

WELCOME TO THE CITY OF LAKE MARY



We are pleased you have chosen the City of Lake Mary to call home. Our city prides itself in a positive sense of community and in our high standards for quality living. We hope you enjoy living in Lake Mary and we encourage you to become an active participant in the community.

The City of Lake Mary is governed by its citizens through a Mayor and four Commissioners elected at large for two-year terms. The City Manager answers directly to the City Commission and is responsible for the day-to-day operation and administration of the City. Regularly scheduled Commission meetings are held on the first and third Thursdays of each month at 7:00 P. M. in City Hall. These meetings are broadcast live in most areas of the City on Bright House Networks Channel 491.

As a new resident, you are probably not familiar with many of the City's services and regulations. For your future reference, we have provided a brief description of some of these services, regulations and phone numbers to call if you have questions.

We hope this information is helpful to you as a new resident. We are a quality managed city and if there is other information that you feel should be included in this handout, please call the City Clerk's office at (407) 585-1423.

Lake Mary City Hall
100 N. Country Club Road
P. O. Box 958445

Lake Mary, FL 32795-8445
(407) 585-1400
Hours: 8:00 A.M.—5:00 P.M.

Lake Mary Community Center
140 E. Wilbur Avenue
(407) 585-1416

Lake Mary Events Center
260 N. Country Club Road
(407) 585-1494

Lake Mary Senior Center
911 Wallace Court
(407) 585-1466

Lake Mary Sports Complex
550 Rantoul Lane
(407) 585-1416 (Rentals)

Lake Mary Tennis Center
515 Roland Garros Lane
(407) 324-3088

Lake Mary Police Department
165 E. Crystal Lake Avenue
(407) 585-1330 non-emergency
(407) 585-1350 Chief of Police
(407) 585-1305 Crime Prevention

Fire Department/Building/Public Works/Community Development
911 Wallace Court
Lake Mary, FL 32746
(407) 585-1470 (Fire Station 37)
(407) 585-1480 (Fire Admin.)
(407) 585-1364 (Fire Prevention)
(407) 585-1362 (Building)
(407) 585-1362 (Comm. Dev.)
(407) 585-1452 (Public Works)

Fire Station 33
145 E. Crystal Lake Avenue
(407) 585-1433

IMPORTANT TELEPHONE NUMBERS

Police/Fire - Emergency.....	911
Police - Non-Emergency.....	(407) 585-1330
Fire - Non-Emergency.....	(407) 585-1470
Fire Education Request Line.....	(407) 585-1422
Building Division.....	(407) 585-1362
Building Division (Inspection Line).....	(407) 585-1347
* City Hall Hot Line.....	(407) 585-1458
City Manager.....	(407) 585-1419
City Clerk/City Commission.....	(407) 585-1423
Code Enforcement.....	(407) 585-1365
Community Center.....	(407) 585-1416
Community Development (Planning/Zoning/Engineering) ...	(407) 585-1362
Events Center.....	(407) 585-1490
Farmer's Market/Special Events.....	(407) 585-1416
Finance.....	(407) 585-1405
Frank Evans Historical Museum.....	(407) 585-1481
Human Resources.....	(407) 585-1445
Neighborhood Crime & Info. Line.....	(407) 585-1333
Parks & Recreation.....	(407) 585-1416
Public Works.....	(407) 585-1452
Senior Center.....	(407) 585-1466
Utility Billing/Customer Service (water/sewer/refuse).....	(407) 585-1448
All Others.....	(407) 585-1400

* The **City Hall Hot Line** is a dedicated line for expediting responses to citizens' suggestions, questions, complaints and concerns. While the line is available 24 hours a day, we encourage you to call between 8:00 A. M. and 5:00 P. M., Monday through Friday, when there will be a friendly voice on the other end. If that is not a convenient time then please leave a message along with your name and telephone number so that we can get back with you.

