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Disclaimer: We have tried to find helpful solutions for some neighborhood problems, but cannot claim responsibility for actions taken or not taken by any person who uses this Chart or by any person or organization named or cited in this Chart. If certain solutions on this Chart have not worked for you, or if you have found solutions different from or better than those in this Chart, please let us know so that we can modify the Chart accordingly.

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911 Emergency police dispatch: how it works. (Translators available for most languages.) All calls are divided into A, B or C categories. A & B calls are true emergency calls, C calls are transferred to non-emergency police dispatch. The response time of the police/ambulance/fire dept. depends on the A B or C category.

A calls are for immediate threat to life or property, violence, murder, robbery in progress, use of weapons, fire or medical emergency in progress. Police &c. will arrive within minutes.

B calls are for crimes that have just happened & there is still a chance to catch a suspect. Police will arrive in 10-15 minutes depending on the number of backlogged calls.

C calls, see **553-0123 Non-emergency police dispatch: how it works**, below.

(You will be asked by dispatch what telephone number you are calling from, to make sure it matches the number on their screen & in case the police need to call you. You may also be asked if you wish to talk to police when they arrive. If you do not wish to be seen talking, but do need to talk with the police [or they with you], you may request that the officer telephone you from the police car rather than come to your door.) (See also **Police Reports [CADs], getting copies of**, p. 15.)

553-0123 Non-emergency police dispatch: how it works.

(Translators available for most languages.) This dispatch is for C category police calls, i. e. for quality of life situations & where there is no immediate threat to life or property (robberies committed yesterday [where police need to come & take a report], non-violent crimes, crack smoking, drug dealing on street, drinking alcohol on street, loud noise, barking dogs, &c.) If this is an ongoing problem, tell that to dispatch—police will be tougher. Police arrival for C calls is usually within 30 minutes, but may take over 2 hours. (*Note: much less for drug dealing on street.*)

Be sure to ask for a “*CAD*” number (computer aided dispatch), so that you can call back after a reasonable time to find out what action was taken. Follow-ups are important. (For details on how police are dispatched & the various response times see **911 Emergency Police Dispatch: how it works**, p. 2. See also **Police Reports [CADs], getting copies of**, p. 16.)

311 SF Customer Service line. The city’s hotline for Dept. of Public Works (DPW), Dept. of Parking & Traffic (DPT) or Oil Recycling services, & other matters such as social service inquiries & city job openings. Open anyday, 24 hrs., 150 languages available. For TTY, call 701-2323.

Note: 311 is not for police or medical emergencies. For emergencies see **911 Emergency police dispatch: how it works**, p. 2, & **553-0123 Non-emergency police dispatch: how it works**, p. 2.

How it works: Like 911 for police & emergencies, 311 is the dispatch number now for the DPW & DPT. But 311 is expanding & will answer other city related questions. When you call 311 the dispatcher will ask why you called. If you need a service 311 will ask for your name, address & telephone number. That info is then entered into the 311 database. (If you make future calls to 311 your info & past reasons for calling will show up on their screen.) You may also remain anonymous, but if you want a call-back from DPW, or other depts., you will have to give a telephone number. Once your call has been processed 311 will notify the appropriate dept. either to go to the location where service is needed, or to contact you by telephone. In cases where you request info rather than a service there can be a 24+ hr waiting period until the DPW or other depts. contact you. (If calls are not returned after 48 hrs., call 311 again & complain.)

511 Bay Area traffic info hotline. Open anyday, 24 hrs. Up-to-the-minute info on driving conditions, traffic incidents, carpools/vanpools, public transportation routes & fare info, bicycling info &c. Website <www.511.org>.

Drug/crack Houses, how to close, p. 9).

Neighborhood Associations, see main listing on Chart, p. 11.

Neighborhood Parks Council, 621-3260, FAX 703-0889, 451 Hayes St., SF CA 94102. Website: <sfnpc.org>. For **Parks, goals, planning uses & ideas for neighborhood parks**.

Parks, maintenance & safety, p. 13.

Permit Parking:

to get forms mailed to you, 701-4686;

to pick up forms, Municipal

Transportation Agency, Traffic Engineering Division, 1 South Van Ness Ave., 7th Floor, SF CA 94102.

Forms are also available online at:

<http://www.sfgov.org/site/frame.asp?u=http://www.sfmta.com>

send completed petition forms to:

Municipal Transportation Agency, Traffic Engineering Division, 1 South Van Ness Ave., 7th Floor, SF CA 94102.

to get a parking permit: Residential Parking Permit Program, 11 South Van Ness, SF CA 94103;

for Residential Permit information: 701-3000 (menu).

Police:

Code Enforcement Officers, see main listing on Chart, p. 14.

Permit Officers, see main listing on Chart, p. 15.

Stations, see main listing on Chart, p. 16.

Website: <sfgov.org/police>.

Project SAGE, 905-5050, FAX 554-1914; 1275 Mission St. (Suite 300), SF CA 94103; E-mail: <info@sagesf.org> Website: <www.sagesf.org>. For prostitution on street.

Public Works, Dept. of (DPW), website: <www.sfdpw.org>:

oil dumped or spilled on sidewalk/street, 311.

sewage leaks, repairs to sewer lines &c. on street, 311.

sidewalk repairs, 554-5810.

street cleaning, 311.

street noise due to construction, 554-5810.

street repairs, 311; complaints 311.

street tree permits, SF Bureau of Urban Forestry, Chris Buck, 641-2677, or Carla Short, 641-2674.

street tree maintenance, planting & pruning, 311.

trash dumped on sidewalk or street, 311.

(See also Quick Reference, Bureau of Environmental Health Management.)

illegal cutting of street trees, (in progress) 311; questions or complaints, Urban Forestry Dept., Carla Short or Chris Buck, 641-2674 or 641-2677.

Water Dept., for broken city-owned water mains, leaks &c. on street, (Mon-Fri 8am-4:30pm) 551-3000; (after 4:30pm, weekends & holidays) 550-4911.

Recycling Hotline (SF Environment Hotline), 311.

Recycling locations, list of, 1-800-RECYCLE (1-800-732-9253).

SF Clean City Coalition, 552-9201, ext. 10; website: <www.sfcleancity.com>.

For coastal/beach cleanups, for neighborhood cleanups, & the “GIGANTIC 3” program.

SF Environment Hotline, see **Quick Reference: Recycling Hotline**.

SF Public Library, catalog online, <sfpl.lib.ca.us> (See entry under **Neighborhood Associations**, p.11.)

SF SAFE, 553-1982, FAX 553-1967, 850 Bryant St., SF CA 94103; Oona Giles-Weil, Program Director. Website <www.sfsafe.org>; For crime prevention & neighborhood safety.

Shamban, Cindy, Dept. Parking & Traffic, 701-4683, e-mail

<Cindy.Shamban@sfmta.com>, fax 701-4769, for applications for block parties &c. (See **Block parties, street fairs & athletic events**, p. 4).

Street lights, see **Quick Reference:**

Bureau of Light, Heat & Power.

Sunset Scavenger, 330-1300; website: <www.sunsetscavenger.com>. (See also

Quick Reference: Recycling Hotline (SF Environment Hotline)).

Tobacco Free Project, 581-2447. For smoking in bars & restaurants.

Traffic Sign Shop, 554-9780, Municipal Transportation Agency, Traffic Sign Shop, 1999 Bryant, SF CA 94110. For replacing missing &c. street & traffic signs.

Vice Squad, 553-1426. For prostitution on street.

Water Dept., SF, (this is not Dept. Public Works Water Dept.), (Mon-Fri 8am-5pm), 923-2400 (after 5pm & weekends) 550-4911, (to turn off water lines on your property.) (See also **Quick Reference: Dept. of Public Works, Water Dept.**)

Yee, Bond, see **Quick Reference: Municipal Transportation Agency**.

Animal Care & Control (non-emergency), 554-6364, (rotary phones, 554-9405); 1200 15th St. (at Harrison), SF CA 94103. Website: <http://www.sfgov.org/site/acc_index.asp>

Brownie's Hardware Store (for recycling latex paint), 1563 Polk St., 673-8900.

Building Inspection, Dept. of (DBI), 1660 Mission St., SF CA 94103; Website: <www.sfgov.org/dbi>. For referrals to a building inspector, 558-6096, FAX 558-6261; for information, codes enforcement, & to complain about illegal construction in progress or changed use occupancy, 558-6088.

Building Inspectors, see main listing on Chart, p. 5.

Bureau of Environmental Health Management, 1390 Market (at 10th St.), Suite 210, SF CA 94102. For noise abatement of stationary noise sources (air conditioners, pneumatic oil pumps, industrial noise &c.), 282-3821.

trash (& hazardous waste) on private property, 252-3800. (See also **Quick Reference, Public Works, Dept. of.**)

Bureau of Fire Prevention, 558-3300, FAX 558-3323; 698 2nd St. (at Townsend), Room 109, SF CA 94107. For questions about fire hazards.

Bureau of Light, Heat & Power, 1155 Market St. SF CA 94103.

damaged street lights or burned-out bulbs, or to apply for new or more street lighting, 311, or 554-0730 (Mon-Fri 8am-4:30pm), 311, or 558-3267 (after 4:30pm & weekends).

Cars: abandoned, 311; *to cite cars parked on sidewalk, driveway &c.*, 553-1200.

City Attorney Hotline, 554-3977.

City depts., services & resources, information on, Cityspan website <www.sfgov.org>

Cole Hardware Store (for recycling paint, computers &c.): 956 Cole St., 753-2653; 3312 Mission St., 647-8700; 70 4th St., 777-4400. Website: <www.colehardware.com>.

Community Boards of SF 3130 24th St., SF CA 94102, 920-3820 (for resolving conflicts with neighbors, &c.). E-mail: <info@communityboards.org>. Website: <www.communityboards.org>.

Department of Parking & Traffic, see **Quick Reference: Municipal Transportation Agency.**

Disabled Access Ramps, see **Quick Reference: Jensen, Kevin.**

Friends of the Urban Forest, 561-6890 (press 2), Presidio of San Francisco, Bldg. 1007, P.O. Box 29456, SF CA 94129-0456. For tree planting. Website: <www.fuf.net>.

