



Safe Neighborhood Pine Hills Action Plan

July 2016



ACKNOWLEDGEMENTS

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CONTENTS

Introduction	Page 4
History	Page 4
Location	Page 4
Citizen Participation Strategy	Page 5
Summary of Meetings	Page 6
Demographics	Pages 6-9
Land Use	Pages 10
Transportation	Pages 11-12
Parks and Recreation	Page 12
Public Services	Pages 12-15
Safe Neighborhood Program Survey	Page 16
Identifying Neighborhood Issues	Pages 16-17
Issues, Goals & Action Steps	Pages 17-20
Appendix A Zoning Map	Page 21
Appendix B: Future Land Use Map	Page 22
Appendix C: Pine Castle Action Plan Survey	Page 23

INTRODUCTION

Safe Neighborhoods:

The Safe Neighborhoods Program provides assistance to Orange County's older and transitioning neighborhoods. It was designed to assist residents in reclaiming their communities from crime, deterioration, and blight. The program partners citizens with the Orange County Sheriff's Office, Orange County Government, the private sector, community stakeholders, and others to collaboratively preserve and stabilize neighborhoods.

Community residents, business owners, and stakeholders will continue to work with Orange County leaders and staff to implement an update to the existing Pine Hills Safe Neighborhood Partnership Action Plan. The Action Plan provides a profile of the community, demographic information, land use and zoning data, and information about the community's infrastructure. The plan identifies the community's core issues and then recommends projects and programs to address them.

Funding Source:

The money used by the Safe Neighborhoods Program is maintained in the Crime Prevention Fund. This fund is generated by fines assessed to criminals found guilty by the judicial system. Criminals found guilty of a misdemeanor are assessed \$25 and anyone convicted of a felony is assessed \$50. These fines are assessed at the discretion of the presiding judge.

HISTORY

The Pine Hills Community began in 1953 with the construction of Robinswood and Pine Ridge Estates subdivisions. It was one of the first suburbs of Orlando and served as a bedroom community for employees of Martin Marietta (now Lockheed Martin). During the 1960's and 1970s the community rose to a state of prominence in the metropolitan Orlando area as an upper-middle class suburb. However, in the late 1980s and throughout the 1990s, the community slipped into decline and experienced significant, steady increases in crime that plagued the community.

Violent crime became a major problem and many residents left leaving behind the declining neighborhoods. In addition, many local businesses closed creating an abundance of vacant commercial space in the community. Limited commercial diversity and declining employment opportunities took a major toll on the local economy. Due to a lack of investment, many commercial properties fell into disrepair- creating a greater sense of blight within the community. Despite the poor public perception, the community remains a vital part of Orange County as one of its most cultural diverse areas. Pine Hills also has many neighborhoods with large lot sizes and a stable housing stock.

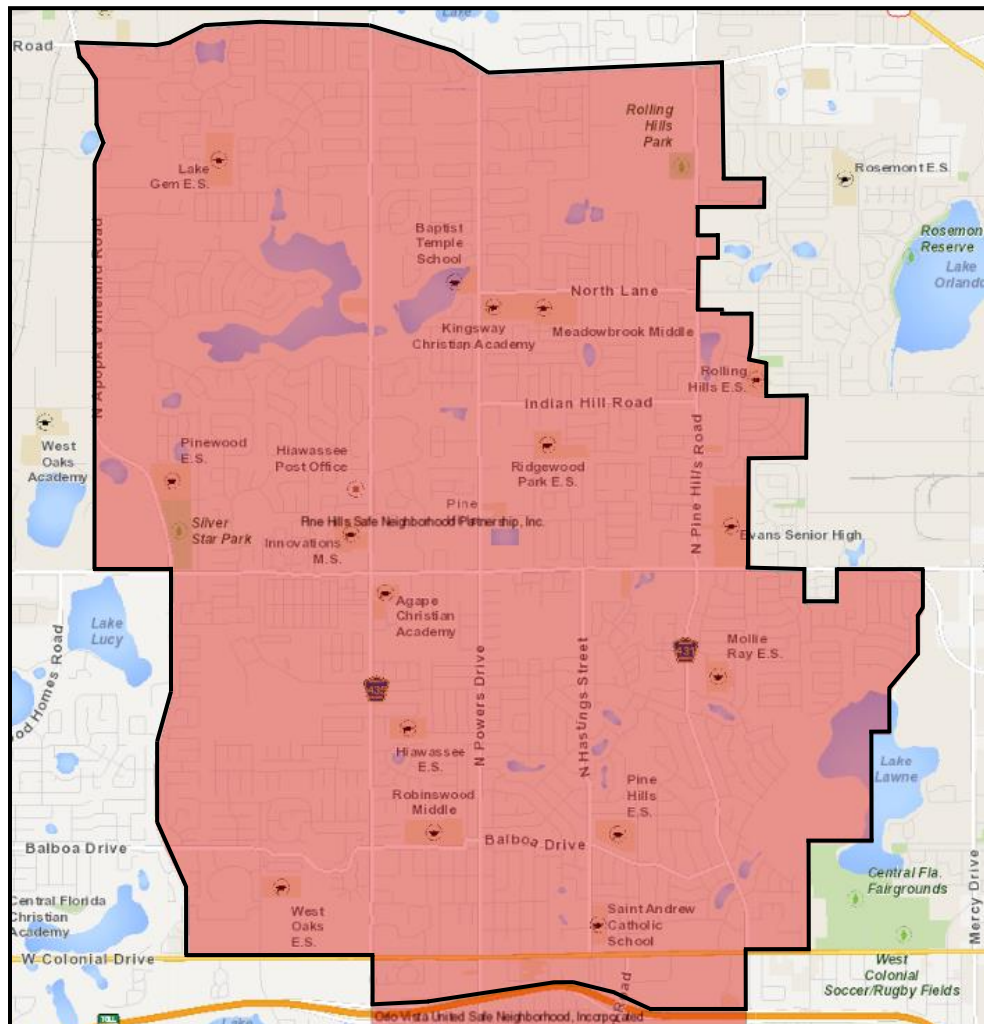
In 2004, the Pine Hills Community Council, Inc. and Orange County Government commissioned the Pine Hills Land Analysis and Strategic Plan. The Plan outlined existing land use and socioeconomic patterns and set forth a vision for revitalizing the community.

In October 2009, the Orange County Board of Commissioners created the Pine Hills Business Redevelopment Task Force to build upon the 2004 efforts. The Task Force released its report in November 2010. The Neighborhood Economic Development and Market Analysis of the Pine Hills Area identified five key elements for successful redevelopment of the Pine Hills community.

