DOMESTIC RELATIONS

Domestic Relations Department 534-4514, 534-4515

DOMESTIC VIOLENCE

Domestic Violence Department 534-4180

DRAINAGE

Roadway Maintenance 534-7361

Natural Resources (Off-roadway drainage) 534-7377

DRIVER'S LICENSE OFFICES

Haines City 421-3201

Lake Wales 678-4160

Lakeland 499-2320 or 499-2323

Tallahassee (Department of Motor Vehicles) 850-922-9000

DRIVEWAY PERMITS

Building Division 534-6080

DRUG COURT

Drug Court 534-4612

DRUG HOTLINE

Polk County (Recording) 533-DRUG (3784)

DUMPING (ILLEGAL)

Code Enforcement 534-6054

EASEMENTS

Transportation Engineering 534-6700

ELDERLY SERVICES

534-5320

toll free 1-800-533-0741

1290 Golfview Avenue, Room 202, Drawer HS07, P.O. Box 9005, Bartow FL 33831

Services for the elderly who are frail, aged 60+ and disabled adults (18-59), include Case Management, Nutrition and Adult Day Care. Case management includes an initial and ongoing evaluation of the client's physical, mental, medical, environment and social condition. In-home services are provided to allow clients to remain in the least restrictive environment and to age in their community with dignity. Specific in-home services include Personal care, Homemaking Services, Emergency Alert Response, Chore, Nutrition, Respite, Transportation and Information & Referral through the Elder Helpline.

Outreach & Volunteer Coordinator

534-5320

Outreach activities are ongoing, reaching potential new clients who are currently not receiving services and/or have no knowledge of services available. Volunteer recruitment is a top priority of the Elderly Services Division. Many volunteers are needed in order to provide direct services to the elderly. An average of 3,000 volunteer hours are performed each month.

ELECTIONS

Supervisor of Elections

534-5888

ELECTRICAL PERMITS

Building Division

534-6080

ELECTRONIC MONITORING

County Probation

534-4125

EMERGENCIES

9-1-1

EMERGENCY MANAGEMENT

534-5600

1295 Brice Boulevard, Bartow, FL 33830

This division offers programs to plan, coordinate and train government and volunteer personnel in emergency preparedness. All volunteer, municipal and County agencies are combined under one countywide emergency management organization to assist residents during large-scale natural or man-made disasters. The division develops emergency plans and hazard mitigation (prevention) plans for the County. The division also reviews all emergency response formulated by hospitals, nursing homes and assisted living facilities. During times of disaster, the division functions as a coordinating agency to enhance the response of local, state and federal agencies. In addition, the 9-1-1 Program is a vital part of the division. The training of all 9-1-1 staff in the



County and the maintenance and coordination of the 9-1-1 system equipment is overseen by the 9-1-1 staff. Another key program of the division is the Addressing Office. This office generates all new addresses and street names assigned within the County. The Addressing Office coordinates re-addressing and renaming of streets within the County in an effort to enhance emergency response operations countywide. This division oversees the 9-1-1 call center, which receives and distributes every 9-1-1 call from within the County and the communications center, which dispatches all County EMS and fire vehicles, as well as selected municipal fire department responders. The remaining program housed within this division is the Emergency Radio Services Operation. All County emergency operations, i.e. fire, ambulance and law enforcement, are linked together utilizing one radio system. In addition, 99% of all municipal emergency radio operations within the County are linked together utilizing the same network. This co-location on the same radio system has proved to be invaluable in delivering emergency services to residents.

EMERGENCY MEDICAL SERVICES 519-7400

Building 250, Suite 12, Bartow Municipal Airport, P.O. Box 1458, Bartow, FL 33831

The Emergency Medical Services (EMS) Division responds to all medical calls and provides the only ambulance (EMS) service within Polk County. There are 22 EMS stations countywide, with 32 Advanced Life Support (ALS) units. The ALS units are on duty 24 hours a day. EMS also transports patients with medical conditions that require Basic Life Support to medical facilities both in and out of the County. The EMS billing office is open Monday through Friday from 8 AM to 5 PM. If you have a true emergency, remember to call 9-1-1.

ENVIRONMENTAL LANDS

Natural Resources

534-7377

The Environmental Lands section is responsible for acquiring and maintaining natural lands in Polk County.

EQUAL OPPORTUNITY OFFICE 534-5901

330 West Church Street, 4th Floor, Drawer CA05, P.O. Box 9005, Bartow FL 33831

The Equal Opportunity Office administers the Board's Equal Opportunity/Affirmative Action Program Plan, which includes ensuring organizational compliance with the Americans with Disabilities Act. The office is responsible for investigating and resolving discrimination and sexual harassment charges made against the organization, as well as facilitating and conducting employee appeal hearings and serving as the Board's liaison for the Community Relations Advisory Council. The Equal Opportunity Administrator also oversees the Office of Supplier Diversity.

EVICTON OF TENANTS

County Court, Civil

534-4556

EXEMPTION, TAX

Property Appraiser 534-4777

FACILITIES MANAGEMENT 534-5511

2160 Marshall Edwards Drive, Drawer AS02, P.O. Box 9005, Bartow, FL 33831

This division performs or coordinates all construction, maintenance and improvements of County-occupied facilities. It is also responsible for custodial services, grounds maintenance and security at County-occupied facilities.

FAMILY DEVELOPMENT

Healthy Families Polk 603-6461

FAMILY FARM/FAMILY HOMESTEAD

Growth Management Customer Service

FAMILY MEDIATION

Family Mediation & Education Department 534-4698

FARMING

Cooperative Extension Services 519-8677

FELLOWSHIP DINING/NUTRITION

Elderly Services 534-5326

FELONY

State Attorney's Office 534-4964

Circuit Court, Criminal 534-4462

FINANCIAL & STRATEGIC

PLANNING DEPARTMENT 534-6594

330 West Church Street, 3rd floor, Drawer FS01, P.O. Box 9005, Bartow, FL 33831

The Financial & Strategic Planning Department provides a strategic approach to both long-range financial planning and developing our work force and organization as a whole. This department oversees the following divisions: Budget & Management Services, Information Technology and Organization & Employee Development.

FINANCIAL ASSISTANCE

Social Services 534-5387



FIRE MARSHAL**519-7363**

The Fire Marshal's office inspects commercial and industrial properties and conducts plans review and regular fire safety inspections for unincorporated Polk County and several cities.

FIRE SERVICES**519-7350**

Building 250, Suite 1, Bartow Municipal Airport, P.O. Box 1458, Bartow, FL 33831

Fire Services has 32 fire stations, staffed by full-time and/or volunteer firefighters. Fire Services also has four Advanced Life Support (ALS) fire engines that are fully equipped and staffed with paramedics. Fire Services also handles all emergencies related to hazardous chemicals and provides a HAZMAT Team trained to cope with hazardous incidents.

FISHING LICENSES**Tax Collector****534-4700**

Send mail and payments to: P.O. Box 2016, Bartow, FL, 33831

State fishing licenses, including privileges, are available at the Tax Collector's Bartow Main Office, and at branches in Lakeland, Haines City, and Lake Wales and numerous retail and sport shops throughout Polk County. (Note: Retail and sport shop locations may include an additional handling fee.)
Online payment: www.polktaxes.com.

FLEET MANAGEMENT**534-5660**

2450 Bob Phillips Road, Drawer AS03, P.O. Box 9005, Bartow, FL 33831

The division performs and coordinates maintenance for all vehicles used by County staff on the job. It manages fuel-dispensing sites for County fleet.

FLOOD HAZARD AREA/DETERMINATIONS**Land Development****534-6792****FORECLOSURES****Circuit Court, Civil****534-4488****FOREST FIRES****Division of Forestry****648-3163****4-H & YOUTH PROGRAMS****Cooperative Extension Services****519-8677****FUTURE LAND USE****Growth Management Customer Service
(Planner-on-Call)****534-6486**

GARBAGE, RECYCLING, YARD WASTE

Solid Waste Division 284-4319

GARDENING

Cooperative Extension Services 519-8677

GENEALOGICAL LIBRARY 534-4380

100 East Main Street, Bartow, FL 33830

The Historical and Genealogical Library is housed in the historic 1908 County Courthouse. This is one of the finest historical and genealogical facilities in the Southeast. It is a secure research library, so visitors may only bring pencils, spiral notebooks and legal tablets into the library. The Library is open Tuesday-Saturday, 9 AM-5 PM and is closed on holidays.