Fire: see **Quick Reference, Bureau of Fire Prevention.**

Golden Gate Disposal, *for garbage pick up/recycling in downtown area*, 626-4000. Website:

<www.sunsetscavenger.com/goldengate.htm>. (See also **Quick Reference: Recycling Hotline.**)

Graffiti Hotline, 311.

Graffiti on bus stops (MUNI), 1-510-835-5900.

Hazardous Waste, free pick up of, 330-1405 (8am-6:30pm Wed-Sat).

Hazardous Waste Disposal Site, 501 Tunnel Ave. at Blanken Ave., SF CA 94124, (for recycling oil based paint).

Hazardous Waste Information & Referral Hotline, 311.

Homeless Outreach Van, 431-7400.

Housing Inspection, Dept. of, 558-6220, FAX 558-6249; 1660 Mission St., 6th Floor, SF CA 94103. Website: <http://www.sfgov.org/site/dbi_index.asp>. For illegal construction already built/finished.

Housing Inspectors, see main listing on chart, p. 11.

Jensen, Kevin, 557-4685, TTY 558-4088, FAX 558-4519, Disability Access Coordinator. Website <www.sfgov.org/sfmod>.

Last's Paint Clearance Center (for recycling latex paint), 2141-A Mission St. (at 17th St.), 437-0633.

Mobile Assistance Patrol (MAP), 431-7400 (for drunks on street).

MUNI, 1-510-835-5900. (graffiti removal & broken glass replacement in bus shelters).

MUNI website (includes online maps of bus routes): <www.sfmta.com>.

Municipal Transportation Agency, (website: <www.sfmta.com>): *to install a street/traffic sign*, Mr. Bond Yee, 1 Van Ness Ave., 7th Floor, SF CA 94103; 701-4500; *to replace missing or damaged street/traffic signs*, 311 *to install bicycle lanes/racks*, 585-2453.

Narcotics Hotline, 970-3000 or 1-800-CRACK-IT (1-800-272-2548), (see

Animal bites, to report: 554-9422, Animal Care & Control, Bite Division.

Animal care & control, emergencies only: 554-9400 (24 hours), 1200 15th St. (at Harrison), SF CA 94103. This is for injured or sick animals **needing immediate care**. (For abused, dead, distressed, lost or found animals or for injured animals not needing immediate care, see **Animal care & control, non-emergency**, below.)

Animal care & control, non-emergency: 554-6364 (Noon-6 pm), 1200 15th St. (at Harrison), SF CA 94103. Website <http://www.sfgov.org/site/acc_index.asp>. This is for animals not needing immediate care. Dead animals, can be brought in or picked up any day, 8am-8pm. Bring in distressed or injured stray animals, anyday, 11am-6pm (Wed 11am-7pm). Bring in found animals & pets you no longer want, anyday, 11am-6pm (Wed 11am-7pm). Shelter open, lost animals redeemed & adoption program for cats, dogs, other mammals, birds, reptiles &c., anyday, noon-6pm (Wednesdays noon-7pm). Adoption fee for dogs & cats, plus required neutering fee, license & microchip implant \$107. Adoption fees for other animals: rabbits, males \$55, females, \$65; reptiles & birds, set according to species; mice, rats &c., \$15. (**Note**: senior citizens receive a discount on dog & cat adoptions.) Renters must bring a letter from your landlord allowing pets. For lost pets call Lost Pet Hotline, (voice-mail) LOST-PET (567-8738), or see Lost Pet website <www.petharbor.com> (includes photos of lost pets). (See also **Animal care & control, emergencies only**, above.)

Animals, wild (bee swarms, birds, reptiles &c.), injured, lost or stranded:

Bee swarms: call Non-emergency police, 553-0123. Police have list of local beekeepers who help. Or see the San Francisco Beekeepers Association, website <<http://www.sfbee.org>>, for info, help with swarms, &c.

Marine mammals (seal, whale, dolphin, porpoise, otter & sea turtles): Marine Mammal Center Hotline, 289-SEAL (289-7325) (anytime).

Note: *We'd appreciate your help in finding other groups or persons who help save or rescue wild animals in SF.*

Appliances (large) dumped on a street: See **Trash illegally dumped on sidewalk or street**, p. 19.

Bars: how to close a problem bar or liquor store. If the complaints are serious enough, & calls to police or talks with bar or building owner do not solve problems, then there are two other solutions, each taking up to a year.

Solution 1: Get Alcohol & Beverage Control to revoke their license:

1st: Talk to neighbors, get support & confirmation.

2nd: You & your neighbors should keep a written log of the problems as they happen (a complaint log); note day, time & problem. Entries should cover several months & establish the ongoing unresolved problems with the bar or liquor store. (For example, your log would read:

Jan 12, '08, 3 pm: 3 people drinking outside of bar, went into bar.

Jan 15 '08, 3:17 pm: man came out of bar, began selling drugs on street.

Note: *The entries in the log must absolutely show the bar as the source of the neighborhood problems. A case against a bar cannot be based on assuming the problems are caused by the bar.*

3rd: Call your local police station Permit Officer (PO) (for list see Police: Permit Officers, p. 14). Explain the situation, send him/her copies of your logs. He/she will begin an investigation. If the bar is shown to be a nuisance, the PO will either: 1) themselves ask Alcohol & Beverage Control (ABC) to void the liquor license at that address (lengthy process), or 2) ask the SF City Attorney's office to investigate the bar & file a case with ABC to void the liquor license (lengthy process). For City Attorney (code enforcement) representing your district call the City

Attorney Code Enforcement Task Force Hotline, 554-3977.

Note: To make a stronger case the City Attorney's office may contact you & ask you to provide a petition stating the alleged neighborhood problems caused by the bar & signed by neighbors in the area, as well as letters from neighbors that explain in detail the alleged bar problems, & photographs of the problems. Send the petition, letters & photographs to the City Attorney's office.

Solution 2: Talk to the owner of the building in which the bar is located. If the owner is unresponsive to problems, neighbors can sue him/her for damages of up to \$7500 per plaintiff in Small Claims Court, using their complaint logs as evidence. Also, loss of neighbors, decreased property value, damage to property, increased crime & stress can be cited in court. Bar leases have been known to be canceled by landlords who were fined substantially in Small Claims Court by neighbors.

Bars (& restaurants): smoking tobacco in: State law does not allow smoking tobacco in a bar or restaurant that hires employees. To report a bar or restaurant not smoke-free call Tobacco Free Project, 581-2447; website: <<http://sftfc.globalink.org/>>.

Beach cleanups: see Coastal Clean-ups, p. 8.

Bicycle lanes, repair of: For potholes in bicycle lanes, call 311. For street cleaning, or for tree limbs blocking bicycle lanes, call 311. (For details on how 311 calls are dispatched & the various response times see 311, p. 2.)

Bicycle racks & lanes. To apply for, or report missing or loose racks: Municipal Transportation Agency (MTA), 585-BIKE (585-2453), installs racks & lanes & also repairs racks. Leave your name & number for call-back. To install rack, sidewalk must be at least 8 feet wide.

For more info see MTA website <http://www.sfgov.org/site/sf311rfs_index.asp?id=74234>.

Note: SF bicycle route maps & rack locations may be downloaded from DPTBP website.

Block Clubs: See Neighborhood Associations, p. 11.

Block Parties, Street Fairs & Athletic Events, permits for: Municipal Transportation Agency (MTA) provides special event street closure application packets for block parties, street fairs & athletic events. Each packet includes information on requirements for street closure & on other permits that may be required (amplified sound, food, Fire Dept., Health Dept. &c.) Event must be approved by Interdepartmental Staff Committee on Traffic & Transportation (i.e. staff level representatives from various city depts.) Permit application costs \$150 to \$750. Other fees (food permits &c.) may also apply. For application packet & further information call Cindy Shamban at MTA, 701-4683, (e-mail <Cindy.Shamban@sfmta.com>, fax 701-4769), or write Municipal Transportation Agency, Traffic Engineering Division, 1 S. Van Ness Ave., 7th Floor, SFCA, 94103, Attn.: Cindy Shamban. Application packets are also available online:

<<http://www.sfmta.com/cms/vclos/documents/SpecialEventStreetClosureInfo.pdf>>.

Broken glass in bus shelters: 1-510-835-5900 (MUNI's bus shelter maintenance company). Give them the location of the bus shelter. They will send their clean-up team & replace the glass. (*Note:* If line is busy, a message service takes complaints & forwards them to the staff.)

Buildings, abandoned & a fire hazard, See Fire: Questions about Fire Hazards., p. 10.

Buildings: code enforcement: For General Building inspections call 558-6088, Mon-Fri 8am-5pm. General Building Inspection (GBI), 1660 Mission St., SF CA 94103. Website: <www.sfgov.org/dbi>. This is for general code enforcement information & complaints about violations of safety, fire, building codes & changed occupancy use.

If you want to complain immediately about code violations, you can call (Mon-Fri 8am-5pm):

- 1) For residential building code violations, Housing Inspection, 558-6220.
- 2) For buildings in the process of being built & for commercial properties;

appointment. There is a 10 item limit on unwanted junk, furniture, mattresses, large appliances &c. When you call, GGDR or SS will tell you the schedule for pick-ups in your area, & to ask what items you intend to discard. They won't take tires, car engines, pianos, construction materials at construction sites, paint or hazardous waste. You yourself must dump these items at the GGDR/SS dump site at 501 Tunnel Ave., SFCA. Put junk out the night before & SS will pick it up next Mon.-Fri. morning & haul it away free. Only two pick-ups per year are allowed. (For unwanted paint, see **Recycling paint [latex only]**, p. 18, & **Recycling paint [oil base]**, p. 18. For hazardous waste, see **Hazardous Waste Information & Referral Hotline**, p. 11.)

For more than 10 items: The "RECYCLE MY JUNK" program where GGDR & SS collectors pick up junk from inside your home or business, haul it away & recycle everything possible *for a fee*. No limit on the number of items (furniture, pianos, appliances, batteries, fluorescent tubes, computers, monitors &c.) with pick-up scheduled any Mon-Fri. For more info call GGDR or SS, or see website, [www.recyclemyjunk.com]. (*Note:* You may also find people to haul or recycle junk on *Craig's List*, website <<http://sfbay.craigslist.org>>.)

