



**City of Los Angeles
Department of Public Works**



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FAQs

Frequently Asked Questions



**City of Los Angeles
Department of Public Works**



INTRODUCTION

Since 1906, the Department of Public Works has led the way to advance and achieve a foundation of vital infrastructure facilities, resources and services that now serve more than four million residents covering a geographic area of 465 square miles in the city of Los Angeles.

For more than 100 years, as the city has grown to the second largest in the nation, the Department of Public Works has remained focused on resolving the infrastructure issues and challenges that invisibly but critically manifest themselves as uninterrupted everyday conveniences that result in a better quality of life and environmental protection.

With a broad range of city resources from the Bureaus of Contract Administration, Engineering, Sanitation, Street Lighting and Street Services, and the Office of Community Beautification, the department delivers to the public: solid waste collection and recycling; sewer pipelines and wastewater treatment; urban storm water and watershed protection; maintenance of city streets, medians, catch basins, bridges, sidewalks, trees and streetlights; graffiti removal and community beautification projects; contract administration of public works projects and construction inspection; development and permit processes; design and construction of city projects; and maintenance of accurate and readily accessible engineering records.

The Frequently Asked Questions (FAQ) brochure is intended to provide quick answers to some of your more frequently asked questions and to provide department contact information for those questions that are not answered here.

In providing this FAQ, the Department of Public Works remains committed to delivering quality and reliable services that benefit the health, welfare and quality of life of the public through information, education and environmental protection.

Thank you.

BOARD OF PUBLIC WORKS

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For Immediate Access to
All City Services
Dial 3-1-1

DEPARTMENT OF PUBLIC WORKS BOARD OF PUBLIC WORKS

www.lacity.org/BPW

The Department of Public Works (DPW) provides vital city services in five major program areas: Contract Administration, Engineering, Sanitation, Street Lighting and Street Services. These key areas, which provide for the city's infrastructure, contribute to the public's quality of life and protection of the environment.

The Board of Public Works performs responsibilities of general manager for the DPW. The Board is an executive team comprised of five commissioners, selected and appointed by the Mayor of Los Angeles, and confirmed by the City Council. Commissioners are appointed to five-year terms. The Board is the city's only full-time policy-making entity and oversees more than 5,800 department employees. The bureau directors of the five major program areas report to the Board.

BOARD OFFICES

The Office of the Board of Public Works is comprised of the Board Secretariat, and the Offices of Community Beautification, Accounting, Management Employee Services, Public Affairs, and Emergency Preparedness. The Board Secretariat coordinates the office and administration of the Board of Public Works and is also responsible for accepting all proposals or bids for the Department's construction contracts.

Board of Public Works:
(213) 978-0261 www.lacity.org/BPW

The Public Affairs Office (PAO) serves as the public information officer for the DPW. PAO manages and coordinates internal and

external communications for the DPW, ensuring city stakeholders, internal audiences and media are kept informed of the city's infrastructure projects and programs.

Public Affairs Office: (213) 978-0333
www.lacity.org/BPW/PAO

The Office of Community Beautification (OCB) serves as the city's community improvement and beautification program. OCB functions as the city's resource for graffiti removal, volunteer clean-up assistance, educational outreach and community beautification grants for neighborhood projects.

Office of Community Beautification:
(213) 978-0228
www.laocb.org

The Office of Accounting provides accounting and financial services to the DPW and advises the Board of Public Works and bureau directors on accounting and financial matters in addition to the City Controller, City Administrative Officer, Treasurer and other city departments.

www.lacity.org/BPW/Accounting

The Office of Management-Employee Services administers the uniform personnel program for the Department, which includes employee personnel record processing, employment verification, employee relations, affirmative action and counseling, among other program elements.

www.lacity.org/BPW/MES

The Emergency Preparedness Office coordinates and represents the DPW in all emergency management activities and acts as the one-stop emergency operations contact.

Department-wide Emergency Preparedness:
(213) 978-0209

DEPARTMENT BUREAUS

BUREAU OF CONTRACT ADMINISTRATION (BCA)

The Bureau of Contract Administration protects the city and public interest by ensuring that all public works projects are constructed and administered in accordance with the plans, specifications, contract provisions, state and federal laws, and safety provisions necessary to achieve a quality and beneficial product.

