



Welcome

To the City of Santa Ana!

For information on neighborhoods please
visit www.santa-ana.org/departments/neighborhood-initiatives/ or email at NIES@santa-ana.org





Who do I call?

INFORMATION ON	DEPARTMENT / AGENCY	PHONE #
<i>After Hours Public Works Emergencies</i>	Public Works Agency	(714) 647-3380
General Information - City of Santa Ana	City of Santa Ana City Hall	(714) 647-5400
Alley Clean-up	Public Works Agency	(714) 647-3380
Animal Services Including Barking Dogs	Police Department	(714) 245-8792
Animal License	Finance / Customer Service	(714) 647-5257
Animal Shelter (Orange)	Orange County Animal Care Center	(714) 935-6848
Arts & Culture	Community Development Agency	(714) 647-5360
Athletics (Jerome Center)	Parks, Recreation, & Community Services Agency	(714) 571-4264
Bicycle Licensing	National Bike Registry	(800) 848-2453
Bicycle - Found	Police Department – Evidence	(714) 245-8080
Bicycle - Report Lost/Stolen	Police Department	(714) 245-8665
Bill – Water	Finance / Customer Service	(714) 647-5454
Building Inspection	Planning & Building	(714) 667-2738
Bus Information	O.C. Transportation Authority	(714) 636-7433
City Hall Business Hours	Information	(714) 647-5300
City Manager	City Manager's Office	(714) 647-5200
Code Enforcement	Community Preservation - Planning & Building	(714) 667-2780
Couch Removal (on public property)	Public Works Agency	(714) 647-3380
Crime Prevention	Orange County Crime Stoppers	(855) TIP-OCCS
Domestic Violence/Other Assistance – Hotline	Police Department – Family Justice Center	(714) 245-8278
Election Information	Clerk of the Council	(714) 647-6520
Emergency – Report	Dispatch	911
Employment with the City of Santa Ana	Personnel Services	(714) 647-6500
Employment Services & Job Training	W.O.R.K. Center	(714) 565-2600
Fair Housing & Foreclosure Prevention	Orange County Fair Housing	(714) 569-0823
Freeways/Highways/Detours, etc. - Hot Line	Caltrans (Dept. of Transportation)	(949) 724-2000
Graffiti Removal on General	Public Works Agency TOLL FREE	(877) 786-7824
Graffiti Hotline-any time	Public Works Agency TOLL FREE	(877) STOPTAG
Graffiti Removal on Bus Stop Shelters	O.C. Transportation Authority / Customer Relations Caltrans	(714) 636-7433
Graffiti Removal on Highways/Freeways	O.C. Transportation Authority / Customer Relations Caltrans	(949) 936-3500
Graffiti Task Force (Police)	Police Department	(714) 245-8769
Hazardous Waste Disposal	County of Orange Integrated Waste Management	(714) 834-6752
Home Security Inspection (Community Relations)	Police Department (Community Relations)	(714) 647-5840
Housing Authority	Housing Authority	(714) 667-2200
Human Relations Dispute Resolution / Mediation	Orange County Human Relations Commission	(714) 480-6570
Human Relations Dispute Resolution / Mediation	OCHRC Dispute Resolution Center	(714) 480-6572
Human & Social Services (Homeless outreach)	211 Orange County	211
Human & Social Services (Homeless Hotline)	City of Santa Ana	(714) 647-5341
Legal Assistance (Civil)	Public Law Center Legal Aid Society of OC	(714) 541-1010
Legal Assistance (Civil)	Public Law Center Legal Aid Society of OC	(714) 571-5200
Legal Assistance (Debt Relief)	Consumer Credit Counseling	(800) 213-2227
Mayor & City Council	Mayor / Council	(714) 647-5200
Mobile Food Vending Vehicle Anonymous Complaint Line	Orange County Environmental Health	(714) 433-6000
Mosquito and Vector Control (West Nile Virus Info)	Orange County Mosquito and Vector Control District	(714) 971-2421

Museum	Bowers Museum	(714) 567-3600
Natural Gas	The Gas Company	(800) 427-2200
Neighborhood Initiatives Program		(714) 667-2260
Noise Complaints	Police Department	(714) 834-4211
Obstructing Bushes & Trees	Public Works Agency	(714) 647-3380
Orange County Fire Authority	Orange County Fire Authority (OCFA)	(714) 573-6000
Orange County Fire Authority	General Information Community Relations	(714) 573-6200
Overcrowding	Community Preservation /Code Enforcement	(714) 667-2780
Paramedics – (Emergency? 911)	Dispatch – Orange County Fire Authority	(714) 573-6000
Park Rangers	Police Department – (Dispatch)	(714) 834-4211
Park Security and Maintenance		(714) 454-1687
Parking Control	Police Department	(714) 245-8225
Parking - Inoperative Junk cars Vehicles on Street	Police Department / Code Enforcement	(714) 245-8225
Parking - Inoperative Junk cars Private property	Police Department / Code Enforcement	(714) 667-2780
Poison Center	California Poison Control System	(800) 876-4766
Police Dispatch (Report crimes, non-emergency)	Police Department	(714) 834-4211
Potholes	Public Works Agency	(714) 647-3380
Pupil Support Services	Santa Ana Unified School District	(714) 433-3481
Pushcart Information / Problems	Community Preservation/Code Enforcement	(714) 667-2780
Recreation Programs	Parks, Recreation, & Community Services Agency	(714) 571-4200
Recreation Programs El Salvador Center	Parks, Recreation, & Community Services Agency	(714) 647-6558
Recreation Programs Jerome Center	Parks, Recreation, & Community Services Agency	(714) 647-6559
Recreation Programs Memorial Center	Parks, Recreation, & Community Services Agency	(714) 571-4242
Recreation Programs Salgado Center	Parks, Recreation, & Community Services Agency	(714) 571-4267
Recreation Programs Santa Anita Center	Parks, Recreation, & Community Services Agency	(714) 647-6552
Recycling, Energy Conservation	Santa Ana Green Program	(714) 647-5088
Residential Permit Parking & Traffic Studies	Public Works Agency - Traffic Engineering	(714) 647-5623
Rodent / Rat Problem	Orange County Vector Control	(714) 971-2421
Sanitation (overgrown yards, etc.)	Public Works Agency	(714) 647-3309
School Police Services	Santa Ana Unified School District	(714) 558-5535
Senior Information	Santa Ana Senior Center – PRCSA	(714) 647-6540
Shopping Cart Removal	Code Enforcement	(714) 667-2780
Street Cleaning	Public Works Agency	(714) 647-3380
Street Lights – Customer Service	Southern California Edison	(800) 655-4555
Swimming Pools – Public	Parks, Recreation, & Community Services Agency	(714) 571-4200
Swimming Pools – Private	Planning Department	(714) 647-5804
Tenant / Landlord Problems	Orange County Fair Housing	(714) 569-0823
Traffic Safety	Police Department	(714) 245-8200
Trash Pickup & Dumpsters Trash Pickup	Republic Services	(657) 467-6220
Recycling	Republic Services	(657) 467-6220
Unsanitary and Unsafe Housing	Community Preservation – Planning & Building Agency	(714) 667-2780
Voter Registration	Orange County Registrar	(714) 567-7600
Water Bill – Water	Public Works Agency Finance	(714) 647-3320
Water Bill – Water	Public Works Agency Customer Service	(714)647-5454
Zoning information	Planning and Building Agency	(714) 647-5804
Zoo	Santa Ana Zoo	(714) 836-4000



¿A quién llamo?

INFORMACIÓN SOBRE	DEPARTAMENTO / AGENCIA	TELÉFONO
<i>Emergencias de obras públicas fuera del horario de atención</i>	Agencia de Obras Públicas	(714) 647-3380
Agujeros y baches	Agencia de Obras Públicas	(714) 647-3380
Alcalde y Ayuntamiento	Alcalde / Concejo	(714) 647-5200
Alumbrado Público – Atención al Cliente	Edison del sur de California	(800) 655-4555
Arte y cultura	Agencia de Desarrollo Comunitario	(714) 647-5360
Asistencia legal (alivio de la deuda)	Consejería de Crédito al Consumidor	(800) 213-2227
Asistencia Legal (Civil)	Centro de Derecho Público Sociedad de Ayuda Legal de OC	(714) 541-1010
Asistencia Legal (Civil)	Centro de Derecho Público Sociedad de Ayuda Legal de OC	(714) 571-5200
Atletismo (Jerome Center)	Agencia de Parques, Recreación y Servicios Comunitarios	(714) 571-4264
Autopistas/Carreteras/Desvíos, etc.- Línea Directa	Caltrans (Departamento de Transporte)	(949) 724-2000
Autoridad de Bomberos del Condado de Orange	Autoridad de Bomberos del Condado de Orange (OCFA)	(714) 573-6000
Autoridad de Bomberos del Condado de Orange	Información General Relaciones Comunitarias	(714) 573-6200
Autoridad de vivienda	Autoridad de vivienda	(714) 667-2200
Bicicleta - Encontrada	Departamento de Policía - Evidencia	(714) 245-8080
Bicicleta - Reportar Pérdida/Robo	Departamento de Policía	(714) 245-8665
Centro de envenenamiento	Sistema de control de envenenamiento de California	(800) 876-4766
Control de estacionamiento	Departamento de Policía	(714) 245-8225
Control de mosquitos y vectores	Control de Mosquitos y Vectores del Condado de Orange	(714) 971-2421
Cumplimiento del Código	Preservación de la comunidad: planificación y construcción	(714) 667-2780
Despacho Policial (Reportar delitos, no emergencia)	Departamento de Policía	(714) 834-4211
Eliminación de graffiti en carreteras/autopistas	Autoridad de Transporte de OC / Caltrans	(949) 936-3500
Eliminación de graffiti en General	Agencia de Obras Públicas TELÉFONO GRATUITO	(877) 786-7824
Eliminación de grafitis en marquesinas de paradas de autobús	Autoridad de Transporte de OC / Caltrans	(714) 636-7433
Eliminación de residuos peligrosos	Manejo Integrado de Residuos del Condado de Orange	(714) 834-6752
Eliminación del carrito de compras	Cumplimiento del Código	(714) 667-2780
Emergencia – Informe	Despacho	911
Empleo con la Ciudad de Santa Ana	Servicios de personal	(714) 647-6500
Estacionamiento - vehículos inoperativos en la calle	Departamento de Policía / Cumplimiento de Códigos	(714) 245-8225
Estacionamiento - vehiculos inoperativos en propiedad privada	Departamento de Policía / Cumplimiento de Códigos	(714) 667-2780
Factura – Agua	Finanzas / Servicio al Cliente	(714) 647-5454
Factura de agua – Agua	Finanzas de la Agencia de Obras Públicas	(714) 647-3320
Factura de agua – Agua	Atención al Cliente de la Agencia de Obras Públicas	(714)647-5454
Gas natural	La compañía de gas	(800) 427-2200
Gerente Municipal	Oficina de la Gerente Municipal de la ciudad	(714) 647-5200
Grupo de Trabajo de Graffiti (Policía)	Departamento de Policía	(714) 245-8769
Guardaparques	Departamento de Policía - (Despacho)	(714) 834-4211
Horario comercial del ayuntamiento	Información	(714) 647-5300
Información de autobuses	Autoridad de Transporte de OC	(714) 636-7433
Información de zonificación	Agencia de Planificación y Construcción	(714) 647-5804
Información electoral	secretario del consejo	(714) 647-6520
Información General - Ciudad de Santa Ana	Ayuntamiento de la ciudad de Santa Ana	(714) 647-5400
Información para personas mayores	Santa Ana Senior Center	(714) 647-6540
Información/problemas de la carretilla de mano	Preservación de la comunidad/Cumplimiento del código	(714) 667-2780