OTHER IMPORTANT NUMBERS

Animal Control.....	(407) 665-5201
Bell South.....	1-888-757-6500
Drivers License Office.....	(407) 665-1000
Florida Power & Light.....	1-800-226-3545
Florida Public Utilities.....	(386) 668-2600
Lake Mary-Heathrow Arts Festival.....	(407) 323-1142
Mosquito Control.....	(407) 665-5542
Post Office.....	1-800-275-8777
Duke Energy (formerly Progress Energy).....	(407) 629-1010
Seminole County Courthouse.....	(407) 665-4330
Seminole County Health Department.....	(407) 665-3000
Seminole County Regional Chamber of Commerce.....	(407) 333-4748
Seminole County Library.....	(407) 665-1640
Seminole County School Board.....	(407) 320-0000
Seminole County Services Building (auto registration, plates, titles, and homestead exemption).....	(407) 665-1130
Social Security Office.....	(866) 366-9560
.....	(866) 964-7379
Voter Registration.....	(407) 708-7700



**Front Row: City Manager Jackie Sova, Mayor David Mealor
 Back Row: Commissioner George Duryea, Commissioner Sidney Miller,
 Commissioner Jo Ann Lucarelli, and Commissioner Gary Brender**

<u>CITY COMMISSION/CITY MANAGER</u>	<u>DAY</u>	<u>EVENINGS</u>
David Mealor, Mayor	(407) 585-1423	(407) 402-3778
Gary Brender, Commissioner	(407) 585-1423	(407) 804-9232
George Duryea, Commissioner	(407) 585-1423
Sidney Miller, Commissioner	(407) 585-1423	(407) 323-3613
Jo Ann Lucarelli, Commissioner	(407) 585-1423
Jackie Sova, City Manager	(407) 585-1419

CITY ADVISORY BOARDS AND MEETING SCHEDULES:

- Planning & Zoning—2nd and 4th Tuesdays of each month, 6:00 P.M.
- Parks & Recreation—1st Monday of every other month, 6:00 P.M.
- Historical Commission—3rd Tuesday of every other month, 5:30 P.M.
- Elder Affairs Commission—2nd Monday of every month, 3:00 P.M.
- Code Enforcement—3rd Tuesday of every other month, 7:00 P.M.
- Police and Fire Pension—quarterly

If you are interested in serving on any of these boards, you may obtain Board Appointment Forms by calling the City Clerk at (407) 585-1423.

AVAILABLE LOCAL RESOURCES

Early Learning Coalition of Seminole County.....	(407) 871-1102
Seminole Safehouse (Domestic Violence).....	(407) 330-3933 or
Toll Free	(855) 655-7233
Legal Aid Society	(407) 834-1660
Lifeline of Central Florida Crisis Center	(407) 425-2624
Grove Counseling	(407) 327-1765
Help Now, Inc.....	(407) 847-8562
Aids Counseling & Testing	
Seminole County Health Department.....	(407) 665-3291

SEMINOLE COUNTY SCHOOLS

Various elementary, middle, and high schools serve the Lake Mary area including the following. To determine what school your child will attend, please call the Seminole County School Board at (407) 320-0000.

ELEMENTARY SCHOOLS

Lake Mary Elementary
(407) 320-5650

Wilson Elementary
(407) 320-6950

Idyllwilde Elementary
(407) 320-3750

Heathrow Elementary
(407) 320-6850

Crystal Lake Elementary
(407) 871-8150

Wicklow Elementary
(407) 320-1250

Bentley Elementary
(407) 871-9950

MIDDLE SCHOOLS

Greenwood Lakes Middle
(407) 320-7650

Millennium Middle
(407) 320-6550

Sanford Middle
(407) 320-6150

Markham Woods Middle
(407) 871-1750

HIGH SCHOOLS

Lake Mary High
(407) 320-9550

Seminole High
(407) 320-5050



REVERSE 9-1-1 REGISTRATION

Seminole County has launched the “Reverse 9-1-1” self registration portal allowing individuals to register to receive calls launched from an emergency communications center during times of hazardous materials events, missing persons, boil water notices, shelter in place orders and evacuations. All Seminole County citizens will be able to register their phones to receive “Reverse 9-1-1” phone calls regardless if your number is unlisted, you use cellular phones or you have an internet phone service.

To register for this service, simply go to www.prepareseminole.org and click “Reverse 9-1-1 Registration”.