Bureau of Contract Administration:
(213) 847-1922
www.lacity.org/BCA

BUREAU OF ENGINEERING (BOE)

The Bureau of Engineering oversees the design and construction of municipal facilities and private developments affecting the public right of way. The Bureau is responsible for the engineering features and standards of all privately developed subdivisions and tracts. The Bureau also maintains public counters in various areas of the city for the public to research records, review private projects and issue permits for work involving the public right-of-way and public properties.

Bureau of Engineering: (213) 485-5400
<http://eng.lacity.org>

BUREAU OF SANITATION (BOS)

The Bureau of Sanitation is responsible for the collection, treatment and recycling of sewage from homes and businesses throughout the greater Los Angeles Metropolitan Area, and for 29 other cities and agencies on a contractual basis. The Bureau is also responsible for the collection and proper management of stormwater and urban runoff to the receiving

water bodies. The Bureau provides refuse collection, disposal and recycling services to 750,000 households and 540,000 multifamily units in the city of Los Angeles and to various other agencies. The Bureau also maintains collection centers for e-waste and household hazardous waste.

Bureau of Sanitation: (800) 773-2489
www.lacity.org/SAN

BUREAU OF STREET LIGHTING (BSL)

The Bureau of Street Lighting is responsible for engineering design, construction, maintenance and repair of the city's street lighting system. The Bureau also maintains adequate roadway and sidewalk illumination for vehicular and pedestrian safety and prepares specifications and cost estimates for new installations and maintenance assessments for operation of all streetlights in the city.

Bureau of Street Lighting: (213) 847-1459
www.lacity.org/BSL

BUREAU OF STREET SERVICES (BSS)

The Bureau of Street Services is responsible for the maintenance of improved streets, alleys, medians and sidewalks. The Bureau also provides maintenance for unimproved roadways and alleys, abates and removes weeds as well as illegally dumped debris and other hazards. The Bureau maintains the city's street trees, landscaped median islands and embankments, which include the inspection, trimming, root pruning, and removal of plants and trees. The Bureau enforces street use ordinances and inspects the movement of houses or oversize loads on city streets.

Bureau of Street Services: (800) 996-2489
www.lacity.org/BOSS

QUESTIONS & ANSWERS

BLUE BIN RECYCLING (BOS)

What items can I place in the blue recycling bin?

The Bureau of Sanitation issues blue bins for recycling.

The following are items can be placed in the blue bin:

- Aerosol cans (empty and caps removed)
- All clean paper
- Aluminum foil
- Aluminum cans for food and beverages
- Empty and dry paint cans
- Glass jars and bottles
- Magazines
- Metal cans for food and beverages
- All clean plastics labeled #1 through #7
- Plastic containers
- Plastic and film bags including clean grocery and dry cleaner bags
- Polystyrene, expanded polystyrene and Styrofoam
- Telephone directories
- Wire hangers (whenever possible return wire hangers to the cleaners)

Do not put the following items in the Blue Bin: construction material, appliances, hoses, lawn furniture, hazardous waste, chemicals, and electronic waste.

For more information on recycling in the city of Los Angeles, please call (800) 773-2489, from Monday through Friday, between 7:30 a.m. and 4:45 p.m. or dial 3-1-1, the citywide toll-free number for information and non-emergency services.

BULKY ITEM PICKUP (BOS)

How do I get bulky items picked up?

You are encouraged to recycle your bulky items through charitable organizations and thrift stores.

However, if you are unable to do so, BOS will pick-up your large or bulky household items, such as mattresses, couches, furniture, and appliances in the city of Los Angeles free of charge.

To make arrangements to have a bulky item picked up, please call (800) 773-2489, from Monday through Friday, between 7:30 a.m. and 4:45 p.m., at least one day before your regular collection day.

Bulky items are collected on your regular collection day.

Please have an itemized list of bulky items to be picked up when calling in your request.

BOS will not collect automotive parts, construction materials, commercial materials or cardboard.

For more information on bulky item pickup, please dial 3-1-1. The citywide toll-free number for information and non-emergency services.

BUSINESS CERTIFICATIONS (BCA)

What are MBE, WBE and DBE certification?

City of Los Angeles Executive Directive 2001-26 mandates that all prime contractors bidding on construction projects with the city of Los Angeles should outreach in good faith to minority-owned (MBE), woman-owned (WBE)-and other business enterprises (OBE) as potential subcontractors.