Inspección de edificios	Planificación y construcción	(714) 667-2738
Inspección de Seguridad del Hogar (Relaciones Comunitarias)	Departamento de Policía (Relaciones Comunitarias)	(714) 647-5840
Licencia de animales	Finanzas / Servicio al Cliente	(714) 647-5257
Licencias de bicicletas	Registro Nacional de Bicicletas	(800) 848-2453
limpieza de callejones	Agencia de Obras Públicas	(714) 647-3380
Limpieza de calles	Agencia de Obras Públicas	(714) 647-3380
Línea de Quejas Anónimas-Carros de Venta de Comida Movil	Salud Ambiental del Condado de Orange	(714) 433-6000
Línea directa de graffiti: en cualquier momento	Agencia de Obras Públicas TELÉFONO GRATUITO	(877) 786-7824
Museo	Museo Bowers	(714) 567-3600
Obstrucción de arbustos y árboles	Agencia de Obras Públicas	(714) 647-3380
Paramédicos – (¿Emergencia? 911)	Despacho – Autoridad de Bomberos del Condado de Orange	(714) 573-6000
Permiso Residencial Estacionamiento y Estudios de Tráfico	Agencia de Obras Públicas - Ingeniería de Tráfico	(714) 647-5623
Piscinas – Privadas	Departamento de Planificación	(714) 647-5804
Piscinas – Públicas	Agencia de Parques, Recreación y Servicios Comunitarios	(714) 571-4200
Prevención del crimen	Disuasores del Crimen del Condado de Orange	(855) TIP-OCCS
Problema de roedores/ratas	Control de vectores del condado de Orange	(714) 971-2421
Problemas de inquilinos/proprietarios	Vivienda Justa del Condado de Orange	(714) 569-0823
Programa de Iniciativas Vecinales		(714) 667-2260
Programas de Recreación	Agencia de Parques, Recreación y Servicios Comunitarios	(714) 571-4200
Programas de Recreación Centro Conmemorativo	Agencia de Parques, Recreación y Servicios Comunitarios	(714) 571-4242
Programas de Recreación Centro El Salvador	Agencia de Parques, Recreación y Servicios Comunitarios	(714) 647-6558
Programas de Recreación Centro Salgado	Agencia de Parques, Recreación y Servicios Comunitarios	(714) 571-4267
Programas de Recreación Centro Santa Anita	Agencia de Parques, Recreación y Servicios Comunitarios	(714) 647-6552
Programas de Recreación Jerome Center	Agencia de Parques, Recreación y Servicios Comunitarios	(714) 647-6559
Quejas de ruido	Departamento de Policía	(714) 834-4211
Reciclaje	Servicios de la República	(657) 467-6220
Reciclaje, Conservación de Energía	Programa Verde Santa Ana	(714) 647-5088
Recolección de basura y contenedores de basura	Servicios de la República	(657) 467-6220
Refugio de animales (naranja)	Centro de Cuidado de Animales del Condado de Orange	(714) 935-6848
Registro de votantes	Registrador del Condado de Orange	(714) 567-7600
Resolución de disputas de relaciones humanas / Mediación	Comisión de Relaciones Humanas del Condado de Orange	(714) 480-6570
Resolución de disputas de relaciones humanas / Mediación	Centro de Resolución de Disputas de la OCHRC	(714) 480-6572
Retiro del sofá (en propiedad pública)	Agencia de Obras Públicas	(714) 647-3380
Saneamiento (patios cubiertos de maleza, etc.)	Agencia de Obras Públicas	(714) 647-3309
Seguridad de Parque		(714) 454-1687
Seguridad de Trafico	Departamento de Policía	(714) 245-8200
Servicios de Apoyo Estudiantil	Distrito Escolar Unificado de Santa Ana	(714) 433-3481
Servicios de empleo y capacitación laboral	Centro de Trabajo (801 West Civic Center Drive, Suite 200)	(714) 565-2600
Servicios de policía escolar	Distrito Escolar Unificado de Santa Ana	(714) 558-5535
Servicios humanos y sociales (línea directa)	Ciudad de Santa Ana	(714) 647-5341
Servicios humanos y sociales (personas sin hogar)	211 Condado de Orange	211
Servicios para animales, incluidos perros que ladran	Departamento de Policía	(714) 245-8792
Superpoblación	Preservación de la comunidad/Cumplimiento del código	(714) 667-2780
Violencia Doméstica/Otra Asistencia – Línea Directa	Departamento de Policía – Centro de Justicia Familiar	(714) 245-8278
Vivienda insalubre e insegura	Preservación comunitaria - Agencia de planificación y construcción	(714) 667-2780
Vivienda Justa y Prevención de Ejecuciones Hipotecarias	Vivienda Justa del Condado de Orange	(714) 569-0823
Zoológico	Zoológico de Santa Ana	(714) 836-4000

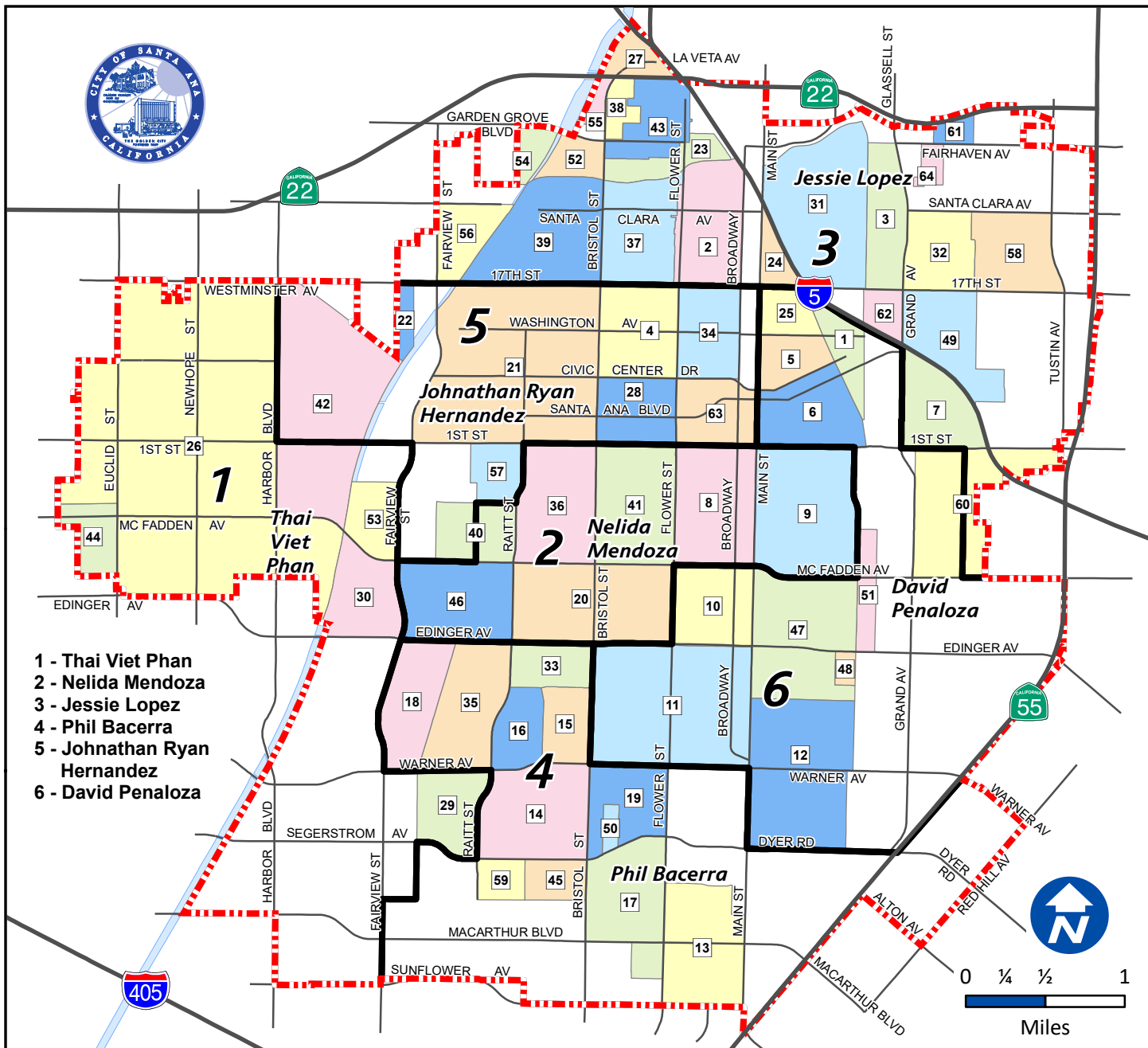


THÀNH PHỐ SANTA ANA
714-647-5400

TÔI CẦN GỌI CƠ QUAN NÀO ĐỂ...

THÔNG TIN VỀ	SỞ / CƠ QUAN	SỐ ĐIỆN THOẠI
Vệ Sinh Ngõ Hẻm	Cơ Quan Công Chánh	714-647-3380
Dịch Vụ Liên Quan đến Thú Vật (Bao Gồm Chó Sủa)	Sở Cảnh Sát Santa Ana	714-245-8792 714-834-4211
Giấy Phép cho Thú Vật	Ban Tài Chính / Dịch Vụ Khách Hàng	714-647-5257
Trại Tạm Nuôi Thú Vật (Tustin)	Orange County Animal Care Center – Trung Tâm Chăm Sóc Thú Vật ở Quận Orange 1630 Victory Road Tustin, CA 92782	714-935-6848
Nghệ Thuật & Văn Hóa	Cơ Quan Phát Triển Cộng Đồng	714-647-5360
Thể Thao (Trung Tâm Jerome)	Cơ Quan Công Viên, Giải Trí & Dịch Vụ Cộng Đồng	714-571-4264
Giấy Phép cho Xe Đạp	Cơ Quan Đăng Ký Xe Đạp Toàn Quốc	800-848-2453
Xe Đạp – Được Tìm Thấy	Sở Cảnh Sát Santa Ana – Phòng Chứng Cứ	714-245-8080
Xe Đạp – Báo Cáo Bị Mất/Ấn Cấp	Sở Cảnh Sát Santa Ana	714-245-8665
Hóa Đơn – Nước	Ban Tài Chính / Dịch Vụ Khách Hàng	714-647-5454
Thanh Tra Xây Dựng	Sở Quy Hoạch & Xây Dựng	714-667-2738
Thông Tin Xe Buýt	Sở Giao Thông Quận Orange	714-636-7433
Giờ Làm Việc của Tòa Thị Chính Thành Phố	Thông Tin	714-647-5300
Tổng Quản Trị Thành Phố	Văn Phòng Tổng Quản Trị Thành Phố	714-647-5200
Ban Thi Hành Luật	Văn Phòng Bảo Tồn Cộng Đồng – Quy Hoạch & Xây Dựng	714-667-2780
Dọn Bỏ Trường Kỳ (ở nơi công cộng)	Cơ Quan Công Chánh	714-647-3380
Ngăn Ngừa Tội Phạm	Văn Phòng Ngăn Chặn Tội Phạm ở Quận Orange	855-TIP-OCSS
Đường Dây Nóng – Báo Lực Gia Đình/Trợ Giúp Khác	Phía Bắc Quận Orange	714-992-1931
Thông Tin Bầu Cử	Lục Sự của Hội Đồng Thành Phố	714-647-6520
Báo Cáo – Trường Hợp Khẩn Cấp	Điều Phối	911
Việc Làm ở Thành Phố Santa Ana	Phòng Nhân Sự	714-647-6500
Dịch Vụ Việc Làm & Đào Tạo Công Việc	Trung Tâm W.O.R.K (801 W Civic Center Drive, Suite 200)	714-565-2600
Công Bằng Gia Cư & Ngăn Ngừa Tịch Thu Nhà	Cơ Quan Công Bằng Gia Cư của Quận Orange	714-569-0823
Đường Cao Tốc/Xa Lộ/Đường Vòng, v.v..., - Đường Dây Nóng	Caltrans (Cơ Quan Phụ Trách Giao Thông)	657-328-6000
Thông Tin Chung – Thành Phố Santa Ana	Tòa Thị Chính Thành Phố Santa Ana	714-647-5400
Xóa Hình Vẽ Bậy Trên Tường ở - *Nơi công cộng (Đường Dây Nóng Báo Hình Vẽ Bậy Trên Tường—gọi bất cứ lúc nào)	SỐ ĐIỆN THOẠI MIỄN PHÍ của Cơ Quan Công Chánh hoặc	877-786-7824 877-STOPTAG
*Các Trạm Xe Buýt Có Mái Che *Đường Cao Tốc/Xa Lộ (Đường Dây Nóng Báo Cáo Hình Vẽ Bậy Trên Tường)	Cơ Quan Phụ Trách Giao Thông O.C. / Dịch Vụ Khách Hàng của Caltrans	714-636-7433 949-936-3500
Lực Lượng Chống Vẽ Bậy Trên Tường (Cảnh Sát)	Sở Cảnh Sát Santa Ana	714-245-8769
Rác Thải Độc Hại	Sở Vệ Sinh & Tái Chế OC – Rác Thải Độc Hại từ Hộ Gia Đình	714-834-6752
Thanh Tra An Ninh Gia Cư (Liên Hệ Cộng Đồng)	Sở Cảnh Sát Santa Ana (Ban Liên Hệ Cộng Đồng)	714-647-5840
Cơ Quan Phụ Trách Gia Cư	Cơ Quan Phụ Trách Gia Cư ở Santa Ana	714-667-2200
Giao Tế Nhân Sự Giải Quyết Tranh Chấp / Hòa Giải	Ủy Ban Giao Tế Nhân Sự của Quận Orange Trung Tâm Hòa Giải Tranh Chấp OCHRC	714-480-6570 714-480-6572
Dịch Vụ Xã Hội & Con Người (Ban Tiếp Cận Phụ Trách Vô Gia Cư)	211 của Quận Orange	211
Trợ Giúp Pháp Lý (Dân Sự)	Trung Tâm Pháp Lý Công Cộng Ban Hỗ Trợ Pháp Lý OC	714-541-1010 714-571-5200
Trợ Giúp Pháp Lý (Giảm Nợ)	GreenPath Financial Wellness	800-213-2227
Thị Trường và Hội Đồng Thành Phố	Thị Trường/Hội Đồng	714-647-5200