GEOGRAPHIC INFORMATION SYSTEMS (GIS)

Property Appraiser 534-4777

Information Technology (BoCC) 534-7500

GOVERNMENT INFORMATION

Recorded Information Line 534-7600, 293-7600

GROWTH MANAGEMENT

DEPARTMENT 534-6467

330 West Church Street, 2nd floor, Drawer CS01, P.O. Box 9005, Bartow, FL 33831

The Growth Management Department is responsible for ensuring safe and orderly growth and development of the County through implementation of the County's Comprehensive Plan and through the enforcement of relevant land development regulations and construction codes. The Comprehensive Plan is a 20-year plan that establishes future land uses for the unincorporated portion of the County and includes policies for various development issues, such as housing, recreation & open space, transportation, water & sewer, drainage, natural resources, etc. This department is responsible for the following divisions: Building, Land Development and Long-Range Planning.

HAZARDOUS WASTE

Household Hazardous Waste 499-2689

Solid Waste provides for the disposal of household hazardous waste (HHW) free to residents. Residents may drop off paints, automotive fluids, toxics and other household chemicals at the North Central Landfill, where HHW Specialists can assist customers and answer disposal questions for businesses. The division also hosts several Mobile HHW Collection Events throughout the County. Please call the Solid Waste Office for the next scheduled event.



HEALTH DEPARTMENT**519-7900***1290 Golfview Avenue, 4th floor, Bartow, FL 33830*

The Polk County Health Department is a partnership between the Florida Department of Health and the Polk County Board of County Commissioners. It is financed by federal, state and County funds to provide a wide range of services to promote and protect the health of Polk County residents and visitors. These services address medical, dental, nutritional and environmental concerns. The Health Department provides the following services: Health Promotion and Preparedness; Prenatal Care; Immunizations (including children's, flu, pneumonia and international travelers); Adult Health; Pediatrics; Hepatitis/Liver Failure Prevention and Control; Family Planning; Dental Care; School Health; Disease Outbreak Investigations; HIV/AIDS, TB and Healthy Start Case Management. The Women, Infants & Children (WIC) program provides dietary guidance and food supplements to nutritionally at-risk women, infants and children. The Vital Statistics Office keeps birth and death certificates and tracks statistics on the County's births and deaths. The Polk County Health Department investigates sanitary nuisances, rabies exposures, elevated blood lead levels and indoor air quality; inspects septic systems and biomedical waste disposal; and manages the petroleum cleanup program. The Department permits or licenses public drinking water systems, mobile home and RV parks, bars and theaters, migrant labor camps, foster homes, day care centers, swimming pools and pollutant storage tanks. The department also maintains a fully operational water bacteriological laboratory. In addition, information on radon is available to the public. Other Health Department sites include:

Auburndale Clinic , 1805 Hobbs Road, Auburndale	965-5400
Bartow Clinic , 2020 East Georgia Street, Bartow	519-7916
Dental Auburndale , 1805 Hobbs Road, Auburndale	965-6333
Dental Lakeland , 3241 North Lakeland Hills Boulevard, Lakeland	413-2636
Disease Outbreak , 1255 Brice Boulevard, Bartow	519-8300
Epidemiology Unit , 1255 Brice Boulevard, Bartow	519-8300
Haines City Clinic , 111 North 11th Street, Haines City	421-3204
Hepatitis Unit , 1255 Brice Boulevard, Bartow	519-8240
Immunization , 1255 Brice Boulevard, Bartow	519-8242
Lake Wales Clinic , 305 West Central Avenue, Lake Wales	678-4144
Lakeland Clinic , 3241 Lakeland Hills Boulevard, Lakeland	413-2620
Lakeland Environmental Health , 977 E. Memorial Boulevard, Lakeland	499-2550
Patient Care Clinic , 1255 Brice Boulevard, Bartow	519-8233
Petroleum Cleanup , 200 N. Kentucky Avenue, Suite 404, Lakeland	413-3325
Radiological Health , 225 Avenue D NW, Winter Haven	291-5204
Specialty Care Clinic , 1255 Brice Boulevard, Bartow	519-8233
Winter Haven Env. Health , 3425 Lake Alfred Road, #5 Gill Jones Plaza	298-4566

WIC Locations:

Auburndale - 1805 Hobbs Road	965-5452
Bartow - 1275 Brice Boulevard	519-7542
Haines City - 920 North 20th Street	419-3250
Lake Wales - 710 State Road 60 W	678-4013
Lakeland North - 3241 Lakeland Hills Boulevard	413-2638
Lakeland Central - 1291 Ariana Street	284-3075
Wauchula - 115 KD Revell Road	773-3276

HEALTHY FAMILIES POLK 603-6461

930 East Parker Street, Suite 306, Lakeland, Drawer HS10, P.O. Box 9005, Bartow, FL 33831

Healthy Families Polk is a voluntary home visitation program designed to promote and enhance the healthy development of children and families by promoting positive parenting and reducing poor childhood outcomes including abuse and neglect. Outreach services are provided in order to build trusting relationships, enhance maternal-infant bonding and attachment, enhance the child's physical, emotional and educational development and enhance parent-child interaction. Assistance is also provided to participating families in the use of available community services and resources.

HISTORICAL MUSEUM 534-4386

100 East Main Street, Bartow, FL 33830

The Polk County Historical Museum, housed in the historic 1908 County Courthouse, features exhibits and collections of artifacts, memorabilia and photographs that chronicle the history of Florida and Polk County. Open Tuesday-Friday, 9 AM-5 PM and Saturday, 9 AM-3 PM. Closed holidays.

HOMESTEAD EXEMPTIONS

Property Appraiser 534-4777

HORSES

Cooperative Extension Services 519-8677

HOUSING & NEIGHBORHOOD DEVELOPMENT 534-5240

1290 Golfview Avenue, 1st floor, Drawer HS04, P.O. Box 9005, Bartow, FL 33831

Housing & Neighborhood Development (HND) administers five federal and state entitlement grant programs. The division partners with nine municipal governments and works with nonprofit organizations to benefit residents most in need. HND administers the Community Development Block Grant Program and the State Housing Initiatives Partnership Program for the City of Winter Haven. The division's primary objective is assisting the development of



sustainable communities. Sustainable communities are achieved by implementing community transformation through rekindling pride and self-sufficiency and the provision of improved community facilities and services. HND also administers the affordable housing and the rehabilitation program funded by the HOME Investment Partnership Program and the State Housing Initiatives Partnership (SHIP) Program. These programs are intended to increase housing opportunities for low- and moderate-income families and to rehabilitate substandard homes in keeping with the policy set by the BoCC that stable neighborhoods are the cornerstone of community development.

HOUSING STANDARD VIOLATIONS

Code Enforcement **534-6054**

HUMAN SERVICES DEPARTMENT **534-5200**

1290 Golfview Avenue, Drawer HS01, P.O. Box 9005, Bartow, FL 33831

The Human Services Department ensures that immediate and basic needs of qualified citizens are being met. It also invests in community assets that will enhance the quality of life in Polk County for today and for future generations. The Human Services Department is responsible for: Community Health & Social Services, Cooperative Extension Services, County Probation, Elderly Services, Healthy Families and Transit Services.

HUNTING LICENSES

Tax Collector **534-4700**

Send mail and payments to: P.O. Box 2016, Bartow, FL, 33831

Online payments and information at: www.polktaxes.com

State hunting licenses, including privileges, are available at the Tax Collector's Main Office in Bartow, Lakeland Branch Office, Haines City Branch Office, Lake Wales Branch Office and numerous retail and sport shop locations throughout Polk County. (Note: Retail and sport shop locations may include an additional 50-cent handling fee.)

