

POLK COUNTY RECORDED INFORMATION CENTER

Polk County Board of County Commissioners

A 24-hour automated information line that answers the most commonly-asked questions about county government.

HOW TO USE THE RECORDED INFORMATION CENTER

DISPONIBLE EN ESPANOL

1. Select the message you wish to hear from this listing. Be ready to take notes.
2. Dial **863-534-7600** or **863-293-7600**. Listen for the opening recording and follow its instructions to enter the three-digit number of the message you wish to hear.

If the telephone numbers are long distance from your area, please call the toll-free number 1-800-780-5346 for the BoCC switchboard. The operator can connect you to the Recorded Information Center between 8 a.m. and 5 p.m. Monday through Friday.

AGRICULTURE (Extension)

120 - General Information
121 - Commercial Agriculture
122 - 4-H Programs
123 - Gardening/Landscape Advice
125 - Polk County Lake Watch
126 - Publications
127 - Soil Testing
128 - Youth Fair
129 - Rural Pond Education Program
739 - Soil Conservation

ANIMALS

150 - General Information
151 - Animal Adoptions
152 - Animal Cruelty
153 - Animal Traps
154 - Dead Animals
155 - Lost Animals
156 - Nuisance/Dangerous Animals, Animal Bites
157 - Sick or Injured Animals, Rabies Suspects
159 - Vaccinations, License Tags
160 - Wild Animals
161 - Public Education About Animals
162 - Internet Services/Virtual Kennels
163 - Free or Low Cost Spay/Neuter Programs

AUTOMOBILES

170 - General Information
171 - Accidents
172 - Insurance Requirements
173 - Vehicle License Plates
174 - Tax Collector Service Centers
175 - New Car Warranties
176 - Repair Disputes
177 - Seat Belts, Child Restraints
178 - Traffic Tickets

BUILDING

201 - General Information
203 - Building a House or Addition
204 - Building Inspections
205 - Commercial Building Permits
206 - Contractor's Licenses Requirements
207 - Contractor's Certificate of Competency Fees
208 - Electrical Permits
209 - Electricity Released to Your Electric Company
211 - Mechanical Permits
212 - Mobile Home Permits
213 - Plumbing Permits
214 - Sign Permits
215 - Swimming Pool Permits
461 - When a Permit is Required

CHILDREN

220 - General Information
404 - Aid to Families With Dependent Children
222 - Child Abuse & Neglect
223 - Child Care Complaints
224 - Child Care Licensing
225 - Child Care Section
226 - Medical Services Available

CLERK OF THE COURTS

290 - General Information
291 - Alimony/Child Support
299 - County Court, Civil Division
298 - Domestic Violence
292 - Jury Duty
293 - Marriage Licenses
294 - Official Records
295 - Ordinances
296 - Passports
297 - Probate Division
178 - Traffic Tickets

COMMUNICATIONS (Public Information)

610 - General Information
613 - Educational Programs
614 - Media Relations
615 - Proclamations
616 - Publications
617 - Speakers Bureau
618 - PGTV (Polk Government Television)

COUNTY COMMISSIONERS

270 - General Information
271 - Board Meetings
272 - Public Hearings
273 - How to Contact Your Commissioner
274 - County Attorney's Office
615 - Proclamations

COUNTY ENGINEER

280 - General Information
281 - Flood Determinations
282 - NFIP/CRS and Floodplain Information
283 - Surveys, Plats & Mapping
284 - Subdivision/Commercial Site Information

COUNTY MANAGER

250 - General Information
251 - County Budget
253 - County Vehicles Complaints

COURTS

260 - General Information
261 - Branch Locations
262 - Circuit Court
263 - Circuit Court Judges
264 - County Court
265 - County Court Judges
430 - Small Claims Court

DOING BUSINESS WITH POLK COUNTY

300 - General Information
301 - Bids & Contracts
302 - Bid Protest Procedure

ECONOMIC DEVELOPMENT

305 - General Information
306 - Business Assistance
308 - Tourism

EMERGENCY INFORMATION

310 - General Information
311 - Ambulance Transportation/Fees
313 - House Addressing System
314 - Disaster Preparedness
315 - Hazardous Materials Information
316 - Hurricane Safety Tips
317 - Lightning Safety Tips
318 - Tornado Safety Tips
319 - Emergency Shelter Openings
327 - BoCC Employee Emergency Work Status

EMPLOYMENT

320 - General Information
321 - Equal Opportunity
322 - Job Line
324 - Volunteer Program
328 - RSVP

FIRE PROTECTION

330 - General Information
329 - False Alarms
331 - Burning Regulations
332 - Public Fire Safety Educational Programs
333 - Fire Codes Inspection Services
334 - Fire Suppression Services
335 - Fire Code Inspection Fees