Another resource is the "GIGANTIC 3" program of the SF Clean City Coalition (SFCC), NORCAL Disposal Co. & SF Environment Dept. In various city districts one Saturday a month, 8am-noon, Feb thru Nov, residents (not businesses) may drop off unwanted furniture, mattresses, yard waste, used motor oil (*clean oil only*), oil filters (filters put in plastic bags), large & small appliances, microwaves, non-automotive batteries, unbroken fluorescent bulbs/tubes &c. To use this service appointments are encouraged, & you must prove you reside in the district where the pick-up occurs. Call Sunset Scavenger, 330-1300, to make an appointment.

Gigantic 3 has a separate collection site, available to residents, schools, businesses, &c., for electronic wastes

such as computers, cell phones, DVD players, television monitors &c. (no microwaves or appliances), one Saturday a month, 9am-2pm, Feb thru Nov. To use this service you must show a California driver's license or identification card.

(All items collected are either dumped, recycled, or donated to Goodwill Industries.)

For more info call SFCC, 552-9201, or see SFCC website (includes district maps) at <www.sfcleancity.com>.

For "GIGANTIC 3" pick-up schedule, see website (above) or call number (above).

Water leaking from broken water mains or fire hydrants: (Mon-Fri 8am-4:30pm), 551-3000 (automated voice menu); (emergencies, after 4:30pm, weekends & holidays), 550-4911, Dept. of Public Works, Water Dept., (WD). WD is responsible for City water pipes "up to & including water meters," i.e. on the street. Beyond the water meter & into your building it is your responsibility. (See **Water leaks on your property [under sidewalk or in your building]**, below, & see **Sewage leaks, broken sewer lines, sewer repairs on street**, p. 18.)

Water leaks on your property (in building or under sidewalk): (Mon-Fri 8am-5pm), 551-3000 ((automated voice menu); (emergencies, after 5pm, weekends & holidays), 550-4911. San Francisco Water Dept. (WD). WD does not repair home water pipes, but will come to your property & close the water line, so that you may make needed repairs. If a pipe is leaking from a house whose occupants are out of town or unavailable, you can call the WD & they will come & turn off that water line & leave notice to the occupants of a water leak on the property.

Quick Reference (Phone numbers & Addresses):

**Adopt-A-Street Program, 311
Animal Care & Control (emergency),** 554-9400; 1200 15th St. (at Harrison), SF CA 94103.

Note: If you have access to internet the SF health codes are now online, see City depts., services & resources, information on, p. 8.

Trees limbs hanging lower than 8 ft. above sidewalk or 12 ft. above street: call 311. The Dept. of Public Works (DPW), Bureau of Urban Forestry will prune City owned trees. All other trees are the responsibility of property owners, 311 can tell you which is which. For privately owned trees, DPW will inform owners that their trees must be pruned.

Trees, on street, illegally pruned, topped, cut or removed: It is illegal to prune, top, cut or remove trees located on a public street without a permit. Offenders may be fined \$1,485 or more per tree. If you see a street tree being illegally pruned, topped, cut or removed & suspect the cutter does not have a permit, call 311, & report illegal cutting of street tree/s. To report a street tree/s already pruned, topped, cut or removed, call Carla Short, 641-2674, or Chris Buck, 641-2677, Public Works Dept., Urban Forestry Dept., & report the location of the tree/s. They will investigate. *Note: Some trees on private property require a city permit for removal, if they are within 10 feet of a public right of way (sidewalk, stairway, road &c.) & meet one of the following criteria: diameter at 4.5 feet is more than 12 inches; height is over 20 feet; canopy spread is over 15 feet. Trees on private property that do not meet the above criteria do not need city permits for pruning or removal.*

Trees, to cut or remove damaged, fallen-over &c.: call 311. The Dept. of Public Works (DPW), Bureau of Urban Forestry will remove damaged City-owned trees. All other trees are the responsibility of property owners, 311 can tell you which is which. For privately owned trees, DPW will notify property owners that their damaged trees must be removed. *Note: You may need permits to cut or remove street trees. See Trees, on street, illegally pruned, topped, cut or removed, above.*

Tree planting for sidewalks: 561-6890 (menu, press 2 for planting), Friends of the Urban Forest (FUF). FUF plants & replaces trees as a community service, & will help organize tree planting for your neighborhood. There must be at least 30 trees ordered in an area by neighbors before FUF begins planting. (You can sign other neighbors up. In case you cannot do that FUF will add your address to their list, & call you if & when they begin planting in your area.) (Note: Permission of property owner/s required to plant tree/s.) Cost to each property owner, depending on grants received by FUF for planting in various neighborhoods, is \$195 per tree (discounts available in some low income neighborhoods), or \$160 to replace a tree. (Note: If you are not part of a 30 tree project, FUF charges \$350 per tree.) Many varieties available (choose 1st & 2nd choice tree.) Information in English, Spanish & Chinese. (Note: FUF also encourages volunteers to help plant trees &c.) More information & to order tree plantings at FUF website <www.fuf.net>.

Note: Dept. of Public Works [DPW], Street & Environmental Services, will not plant a tree in front of your house for you. DPW plants trees only in "designated tree areas," i.e. parks, certain streets &c. To plant a tree in front of your house yourself, you must get the required permits from SF Bureau of Urban Forestry, call Chris Buck, 641-2677, or Carla Short, 641-2674, for permit information. (FUF estimates planting a tree yourself, with DPW permits, sidewalk cutting &c., costs \$335.) See also Friends of the Urban Forest website <www.fuf.net> which gives info on planting a tree yourself, getting required city permits &c.

Note: Some tree roots can buckle sidewalks. You are responsible for any damages to sidewalk, not FUF or DPW.

Unwanted appliances, furniture, mattresses, junk &c., getting rid of: For downtown area: Golden Gate Disposal & Recycling (GGDR), 626-4000; outside downtown area: Sunset Scavenger (SS), 330-1300. For free pick-up in your area you must call either GGDR or SS & schedule an

for plumbing hazards or for electrical inspections, Building Inspection, 558-6570.

3) For disabled access code violations, Disabled Access, 558-6014.

Note: Staff at the above numbers will help with written reports (Complaint Data Sheets, or CDSs) for your complaints. In making CDSs, you may give a name or remain anonymous. CDSs are sent by staff to your local Building Inspector. Staff will also put you in touch with your local Building Inspector if you have or need more info. Copies of CDSs may also be got from General Building Inspection (see address above).

Note: If you have internet access, the SF building codes are now online; see City depts., services & resources, Information on, p. 8.

(See also Buildings: Illegal Construction, below, & Cars: how to close an illegal car repair shop, Solution 2, p. 7.)

Building filled with garbage, trash &c., See Trash (& hazardous waste) on private property, p. 19.

Buildings: illegal construction. Illegal construction may not be safe, may increase neighborhood density, diminish open space, or otherwise degrade the character of a neighborhood.

To complain about illegal construction *in progress*, call the SF Dept. of Building Inspection (DBI), 558-6096, (FAX 558-6261).

DBI will connect you to the Building Inspector for your area (for list & area map see Building Inspectors, p. 5). Provide the Inspector with the address & an account of the alleged illegal construction. Building Inspectors are in the office Mon-Fri only from 7:30-8:30am & 3-4pm, so call then (answering machine at other times). Ask the Inspector when to call back for an update. (Inspectors say the workload is very heavy.) Building Inspectors do on site inspection, making sure City safety, fire & building codes are used in the construction of any building.

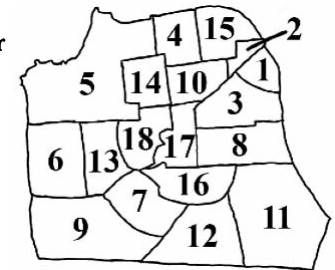
To complain about illegal construction *already built or finished* call Dept. Housing Inspection (DHI), 558-6220, FAX 558-6249, 1660 Mission, 6th Floor, SF CA 94103, DHI will connect you to the housing inspector for your area (for list & area map see Housing Inspectors, p. 10).

Provide the Inspector with the address & an account of the alleged illegal construction. Housing Inspectors are in their office Mon-Fri only from 8-9am & 4-5pm, so call then (answering machine at other times). (See **Buildings: code enforcement**, p. 4.)

Note: Building inspectors may or may not order illegal construction removed for various reasons.

Building Inspectors (change every two years): Building Inspectors are in their office Mon-Fri only from 7:30-8:30am & 3-4pm, so call then (answering machine at other times). General Building Inspection Information, 558-6088; 1660 Mission St., 3rd Floor, SF CA 94103. If you have access to the Internet the SF building codes are now online, see **City depts., services & resources, information on**, p. 8. (See also **Buildings: illegal construction**, p. 5.)

Building Inspector Districts



- District 1: Tam Chui, 558-6111.
- District 2: Edward Greene, 558-6123.
- District 3: Jerry Sullivan, 558-6059.
- District 4: Steve Hajnal, 558-6102.
- District 5: Dennis Carlin, 558-6115.
- District 6: Grant Becker, 558-6112.
- District 7: Darlene Hartley, 558-6119.
- District 8: Norman Gutierrez, 558-6171.
- District 9: Tom Fessler, 575-6923.
- District 10: Kevin McHugh, 575-6830.
- District 11: Daniel Dukes, 558-6210.
- District 12: Leopoldo Rafael, 558-6005.
- District 13: Bernie Curran, 558-6094.
- District 14: Mark Walls, 575-6918.
- District 15: Michael Quinlan, 558-6197.
- District 16: Robert Power, 575-6008.
- District 17: Edward Donnelly, 558-6010.
- District 18: Chris Schroeder, 558-6103.

Buildings, neglected & used by gangs, street criminals, vandals &c.: Un-maintained buildings used by

gangs, street criminals, vandals or the mentally incompetent may cause public safety hazards. For such buildings call the Code Enforcement Officer (CEO) of your local police station (for list see **Police: Code Enforcement Officers**, p. 14). CEO's can do everything from contacting the building owner or, with the City Attorney's office, have the building condemned.

Owner or managers of building may go to the local police station (for list see **Police Stations**, p. 16) and get a Municipal Code, Section 25 (MC25) "No Trespassing" sign to be put on the front of the building. MC25 gives police permission to go onto the property any time to remove alleged trespassers—this means police can respond faster to neighbors' complaints, since they already have the owner's permission to enter property.