In 2010, the Pine Hills Business Redevelopment Task Force recommended the creation of a Pine Hills Neighborhood Improvement District (NID). Thus, in December of 2011, the Pine Hills NID was created with the intent of implementing crime prevention projects and neighborhood revitalization along the major business corridors within Pine Hills.

LOCATION

Pine Hills is located on the west-side of Orange County and is generally described as the area contained by North Lane as the northern boundary, Mercy Drive as the eastern boundary, Colonial Drive/State Road 50 and portions of the East/West Expressway as the southern boundary and Apopka-Vineland Road on the west side.



CITIZEN PARTICIPATION STRATEGY

The Action Plan process began with a kick-off community meeting to build interest in the process. A survey was sent to homes to determine the perception of crime and assess the public safety needs of Pine Hills. Participation and input continued through a series of community meetings. Dialogue between citizens, church leaders, community organization representatives, and business owners worked to prioritize issues, identify projects, and develop action steps for implementation. Through this process a core group of leaders emerged and will continue to build capacity for further community involvement so that projects are seen through to completion.

SUMMARY OF MEETINGS

All meetings were held at Pine Hills Community Center, 6408 Jennings Street, Orlando, 32808 from 6:30 pm to 8:00 pm, unless otherwise indicated.

KICK OFF INFORMATION MEETING: Thursday, August 13, 2015 (Meeting held from 7 pm to 8:30 pm)

ACTION PLAN INTRODUCTION MEETING: Thursday, September 10, 2015

REMINDER MEETING FOR SURVEY: Thursday, October 8, 2015 (Meeting held from 7 pm to 8:30 pm)

PRESENTATION AND SURVEY RESULTS: Thursday, November 10, 2015 (Meeting held at Barnett Park, 4801 W Colonial Dr, Orlando, FL 32808)

VISION AND GOAL MEETING: Thursday, January 14, 2016 (Meeting held at Barnett Park, 4801 W Colonial Dr, Orlando, FL 32808)

DEMOGRAPHICS

Data from the US Census Bureau is used to provide demographic information about Pine Hills, a Census Designated Place. The information collected is from the 2010 Census and is compared to similar data for Orange County. Categories reviewed in this section include:

- Population
- Housing
- Household Income
- Educational Attainment
- Employment

Total Population – **Table A** shows total population, total family households, and households divided by gender for Pine Hills. The 2010 census estimates shows that there was a 44% increase in population from 2000 to 2010. This significant increase in total population is reflective

throughout total families, total households, and both genders. It is important to note that women saw a 47% increase, whereas men only saw a 40% increase.

2010 TOTAL POPULATION – TABLE A

	2000 Pine Hills	2010 Pine Hills	% Change	2010 Orange County
Total Population	41,764	60,076	44%	1,145,956
Total Families	10,031	14,389	44%	273,454
Total Households	13,358	19,437	46%	421,847
Men	20,118	28,223	40%	569,326
% of Population	48.2%	47.0%	-	49%
Women	21,646	31,843	47%	581,630
% of Population	51.8%	53.0%	-	51%

Source: 2010 U.S. Census Bureau

Population Characteristics - Table B shows that the racial makeup of Pine Hills consists of 20% white, 68% black, 4% Asian, and 4% from two or more races. Hispanic or Latino of any race is 13.9% of the population. The table further shows that of the Pine Hills community is losing a significant portion of its white population. The white population decreased at a rate of -17% between the 2000 and 2010 censuses. A couple trends to examine are that both the Asian and Black populations have increased at a rate of almost 90% from 2000 to 2010.

2010 POPULATION DEMOGRAPHICS – TABLE B

	2000 Pine Hills	2010 Pine Hills	% Change	2010 Orange County
Total White	14,172	11,783	-17%	728,795
% of Population	34%	20%	-	64%
Total Black	21,473	40,611	89%	238,241
% of Population	51%	68%	-	21%
Total Asian or Pacific Islander	1,228	2,310	88%	57,847
% of Population	3%	4%	-	5%
Total Hispanic	5,875	8,324	42%	308,244
% of Population	14%	13.9%	-	27%
Total American Indian or Alaska Native	116	280	141%	4,532
% of Population	0.3%	0.5%	-	0.4%
Total Two or More Races	2,326	2,016	-13%	39,325
% of Population	6%	3%	-	3%
Total Other	2,449	3,076	26%	77,216
% of Population	6%	5%	-	7%

Source: 2010 U.S. Census Bureau

Population By Age - Table C shows that the largest portion of Pine Hills population is aged between 45 and 54, which is not consistent with the total Orange County population, where we see the largest percentage of the population falls within the 25 to 34 age group.

2010 POPULATION BY AGE – TABLE C

	2000 Pine Hills	2010 Pine Hills	2010 Orange County
Under 5 years	8%	8%	7%
5 to 9 years	9%	8%	6%
10 to 14 years	10%	8%	7%
15 to 19 years	9%	8%	8%
20 to 24 years	7%	7%	9%
25 to 34	15%	13%	16%
35 to 44	16%	13%	14%
45 to 54	12%	14%	14%
55 to 59 years	4%	6%	6%
60 to 64 years	3%	5%	5%
65 to 74	5%	6%	5%
75 to 84	3%	3%	1%
85 years and over	0.7%	0.8%	1%

Source: 2010 U.S. Census Bureau

Household Income – Table D shows that the median household income for Pine Hills is \$39,324, which is significantly lower than the County median of \$50,138. According to the U.S. Census Bureau, in 2010 more than 17% of individuals in Pine Hills for whom poverty could be determined have incomes below the poverty level, while only 13% of the total County population had income below poverty.

2010 HOUSEHOLD INCOME – TABLE D

	Pine Hills	Orange County
Median Household Income	\$39,324	\$50,138
Median Family Income	\$42,690	\$57,473
Median Earnings (age 16+)		
Male Income	\$23,441	\$30,830
Female Income	\$20,680	\$23,235
Income per Capita	\$15,765	\$25,490

Source: 2010 U.S. Census Bureau

Educational Attainment – **Table E** identifies the level of educational attainment for Pine Hills residents 25 years and older. The table shows that approximately 13% of the community does not have a high school diploma as compared to Orange County's 8%. About 36% of the population does have a high school diploma, but only around 18% of residents have attempted college and did not finish with a degree. Educational attainment can be a determinant for employment and higher income; it also can account for the number of individuals with incomes below poverty level.