POLICE DEPARTMENT
165 E. Crystal Lake Avenue

Among the many services offered by the Lake Mary Police Department are:

HOME/BUSINESS SECURITY SURVEY - This is a free service provided by specially trained police officers who examine the safety/security of your home or office. The officers will then make suggestions on how you can “Target Harden” your property. Call (407) 585-1305.

NEIGHBORHOOD WATCH INFORMATION LINE - This line provides current information relating to reported criminal activity and other law enforcement issues within the City. Call (407) 585-1333.

HOUSE WATCH PROGRAM - If you are expecting to be away from your home on vacation, the house watch program directs the Police Department to conduct daily checks of your home. When you return, simply notify the Police Department so that you can be removed from the house checklist. Call (407) 585-1330 to arrange for this free service.

FINGERPRINTING - Available Tuesdays and Thursdays, 8 A.M. - 4 P.M. Residents: \$5.00, Non-Residents: \$7.00.

COMMUNITY RELATIONS - Are you holding a homeowners association or community meeting and are in need of speakers? The Community Relations Division provides several programs related to crime prevention, drug abuse awareness, bicycle safety, etc. This service is free of charge. Call (407) 585-1305.

D.A.R.E. PROGRAM - Funded by the City of Lake Mary and private donations, this Drug Awareness and Resistance Education program is provided to our children to prepare them for the challenges and dangers concerning drug and alcohol abuse. For more information call (407) 585-1344.



“LOCK BOX” PROGRAM



The Lock Box Program is intended to provide police, fire and emergency medical services (EMS) access to your residence in the event of an emergency where you are unable to open the door.

A key to your home will be stored in a secure metal storage device near the entrance to your residence. The code to the lock box will only be available to police, fire or EMS personnel and used only during an emergency. All Lake Mary residents are eligible although the program is targeted towards community members age 55 and older, disabled persons who live alone, and/or have major documented medical issues. There is no charge to participate if you meet the established targeted criteria. For all other Lake Mary citizens wishing to participate, there is a onetime fee of \$17.00 to cover costs. Contact the Lake Mary Police Department’s Community Relations Office at (407) 585-1305 for more information.

SEE PAGE 11 FOR INFORMATION ON A MEDICATION DISPOSAL BOX LOCATED AT THE POLICE DEPARTMENT.

PARKS & RECREATION

The City has been actively developing a citywide parks system for the enjoyment of its citizens. A variety of parks are available to fit every need. From the active Sports Complex and the beautiful passive Liberty Park with its large picnic pavilions to Central Park with its gazebo, hosting shows as well as professional entertainment, Lake Mary has something for everyone. For more information or reservations, contact the Parks and Recreation Department at (407) 585-1416.



The **Lake Mary Sports Complex** is located at 550 Rantoul Lane. The Complex consists of 3 baseball fields (2 lighted), 1 softball field (lighted), 1 soccer/multi-purpose field (lighted), basketball courts (lighted), fishing boardwalk and concession/rest room building. The fields can be rented and reserved for games or practices by calling the Parks and Recreation Department at (407) 585-1416. The Sports Complex also offers the convenience of the “Grand Slam Batting Cages” which are seasonal. Contact the Parks and Recreation Department for information about adult and youth leagues.



The **Lake Mary Tennis Facility**, located at the corner of Country Club Road and Rantoul Lane, features 7 soft courts with a pro shop including men’s and women’s locker rooms. Memberships are available now. Stop by or call (407) 324-3088 for more information.

ANNUAL MEMBERSHIP

Resident (One Adult)	\$305	Non-resident (One Adult)	\$385
Resident (Family)	\$435	Non-resident (Family)	\$490
Resident Youth (18 and under)	\$140	Non-resident Youth	\$195

- Family includes any children 18 and under living in the same house
- Resident - living in city limits of Lake Mary

Daily rates are also available: \$8.00/person (up to 1 1/2 hours for singles or 2 hours for doubles). Call (407) 324-3088 for additional information.

PARKS & RECREATION (CONTINUED)

LAKE MARY BIKE/SKATE PARK AT THE SPORTS COMPLEX

The park features 8,000 square feet of concrete surface with rails, benches, corner banks, and a 7 1/2 foot deep bowl. It was designed and built by the world renowned Tim Payne of Team Pain Enterprises. Bikes, in-line skates, and skateboards are all welcome. Helmets and a signed liability waiver form are required to enter the park. For more information, please call (407) 585-1416.