Some contracts funded by the United States Department of Transportation require outreach to disadvantaged business enterprises (DBE) as subcontractors.

The Bureau of Contract Administration is one of the public agencies in the state that administers the California Unified Certification Program (CUCP). CUCP provides one-stop shopping certification services to MBEs, WBEs and DBEs.

What are the benefits of being MBE, WBE and DBE certified?

Certified MBEs, WBEs and DBEs are included in a database or list of certified firms that is accessible to prime contractors bidding on public contracts that require MBE, WBE and DBE outreach.

How do you differentiate MBEs, WBEs and DBEs?

Subject to the city of Los Angeles (local program), a minority-owned business enterprise (MBE) is a business concern that is at least 51% owned by one or more individuals who are African American, Hispanic American, Native American, Asian-Pacific American, or Subcontinent Asian American; and whose management and daily operations are controlled by one or more of these owners.

Subject to the city of Los Angeles (local program), a woman-owned business enterprise (WBE) is a business concern that is at least 51% owned by one or more women; and whose management and daily business operations are controlled by one or more women owners.

Subject to the U.S. Department of Transportation (federal program), a disadvantaged business enterprise (DBE) is a "small business concern" as defined by the U.S. Small Business Administration, that is at least 51% owned by one or more socially and economically disadvantaged individuals, (African Americans, Hispanic Americans, Native Americans, Asian-Pacific Americans, or Subcontinent Asian Americans); and whose management and daily business operations are controlled by

one or more of these socially and economically disadvantaged individuals, and that these individuals separately exhibit a personal net worth (PNW) that does not exceed \$750,000.

What is Small and Local Business Enterprise Certification?

The Small and Local Business Enterprise (SLBE) certification with the city of Los Angeles gives a 10% preference to a certified SLBE over a non-SLBE bidding on the same procurement contract worth less than \$100,000.

The preference is determined by taking 10% of the lowest bid that is proposed by a non-certified SLBE company, and subtracting that amount from the bid of the SLBE certified company. If after the preference the SLBE's bid is less than or equal to the lowest non-certified company's bid, the SLBE will be awarded the contract.

How does a firm become certified with the city of Los Angeles?

DBE/MBE/WBE and SLBE applicants may request an application by writing to the Bureau of Contract Administration, Office of Contract Compliance (OCC), 1149 South Broadway, Suite 300, Los Angeles, CA 90015 or by calling (213) 847-1922. The application is also available at: www.lacity.org/BCA, or visit the office during its Certification Open House every first Thursday of the month.

CATCH BASIN SCREEN COVERS (BOS)

What is the purpose of catch basin covers?

The city of Los Angeles being the leader in stormwater pollution abatement has been installing catch basin opening screen covers to block trash such as soda bottles, polystyrene cups, plastic bags, and newspaper from entering the catch basins. Catch basins are the entry points into our storm drain system

that carry rain water and urban runoff to the Los Angeles River, Ballona Creek, and ocean. City residents will soon notice the reduction in trash finding its way to the river, creek, and ocean.

How do catch basin screen covers work? How are they maintained?

The City's catch basin screen covers are designed to be in a closed and locked position to keep large trash items out of catch basins. When no flow is present or during small storms the catch basin opening screen cover will remain closed and locked. Significant rain events will disengage the closed catch basin opening screen cover to prevent localized ponding by allowing it to swing open. When the rain event lessens the catch basin opening screen cover will return to the closed and locked position.

Routine street sweeping by the Bureau of Street Services will keep catch basin screen covers free of debris, regular catch basin maintenance by the Bureau of Sanitation will ensure its effective operability.

ELECTRONIC/E-WASTE (BOS)

Where can I dispose of my e-waste?

E-waste (electronic waste) is a popular, informal name for unwanted electronic products. Items such as computers, monitors, TVs, VCRs, stereos, copiers, fax machines and telephones are common electronic products that become unwanted as they are replaced by newer, more advanced models. Some of these unwanted products can be reused or refurbished. Some non-profit and charitable organizations may accept electronic products that are in good working condition or that may only need minor repairs in order to be reused. Contact these organizations directly for more information.

BOS has established a number of permanent collection sites throughout the city, known as S.A.F.E. (Solvents, Automotive, Flammables, Electronics) Centers. These S.A.F.E. Centers are open every weekend and provide a timely and convenient way to dispose of residential, household e-waste.