HURRICANE INFORMATION

Emergency Management **534-5600**

IMMUNIZATIONS

Health Department **519-7900**

IMPACT FEES

Building Division (Residential) **534-6080**

Growth Management Customer Service (Non Residential)

Other General Information **534-6444**

INDIGENT HEALTHCARE

Polk HealthCare Plan **533-1111**
toll free 1-888-742-2622 (1-888-PHC-BOCC)

INFORMATION TECHNOLOGY (IT) 534-7500

330 West Church Street, 5th floor, Drawer AS04, P.O. Box 9005, Bartow, FL 33831

This division manages and operates the County's computer information systems and telecommunication services. The services provided include software development, data center operations, personal computer/network design and support, Internet and website development, telephone system design and support and geographical information system (GIS) development and coordination. IT provides various levels of support for the Clerk of the Courts, Property Appraiser, Tax Collector and Tenth Judicial Circuit. IT oversees the BoCC website (www.polk-county.net). This site includes information such as the BoCC agenda, purchasing bids, employment opportunities, County history, County maps, links to other County agencies, on-line services for citizens and updated information about County programs.

**INFRASTRUCTURE & GROWTH
MANAGEMENT GROUP 534-6086**

330 West Church Street, 4th floor, Drawer CA01, P.O. Box 9005, Bartow, FL 33831

Under the direction of a deputy County manager, this group consists of the Growth Management, Utilities and Public Works departments.

INSPECTIONS

Building Division **534-6080**

INVASIVE PLANT MANAGEMENT

Natural Resources **534-7377**

IRRIGATION METERS

Utilities Customer Service **298-4100**

IRRIGATION PERMITS

Building Division **534-6080**

JAIL INFORMATION 534-6300

Visitation, bond information, inmate location, classifications, Weekend Work Release or inmate services (mail, money, counselors, etc.).



JAIL/DETENTION FACILITIES**Central County Jail & Juvenile Boot Camp** 534-6123*2390 Bob Phillips Road, Bartow, FL 33830***STAR Program** 519-3995**South County Jail** 635-6938*1103 US Hwy 98 West, Frostproof, FL 33843***Weekend Work Program** 519-4707*2170 Marshall Edwards Drive, Bartow, FL 33830***Central Booking** 534-6306*455 North Broadway Avenue, Bartow, FL 33830***JOB ASSISTANCE****Polk Works 2020 One-Stop Centers**

309 North Ingraham Street, Lakeland, FL 33801 683-5627

500 East Lake Howard Drive, Winter Haven, FL 33881 508-1100

JUNK VEHICLES**Code Enforcement** 534-6054**JURY DUTY****Jury Management (Court Administration)** 534-4568**JUVENILE DETENTION** 534-7090*2255 Bob Phillips Road, Bartow, FL 33830***LAKEWATCH****Cooperative Extension Services** 519-8677**LAND DEVELOPMENT** 534-6792*330 West Church Street, 2nd floor, Drawer CS05, P.O. Box 9005, Bartow, FL 33831*

The Land Development Division processes all applications for subdivision construction and commercial site plans before the Development Review Committee (Level 2 Reviews). The division also processes applications, prepares professional staff reports and makes recommendations on Planned Developments and Conditional Uses for the Planning Commission (Level 3 Review); changes to the County's land use/zoning map for the Planning Commission and the Board of County Commissioners (Level 4 Review); and requests for variances from the Board of Adjustment. Approval of subdivision plats by the Board of County Commissioners (Level 5 Review) are also processed by this division. The division includes the County Engineer, Site Plan Review and Current Planning. These programs advise the public



regarding the County's Land Development Regulations, including allowable uses of property, development standards, flood plain regulations and development in selected areas of the County. The division coordinates the Development Review Committee, which includes representatives from state and County agencies to ensure that proposed land development projects proceed in an efficient and coordinated manner. The division processes large land development proposals, known as Developments of Regional Impact and prepares reports and recommendations for the Planning Commission and the BoCC. Areas of the County established as Community Redevelopment Areas (CRAs) are reviewed and evaluated by the Land Development Division.

LAND USE INFORMATION

Planner-on-Call **534-6084**

LAND USE VIOLATIONS

Code Enforcement **534-6054**

LANDFILL INFORMATION

North Central Landfill, 7215 East Highway 540, Winter Haven

(Located on SR 540, between Lakeland and Winter Haven)

Hours: 7 AM-5 PM Monday-Friday; 7:30 AM-4 PM Saturday

Waste Accepted: garbage, construction and demolition debris, yard trash, recyclables, household hazardous wastes, appliances, tires (10 max) and electronics (TVs, computers).

LANDLORD/TENANT

County Court, Civil **534-4556**

Dept. of Agriculture & Consumer Services **1-800-435-7352**

LAW ENFORCEMENT

Sheriff's Office **534-6200**

toll free 1-800-226-0344

LAWN/HOME GARDENING

Cooperative Extension Services **519-8677**

LEISURE SERVICES **534-4340**

515 East Boulevard Street, Drawer CS07, P.O. Box 9005, Bartow, FL 33831

Leisure Services operates and maintains 32 park sites and 11 mini-parks, which include athletic facilities, picnic areas, an historical park and three campgrounds. The division also maintains 34 boat-launching sites with 42 ramp lanes, produces special events and conducts a summer program. There is a nominal fee for campsites and reserved facilities. Advance reservations are accepted for picnic pavilions and athletic fields only.



LIBRARY COOPERATIVE**519-7958**

In 1997, the BoCC approved formation of the Polk County Library Cooperative. As part of the cooperative agreement, residents in the unincorporated area have access to any library at no charge (fees may apply to overdue materials). Polk County also has reciprocal borrowing agreements with Lake, Orange and Osceola Counties. Library listing and map is on page 92.

LICENSES (DRIVERS)

Haines City	421-3201
Lake Wales	678-4160
Lakeland	499-2320 or 499-2323
Tallahassee (Department of Motor Vehicles)	850-922-9000

LICENSES (OCCUPATIONAL/HUNTING/FISHING)

Tax Collector	534-4700
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LICENSES (MARRIAGE)

Clerk of the Courts	534-4547
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LITTER HOTLINE

534-0282
toll free 1-877-891-6430

The hotline was established so that citizens can report litter on County rights-of-way. County personnel are available between 8 AM-5 PM, Monday-Friday, to answer the hotline (a message can be left after hours).

LIVESTOCK PRODUCTION

Cooperative Extension Services	519-8677
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LONG-RANGE PLANNING**534-6486**

330 West Church Street, 2nd floor, Drawer CS05, P.O. Box 9005, Bartow, FL 33831

The Long-Range Planning Division is responsible for the preparation and implementation of the County's Comprehensive Plan. This includes evaluating proposed amendments to the Comprehensive Plan and developing long-range plans for selected areas of the County. The division also coordinates planning efforts with other governments, including municipalities and the Polk County School Board. The division collects data and performs research regarding growth trends, the need for infrastructure required to support development, coordination of projected growth with the County's Capital Improvements Plan and the provision of information on census and demographics. The division includes the transportation planning staff for the Transportation Planning Organization.

LOOSE OR LOST PETS

Polk County Sheriff's Office Animal Control 499-2600

LOT CLEAN UP VIOLATIONS

Code Enforcement 534-6054

MAPS

Geographic Information Systems (GIS) 534-7500

Land Development 534-6792

Property Appraiser 534-4777

MARRIAGE LICENSES 534-4547

255 North Broadway Avenue, 1st floor, Drawer CC-11, P.O. Box 9000, Bartow, FL 33831

This office prepares marriage license applications and issues the marriage license. Marriage ceremonies are performed upon request. Marriage licenses may be obtained weekdays between 8:30 AM and 4:30 PM in Bartow. The Lakeland and Northeast offices are also open on Tuesday and Thursday evenings from 5 PM-6 PM

MATERNITY

Health Department 519-7900

MEDIATION

Family Mediation & Education Department 534-4698

MEDICAL CLINIC

Health Department 519-7900

MEDICAL EXAMINER, DISTRICT 10 298-4600

1021 Jim Keene Boulevard, Winter Haven, FL 33880

The Public Safety Department provides support to the Medical Examiner's Office in the performance of its duties pursuant to Florida Statutes, Chapter 406. Services provided by the Medical Examiner's Office include: investigate and determine the cause of death, determine at time of examination whether or not an autopsy is necessary, perform autopsies when certain circumstances deem it necessary, provide transportation of the decedent to the morgue, provide physical examination and review of medical records, provide transcription of dictated autopsy reports, provide trial and deposition testimony as needed and issue cremation authorization upon request.



