January 2010–June 2010

San Francisco Neighborhood Fix-It Chart

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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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We’d like your corrections, comments, or additions for the next update. Please call 648-3222, FAX 648-4466, e-mail <fixitchart@freeprintshop.org>, or write Free Print Shop, 3145 23rd St., San Francisco, CA 94110-3308. Free Print Shop web site <www.freeprintshop.org>.
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 see a crime happening, 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. 16.)

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

(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 arrive & take 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 car arrivals for C calls is usually within 30 minutes, but may take over 2 hours. (Note: much less for drug dealing on street.)
Quick Reference (Phone numbers & Addresses):

Adopt-A-Street Program, 311
Animal Care & Control (emergency), 558-9400, 1200 15th St. (at Harrison), SF CA 94103.
Animal Care & Control (non-emergency), 554-6364, 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 Inspector, Dept. of (DBI), 1660 Mission St., SF CA 94103. Website: <www.sfgov.org/dbi>. For referrals to a building inspector, 558-6090, 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), 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 558-8900; 10th St. (at Townsend), Room 109, SF CA 94104. 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.
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, Blvd. 1107, 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 pickup & recycling in downtown area, 620-4000. Website: <www.sunsetscavenger.com/goldengate.htm>. (See also Quick Reference: Recycling Hotline).

Graffiti Hotline, 311.
Graffiti on bus stops (MUNI), 311.
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 558-3494, 1445 Mission St., 6th Floor, SF CA 94103. Website: <http://www.sfdbi.org>. For illegal construction already built/finished.
Housing Inspectors, see main listing on chart, p. 11.


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, 311, for graffiti removal & broken glass replacement in bus shelters.
Municipal Transportation Agency (MTA), (website: <www.sfcta.com>): to install a street/traffic sign, MTA.
Traffic Engineering, 1 Van Ness Ave., 7th Floor, SF CA 94103; 701-4500; to replace missing or damaged street/traffic signs, 311.

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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, anytime, 11am-6pm (Wed 11am-7pm). Bring in found animals & pets you no longer want, anyday, 11am-6pm (Wed 11am-7pm). Shelter open, lost animals returned & 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.


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 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, you lost wow.)

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 Hotline, 554-3977.
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.

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

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

For SF bicycle route maps & rack locations may be downloaded from SFMTA website.

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, 9am-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.

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 leaks 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 6am-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.
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, Public Works Dept., Urban Forestry Dept., & report the location of the tree/s. She 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: Some tree roots can buckle sidewalks. You are responsible for any damages to sidewalk, not FUF or DPW.

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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 sent 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 clean 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 & 3:45pm, 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 & 3:45pm, 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.)
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 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, SFC 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 (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 appeal 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 reasons 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) which 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 SFPC & Board arguments. You should also familiarize yourself with the various City Dept. personalities you encounter during the appeals process for some are helpful & others difficult.

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.

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, tire, 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.)

Curb or pavement markings, to replace faded or damaged, p. 10.)

Traffic signal lights, broken or malfunctioning: Call 311.

Garbage [or Trash] cans not emptied, p. 11.)

Trash (including health code violations, hazardous waste &c.) on private property: 252-5800 (Mon-Fri 9am-5pm & Sat 9am-1pm). (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...

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 [latent only], p. 18. (See also info on the “GIGANTIC 3” program under Neighborhood cleanups, p. 12.)

Recycling paint (latent only): (Note: Empty latex paint cans can be put into your weekly recycling bins & recycled.) For more info on recycling latex paint & where to look for 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). Full 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 its 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 recycling Oil packaging peanuts, cardboard, CDs, newspapers, aluminum cans, &language packs. Website:<www.loosefillpackaging.com>.

Note: Paint must be labeled as latex & if not labeled will not be accepted. Paint cans must also have lids.

Recycling Oil, see Oil recycling, p. 13.

For Cole Hardware info, see Recycling paint [latent only], p. 18. (See also info on the “GIGANTIC 3” program under Neighborhood cleanups, p. 12.)

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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 its 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 recycling Oil packaging peanuts, cardboard, CDs, newspapers, aluminum cans, &language packs. Website:<www.loosefillpackaging.com>.

