

# Comprehensive Start-Up Guide for New Businesses



**City of Kissimmee  
Development Services Department**

# TABLE OF CONTENTS

<b>I. Introduction</b>	
Introduction.....	3
<b>II. Business Assistance</b>	
Assistance for Large Industries.....	3
Small Business Assistance.....	4
Assistance for Businesses Inside the CRA District.....	5
Assistance for Businesses Inside the KMS District .....	6
<b>III. New Business Registration, Licensing, and Permitting</b>	
Business Registration.....	6
State Licenses.....	6
Health Department Permitting.....	7
Worker’s Compensation.....	7
<b>IV. Choosing a Location</b>	
Zoning Explained.....	7
Conditional Uses.....	8
Alcoholic Beverage Sales.....	9
Real Estate Agencies.....	9
<b>V. Building Your Business?</b>	
Site Plan Review.....	9
Building Permits.....	10
Impact Fees.....	10
Certificates of Occupancy.....	10
<b>VI. Opening Your Doors</b>	
Obtaining a Business Tax Receipt.....	10
Home Business Tax Receipt .....	11
Signage.....	12
<b>VII. That’s Good to Know</b>	
City Of Kissimmee Boards and Commissions.....	13
Important Numbers.....	14

## **I. Introduction**

Congratulations! You are interested in starting a business in Kissimmee. This guide provides detailed direction through the actions you need to take in determining the proper location for your business and licensing it with the state, county, and local government. The guide also includes information on numerous resources at your disposal you may have never considered, such as financial assistance, business networking opportunities, and available research materials.

We hope, with this guide, your transition into a new business will be as easy as possible. To simplify the process, we have created a Business Start-up Checklist to direct you through the manual and the steps you need to take in starting your business. Existing businesses can also use this guide to answer any questions they may have about doing business in the City of Kissimmee. If you have questions or concerns regarding any information presented in this manual, please contact the City of Kissimmee Development Services Department at 407-518-2140.

## **II. Business Assistance**

### **ASSISTANCE FOR LARGE INDUSTRIES**

#### **Economic Development Programs**

The City and Osceola County have Economic Development Departments, which provide a number of incentives for large/target industries looking to locate within the City, including:

- Cash incentives
- Aviation Tax Exemptions
- Electricity Sales Tax Exemption for Manufacturing
- Expedited Permitting Assistance
- High Impact Performance Incentive Grant
- Incumbent Worker Training Program
- Industrial Revenue Bonds
- Machine and Equipment Sales Tax Exemption
- Qualified Target Industry Tax Refund Program
- Quick Response Training
- Transportation Fund
- Transportation Impact Fee Mitigation Program

Contact the Economic Development Departments for more information on these financial programs and incentives

- City: (407) 518-2328 or visit: [http://www.kissimmee.org/ch\\_dept\\_devservices.aspx?id=79](http://www.kissimmee.org/ch_dept_devservices.aspx?id=79)
- County: (407)742-4200 or visit:  
<http://www.osceola.org/index.cfm?lsFuses=department/EconomicDevelopment>

#### **Enterprise Zone**

Osceola County and the City of Kissimmee have worked to establish an Enterprise Zone, which provides a number of additional incentives to businesses relocating to this designated area including:

- Jobs Tax Credit: Sales and Use

- Jobs Tax Credit: Corporate Income
- Business Equipment Refund
- Building Material Refund
- Property Tax Credit
- Property Tax Exemption of Child Care Facilities
- Community Contribution Tax Credit
- Sales Exemption for Electrical Energy

For more information on the Enterprise Zone contact Christina Morris, Analyst, at (407) 742-4207 or by email at [cdaw@osceola.org](mailto:cdaw@osceola.org) or visit: [www.ChooseOsceola.com](http://www.ChooseOsceola.com)

## **SMALL BUSINESS ASSISTANCE**

### **Kissimmee/Osceola County Chamber of Commerce**

The Chamber of Commerce provides a number of services for new businesses to the area, including:

- The Leads Group Center,  
A networking program that provides opportunities to communicate and work with other business owners in Osceola County.
- Small Business Development Center (SBDC)  
A joint venture between the University of Central Florida and the Kissimmee/Osceola Chamber of Commerce, works with new and existing business owners, providing free counseling services on issues such as business planning, registering a business, financing, regulations, licensing, training, workforce, manufacturing, environmental, and various other business management disciplines. Call 407-847-2452 for more information.
- The Small Business Council (SBC)  
Provides “leadership, education, networking and marketing opportunities for small businesses.” You must be a member of the Kissimmee/Osceola County Chamber of Commerce to qualify.
- Hispanic Business Council (HBC)  
Provides guidance to Hispanic businesses and establishes networking with other businesses. (Contact: Carmen Colon [ccolon@kissimmeechamber.com](mailto:ccolon@kissimmeechamber.com))
- Black Business Council (BBC)  
Organizes efforts to increase black business membership in Osceola County. (Contact: 407-847-3174, ext. 232)

For more information on these services, contact the Kissimmee/Osceola County Chamber of Commerce at 407-847-3174 or visit [www.kissimmeechamber.com](http://www.kissimmeechamber.com) .

### **Disney Entrepreneur Center**

A unique public-private partnership dedicated to the development, growth, and success of small businesses. Through a cooperative effort of a diverse group of business support organizations, the E-Center offers professional business assistance, quality educational programming, and access to practical industry expertise. The Disney Entrepreneur Center has many service providers and on-site community partners, some of which include:

- Hispanic Business Initiative Fund (HBIF)

A nonprofit organization providing free bilingual technical assistance to Hispanic entrepreneurs trying to establish or expand their business in Central Florida.

- **SCORE**  
Provides free and confidential business counseling tailored to meet the needs of small businesses and offers workshops for both start-up and current businesses.
- **UCF Business Incubation Program (UCFBIP)**  
A University-driven community partnership providing early stage companies with the enabling tools, training, and infrastructure to create financially stable high growth enterprises that contribute to the local economy.
- **African American Chamber of Commerce**  
Assists clients with designing blueprints for business development, growth, and success.
- **Hispanic Chamber of Commerce of Metro Orlando**  
The leading Hispanic business voice for Central Florida
- **National Association of Women Business Owners – Orlando (NAWBO)**  
Dues-based national organization that represents women business owners across all industries and is affiliated in more than 35 countries.

For more information on these and more services, contact the Disney Entrepreneur Center at 407-420-4848 or visit [www.disneyec.com](http://www.disneyec.com)

### **Information/Research**

Many resources are available for the entrepreneur to conduct research on business startups and economic conditions in the area.

The Osceola County Library System has an online Business and Company Resource Center offering an abundance of information small and large businesses. See their website at [www.osceolalibrary.org](http://www.osceolalibrary.org) for more information.

The Osceola County Economic Development Department also provides an online annual Economic Profile for the area. For more information, contact the EDD at (407)742-4200 or go to: [www.ChooseOsceola.com](http://www.ChooseOsceola.com)

The SBDC at UCF located in the Kissimmee/Osceola Chamber of Commerce has a resource center for entrepreneurs available by appointment only 407-847-2452.

### **ASSISTANCE FOR BUSINESSES INSIDE THE CRA DISTRICT**

#### **Community Redevelopment Agency (CRA)**

The CRA assists new and existing businesses in and around downtown Kissimmee to ensure their growth and the growth of the downtown area through incentive programs, historic preservation and design guidance.

The CRA provides a number of commercial grants including:

- **Matching Sign Grant**

Money available to erect new signage in a limited area. Please contact the CRA office a description of eligible areas.

- **Matching Façade Rehabilitation Grant**

Up to \$5,000 available to encourage revitalization and preservation of commercial buildings to perform general repairs and /or work for complete rehabilitation of structures to comply with current city, county and state codes to occupy the building.