MISDEMEANOR

State Attorney's Office 534-4800
 County Court, Criminal 534-4446

MISDEMEANOR PROBATION

County Probation 534-4125

MINORITY BUSINESS

Office of Supplier Diversity 534-5979

MOSQUITO CONTROL

Natural Resources 534-7377

MUSEUM, HISTORICAL

Leisure Services 534-4386

NATURAL RESOURCES 534-7377

4177 Ben Durrance Road, Drawer PW06, P.O. Box 9005, Bartow, FL 33831

The Natural Resources Division develops and implements natural resource management programs that protect, enhance and manage the County's environment. Programs include Environmental Lands, Invasive Plant Management, Mosquito Control, Regional Drainage, Water Resources and Water Policy. The Invasive Plant Management Section prevents the spread of exotic aquatic and upland plants on public lakes, waterways, primary drainage canals and environmental lands. Control of nuisance vegetation is accomplished using chemical, mechanical and biological methods per state and federal guidelines. The Mosquito Control Section strives to prevent mosquito-borne diseases by reducing mosquito populations through breeding-site inspections and spraying by trucks and aircraft. The Environmental Lands Program handles the acquisition and management of environmentally sensitive lands. The Regional Drainage Section investigates, restores and manages the regional surface water drainage system. The Water Resources Section monitors the water quality of our public lakes and streams and develops measures to improve our surface water quality. The division represents County interests with the Water Management Districts and State and Federal agencies through technical review and recommendations on plans, legislation, policies, rules, ordinances and other proposals having a potential impact on County water resources.

NATURE TRAILS

Leisure Services 534-4340



NEIGHBORHOOD PARTNERSHIPS 534-7680

330 West Church Street, 1st floor, Drawer CA06, P.O. Box 9005, Bartow, FL 33831

The Neighborhood Partnerships Division coordinates revitalization efforts for neighborhoods in unincorporated Polk County to stabilize and improve neighborhoods, making them safe and desirable places to live. NPO works with existing neighborhood organizations to expand resident participation and increase knowledge of and access to County services. The office works with other departments to increase their responsiveness to neighborhoods. NPO works to empower residents to take the lead in neighborhood revitalization. This office also administers the County's Neighborhood Matching Grant program, designed to improve the quality of life in County neighborhoods.

NEIGHBORHOOD SERVICES DEPARTMENT 534-5915

330 West Church Street, 1st floor, Drawer NS01, P.O. Box 9005, Bartow, FL 33831

The Neighborhood Services Department coordinates services provided to residents through four divisions: Code Enforcement, Housing and Neighborhood Development, Leisure Services and the Neighborhood Partnerships Division. It enforces the Land Development Code and County ordinances related to private property maintenance through the Special Magistrate Office.

NUISANCES, REPORTING Code Enforcement 534-6054

NUTRITION/FELLOWSHIP DINING 534-5326

The Nutrition Program administered by Elderly Services provides meals and nutrition education to individuals 60+ and to their spouses/disabled children who also reside in the home, regardless of their age. There are 14 meal sites throughout the County providing both congregated and home delivered meals. Congregate meal sites are for individuals who are mobile and able to come to the centers for meals, daily activities and socialization. Activities include nutrition education, games, celebrations, field trips, exercise, speakers, crafts and intergenerational events. Transportation is provided to and from the meal sites, if needed. Home delivered meals are provided for the homebound. The Nutrition Program serves over 30,000 meals per month. All meals are 1/3 of the daily nutrition requirement for those over the age of 50.

OCCUPATIONAL LICENSES Tax Collector 534-4700

*Send mail and payments to: P.O. Box 2016, Bartow, FL, 33831
Online payments and information at: www.polktaxes.com*

The County Commission requires all businesses located and/or operating in Polk County to obtain an annual occupational license (tax receipt).



Occupational licenses are available at the Tax Collector's Main Office in Bartow, Lakeland Branch Office, Haines City Branch Office and Lake Wales Branch Office. Municipal occupational license holders are not exempt from this requirement and must also obtain the County's occupational license.

ORGANIZATION & EMPLOYEE

DEVELOPMENT

534-6034

330 West Church Street, 3rd floor, Drawer AS01, P.O. Box 9005, Bartow, FL 33831

Organization and Employment Development fosters and supports continuous improvement efforts countywide by providing learning and development opportunities to employees, managers and teams, as well as employee involvement and recognition programs, such as the Employee Suggestion Program (SHINE), new employee orientation and tuition assistance.

OVERGROWN LOTS

Code Enforcement

534-6054

PARKS & RECREATION

Leisure Services

534-4340

PASSPORT OFFICE

534-4562

255 North Broadway Avenue, 1st floor, Drawer CC-11, P.O. Box 9000, Bartow, FL 33831

PERMITTING

Building Division

534-6080

PERSONNEL/EMPLOYMENT (BoCC) 534-6030

330 West Church Street, 2nd floor, Drawer CA03, P.O. Box 9005, Bartow, FL 33831

This division provides personnel services for the County work force including: compensation and benefits, employment services (recruitment, placement and wage/classification), volunteer services and employee relations.

PETS, ADOPTION

Polk County Sheriff's Office Animal Control

499-2600

PGTV

534-5997

330 West Church Street, 1st floor, Drawer CA04, P.O. Box 9005, Bartow, FL 33831

Polk Government Television (PGTV) is Polk County's government access cable TV channel, viewable on Bighthouse 19, Comcast 33 and live 24 hours a day on the County's website. Archived meetings and local programs are available as well on the website for on-demand viewing on your personal computer. Tune in to follow County government meetings and to learn about services, activities and initiatives of Polk County government.

PICNIC PAVILIONS

Leisure Services 534-4340

PLAN REVIEW/PROJECT STATUS

Land Development Division 534-6792

PLANNING

Land Development (Current Planning) 534-6792

Long-Range Planning (Comprehensive Planning) 534-6486

Growth Management Customer Service (Planner-on-Call)

PLATS

Property Appraiser 534-4777

PLAYGROUNDS

Leisure Services 534-4340

POISON CONTROL (24 hours) 1-800-222-1222

POLK HEALTHCARE PLAN 533-1111

toll free 1-888-742-2622 (1-888-PHC-BOCC)

The Polk HealthCare Plan is a health care program for low-income Polk County residents who are either uninsured or underinsured. The Plan, which is funded by a voter-approved ½ cent sales tax, uses a managed care approach by requiring the enrollee to select a “medical home” to receive their primary health care services. The Plan provides for comprehensive managed health care for eligible County residents, as well as a Prescription Only Program for Seniors (POP). An integrated system of health and social services provides a wide range of primary and preventive medical care. Services are provided in the patient’s local community through a countywide network of primary care physicians, specialists, hospitals, pharmacies and other health care providers. Sponsored services include primary care physician services, routine diagnostic testing, lab services, radiology, medical specialties, hospitalization, emergency room visits and prescription drugs from an approved formulary. Medical providers that are interested in becoming a Plan provider or have questions about health plan operations, should contact the Provider Relations Manager at **534-5371**. The Social Services Section performs eligibility determination based on pre-established criteria, to include household income and assets. For additional information regarding eligibility determination, please contact Social Services at **534-5387**.

POLK INFORMATION

Recorded Information Line 534-7600, 293-7600



POLK VISION**646-0439**

Formed in 2003 to bring residents together with government and community leaders to examine and address issues faced in Polk County, this diverse 26-person steering committee conducted a series of focus groups and community meetings to set priorities in six foundation areas (education, economic development, infrastructure, government, quality of life and private sector leadership). The steering committee presented and adopted a Vision on August 2, 2004, and began Phase II (implementation of strategies and development of action steps). Community members are encouraged to participate in Polk Vision to help ensure a better quality of life for all residents in years to come. For more information, visit www.polkvision.com.