Businesses existing or opening without permits in residential areas: In some residential areas take-overs by small businesses without proper zoning permits are occurring without input from neighbors & residents. These businesses may have a fire permit from the SF Fire Dept. &/or a SF business tax license which apparently makes the business owner think he/she can exist in a residential area in violation of zoning laws. (Obviously the various SF permit depts. are not in sync with each other & do not check zoning rules.)

To close an illegal business in a residential area:

1. Get the name of the business & the owner from the SF County Clerk, City Hall, Rm 168, No. 1 Dr. Carlton B. Goodlett Place, SFCA 94102 (Mon-Fri 8am-4pm). *Note:* same info is also found at the Fictitious Business website: <<http://services.sfgov.org/bns/start.asp>>. Giving the name of the business & owner to the Building Inspector saves time.

2. Next call the Building Inspector for your area (for list see **Building Inspectors**, p. 5) & report the address of the business & business owner's name to them. Inspectors will investigate & may cite the owner for improper zoning in which case the business will have to close. If the business refuses to close the Inspector

can turn the case over to the City Attorney for prosecution.

The hard part of closing an illegal business:

If ordered to close, a business owner may apply to the SF Bureau of Permits (SFBP) for permission to remain open at that address. This permission is known as a *variance code permit*, (i.e. zoning laws do not apply). If the owner does apply for a *variance*, the SFBP will hold public hearings where neighbors &c. may state their concerns as to why a *variance* should not be allowed.

Should the business owner or neighbors lose their case at the SFBP, then either party may appeal to the SF Planning Dept. (SFPlanD) who then decides on the matter. Again public meetings are held. After that if either party loses their case with the SFPlanD they then may make an appeal to the SF Planning Commission (SFPC). (*Note:* The SFPC tries to do their best in regard to city planning, but some members of the SFPC are political appointees from the Mayor's office who take political stances over the law, for which one may have to organize neighborhood petitions to get those appointees to enforce the law.) Last, if either party loses their case at the SFPC then they may make a final appeal to the Board of Supervisors.

If all the above steps are followed & you & your neighbors win your "battle" then the business will have to close. But should the business win, they'll be issued a *variance* permitting them to exist at that address for a certain amount of time, after which they will have to reapply.

If the business owner drags you into the permit appeals process, then your challenge could possibly take months or even years to fight. You will have to decide if you want to continue the battle. If you do decide to continue, then expect a bitter battle.

To be most effective you will need to organize your neighbors to protest the business. Everyone must attend public hearings & at the hearing each person who chooses to speak will get 3 minutes to state their case. You should study zoning & permit laws, so you will know your rights & can understand the SFPlanD jargon. You

Street cleaning: call 311. Streets are cleaned by the Dept. of Public Works, Street & Environmental Services. (For details on how 311 calls are dispatched & the various response times see **311**, p. 2.)

Street lights: To apply for new or smore street lighting: 554-0730, FAX 554-1854, Mon-Fri 8am-5pm, voice mail 4:30pm-8am. SF Street Light Installation, Bureau of Light, Heat & Power, 1155 Market St. 4th floor, SF CA 94103. State why & where you want a street light. (For example, the northwest corner of 24th & Mission St., or, in front of 000 Market St.) If message is left on voice mail, they will return your call, but if they do not return your call within a few days, call again, as they are very busy. It will take several weeks or more for street lights, if approved, to be installed. Keep calling.

To replace burned-out bulbs, or if fixture or pole is damaged, fallen over &c.: call 311 (anytime), or 554-0730 Mon-Fri 8am-5pm, or 558-3265 after 5pm, weekends & holidays. *Note: takes 2-5 working days.*

Street repairs: call 311. Streets are repaired by the Dept. of Public Works, Bureau of Street & Sewer Repairs, 2323 Cesar Chavez, SF CA 94124. (For details on how 311 calls are dispatched & the various response times see **311**, p. 2.)

Street/traffic signs, to have installed: Write a letter to Mr. Bond Yee, Municipal Transportation Agency (MTA), 1 South Van Ness Ave., 7th floor, SF CA 94103, stating where & why you want a traffic sign installed.

Note: including a petition signed by neighbors would make a stronger case.

After Mr. Yee receives your letter, your request will be assigned to an engineer who investigates & decides if a sign is needed at that site. Decision can take up to two months, depending on the urgency. If the engineer decides a sign is needed, MTA will install a sign. If the engineer decides a sign is not needed, you may appeal that decision directly to the Executive Director, MTA, or to the SF Board of Supervisors. For more information on street/traffic sign installation, call MTA, 701-4500.

Street/traffic signs, to replace missing or damaged: call 311. Work done by Traffic Sign Shop, Dept. of Parking & Traffic, 1999 Bryant St., SF CA 94110. (For details on how 311 calls are dispatched & the various response times see **311**, p. 2. See also **Curb or pavement markings, to replace faded or damaged**, p. 8, & **Graffiti on buildings, mailboxes, sidewalk, street or traffic signs**, p. 10.)

Traffic signal lights, broken or malfunctioning: Call 311.

Trash illegally dumped on sidewalk or street: call 311, work done by Street & Environmental Services, Dept. of Public Works (SESDPW). 311 will dispatch pick up of: illegally dumped furniture, appliances, household garbage, tires, paint, motor oil &c., usually within 24 hrs (anyday). If you know who is doing the dumping or have evidence from addresses found in the trash, state that you have evidence of illegal dumping. They will investigate. (*Note:* There are only two inspectors, so in case they don't come or are too slow, keep calling. Also it has been reported that SESDPW will often pick-up illegal trash before the inspector comes, thus leaving no evidence of illegal dumping, in which case if this is an ongoing problem you might save evidence of addresses found in the trash to give to the inspector.) (For details on how 311 calls are dispatched & the various response times see **311**, p. 2; see also **Garbage [or Trash] cans not emptied**, p. 11.)

Trash (including health code violations, hazardous waste &c.) on private property: 252-3800 (Mon-Fri 8am-5pm), or 252-3805 (voicemail), Environmental Health Section, Dept. of Health, 1390 Market St., Suite 210, SF CA 94102. For complaints of various health code violations, including sewage, garbage, rats, cockroaches &c., also hazardous waste dumped on private & commercial property. (See also **Hazardous Waste Information & Referral Hotline**, p. 11, & **Neighborhood Cleanups**, p. 12.)

“GIGANTIC 3” program under **Neighborhood cleanups**, p. 12.)

Recycling Oil, see **Oil recycling**, p. 13.

Recycling paint (latex only): (Note: Empty latex paint cans be put into your weekly recycling bins & recycled.) For more info on recycling latex paint & where use the ECOFINDER at <www.sfenvironment.org>.

To recycle latex paint Thurs-Fri-Sat, 8am-4pm, take paint to the Hazardous Waste Disposal Site, 501 Tunnel Ave. (at Blanken Ave.), 330-1405. (If you are driving from SF by freeway, take 3-COM Park exit.) Limit 15 gal per day & Sf residents only (proof of residence required).

The following stores recycle latex paint. To recycle at the following locations you must be a SF resident—no contractors.

Brownie’s Hardware, 1563 Polk St. (at Sacramento St.), 673-8900, (12 gal per person per year & paint must be in its original can.)

Cliff’s Variety Store, 479 Castro St. (at 18th St.), 431-5365, (5 gal limit). Call for detailed info.

Cole Hardware Stores (four locations): 956 Cole St. (at Parnassus St.), 753-2653; 3312 Mission St. (at 29th St.), 647-8700; 2254 Polk St. (at Green St.), 674-8912; 70 4th St. (between Market & Mission Sts.), 777-4400. *Note: All Cole Hardware locations recycle 10 gal per person per day, paint must be “identifiable” as latex & be in it’s original can. Cans must also have lids.* (Cole Hardware also recycles other items, see **Recycling of cans, bottles, paper, plastic, cardboard, computers, compost, polystyrene packing peanuts, CDs, fluorescent lamps &c.**, p. 17.)

Last’s Paint Clearance Center, 2141-A Mission St. (at 17th St), 437-0633, (5 gal per person per day). *Note: Paint must be labeled as latex & if not labeled will not be accepted. Paint cans must also have lids.*

Recycling paint (oil base): Thurs-Fri-Sat, 8am-4pm, take paint to the Hazardous Waste Disposal Site, 501 Tunnel Ave. (at Blanken Ave.), 330-

1405. (If you are driving from SF by freeway, take 3-COM Park exit.) Limit 15 gal per day, SF residents only (proof of residence required). You may also call 311 for more information. For information on all kinds of recycling see the SF Environment website <www.sfenvironment.org>.

Once a year, SF residents can get free pick-up of oil base paint, or hazardous waste, by calling 330-1405 (8am-6:30pm Wed-Sat) to schedule pick-up. Describe type/s & amount, if more than 15 gallons, of hazardous waste to be picked up. (Note: Wastes must be known & labelled.) Calls from disabled & senior residents who do not drive will be serviced before calls from other residents. Website: <http://www.sunsetscavenger.com/sfhhw/ickup.htm>. (For latex based paints, see **Recycling Paint [latex only]**, p. 18. See also **Hazardous Waste Information & Referral Hotline**, p. 11.)

Sewage leaks, broken sewer lines, sewer repairs on street: (Mon-Fri 8am-5pm), call 311, work done by Bureau of Street & Sewer Repairs, Dept. of Public Works. Repairs are for sewer lines on the street only, not for sewer lines on your property. (See also **Water leaking from broken water mains or fire hydrants**, p. 21, & **Water leaks on your property [under sidewalk or in building]**, p. 21.)

Sidewalk repairs: 554-5810 (Mon-Fri 8am-5pm). Dept. of Public Works, Street Use & Mapping Dept. (SUMD), 875 Stevenson 4th floor, SF CA 94103. For complaints about broken sidewalks in front of any property. SUMD will notify the owner of the property, or in the case of city-owned property then the relevant city agency, to make repairs.

Repairs to the sidewalk in front of any property are the responsibility of the property owner, except for damage caused to sidewalks by city owned trees, for which the City is responsible.

(See also **Curb or Pavement Markings, to replace faded or damaged**, p. 8.)

should also familiarize yourself with the various City Dept. personalities you encounter during the appeals process for some are helpful & others difficult.

In retaliation the business owner or unympathetic neighbors may accuse you of vicious & ulterior motives. Your address may even be reported to Building Inspection for an inspection—so make sure your building is in order! And if your case is interesting or important then the press may get involved & may want to interview everyone, sparing little emotion.