Note: Paint must be labeled as latex & if not labeled will not be accepted. Paint cans must also have lids.

Recycling Oil, see Oil recycling, p. 13.

For Cole Hardware info, see Recycling paint [latent only], p. 18. (See also info on the “GIGANTIC 3” program under Neighborhood cleanups, p. 12.)

Recycling paint (latent only): (Note: Empty latex paint cans can be put into your weekly recycling bins & recycled.) For more info on recycling latex paint & where to look for 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). Full 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 its 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.)

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Recycling Oil, see Oil recycling, p. 13.

For Cole Hardware info, see Recycling paint [latent only], p. 18. (See also info on the “GIGANTIC 3” program under Neighborhood cleanups, p. 12.)
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 SMTA, 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.), 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, <http://www.coastal.ca.gov/publiced/pendx.html>). Also SF Clean City offers voluntary clean-up services for SF beaches, non-SF Park & Recreation Dept. wildlife areas &c. For more info call, SF Clean City, 552-9201, ext. 10, or email <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 Transits that prioritizes curb ramp installations and replacements. Most curb ramps are installed as part of resurfacing, utility undergrounding & similar major capital projects that are classified as alterations of the public way under the ADA. The DA limits funds each year for curb ramps requested by disabled citizens. A list is maintained of such requests & curb ramps that 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 drunkards leave before police arrive, call 553-0123 & cancel dispatch. (See Drunks on street who are violent or may need medical attention, p. 10, & 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.)

**Mission Station,** 558-5400, FAX 558-5447; TDD (hearing impaired), 558-2404; 1125 Fillmore St. (at Turk), SF CA 94115, e-mail, <SFPD.Mission.Station@sfgov.org>; Station Capt. Greg Corrales.

**Northern Station,** 614-3400, FAX 614-3434; TDD (hearing impaired), 558-2404; 1125 Fillmore St. (at Turk), SF CA 94115, e-mail, <SFPD.Northern.Station@sfgov.org>; Station Capt. Ann Mamimix.

**Park Station,** 242-3000, FAX 242-3005; TDD (hearing impaired), 681-6487; 1899 Waller (at Stanyan) SF CA 94117, e-mail, <SFPD.Park.Station@sfgov.org>; 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, <SFPD.Richmond.Station@sfgov.org>; Station Capt. Richard Corriea.

**Southern Station,** 553-1373, FAX 553-1073; 850 Bryant St. (at 7th St.) SF CA 94103; no TDD; e-mail, <SFPD.Southern.Station@sfgov.org>; Station Capt. Dan McDorman.

**Taraval Station,** 759-3100, FAX 753-7220; TDD (hearing impaired), 351-2924; 2345 24th Ave. (at Santiago/Taraval) SF CA 94116, e-mail, <SFPD.Taraval.Station@sfgov.org>; Station Capt. Denise Schmitt.

**Tenderloin Station,** 345-7300, FAX 345-7370; TDD (hearing impaired), 474-5763; 301 Eddy St. (at Jones) SF CA 94102, e-mail, <SFPD.tenderloin.station@sfgov.org>; Station Capt. Dominic Selaya.

**Mission Station,** 558-5400, FAX 558-5447; TDD (hearing impaired), 431-6241; 630 Valencia St. (at 17th St.) SF CA 94110; e-mail, <SFPD.Mission.Station@sfgov.org>; Station Capt. Greg Corrales.

**Northern Station,** 614-3400, FAX 614-3434; TDD (hearing impaired), 558-2404; 1125 Fillmore St. (at Turk), SF CA 94115; e-mail, <SFPD.Northern.Station@sfgov.org>; Station Capt. Ann Mamimix.

**Park Station,** 242-3000, FAX 242-3005; TDD (hearing impaired), 681-6487; 1899 Waller (at Stanyan) SF CA 94117, e-mail, <SFPD.Park.Station@sfgov.org>; 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, <SFPD.Richmond.Station@sfgov.org>; Station Capt. Richard Corriea.

**Southern Station,** 553-1373, FAX 553-1073; 850 Bryant St. (at 7th St.) SF CA 94103; no TDD; e-mail, <SFPD.Southern.Station@sfgov.org>; Station Capt. Dan McDorman.