POLK WORKS WORKFORCE 2020**534-2529**

Citrus & Chemical Bank, 600 North Broadway, Suite 300, Bartow, FL 33830

WorkForce 2020 is a partnership between the Polk County Workforce Development Board (Polk Works) and the BoCC Central Florida Development Council of Polk County initiative. This component markets the assets of the One Stop Centers. The office also conducts countywide Employers Edge Seminars, topical workforce seminars and provides one-on-one counseling on labor and training issues to Polk County business managers.

POLK WORKS ONE-STOP CENTERS

309 North Ingraham Street, Lakeland, FL 33801

683-5627

500 East Lake Howard Drive Winter Haven, FL 33881

508-1100

The Polk Works One-Stop Centers are operated by ACS State and Local Solutions and made possible through relationships with numerous valuable partners co-located within each center. The centers provide a seamless system of employment and training resources. Career counselors are ready to assist job seekers with selecting the best training or employment opportunity.

PRECINCT LOCATIONS**Supervisor of Elections****534-5888****PREGNANCY****Health Department****519-7900****Healthy Families Polk****603-6461****PROBATE OFFICE****534-4478, 534-4494****PROPERTY APPRAISER****534-4777**

The Property Appraiser is responsible for determining the just value of all real and tangible property in the County. It is the Property Appraiser's responsibility to produce a tax roll for all the municipalities and taxing districts. The office

administers all property exemptions and maintains an extensive property records system that includes a Geographic Information System (GIS) base map. The Property Appraiser is directly elected by the voters of Polk County to serve a four-year term with no limit on the number of terms served.

www.polkpa.org

Office Locations:

Bartow (Main Office): 255 North Wilson Avenue	534-4777
Lakeland Branch: 912 East Parker Street	413-2549
Winter Haven Branch: 3425 Lake Alfred Road, 3 Gill Jones Plaza	401-2424

PROPERTY TAXES

Tax Collector **534-4700**

Send mail and payments to: P.O. Box 1189, Bartow, FL 33831

Make on-line payments at: www.polktaxes.com

Real Estate Property Taxes

The real estate tax is a tax on real property, such as land, buildings and all other improvements to the land. Real estate taxes consist of ad valorem taxes, which are based upon the assessed value of real property and non-ad valorem assessments, which are levies based on the cost of providing a service such as fire protection and garbage collection. Real estate property taxes are assessed as of January 1st and are due November 1st. Real estate property tax payments are made at the following offices: Bartow Main Branch, Lakeland Branch, Haines City Branch, Lake Wales Branch, or payments may be placed in a drop box inside the Winter Haven Tag Agency.

Tangible Personal Property Taxes

Tangible personal property refers to furniture, fixtures and equipment located in businesses and/or rental properties and on mobile home additions where the owner of the mobile home does not also own the land upon which it is affixed. Tangible personal property taxes are assessed as of January 1st and are due November 1st. Tangible personal property tax payments are made at the following Offices of the Tax Collector: Bartow Main Branch, Lakeland Branch, Haines City Branch, Lake Wales Branch, or payments may be placed in a drop box inside the Winter Haven Tag Agency.

Other Property Tax Services

Property tax deferments and discounts for early property tax payments to qualified taxpayers are available. The Tax Collector's Office also conducts an annual tax certificate sale. (A tax certificate is a lien on property created by the nonpayment of taxes.) Qualified tax certificates holders may apply for tax deeds at the Tax Collector's Main Office.



PUBLIC DEFENDER 534-4200

255 North Broadway Avenue, Drawer PD, P.O. Box 9000, Bartow, FL 33831

The Public Defender’s Office provides legal counsel, when appointed by the Court, to those accused of criminal offenses who cannot afford to hire a lawyer. The office can be appointed to defend persons charged with felonies, misdemeanors or criminal traffic offenses in the Circuit and County Courts. It also defends children charged in Juvenile Court and individuals facing involuntary commitment for mental treatment under the Baker Act. The Public Defender is elected for a four-year term with no limit on the number of terms.

PUBLIC SAFETY DEPARTMENT 534-5600

1295 Brice Boulevard, Bartow, FL 33830

The Public Safety Department consists of the following divisions: Emergency Management, Emergency Medical Services and Fire Services. Public Safety also provides support to the Medical Examiner’s Office.

PUBLIC SAFETY

Educational Programs 519-FIRE (3473)

PUBLIC WORKS DEPARTMENT 534-6417

330 West Church Street, 2nd floor, Drawer PW01, P.O. Box 9005, Bartow, FL 33831

Transportation is responsible for the activities of the Engineering, Natural Resources, Roadway Maintenance and Traffic Engineering/Operations Divisions. The Department has a variety of duties including the maintenance and construction of roadways, the litter hotline, mosquito control, invasive plant management, drainage maintenance and construction, environmental lands acquisition and protection and water supply monitoring.

PURCHASING DIVISION 534-5610

2470 Clower Lane, Drawer AS05, P.O. Box 9005, Bartow, FL 33831

The Purchasing Division is responsible for the centralized purchasing of all supplies, equipment, services and construction. Purchasing’s objective is to obtain the best value consistent with the operational needs of the County, while maintaining fair and open competition.

RABID ANIMALS

Polk County Sheriff’s Office Animal Control 499-2600

RADIO SERVICES

Emergency Management 534-0306

RATS/RODENT CONTROL

Health Department 519-7900

RECORDED INFORMATION 534-7600, 293-7600

The Recorded Information Center is a pre-recorded message system with general information on activities and services in County government. A menu of more than 200 topics is on page 86. Messages are available in Spanish.

RECORDS

**Official Records (Deeds), Indexing,
Recording & Tax Deeds 534-4524, 534-4523, 534-4507**

RECREATION

Leisure Services 534-4340

RECYCLING 284-4319

Curbside recycling services are available to 90% of residents of unincorporated Polk County. Residents can also use Recycling Drop-Off Centers at the North Central Landfill and former Southeast Landfill. Recyclables have two categories: Rigid Materials/Containers (aluminum and steel cans, glass and plastic containers #1-#6) and Fiber/Paper/Paperboard Products (newspaper, magazines, phone books, paper grocery bags, mail and office paper and nonfood contaminated boxes).

RISK MANAGEMENT 534-5275

2010 East Georgia Street, Drawer AS06, P.O. Box 9005, Bartow, FL 33831

This division is responsible for controlling the risk exposures of the County and elected officials. This includes workers' compensation, general liability, automobile, fire, theft, health and life insurance and related programs for employees of the County and elected officials. Risk Management is also responsible for employee safety, health and wellness issues. The Risk Management Division operates the Employee Health Services, which treats employee workers' compensation injuries, conducts physical examinations for new hires, administers the Drug Free Workplace program and treats employees for sickness and minor injuries on the job. Through its onsite pharmacist, the County administers a disease-management program for employees with diabetes and hypertension.

ROADWAY MAINTENANCE 534-7361

3000 Sheffield Road, Building D, Winter Haven, P.O. Box 9005, Bartow, FL 33831

The Roadway Maintenance Division coordinates and supervises the maintenance of 2,500 miles of County roads. Six maintenance units, each responsible for a specific area of the County, accomplish the work. The division also coordinates maintenance for bridges and road drainage systems throughout the County road network.