In addition, BOS's Residential Special Materials Collection Program sponsors periodic mobile collection events throughout the city, where residents can drop off their unwanted household electronic equipment for recycling and proper disposal.

Residents are limited to a total of six items per visit to a S.A.F.E. Center. Of the six pieces, no more than two can be CRT (Cathode Ray Tube) related. Small items (computer mouse, cables, modems, cell phones, etc.) can be packed in a carton box, and that carton will be considered one item.

For more information on electronic/e-waste disposal, please dial 3-1-1, the citywide toll-free number for information and non-emergency services.

GRAFFITI (OCB)

How do I report and have graffiti removed?

Residents may call the City of Los Angeles Graffiti Removal Hotline at 3-1-1, 24-hours a day, seven days a week to report graffiti.

Work orders are referred to community-based graffiti removal programs contracted through OCB. Work is performed using paint, chemical solvents or sandblasting, depending on the type of surface. All services are free of charge.

To report graffiti within the city of Los Angeles, please follow these steps:

1. Note the details of the graffiti, including the street, cross street, surface, and color.

2. Report the graffiti by calling the graffiti hot line at 3-1-1, the citywide toll-free number for information and non-emergency services. If you wish to leave your name and number, please be assured that your personal information will be kept confidential and may only be used to clarify details of the incident.

3. Write down the date and time you reported the incident. Reported graffiti should be removed within four business days.

What if the graffiti comes back?

Call 3-1-1, the citywide toll-free number for information and non-emergency services, and request that the graffiti be removed again. However, if taggers frequently target a location, OCB encourages property owners or local residents to remove the graffiti themselves as soon as it appears. This is much more effective than continually calling the hotline to request service since the graffiti will remain for several days prior to removal, possibly attracting more graffiti. OCB will provide recycled paint from its "Paint Bank," rollers, and other supplies to persons interested in removing the graffiti themselves.

HAZARDOUS WASTE (BOS)

How do I dispose of my household hazardous waste?

The city of Los Angeles, in cooperation with the Los Angeles County Department of Public Works, operates a Household Hazardous Waste (HHW) Collection Program that provides a safe and legal method to dispose of unwanted household chemicals. (See S.A.F.E. Centers for locations.) The HHW Program is open to all Los Angeles County residents. The operation consists of trailers and trucks with employees trained in hazardous waste handling. Residents drive through the collection site where trained employees will unload the waste.

Residents may bring the following items:

- Household cleaning products
- Paint and paint-related substances
- Automotive products such as oil and antifreeze
- Pool chemicals
- Garden chemicals including pesticides
- Batteries, including automotive
- Fluorescent light bulbs

The following items are not accepted:

- Ammunition
- Explosives
- Radioactive materials
- Medical/Biological waste
- Business/commercial waste

Transportation Limit: Please note that it is illegal to transport more than 15 gallons or 125 pounds (total volume) of hazardous waste to a collection site. Keep products in their original containers. Make sure the containers are leak-proof. If a container is leaking, place it in a larger leak-proof container.

Keep all materials away from passengers during transport. Please extinguish all smoking materials before entering the collection site. When you arrive at the site, you must remain in your vehicle. To ensure the safety of collection site personnel, you will be asked to turn off your engine and set your parking brake before materials can be unloaded from your vehicle.

ILLEGAL DUMPING (BOS)

What is the city of Los Angeles doing about illegal dumping into storm drains?

An ordinance passed in 1998 (LAMC Sec 64.70) makes it illegal to dump or discharge trash, debris, chemicals, contaminated water, or any other liquid or solid material into the storm drain system. Violators are now subject to stiff fines and criminal prosecution. The Stormwater Program's Enforcement Section

receives many calls to its (800) 974-9794 hotline number from the public reporting illegal dumping violations. These calls are investigated.

I see people dumping used oil into storm drains all the time. What can I do?

Dumping used oil is not only illegal, but also severely impacts the environment. One gallon of motor oil can pollute 250,000 gallons of drinking water. To report violations, call the Stormwater Hotline at (800) 974-9794. Residents are strongly encouraged take their used motor oil to a recycling center, call (800) 98-TOXIC to locate the nearest collection center or, call 3-1-1 for a listing of the city of Los Angeles' permanent S.A.F.E. collection centers.

What happens if I see someone throwing trash or other pollutants into a storm drain?