**2010 EDUCATIONAL ATTAINMENT AGED 25 YEARS AND OLDER –
TABLE E**

	Pine Hills	Orange County
Less Than 9th Grade	10%	5%
9th to 12th Grade, No Diploma	13%	8%
High School Graduate (Includes Equivalency)	36%	27%
Some College, No Degree	18%	19%
Associate's Degree	8%	10%
Bachelor's Degree	11%	21%
Graduate or Professional Degree	4%	10%

Source: 2010 U.S. Census Bureau

Employment Status – **Table F** identifies employment status for Pine Hills residents who are 16 years or older. The Pine Hills' labor force accounts for 72% of the total population. Of that percentage 62% are employed and almost 10% are unemployed; compared to Orange County's 6.4% of unemployment. It is interesting to see that Pine Hills has a larger percent of its population in the labor force, and a smaller employment rate when compared to Orange County as a whole.

2010 EMPLOYMENT STATUS AGED 16 YEARS AND OLDER – TABLE F

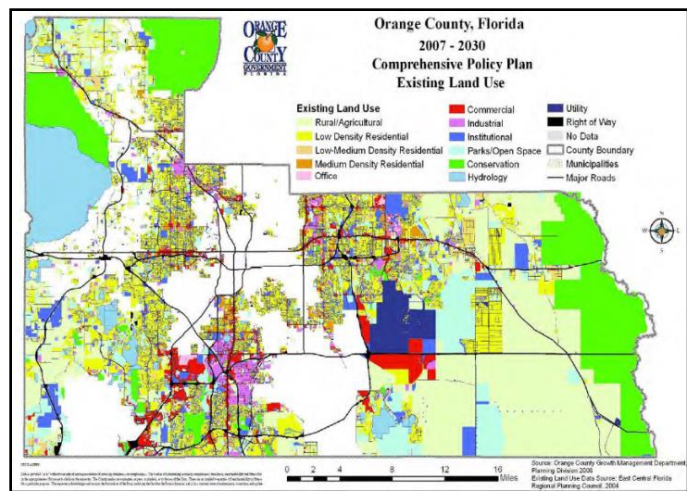
	Pine Hills	Orange County
Population 16 Years and Older	47,859	879,802
In Labor Force	72%	70%
Armed Forces	0.1%	0.1%
Employed	62%	64%
Unemployed	10%	6%
Not in Labor Force	29%	30%

Source: 2010 U.S. Census Bureau

LAND USE

In order to gain a better understanding of the Pine Hills community, a brief description of the area's land use and zoning has been conducted. Although the southeast corner of the community is in the City of Orlando, only Orange County's future land use and zoning are reported. All maps are available in Appendix A and Appendix B of the Action Plan.

Zoning: The current zoning throughout the majority of Pine Hills is residential represented by Residential-1 (R-1), Residential-1A (R-1A), Residential-1AA (R-1AA), and some occurrences of Residential 2 (R-2). These zoning types are defined as a single-family dwelling districts or residential districts, and lot sizes will vary from 4,500 square feet to 7,500 square feet. The characteristics of such areas are single-family homes built on lots larger than the structure itself. The purpose of the single-family residential district is to stabilize and protect the residential characteristics of the area and to promote and encourage a suitable environment for family life. Another type of residential zoning used in Pine Hills is Mobile Home Residential, represented as R-T on the map. There are some pockets located within Pine Hills zoned as P-D, or Planned Development. P-D areas provide a unique approach for developing large parcels of land with a minimum site area of 2 acres.



Along N Pine Hills Road, W. Colonial Drive, and Silver Star Road, the three main corridors in the community, there are a blend of zonings that allow commercial and residential uses such as Residential-3 (R-3), Commercial-1 (C-1), Commercial-2 (C-2), and Commercial-3 (C-3). Along W. Colonial Drive and N. Pine Hills Road is a block of zonings for R-3, which allows for multifamily units to be constructed. This type of construction is typically apartment complexes. A bulk of the commercial zoning in Pine Hills is C-1 and C-2, or retail commercial and general commercial respectively. Occasionally, there is a C-3 zoning in the area; this type of identification is used to indicate wholesale commercial zoning.

Future Land Use (FLU): The Pine Hills Safe Neighborhood is, for the most part, a residential community. The most commonly used residential FLU designation in Pine Hills is Low Density Residential (yellow), which allows up to 4 dwelling units per acre. Pine Hills only has rare occurrences of Low-Medium Density Residential (light orange) and Medium Density Residential (dark orange) where up to 10 dwelling units and 20 dwelling units, respectively, are allowed per acre. The FLU of the west side of Pine Hills is very rural, in contrast to the rest of the community. The rural designations represented in Pine Hills are Rural Settlement 1/1 (light green), Rural Settlement 1/2 (green), and Rural 1/5 (dark green).

Pine Hills has three major roadways where there is a mix of uses other than residential; W. Colonial Drive, Silver Star Road, and N. Pine Hills Road. These roadways are represented predominantly with Commercial (red) and Office (pink) uses. Additionally, Pine Hills has a number of Institutional (blue) uses, representing educational and community oriented facilities.

TRANSPORTATION

Roads: Major roadways include:

- Clarcona Ocoee Road from N. Apopka Vineland Road to N. Pine Hills Road
- Silver Star Road from Lake Stanley Road to Mercy Drive
- W. Colonial Drive from Apopka Vineland Road to Mercy Drive
- N. Apopka Vineland Road from Clarcona Ocoee Road to W. Colonial Drive
- N. Hiawassee Road from Clarcona Ocoee Road to the East/West Expressway
- N. Pine Hills Road from Clarcona Ocoee Road to the East/West Expressway

Transit: LYNX's bus routes include:



- Route 9: Winter Park/Rosemont
- Route 20: Malibu Street/Pine Hills
- Route 25: Mercy Drive/Shader Road
- Route 37: Pine Hills/Florida Mall
- Route 44: Hiawassee Road/Zellwood
- Route 48: W. Colonial Dr./Pine Hills - 48
- Route 49: W. Colonial Dr./Pine Hills - 49
- Route 105: West Colonial
- Route 125: Silver Star Road Crosstown
- Route 301: Disney Springs Direct
- Route 302: Disney Springs Direct
- Route 443: Winter Park/Pine Hills
- Route 613: NeighborLink 613/Pine Hills

Bicycles and Pedestrians: The Pine Hills Safe Neighborhood has designated bicycle lanes on most major roadways; however they are not continuous throughout the area. Those areas include:

- Silver Star Road from Hiawassee Road to Apopka Vineland Road
- N. Apopka Vineland Road from W. Colonial Drive to AD Mims Road
- Clarcona Ocoee Road from N. Apopka Vineland Road to Lakeville Drive

- N. Pine Hills Road from Figwood Lane to Sunray Drive
- Mercy Drive from W. Colonial Drive to Princeton Street
- W. Colonial Drive from Apopka Vineland Road to Mercy Drive

Sidewalks are present on both sides on most major roadways in the area. For the most part, sidewalks are present on at least one side of the street in the residential areas. However, there are still some residential areas that are lacking sidewalks. Those locations include:

- Sully Drive
- Steeplechaser Boulevard
- Various neighborhoods on the west side of Mercy Drive between Princeton Street and W. Colonial Drive

Wide 4-lane roads place bicyclists and pedestrians directly in the flow of traffic. All the major roadways are medium to high-speed and high traffic, depending on the time of the day. Speeding continues to be an issue, as well as a lack of education for drivers, bicyclists, and pedestrians about proper behavior. A strategy which includes engineering and education is highly recommended to address these issues.

PARKS AND RECREATION

Parks: The Pine Hills Safe Neighborhood currently has four parks within its boundaries, ranging from small to large in size. The smallest park in the area is Lake Lawne Park, which is home to a playground for children, fishing opportunities, and basketball courts.



Rolling Hills Park is also a relatively small park housing four baseball fields and a children's play area. Silver Star Park is slightly larger than the previous two parks and is home to an Orange County Orlando Magic Recreation Center and uniquely a cricket pitch. The Recreation Center has basketball leagues for adults and children, home school P.E. classes, cheerleading classes, summer camps, and an after school rec program for Pinewood Elementary. Additionally, the Recreation Center has Clash Quad Wheelchair Rugby and the Orlando Magic Wheels Wheelchair Basketball.

The largest park in the Pine Hills Safe Neighborhood is Barnett Park located on W. Colonial Drive next to the Central Florida Fairgrounds. Barnett park is 159 acres of amenities such as walking trails, softball fields, a golf practice facility, a BMX park, an 18 hole Frisbee/disc golf course, a splash pad, dog park, rental facilities, and an Orange County Orlando Magic Recreation Center hosting many of the same program as Silver Star Park and numerous after school programs for Ridgewood Park, Mollie Ray, Rolling Hills, and Pine Hills Elementary Schools.

Community Centers: In addition to an abundance of parks, the Pine Hills Safe Neighborhood has community centers that are available to the public. In addition to the facilities at Silver Star Park and Barnett Park, there is also the Pine Hills Community Center. The Community Center is home to the Orange County Head Start Program and is available to be rented out for events and community meetings.

PUBLIC SERVICES

Police: Due to the size and magnitude of Pine Hills, the area falls under the jurisdiction of both the Orlando Police Department and the Orange County Sheriff's Office. The Pine Hills Safe Neighborhood falls under Orlando Police Sector B, and Districts B2, B3, B4, and B7. As for the Orange County Sheriff's Office, the Pine Hills Safe Neighborhood falls under the Sheriff Sectors 1 and 3. Broken down even further, the area is comprised of the Sheriff Zones 12, 13, 32, 33, and 34. Beyond that, the Sheriff's Office has the zones divided up into Sheriff's Zone Areas. Those Zone Areas are 12A, 12D, 32A, 33B, and 34B.

Fire: The Pine Hills Safe Neighborhood is serviced by both Orange County Fire Rescue and the Orlando Fire Department. Orange County Fire Rescue has two stations located in Pine Hills, Fire Stations #42 and #43. These Stations fall under the jurisdiction of Orange County Fire Rescue's Battalions 1 and 2, and are serviced by the First Due Response Sector's 30, 40, 42 and 43. The eastern side of Pine Hills has portions in the City of Orlando, this allows for them to be serviced by Orlando Fire Department's Fire Response Zone 9.

Post Office: The Pine Hills Safe Neighborhood has three post offices that are available to the community; the Hiawasse Post Office on N. Hiawasse Road, the Clarcona Post Office on Clarcona Ocoee Road, and the Pine Hills Post Office on Deauville Drive.



Libraries: The Hiawasse Branch Library is located in the heart of the Pine Hills Safe Neighborhood community in the Highland Lakes shopping plaza. The Library offers public computers that have internet access and word processing. There is one meeting room available for public use and various programs and informational material are available to both adults and children. Such programs include social media basics, how to use E-mail, typing classes, and classes on Microsoft Word, Excel, and PowerPoint. The library also assists in career development by teaching you how to write a resume, cover letter, and thank you letters, as well as how to find jobs using the internet. Children who visit the library are able to participate in educational programs, watch movies, and are able to come get lunch during the summer provided by Orange County Public Schools.

Schools: Hiawasse Elementary School has a current enrollment of 784 students who range between prekindergarten and 5th grade. The school has 53 teachers, of which 20 have advanced degrees. Since 2011, the school has been a part of the AVID Elementary School Program, which is a program in the AVID College Readiness System which supports AVID's mission of closing

the achievement gap by preparing all students for college and success in a global society. As of 2014, 99% of the school was considered a minority, and 100% of the students were using the Free and Reduced Lunch Program.

Lake Gem Elementary School has a total enrollment of 839 students from prekindergarten to 5th grade. Lake Gem Elementary School encourages parent involvement by offering programs such as the Parent Teacher Association, the School Advisory Council, Parent Knowledge Academies, ADDitions Volunteers, and Teach In. The school also offers numerous afterschool programs at the YMCA, tutoring, and programs in the musical arts.



Mollie Ray Elementary School is located at 3607 Damon Road in Orlando, Florida. The school has a total enrollment of 518 students, and 19 of the 38 teachers have an advanced degree. The school has a 99% student population considered to be a minority, and the Free and Reduced Lunch Program is used by 58% of the school's population.

Pine Hills Elementary School is located at the corner of Balboa Drive and Ferndell Road and has a student body of 682 in prekindergarten to 5th grade. The Pine Hills Elementary School has 15 of their 45 teachers with advanced degrees.

Pinewood Elementary School is a Title 1 school with a total enrollment of 613 children. For 90 minutes a day, students in grades kindergarten through 5th grade receive reading instruction and are grouped together based on their success. The school has numerous programs in reading comprehension, FCAT, and improving math and science skills. Pinewood Elementary School has a fine arts rotation where students can increase their skills in creativity with art, and musical interest with music, athletic interest with physical education, reading interest with Media Center book check out and technology skills.