Maintenance Unit Locations:

Auburndale Maintenance Unit #3 <i>1701 Holt Road</i>	965-5524
Dundee Maintenance Unit #4 <i>805 Myrtle Street</i>	293-0200, 421-3367
Fort Meade Maintenance Unit #2 <i>1061 Northeast Ninth Street</i>	285-9355, 285-6588
Frostproof Maintenance Unit #6 <i>350 CR 630A</i>	676-5721, 635-7879
Lakeland Maintenance Unit #5 <i>8970 North Campbell Road</i>	815-6701
Mulberry Maintenance Unit #1 <i>900 Northeast 5th Street</i>	519-4734

ROHR NURSING HOME 519-7579

2120 Marshall Edwards Drive, Bartow, FL 33830

Community Health and Social Services operates a licensed 60-bed skilled nursing facility located in Bartow. The facility has been committed to excellence for over 40 years and specializes in both long-term and sub-acute care, including “rehab to home” care following hospitalization. They offer on-site I.V. therapy and rehabilitative services such as physical, occupational and speech therapy. Licensed nursing supervision, laboratory, pharmacy and registered dietician services are available 24 hours day, 7 days a week. A full-time Activities Director and Social Worker are on staff to coordinate social events and daily activities for the residents. A full-time physician/Medical Director is responsible for overseeing the medical care provided to the residents and specialty care physician consultations are coordinated on-site for the residents for services such as podiatry, optical, psychological, hospice, etc. No appointment is necessary to tour the facility.

SANITARY CONDITIONS

Health Department 519-8330

SCHOOL BOARD (PUBLIC) 534-0500

1915 South Floral Avenue, P.O. Box 391, Bartow, FL 33831

The Polk County School Board has seven members, each from a separate district and elected countywide for four-year terms. It adopts rules and regulations to supplement those of the State Department of Education, establishes a school calendar each year and approves an annual budget. The school system has over 160 sites with a total enrollment of more than 92,000 students. The Board typically meets on the second and fourth Tuesday of each month in the School Board Auditorium of the Administration Building in

Bartow. The first meeting of the month (2nd Tuesday) is held at 1:30 PM. The second meeting (4th Tuesday) begins at 5 PM. The Superintendent of Schools is appointed by the school board, acts as the chief executive officer of the Board, carries out the policies of the Board, oversees the day-to-day operations of the district, recommends plans for school programs and makes financial recommendations regarding the budget. www.polk-fl.net

**SECTION 8 HOUSING/
FAMILY SELF-SUFFICIENCY 534-5240**

The Section 8 Housing program is funded by the U.S. Department of Housing and Urban Development and managed locally by Polk County Housing & Neighborhood Development. The program provides assistance to low-income families with safe, decent and affordable housing choices. Clients can receive social services, job counseling and training.

SENIOR CITIZENS
Elderly Services 534-5320
toll free 1-800-533-0741

SEPTIC TANK
Health Department 519-8330

SETBACK VARIANCES
Land Development 534-6792

SEWER WATER HOOK-UP
Utilities Customer Service 298-4100

SEXUAL ASSAULT
If you have been a victim of a crime and you are not in immediate danger, call 534-6200 or 1-800-226-0344. For an emergency, dial 9-1-1.

SHERIFF'S OFFICE 534-6200
toll free 1-800-226-0344

455 North Broadway Avenue, 2nd floor, Bartow, FL 33830

The Polk County Sheriff's Office is a full service law enforcement agency serving Polk County, Florida. The Sheriff is an independent constitutional officer and by function is statutorily charged with the responsibility of providing all primary law enforcement services within the unincorporated areas of Polk County. As the chief law enforcement officer of the County, the Sheriff serves a four-year term with no limit on the number of terms. Services provided include: maintaining law enforcement patrols and investigations in primarily unincorporated areas, the delivery of civil and criminal process, serving and



maintaining arrest warrants, assistance to municipal agencies, crime prevention and education programs, victim assistance services and school crossing guards for the Polk County School System. The Sheriff is responsible for administration and day-to-day operation of County detention facilities and the Polk County Juvenile Boot Camp, including inmate transportation. The agency's detention facilities consist of the South County Jail, Central County Jail, Boot Camp, regional satellite booking facilities, Central Booking and Polk County Courthouse holding areas. www.polksheriff.org

How to Report a Crime:

If you have been a victim of a crime and you are not in immediate danger, call 534-6200 or 1-800-226-0344. For an emergency, dial 9-1-1.

Citizens Information Line (Sheriff's Office) 534-6396

Information about jail visitation, community services programs, applications for concealed weapon permits, fingerprinting services and employment.

Media Information 534-6397, 534-6631, 534-6217

Judicial, Civil & Criminal Process 534-6264

Employment Opportunities 535-1900

1170 East Van Fleet Drive, Bartow

SHERIFF'S OFFICE LOCATIONS

Northwest District 577-1600

1045 Wedgewood Estates Boulevard, Lakeland

Serves Providence, Kathleen, Gibsonia, Knight's Station, Medulla and Polk City.

Southwest District 499-2400

4120 U.S. Highway 98 South, Lakeland

Serves Combee, Highland City, Mulberry, Nichols, Bartow, Fort Meade, Alturas, Bradley, Willow Oak and Bartow Air Base.

Northeast District 297-1100

3635 Avenue G NW, Winter Haven

Serves Lake Alfred, Auburndale, Inwood, Winter Haven, Eagle Lake, Haines City, Davenport, Loughman and Citrus Ridge.

Southeast District 534-6291

4011 Sergeant Mary Campbell Way, Lake Wales

Serves Poinciana, Lake Hamilton, Dundee, Waverly, Lake Wales, Frostproof, Hillcrest Heights, Indian Lake Estates, Wahneta, Eloise, south Winter Haven.

SICK/INJURED ANIMALS

Polk County Sheriff's Office Animal Control 499-2600



SIDEWALKS

Engineering (Transportation) **534-6700**

SIGNS

Traffic Engineering/Operations **534-7334**

SMALL BUSINESS

DEVELOPMENT CENTER 534-2503, 534-2504

Citrus & Chemical Bank, 3rd floor, Suite 300, 600 North Broadway Avenue, Bartow, FL 33830

The Small Business Development Center assists existing and prospective business owners in business development. Services include educational seminars, confidential and one-on-one business management counseling, on-site visits and use of their interactive website at www.polksbdc.org.

SOCIAL SERVICES

534-5387

2135 Marshall Edwards Drive, Drawer HS02, P.O. Box 9005, Bartow, FL 33831

The Social Services Section provides a wide array of social work services for eligible Polk County residents. These services include eligibility determination for the Polk HealthCare Plan, as well as limited financial assistance for shelter, utilities, food, clothing and transportation. Other services include arranging for burial/cremation services and assisting clients in completing applications for other available state and federal programs. Case Managers perform health care enrollment and orientation, assist with resource referrals and client education and provide client advocacy in a community-based setting. Case Managers are based throughout Polk County in Auburndale, Bartow, Haines City, Lake Wales, Lakeland and Winter Haven.

SOLID WASTE

284-4319

10 Environmental Loop, Winter Haven, FL 33880

Polk County provides universal garbage collection and disposal services for residents in the unincorporated areas of the County. The County employs professional refuse companies to provide the 125,000 households it services with four weekly curbside pick-ups (2-garbage, 1-yard waste and 1-recycling where available). Property owners are assessed an annual collection and disposal fee through property tax bills for these services. Solid Waste provides disposal services to County residents through one regional landfill.

North Central Landfill- 7215 East Hwy 540, Winter Haven

(Located on SR 540 between Lakeland and Winter Haven)

Hours: 7 AM-5 PM Monday-Friday; 7:30 AM-4 PM Saturday

Waste Accepted: garbage, construction & demolition debris, yard trash, recyclables, household hazardous wastes, appliances, tires (10 max) and electronics (TVs, computers).



SPAY/NEUTER

Polk County Sheriff's Office Animal Control 499-2600

SPEAKERS BUREAU**534-6090**

The Communications Division can suggest County experts to speak to groups on various subjects. These speakers can complement your program by offering information and answering questions regarding County services.

SPECIAL NEEDS PROGRAM**Emergency Management****534-5600**

The Special Needs Program provides shelter and/or transportation for residents who need assistance with health conditions and must evacuate during emergency conditions.