Storm drains are for the sole purpose of handling rainwater overflow. Dumping trash, pollutants and debris into catch basins is illegal. Call the Stormwater Hotline to report the illegal dumping. (If you know the person, you might explain to them how their actions negatively impact the neighborhood as well as the environment, and that this behavior is highly illegal.) Safe, legal alternatives to disposing of waste materials are available throughout the city.

If it is someone who you feel is knowingly violating and repeatedly dumping into storm drains, please call the Stormwater Hotline at (800) 974-9794 or the Los Angeles County Department of Public Works at (800) 303-0003.

INSPECTIONS (BCA)

What is the Bureau of Contract Administration?

The Bureau of Contract Administration (BCA) is responsible for protecting the city's interests by serving as an independent quality assurance and contract compliance agency on all Public Works construction contracts and some from other city departments.

Why do I have both BCA and Building and Safety looking at my work?

BCA is authorized to provide inspection to ensure the contractors' compliance with the plans and specifications for construction of public facilities, and work within the public right-of-way. Building and Safety (B&S) is authorized to enforce provisions of City of Los Angeles Building Codes for all construction. Though deputy building inspectors employed by BCA are authorized to provide code inspection for structural elements, B&S inspectors must approve all other provisions of the Building Code.

When do I need an inspector?

You need an inspector anytime you perform any work on a construction contract awarded by the Board of Public Works, or a permit issued by the Bureau of Engineering.

MULTIFAMILY/APARTMENT RECYCLING (BOS)

(Apartments, Condominiums, Cooperatives, & Mobile Home Parks)

How can I receive recycling services at my apartment building?

Solid Resources Citywide Recycling Division (SRCRD) is presently registering multifamily residential buildings (five units or more) for a free recycling program that began in July 2007. Multifamily residential properties participating in the program will receive the following:

- Free recycling service once a week
- Free blue bins for storage of recyclables
- Educational information for residents about materials accepted in the blue bins

If you are interested in registering your multi-family residential building, please call (866) 933-1101 or email SRCRD@san.lacity.org. Please provide the following information:

- Name
- Phone number
- Address of service request
- Area of city
- Zip code
- Type of building (ex. apartment, condominium, mixed use, mobile home)
- Number of units

Tenants should provide a contact name and phone number for the building owner or property manager. Condominium owners should provide a contact name and number for their homeowners association.

Who can I call for more information about recycling?

For information on recycling, curbside collection or blue bins please call: (800) 773-2489 Monday through Friday between 7:30 a.m. and 4:45 p.m. or call 3-1-1, the citywide toll-free number for information and non-emergency services.

PERMITS (BOE)

When do I need a permit from Public Works?

Section 62.105 of the Los Angeles Municipal Code (LAMC) requires permits to be obtained for construction on any property, street or other right of way owned by, to be owned by, or under the control of the city. Such improvements may include, but are not limited to sidewalks, parkways, curbs, gutters, pavement, grading, sewers, storm drains, bridges, retaining walls, trees and tree wells, culverts, traffic signals, and street lights.

When do I need a sewer permit?

Sewer permits are issued to private individuals or contractors to connect to an existing house connection sewer or to facilitate the construction of a house connection sewer. There are two types of sewer connections:

1. Property Line Connection (requires Department of Building & Safety inspection): This may be a new connection or reconnection to a house connection sewer located at the property line. Sewer main lines are in the public rights-of-way and in the public sanitary sewer easements under private properties. If a service connection (pipe from the local sewer to the property line) is available, then the S-Permit is for a property line connection. The city's sewer maps show the availability of this service connection.

2. Main Line Connection (requires Public Works inspection): This type of connection is required when the house connection sewer extending to the property line does not exist. To extend a sewer line from the property line to the city's main sewer, a bonded sewer contractor must perform the work. In most cases, an "A" Permit must also be obtained to resurface the asphalt in the public street. If a house connection sewer is not available at the property line, then the permit is for the construction of a new house connection sewer. In this case, the permit is issued to a bonded sewer contractor only. There is a special qualification given to these contractors for working in the public rights-of-way by the Board of Public Works.

POTHoles (BSS)

How does the city respond to potholes?

The city's goal is to respond to requests to fix potholes within 24 hours.

Exceptions are made during rainstorms and immediately after rainstorms, when requests can increase to four or five times the normal

number of requests. In these instances, the Bureau can accumulate several weeks of backlogged requests. Reassignment of crews and overtime is used to eliminate any backlog as quickly as possible. Delays are caused anytime water is present at the repair site.