Đường Giây Khiếu Nại Nặc Danh cho Xe Di Động Bán Đồ Ăn	Cơ Quan Phụ Trách Sức Khỏe Môi Trường của Quận Orange	714-433-6000
Kiểm Soát Muối và Côn Trùng Truyền Nhiễm (Thông Tin về West Nile Virus)	Trung Tâm Kiểm Soát Côn Trùng Truyền Nhiễm Quận Orange	714-971-2421
Viện Bảo Tàng	Viện Bảo Tàng Bowers	714-567-3600
Gas Thiên Nhiên	The Gas Company – Công ty Gas	800-427-2200
Khiếu Nại Tiếng Òn	Sở Cảnh Sát Santa Ana	714-834-4211
Cây & Bụi Rậm Gây Cản Trở Tầm Nhìn	Cơ Quan Công Chánh	714-647-3380
Cơ Quan Cứu Hỏa Quận Orange (OCFA) *Phòng Cháy (OCFA)	Khẩn Cấp/Cấp Cứu Y Tế Thông Tin Chung Ban Liên Hệ Cộng Đồng	911 714-573-6000 714-573-6200
Tình Trạng Cư Trú Quá Tải	Văn Phòng Bảo Tồn Cộng Đồng – Ban Thi Hành Luật	714-667-2780
Cấp Cứu Y Tế – (Khẩn Cấp? 911)	Điều Phối – Sở Cứu Hỏa Quận Orange	714-573-6000
Nhân Viên Tuần Tra Công Viên	Sở Cảnh Sát Santa Ana – (Điều Phối)	714-834-4211
Kiểm Soát Đậu Xe	Sở Cảnh Sát Santa Ana	714-245-8225
Đậu Xe – Xe Phế Thải Không Hoạt Động *Xe Đậu Trên Đường Phố *Xe Đậu Tại Tư Gia	Sở Cảnh Sát Santa Ana Văn Phòng Bảo Tồn Cộng Đồng / Ban Thi Hành Luật	714-245-8225 714-667-2780
Trung Tâm Phụ Trách Chất Độc	Hệ Thống Kiểm Soát Chất Độc ở California	800-222-1222
Điều Phối Cảnh Sát (Báo Cáo Tội Phạm, không khẩn cấp)	Sở Cảnh Sát Santa Ana	714-834-4211
Ô Gà Trên Đường Phố	Cơ Quan Công Chánh	714-647-3380
Dịch Vụ Hỗ Trợ Học Sinh	Học Khu Thống Nhất Santa Ana	714-433-3481
Thông Tin Về Xe Đẩy / Các Vấn Đề	Văn Phòng Bảo Tồn Cộng Đồng/Ban Thi Hành Luật	714-667-2780
Chương Trình Giải Trí	Cơ Quan Công Viên, Giải Trí & Dịch Vụ Cộng Đồng *Trung Tâm: El Salvador Jerome Memorial Salgado Santa Anita	714-571-4200 714-647-6558 714-647-6559 714-571-4242 714-571-4267 714-647-6552
Tái Chế, Bảo Tồn Năng Lượng	Chương Trình Santa Ana Xanh	714-647-5088
Giấy Phép Đậu Xe ở Khu Dân Cư & Nghiên Cứu Giao Thông	Cơ Quan Công Chánh – Kỹ Thuật Giao Thông	714-647-5623
Vấn Đề về Chuột/Loài Gặm Nhấm	Cơ Quan Kiểm Soát Thú Vật và Côn Trùng Truyền Nhiễm ở Quận Orange	714-971-2421
Vệ Sinh (vườn bỏ hoang, v.v...)	Cơ Quan Công Chánh	714-647-3309
Dịch Vụ Cảnh Sát Trường Học	Học Khu Thống Nhất Santa Ana	714-558-5535
Thông Tin Cho Người Cao Niên	Trung Tâm cho Người Cao Niên tại Santa Ana – Cơ Quan Công Viên, Giải Trí & Dịch Vụ Cộng Đồng	714-647-6540
Thu Dọn Xe Đẩy	Ban Thi Hành Luật	714-667-2780
Quét Đường	Cơ Quan Công Chánh	714-647-3380
Đèn Đường – Dịch Vụ Khách Hàng	Southern California Edison	800-655-4555
Hồ Bơi - Công Cộng - Tư Gia	Cơ Quan Công Viên, Giải Trí & Dịch Vụ Cộng Đồng Ban Kế Hoạch	714-571-4200 714-647-5804
Vấn Đề của Chủ Nhà / Người Thuê	Cơ Quan Công Bằng Gia Cư Quận Orange	714-569-0823
An Toàn Giao Thông	Sở Cảnh Sát Santa Ana	714-245-8200
Thu Nhật Rác & Thùng Chứa Rác Thu Nhật Rác & Tái Chế	Quản Lý Chất Thải Công Ty Xử Lý Chất Thải	714-558-7761 714-834-0234
Gia Cư Không Vệ Sinh và Không An Toàn	Văn Phòng Bảo Tồn Cộng Đồng - Sở Quy Hoạch và Xây Dựng	714-667-2780
Ghi Danh Cử Tri	Sở Ghi Danh Quận Orange	714-567-7600
Nước Hoá Đơn – Nước	Cơ Quan Công Chánh Ban Tài Chính / Dịch Vụ Khách Hàng	714-647-3320 714-647-5454
Thông Tin về Quy Vùng	Sở Quy Hoạch và Xây Dựng	714-647-5804
Sở Thú	Sở Thú ở Santa Ana	714-836-4000



- 1 - Thai Viet Phan
- 2 - Nelida Mendoza
- 3 - Jessie Lopez
- 4 - Phil Bacerra
- 5 - Johnathan Ryan Hernandez
- 6 - David Penalzo

Council Wards and Neighborhoods

SANTA ANA NEIGHBORHOODS

- | | | | | |
|-----------------------------|------------------------|------------------------------|----------------------------|---------------------------|
| 1. Logan | 14. Thornton Park | 27. Northwest | 39. Riverview | 52. Casa De Santiago |
| 2. Floral Park | 15. Bristol/Warner | 28. Flower Park | 40. Bella Vista | 53. Windsor Village North |
| 3. Fairhaven | 16. Laurelhurst | 29. Morning Sunwood | 41. Pico-Lowell | 54. Concord |
| 4. Washington Square | 17. South Coast | 30. Windsor Village | 42. Santa Anita | 55. Riverglen |
| 5. French Park | 18. Centennial Park | 31. Park Santiago | 43. Morrison/Eldridge Park | 56. Edna Park |
| 6. Lacy | 19. Sunwood Central | 32. Portola Park | 44. West Grove Valley | 57. Casa Bonita |
| 7. Saddleback View | 20. Mid-City | 33. Shadow Run | 45. Republic Homes | 58. Meredith Parkwood |
| 8. Hening Park | 21. Artesia Pilar | 34. Willard | 46. New Horizons | 59. Metro Classic |
| 9. Pacific Park | 22. Mar-Les | 35. Valley Adams | 47. Madison Park | 60. Lyon Street |
| 10. Wilshire Square | 23. Fisher Park | 36. Central City | 48. Cedar Evergreen Co-Op | 61. Fairbridge Square |
| 11. Santa Ana Memorial Park | 24. Santa Ana Triangle | 37. West Floral Park | 49. Mabury Park | 62. Grand Sunrise |
| 12. Delhi | 25. French Court | 38. Bristol Memory Coalition | 50. Rosewood Baker | 63. Downtown |
| 13. Sandpointe | 26. Riverview West | | 51. Cornerstone Village | 64. Young Square |



ADDRESSING HOMELESSNESS IN SANTA ANA

Homelessness is a complex issue that requires everyone's attention. The City of Santa Ana, along with our numerous partners, are doing our part to ensure that homelessness is addressed on behalf of our residents and community.

The Santa Ana Multi-Disciplinary Homeless Response Team (SMART)



Should you have a concern or complaint regarding homelessness, need help or are requesting help for a person currently experiencing homelessness:

Call the Santa Ana **SMART** Outreach Team at 714-242-3706 OR
via the *mySantaAna* app <https://www.santa-ana.org/report-issue>

- The Program operates **7 days a week, 8:00am to 9:00pm**
- Specially trained response teams will be dispatched to engage and offer services to the individuals experiencing homelessness

Santa Ana Homeless Navigation Center



For Homeless Navigation Center donations or volunteer information:

Visit www.ifhomeless.org

- Email: info@ifhomeless.org
- Corporate Contact: 949-273-0555

For information regarding a REFERRAL to the Homeless Navigation Center:

- City Net: 714-242-3706
- Homeless Hotline: 714-451-6198

Orange County 24/7 assistance



For 24 hour county-wide resource assistance:

- Call: 2-1-1
- Visit 211oc.org

Santa Ana Police Department



Santa Ana Police Department 24 hour non-emergency dispatch to assess and communicate with Outreach:

- Call: 714-834-4211

If an individual is in distress and/or in an emergency state:

- Call 9-1-1

For Additional Homeless Service Resources



- Homeless Hotline: 714-647-5341
- Email: endinghomelessness@santa-ana.org
- Union Pacific Railroad for concerns on the railroad tracks: 888-877-7267
- MySantaAna app <https://www.santa-ana.org/report-issue>



ABORDANDO A LAS PERSONAS SIN HOGAR EN SANTA ANA

La falta de vivienda es un problema complejo que requiere la atención de todos. La Ciudad de Santa Ana, junto con nuestros numerosos socios, está haciendo nuestra parte para garantizar que se dirige la falta de vivienda en nombre de nuestros residentes y la comunidad.

El equipo multidisciplinario de respuesta para personas sin hogar de Santa Ana (SMART)



Si tiene una inquietud o queja sobre la falta de vivienda, necesita ayuda o está solicitando ayuda para una persona que actualmente se encuentra sin hogar:

Informe al Equipo de Alcance SMART de Santa Ana llamando al 714-242-3706 O a través de la aplicación mySantaAna <https://www.santa-ana.org/report-issue>

o 8:00 a.m. a 9:00 p.m.

- Opera los 7 días de la semana
- Se envían equipos de respuesta especialmente capacitados para abordar y comprometerse con la población sin hogar

Centro de Navegación para personas sin hogar de Santa Ana



Para información sobre el Centro de navegación para personas sin hogar, donaciones o para ser voluntario:

Visite www.ifhomeless.org

- Correo electrónico: info@ifhomeless.org
- Contacto Corporativo: 949-273-0555

Para obtener información sobre una remisión al refugio:

- City Net: 714-242-3706
- Homeless Hotline: 714-451-6198

Asistencia 24/7 del Condado de Orange



Para asistencia de recursos en todo el condado las 24 horas:

- Llame: 2-1-1
- Visite 211oc.org

Departamento de policía de Santa Ana



Si llama fuera del horario llame a la línea que no es de emergencia las 24 horas del Departamento de Policía de Santa Ana para evaluar y comunicarse con Outreach:

- Llame: 714-834-4211

Si una persona se encuentra en angustia y/o en estado de emergencia:

- Llame al 9-1-1

Para recursos adicionales de servicios para personas sin hogar



- Línea directa para personas sin hogar: 714-647-5341
- Correo electrónico: endinghomelessness@santa-ana.org
- Union Pacific Railroad: 888-877-7267
- MySantaAna aplicación <https://www.santa-ana.org/report-issue>

CARBON MONOXIDE ALARMS



When a carbon monoxide alarm sounds, move all people and pets outside immediately. Once outside, call 9-1-1. Do not go back inside until the fire department has declared the area safe and instructed you to do so.



Carbon monoxide (CO) is a deadly, odorless, poisonous gas that can make a person feel sick. In the home, fuel-burning devices for heating and cooking can be sources of carbon monoxide.



**Orange County
Fire Authority**

(714) 573-6200
ocfa.org



Install

- Carbon monoxide alarms should be installed in all homes, apartments, and workplaces.
- Install alarms in each sleeping area and on every level of the home.
- In the workplace, carbon monoxide alarms should be installed in areas where gas appliances are located, as well as areas with identified hazards.
- It is best to use interconnected alarms so when one sounds, all of them sound.

Inspect

- Test carbon monoxide alarms once a month.