- **Matching Revitalization Grant**

Up to \$5,000 available to encourage revitalization and preservation of commercial buildings to perform general repairs and /or work to comply with current city, county and state codes to occupy the building.

- **Water-Sewer Impact Fee Assistance**

A grant covering 50% of impact fees and instating a 5-year payment plan for the remainder to enable a larger diversity of businesses to locate within the CRA District.

Contact the CRA office for more information at 407-518-2586.

## **ASSISTANCE FOR BUSINESSES INSIDE THE KMS DISTRICT**

### **Kissimmee Main Street (KMS)**

Kissimmee Main Street's mission is to preserve and enhance Historic Downtown Kissimmee for the enrichment of present and future generations. The KMS Economic Restructuring Committee offers new businesses within the district unique opportunities including:

- **New Business Assistance Grant**

This is grant offers an opportunity to pay your KUA utility deposit over a 24 month period. In addition, Kissimmee Main Street will reimburse program participant for the first \$500 of media advertising/promotions for the first 90 days of operation.

- **Conditional Use Assistance Grant**

This grant offers new businesses within the KMS district that require a Conditional Use Permit to receive a reimbursement of \$1,000 of the \$1,200 permit fee.

## **III. New Business Registration, Licensing, and Permitting**

### **Business Registration**

The Florida Division of Corporations requires all business entities to be registered in order to do business in the state. It also requires registration of fictitious names and trademarks. Because proof of this registration is required in order to obtain a license to do business in Kissimmee, this should be your first step. Registering with the State of Florida is an easy process and may be done online.

For information regarding the registration of your business or to file with the state, visit <http://sunbiz.org/startbus.html> .

### **Obtaining a State License**

Some professions are required to be licensed by the state in order to do business. This includes, but is not limited to:

Contractors/Sub-Contractors	Hotels
Real Estate Agents	Restaurants
Alcohol and Tobacco Retailers	Professionals

Note: Some state licenses require a business location prior to approval. Contact the Planning Department to determine if the zoning of your location is appropriate for the type of business you wish to open.

Please contact the Florida Department of Business and Professional Regulations at 850-487-1395 to see if a state license is required for your business or visit: <http://www.myfloridalicense.com/dbpr/services.html> .

**Obtaining a Permit from the Health Department**

Any business engaging in food service, child care, or health care services must obtain a permit from the State Health Department. For more information on how to obtain a permit, visit <http://www.myfloridaeh.com/community/> .

**Worker’s Compensation**

Don’t forget, you may be required to provide Worker’s Compensation coverage to your employees. For more information, please call the Florida Department of Labor and Employment Security at 850-413-1609 or visit: <http://www.myfloridacfo.com/wc/employer/index.html> .

**IV. Choosing a Location**

The most essential part of any successful business is location, location, location. When looking for the property best suited for your business, there are several important factors to consider.

**Zoning Explained**

The City of Kissimmee has a detailed set of zoning requirements in place which determine appropriate locations for different business types. Before deciding upon a property, it’s best to contact the City of Kissimmee Planning Division to determine if the zoning of that property is appropriate for your business. You can find Kissimmee’s zoning map online at [dibs.kissimmee.org](http://dibs.kissimmee.org) and click the DIBS link.

**Note:** Checking the zoning of a property **prior** to signing a lease or purchase will help minimize any possible delays, costs or the inability to use the property due to improper zoning.

The following list provides brief descriptions of the various zoning districts where retail, offices, and industrial uses are generally permitted. Please note that depending upon the specific business type, its use may not be appropriate for the zoning listed below. Please contact the Planning Department at 407-518-2140 to ensure that the location you have chosen is suitable for your business.

**Major Commercial Zoning Classifications Explained**

B-1 (Downtown Commercial): The central business district of the City. Designed for businesses catering to pedestrian traffic.

B-2 (Neighborhood Commercial): Designed for limited commercial, office, and personal service establishments catering specifically to surrounding neighborhoods; businesses supplying convenience goods or frequently used items for the surrounding residences.