To report storm-related emergencies such as trees down, landslides, potholes, and road erosion, please call (213) 473-8410 or (800) 996-2489.

What other services may I receive from the city's Bureau of Street Services?

The services available include:

- Alley/empty lot cleaning
- Illegal dumping cleanup
- Illegal postings/signs enforcement
- News rack enforcement
- Palm frons/tree branch cleanup
- Sidewalk repair
- Street cleaning
- Street fixtures
- Street resurfacing
- Tree trimming

To make a service request to repair a pothole, please call 3-1-1, the citywide toll-free number for information and non-emergency services.

S.A.F.E. CENTERS (BOS)

Where are the S.A.F.E. Centers for the disposal of e-waste and hazardous waste?

The S.A.F.E. Centers, for use by residents, are located at:

San Pedro: GAFFEY ST.

1400 N. Gaffey St., San Pedro, CA 90021

Hours of Operation:

Friday, Saturday and Sunday

9:00 a.m. - 3:00 p.m.

Los Angeles: GLENDALE

4600 Colorado Blvd., Los Angeles, CA 90039

Hours of Operation:

Saturday and Sunday

9:00 a.m. - 3:00 p.m.

Playa del Rey: HYPERION TREATMENT PLANT

7660 West Imperial Hwy., Gate B

Playa Del Rey, CA 90293

Hours of Operation:

Saturday and Sunday

9:00 a.m. - 3:00 p.m.

Sun Valley: RANDALL ST.

11025 Randall St., Sun Valley, CA 91352

Hours of Operation:

Saturday, Sunday and Monday

9:00 a.m. - 3:00 p.m.

West Los Angeles: UCLA

550 Charles E. Young Dr., West

Los Angeles, CA 90095

Hours of Operation:

Thursday, Friday and Saturday

8:00 a.m. - 2:00 p.m.

* E-electronic waste on Saturday only.

Los Angeles: WASHINGTON BLVD.

2649 E. Washington Blvd.

Los Angeles, CA 90021

Hours of Operation:

Friday, Saturday and Sunday

9:00 a.m. - 3:00 p.m.

SEWER REPAIR (BOS)

Know of a sewer line that is blocked, backed-up, or needs repairs?

If it is a city line, we will come out and unblock or repair the sewer. If you are not sure if it is a city line, we will come out and investigate the problem for you.

Who do you call?

Dial 3-1-1, the citywide toll-free number for information and non-emergency services and ask for the Department of Public Works, Bureau of Sanitation Wastewater Collection Systems Division.

What will you need from me?

To make a request for a sewer problem, you must call and provide:

- Your name
- Call-back telephone number
- Location of problem
- Type of problem being reported

How long will it take?

Sewer complaints may involve spills, stoppages, cleaning and/or repair of sewer lines. Because of public health concerns, these complaints are investigated immediately.

Although sewer stoppages/spills are investigated immediately, and corrections or temporary preventive measures taken, resolution of the problem may take longer.

SEWER SERVICE CHARGE (BOS)

What does the Sewer Service Charge (SSC) pay for?

The SSC is used to maintain the wastewater system, which consists of sewers, pumping plants, treatment plants and other facilities necessary for treating the sewage generated by homes and businesses throughout Los Angeles. This treatment is required to comply with various state and federal regulations and to keep our beaches and rivers clean.

Do I pay SSC if I don't use the sewer?

Properties that do not receive sewer service or are served entirely by the Los Angeles County Sanitation Districts (LACSD) should not pay SSC. Properties that are connected to city sewers but whose sewage is treated by the LACSD treatment plant are eligible for a reduced SSC. Call (800) 540-0952 or (213) 473-4181 to determine if you qualify for a SSC adjustment.

Residential SSC

How is the SSC for the year calculated for my residential property?

The SSC is based on the lowest average daily Winter Water Use (WWU) from the previous winter rainy period. This is normally reduced by a dry winter compensation factor that helps account for water usage that is not tributary to the sewer, such as irrigation during the winter months.

How can I lower my SSC?

Customers should conserve water during the winter rainy period. This period usually extends from October through April. Since a customer's SSC is determined by the WWU, the winter water consumption reflects as closely as possible the indoor water uses that are discharged to the sewer. Customers should also install water-conserving devices such as ultra-low flush toilets and low-flow showerheads.