PARK HOURS (SEASONAL)

Monday-Friday 4 P.M. - 8 P.M.
Saturday 12 P.M. - 8 P.M.
Sunday 12 P.M. - 6 P.M.

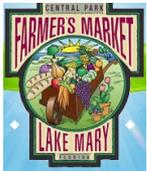
PARK ENTRANCE FEES

Daily Pass \$ 2.00
Annual Pass \$20.00

Available for private parties 10 A.M.—11:30 A.M. on Saturdays & Sundays.

The **Lake Mary Senior Center** is located at the Municipal Services Complex at 911 Wallace Court. The Seniors hold many educational, social and recreational classes, and special events. For more information and schedules, check our website at www.lakemaryfl.com/lake-mary-senior-center or call (407) 585-1466.

The **Frank Evans Center** is located at 158 N. Country Club Road and is home to the Lake Mary Historical Museum. The Lake Mary Historical Commission provides educational and cultural events for school classes, local organizations and the public. The Museum is constantly increasing its collection of local artifacts and historical information. For more details or for events, call (407) 585-1481 or visit their website at <http://www.lakemarymuseum.com>.



FARMER'S MARKET

Each Saturday from 9:00 A.M. until 1:30 P.M., visit our Farmer's Market in Central Park which is located on the grounds of City Hall. For information, call (407) 585-1416 or visit the website at www.lakemaryfl.com/farmers-market.

WineART WEDNESDAYS

WineART Wednesdays is held in the downtown Lake Mary District (just off Lake Mary Boulevard and 4th Street in Central Park) on the **First Wednesday of every month from 5 P.M. until 9 P.M.** Enjoy a beautiful stroll through the park and the sidewalks of downtown merchants lined with displays from local artists. Relax and unwind to some live music while sipping a glass of wine from the beer & wine garden in Central Park or dig into some good food available for purchase.



The **Gazebo** located adjacent to City Hall is available to rent for weddings and other events. Call (407) 585-1416 for additional information.



The **Lake Mary Events Center** is your premier corporate and social Central Florida event venue. Located in Downtown Lake Mary, on the shore of West Crystal Lake, the Events Center provides the ideal location for weddings, receptions, banquets, parties and business meetings with indoor and outdoor capability. This picturesque lakefront venue is perfect for your next event!!!



Select catering services are available for use.

Guided tours of the facility may be arranged by calling us at (407) 585-1490 or (407) 585-1494 Monday – Friday from 8:00A.M. – 5:00P.M.



TRAILBLAZER PARK SPLASH PAD & PLAYGROUND

Located at the Sports Complex on Rantoul Lane, the playground is open year round from dawn until dusk 7 days a week. The Splash Pad is open seasonally and depending on unexpected weather conditions and/or maintenance issues, may be closed. Daily passes for the splash park can be purchased at the park for \$2.00 per person per day or residents may purchase a yearly pass for \$15.00 per person at the Community Center, 140 E. Wilbur Avenue, Monday through Friday, from 9:00 A.M. until 6:00 P.M., excluding holidays. Passes cannot be purchased on the weekends. There is no charge for using the playground. For more information, call (407) 585-1416.

COMMUNITY CENTER—SEE PAGE 13

PUBLIC WORKS DEPARTMENT - 911 Wallace Court - (407) 585-1452



You should contact the Public Works Department regarding water breaks, work orders, street signs, utility line locate information, stormwater/flooding information, and questions regarding dead trees in the right-of-way. Mosquito

control is handled by Seminole County and you can call (407) 665-5542 with complaints or questions.

COMMUNITY DEVELOPMENT DEPARTMENT

911 Wallace Court

The Community Development Department serves the citizens of Lake Mary, the public, and the development community with a wide range of development-oriented services as follows: zoning and land use information, sign regulations, engineering reviews, site permitting and inspections, arbor permits, subdivision/site plan review, vacation of easements and rights-of-way, conditional uses, variances, GIS and mapping services, and the full range of building division services. For information about how we can better serve you, contact us at (407) 585-1362.