SPECIAL MAGISTRATE OFFICE**534-6095****SPORTS MARKETING****Polk County Sports Marketing****534-2500**

Citrus & Chemical Bank, 3rd floor, Suite 300, 600 North Broadway Avenue, Bartow, FL 33830

Polk County Sports Marketing, an initiative of Polk County Tourism and Sports Marketing, promotes "sports friendly" Polk County to competitive and recreational athletes and groups. PCSM develops new sports events, recruits events, assists existing events and markets recreation and leisure sports activities. www.centralfloridasports.com

SPOUSE ABUSE**Peace River Center Crisis Line (24 hours)****413-2700****National Domestic Violence Hotline****1-800-799-7233****STATE ATTORNEY'S OFFICE****534-4800**

255 North Broadway Avenue, Bartow, Drawer SA, P.O. Box 9000, Bartow, FL 33831

The State Attorney's Office for the 10th Judicial Circuit of Florida represents the people of the State of Florida in all criminal prosecutions in Polk, Highlands and Hardee Counties. In addition, the office advises the grand juries for those three counties and provides representation for the Florida Department of Revenue in child support enforcement matters.

Administration**534-4801**

The Administration Division, led by the State Attorney, is responsible for setting policy for the office and for its overall operation. It is responsible for hiring, personnel, budgeting and purchasing.



Child Support Enforcement**519-4744**

The Child Support Enforcement Division provides legal services for the Department of Revenue in actions to establish paternity or support, enforce out of state support orders and collect delinquent child support payments.

Diversion Services

Diversion Services offers a number of programs designed to allow those charged with minor offense a second chance while freeing the criminal justice system to concentrate on more dangerous criminals. The Deferred Prosecution program is designed to correct the behavior of those who commit minor crimes without them proceeding to court. Pre-Trial Intervention is a program which resolves nonviolent third degree felony or misdemeanor cases without the necessity of a trial or a plea. The defendants allowed into this program must be first time offenders with no significant juvenile record. The Worthless Check Program allows defendants who pass bad checks to resolve their cases by making restitution to the victim and paying a service charge to support the program. Finally, the Drug Court program is an intensive eighteen-month monitoring and treatment program designed for those who are caught in possession of drugs and have no prior felony record.

Deferred Prosecution**534-4843****Pre-Trial Intervention****534-4843****Worthless Checks****534-4874****Drug Court****534-4987****Domestic Violence****534-4861**

The Domestic Violence Division handles all contempt proceedings arising out of violations of injunctions for protection issued by judges of the Family Law Division in Polk County. In addition, the unit screens incoming domestic violence cases and provides counseling for the victims of domestic violence.

Felony**534-4964**

The Felony Division is responsible for the prosecution of all felonies, which occur in Polk County except first-degree murder. The unit includes lawyers who specialize in the areas of child sexual abuse, child abuse, economic and environmental crime and vice and major narcotics.

Felony Intake**534-4802**

The Felony Intake Division is responsible for receiving felony cases from law enforcement in Polk County and determining whether sufficient evidence exists to file charges against a defendant.

Homicide**534-4959**

The Homicide Division prosecutes first-degree murder cases in the County.



Intake

The County Court Division is responsible for the intake and prosecution of all misdemeanor and criminal traffic cases in Polk County.

Bartow	534-4911
Lakeland	499-2596
Winter Haven	401-2477

Investigations 534-4804

The Investigations Division, which is made up of investigators, provides the support to prosecutors throughout the office. In addition, several investigators are specialists in economic crime and compile the more sophisticated white collar and corruption cases, which the office prosecutes.

Juvenile 534-4905

The Juvenile Division prosecutes juveniles (defendants under the age of 18) who commit crimes in Polk County. The unit also screens those cases to determine when a juvenile should be prosecuted as an adult.

Misdemeanor, County Court 534-4926**Records 534-4844**

The Records Division maintains all of the closed files in the office's possession and handles all public records requests.

STORMWATER MANAGEMENT**Natural Resources 534-7377****SUBDIVISION REGULATIONS****Land Development Division 534-6792****SUICIDE PREVENTION****Peace River Crisis Line 519-3744****Crisis Line 519-3749****SUMMER CAMP****Leisure Services 534-4340****SUPERVISOR OF ELECTIONS 534-5888**

www.polkelections.com

Election Headquarters: 250 South Broadway Avenue, P.O. Box 1460, Bartow, FL 33831

Lakeland Branch Office: 930 East Parker Street, Lakeland, FL 33801 (open seasonally)

East Polk Branch Office: 3425 US Hwy 17 North, Winter Haven, FL 33881 (open seasonally)

SUPPLIER DIVERSITY 534-5979

330 West Church Street, 4th floor, Drawer CA05, P.O. Box 9005, Bartow, FL 33831

The Office of Supplier Diversity implements ways to encourage women and minority procurement participation, including training and development of new bidders. Its goal is to ensure a procurement environment in which women and minority-owned businesses have maximum feasible opportunity to participate in the County's procurement process and compete fairly for contracts.

SUPPORT SERVICES GROUP 534-6031

330 West Church Street, 4th floor, Drawer CA01, P.O. Box 9005, Bartow, FL 33831

Under the direction of the Assistant County Manager, this group consists of Communications, Personnel, Purchasing, Records Management, Risk Management and Fleet Management Divisions.

TAG AGENCIES (TAX COLLECTOR) 534-4700

TAX COLLECTOR 534-4700

430 East Main Street, P.O. Box 1189, Bartow, FL 33831

The position of Tax Collector is authorized as an independent unit of government by the Florida Constitution to complete a system of checks and balances. The Tax Collector serves as an agent for the State of Florida and is directly elected by the voters of Polk County to serve a four-year term.

www.polktaxes.com

Bartow Main Branch & Tag Office (Tax Collector's Building) 534-4700

430 East Main Street, Bartow

Lakeland Branch & Tag Office (Polk County Government Center) 603-6497

930 East Parker Street, Lakeland

Haines City Branch & Tag Office (Just Off U.S. 27) 298-7576

74 Maxcy Plaza Circle, Haines City

Lake Wales Branch & Tag Office (Polk County Government Center) 678-4670

658 Highway 60 West, Lake Wales

Winter Haven Tag Agency (At American Legion Post No. 8) 298-7576

300 Avenue M, NW, Winter Haven

Customer Services

The Tax Collector's Office assists customers with transactions required by state and local governing authorities. The Tax Collector's Office is organized to provide services with vehicle transactions, property taxes, hunting and fishing licenses, occupational licenses and tourist development taxes.



TAX DEED SALES

Official Records (Deeds), Indexing,
Recording & Tax Deeds 534-4524, 534-4523, 534-4075

THE BUS & DIAL-A-RIDE 534-5500

The Bus is a fixed route service that connects Fort Meade to Bartow and Frostproof to Eagle Ridge Mall via Lake Wales. Dial-a-Ride service mirrors the guidelines of the ADA service for the Winter Haven Area Transit (WHAT) system, except that it is on a space-available basis. The Bus connects six times a day with WHAT and Citrus Connection at the Courthouse in Bartow and with WHAT at the Eagle Ridge Mall in Lake Wales.

TIRES (WASTE)

Solid Waste Division 284-4319

TORNADO INCIDENTS/INFORMATION

Emergency Management 534-5600

TOURISM 534-2500

Citrus & Chemical Bank, 600 North Broadway, Suite 300, Bartow, FL 33830

Polk County Tourism and Sport Marketing's mission is to increase the number of overnight visitors to Polk County by marketing Polk County as a tourist destination to consumers, competitive and recreational athletes and groups, meetings and convention markets. For specific information about Polk County Tourism and Sports Marketing. Visit www.sunsational.org or www.centralfloridasports.com.

TOURIST DEVELOPMENT TAXES

Tax Collector 534-4700

Send mail and payments to: P.O. Box 2016, Bartow, FL, 33831

Online payments and information at: www.polktaxes.com

Transient or short-term rental property owners in Polk County are subject to a tourist development tax levied by the BoCC. Transient or short-term rentals are defined as any living quarters rented or leased for a period of six months or less. The taxes are remitted to the Tax Collector's Main Branch in Bartow.