B-3 (General Commercial): Designed for a wide variety of retail and office uses catering to a large amount of vehicular traffic. Not suitable for warehousing, industrial or manufacturing businesses.

B-5 (Office Commercial): Geared toward office businesses and institutions not directly involving the sale or display of goods.

RPB (Residential Professional Business): Designed for residences and professional offices.

HC (Highway Commercial): Suitable for a large variety of retail and office businesses, typically located on a major arterial and serving a large volume of vehicular traffic.

IB (Industrial Business): Suitable for industrial uses such as warehousing, repair facilities, manufacturing, and wholesale.

AI (Airport Industrial): While primarily devoted to airport related businesses, this zoning does permit other industrial, wholesale, and manufacturing uses.

The table below shows the zoning districts that generally permit each major type of use. Permitted zoning may vary with more specific uses, particularly concerning retail. You should always contact the City of Kissimmee Planning Division first to see if your business will be permitted in the location you are interested in.

Use	Area Permitted
Retail	B-1, B-2, B-3, HC
Offices	B-1, B-2, B-3, B-5, RPB, HC
Industrial	IB, AI
Restaurants	B-1, B-2, B-3, HC

### Permitted Uses

Each zoning district in the City is accompanied by a list of specific uses that have been determined as suitable for that district. These are the business types most suitable for area in the amount of traffic they generate, the surrounding uses, and the type of density. Even with these permitted uses in place, other considerations for a specific property must be taken into account, such as sufficient parking, before the business may be located there.

### Conditional Uses

The regulations for each zoning district within the city contain a list of Conditional Uses. These are uses that, though not particularly well suited for that particular zoning, may be allowed on a case-by-case basis under certain conditions established by the Planning Advisory Board. This process requires an application for Conditional Use to be submitted, review by the Development Review Committee and a Public Hearing by the Planning Advisory Board in order to be approved. If improvements to the site are required by the Conditional Use, a site plan will also be necessary. Business types most often needing a Conditional Use include:

Automobile Sales, Leasing or Repair	Gasoline Service Stations
Secondhand merchandise establishments	Outdoor Activities
Temporary Labor Services	Car Washes
Offices in an RB-2 District	Churches, Schools
Outdoor Storage	Day Care Facilities
Self Storage Facilities	Communication Towers



Short-Term Rentals (30 days or less) also require a conditional use and other potential provisions if the property is not zoned for Short Term Residential use.

For more information regarding the zoning of a specific property, please contact the City of Kissimmee Planning Division at 407-518-2140.

### **Sale of Alcoholic Beverages**

For business owners wishing to sell alcohol, a few basic rules apply.

1. First, obtain an application from the State of Florida. This may be accessed at <http://www.myfloridalicense.com/dbpr/abt/ABTServices.html> .
2. You must get approval from the City of Kissimmee Planning Division prior to making an appointment with the State for permit issuance. This process can take a minimum of 4 days.
3. Consumption of alcohol on premises is only allowed in motels, hotels, specialty retail establishments, and restaurants with a minimum of 50 seats and serving full course meals.
4. The sale of packaged alcohol, other than beer and wine is only allowed in major shopping centers with more than 12,000 square feet that are in the B-2, B-3, HC, B-5, or MUPUD zoning districts and that have frontage on a collector or arterial road.
5. Any establishment selling alcohol must be more than 500 feet from any school, public or private and over 300 feet from any church, unless in the downtown (B-1) Business District. Motels, hotels and restaurants may be exempted for this requirement. Please contact the Planning Division if you have any questions.

### **Commercial Real Estate**

#### **Osceola County Economic Development**

This website provides a listing of commercial properties for rent and sale in Osceola County. [www.ChooseOsceola.com](http://www.ChooseOsceola.com)

#### **Florida Virtual Agent**

This website provides a listing of commercial properties for rent and sale and a directory of local agents for convenience. Visit <http://fl.virtual-agent.com> for more information.