But despite the negatives you might win your case & have the business closed, thus preserving your residential area. If the business wins, at least you may come out with some ground rules from the Planning Dept. on how & when the business may operate, whether signage & outdoor lighting is allowed, parking rules &c. But don’t be too shocked if the business owner or even some neighbors never speak to you again. On the other hand you could make some new friends in your neighborhood.

Cars, to report abandoned: Call 311. The, Dept. of Parking & Traffic will post a citation on vehicle giving owner 3 days to remove vehicle. Vehicle usually towed within one week, can take up to 6 weeks depending on backlog.

Cars: how to close an illegal car repair shop. (If the telephone numbers &c. listed below are busy/unavailable, see **Car repairs being done on sidewalk or street**, p. 8.)

Note: An illegal car shop is difficult to close. At present, solutions below are the best we have. Any results on actions taken, please let us know your success or failures.

Solution 1: Since flammable liquids are present (gas & oil) call the Bureau of Fire Prevention (BFP), 558-3300, 698 2nd St. (at Townsend), Room 109, SF CA 94107. BFP may cite for failure to contain flammable liquids & potential fire hazards. If necessary BFP will file a case with the City Attorney (lengthy process) for failure to properly maintain flammable liquids on the site.

Solution 2: Call SF Dept. of Building Inspection (DBI), 558-6096, (FAX 558 6261), if there is any

evidence of illegal construction or of “changed use occupancy” (illegal business in residential zone). DBI will take your complaint & forward it to the Inspector. (See also **Buildings: code enforcement**, p. 4, & **Buildings: illegal construction**, p. 5.)

Cars parked on sidewalk or blocking your driveway: 553-1200 (Answering machine with menu in English, Spanish, Chinese), Municipal Transportation Agency (MTA). Have car cited or towed. DPT will cite cars any day from 6am to 12 midnight. (Sidewalk parking fine is \$100; blocking driveway fine is \$85.) If you ask to have a car cited, all cars parked on the sidewalk on both sides of that block will be cited. After a few hours if cars don’t seem to have been cited call DPT & ask what action was taken.

Note: You can call MTA after midnight to have cars parked on the sidewalk cited. In this case, MTA forwards your call to the police, who will come when available & determine if a car should be cited or not. Unlike MTA staff, police are “certified peace officers” & therefore must investigate any vehicle as possibly stolen or used in a crime, i.e. with a license plate check, or possibly even opening the car, trunk &c.

MTA will tow cars any day, any time, but you cannot have a car towed from an address other than your own. MTA officer will ask who wants the car towed. You may give a first or last name or no name at all. If you give a name, your name will remain confidential. And if the car owner challenges the tow in court, only the address from where car was towed & reasons for tow are submitted to the court. (Note: Vehicles are towed to Auto Return, 450 7th St., SF CA, 865-8200; charge for tow to owner of vehicle is \$244.25. Storage cost after 1st 4 hrs thru 1st day is \$43. After 1st day, \$51.50 every 24 hrs. Additional \$24.25 tow charge if car is moved to long term storage.) Before towing a vehicle, the MTA officer will ring your bell & ask you to open your garage door, to demonstrate that it is a working garage, not a storage area. Also the MTA officer may ask if you want him/her to ring neighbors’ bells to try to locate car owners, before tow.

Although it is against the law for vehicles to park on the sidewalk, MTA will only cite cars when there is a phone complaint. Cars parked on the sidewalk during street cleaning hours are usually not cited, but if your ability to sweep your sidewalk is obstructed, or you do not want oil dripping onto your sidewalk, you can ask the MTA, Enforcement Division, 553-1631 (answering machine with menu, or hold line until someone answers), to cite those cars.

Car repairs being done on sidewalk or street: Call 553-0123. Non-emergency police dispatch. Cars cannot park on the sidewalk, but minor car repairs on the street are allowable; major repairs are not. This is a low priority police dispatch call, i.e. police will come when available & make owner stop work on a car. If oil, etc., is being drained from the car, see **Oil dumped or spilled on sidewalk or street**, p. 12. (See also **Cars: how to close an illegal car repair shop**, p. 7.)

City depts., services & resources, information on: For those with internet access go to SFGOV: <www.sfgov.org>. Site includes searchable databases for all City depts. & neighborhood resources: includes names of contacts, phone numbers, addresses, municipal codes (building, planning, health &c.), maps (bicycle & MUNI), library & museum hrs. fire stations, homeless shelters, schools, elected officials &c. *Note: website is updated by the departments themselves, so accuracy and update frequency may vary.*

Coastal cleanups & beach restoration: Call the Adopt-A-Beach program at 1-800-COAST-4U (1-800-262-7848) (Website has more info, <www.coast4u.org>). Also SF Clean City organizes volunteer clean-ups for SF beaches, non-SF Park & Recreation Dept. wildlife areas &c. For more info call, SF Clean City, 552-9201, ext. 10, or e-mail <info@sfcleancity.com>. Website <www.sfcleancity.com>.

Crime prevention: SF SAFE (San Francisco Safety Awareness for Everyone), 553-1982, FAX 553-1967. Oona Gilles-Weil, Program Director, 850 Bryant St., Room 135, SF CA 94103. Website <www.sfsafe.org>. SAFE provides several free crime prevention services: help in organizing neighborhood watch groups, crime-prevention speakers for block clubs,

home security surveys, referrals for closing crack houses & for neighbor conflicts. SAFE also loans electric engraver pens for marking valuables.

Curb or pavement markings, to replace faded or damaged: Call 311. (See also **Sidewalk repairs**, p. 18, & **Street/Traffic Signs, to replace missing or damaged**, p. 19.)

Curb ramp at crosswalk, how to get or repair: Call Kevin Jensen, Disability Access Coordinator, 557-4685, TTY 558-4088, FAX 558-4519. Tell him why you need a ramp installed or modified & give him the exact location (for example, the western end of the crosswalk between the northwest & northeast corners of the intersection between A street & B street). The City has an ADA (Americans with Disabilities Act) Curb Ramp Transition Plan that prioritizes curb ramp installations and replacements. Most curb ramps are installed as part of street resurfacing, utility undergrounding & similar major capital projects that are classified as alterations of the public way under the ADA. There are limited funds each year for curb ramps requested by disabled citizens. A list is maintained of such requests & curb ramps are built as funding becomes available. Currently, the time of receipt of complaint until the time of construction or repair can be several years.

Drinking alcohol in public: Call 553-0123. Non-emergency police dispatch. Drinking alcohol in public, i.e. on street, sidewalk or even porch steps is against the law (\$77 fine). It is also against the law to carry an alcoholic beverage in an open container. Describe situation & persons to police dispatch. If this is an ongoing problem, tell that to dispatch. Police are tougher on an ongoing problem. If drinkers leave before police arrive, call 553-0123 & cancel dispatch. (See **Drunks on street who are violent or may need medical attention**, p. 10, & see **Drunks on street who are non-violent or passed out or seem to need help, but don't seem to need medical attention**, p. 10.)

Drug/crack houses: how to close. Call Police Dept. Narcotics Division, 970-3000, or call 1-800-CRACK-IT (1-800-272-2548), Mon-Fri 9am-7 pm,

<SFPDParkStation@ci.sf.ca.us>; Station Capt. Teresa Barrett.

Richmond Station, 666-8000, FAX 666-8060; 461 6th Ave., (at Geary/Anza) SF CA 94118; TDD (hearing impaired), 666-8059; e-mail, <SFPDRichmondStation@ci.sf.ca.us>; Station Capt. Richard Corriea.

Southern Station, 553-1373, FAX 553-1073; 850 Bryant St. (at 7th St.) SF CA 94103; no TDD; e-mail, <SFPDSouthernStation@ci.sf.ca.us>; Station Capt. Daniel McDonagh.

Taraval Station, 759-3100, FAX 753-7220; TDD (hearing impaired), 351-2924; 2345 24th Ave. (at Santiago/ Taraval) SF CA 94116; e-mail, <SFPDTaravalStation@ci.sf.ca.us>; Station Capt. Paul Chignell.

Tenderloin Station 345-7300, FAX 345-7370; TDD (hearing impaired), 474-5763; 301 Eddy St. (at Jones) SF CA 94102; e-mail, <SFPDTenderloinStation@ci.sf.ca.us>; Station Capt. Gary Jimenez.

Prostitution on street: Sometimes considered a victimless crime, but unregulated commerce on the street has side effects that impact neighborhoods—violence by prostitutes, their pimps or johns, drug abuse & drug dealing, noise, traffic problems & litter. Of course if you see violence, drug use or drug dealing call 911, or 553-0123. (See **911 Emergency police dispatch: how it works**, p. 2, & **553-0123 Non-emergency police dispatch: how it works**, p. 2). You can curtail street prostitution directly by getting the SF Vice Squad (VS) involved. The VS can put “decoys” (undercover female police) on the street who pose as prostitutes, & then arrest the johns. Decoy prostitutes scare off the johns, resulting in no business for prostitutes in that area. Your local police station is the one who gets the VS involved, so call your local station often & get your neighbors to do so also. You may also contact the VS directly, 553-1426, or 970-3001, about using undercover police decoys for your area. You can also deal with the problem by calling Project SAGE (Standing Against Global Exploitation—a group run by ex-prostitutes), 905-5050 (FAX 554-1914), about their outreach program that works with prostitutes (mainly those already in

the criminal-justice system), & tries to get them off the streets. Project SAGE, 1275 Mission St. SF CA 94103; Website <www.sagesf.org>.

Note: Another reason to call the VS in curtailing street prostitution is the unique program developed by the VS & Project SAGE, The First Offenders Prostitution Program, for johns arrested for the 1st time, whereby the john is fined \$1,000 & must attend 8 hrs. of classes on the problems, realities & victimization of prostitutes. If the john is not rearrested within a year, the arrest record can be expunged.

Recycling of cans, bottles, paper, plastic, cardboard, computers, compost, polystyrene packing peanuts, CDs, fluorescent lamps &c.: For info & details on recycling call 311, or see the SF Environment website: <www.sfenvironment.org>. (Note: besides kitchen scraps, waxed cardboard, napkins, paper towels, paper plates, paper milk cartons, tea bags, coffee grounds/filters, wooden crates & sawdust can be put into green recycling bins.)