TRAFFIC ENGINEERING/OPERATIONS 534-7334

3000 Sheffield Road, Building F, Winter Haven, Drawer TS04, P.O. Box 9005, Bartow, FL 33831

The Traffic Engineering/Operations Division coordinates the fabrication, installation and maintenance of all traffic control and informational signs and striping on County roads. It also installs and maintains electronic traffic signals on the County road system and on several systems for municipalities

and the State Department of Transportation. Traffic Engineering also performs all studies that are necessary for the efficient operation of the County road system. The Sign Shop, Signal Shop, Striping Crew and Traffic Study sections accomplish these activities.

TRAFFIC FINES/VIOLATIONS

Courthouse 534-4000

TRAFFIC SIGNALS

Traffic Engineering/Operations 534-7334

TRANSIT SERVICES ADMINISTRATION 534-5363

1290 Golfview Avenue, 2nd floor, Suite 264, Drawer HS09, P.O. Box 9005, Bartow, FL 33831

**TRANSIT SERVICES COORDINATION
& SCHEDULING****534-5500**

Polk County Transit Services offers door-to-door advance reservation transportation services for Polk County residents who are unable to arrange or provide their own transportation to medical care and essential services because of age, income, disability or being transportation disadvantaged. Services are provided for eligible clients under the Transportation Disadvantaged Non-Sponsored Trust Fund, Medicaid and numerous other programs. Activities include identifying needs in the community, applying for eligible funds, hiring for-profit operators through a competitive process and contracting with existing transit systems including Lakeland Area Mass Transit System, School Board and nonprofit social services agencies. Vehicles are available for both wheelchair and non-emergency stretcher service.

TRANSPORTATION ENGINEERING 534-6700

330 West Church Street, 1st floor, Drawer TS02, P.O. Box 9005, Bartow, FL 33831

The Engineering Division is responsible for various duties relating to roadway improvement projects in Polk County. This division performs land surveys, highway engineering and right-of-way closures and acquisitions (including paving assessments), while managing roadway project design and construction. In addition, the division maintains various records relating to County-maintained roads such as right-of-way maps, County owned lands, certified corner records, benchmark information, Lacy Boyd surveys and original government township maps. Projects managed include both in-house work and contract work to meet requirements of the five-year roadway capital improvements program.

TRANSPORTATION PLANNING ORGANIZATION

Long-Range Planning 534-6486



TRASH, JUNK, DEBRIS ON LOTS

Code Enforcement 534-6054

TREE TRIMMING

Roadway Maintenance 534-7361

TUBERCULOSIS

Health Department 965-6259

UNSAFE STRUCTURES

Code Enforcement 534-6054

**UTILITIES ADMINISTRATION
DEPARTMENT****298-4100***Administrative Offices: 1011 Jim Keene Boulevard (SR 540), Winter Haven, FL 33880**Mailing Address: Drawer ES01, P.O. Box 9005, Bartow, FL 33831**Payment Address: P.O. Box 2019, Bartow, FL 33831*

Polk County Utilities provides quality water, wastewater and reclaimed water services to approximately 40,000 residential and commercial customers, to sustain public health, protect the environment and conserve critical water resources. The department includes Utilities Customer Service, Utilities Operations, Utilities Technical Services and Utilities Capital Projects divisions.

Satellite Business Office Locations:**Lakeland:** 940 East Parker Street**Winter Haven:** 1011 Jim Keene Boulevard, SR 540 (Utilities Administration Building)**Davenport:** 45701 N. US 27, Ridgeview Plaza**UTILITIES CAPITAL PROJECTS
DIVISION****534-7300***1011 Jim Keene Boulevard (SR 540), Winter Haven, FL 33880*

This division manages projects relating to the department's community investment program. It manages engineering design contracts and multiple utility construction projects to sustain appropriate reliability, regulatory conformance and capacity to meet the needs of utility customers.

**UTILITIES CUSTOMER SERVICE
DIVISION****298-4100**

This division is responsible for customer accounts, payment processing, correspondence, adjustments, meter reading, service orders and first-line contact for customer inquiries. This division manages all fiscal, budgetary, accounting activities, auditing and governmental tracking/accountability. It is



responsible for developing the division program budgets, monitoring performance, reviewing bid requests and awards to indicate adequacy of funds and monitoring the overall financial performance for all four divisions within Polk County Utilities. The Customer Service Division provides a full range of services to its customers in the most efficient manner utilizing modern technology for improved customer convenience, economy and responsiveness.

UTILITIES OPERATIONS DIVISION 534-7351

1011 Jim Keene Boulevard (SR 540), Winter Haven, FL 33880

This division manages operations and maintenance of multiple water, wastewater and reclaimed water systems that provide services in Polk County. In addition to routine water testing, equipment repairs, treatment process controls and preventative care, personnel respond to emergencies on a 24-hour basis.

UTILITIES TECHNICAL SERVICES DIVISION 298-4237

1011 Jim Keene Boulevard (SR 540), Winter Haven, FL 33880

The Technical Services Division consists of three sections: Engineering, Permitting and Development. It reviews new developments for conformance with county standards, sustains compliance with multiple regulatory permits and monitors new construction for adherence to requirements.

VALUE ADJUSTMENT BOARD 534-6502

VEHICLE TRANSACTIONS

Tax Collector 534-4700

Send mail and payments to: *P.O. Box 1779, Bartow, FL 33831*

Make on-line payments at: www.polktaxes.com

Autos, trailers, motorcycles, boats, etc., as well as mobile homes not affixed to property also owned by the mobile home owner, must be properly titled. Such vehicles are also required to be registered annually and display a valid tag or decal. Conduct vehicle transactions at branch or tag offices. Parking placards for disabled persons are also available to qualified applicants at any one of the Tax Collector's Tag Offices.

VETERANS SERVICES 534-5220

1290 Golfview Avenue, 1st floor, Drawer HS08, P.O. Box 9005, Bartow, FL 33831

The Veteran's Services Section assists all former and current members of the Armed Forces and their dependents. The staff interviews and assists clients to determine eligibility to Veterans Administration benefits as well as helping complete applications and forms. Veterans Services monitors claims and maintains outreach services to assist clients with home visits.



VICTIM ADVOCATE

State Attorney's Office **534-4800**

VITAL STATISTICS

Health Department **519-7900**

VISITOR INFORMATION

Central Florida's Visitor & Convention Bureau **298-7565**
toll free 1-800-828-7655

VOLUNTEERS**534-6088**

330 West Church Street, 2nd floor, P.O. Box 9005, Drawer CA03, Bartow, FL 33831

Polk County Volunteer Services is a program of the Board of County Commissioners and is open to individuals ages 16 – adults. Our "Junior Volunteer" program will accept students ages 14-15 for limited assignments at the Rohr Nursing Home.

VOTER REGISTRATION

Supervisor of Elections **534-5888**

WATER

Utilities Customer Service **298-4100**

WATER CONSERVATION

Cooperative Extension Services **519-8677**

Utilities Customer Service **298-4100**

WATER, RECLAIMED

Utilities Customer Service **298-4100**

WHAT**534-5500 or 688-RIDE**

The Transit Services Division acts as the administrator and co-operator of the Winter Haven Area Transit (WHAT) bus system. WHAT provides service in Winter Haven, Auburndale and east Polk communities Monday through Friday from 6:15 AM-7:15 PM and Saturday from 7:15 AM-6:15 PM. WHAT has connections to Lakeland at the downtown Winter Haven terminal and the Courthouse in Bartow, as well as to rural routes serving Frostproof and Fort Meade. Vehicles have bicycle racks and are handicapped-accessible. Discount passes are available. Door-to-door service is available for eligible disabled riders under the Americans with Disabilities Act guidelines.



WITNESS MANAGEMENT

State Attorney's Office

534-4020

WIC (WOMEN, INFANTS & CHILDREN)

Auburndale - 1805 Hobbs Road

965-5452

Bartow - 1275 Brice Boulevard

519-7542

Haines City - 920 North 20th Street

419-3250

Lake Wales - 710 State Road 60 W

678-4013

Lakeland North - 3241 Lakeland Hills Boulevard

413-2638

Lakeland Central - 1291 Ariana Street

284-3075

Wauchula - 115 KD Revell Road

773-3276



A Cooperative Extension agent offers consultation to an area citrus producer.