Ridgewood Park Elementary School has 754 students in grades prekindergarten to 5th grade who get to participate in the 21st Century After School Program. This program helps students enhance and improve upon academic lessons learned throughout the day. The program also helps them learn new skills and discover new opportunities not available to them in a regular school day.

Rolling Hills Elementary School has a current enrollment of 675 students, with a student to teacher ratio of 15:1. Additionally, the school has 16 teachers with an advanced degree. Rolling Hills is proud to serve students with varying exceptionalities and those with Autism Spectrum Disorder. The school also offers programs in music and visual arts, as well as opportunities in STEM (Science Technology Engineering Mathematics) enhancement.

West Oaks Elementary School serves 672 students from prekindergarten to 5th grade. They have partnered with the YMCA and 21st Century Afterschool Program to provide opportunities for children outside of the regular school day. West Oaks Elementary also offers programs for parents and students to help maintain positive family involvement both in and out of school.

Innovations Middle School (IMS) is a tuition free public charter school. IMS offers a unique program called the Fast Track Program. This program allows students to complete two years of school in one year. This means that if a child is held back at any point in their academic career, this program will help them catch up to the appropriate grade level.

Meadowbrook Middle School has a total enrollment of 1,072 students in grades six through eight. Meadowbrook works with the Boys and Girls Club to provide after school opportunities and encourages parent involvement with their students. Some of the parent involvement opportunities include Parent Honor Society, Parent Teacher Student Association, and they host a quarterly Parent Resource Fair. Also, Meadowbrook offers ESOL (English for speakers of other language) to those who speak Spanish, Haitian, and Creole as a primary language.

Robinswood Middle School serves students in grades six to eight and has a total student body of 1,345. Of their 87 teachers, 41 have an advanced degree. Robinswood also offers the 21st Century After School Program and works with the Boys and Girls Club to offer afterschool programs. Robinswood is also an AVID certified school and a Middle Years International Baccalaureate (IB) World School, a prep program for the IB Program offered to high school students as a supplement or alternative to AP or honors classes.

Maynard Evans High School is the largest high school in the area with 2,433 students in grades nine through twelve. For the 2015-16 school year 100% of the student population is considered economically disadvantaged and 98% are considered a minority. Evans High School is also an IB School; students in the IB Program are able to earn college credit similarly to AP classes and dual enrollment. In 2010, Evans High School improved their At-Risk Graduation rate from 49% to 77%. Maynard Evans High School also offers numerous community involvement and after school opportunities for its students. These opportunities will be discussed in the *Social Programs* section of the Action Plan.



Acceleration Academy West is an additional OCPs alternative program offered to 8th graders who have been held back as a high school acceleration program. They currently have 232 students and 22 teachers, 10 of which have advanced degrees.

Magnolia School was founded in 1973 as a public school for students with mental and physical disabilities. Since this time it has become one of the nation's leading centers for education for students with special needs. The school now has 134 students in grades five through twelve and has 41 teachers, of which 16 have advanced degrees.

Churches: Pine Hills is home to many churches of different faiths, adding to the cultural vibrancy of the area:

- Iglesia Monte de Santidad
- ICP Orlando

- Christ Sanctified Orlando
- North Orlando 7th Day Adventist Church
- Marantha Baptist Church SR
- Orlando West Ministries
- Hope Community Church
- Powers Drive Baptist Church
- Central Church of God
- Vietnamese 7th Day Adventist
- Orlando Baptist Temple
- Faith Creation Fellowship
- Ebenezer Baptist Church
- New Life Ministries World
- Grace United Methodist Church
- Kingdom Life Ministries
- Harvest Church Worship Center
- Agape Assembly Baptist Church
- Church of God Valley of Blessing
- First United Methodist Church of Pine Hills
- Pine Hills 7th Day Adventist
- Lake Sherwood Presbyterian Church
- New Covenant Church of Jesus Christ
- Pine Hills Community Church
- Mission of Hope Worship Center
- Impact Church of Central Florida
- Radiant Life Assembly of God
- New Hope Community Church
- New Church of Faith
- Joshua Generation Outreach Church
- Hyland Baptist Church
- Miracle Tabernacle Full Gospel Church
- Hiawassee Bible Chapel
- Emmanuel 7th Day Adventist
- Tabernacle Baptist Church
- St. Andrews Catholic Church

- Church of God Higher Calling
- Saint Paul's Presbyterian Church
- Eglise Baptiste Haitienne Philadelphie
- The Kingdom Church
- Faith Christian Center
- Way of Life Ministries
- Iglesia Cristiana Obreros de Paz
- Church of God Hospital-Faith
- Victory Outreach Orlando Inc
- Abiding Faith & Healing Ministry

Social Programs: There are numerous organizations and non-profits that offer services to the citizens in the Pine Hills community. Social programs often times can fill in the gap where government services are not able to help and personal issues may cause roadblocks for individuals. Current services available are:

All-In-One Community Center – All-In-One Community Center is a full service access center. Here residents can apply for food stamps, cash assistance, Medicaid, and apply for health insurance under the Affordable Care Act.

Boys and Girls Club – The Boys and Girls Club provides a safe place for at-risk children between the ages of 6 and 18. They offer youth development programs that meet the diverse needs and interests of their members. They have partnered with numerous schools in Pine Hills.

Central Florida Urban League – The Central Florida Urban League has a mission to assist Central Floridians in achieving social and economic equality. The Urban League offers dozens of programs some of which include:

- Budget and Credit Counseling
- Rental Readiness Program
- Mortgage Default and Delinquency Assistance
- Black-on-Black Crime Prevention Program
- Youth Leadership Summit
- Youth Crime Prevention and Intervention Program

Devereux – Devereux is a national organization with a campus in Pine Hills that offers professional therapeutic programs for children with significant emotional and behavioral disabilities.

Evans Community School – The Evans Community School provides activities, services, educational opportunities, and engagement to help aid students, parents, and local residents. Some of the services provided are:

- Counseling for students
- Medical services for students and staff
- Tutoring
- YMCA Teen Achievers
- Anger Management
- Cent\$ible Trojans
- Parent Workshops
- ESOL and GED Classes
- Home Buyers Workshops
- Food Pantry

Orange County Head Start Program – Head Start is a comprehensive child development program designed to meet the educational, emotional, social, health, and nutritional needs of children and families.

Pine Hills Community Council – The Community Council is a non-profit volunteer, advocacy, and civic group whose goal is to improve the life of the citizens in Pine Hills. The Community Council develops partnerships with community stakeholders, provides educational opportunities, helps create a safer community, works with Orange County Code Enforcement, and provides opportunities for litter control.