HAZARDOUS WASTE

915 - Used Motor Oil Recycling
916 - Household Hazardous Waste
917 - How to Reduce Hazardous Wastes at Home

HEALTH DEPARTMENT

400 - General Information
401 - Birth Certificates
402 - Clinic Locations
403 - Investigations
404 - Medicaid
405 - Septic Tank Permits
406 - Immunization Programs
407 - Well Water Testing
408 - Dental Services
409 - WIC/Nutrition Services
410 - Petroleum Cleanup

LAND USE

720 - General Information
721 - Land Use Change Requests
722 - Setbacks
723 - Violations
724 - Land Use Districts
719 - Neighborhood Bill of Rights

LEGAL ASSISTANCE

425 - General Information
427 - Law Library
429 - Public Defender

LICENSES & PERMITS

435 - General Information
201 - Building Permits
692 - Business Tax
436 - Drivers Licenses
333 - Fireworks
691 - Fishing, Hunting Licenses
173 - License Tags
293 - Marriage Licenses

LOW INCOME ASSISTANCE

440 - General Information
441 - Food Assistance
442 - Hospital & Medical Assistance
443 - Housing Rehabilitation
444 - Indigent Burials
404 - Medicaid
446 - Medical Equipment
447 - Shelter Assistance
449 - Social Security
450 - Polk County Transit
452 - Utility Bill Assistance

NATURAL RESOURCES

725 - General Information
727 - Drainage
728 - Environmental Lands
731 - Lakes Water Quality Data
732 - Lakes Access Directory
733 - NPDES Municipal Stormwater Permit
734 - Rainfall Volunteers
736 - Water Quality Laboratory
737 - Water Resource Information
738 - Pollution Discharge to Surface Waters/Storm Sewers
460 - Invasive Plant Management
465 - Mosquito Control

NEW MESSAGES/NUMBER CHANGES

900 - Updated Listings

NUISANCES

459 - General Information
150 - Animals
460 - Invasive Plant Management
461 - Construction Without Permits
462 - Distressed Vehicles
463 - Illegal Dumping
464 - Junk
465 - Mosquito Control
466 - Overgrown Lots
467 - Tree Trimming & Removal
468 - Unsafe Residential Structures

PARKS & RECREATION

475 - General Information
476 - Parks & Boat Launching Sites
477 - Genealogical Library & Historical Museum
478 - Overnight Camping

POLK COUNTY

500 - General Information
501 - County Branch Offices
502 - Claims & Damages
503 - Elected Officials
477 - Genealogical Library & Historical Museum
505 - Municipalities/City Halls
507 - Charter

PROPERTY APPRAISER

600 - General Information
601 - Disability Exemptions
602 - Homestead Exemptions
603 - Widow/Widower Exemptions
604 - Seniors 65 and Over Exemption

RECYCLING

620 - Recycling in Polk County
912 - Curbside Recycling
920 - Waste Reduction
923 - Recycling drop off locations

ROADS & STREETS

625 - General Information
626 - Ditch Repairs, Cleaning
627 - Road Grading & Repairs
628 - Road Paving
629 - Changing Street Names
630 - Traffic Signals, Road Signs
467 - Tree Trimming & Removal

SCHOOL BOARD

650 - General Information
652 - School Volunteers
653 - Superintendent of Schools

SENIOR CITIZENS

455 - General Information
434 - Fellowship Dining
456 - Elderly Services
440 - Low Income Assistance
457 - Adult Day Health Care Centers
458 - Rohr Nursing Home
449 - Social Security
450 - Polk County Transit

SHERIFF

660 - General Information
661 - Community Services
662 - School-Related Programs

SUPERVISOR OF ELECTIONS

680 - General Information
681 - Absentee Ballots
682 - Community Services
683 - Voter Registration
684 - Working at the Polls

TAX COLLECTOR

690 - General Information
691 - Fishing/Hunting Licenses
692 - Business Tax
693 - Property Tax Certificates
694 - Property Tax
695 - Tourist Development Tax
173 - Vehicle License Plates
174 - Tax Collector Service Centers

TEMPORARY MESSAGES

941 - Various Topics

TRANSIT SERVICES

450 - Polk County Transit
437 - Winter Haven Area Transit
438 - Transportation Disadvantaged
439 - Medicaid Non-Emergency
453 - ADA Para transit
454 - Rural Bus Routes

UTILITIES (Water & Sewer)

700 - General Information
701 - Connecting to Polk County Utilities
702 - New Deposits
703 - Saving Water
704 - Service Turned On
705 - Service Turned Off
706 - Temporary Service
707 - Water Conservation
708 - Water & Sewer Rates

VETERAN SERVICES

715 - General Information

WASTE & RECYCLING (Garbage)

670 - General Information
671 - Collection Companies & Schedules
672 - Descriptions & Requirements
674 - Fees
675 - Landfill Information