FIRE DEPARTMENT

911 Wallace Court

The Lake Mary Fire Department is made up of two divisions: Operations and Fire Prevention. Together they provide a wide variety of services to the community. In addition to emergency response, they also conduct annual fire safety and new construction inspections as well as provide fire investigations, commercial plans review, and fire and life safety education. Here are just a few of the many fire and life safety programs offered by the Fire Department:

- CPR/First Aid—Classes are offered for all groups ranging from the community level to professional rescuer, such as a nurse.
- Smoke Detector Installations/Checks—Free smoke detectors for seniors and residents in need and assistance for anyone needing a smoke detector checked or with changing a battery.
- Weather Radio Programming.
- Child Safety Seat Inspections/Installations.
- Fire Prevention/Safety Programs such as Juvenile Firesetter, Work Place and Home Fire Safety, Hurricane/Hazardous Weather Training, Fire Extinguisher Training, Fire Station tours.

The Fire Department offers many other safety-related programs and can provide training or informational brochures to both the commercial and residential community. Please call (407) 585-1422 for additional information.

UTILITY DEPARTMENT - (407) 585-1448

The Utility Billing Division, located in the east wing of City Hall, is responsible for all related services including water, wastewater, garbage, recycling and yard waste. Their goal is to provide the best possible service while ensuring that all charges are accurately reflected in the customer's monthly statement.

Residential deposits for new accounts are required in the amount of \$40.00 for water only or \$85.00 for water and wastewater combined. The deposit for a garbage only customer is \$40.00. You are also required to pay a non-refundable \$10.00 turn on or \$5.00 transfer fee depending on the situation. The deposit may be refunded after two years of on-time payment history. Please note, it is unlawful for anyone other than an authorized City employee to turn on water. Penalties will be assessed for any theft of services or damaged water meter(s).

Utility bills are mailed monthly and include a due date. Any bill which has not been paid by the due date indicated on the statement will immediately be subject to a 10% penalty. The City has a 24-hour payment drop box located on the north end of the parking lot at City Hall. Payments are collected on a daily basis during normal business hours and those dropped off after 5:00 PM are posted on the next business day. **THE CITY IS NOT RESPONSIBLE FOR CASH DEPOSITED IN THE DROP BOX.** Electronic payments can be made via the website or by phone at (866) 923-8219. Please be aware there is a convenience fee associated with electronic payments.

Utility accounts are delinquent thirty (30) days after the billing date and subject to disconnection, and a \$25.00 delinquent service fee will be charged. If service is disconnected, the City will not furnish or permit the user to receive service from the system until all obligations owed to the city on the account have been paid in full, together with the delinquent service fee. Should a user require reconnection of service after 3:00 P.M., an additional charge of \$45.00 will be collected.

The City has an exclusive solid waste franchise agreement with Waste Pro of Florida, Inc. who is responsible for providing residential solid waste collection including garbage, recycling and yard trash. Charges for these services will appear on your monthly utility bill. Garbage carts and recycling carts are provided by the City and they are to remain at the property should the account be closed. Malicious damage, destruction or removal of carts from a property is strictly prohibited and subject to penalty.

Commercial recycling companies shall obtain a permit and pay the appropriate fee at the City Clerk's Office at City Hall.

No carts/debris/large items shall be placed out for collection any earlier than 6:00 p.m. of the day prior to a scheduled pick up and no later than 6:00 a.m. on the day of collection and containers shall be removed no later than 8:00 p.m. on the day they are emptied.

Normal business office hours: Monday—Friday, 8:00 A.M. – 5:00 P.M.



WATER CONSERVATION/LAWN IRRIGATION

Time of year	Homes with odd numbered or no addresses	Homes with even numbered addresses	Nonresidential properties
Daylight saving time (Begins 2nd Sunday in March)	Wednesday/ Saturday	Thursday/Sunday	Tuesday/Friday
Eastern Standard Time (Begins 1st Sunday in November)	Saturday	Sunday	Tuesday



- An odd numbered address is one that ends in 1, 3, 5, 7 or 9.
- An even numbered address is one that ends in 0, 2, 4, 6 or 8.
- **Water only when needed and not between 10 A.M. and 4 P.M.**
- No more than 3/4 inch of water may be applied per zone on each day and shall not occur for more than 1 hour each day.
- Restrictions apply to private wells and pumps, ground or surface water and water from public and private utilities.
- Some exceptions apply.