Pine Hills Community Performing Arts Center – The Center has a mission of using the arts to transform lives and communities. They aspire to be the cornerstone of the Pine Hills arts district by utilizing the talent and diverse culture of the community. Among other programs, they offer drum lessons, piano lessons, voice coaching, and classes in music theory.

Tzu Chi Foundation – Tzu Chi is an international humanitarian organization that has an office Pine Hills, and has a mission to relieve the suffering of those in need by creating a better world for all.

Wayne Densch YMCA Family Center – The YMCA works to improve the lives of Central Floridians in numerous ways. The YMCA partners with local schools to provide after school academic and sport opportunities, as well as providing athletic and physical health opportunities for any resident of the community.

SAFE NEIGHBORHOOD PROGRAM SURVEY

Using information gathered during the initial meeting, a survey was developed and sent to every residential and commercial address within the Pine Hills Safe Neighborhood. Over 935 of the surveys were returned.

The survey results show that the residents of Pine Hills are homeowners, and the overwhelming majority of the homeowners have lived in their home for 15+ years. Almost half of Pine Hills residents feel safe in their neighborhood but still perceive crime as a serious issue. The survey also showed concerns about code enforcement, property crimes, and rundown/vacant homes. The survey results were very similar to the comments received during the initial meeting.

IDENTIFYING NEIGHBORHOOD ISSUES

The initial Pine Hills Safe Neighborhood community meeting to update their action plan was held on September 10, 2015 at the Pine Hills Community Center. During the initial meeting Neighborhood Preservation and Revitalization Division (NPRD) staff provided an introduction to the Action Plan and explained the benefits of having the Safe Neighborhoods program in the neighborhood. The second Pine Hills Safe Neighborhood community meeting was held on November 12, 2015. In attendance were more than 50 residents, Orange County District 6 Commissioner Victoria Siplin and staff, Orange County District 2 Commissioner Bryan Nelson, Orange County Sheriff's Office (OSCO) Major Denise Demps and other representatives from OCSO Patrol Unit, Pine Hills Neighborhood Improvement District, and NPRD staff. NPRD gave a presentation on the community's survey results and census data. An issues identification exercise was also conducted at the meeting, which gave residents a chance to voice their ongoing issues and concerns in their neighborhood. Each issue was divided by 4 categories: Traffic/Speeding, Code Enforcement, Beautification, and Crime Prevention. Listed below are the issues identified in the initial meeting:



Traffic/Speeding:

- Speeding concerns have been identified in the following areas:
 - Eiffel Drive
 - Balboa Drive near Magellan Circle
 - Silver Star Road
 - High Lake Drive
 - Abbydale Court
 - Cortez Drive
 - North Lane

- Wendy Drive
- Signage and school lights need to be added near Lake Gem Elementary
- Speed limit signs need to be added in the following areas:
 - Fir Drive
 - Pine Hills Estates
- Jay walking is a continuous concern on the following roads:
 - Silver Star Road
 - Hiawassee Road
- Increase the number of medians
- Portions of Balboa Drive need to be paved

Beautification:

- Trash and debris need to be cleaned up in the following areas:
 - Pine Hills Road
 - Silver Star Road
 - Hastings Street
 - Front entrance of Normandy Shores
 - Royal Oaks Apartments
- Entranceway signs are desired in the following areas:
 - Bellaire Woods
 - Pine Hills Estates
 - Normandy Shores
 - Royal Place Apartments
 - Powers Drive
 - Silver Star Road
 - N. Pine Hills Road
 - Caribbean Beach Club and the nearby shopping plaza
 - Sheringham Road
 - Sir Henry Road
 - Royal Place Apartments
- Remove abandoned grocery carts from the area
- Bus stops in the following areas need be cleaned up and maintained:
 - Dardenelle Drive
 - Silver Star Road

- Grass in right of ways needs to be mowed and maintained
- Houses and lawns on Hastings Street needs to be

Code Enforcement:

- Abandoned properties and vehicles have been identified in the following areas:
 - Methodist Church (which one)
 - Fountain Blue (Confirm this location exists, couldn't find it on Google)
 - Cortez Drive
 - Indialantic Drive
- Illegal parking throughout the community
 - Pine Hills Circle
 - Dunsford Drive
 - Gamble Drive
 - Continental Boulevard
 - Chantelle Drive
- Traffic boxes are littered with posters and glue
- Illegal selling of goods on or around Pine Hills Road
- Loud parties occur at inconvenient times for residents
- Daycares are falling into disrepair
- Numerous businesses are being operated within residential areas
- Remove temporary advertising and soliciting signs in the following areas
 - Silver Star Road
 - Pine Hills Road

Crime Prevention:

- Home invasions and break-ins have been a concern in the following areas:
 - 38th Street
 - Bean Lane
 - Continental Boulevard
 - Pine Hills Circle
 - Pioneer Road
 - Pontiac Road
 - Rivera
 - San Jose Boulevard
 - San Sebastian Circle

- Westwood Road
- There is a lack of public facilities and activities for the youth to get involved with
- Areas for general increases in crime are:
 - Powers Drive
 - Silver Star Road
- Drug usage and drug dealing is a concern of many residents:
 - Wedgewood Court
- Gun control and violence concerns many residents
- Add more street lighting
- Homelessness and squatters are problems facing the community
- Property crimes have been the most prominent concern for residents

ISSUES, GOALS & ACTION STEPS

The Pine Hills Safe Neighborhood Partnership envisions Pine Hills as a safe community with strong neighborhoods and dedicated residents. What makes Pine Hills unique is that it is home to generations of families who desire to keep the community safe and beautiful. Pine Hills is located just a few miles west of downtown Orlando, the community is an integral part of the image of Orange County.