Can I get an adjustment based on my need to irrigate a large, landscaped area?

Generally, no. The WWU process is designed to eliminate the need for the complex system of adjustments that previously existed. If you have a large proportion of your lot devoted to specific "water-needy" plantings, on a list that we supply, you may qualify for an adjustment; grasses, (all ordinary types, including dichondra), roses and fruit trees are specifically excluded from our list. Customers may benefit by installing a private water submeter as an alternative to the WWU process.

Commercial SSC

How is the SSC calculated for my commercial property?

For these properties, the SSC is based on 90% of the actual water use. Commercial properties also include multi-family complexes with five or more units and industrial facilities.

How can I lower my SSC?

Customers should install water-conserving devices such as ultra-low flush toilets and low-flow showerheads. Commercial properties may also be eligible for adjustments if they can show that a significant portion of their water does not return to the sewer (for example, water used in a product or lost through evaporation).

Can I get an adjustment based on my need to irrigate a large, landscaped area?

Sometimes. Contact us for more information about whether your property could qualify. Customers may install a private water submeter as an alternative to the regular billing basis.

Who can I call for additional information about my SSC?

For answers to additional questions, call (800) 540-0952, or dial 3-1-1, the citywide toll-free number for information and non-emergency services. You may also get information, including forms to request an SSC adjustment, at: www.lacitysan.org/wastewater/services/sscadjs.htm

SIDEWALKS (BSS)

Isn't the city responsible for maintaining all sidewalks and curbs in Los Angeles?

No. Unless the sidewalk and/or curb is broken by city-owned parkway trees, it is the adjacent property owner's responsibility to maintain. Even though it is considered public right-of-way, the area from the curb-face back is legally the property owner's responsibility (Los Angeles Municipal Code, Chapter VI, Section 62.104).

Who is responsible for sidewalk repair?

In accordance with the Street and Highways Code of California, the property owner is responsible for maintaining the sidewalk, curb, parkway, and/or driveway approach. The property owner may request a permit to trim the roots to allow for the repair of the sidewalk if the tree can be left in a safe condition, which may also require pruning of the tree canopy to minimize wind resistance. The property owner at their expense performs the work. If the tree roots cannot be safely pruned, the property owner may request a tree removal permit to remove the tree at their expense and may be required to plant a replacement.

I reported a broken sidewalk three years ago. Street Services repaired it with black asphalt, but why hasn't it been repaired in concrete yet?

Unlike asphalt repairs, concrete sidewalk repairs are not done in single location. Repair requests are collected for a large area and plans are laid to do all needed repairs in that neighborhood at one time in the hopes that no further repairs will be needed for 75 years. As long as funding is available, your location and all of your neighborhood's damaged sidewalks will eventually be repaired in concrete.

How do you select which sidewalks will be repaired?

Sidewalk work is prioritized by what locations have the highest amount of pedestrian traffic in conjunction with the degree of damage. Our focus is on pedestrian safety and abating trip hazards.

STORM DRAINS (BOS)

What do I do if the storm drain on my street is clogged?

If you know of a storm drain that is broken, blocked, or has water standing in or around the storm drain, call 3-1-1, the citywide toll-free number for information and non-emergency services. Ask for Department of Public Works Bureau of Sanitation Wastewater Collection Systems Division.

We will need:

- Your name
- Call-back telephone number
- Location of problem
- Type of problem being reported

How long will it take?

Complaints or requests regarding broken, crushed, or unclean storm drains are investigated immediately because of the potential for injuries or accidents from water ponding or public health. You are provided with a verbal status report following field investigation of the complaint or request.

Are sewers and storm drains the same thing?

No. They are two separate drainage systems. Wastewater from homes, industry, etc. travels through the sewer system where it is treated at sewage treatment plants before reuse or discharge into the ocean. Runoff from streets, parking lots, roofs, yards, etc. enters the storm drain system, receives no treatment, and flows directly to the ocean.

Why isn't a net/fence/barrier installed at the end of the storm drain channel to catch all of the trash?

Los Angeles County manages the large, open flood channels and has placed a large net close to the mouth of Ballona Creek. This net catches floating trash like Styrofoam cups, fast-food containers, etc. It has no effect on smaller items: bacteria from human and animal feces, or dissolved pollutants like oil, grease, pesticides, and various metals.