**Taraval Station,** 759-3100, FAX 753-7220; TDD (hearing impaired), 351-2924; 2345 24th Ave. (at Santiago/Taraval) SF CA 94116, e-mail, <SFPD.Taraval.Station@sfgov.org>; Station Capt. Denise Schmitt.

**Tenderloin Station,** 345-7300, FAX 345-7370; TDD (hearing impaired), 474-5763; 301 Eddy St. (at Jones) SF CA 94102; e-mail, <SFPD.tenderloin.station@sfgov.org>; Station Capt. Dominic Selaya.

**Prostitution on street:** Sometimes considered a victimless crime, but unregulated commerce on the street has side effects that impact neighborhoods—violence by prostitutes, theft, 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 in 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 out of the streets. SAFE also loans electric engraver pens for marking valuables.
**San Francisco Neighborhood Fix-It Chart**

January 2010-June 2010

**Drug/crack houses: how to close.**

**Call Police Dept. Narcotics Division, 970-300, or call 1-800-CRACK-IT (1-800-272-2548), Mon-Fri 9am-7pm, (answering machine other times). Leave a correct 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 take longer. 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 an 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. 7**) 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, 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.), where dealing is taking place & where drugs are kept or hidden (in mouth, bushes, planter box &c.). Police will arrive when available.

**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, they usually do not find anyone or a drug dealer & 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 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 non-violent & 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 <spfd_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 3:30pm to 5pm. Public comment is allowed. Meeting at 30 Van Ness, Main Conference Room, (5th Floor).

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 situation or close down the property. CEO work includes crack houses, abandoned buildings used by gangs, pay telephones used for drug dealing & 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.

Ingleside–Balboa Park Station: 3rd Tues (Jan 12, Feb 9, Mar 9, Apr 13, May 11, June 8), 6pm.

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

Ingleisde–Balboa Park Station: 2nd Wed, 3rd Tues (Jan 13, Feb 9, Mar 9, Apr 14, May 12), 7pm.

Taraval Station: 2nd Wed (Jan 13, Feb 9, Mar 9, Apr 13, May 11, June 8), 7pm.

Mission Station: 2nd Wed (Jan 13, Feb 10, Mar 10, Apr 7, May 9, June 5), 7pm.

Northern Station: 2nd Thurs (Jan 14, Feb 11, Mar 11, Apr 8, May 13, June 10), 6pm.

Park Station: 2nd Tues (Jan 12, Feb 9, Mar 9, Apr 13, May 11, June 8), 6pm.

Richmond Station: 3rd Tues (Jan 19, Feb 16, Mar 16, Apr 20, May 18, June 22), Call station for time.

Southern Station: 2nd Wed (Jan 13, Feb 10, Mar 10, Apr 7, May 9, June 5), 7pm.

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, so if you leave message on answering machine. Calls usually returned within 12 hours. (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 Phillip Welch, 315-2424.

Ingleisde–Balboa Park Station: Officer William McCarthy, 404-4023.
Permit Parking: how to get for your 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/cms/pperm/indxpkperm.htm>.)

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, $52 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).


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

San Francisco Neighborhood Fix-It Chart

January 2010-June 2010

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Graffiti on bus stops: call 311. Give them the location of the bus stop. They will send the graffiti removal team.

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 [last only], p. 12; & see Recycling paint [oil based], p. 12; & see Trash [including health code violations, hazardous waste &c.] on private property, p. 12.)

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.)

Neighborhood Associations: Neighbors have formed associations, block clubs & park clubs to improve neighborhoods. Many of these neighborhood associations are listed in a...
Neighbors resolving a conflict: Community Boards of SF, 3130 24th St., SF CA 94110, phone 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 all 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 have much effect because we 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.). 252-3800, 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 largest 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 Monday through Saturday 7am-5pm, 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. If call is in progress, 311 will notify the Street &  

Unwanted appliances, furniture, mattresses, junk &c., getting rid of (p. 21).  

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.)  

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 then 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. 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 “EcofindeRRR.” There in the selection window No. 1 enter “Motor Oil & Filters.” Then scroll down and enter your zip code. 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. 21.)  


Paint Clubs: See Neighborhood Associations, p. 11.  

Parks: goals, planning uses & ideas for 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.)