Prevent CO Poisoning

- Have a professional inspect your chimneys and heating equipment each year.
- Don't keep your car running inside your garage, even if your garage doors are open.
- Gas grills, charcoal grills, and generators can produce carbon monoxide. Use them outdoors in well-ventilated areas away from windows, doors and vent openings.
- Clear all debris from dryers, furnaces, stoves, and fireplace vents.
- Open the damper when using a fireplace for adequate ventilation.
- Never use your oven or stove to heat your home.
- Do not cover the bottom of natural gas or propane ovens with aluminum foil. Doing so blocks the combustion air flow through the appliance and can produce carbon monoxide.

Alarmas de monóxido de carbono



Si la alarma de monóxido de carbono se activa, asegúrese de que todas las personas y mascotas evacuen la casa inmediatamente. Una vez afuera, llame al 9-1-1. No vuelvan a ingresar hasta que el departamento de bomberos haya declarado la zona segura.



El monóxido de carbono (CO) es un gas mortal, inodoro y venenoso que puede hacer que una persona se sienta mal. En casa, los artefactos de combustión para calentar y cocinar pueden ser fuentes de monóxido de carbono.



Autoridad de Bomberos del Condado de Orange

**(714) 573-6200
ocfa.org**



Instale

- Las alarmas de monóxido de carbono deben ser instaladas en todas las casas, apartamentos y lugares de trabajo.
- Instale alarmas en cada zona donde haya dormitorios y en cada piso de la casa.
- En el lugar de trabajo, las alarmas de monóxido de carbono deben instalarse en las áreas donde se encuentran los artefactos de gas, así como en las áreas de peligro identificadas.
- Lo mejor es utilizar alarmas interconectadas, de modo que cuando una suena, todas lo hacen.

Inspeccione

- Compruebe el funcionamiento de las alarmas de monóxido de carbono una vez al mes.

Prevenga el envenenamiento por CO

- Deje que un profesional inspeccione sus chimeneas y equipos de calefacción una vez al año.
- No deje su carro andando dentro de la cochera, incluso si las puertas de la cochera están abiertas.
- Las parrillas a gas, las de carbón y los generadores pueden producir monóxido de carbono. Úselos al aire libre en áreas bien ventiladas, lejos de ventanas, puertas y aberturas de ventilación.
- Limpie todos los desechos de las secadoras, hornos, estufas y ventilaciones de la chimenea.
- Abra la compuerta de aire cuando use la chimenea para asegurar una ventilación adecuada.
- Nunca use el horno o la estufa para calentar su casa.
- No cubra el fondo de los hornos de gas natural o propano con papel de aluminio. Al hacerlo, se bloquea el flujo de aire de combustión a través del artefacto y esto puede producir monóxido de carbono.

ELECTRICAL FIRE SAFETY



Home electrical fires are responsible for an estimated 80,000 fires and \$1.3 billion in property damage each year. Protect your family and your home by following these electrical safety tips.



Inspections by qualified electricians reduce fire risk and are required by many home insurance policies.



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Appliances

- Always plug major appliances directly into wall outlets.
- Unplug small appliances when they are not in use.
- Check electrical cords on all appliances regularly. Replace any cracked, damaged, or loose cords. Never try to fix them yourself.
- Place lamps on level surfaces, away from things that can burn.
- Always use bulbs that match the recommended wattage for each lamp or fixture.

Outlets

- Never overload wall outlets.
- Insert plugs fully into sockets.
- Install tamper-resistant electrical outlets if you have young children.

Extension Cords, Power Strips, and Surge Protectors

- Replace worn, old, or damaged extension cords right away.
- Only use extension cords for a short period of time.
- Do not run electrical cords across doorways or under carpets.
- Do not overload power strips.
- Use surge protectors, not power strips, with electrical devices that require a lot of electricity to operate.

Electrical Fire Warning Signs

- Frequent problems with blowing fuses or tripping circuit breakers
- A tingling feeling when you touch an electrical appliance
- Discolored or warm wall outlets
- A burning or rubbery odor coming from an appliance
- Flickering lights
- Sparks from an outlet

SEGURIDAD CONTRA INCENDIOS ELÉCTRICOS



Los incendios causados por el uso de electrodomésticos son responsables por aproximadamente 80,000 de los incendios en el hogar y causan 1.3 mil millones de dolares en daños anualmente. Proteja a su familia y hogar siguiendo los siguientes consejos de seguridad.



Las inspecciones realizadas por electricistas calificados reducen el riesgo de incendio y son requeridas por muchas pólizas de seguro para el hogar.



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Electrodomésticos

- Siempre conecte los electrodomésticos principales directamente a la toma de corriente.
- Desenchufe los electrodomésticos pequeños cuando no estén en uso.
- Revise los cables de los electrodomésticos con regularidad y reemplace cualquier cable dañado. Nunca intente arreglarlos usted mismo.
- Coloque las lámparas en superficies niveladas, lejos de cosas que se puedan quemar.
- Utilice bombillas adecuadas para el voltaje o vatiaje recomendado en la lámpara o en el artefacto de iluminación.

Las Tomas de Corriente

- Nunca sobrecargue los enchufes de pared.
- Inserte y asegúrese de que los cables estén conectados a los enchufes completamente.
- Si tiene niños en casa, instale enchufes eléctricos seguros y a prueba de manipulaciones.

Cables de Extensión, Regletas Electricas y Protectores Contra Sobretensiones

- Reemplace los cables de extensión gastados, viejos o dañados de inmediato.
- Utilice cables de extensión solo durante un período corto de tiempo.
- Verifique que los cables no pasen a través de puertas o debajo de alfombras.
- No sobrecargue las regletas electricas.
- Utilice protectores contra sobretensiones, no regletas electricas, especialmente si estos requieren una corriente eléctrica alta.

Señales de un Posible Incendio Eléctrico

- Problemas frecuentes con fusibles quemados o interruptores automáticos disparados.
- Siente una descarga, aunque sea pequeña cuando toca un artefacto eléctrico
- Los tomacorrientes empotrados en muros se encuentran decolorados, calientes o tibios
- Percibe y huele un olor a quemado o a goma quemada de algún artefacto.
- Las luces parpadean o se vuelven más tenues.
- Salen chispas del tomacorriente.

FIRE EXTINGUISHERS



Fire extinguishers can save lives and property, but should only be used if the fire is small, smoke and heat have not filled the room, and if you have a clear escape route. If you're unsure, evacuate immediately and call 9-1-1.



Since fire grows and spreads rapidly, the number one priority is to get out safely.



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Types of Fire Extinguishers

Multipurpose (ABC) fire extinguishers are recommended for home use. Fire classifications are used to indicate the type of fire they will extinguish.

- A – For use with ordinary materials like cloth, wood, and paper.
- B – For use with flammable liquids like grease, gasoline, oil, and oil-based paints.
- C – For use with electrical equipment that is connected to an outlet.

Before Using a Fire Extinguisher

- Alert others that there is a fire and appoint someone to call 9-1-1.
- Make sure the fire is small, not spreading, and that you have a clear escape route.

The P.A.S.S. Method

- Pull the pin.
- Aim low. Stand six to eight feet away and point the extinguisher nozzle at the base of the fire.
- Squeeze the lever slowly and evenly.
- Sweep the nozzle from side to side until the fire is completely out.

Fire Extinguisher Maintenance

- Keep your extinguisher in plain view and out of the reach of children.
- Read and follow all instructions on the label and check for dents, corrosion or damage monthly.
- Non-rechargeable fire extinguishers should generally be replaced every five to seven years.
- Fire extinguishers are good for one use only. To dispose of an extinguisher, release the pressure by squeezing contents into a trash can. Let the extinguisher sit for 48 hours and then throw it in a trash can. You can also drop off used extinguishers at any household hazardous waste facility.

HOLIDAY FIRE SAFETY



The holidays should be enjoyable. To ensure your holiday celebrations are fire safe and injury free, follow these safety tips.



Holiday decorations are responsible for more than \$11 million in home fire damages each year.



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Candles

- Consider using flameless candles and flame-resistant candleholders to reduce fire risk.
- Keep candles at least 12 inches from flammable materials and place them on heat-resistant surfaces.
- Keep candles out of the reach of children and pets.
- Extinguish all candles before leaving a room or going to sleep.

Lighting and Decorations

- Check lights for broken or cracked sockets, frayed or bare wires, or loose connections before using.
- Replace burned-out bulbs promptly with the same wattage bulb.
- Don't overload electrical outlets with too many lights or decorations and make sure all extension cords are marked for proper use.
- Plug outdoor electric lights and decorations into circuits protected by ground fault circuit interrupters (GFCIs).
- Turn off all indoor and outdoor holiday lighting before leaving the house or going to bed.

Christmas Trees

- Place your tree away from fireplaces, radiators, heater vents, air ducts, and other heat sources.
- Make sure the tree is out of the way of day-to-day traffic and doesn't block doorways.
- Ornaments and other holiday decorations should be non-combustible or flame-resistant.
- Remove your tree promptly from your home after the holidays. An ignited tree can be totally consumed by fire in 3-5 seconds, and generate over 2,000 degrees of radiant heat.

SEGURIDAD EN TEMPORADA DE FIESTAS



Las vacaciones deben ser agradables. Para asegurarse de que sus celebraciones sean seguras contra incendios y sin lesiones, siga estos consejos de seguridad.



Las decoraciones navideñas son responsables por más de \$11 millones en daños por incendios domésticos cada año.



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Velas

- Considere el uso de velas de baterías, sin llama y candelabros resistentes a las llamas para reducir el riesgo de incendio.
- Mantenga las velas al menos a 12 pulgadas (30 cm) de materiales inflamables y colóquelas sobre superficies resistentes al calor.
- Mantenga las velas fuera del alcance de los niños y las mascotas.
- Apague todas las velas antes de salir de una habitación o irse a dormir.

Iluminación y Decoraciones

- Revise las luces en busca de enchufes rotos, agrietados, cables pelados, o conexiones sueltas antes de usarlas.
- Reemplace las bombillas quemadas rápidamente con la misma bombilla de potencia.
- No sobrecargue los enchufes eléctricos con demasiadas luces o decoraciones y asegúrese de que todos los cables de extensión estén marcados para un uso adecuado.
- Enchufe las luces eléctricas exteriores y las decoraciones en circuitos protegidos por interruptores de circuito por falla a tierra.
- Apague todas las luces navideñas interiores y exteriores antes de salir de casa o irse a la cama.

Árboles de Navidad

- Coloque su árbol lejos de chimeneas, radiadores, rejillas con ventilación de calentadores, conductos de aire y otras fuentes de calor.
- Asegúrese de que el árbol esté fuera del camino del tráfico diario y no bloquee las puertas o salidas de emergencia.
- Los adornos y otras decoraciones navideñas deben ser incombustibles o resistentes al fuego.
- Retire su árbol de su casa inmediatamente después de los días festivos. Un árbol seco y encendido puede ser totalmente consumido por el fuego en 3-5 segundos y genera más de 2,000 grados de calor radiante.

HOME HEATING SAFETY



For many residents, the high cost of home heating has increased the use of portable space heaters, fireplaces, and wood burning stoves. Unfortunately, using these devices can also increase the risk of home fires and carbon monoxide poisoning.



Space heaters cause 85% of all home heating fire deaths.

Home Heating Safety Tips

- Keep anything that can burn at least three feet from all heat sources.
- Hire a professional to clean, inspect, and service your home's heating equipment, fireplace, and chimney annually.
- Purchase space heaters that have an automatic shut off.
- Always plug space heaters directly into wall outlets and unplug them when they are not in use.
- Keep space heaters away from children and pets.
- Turn space heaters off before leaving the room or going to sleep.
- Keep a glass or metal screen in front of the fireplace to prevent sparks and embers from escaping.

Carbon Monoxide Poisoning

- Carbon monoxide is a colorless and odorless gas that can be deadly. Know the symptoms of carbon monoxide poisoning – headache, nausea, vomiting, dizziness, weakness, sleepiness, and confusion. If you suspect carbon monoxide poisoning, get outside to fresh air and call 9-1-1.
- Install carbon monoxide alarms outside each sleeping area and on every level of the home.
- Never use a gas range or oven for heating.
- Carefully follow the manufacturer's installation and maintenance instructions if a wood stove is used to heat the home.
- Open the fireplace damper before lighting a fire and keep it open until the ashes are cool.



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SEGURIDAD DE CALEFACCIÓN EN EL HOGAR



Debido al alto costo de calefacción, muchas personas han optado por usar otros medios como calefactores portátiles, chimeneas y estufas de leña o gas. Desafortunadamente, el uso de estos recursos también ha incrementado el riesgo de incendios en el hogar, así como de intoxicación por monóxido de carbono.



Los calefactores ambientales provocan el 85% de las muertes por incendios en el hogar.