To complain about a lost or stolen blue recycling bin or green compost bin, or that your weekly recycling was not picked up: those living in the downtown area call Golden Gate Disposal Company, 626-4000; those outside of downtown, call Sunset Scavenger, 330-1300.

For recorded messages on locations of nonprofit & paying recycling centers in SF, hours of operation, what is recyclable &c., call the Recycling Hotline, 1-800-RECYCLE (1-800-732-9253) (anytime). Or see website <<http://www.bottlesandcans.com/dev/locator.cfm>> for list of recycling centers in your area.

For recycling polystyrene packing peanuts call the PEANUT HOTLINE, 1-800-828-2214, for list of businesses in SF that recycle peanuts. Website: <www.loosefillpackaging.com>.

For recycling various types of styrofoam, batteries, CD's, floppies & DVD's see the Cole Hardware website: <www.colehardware.com/recycle.htm>. Note: Cole Hardware also recycles computers (but not monitors), laser & ink jet cartridges & fluorescent bulbs. For Cole Hardware info, see **Recycling paint [latex only]**, p. 18. (See also info on the

Police reports (CAD's), getting copies of: After a police call the responding officer writes an "incident report" which includes statements from those involved &/or witnesses &c. The report is given a number & recorded in the SF Police Dept.'s computer. Once in the computer these reports are known as **Computer Aided Dispatches** or **CADs**. If you want a copy/ies of a CAD that occurred within the last six months, write to: SF Police Dept., Report Management Section, 850 Bryant St., Room 475, SF CA, 94103-4603. (*Note: CAD requests can be made only by mail & not by telephone or walk-in.* CAD request forms are available online:

<http://www.sfgov.org/site/police_index.asp?id=20212#copy>.) (For copies of CADs occurring before the last six months see below.) There is no charge for CADs, but your request letter *must* include a legal-sized self-addressed stamped envelope, or it will not be processed.

In your request include the CAD number, if you know it, & if not, the address, date, time of the incident/s &c. If more than one CAD exists then your letter may request all relevant CADs. *Note:* Only owners of buildings may request CADs for their property/ies if they suspect illegal or nuisance activity is occurring or has occurred.

If your CAD request involves a vehicle: detailed CADs exist only for hit & run, drunk driving & personal injury cases; CADs for no-fault vehicle accidents, in which police were called, do not contain details, but only a report that an accident occurred.

CAD requests are replied to in the order received & delivered by return mail only. CADs are sent at the discretion of the Police Records Dept., since some may contain private information. For more information call the Police Dept., Report Management Section, 553-1277.

For copies of CADs occurring before the last six months you may walk in, write or fax a request to Emergency Communications Dept., 1011 Turk St, 94102, FAX 558-3869. Copies are free & you do not need to supply a legal-sized self-addressed stamped envelope. For more info call 558-3826. (*Note: CAD requests cannot be made by telephone &*

request forms are not available online.)

Police Stations: Web site: <www.sfgov.org/police>. Site includes various dept. & station info: telephone numbers, community updates & meetings, newsletter, job listings, crime statistics &c. *Note: For all police stations the anonymous tip line is 392-2623.*

Note: Sending a confidential FAX to a police station, where anyone may read it, may not be a good idea; better to hand-deliver confidential sealed letters to the station, addressed to the captain or to a particular officer.

Note: For important letters not addressed to the Captain, send a copy to the Captain as well.

Bay View-Potrero Station, 671-2300, FAX 671-2345; TDD (hearing impaired), 671-2346; 201 Williams (at Newhall), SF CA 94124; e-mail, <SFPDBayviewStation@ci.sf.ca.us>; Station Capt. John Loftus.

Central Station, 315-2400, FAX 315-2450; TDD (hearing impaired), 576-1711; 766 Vallejo (at Powell/Stockton), SF CA 94133; e-mail, <SFPDCentralStation@ci.sf.ca.us>; Station Capt. James Dudley.

Ingleside-Balboa Park Station, 404-4000, FAX 404-4008; TDD (hearing impaired), 404-4009; No. 1 Sgt. John B. Young Lane (at Ocean Ave.) SF CA 94124; e-mail, <SFPDInglesideStation@ci.sf.ca.us>; Station Capt. David Lazar.

Mission Station, 558-5400, FAX 558-5447; TDD (hearing impaired), 431-6241; 630 Valencia St. (at 17th St.) SF CA 94110; e-mail, <SFPDMissionStation@ci.sf.ca.us>; Station Capt. Stephen A. Tacchini.

Northern Station, 614-3400, FAX 614-3434; TDD (hearing impaired), 558-2404; 1125 Fillmore St. (at Turk), SF CA 94115; e-mail, <SFPDNorthernStation@ci.sf.ca.us>; Station Capt. Croce Casciato.

Park Station, 242-3000, FAX 242-3005; TDD (hearing impaired), 681-6487; 1899 Waller (at Stanyan) SF CA 94117; e-mail,

(answering machine other times). Leave a message giving location & description of problem. If you are complaining about the Mission, Tenderloin, or Bayview, you may also call your local district station. Information given to the Narcotics Division hotline is confidential & you do not have to give your name (anonymous complaints may be less effective as they are not usable in court.) Your complaint will then be sent to the local police station nearest the address of the alleged drug house. *Note: Since the narcotics division forwards your complaint to the narcotics division of the local police station, a direct call to the station may work faster. For list of stations, see Police Stations, p. 16.*

If the narcotics division is closed, you may call Non-emergency Police Dispatch, 553-0123, & ask that a uniformed police officer be dispatched to investigate the complaint. Similar methods used in closing a problem bar can also be used to close crack houses (see **Bars: how to close a problem bar**, p. 3, & see **Crime Prevention**, p. 8.)

Drug houses are prosecuted by the City Attorney, so call the City Attorney's Code Enforcement Task Force, 554-3977, to ask if & how the case is progressing.

Drug dealing/dealers on the street: Call 553-0123 Non-emergency police dispatch. If persons sell narcotics on the street & there is no immediate threat to life or property, your call is a C dispatch call (for explanation of C dispatch calls, see **553-0123 Non-emergency police dispatch: how it works**, p. 2). Describe alleged drug dealer to dispatcher (race, age, height, clothing &c.), where dealing is taking place & where drugs are kept or hidden (in mouth, bushes, planter box &c.). Police will arrive when available.

Note: "petty" drug dealing on the street is hard to control; when police arrive, drug dealers throw drugs under a car, into nearest bush &c. & therefore are not caught with illegal substances & not arrested. It is important to call, as police become aware of drug scene & can act to control it.

If drug dealers on the street are drinking alcohol in public, police can cite for drinking in public. If police cannot arrest alleged drug dealers with drugs, this form of citing for drinking in public may help control drug dealers,

since unpaid fines can result in a warrant.

(See also **Drug/crack houses: how to close**, p. 8, & see **Drug use on street**, p. below, & see **Neighborhood Associations**, page 11.)

Drug use on street: Drug use on the street can have side effects that impact a neighborhood—burglary to home or car, litter, noise, violence over drugs, over-doses &c. Call 553-0123 Non-emergency police dispatch. Drug use on the street is a C-type call (for explanation of C dispatch calls see **553-0123 Non-emergency police dispatch: how it works**, p. 2). Describe alleged drug user to dispatcher (race, age, height, clothing &c.). Police usually come within 30 minutes, but may take over 2 hours.

Note: To smoke crack takes 5 minutes & users will probably be gone by the time police arrive. The police know this & when they do come, will not see the alleged user & so may drive by without stopping. Hard drugs, such as heroin, take longer to "shoot up," so police may be able to catch a suspect. (But it is rare that heroin is openly used; it is much safer to use it where no one can see you, i.e. in an abandoned building, overgrown vacant lot, side alley.)

You may tell police you recognize a particular person or group, so police can keep an eye on them. (If you do not wish to be seen talking with the police [or they with you], you may request that the officer telephone you from the police car rather than come to your door.) Drug use on your street may also be due to the presence of nearby drug houses. Closing those drug houses will cut into the drug use on the street (see **Drug/crack houses: how to close**, p. 8). For some reason the City seems incapable of dealing with "petty" drug use on the street. But getting rid of drug houses, putting motion detector lights around buildings, installing iron gates across side alleys, i.e. making your block unavailable for drug use, are some ways neighbors have dealt with this problem. Also, try contacting your local block club (or start one) to work out solutions & goals to the problem. (See also **Drug dealing/dealers on the street**, p. 9, & **Neighborhood Associations**, p. 11.)

Drunks on street who are violent or may need medical attention: Call 911, emergency police dispatch.

Drunks on street who are non-violent or passed out or seem to need help, but who don't seem to need medical attention: 431-7400, (anyday 24 hrs), Mobile Assistance Patrol (MAP). MAP provides a van for an intoxicated person who is nonviolent & not needing medical attention, to go voluntarily to a detox center. If the person does not want to go to a detox center, MAP will leave the person there & go on to the next call. If MAP determines that the person needs medical attention, MAP calls a paramedic van & waits until it arrives. If the person is violent, MAP calls the police & waits until they arrive. MAP staff are not trained medical personnel.

Fire in progress: 911, emergency police dispatch. Fire trucks will arrive within minutes.

Fire: questions about fire hazards: 558-3300, FAX 558-3323, Bureau of Fire Prevention (BFP). BFP can answer questions about potential fire hazards, fire codes, flammable materials in legal & illegal car repair shops, fire exits in buildings, etc. (See **Cars: how to close an illegal car repair shop**, Solution 1, p. 7.)

Furniture dumped on street: see Trash illegally dumped on sidewalk/street, p. 19.

Gang fights in progress: 911, emergency police dispatch. Police arrive usually within minutes.

Gangs in neighborhood: Call either the Gang Task Force, 553-1401, Mon-Fri 9am-5pm, or the Code Enforcement Officer of your local police station for ongoing problems with gangs. (For list of Code Enforcement Officers, see **Police: Code Enforcement Officers**, p. 14.) *Note: Gang Task Force will not take complaints of gang fights in progress. For fights in progress call 911.*

Garbage or Trash cans not emptied: For downtown area call Golden Gate Disposal & Recycling (GGDR), 626-4000. For rest of City call Sunset Scavenger (SS), 330-1300. GGDR

& SS will return to collect garbage same day or next day.