#### **CCIM Institute**

Experts in Commercial Investment Real Estate

Has information related to commercial mortgage rates and investments, contains local commercial real estate and realtor listings, and provides services to members including monthly newsletters, networking opportunities, and online business seminars. For more information email the Central District Florida Chapter of CCIM at [coulterhsd@earthlink.net](mailto:coulterhsd@earthlink.net) or visit their website at <http://centralfl.ccimnet.com> .

#### **Real Estate Journal**

Provides a property report, property searches, links to commercial realtors, and a toolbox to assist in calculating construction costs, mortgage rates, and site analysis. Go to <http://www.realestatejournal.com> for more information.

## **V. Building Your Business?**

### **Site Plan Review**

In most cases, projects involving construction will require Site Plan Review to be performed by the Development Review Committee (DRC) prior to the issuance of a building permit. The review process is implemented in the following instances:

1. Any new construction is being performed
2. Changes are made to an existing development and meeting the following criteria:
  - When single family, duplex, or triplex homes are converted to non-residential uses
  - When town homes, condos, or multiple-family housing are proposed
  - Any use conversions requiring Conditional Use Permit approval
  - Any non-residential modifications including an increase in square footage, an increase in parking spaces, or a change in traffic circulation.

Site Plan Review requires a Site Plan application and 15 copies of the site plan, drawn to scale. The length of the review process varies. The staff of the Building and Planning Divisions are here to assist you in developing your project and are available to answer any questions you have concerning the above mentioned processes. If you have questions as to whether your project will require Site Plan Review or for more information, please contact the Planning Division at 407-518-2140. If you would like to download the online Site Plan application or other important forms, go to [http://www.kissimmee.org/ch\\_dept\\_devservices.aspx?id=81](http://www.kissimmee.org/ch_dept_devservices.aspx?id=81).

### **Building Permits**

If you are planning new construction or alterations to an existing site, including renovation, a Building Permit must be obtained prior to beginning work. Building Permits may be obtained through the City's Building Division and require:

1. A Building Permit Application
2. Three sets of stamped plans, prepared by a Florida State licensed architect or engineer, and accompanying documentation.

Visit [http://www.kissimmee.org/ch\\_dept\\_devservices.aspx?id=81](http://www.kissimmee.org/ch_dept_devservices.aspx?id=81) to download an online building permit application.

### **Impact Fees**

Transportation and Water/Sewer Impact Fees are required for new development or any intensification of use for existing property within the City. They may also apply to certain changes in businesses for existing structures. These fees fund the capital improvements necessary to absorb increases in traffic and serve residents or users of these developments. Within the city limits, the impact fees for commercial development vary depending upon specific use. Please contact the Planning Division at 407-518-2140 for specific transportation impact fees. For more information on water and sewer impact fees, contact the Toho Water Authority at 407-944-5000.

### **Certificate of Occupancy**

Once building construction for your property has been completed, impact fees have been paid, and a final building inspection has been performed by a City Building Inspector, a Certificate of Occupancy will be issued for your building. This allows you to legally occupy the building. For questions regarding Certificates of Occupancy, please contact the City of Kissimmee Building Division at 407-518-2120.

## **VI. Opening Your Doors**

### **Obtaining a Business Tax Receipt (F.K.A. Occupational License) for your Business**

Obtaining a Business Tax Receipt is the final step you need to take in order to open your business to the public. Any person pursuing a trade, business or vocation must obtain a Business Tax Receipt from both Osceola County and the City of Kissimmee prior to conducting business. These licenses must be renewed annually by September 30th and a license tax must be paid. A new license must also be obtained if the

business will be transferring location or ownership, or if a separate branch location of the same business is opened. The application process will actually assist you in ensuring that all requirements have been met for your location, including the appropriate zoning for your type of business.

The following information is required to apply for a Business Tax Receipt:

1. Application, signed and notarized
2. Osceola County Business Tax Receipt
3. Copy of lease agreement or proof of property ownership
4. Fictitious name registration
5. Sales Tax Number (Certificate of Registration) if business will collect sales tax.