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Consejos para la Calefacción de su Hogar

- Compre un calentador con el sello de un laboratorio de pruebas calificado.
- Mantenga todo lo que pueda quemarse al menos a tres pies de todas las fuentes de calor.
- Contrate a un especialista calificado para que limpie e inspeccione sus chimeneas y equipos de calefacción cada año.
- Elija calefactores portátiles con termostato y que se apaguen automáticamente.
- Conecte el calentador directamente a la toma de corriente de la pared. Nunca utilice un cable de extensión.
- Mantenga a los niños y mascotas alejados del calentador de espacio.
- Asegúrese de que el calentador de espacio esté completamente apagado antes de salir de la habitación, de la vivienda o de irse a dormir.
- Mantenga una rejilla o vidrio para chimenea lo suficientemente grueso para impedir que los leños rueden y lo suficientemente grande para cubrir toda la abertura de la chimenea y atrapar las chispas y brasas.

Intoxicación por Monóxido de Carbono

- Monóxido de Carbono (CO) es un gas sin olor o color que puede ser mortal. Conozca los síntomas de la intoxicación por monóxido de carbono - dolor de cabeza, náuseas, vómitos, mareos, debilidad, somnolencia y confusión. Si sospecha que ha ocurrido una intoxicación por monóxido de carbono, salga al aire libre e inmediatamente llame al 9-1-1.
- Instale alarmas de CO cerca de los dormitorios y en cada nivel de la casa.
- Nunca use una estufa de gas o un horno para calentar su hogar.
- Siga cuidadosamente las instrucciones de instalación y mantenimiento del fabricante si utiliza una estufa de leña para calentar la casa.
- Abra la compuerta de la chimenea antes de encender el fuego y manténgala abierta hasta que las cenizas se enfríen.

SMOKE ALARMS



Almost two-thirds of all home fire deaths occur in homes with no working smoke alarms. Protect your family by installing smoke alarms, inspecting them regularly, and practicing home fire drills.



Working smoke alarms reduce your risk of dying in a home fire by 50%.



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Fire Authority**

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Install

- Install smoke alarms in every bedroom, in hallways outside bedrooms or sleeping areas, and on every level of the home.
- Install smoke alarms on the ceiling or high on a wall. Make sure they are at least 10 feet from the stove and 3 feet from doors leading to the kitchen to reduce false alarms.
- Keep smoke alarms away from bathrooms with tubs or showers, heating or cooling ducts or vents, and ceiling or whole-house fans.
- Check the back for the manufacture date and replace all alarms when they are 10 years old.
- Use interconnected smoke alarms so when one sounds, they all sound.
- It's safest to use both ionization and photoelectric smoke alarms. Ionization alarms are quicker to warn about flaming fires. Photoelectric alarms are quicker to warn about smoldering fires.
- Special alarms with strobe lights and bed shakers are available for people who are deaf or hard of hearing.

Inspect

- Test all smoke alarms once a month.
- Follow the manufacturer's instructions for cleaning to keep smoke alarms working well.

Protect

- Draw a home escape plan that shows two ways out of every room and an outside meeting place.
- Teach children what the smoke alarm sounds like and what to do if they hear it.
- Practice home fire drills at least twice a year.

Detectores de humo



Casi dos tercios de todas las muertes por incendio doméstico ocurren en casas que no cuentan con alarmas de humo instaladas. Proteja a su familia instalando alarmas de humo, inspeccionándolas regularmente y practicando simulacros de incendio.



Las alarmas de humo reducen el riesgo de muerte por incendio doméstico en un 50%.



Autoridad de Bomberos del Condado de Orange

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Instale

- Instale alarmas de humo en cada cuarto, en los pasillos de afuera o en las áreas de descanso y en cada piso de la casa.
- Instale alarmas de humo en el techo o en lo alto de una pared. Asegúrese de que estén al menos a 10 pies de la estufa y a 3 pies de las puertas que conducen a la cocina, para así poder reducir la posibilidad de falsas alarmas.
- Mantenga las alarmas de humo alejadas de los baños con bañaderas o duchas, conductos o respiradores de calefacción o refrigeración y ventiladores centrales o de techo.
- Compruebe la fecha de fabricación y reemplace todas las alarmas que tengan 10 años de antigüedad.
- Utilice alarmas de humo interconectadas de manera que cuando una suene, todas lo hagan.
- Lo más seguro es usar alarmas de humo de ionización o fotoeléctricas. Las alarmas de ionización son más rápidas para advertir sobre incendios en llamas. Las alarmas fotoeléctricas son más rápidas para advertir sobre incendios ardientes.
- Existen alarmas especiales con luces estroboscópicas y sacudidores de cama para las personas sordas o con problemas de audición.

Inspeccione

- Compruebe el funcionamiento de todas las alarmas de humo una vez al mes.
- Siga las instrucciones de limpieza del fabricante para que los detectores de humo funcionen bien.

Proteja

- Dibuje un plan de evacuación de casa que muestre dos maneras de salir de cada cuarto y un punto de encuentro afuera.
- Enseñe a los niños cómo suena la alarma de humo y qué hacer si la escuchan.
- Practique simulacros de incendio en casa al menos dos veces al año.



CITY OF SANTA ANA
PLANNING & BUILDING AGENCY
CODE ENFORCEMENT DIVISION

**EXAMPLES OF CODE VIOLATIONS IN THE EXTERIOR OF THE PROPERTY AND IN THE
COMMON AREAS**

<ul style="list-style-type: none"><input type="radio"/> Poor landscaping (dirt areas, unsightly, dead trees, overgrown yard)<input type="radio"/> Graffiti<input type="radio"/> Damaged / unsightly fences<input type="radio"/> Unauthorized enclosed balconies / patios<input type="radio"/> Unpermitted / illegal lock on required exit<input type="radio"/> Deteriorated roofing<input type="radio"/> Excessive / unsightly storage on balconies<input type="radio"/> Excessive dirty building exterior<input type="radio"/> Unsightly carports or driveways<input type="radio"/> Storage on roof<input type="radio"/> Excessive trash / debris on ground<input type="radio"/> Hazardous electrical condition(s)<input type="radio"/> Damaged exterior doors<input type="radio"/> Railings / posts in need of paint<input type="radio"/> Loose / unsafe handrails or guardrails<input type="radio"/> Dangerous / unsafe stairs<input type="radio"/> Dangerous / unsafe balcony<input type="radio"/> Excessive broken sprinklers	<ul style="list-style-type: none"><input type="radio"/> Torn window / door screens<input type="radio"/> Trip hazards / uneven sidewalks<input type="radio"/> Dirty / deteriorated driveways<input type="radio"/> Excessive oil on driveways<input type="radio"/> Drying clothes on fences or bushes<input type="radio"/> Loitering on property<input type="radio"/> Remaining evidence of sewage spill<input type="radio"/> Inoperable vehicle<input type="radio"/> Vehicles for sale<input type="radio"/> Street or unit numbers missing<input type="radio"/> Business on property without proper permits<input type="radio"/> Dirty common areas / play areas<input type="radio"/> Excessive trash lying in enclosure<input type="radio"/> Dirty trash bins<input type="radio"/> Trash containers in unapproved locations<input type="radio"/> Unapproved security screen doors<input type="radio"/> Fire extinguishers missing and/or<input type="radio"/> Leaky plumbing<input type="radio"/> Excessively dirty sidewalks
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EXAMPLES OF CODE VIOLATIONS IN THE INTERIOR OF THE PROPERTY

<ul style="list-style-type: none"><input type="radio"/> Uncapped gas lines(s)<input type="radio"/> Lack of hot/cold running water<input type="radio"/> Sleeping in closet or kitchen<input type="radio"/> Unapproved/unsafe light fixture(s)<input type="radio"/> Unlicensed commercial activity in unit<input type="radio"/> Unapproved security bars on windows<input type="radio"/> Missing / inoperative smoke detector(s)<input type="radio"/> Missing / inoperative carbon monoxide detector(s)<input type="radio"/> Illegal lock or latch on exterior door(s)<input type="radio"/> Leaky or clogged plumbing<input type="radio"/> Inoperative electrical outlet(s)<input type="radio"/> Severely deteriorated floor covering / sub floor<input type="radio"/> Unapproved structural alterations<input type="radio"/> Cockroach / rodent infestation<input type="radio"/> Missing / severely damaged switch/plug cover(s)<input type="radio"/> Broken tub / shower glass<input type="radio"/> Electrical appliance(s) used in unapproved exterior location	<ul style="list-style-type: none"><input type="radio"/> Severely deteriorated cabinets or drawers<input type="radio"/> Cover plates missing on wall heater<input type="radio"/> Damaged interior doors<input type="radio"/> Peeling paint on walls or ceilings<input type="radio"/> Unvented fuel burning heater<input type="radio"/> Grossly deteriorated/insanitary countertops<input type="radio"/> Unpermitted water heater changeout<input type="radio"/> Interior of unit filthy/insanitary<input type="radio"/> Occupants in unit exceed number on rental agreement<input type="radio"/> Items hanging from sprinkler heads or water lines<input type="radio"/> Deteriorated window covering<input type="radio"/> Inoperable/insanitary kitchen exhaust vent<input type="radio"/> Deteriorated patio/balcony decking<input type="radio"/> Insanitary trash chute and/or surrounding area<input type="radio"/> Deteriorated/water damaged interior wall(s)<input type="radio"/> Deteriorated/water damaged ceiling(s)<input type="radio"/> Dire need of paint on interior walls
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CIUDAD DE SANTA ANA
 AGENCIA DE PLANIFICACIÓN Y COSTRUCCIÓN
 DIVISIÓN DE LA APLICACIÓN DEL CÓDIGO

**EJEMPLOS DE VIOLACIONES DEL CÓDIGO MUNICIPAL
 EN EL EXTERIOR DE LA PROPIEDAD Y EN LAS ÁREAS COMUNES**

<ul style="list-style-type: none"> <input type="radio"/> No se mantiene la jardinería (áreas de tierra, antiestéticas, árboles muertos, patio crecido demasiado) <input type="radio"/> Grafiti <input type="radio"/> Cercas dañadas/ antiestéticas <input type="radio"/> Balcones / patios cerrados, no autorizados <input type="radio"/> Cerradura no permitido / ilegal de la salida exigida <input type="radio"/> Techos deteriorados <input type="radio"/> Exceso almacenamiento en los balcones <input type="radio"/> Excesiva suciedad del edificio exterior <input type="radio"/> Cochera abierta o entrada de vehículos antiestéticas <input type="radio"/> Almacenamiento en la azotea <input type="radio"/> Exceso de basura / escombros en el suelo <input type="radio"/> Condición(es) eléctrica(s) peligrosa(s) <input type="radio"/> Puertas exteriores dañadas <input type="radio"/> Barandas/ puestos en necesidad de pintura <input type="radio"/> Pasamanos y barandillas sueltas o inseguras <input type="radio"/> Escaleras peligrosas/ inseguras <input type="radio"/> Balcón peligroso / inseguro <input type="radio"/> Rociadores rotos excesivamente 	<ul style="list-style-type: none"> <input type="radio"/> Pantallas de ventanas / puertas rotas <input type="radio"/> Peligros de tropezarse/ aceras desniveladas <input type="radio"/> Entradas de vehículos sucios / deteriorados <input type="radio"/> Exceso de aceite por las entradas de vehículos <input type="radio"/> Secando la ropa en las cercas o arbustos <input type="radio"/> Vacancia en la propiedad <input type="radio"/> Restante evidencia del derrame de aguas residuales <input type="radio"/> Vehículo inoperable <input type="radio"/> Vehículos en venta <input type="radio"/> Números de la calle o de la unidad que faltan <input type="radio"/> Negocios en la propiedad sin permisos apropiados <input type="radio"/> Áreas comunes / áreas de juego sucias <input type="radio"/> Exceso de basura tirada por el cercado <input type="radio"/> Contenedores de basura sucios <input type="radio"/> Contenedores de basura en lugares no autorizados <input type="radio"/> Pantalla de puertas de seguridad no aprobadas <input type="radio"/> Extinguidores de fuego que faltan y / recintos rotos <input type="radio"/> Plomería agujereada <input type="radio"/> Aceras excesivamente sucias
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EJEMPLOS DE VIOLACIONES DEL CÓDIGO MUNICIPAL EN EL INTERIOR DE LA PROPIEDAD