Graffiti on buildings, mailboxes, sidewalk, street or traffic signs: Call 311. (For details on how 311 calls are dispatched & the various response times see **311**, p. 2.) City Ordinance 263-04 (Graffiti Abatement Ordinance) requires property owners to remove graffiti themselves, within 30 days.

For emergencies such as racist or obscene graffiti, call 311.

In some neighborhoods, graffiti is an ongoing problem & neighborhood groups have asked the police to deal with it. Police can take photographs of graffiti & compare them to their graffiti database, possibly identifying the perpetrators & order them to stop or face prosecution. To file a police report on graffiti call the Police Graffiti Hotline, 278-9454.

Note: You can also e-mail photos of graffiti vandalism to Police at <sfpd_graffiti_unit@pacbell.net>.

Other graffiti abatement resources: ADOPT A BLOCK PROGRAM where volunteers can adopt a four-block area & keep them graffiti free, & GRAFFITI WATCH, a program for those who wish to volunteer to remove city-wide graffiti. For more info call 311.

The Graffiti Advisory Board, which recommends city policy on graffiti, has monthly open-to-the-public meetings every 2nd Thurs from 3pm to 5pm. (*Note:* no meetings in July 2009 & December 2009.) Public comment is allowed. Meeting at 30 Van Ness, Main Conference Room, (5th Floor). Call 641-2643 for more info.

Note: In some cases different types of graffiti can be removed by rubbing with a clean rag & one or more of the following ordinary household supplies: alcohol, paint thinner, charcoal lighter fluid, acetone (nail polish remover), ethyl acetate (non-acetone nail polish remover), citrus peel cleaners or Ajax-type cleanser.

(See also **Neighborhood Cleanups**, p. 12.)

Graffiti on bus stops: 1-510-835-5900, (MUNI's bus shelter maintenance company). Give them the location of the bus stop. They will send their graffiti removal team.

Northern Station: Call station. (For number see, **Police Stations**, p. 16.)

Park Station: Officer Art Howard, 242-3033.

Richmond Station: Officer Jill Connolly, 666-8023.

Southern Station: Sargeant Laura Knight, 553-9191.

Taraval Station: Officer Mary Burns, 759-3123.

Tenderloin Station: Officer Mike Torres, 345-7341.

Police: Community meetings:

Each district station hosts monthly community meetings for the community to voice its concerns and problems.

Meetings are at the station unless otherwise noted. See **Police Stations**, p. 16, for addresses and phone numbers of stations. (*Note:* Meetings right before or after Christmas are usually cancelled.)

Bay View-Potrero Station: 1st Tues (July 7, Aug 4, Sept 1, Oct 6, Nov 3, Dec 1), 6pm.

Central Station: 3rd Thurs (July 16, Aug 20, Sept 17, Oct 15, Nov 19, Dec 17), Tel Hi Community Room (& other places) 660 Lombard, 6pm.

Ingleside-Balboa Park Station: 3rd Tue (July 21, Aug 18, Sept 15, Oct 20, Nov 17, Dec 15), 7pm.

Mission Station: Last Tue (July 28, Aug 25, Sept 29, Oct 27, Nov 24, Dec 29), 6pm.

Northern Station: 2nd Tues (July 14, Aug 11, Sept 8, Oct 13, Nov 10, Dec 8), 6pm.

Park Station: 2nd Tue (July 14, Aug 11, Sept 8, Oct 13, Nov 10, Dec 8), 6pm.

Richmond Station: 3rd Tue (July 21, Aug 18, Sept 15, Oct 20, Nov 17, Dec 15), 7pm.

Southern Station: 3rd Mon (July 20, Aug 17, Sept 21, Oct 19, Nov 16, Dec 21), 6pm-7:30pm. Location varies, call station for info.

Taraval Station: 3rd Tues (July 21, Aug 18, Sept 15, Oct 20, Nov 17, Dec 15), 7pm.

Tenderloin Station: 2nd Tues (July 14, Aug 11, Sept 8, Oct 13, Nov 10, Dec 8), 6 pm.

Police, complaints about: You can make complaints by walk-in or telephone to the Office of Citizen

Complaints, 480 2nd St, No. 100, SF CA 94107; 597-7711, FAX 597-7733.

Alternative options— If you want someone to call you back, **Ella Baker Center's Police Watch, 1-510-428-3939, ext. 299**, & leave a message. If you want to talk to someone without leaving a message call **American Civil Liberties Union (ACLU), 621-2488**. ACLU does not return calls, so call during counseling hours Mon-Fri 10am-noon & 1pm-3pm.

These organizations can give legal advice, advise you of your rights, & guide you through the process of filing the appropriate complaint with the Office of Citizen Complaints or the Police Commission .

For Spanish speakers, **La Raza Central Legal, 575-3500**, & for Asian language speakers, the **Asian Law Center, 896-1701**, & **The Chinese Affirmative Action Association, 274-6750**, can provide advice on filing complaints about the police.

Police: Permit Officers (PO): Call POs to inquire or complain about liquor licenses, entertainment permits, pool tables, video machines, amusement devices & after-hours permits. POs are often out on duty, if so leave message on answering machine. Calls usually returned within 2 days. (For addresses of police stations see **Police Stations**, p. 16. See also **Bars: how to close a problem bar or liquor store**, p. 3.)

Bay View-Potrero Station: Officer Tim Dalton, 671-2313.

Central Station: Officer Scott Cain, 315-2423

Ingleside-Balboa Park Station: Officer Cathy Pubill, 404-4023.

Mission Station: Officer Steve Thoma, 558-5457.

Northern Station: Officer John Gallagher, 614-3405 (Mon-Fri 7am-3pm.)

Park Station: Sgt. Michael Niland, 242-3032.

Richmond Station: Officer Jill Connolly 666-8023.

Southern Station: Officer Nicole Manning, 553-9192.

Taraval Station: Officer Mary Burns, 759-3123.

Tenderloin Station: Officer Mike Torres, 345-7341.

your street, DPT will notify by mail all residents of your street. Residents will then need a "residential permit" to park for more than 1 or 2 hours on that street.

Permit parking: to establish a new zone:

The proposed block(s) must be contiguous to each other and must contain a minimum of one mile of street frontage.
 A petition signed by at least 250 households in the proposed area must be submitted to the Traffic Engineering Division (one signature per household).
 At least fifty percent of the vehicles parked on the street in the proposed area must be non-resident vehicles.
 At least eighty percent of the legal on-street parking spaces within the proposed area are occupied during the day.

If you meet these requirements then the same nine step process listed under **Permit Parking: how to get for your street**, p. 13, begins.

To obtain blank petition forms & where to send your completed forms, see **Permit Parking: how to get for your street**, p. 13.

If permit parking is approved for your area, DPT will notify by mail all residents of your area. Residents will then need a "residential permit" to park for more than 1 or 2 hours in that area. (See also **Permit Parking: how to get for your own car, or for a visitor's car**, below.)

Permit Parking: how to get for your own car, or for a visitor's car: If you live in a residential permit parking area you will need a permit in order to park longer than the allowed time. To get a one-year residential parking permit (\$76), apply either in person (permit issued same day) or by mail (takes 2-3 weeks) to Residential Parking Permit Program, 11 South Van Ness, SF CA 94103. (*Note:* Permit application forms are also online, but must be mailed in, not e-mailed:
 <<http://www.sfgov.org/site/frame.asp?u=http://www.sfmta.com>>.)

Note: Vehicles must be registered to the resident's address & resident must include one additional proof of residency (i.e. utility bill, bank

statement, insurance policy &c.) Residents are allowed four permits per single address within the permit area. Permits will also be issued only after you have paid all your outstanding traffic citations.

Visitors of residents, or rental cars, on a permit street may apply for a Visitors Parking Permit (VPP) (\$26 for 2 weeks, \$38 for 4 weeks, \$50 for 6 weeks & \$64 for 8 weeks.). To get a VPP, applicant (either resident or visitor) must submit the visitor's car registration & the name & address of the resident who is being visited, with proof of address (for example, a gas bill with the name & address of said resident on the permit street). Apply to Visitor Permits, Residential Parking Permit Program, 11 South Van Ness, SF CA 94103. VPP's are good for 2 weeks, & can be extended up to any total of 8 weeks per year (extensions are \$25 per every 2 week period).

For more residential permit parking information call 701-3000 (menu), or see Municipal Transportation Agency website, <<http://www.sfgov.org/site/frame.asp?u=http://www.sfmta.com/cms/pperm/indxpkperm.htm>>.

Police: Code Enforcement Officers (CEO). You can report any property (house, store, vacant lot, abandoned building, pay telephone &c.) used for criminal purposes or as a public nuisance to the CEO at your local police station. CEOs investigate those complaints (& sometimes solve the problem) & then report to & assist the City Attorney, or other City agencies, to correct the situation or close down the property. CEO work includes crack houses, abandoned buildings used by gangs, pay telephones used for drug dealing &c. CEOs are often out on duty, if so leave message on answering machine. Calls usually returned within 2 days. (For address of police station, see **Police Stations**, p. 16.)

Bay View-Potrero Station: Officer Tim Dalton, 671-2313.

Central Station: Sgt. Mark Hernandez, 315-2417.

Ingleside-Balboa Park Station: Officer Cathy Pubil, 404-4023.

Mission Station: Officer Miguel Granados, 558-5462.

Hazardous Waste Information & Referral Hotline: Call 311 for info. *Note:* SF residents can drop-off toxic items (oil base paints, pesticides, aerosols, cleaners &c.), Thurs-Sat 8am-4pm, 501 Tunnel Ave., SF CA. For more information on hazardous waste recycling see SF Environment website <www.sfenvironment.com>.

Once a year, any SF resident can get free, 15 gal. pick-up of oil base paint, or hazardous waste, by calling 330-1405 (8am-6:30pm Wed-Sat) to schedule pick-up. Describe type/s & amount of hazardous waste to be picked up. (*Note:* Wastes must be known & labelled.) Calls from disabled & senior residents who do not drive will be serviced before calls from other residents. See website: <<http://www.sunsetscavenger.com/sfhhw/pickup.htm>>. (See also **Recycling Paint [latex only]**, p. 18; see **Recycling paint [oil base]**, p. 18; & see **Trash (including health code violations, hazardous waste &c) on private property**, p. 19.)