For certain businesses, additional information is required. The following table highlights types of businesses and any additional information required to apply for an occupational license. Other businesses may require additional documentation as well. Please contact the Building Division at 407-518-2118. Visit [http://www.kissimmee.org/ch\\_dept\\_devservices.aspx?id=81](http://www.kissimmee.org/ch_dept_devservices.aspx?id=81) for an online application. For information regarding an Osceola County License, contact the Osceola County Tax Collector at 407-742-4000.

<b>Business Type</b>	<b>Information Required</b>
<b>State Registered Contractor</b>	Certificate of Insurance; Proof of Worker's Compensation; Public Liability and Property Damage \$100,000/25,000; Letter of Reciprocity, \$5,000 Surety Bond
<b>State Certified Contractor/ Sub-contractor</b>	Certificate of Insurance; Proof of Worker's Compensation; Public Liability and Property Damage \$100,000/25,000
<b>Vending/Amusement Machines</b>	List of machine locations
<b>Restaurants/Takeout Services</b>	Letter from Toho Water Authority on seating/impact fees; copy of FL Division of Hotel/Restaurant approved inspection, sketch of seating arrangement; Copy of menu
<b>Salons/Barber Shops/Tanning Salons</b>	Letter from Toho Water Authority on seating/impact fees
<b>Professionals</b>	(i.e. Any profession regulated by the Department of Business and Professional Regulation) A copy of State certificate, registration, or license
<b>Pharmacies/ Pharmacists</b>	Copy of permit issued by the Board of Pharmacy
<b>Assisted Living Facilities</b>	Copy of license from the Agency for Health Care Administration
<b>Pest Control</b>	Copy of License from the Department of Agriculture and Consumer Services for each business location
<b>Health Studio/Dance Studio</b>	Copy of license, registration or letter of exemption from the Department of Agriculture and Consumer Services
<b>Telemarketing Business</b>	Copy of license, registration or letter of exemption from the Department of Agriculture and Consumer Services
<b>Travel agency</b>	Copy of current registration or letter of exemption from the Department of Agriculture and Consumer Services

### **Home Business Tax Receipt**

Certain types of businesses may be run from your home under regulations that have been imposed by the City's Code of Ordinances. These regulations state that the business:

- Must be conducted entirely within the residence or accessory structure
- Cannot have any client or customer presence on site

- Cannot use employees or volunteers other than family members residing on premises
- Cannot occupy more than 10% of the home, including storage
- May not have signs advertising the business
- May not use equipment not normally found within the household
- May not conduct sales or services on the premises; mail order is allowed

Extended Home Occupations may allow for some clientele on site, but may only be located in an RB-2 or RPB zoning district with conditional use approval.

Home Occupational Licenses also need to be renewed every year by September 30<sup>th</sup>. Please contact the Licensing Division for more information and regulations governing home occupations within the city at 407-518-2118. Also, contact Osceola County at 407-742-4000 regarding licensing with the county.

### **Signage**

When the time arrives for you to open your doors to the public, it's important to realize that there are certain rules regulating how you can advertise your business. Before choosing permanent signage for your establishment, please consult the City's sign ordinance (14-2-150), available online at [www.kissimmee.org](http://www.kissimmee.org) or at the Development Services Department, to find out what signs are allowed in your area.

Before your permanent signage arrives, you are allowed to put up certain temporary signs for your business, including:

- One 20 sq. ft. banner sign
- One cold air balloon

Both require a separate building permit, available at the Building Division. Time limits for display may vary.

Signs that are not allowed in Kissimmee include, but are not limited to:

- Animated or flashing signs, except those for message centers
- Portable signs
- Roof signs
- Snipe signs (temporary signs)
- Bunting, pennants, or streamers

If you have questions regarding any sign you would like to use for your business, please contact Development Services at 407-518-2140.

## VII. That's Good to Know

Below is a bit of helpful information that's good to know if you will be doing business in Kissimmee.