<ul style="list-style-type: none"> <input type="radio"/> Conductos de gas destapados <input type="radio"/> Falta de agua fría / caliente corriente <input type="radio"/> Durmiendo en el clóset o en la cocina <input type="radio"/> Accesorios de luces inseguros / no aprobados <input type="radio"/> Actividad comercial en la unidad sin licencia <input type="radio"/> Rejas de seguridad en las ventanas no aprobadas <input type="radio"/> Detectores de humo que faltan / inoperativos <input type="radio"/> Detectores de monóxido de carbono que faltan / inoperativos <input type="radio"/> Candado o pestillo ilegal de la puerta exterior <input type="radio"/> Tuberías agujereados o tapados <input type="radio"/> Tomas/ enchufes eléctricos inoperativo(s) <input type="radio"/> Cubierta de suelo / subsuelo gravemente deteriorada <input type="radio"/> Alteraciones estructurales no aprobados <input type="radio"/> Infestación de cucarachas / roedores <input type="radio"/> Enchufes / cubierto de enchufes que faltan / gravemente dañadas <input type="radio"/> Bañera / ducha de vidrio rota <input type="radio"/> Aparato eléctrico utilizado en lugar exterior no aprobado 	<ul style="list-style-type: none"> <input type="radio"/> Gabinetes o cajones severamente deteriorados <input type="radio"/> Cubierto que falta en el calentador de pared <input type="radio"/> Puertas interiores dañadas <input type="radio"/> Pintura descascarada en las paredes o techos <input type="radio"/> Calentador de combustibles sin ventilación <input type="radio"/> Encimeras groseramente deterioradas / insalubres <input type="radio"/> Cambio de calentador de agua no permitida <input type="radio"/> Interior de la unidad sucia / insalubres <input type="radio"/> Ocupantes en la unidad exceden el número en el contrato de renta <input type="radio"/> Los artículos que cuelgan de las cabezas de los rociadores / líneas de agua <input type="radio"/> Cubierta de ventana deteriorada <input type="radio"/> Ventilación de escape de cocina inoperable/ insalubre <input type="radio"/> Patio / terraza de balcón deteriorada <input type="radio"/> Ducto de basura y / o área alrededor insalubres <input type="radio"/> Pared interior deteriorada / dañada de agua <input type="radio"/> Techo deteriorada / dañada de agua <input type="radio"/> Extrema necesidad de pintura en las paredes interiores
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✓ CONSTRUCTION PROJECT CHECK LIST

- Check the contractor license number at www.cslb.ca.gov to make sure it is current and in good standing.
- Ask to see the contractor's pocket license and a current photo ID.
- Ask for a list of current contact information (telephone number and business address) for the contractor, subcontractors, and suppliers.
- Find out from your local building department whether your project needs a building permit and confirm that your contractor will obtain all necessary permits.
- Get at least three contractor bids and references, and check out, in person, each prospective contractor's recent similar projects.
- Ask whether your contractor carries general liability insurance for employees in case accidental damage occurs during the project, and workers' compensation insurance for employees.
- Make sure all project materials and expectations are spelled out and signed in a written contract, including clean-up, debris removal, and site security.
- Ask your contractor if he or she understands your project expectations.
- Schedule and document each phase of your project and the corresponding payment schedule. Do not let payments get ahead of the work.
- Pay no more than 10% down or \$1,000, whichever is less.*
- Avoid paying in cash.
- Keep all of your project documents, including payments and photographs, in a job file.
- Try researching your contractor's name online for additional reviews.

* There is an exception to this rule for contractors who have filed a blanket performance and payment bond with CSLB's Registrar. This information is noted on the contractor's license detail page on CSLB's website.

Protect yourself from unscrupulous or unlicensed contractors.

General Advice

- Only hire state-licensed contractors.
- Any contractor performing work of \$500 or more (combined labor and material costs) must be licensed by CSLB to work in California.
- Avoid being caught up in high-pressure sales tactics.
- Avoid rushing into repairs. Take the time to get at least three identical bids and verify testimonials.
- Ask to see the contractor's "pocket license" or their representative's "Home Improvement Salesperson" registration. All contractors are issued pocket licenses that show the type of trade for which they are licensed, and the license expiration date. Ask to see a photo identification to confirm their identity.

WHAT YOU SHOULD KNOW Before Hiring A Contractor



CONTRACTORS STATE LICENSE BOARD

Department of Consumer Affairs




CONTRACTORS STATE LICENSE BOARD

P.O. Box 26000
Sacramento, CA 95826-0026
800.321.CSLB (2752)
www.cslb.ca.gov • CheckTheLicenseFirst.com

DEPARTMENT OF CONSUMER AFFAIRS





A free telephone call to CSLB or a few clicks on its website can verify that the license of the contractor you plan to hire is in good standing (with a current, active, or unrestricted license) and that he or she is licensed to perform the specific type of contracted work.

Check the License First

By law, anyone in California who contracts for or bids on a construction project valued at \$500 or more (combined labor and material costs) must be licensed by the Contractors State License Board (CSLB). To qualify for a license, a contractor must verify four years of journey-level experience in the trade, pass both a trade and license law and business examination, and post a license bond. Since 2005, all new contractors have been required to pass a criminal background check. Contractors are required to put their CSLB license number in all advertisements. Ask to see the contractor's plastic pocket license and photo identification.

- Verify the license and make sure it is in good standing by visiting www.cslb.ca.gov or by calling CSLB's toll-free automated line: 800.321.CSLB (2752).
- Remember: Contractors with employees must carry workers' compensation insurance. (C-39 Roofing contractors must have a workers' compensation policy even if they do not have employees.)
- Get at least three bids, ask for references from the contractors' previous customers in the local area, and view the contractors' past projects in person.
- Unlicensed operators are required to include in their advertisements that they are not state-licensed and can only perform work valued at less than \$500.

Complaint Forms

If you have a complaint against a contractor, forms are available at www.cslb.ca.gov, or call 800.321.CSLB (2752) and ask for a copy of *A Consumer Guide to Filing Construction Complaints* and a complaint form.

Financial Information

- Avoid paying in cash.
- Contractors cannot ask for a deposit of more than 10 percent of the total cost of the job or \$1,000, whichever is less.* (This applies to any home improvement project, including swimming pools.)
- Stick to your schedule of payments and don't let payments get ahead of the completed work.

Get It in Writing

- Make sure you have a written contract and don't sign it until you fully understand the terms.
- All changes to the contract, or "change orders," need to be in writing and signed by both parties.
- Keep a job file of all project papers, photographs, and payments—and don't make the final payment until you're satisfied with the job.
- Homeowners waive their three-day right to cancel if they sign a "service and repair contract," which is different from a standard "home improvement contract." (Service and repair contracts are usually for emergency repair work where the consumer initiated the contact.)

License History

- If you want information about a contractor's license history and pending or prior disciplinary actions, please call the appropriate CSLB Legal Action Disclosure telephone number:

Northern Region:
(916) 255-4041

Southern Region:
(562) 345-7656

✓ LISTA DE CONTROL PARA PROYECTOS DE CONSTRUCCIÓN

- Verifique el número de la licencia del contratista en www.cslb.ca.gov para asegurarse de que esté actualizada y en regla.
- Pídale al contratista que le enseñe su licencia de bolsillo y un documento de identidad actual con foto.
- Pida una lista de información de contacto actualizada (los números de teléfono y las direcciones de negocios) para el contratista, los subcontratistas y los proveedores de materiales.
- Llame al departamento de edificación local para saber si su proyecto requiere permisos y confirme con el contratista que él o ella obtendrá todos los permisos necesarios.
- Obtenga ofertas de por lo menos tres contratistas y pídale referencias. Inspeccione personalmente proyectos parecidos que los contratistas hayan realizado recientemente.
- Pregúntele al contratista si tiene seguro de responsabilidad civil (conocido como "general liability insurance" en inglés) para los casos de daños accidentales ocurridos durante el proyecto, y seguro de indemnización al trabajador para sus empleados.
- Asegúrese de que todos los materiales y las expectativas estén bien detallados por escrito en un contrato firmado, incluyendo la limpieza, la remoción de escombros y la seguridad del sitio de la obra.
- Pregúntele al contratista si entiende las expectativas que usted tiene para el proyecto.
- Establezca y documente las fechas de cada fase del proyecto y el cronograma de pago correspondiente. No haga pagos antes de que el contratista complete el trabajo.
- No haga un pago inicial de más de 10% del costo total del contrato o \$1,000, el monto que sea menor*.
- Nunca pague con dinero en efectivo.
- Guarde todos los documentos relacionados con su proyecto, incluyendo los pagos y las fotografías, en un archivo del proyecto.
- Pruebe investigar el nombre del contratista por internet para obtener más información de él o ella.

Protéjase de los contratistas sin escrúpulos y sin licencia

Consejos generales

- Contrate solo contratistas con licencias del estado.
- Cualquier contratista que realiza trabajos de \$500 o más (incluyendo los materiales y la mano de obra) debe tener una licencia otorgada por la CSLB para trabajar en California.
- Evite dejarse convencer por tácticas de venta agresivas.
- No se apresure para hacer reparaciones. Tómese el tiempo necesario para obtener por lo menos tres presupuestos idénticos y verifique las referencias.
- Pídale ver la licencia de bolsillo del contratista o el registro para la venta de realización de mejoras en el hogar del representante del contratista. Todos los contratistas reciben licencias de bolsillo que indican el tipo de oficio de la licencia, y la fecha de vencimiento de la licencia. Pida ver un documento de identidad con foto para verificar su identidad.

LO QUE USTED DEBE SABER

Antes de contratar a un contratista



DIRECTIVA ESTATAL DE LICENCIAS PARA CONTRATISTAS

Departamento de Asuntos del Consumidor



DIRECTIVA ESTATAL DE LICENCIAS PARA CONTRATISTAS

P.O. Box 26000
Sacramento, CA 95826-0026
800.321.CSLB (2752)
www.cslb.ca.gov • CheckTheLicenseFirst.com

DEPARTAMENTO DE ASUNTOS DEL CONSUMIDOR

13P-078a/0118 (What You Should Know Before Hiring a Contractor)





Solo necesita llamar a la línea gratuita de la CSLB o ir a su sitio web para confirmar que la licencia del contratista que planea contratar esté en regla (con una licencia actualizada, activa y libre de restricciones) y que él o ella tenga la licencia necesaria para realizar el tipo de trabajo contratado.

Verifique la licencia

Según las leyes del estado de California, cualquier persona que es contratada u ofrece sus servicios en un proyecto de construcción de \$500 o más (combinando el costo de los materiales y la mano de obra) debe tener una licencia de la Directiva Estatal de Licencias para Contratistas (CSLB). Para poder tener una licencia, un contratista debe verificar que cuenta con cuatro años de experiencia al nivel de oficio, pasar un examen del oficio y de las leyes relacionadas con la licencia y comerciales y comprar una fianza para la licencia. A partir de 2005, todos los contratistas nuevos tienen que pasar una averiguación de antecedentes penales. La ley exige que los contratistas pongan su número de licencia en todos sus anuncios. Pida ver la licencia de bolsillo del contratista y un documento de identidad con foto.

- Verifique la licencia y asegúrese de que esté en regla visitando www.cslb.ca.gov o llamando a la línea gratuita automatizada 800.321.CSLB (2752).
- Recuerde, los contratistas con empleados deben tener seguro de indemnización al trabajador. (Los contratistas C-39 especialistas en techos deben tener una póliza de indemnización al trabajador incluso aunque no tengan empleados.)
- Obtenga ofertas de tres contratistas por lo menos y pídale recomendaciones de gente en su área que los haya contratado previamente. Inspeccione personalmente los proyectos realizados por el contratista anteriormente.
- Los operadores sin licencia deben incluir en sus anuncios que no tienen licencia del estado y solo pueden realizar trabajos de menos de \$500.

Formularios para reclamaciones

Si tiene una queja de un contratista, puede encontrar formularios de queja en www.cslb.ca.gov, o llamar al 800.321.CSLB (2752) para pedir una copia de Guía al consumidor para la presentación de las reclamaciones relacionadas con la construcción y un formulario de queja.

Información financiera

- No pague con dinero en efectivo.
- Los contratistas no pueden pedir un depósito o pago inicial de más del 10% del costo total o \$1,000, el que sea menor.* (Esto es aplicable a cualquier proyecto de mejoras del hogar, incluso las piscinas.)
- Establezca un cronograma de pagos y no haga pagos antes de que el contratista complete el trabajo.

Obtenga todo por escrito

- Asegúrese de obtener un contrato escrito y no lo firme hasta entender completamente todos los términos escritos.
- Todos los cambios al contrato o "change orders" (pedidos de cambio) deben hacerse por escrito y estar firmados por usted y el contratista.
- Mantenga un archivo de todos los documentos, las fotografías y los pagos relacionados con el proyecto y no haga el pago final hasta que esté satisfecho con el trabajo.
- Los propietarios de vivienda renuncian el derecho de cancelar el contrato dentro de los tres días si firman un contrato por servicios y reparaciones (conocido como "service and repair" en inglés). Este tipo de contrato es distinto al contrato normal para mejoras del hogar. (Los contratos por servicios y reparaciones normalmente son para las reparaciones de emergencia cuando el consumidor contacta al contratista).

Historial de la licencia

- Si quiere información sobre el historial de la licencia de un contratista y las medidas de disciplina pendientes o previas, por favor llame al número de teléfono de divulgación de acciones legales apropiado del CSLB:

Región del norte:
(916) 255-4041

Región del sur:
(562) 345-7656

* Hay una excepción a esta regla para los contratistas que presentan una fianza especial general de desempeño y pago (conocida en inglés como "blanket performance and payment bonds.") Esta información se indica en la página de detalles de la licencia del contratista en el sitio web de la CSLB.