Non-emergency offices are closed on the following holidays:

New Year's Day	Memorial Day	Independence Day
Labor Day	Veterans' Day	Thanksgiving Day
Friday after Thanksgiving		Christmas Day

Additional holidays may be declared by the City Commission.



Be sure to sign up for E-Alerts at www.lakemaryfl.com to be notified by e-mail of Lake Mary's significant emergency events, hurricane and tornado information, missing persons, traffic alerts, criminal information, boil water notices, and more.



The Lake Mary Police Department now provides a medication disposal box located in their main lobby at 165 East Crystal Lake Avenue. This program allows anyone to dispose of medications which are no longer needed or have expired. These drugs must be packaged in their original container, a plastic bottle or sealed in a plastic bag. No loose medication/pills, liquid medication, hypodermic needles, syringes or sharp objects are accepted.

LICENSES, REGISTRATIONS AND PERMITS REQUIRED

LOCAL BUSINESS TAX RECEIPT - Both City and County Local Business Tax Receipts are required for businesses located within the city limits, including operating a business from your home. Check with the City Clerk's office at (407) 585-1415 for further information.

ALARMS - All homes and businesses which have a signal (audio or visual, recorded or live) transmitted to the police or fire department via telephone line, private alarm company or automated telephone alarm are required to register their alarm with the Police Department. For more information, call (407) 585-1330.

BUILDING PERMITS - Any construction, alteration, removal or demolition in the City of Lake Mary requires a building permit. This includes putting up fences, sheds and accessory buildings. Application can be made in the Building Division, 911 Wallace Court. For additional information, call (407) 585-1362. You are also required to get permits for installation of a sprinkler system, fire alarm system, or modification to your existing septic tank/drainfield.

GARAGE/RUMMAGE SALES - The City allows you to have 2 garage/rummage sales per year. A permit is required and may be obtained at City Hall for a fee of \$5.00. You cannot place any signs in the public rights-of-way, on telephone poles, or attached to street signs or trees.

VEHICLES OR BOATS FOR SALE - If you have a vehicle or boat for sale, you may only display one for sale on your property within a 6-month period and you will need to obtain a permit at City Hall for \$5.00.

ARBOR PERMITS - If you are interested in removing trees from your property, you **must** apply for an arbor permit. If the arbor permit is approved, there is a \$30.00 fee for one and two-family dwellings. As a general rule, you may only remove trees from your property if one of the following applies: the tree is within 15 feet of your house; the tree is less than 12 inches in diameter measured one foot above the ground; or the tree is dead, dying or diseased. If you have questions about tree removal, contact Community Development at (407) 585-1362.

SIGNS - Lake Mary has a very restrictive sign code which includes the prohibition of any temporary or permanent signs in the public rights-of-way. Contact Community Development at (407) 585-1362 for additional information.



PET LICENSES AND LEASH LAW

All dog and cat owners residing in Lake Mary are required to obtain a Seminole County Pet License for each animal in the household to be renewed annually. For more information, call (407) 665-5201. In addition, Section 20.17 of Seminole County's Ordinance, adopted by Lake Mary, states: "It shall be unlawful for any animal owner to allow, either willfully or through failure to exercise due care and control, his animal(s) to run at large upon public property, unless said public property expressly authorizes the same, or upon private property of others, including common areas of condominiums, cluster homes, planned unit developments, and community associations without the consent of all owners thereof, unless said private property owners authorize the same by express or implied consent."



LAKE MARY COMMUNITY CENTER
140 E. Wilbur Avenue

The City of Lake Mary partnered with the Lake Mary Trailblazers and the Lake Mary Community Improvement Association (C.I.A.) in order to bring a community center back to the City. The 6,000 square foot building is home to the Parks & Recreation Summer Camp program, and is also available to rent for birthday parties, baby showers, community gatherings/meetings, and other activities. Call (407) 585-1416 for more information or visit our website at www.lakemaryfl.com.

Visit us at www.lakemaryfl.com or send your e-mail to mailbox@lakemaryfl.com.