### City of Kissimmee Boards and Commissions

#### **City Commission**

City Legislative Body  
Contact: City Manager's Office 407-518-2300

#### **Airport Advisory Board**

Advise Staff/City Commission on Airport Development  
Contact: Airport Management 407-846-4600

#### **Community Redevelopment Agency**

Governing board of the Redevelopment District  
Contact: CRA Office 407-518-2586

#### **Board of Adjustment**

Hear Appeals to Land Development Code Variances  
Contact: Development Services 407-518-2140

#### **Building Trades and Examining Board**

Review Building Codes and hear appeals  
Contact: Building Department 407-518-2120

#### **Code Enforcement Board**

Rule on Allegations of City Code Violations  
Contact: Code Enforcement 407-518-2133

#### **Historic Preservation Board**

Undertake measures relevant to the protection and enhancement of historic properties  
Contact: Development Services 407-518-2140

#### **Housing Advisory Board**

Ensure compliance with Fair Housing Ordinance  
Contact: Development Services 407-518-2140

#### **Parks and Recreation Advisory Board**

Advise Staff/City Commission on parks development and recreation programs  
Contact: Parks and Recreation 407-518-2501

#### **Planning Advisory Board**

Reviews and provides recommendations on various development applications to the City Commission.  
Contact: Development Services 407-518-2140

## **IMPORTANT NUMBERS/WEBSITES**

**Florida Department of Business and Professional Regulation:** (850)487-1395  
<http://www.myflorida.com/dbpr/>

**United States Department of Labor:** (866) 487-2365  
<http://www.dol.gov/index.htm>

**Electric/Water & Sewer:**  
Kissimmee Utility Authority: (407)933-7777  
<http://www.kua.com/>

**Gas:**  
Teco Peoples Gas: (877)832-6747  
<http://www.peoplesgas.com/peoplesgas.cfm>

**Garbage:**  
City of Kissimmee Sanitation Division:  
(407)518-2507  
[www.kissimmee.org](http://www.kissimmee.org)

**Phone:**  
CentryLink: (800)339-1811  
<http://www.centurylink.com/>

**Cable:**  
Brighthouse: (407)847-8001  
<http://cfl.mybrighthouse.com/>

**City of Kissimmee:**

- Business Tax Receipts: (407)518-2118
- Permits/Licensing: (407)518-2120
- Inspections: (407)518-2597
- Planning: (407)518-2140
- Development Review and Zoning: (407)518-2146
- Economic Development Department: (407)518-2328
- Parks & Recreation: (407)518-2501
- Public Works/Engineering: (407)518-2170
- Community Redevelopment Agency: (407)518-2586

**City of Kissimmee (cont)**

- Code Enforcement (407)518-2133
- Police Department: (407)846-3333 (non-emergency)
- Fire Department: (407)518-2222

[www.kissimmee.org](http://www.kissimmee.org)

**Chamber of Commerce:** (407)847-3174  
[www.kissimmee.chamber.com](http://www.kissimmee.chamber.com)

**Downtown Kissimmee Area Council:**  
Contact: Robin Hughes (407)847-3174

**Downtown Business Association:**  
Contact: Tom Lanier (407)933-5679

**Osceola County Government:**

- Building: (407)742-0200
- Planning: (407)742-0200
- Zoning: (407)742-0200
- Code Enforcement: (407)742-0200
- Clerk of Courts: (407)343-3500
- Occupational Licensing: (407)742-0200
- Public Safety: (407)343-7000
- Economic Development Department: (407)742-4200
- Osceola County Property Appraiser: (407)742-5000
- Florida Department of Motor Vehicles Osceola Office: (407)846-5230
- Osceola County Health Department: 407-742-8600
- Osceola County Tax Collector: 407-742-4000

[www.osceola.org](http://www.osceola.org)

**Kissimmee Post Office:** (800)275-8777

**Small Business Administration:** (800)827-5722

**Better Business Bureau:** (407)621-3300  
[www.orlando.bbb.org](http://www.orlando.bbb.org)