10 Tips

←—————→
Make Sure Your Contractor Measures Up



- 1** Hire only state-licensed contractors.
- 2** Check a contractor's license number online at www.cslb.ca.gov or by calling 800.321.CSLB (2752).
- 3** Get at least three bids.
- 4** Get three references from each bidder and review past work in person.
- 5** Make sure all project expectations are in writing and only sign the contract if you completely understand the terms.
- 6** Confirm that the contractor has workers' compensation insurance for employees.
- 7** Avoid paying more than 10% down or \$1,000, whichever is less.* Avoid paying in cash.
- 8** Avoid letting payments get ahead of the work.
- 9** Keep a job file of all papers relating to your project, including all payments.
- 10** Avoid making the final payment until you're satisfied with the job.

* There is an exception to this rule for about a dozen contractors who have filed a blanket performance and payment bond with the Registrar. This information is noted on the contractor's license detail page on CSLB's website.



CONTRACTORS STATE LICENSE BOARD

www.cslb.ca.gov • CheckTheLicenseFirst.com

800.321.CSLB (2752)

13P-075/0816



10 Consejos

←—————→
Para Asegurar Que Su Contratista Sea Una Persona Calificada



- 1** Solamente emplee a contratistas con licencias de la Directiva Estatal de Licencias para Contratistas.
- 2** Verifique el número de licencia en línea por www.cslb.ca.gov o llame al 800.321.CSLB (2752).
- 3** Obtenga por lo menos tres ofertas.
- 4** Obtenga tres referencias de cada postor y usted mismo revise el trabajo pasado.
- 5** Asegúrese que todas las expectativas del proyecto están escritas y no firme el contrato hasta que usted comprenda todos los términos completamente.
- 6** Confirme la póliza del seguro de compensación al trabajador, y pregunte si el seguro de responsabilidad cubre cualquier daño a la propiedad.
- 7** Nunca pague más de un 10% del depósito o \$1,000, la cantidad que sea menos.* No pague con dinero en efectivo.
- 8** No pague por adelantado.
- 9** Mantenga un archivo de todos los documentos relacionados a su proyecto, incluso un registro de los pagos realizados.
- 10** No haga el pago final hasta que usted esté satisfecho con el trabajo.


* Hay una excepción a esta regla para algunas un docena de contratistas que presentan al Registrador de Contratistas una fianza especial para la protección del consumidor (conocido en inglés como "blanket performance and payment bonds.") Esta información se nota por la página detallada de la licencia del contratista en el sitio Web de la CSLB.



**DIRECTIVA ESTATAL DE LICENCIAS
PARA CONTRACTISTAS**

www.cslb.ca.gov • CheckTheLicenseFirst.com

800.321.CSLB (2752)

13P-075a/0816  OSP





Dish antenna viewable from street and/or not screened from view of surrounding property by fencing or landscaping.

Santa Ana Municipal Code
Section 41-624
Enforcement Authority: Community Preservation 667-2780



Improper balcony or patio storage.

Santa Ana Municipal Code
Section 8-1951(d)
Enforcement Authority: Community Preservation 667-2780



Having garage sale on other than designated weekends.

Santa Ana Municipal Code
Section 41-193
Enforcement Authority: Community Preservation 667-2780



Occupancy of garage as living area.

Santa Ana Municipal Code
U.L.C. 104.2.5
Enforcement Authority: Community Preservation 667-2780



Illegal pushcart vendors.

Santa Ana Municipal Code
Section 26-3
Enforcement Authority: Community Preservation 667-2780



Overgrown vegetation, dead trees, or debris so as to create vermin harborage, fire hazard and/or constitute a visual blight.

Santa Ana Municipal Code
Section 16-48
Enforcement Authority: Public Works Sanitation 647-3380



Broken, discarded furniture, appliances, household equipment, or packing boxes permitted to remain in excess of three (3) days.

Santa Ana Municipal Code
Section 16-1 (per definition of Solid Waste and refuse Sec. 16-29)
Enforcement Authority: Public Works Sanitation 647-3380



Empty refuse containers or trash and debris remaining at, or near any public street, side-walk, or parkway prohibited except between the hours of 4:00 p.m. of the day preceding the occupant's weekly collection day and 12:00 midnight of such collection day.

Santa Ana Municipal Code
Section 16-34
Enforcement Authority: Public Works Sanitation 647-3380



Inoperable, abandoned, or dismantled motor vehicles.

Santa Ana Municipal Code
Section 16-114
Enforcement Authority: Public Streets & Alleys, Police Dept. 245-8228
Private Property, Community Preservation 667-2780



"Keep it Safe, Keep it Beautiful"

A cooperative effort of the
**City of Santa Ana and
its neighborhoods**



City of Santa Ana
Planning and Building Agency

Poorly maintained homes and apartments can lower neighborhood property values, negatively effect neighborhood pride; and contribute towards crime as well as health and safety hazards. This brochure reflects numerous property conditions currently prohibited by the various codes enforced by the City of Santa. Should you, as "concerned residents" observe any of the following violations in your neighborhood, please do not hesitate to call upon the City of Santa Ana for code enforcement services.

As you will note, the majority of code violations identified in this bulletin are enforced by the Community Preservation Division of the Planning and Building Agency. In these cases, call (714) 667-2780 for service.

For enforcement services provided by other agencies, we have provided those Agencies telephone numbers next to "Enforcement Authority" for the particular category of violation.

Broken windows constituting hazardous condition and/or inviting trespassers or malicious mischief.

*Uniform Building Code
Section 3402
Enforcement Authority: Community Preservation
667-2780*



Buildings or premises which are abandoned, unsecured, partially destroyed, or left partially constructed without being repaired or completed as required by the Building Official.

*Uniform Code for the Abatement of Dangerous Building
Section 302 (12) (17) (18)
Enforcement Authority: Community Preservation
667-2780*



Structurally unsound fences.

*Santa Ana Municipal Code
Section 8-1951 (c)
Enforcement Authority: Community Preservation
667-2780*



Pools, spas or architecture waters maintained in a stagnant or unsanitary condition.

*Santa Ana Municipal Code
Section 8-2606
Enforcement Authority: Community Preservation
667-2780*



Storage of any new or used lumber, building material, brick, terra cotta tile, concrete pipe, building blocks, lime, cement, plaster of paris or other building material, scrap iron, junk, or used scaffolding, concrete form lumber or material, concrete mixing or construction equipment, dismantled automobiles or autowrecking or used parts (except on property zoned for industrial purposes)

*Santa Ana Municipal Code
Section 10-140 and 41-190(a)
Enforcement Authority: Community Preservation
667-2780*



Debris, foundations, or non-backfilled excavations permitted to remain on a parcel after demolition.

*Santa Ana Municipal Code
Section 16 48
Uniform Code for the Abatement of Dangerous Buildings-Section 302 (18)
Enforcement Authority: Community Preservation
667-2780*



Unpainted buildings or portions thereof which may result in dry rot, or warping, or termites infestation of the building, and/or which are visual blight.

*Health and Safety Code
Section (a) (13), (g) (3)
Enforcement Authority: Community Preservation
667-2780*



Clothes lines or the drying of clothes in the front yard areas or visible from a public street.

*Santa Ana Municipal Code
Section 8-1951(a)
Enforcement Authority: Community Preservation
667-2780*



Refuse cans stored in the front or side yard areas and visible from a public street.

*Santa Ana Municipal Code
Section 16-34
Enforcement Authority: Community Preservation
667-2780*



Commercial vehicles parked or stored on residential property except for delivery purposes or in conjunction with a service being performed on the property.

*Santa Ana Municipal Code
Section 41-607(h)
Enforcement Authority: Community Preservation
667-2780*



Business operating from a residential property (approved home occupations excluded).

*Santa Ana Municipal Code
Section 41-190 (a)
Enforcement Authority: Community Preservation
667-2780*



Parking of motor vehicles, trailers, boats, and and/or storage of personal property in a front yard, or a side yard which faces on a street (operable motor vehicles in a driveway providing direct access to a garage excluded).

*Santa Ana Municipal Code
Section 41-607(c)
Enforcement Authority: Community Preservation
667-2780*





LOUD MUSIC AND NOISE IS AGAINST THE LAW!



**Santa Ana Municipal Code Section 10-153 prohibits
loud and raucous noise from sound making or amplifying devices.**

As part of a continuing effort to improve Santa Ana neighborhoods and to protect the rights of residents, enforcement of this ordinance will be carried out.

The ordinance states that it is unlawful for any person to cause, allow, or permit the emission or transmission of any loud or raucous noise from any sound making or sound amplifying device in his or her possession or under his or her control. This ordinance is in force at all times of the day or night and at any public or private location within the City of Santa Ana. Violating this ordinance is a misdemeanor crime that can result in a fine up to \$1,000 and/or up to six months of jail time. In addition to the fine a penalty assessment can be levied.

Please help improve our neighborhoods by obeying this ordinance.

For more information please contact the
Santa Ana Police Department at
(714) 245-8665.



MUSICA Y RUIDOS ALTOS SON CONTRA LA LEY!



**La Sección 10-153 del Código Municipal de Santa Ana
prohíbe ruidos altos y de musica emitida con amplificadores**

Como parte del esfuerzo continuo de mejorar los vecindarios en Santa Ana y proteger los derechos de los residentes, la ordenanza sera ejecutada.

La ordenanza declara que es ilegal que alguna persona cause,deje or permita la emisión o transmisión de cualquier ruido altoo molesto de cualquier amplificador u otro equipo de sonido en su posesión o bajo su control. Esta ordenanza es vigente a todas horas del día o de la noche y en cualquier lugar público o privado dentro de la ciudad de Santa Ana. La multa por la violación de esta ordenanza puede resultar en mas de \$1,000.00 y/o hasta 6 meses de encarcelamiento. Mas se le puede cargar la multa de asesoramiento por este delito

Por favor ayude a mejorar nuestra ciudad y ser mejor vecino obedeciendo esta ordenanza.

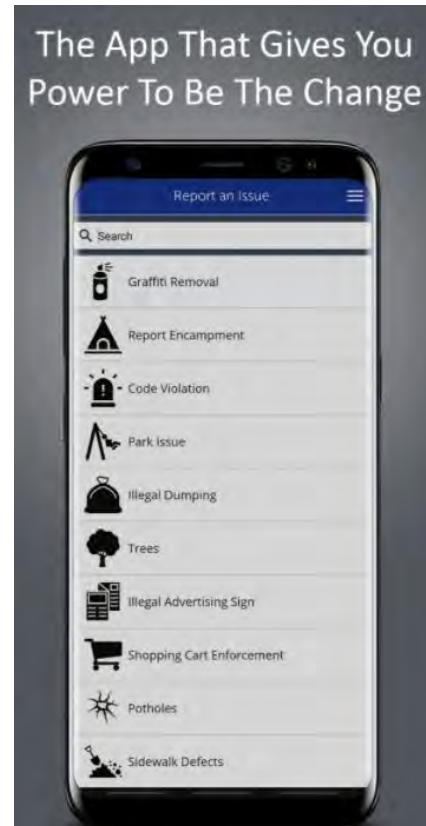
Para mas información pongase en contacto con el
Departamento de Policía de Santa Ana al (714)245-8665.



mySantaAna App



The mySantaAna mobile app puts the power of the Santa Ana city government in the palm of your hand! Residents can quickly and easily report issues with photos to the City for clean-up.



1 Search “mySantaAna” on the App Store or Google Play

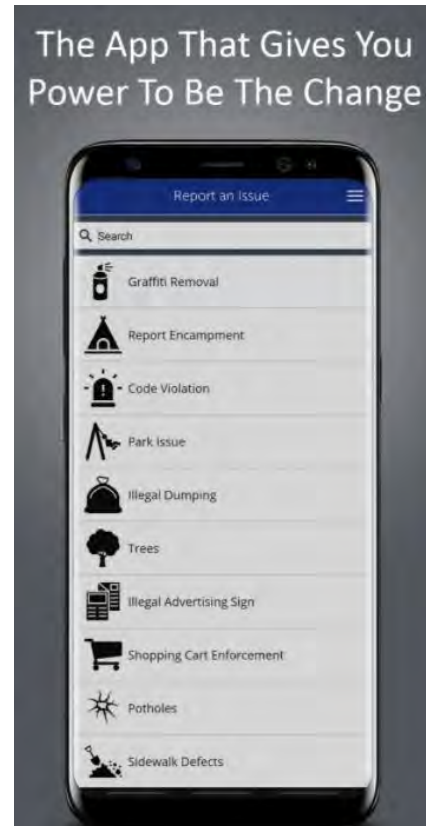
2 Download the application



mySantaAna App



mySantaAna pone el poder del gobierno de la ciudad de Santa Ana en la palma de su mano! Rápido y fácil reporte problemas a la ciudad para la limpieza de su vecindario.