Homeless who create nuisances by sleeping on or messing up sidewalks, driveways or porches: 431-7400, Mobile Assistance Patrol (MAP), Homeless Outreach Van (HOV). HOV hours are Mon-Fri 12:30pm-8:30pm, Sat.-Sun. 3pm-11pm. Outside of these hours MAP provides the same service, but secondary to their "intoxicated person" services. (See **Drunks on street who are non-violent or passed out or seem to need help, but who don't seem to need medical attention**, p. 10.)

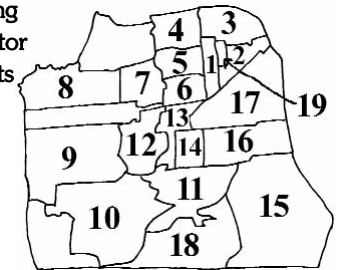
Note: A property owner or building manager may request "form MC25" at their local police station, to be posted on their building. MC25 gives police permission to go onto the property any time to cite or remove alleged trespassers. (For more info on MC25, see **Buildings, neglected and used by gangs, street criminals, vandals &c.**, p. 5.)

Housing Inspectors (change every few months): For complaints about illegal construction already built or finished call the Housing Inspector. Housing Inspectors are in their office Mon-Fri only from 8-9am & 4-5pm, so call then (answering machine at other times). Dept. Housing Inspection,

General Information 558-6220, FAX 558-6249; 1660 Mission St., 6th Floor, SF CA 94103. (See also **Buildings: illegal construction**, p. 5.)

- District 1: James Galvis, 558-6513.
- District 2: Steve Mungovan, 558-6496.
- District 3: Richard Marquez, 558-6211.
- District 4: Ron Dicks, 558-6632.
- District 5: Ron Dicks, 558-6632.
- District 6: Tony Lepe, 575-6912.
- District 7: Danny Mak, 558-6209.
- District 8: May Ling Dea, 558-6533
- District 9: Johanna Coble, 558-6190.
- District 10: Jamie Sanbonmatsu, 558-6186.
- District 11: Harry Der Vartanian, 575-6990.
- District 12: Patrick McManus, 575-6913.
- District 13: Sergio Salvetti, 558-6246.
- District 14: Isabel Olivares, 558-6490.
- District 15: James Galvis, 558-6513.
- District 16: Jose Lopez, 558-6470.
- District 17: Tim Mansour, 558-6514.
- District 18: David Herring, 558-6212.
- District 19: Albert Leong, 575-6991.

Housing Inspector Districts



Neighborhood Associations: Neighbors have formed associations, block clubs & park clubs to improve neighborhoods. Many of these neighborhood associations are listed in a database as part of the SF Public Library (SFPL) Catalog. To access them, go to the SFPL & use their online catalog. (This catalog is also accessible at <www.sfpl.org>.) At the website you will see a "search catalog" window, below this window is a listing for "Articles & Databases." Click on this. "Articles & Databases" opens to "Categories", including "Organizations." There under "Organizations" is listed "San Francisco Community Services Directory" (SFCSA). Click on the SFCSA. Then SFCSA opens a new search window where you can type in "Neighborhood Improvement." This brings up access to 117 neighborhood associations. *Note: If*

this is too difficult or does not work, ask the librarian for help.

SF SAFE is another group that assists neighborhoods with safety issues &c. For information on SF SAFE, see **Crime Prevention**, p. 8.

Most local City police stations also have, in their community rooms, a once-a-month evening meeting for neighbors & the public to talk to the Station Captain & Officers about neighborhood concerns or complaints. Besides police, other City government officials often attend the meetings, as well as guest speakers. For meeting dates & times, see **Police: Community Meetings**, p. 15.

Neighborhood Cleanups: From November to February, on certain days, 8am-noon, SF Clean City Coalition organizes neighborhood district cleanup events for streets & neighborhood parks. Call 552-9201 (menu, ext. "10" to speak to a person) to organize, volunteer or for more info. Website: <www.sfleancity.com>. (See also the SF Clean City Coalition "GIGANTIC 3" recycling program listed under **Unwanted appliances, furniture, mattresses, junk &c., getting rid of**, p. 20.)

Dept. of Public Work's (DPW) Adopt-A-Block program. Volunteer groups or individuals adopt a street or area & keep it clean. DPW provides free cleaning supplies. Occasional DPW assistance available with large cleanups. Call 311 from info. (For details on how 311 calls are dispatched & the various response times see **311**, p. 2.)

(See also **Coastal Cleanups**, p. 8.)

Neighbors resolving a conflict: Community Boards of SF, 3130 24th St., SF CA 94110, telephone 920-3820, open Tues-Fri 9am-5pm. A free conflict resolution program with trained neighborhood mediators for all types of conflicts between families, neighbors, groups, roommates, organizations & between landlords & tenants.

Website: <www.communityboards.org>
E-mail: <info@communityboards.org>

Noise: for quality of life problems (loud music, barking dogs &c.), call 553-0123 Non-emergency police dispatch. Police will talk to alleged offenders. Dispatch depends on backlog of more urgent calls. If quality of life

noise problems continue, try other resources such as Community Board meetings, complaints to the landlord of offending tenants, &c. (See **Neighbors: resolving a conflict**, above.)

Noise: from building construction: make complaints to the Building Inspector for the area in which the building is located. *Note: This does not seem to have much effect. If you have had luck dealing with this problem please contact us.* (For list, see **Building Inspectors**, p. 5.)

Noise: from stationary noise sources (restaurant air conditioner & ventilation noise, gas station oil pumps &c.). 252-3821, Mon-Fri 8am-5pm. Bureau of Environmental Health Management, 1390 Market (at 10th St.), Suite 210, SF CA 94102.

Noise: from street construction. 554-5810, Dept. of Public Works (DPW). For complaints about construction on the street, not for building construction. (For noise complaints about building construction, see **Noise: from building construction**, above.) Since the City is the biggest noisemaker of all (pneumatic drills &c.) there is no strong rapid response to noise caused by City construction. But call anyway. *Note: DPW construction on the street is legal only from 7am-8pm anyday, except for emergencies. After these hours call your local police station to complain.* (See **Police Stations**, p. 16.)

Oil dumped or spilled on sidewalk or street (from containers, work on car &c.): call 311. Call if dumping is in progress. 311 will notify the Street & Environmental Services Dept. (SES) to send one of four inspectors to investigate at once. After 4:30pm Mon-Fri & weekends one or two SES inspectors are on duty, & it may be difficult to get a response (depending on emergency it may take 2+ hours).

If SES cannot arrive in time to cite a car from which oil is being drained you may leave the license plate number & description of the car, & your name & telephone number with 311. Your complaint will be investigated by SES. Call 311 later to see what action, if any, was taken. *Note: If caught dumping oil minimum fine is \$100.* (For details on how 311 calls are dispatched & the various response times see **311**, p. 2.)

Another solution: You can also call Non-emergency police dispatch, 553-0123, & ask them to come out. Depending on the backlog, the police response may be slow.

Oil recycling: Call 311 & ask about list of used oil collection sites in your area, or see SF Environment website <www.sfenvironment.org>. On the website see "EcofindRRR." There in the selection window No. 1 enter "Motor Oil & Filters." Then scroll down and enter your zipcode. Then click on "Search." This brings up a list of gas stations, garages &c. that will accept used motor oil not contaminated with water. (Call first to see if station is still recycling oil.)

Oil can also be taken to Hazardous Waste Disposal Site, 501 Tunnel Ave. (at Blanken Ave.), SFCA.

Another resource for recycling oil is the "GIGANTIC 3" program. For info see listing under **Unwanted appliances, furniture, junk &c.**, p. 20.)

Paint recycling: See **Recycling paint (latex only)**, p. 18, & **Recycling paint (oil base)**, p. 18.

Park Clubs: See **Neighborhood Associations**, p. 11.

Parks, goals, planning uses & ideas for neighborhood: Neighborhood Parks Council, 451 Hayes St, SF CA 94102, 621-3260, FAX 703-0889. Website: <www.sfnpc.org>. (See **Parks: maintenance & safety**, below, & **Neighborhood Associations**, p. 11.)

Parks: maintenance & safety. Area Supervisors Parks & Squares (ASPS) are responsible for maintenance & safety of SF parks. Report park problems to them by calling Jeanette Wilson at 831-2709. You may also write the ASPS at: Recreation & Park Dept., 501 Stanyan St., SF CA 94117.

Pavement markings: see Curb or Pavement Markings, to replace faded or damaged, p. 8.

People hanging out on your front steps (i. e. noisy, dangerous or drinking alcohol/smoking crack): 553-0123, non-emergency police dispatch. You can ask people not to hang out & to leave. If

you do not want to confront them call the above number. Police usually arrive in 20-30 minutes & tell persons to move on. If person/s leave before police arrive, call 553-0123 & cancel dispatch.

Permit Parking: how to get for your street. Your street may want Permit Parking if shopping centers, hospitals, schools &c. use up all available parking spaces in your neighborhood. Permit Parking means, a vehicle parked on either side of the street must vacate a parking space after 1-2 hours, unless said vehicle has a "residential permit" in which case it does not have to vacate the parking space.

If the block you want permit parking on is contiguous to an established Permit Parking Area you may use the following steps. (If it is not, see **Permit Parking: to establish a new zone**, below).

- 1st: Get Permit Parking petition forms. To have forms mailed to you, call Municipal Transportation Agencies (MTA), Traffic Engineering Division at 701-4686. Or pick-up forms Mon-Fri 8am-5pm at MTA, Traffic Engineering Division, 1 So. Van Ness Ave., Floor 7, SF CA 94102. Permit Parking Petition forms are also available online at the MTA website: <http://www.sfmta.com/cms/pperm/in dxpkperm.htm>.
- 2nd: Get the petition forms signed. The required number of signatures on the petition must be at least 50% of the residential units on the proposed permit street. It does not matter from which side of the street.
- 3rd: Mail or deliver your completed petition forms to MTA, Traffic Engineering Division, 1 So. Van Ness Ave., Floor 7, SF CA 94103.

Your petition goes through a nine step process: 1) review by the Traffic Engineering Division; 2) field study; 3) review by Interdepartmental Traffic & Transportation Staff; 4) Departmental Public Hearing (for pro/con public debate); 5) review by MTA Board of Directors; 6) review by Board of Supervisors committee; 7) review by full Board of Supervisors; 8) approval by the Mayor & 9) sign installation & permit issuance. Entire process takes 6-12 months.

If permit parking is approved for