In order to realize this vision, residents agreed to work together along with Orange County staff during their third Pine Hills Safe Neighborhood community meeting, which was held on January 14, 2016. The majority of issues the residents raised fell under four categories: Crime, Traffic, Beautification, and Code Enforcement. Based on these categories, the residents formed committees to begin identifying solutions. The following is a summary of the goals developed by the committees:

Traffic & Speeding
<u>Goal:</u> Improve the safety and quality of neighborhood streets by installing traffic calming or speed limit signs
<u>Action Step:</u> <ul style="list-style-type: none"> • Contact Orange County Traffic Engineering Division and guide residents in the petition process for traffic calming devices • Install speed limit signs in areas where they are missing • Request an increase in OCSO patrols to reduce cut-through traffic

Jaywalking

Goal: Improve the safety and quality of our neighborhood streets by educating residents on correct pedestrian behavior and installing pedestrian safety devices

Action Step:

- Contact Orange County Traffic Engineering Division and guide residents in the petition process for traffic calming devices
- Educate residents and motorists on how to properly cross traffic

School Zones

Goal: Improve the safety and the surrounding areas of schools by installing traffic calming devices or developing school zones

Action Steps:

- Contact Orange County Traffic Engineering Division and guide residents in the petition process for traffic calming devices or flashing lights
- Add sidewalks to at least one side of road that do not have any on or around schools that do not have any
- Work with residents to develop a walking school bus program
- Establish a school zone to slow down traffic

Lawns and Landscaping

Goal: Improve the aesthetics of Pine Hills by adding trees and landscaping.

Action Steps:

- Partner with Public Works to access the Orange County Tree Program
- Work with citizens to attend Orange County Cooperative Extensions monthly adopt-a-tree events to add trees close to the right-of- way (ROW)
- Educate citizens on how to call 311 to report code violations
- Utilize the Safe Neighborhood Program funding for projects that beautify and add landscaping to the community

Neighborhood Clean-Ups and Beautification Projects

Goal: Improve the aesthetics of the community by cleaning up trash build up and developing ROW improvements

Action Step:

- Partner with Public Works, Code Enforcement and Waste Management to identify illegal dumping sites
- Develop methods and strategies of cleaning up the area
- Work with the Orange County Neighborhood Preservation and Revitalization Division to conduct more community clean ups in the area
- Partner with Traffic & Engineering to identify possible streetscape improvements such as new medians

Public Facilities & Youth Involvement

Goal: Improve upon and add more parks and public space in the area.

Action Step:

- Partner with the Orange County Parks and Recreation Division to identify new public gathering spaces and green space opportunities
- Work with community partners like the Orlando Magic, Orlando City Soccer Club, Orange County Public Schools and the YMCA to develop after school programs

Lighting

Goal: Improve community safety by adding more street lights

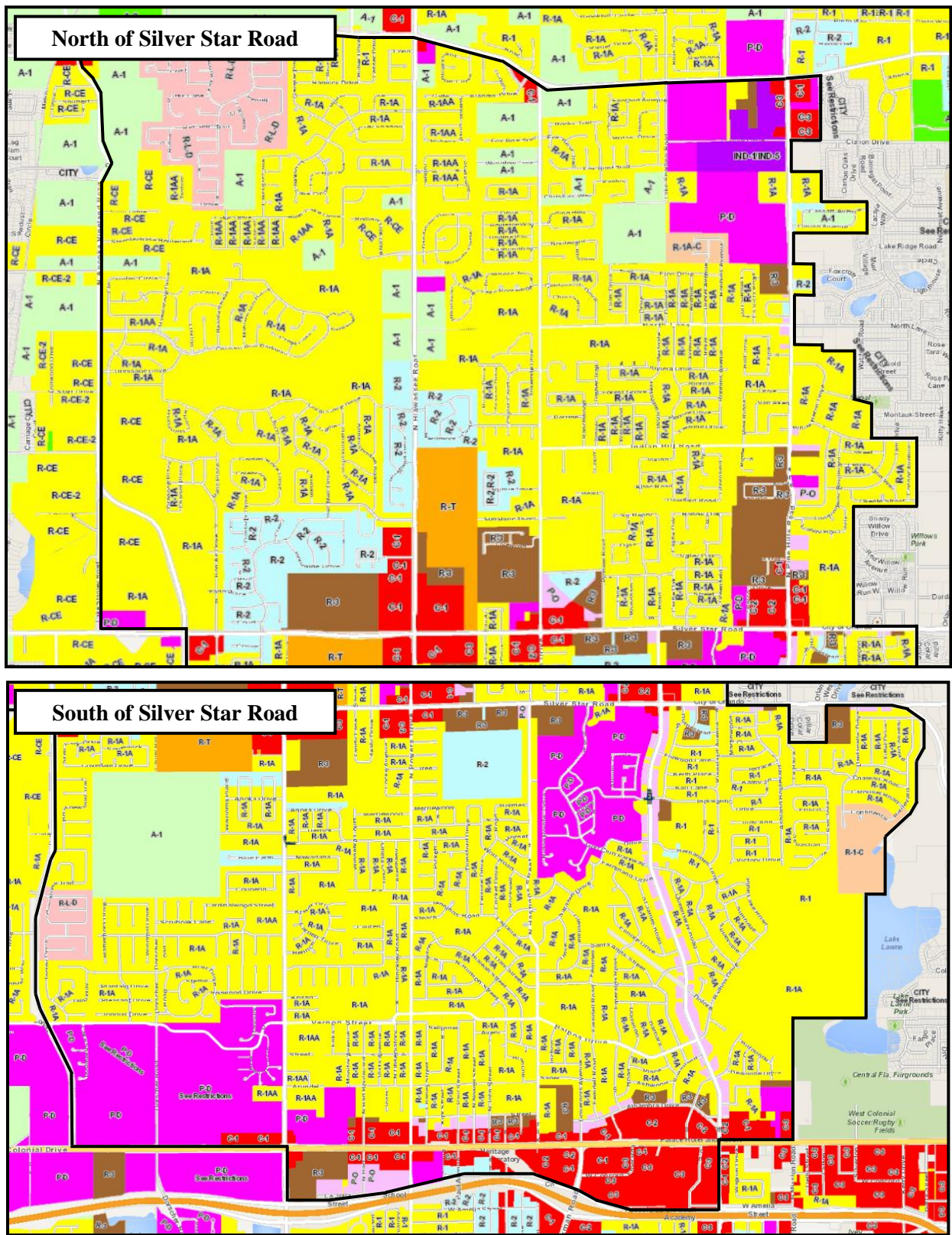
Action Steps:

- Report broken street lights to the respective utility company
- Report tree covered street lights to 311
- Work with Comptroller's Office and guide residents through MSBU process to add street lights