STREET LIGHTING (BSL)

Who do I call to repair a street light?

For lighting repair, call 3-1-1, the citywide toll-free number for non-emergency services.

How do I get a streetlight on my block?

There are two different methods of having street lighting installed where none exists:

1. The property owner can request a utilitarian streetlight, the type installed on an existing wooden power pole. This lighting is intended to be only for minimal traffic safety and can only be installed at locations that meet certain criteria.
2. A property owner can petition the city to initiate an assessment project to install lighting on the street adjacent to their property. This type of installation is for a complete lighting system on the street. Property owners are responsible for their share of the costs of installation and annual maintenance.

The current cost per 50-foot wide lot for a modern lighting system on most residential streets is approximately \$3,400. The annual maintenance assessment for a modern lighting system is about \$70 a year for a 50-foot wide lot.

The current cost per 50-foot wide lot for an ornamental lighting system on most residential streets is approximately \$7,500. The annual

maintenance assessment for an ornamental lighting system is about \$90 a year for a 50-foot wide lot.

If you wish to discuss any of these two alternatives and their requirements please contact Street Lighting Community Services Division at (213) 847-1459.

New assessments require a vote of the property owners in compliance with Proposition 218, now part of the California Constitution. Petitions and applications for the installation of new street lighting are available from the Bureau of Street Lighting web site at <http://www.lacity.org/BSL>

STREET TREES (BSS)

Who is responsible for the maintenance of street trees?

Since the 1932 Summer Olympic Games, the Department of Public Works Bureau of Street Services Urban Forestry Division has been responsible for street tree trimming, dead tree and stump removal, tree planting, small tree maintenance, responding to emergencies, watering, pest management and maintaining landscaped media islands.

How can I request service?

The most efficient way to request service is to call the Service Request Section at (800) 996-2489 or dial, 3-1-1, the citywide toll-free number for city information and non-emergency services. For the hearing impaired, the TDD number is (213) 473-6600. In most cases, the location will be inspected within two to four weeks depending on available staff and workload. However, if your request involves an emergency situation such as a tree or limb down or a partially uprooted tree, a crew will respond within 24 hours.

What is the process for getting a plant permit?

If a group of residents or a homeowners' group wants to beautify their community, they can contact the Service Request Section and request a block side or community planting. A coordinator with one of the non-profit groups will inspect the site, receive approval of the individual homeowner, mark the curbs to indicate where the trees are to be planted, and then plant the trees. The homeowner will agree to water and maintain the tree for the first five years. If a single resident wants to plant a tree, that person would call the Service Request Section and request a permit.

TRASH CONTAINERS (BOS)

What are my trash container services?

The city services four automated containers: black for household refuse, blue for recyclables, green for yard trimmings and brown for horse manure. Containers must be placed at the curb by 6:00 a.m. on the day of collection, and removed no later than 8:00 p.m. on the same day.

If you have any questions about your city-issued containers or would like to inquire about our other services, please call us at (800) 773-2489. You may also check our web site at www.lacitysan.org/solid_resources.

How do I get extra refuse containers?

Residences serviced by the city of Los Angeles receive a standard allowance of containers free of charge. The standard allowance for a single-family dwelling is one 60-gallon black trash container, one 90-gallon green yard trimmings container, and one 90-gallon blue recycling container. The standard allowance for multi-family dwellings is one 60-gallon black trash container per dwelling unit, one 90-gallon green yard trimming container per lot, and one 90-gallon blue container for every four dwelling units.

Any additional need beyond the standard allowance requires an extra capacity container or tag. Extra capacity containers or tags are available for an additional charge. Black extra capacity trash containers are \$5.00 per month per 30 gallons. Green extra capacity yard trimmings containers are \$2.50 per month per 30 gallons. Blue extra capacity recycling containers are available at no additional charge. Brown horse manure containers are available upon request at a charge of \$10.00 per 60 gallons. The extra capacity black, green, and brown containers are subject to six-month obligations.

To order extra capacity containers, please call the BOS Call Center at (800) 773-2489, Monday through Friday, between 7:30 a.m. and 4:45 p.m., at least one day before your regular collection day.

IMMEDIATE ACCESS TO ALL CITY SERVICES

For information on the more than 1,500 city services available in the city of Los Angeles, dial "3-1-1", the citywide toll-free number for city information and non-emergency services.