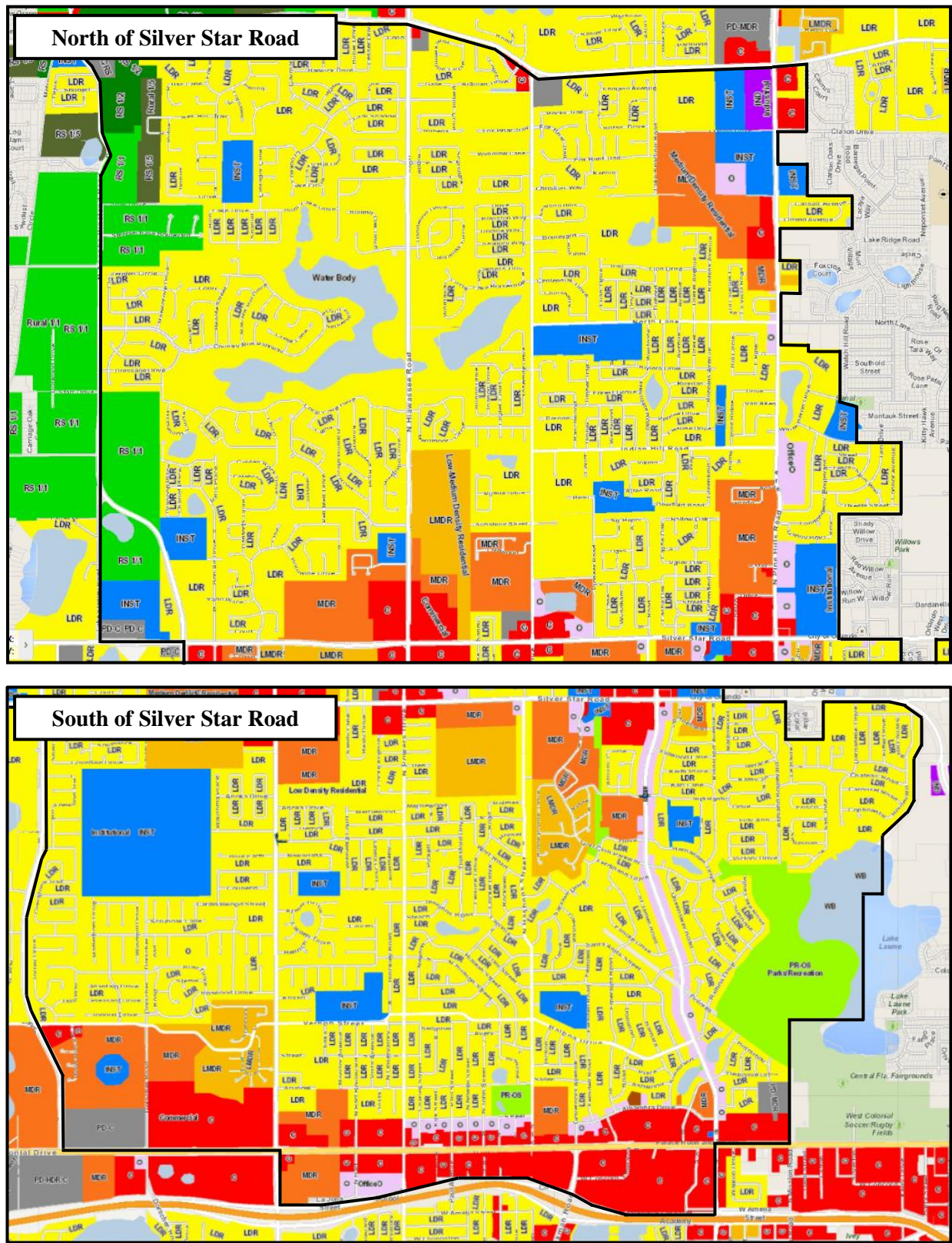
Entry Signage
<u>Goal:</u> Beautify the community by adding identifiable entranceways.
<u>Action Steps:</u> <ul style="list-style-type: none"> • Follow Crime Prevention Through Environmental Design (CPTED) principles of adding more neighborhood identification • Add community signs at the east and west entranceways to Bellaire Woods and Pine Hills Estates • Add signage to identify the Normandy Shores community

This is a living document, designed to change and adapt to the needs of the community. The residents will make sure to update the vision to reflect the current desires of the entire community. As goals are accomplished, new ones will take their place.

Appendix A – Pine Hills Zoning Map



Appendix B – Pine Hills Future Land Use Map



Appendix C – Action Plan Survey



ORANGE COUNTY SAFE NEIGHBORHOOD PROGRAM PINE HILLS ACTION PLAN SURVEY

Para obtener una copia de esta encuesta en español,
e-mail al: cristina.pichardo-cruz@ocfl.net

1. **How are you responding to this survey? (check all that apply)**
☐ Homeowner ☐ Renter ☐ Landlord ☐ Business Owner ☐ Other _____
2. **How long have you lived, or owned property, in Pine Hills?**
☐ 0 - 5 Years ☐ 5 – 10 Years ☐ 10 – 15 Years ☐ 15+ Years
3. **Do you feel safe in your community?**
☐ Yes ☐ No
4. **Which statement best describes how you feel about the crime in your community over the past 3 years?**
☐ It's gotten much worse. ☐ It's gotten a little worse. ☐ It's about the same.
☐ It's gotten a little better. ☐ It's gotten much better.
5. **Which statement best describes the amount of graffiti and vandalism in your community?**
☐ It's everywhere. ☐ There are some trouble spots. ☐ There is very little.
6. **Are you concerned about traffic/speeding on your street?**
☐ Yes ☐ No
7. **Have you noticed an increase in the amount of vacant/abandoned homes on your street?**
☐ Yes ☐ No
8. **Please select the top 3 issues that you think are decreasing the quality of life in your neighborhood.**
☐ Rundown/Vacant Businesses ☐ Rundown/Vacant homes ☐ Code enforcement violations
☐ Vandalism/Graffiti ☐ Speeding/Traffic ☐ Homelessness ☐ Gangs ☐ Property Crimes
☐ Lack of public facilities (street lights, sewer, sidewalks, playgrounds etc.)
☐ Lack of services (educational, recreational, health, legal, financial, etc)
☐ Other _____
9. **Have you ever witnessed criminal or suspicious activity in Pine Hills?**
☐ Yes ☐ No
If yes, did you report it? ☐ Yes ☐ No
10. **Have you attended a public hearing, community meeting, or neighborhood meeting in the past 2 years?**
☐ Yes ☐ No
11. **Have you heard of Pine Hills Safe Neighborhood?**
☐ Yes ☐ No
12. **Are you a member of Neighborhood Watch, or any other Pine Hills neighborhood organization?**
☐ Yes ☐ No



ORANGE COUNTY NEIGHBORHOOD PRESERVATION &
REVITALIZATION DIVISION POST OFFICE BOX 1393,
ORLANDO, FL 32802