1 Busque
"mySantaAna" en el
App Store o Google Play

2 Baje la aplicación
móvil





WHAT IS THE ... Paramedic Subscription Program?

The paramedic subscription program is voluntary. The program provides pre-hospital emergency care at no additional cost to the subscriber or residents of your home other than the annual subscription fee.

Who is eligible to join the Paramedic Subscription Program?

Any resident within the Santa Ana community may join.

What does the program fee cover?

The program fee covers all emergency medical services provided by the Fire Department, within their service area.

Who is covered by the program?

All permanent residents of a subscriber's household.

Are visitors of residential subscribers covered?

No, only permanent residents of the household.

If I decide not to join the subscription program, what are the charges for emergency medical services?

Charges can range from \$300 to in excess of \$1,000, depending on services provided.

If I subscribe and move out of the City, am I entitled to a refund?

No, voluntary paramedic fees are not refundable.

Will my subscription cover routine ambulance transportation, such as trips from a hospital to home or rest home to a hospital?

No, only emergency medical transportation is covered.

Will the Fire Department still respond even if I do not subscribe?

Absolutely. The Fire Department responds to all emergency calls for assistance.

Will I be responsible for any charges if I become a subscriber?

No, if you are a subscriber you will not be responsible for any fees aside from the annual subscription cost. However, your insurance, Medicare, or Medi-Cal will be billed.

What if I subscribe but do not have medical insurance?

If you subscribe and do not have medical insurance, Medicare, or Medi-Cal you will not be charged, aside from the annual subscription cost.

Will I be billed if I am a subscriber?

In the event that you do receive a bill, and your subscription is current, please contact our billing office immediately at 1-800-906-6552.

When does coverage begin and end?

Paramedic subscription coverage begins the first day of the month following the receipt of the application and payment. Coverage ends twelve months later.

How do I enroll in the Paramedic Subscription Program?

Visit our Paramedic Subscription Program online at:

www.santa-ana.org/paramedic

Download and complete the Paramedic Subscription program enrollment form and submit it with the \$62.28 annual fee.

Make check payable to: City of Santa Ana

***Mail to: City of Santa Ana
Paramedic Billing M-14,
P.O. Box 1964
Santa Ana, CA 92702-1964***

PARAMEDIC SUBSCRIPTION PROGRAM ENROLLMENT FORM

Please complete the information requested below & mail this form with your check/money order for \$62.28. Do not send cash. Your cancelled check is your receipt. ***Make check payable to: City of Santa Ana; Mail to – City of Santa Ana, Paramedic Billing M-14, P.O. Box 1964, Santa Ana, CA 92702-1964***

HERE CUT DATA -----
FIRST NAME _____ LAST NAME _____

ADDRESS _____ PHONE NO. _____

Additional Permanent Residents at the above address:

NAME	SIGNATURE	INSURANCE CARRIER & POLICY #
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____
5. _____	_____	_____

I, the undersigned, hereby authorize payment directly to the City of Santa Ana, benefits otherwise payable to me but not to exceed the regular charges for this type of service. If I am entitled to Medicare benefits, I authorize any holder of medical or other information about me to release the Social Security Administration of the intermediaries or carriers, any information needed for this or related Medicare claim I permit a copy of this authorization to be used in place of the original, and request payment of medical insurance benefits to the party who accepts assignment. NOTE: The above statement shall NOT provide a basis for denial of either emergency care or emergency transport because of liability to pay.

SIGNED _____ DATE _____

CITY OF SANTA ANA RESIDENTIAL PERMIT PARKING PROGRAM



WHAT IS THE PURPOSE OF PERMIT PARKING?

The purpose of residential permit parking is to enhance the quality of life in the residential neighborhoods by reducing noise, parking congestion, traffic hazards and illegal activities. This is accomplished by limiting the number of street parked vehicles on a residential block within a permit parking district. Every effort is made to achieve this purpose with minimum impact on adjacent commercial establishments, residences, and institutions.

WHAT IS A PERMIT PARKING DISTRICT?

A permit parking district is a geographic area of the City established by resolution by the City Council. The resolution designates the boundaries of the permit-parking district, specifies the parking limitations that apply within the district and the parking permit qualification process.

HOW DOES A BLOCK QUALIFY?

After a need for permit parking has been investigated and confirmed by the City, permit parking may be put in on a block-by-block basis through a City supplied petition. For a petition to pass, at least 66% of the affected residential property owners must indicate their support for permit parking on their block. The City will determine the adequacy of the petition in accordance with the City Code. Ineligible properties typically do not have the permit parking restriction placed along their frontage.

WHO IS ELIGIBLE FOR PERMITS?

Residents are typically eligible for permits if they live on a qualifying block and in either of the following:

1. Single-family homes: Up to 3 parking permits. 75 guest permits per year, per home.
2. Multi-family family homes with two (2) to four (4) units per parcel: 1 parking permit maximum per dwelling unit and no guest permits.

HOW DO I OBTAIN PERMITS?

1. The Public Works Agency requires eligible residents to provide legible photocopies of the following documents before permits are issued:
 - a. Valid driver's license (not expired).
 - b. Proof of address: grant deed or letter/lease agreement or utility bill (gas, water or electric).
 - c. Vehicle registration (not expired) of each vehicle. The name on the registration must match the name on driver's license. The address must match the resident's eligible address.

If the vehicle is leased, then provide a copy of the lease instead of vehicle registration.

If the vehicle is a company vehicle, then provide a letter from the resident's employer confirming the license number, make and year of the vehicle and the name of the employee applying for the permit with the vehicle registration.

2. Resident and guest parking permits expire every two years on a common date within each parking district.
3. Residents are responsible for the renewal of their parking permits prior to expiration.
4. Each permit also has a unique identification number and has the license plate number of the vehicle written on it.
5. Before vehicles with permits are sold, residents are to remove and return the permit or provide a DMV stamped release of liability in order to **purchase a new permit for another vehicle.** OTHERWISE, DMV records will have to be checked through the Santa Ana Police Department. This process may take several days from the permit application.
6. Resident parking permit must be **affixed** to either the left side of rear bumper or lower left corner of the rear window of the vehicle for which it was issued.
7. Guest parking permits must be filled in ink by the resident and placed on the left-hand side of the dashboard. Each guest permit is valid until noon the following day. **Each guest permit can only be used once and the date may NOT be changed.** Not every district has guest permits. **Only residents of single-family homes are eligible for guest permits.**
8. Resident parking permits are \$69.56 each for up to 2 years. (subject to change every fiscal year).
9. Permits are only required for street parked vehicles.
10. **Permits are needed during holidays and city wide garage sale events.**

WHERE CAN I APPLY FOR PERMITS?

Eligible residents may apply for parking permits between 9:00 a.m. and 4:00 p.m. Monday through Thursday and every other Friday at the following address:

*City of Santa Ana
Public Works Agency, M-43
20 Civic Center Plaza
Santa Ana, CA 92701*

Or you may request your permits by mail. If so, please send the required photocopies with a check payable to the City of Santa Ana to address shown above. Please include a brief note with your name and contact information.

If you have any questions or would like to know if you are eligible for a permit, please contact Traffic Engineering at (714) 647-5623. For parking enforcement, please call the Police Department at (714) 834-4211.

(Para La Versión en Español Vea el Reverso)

**CIUDAD DE SANTA ANA
PROGRAMA DE PERMISOS
PARA ESTACIONAMIENTO
RESIDENCIAL**



**CUAL ES EL PROPOSITO DE ESTACIONAMIENTO
CON PERMISO?**

El propósito de estacionamiento residencial con permiso es para realzar la calidad de vida en los vecindarios residenciales reduciendo el ruido, congestión de estacionamiento, peligros de tráfico y actividades ilegales. Esto se logra limitando el número de automóviles estacionados en una cuadra residencial dentro de un distrito con estacionamiento con permiso. Se hacen todos los esfuerzos para lograr este propósito con un impacto mínimo en los establecimientos comerciales, residencias e instituciones cercanas

**QUE ES UN DISTRITO DE ESTACIONAMIENTO CON
PERMISO?**

Un distrito de estacionamiento con permiso es un área geográfica de la Ciudad establecida por una resolución del Concilio de la Ciudad. La resolución designa los límites del distrito de estacionamiento con permiso, especifica las limitaciones de estacionamiento que aplican dentro del distrito y el proceso de calificación para estacionamiento con permiso.

COMO CALIFICA UNA CUADRA?

Después de que la Ciudad a investigado y confirmado una necesidad de estacionamiento con permiso, el estacionamiento con permiso puede ser instalado en una base de cuadra-por-cuadra por medio de una petición enviada por la Ciudad. Para que una petición pase, por lo menos el 66% de los dueños de propiedad residencial afectados deben indicar su apoyo para el estacionamiento con permiso en su cuadra. La Ciudad determina si la petición es adecuada de acuerdo con el Código de la Ciudad. Las propiedades que no son elegibles típicamente no se les coloca la restricción de estacionamiento con permiso enfrente de ellas.

QUIEN ES ELEGIBLE PARA PERMISOS?

Los residentes son típicamente elegibles para permisos si ellos viven en una cuadra que tiene letreros puestos de estacionamiento con permiso y en cualquiera de los siguientes:

1. Casas de una sola familia: Hasta 3 permisos de estacionamiento. 75 permisos para invitados por ano, por casa.
2. Casa multifamiliares con de dos (2) a cuatro (4) unidades por terreno: 1 máximo de un (1) permiso de estacionamiento por unidad de vivienda y no permisos para invitados.

COMO OBTENGO PERMISOS?

1. La Agencia de Obras Públicas requiere que los residentes elegibles provean fotocopias legibles de los siguientes documentos antes de que los permisos sean otorgados:

- a. Licencia de conducir valida **(no expirada)**.
- b. Prueba de domicilio: título de propiedad o carta/ contrato de arrendamiento o factura de servicios públicos (gas, agua o electricidad)
- c. Registración de vehículo (no expirada) de cada vehículo. El nombre en la registración debe concordar con el nombre en la licencia de manejar.

El domicilio debe concordar con el domicilio elegible del residente.

Si el vehículo esta arrendado (lease), entonces provea una copia del contrato en lugar de la Registración del vehículo.

Si el vehículo le pertenece a una compañía, por favor presenta una carta del empleador confirmando el numero de placa, marca y ano del vehículo y el nombre del empleado que aplica para el permiso con la registración del vehículo.

2. Los permisos de residentes e invitados se vencen cada dos años en una fecha común dentro de cada distrito.
3. Los residentes son responsable por la renovación de sus permisos de estacionamiento antes su expiración.
4. Cada permiso tiene un numero único de identificación y tiene el numero de placa del vehículo escrito en el.
5. Antes de que los vehículos con permisos sean vendidos, los residentes tienen que remover y regresar el permiso o traer un descargo de responsabilidad sellado del DMV para poder comprar un permiso nuevo para otro vehículo. De lo contrario, nosotros tendremos que revisarlo por medio del Departamento de Policía de Santa Ana. Este proceso podrá tomar varios días.
6. El permiso de estacionamiento de residente debe ser **pegado** en el lado izquierdo de la defensa trasera o en la parte de abajo del lado izquierdo de la ventana trasera del vehículo designado.
7. Los permisos de estacionamiento para invitados deben ser llenados por el residente y colocados del lado izquierdo del tablero. Cada permiso de invitado es válido hasta el mediodía del día siguiente. **Cada permiso de invitado puede ser usado únicamente una vez y la fecha no puede ser cambiada.** No todos los distritos tienen permisos para invitados. Únicamente los residentes de casas de una sola familia son elegibles para permisos de invitados.
8. Los permisos de estacionamiento para residentes cuestan **\$69.56 cada uno y duran hasta 2 años.** (esta cuota puede cambiar cada año fiscal).
9. Los permisos solamente son requeridos para vehículos que están estacionados en la calle.
10. **Los permisos son requeridos en días festivos y durante las ventas de garaje.**

DONDE PUEDO APLICAR PARA PERMISOS?


Los residentes elegibles pueden aplicar para permisos de estacionamiento entre las 9:00 a.m. a 4:00 p.m. de lunes a jueves y cada otro viernes en el siguiente domicilio:

**Ciudad de Santa Ana
Agencia de Obras Publicas - M-43
20 Civic Center Plaza
Santa Ana, CA 92701**

O si desea puede solicitar su(s) permiso(s) por correo. Por favor mande las fotocopias requeridas con un cheque pagable a la ciudad de Santa Ana a la dirección mostrada. Favor de incluir una breve nota con su nombre e información de contacto.

Si tiene usted preguntas o **le gustaría saber si usted es elegible para un permiso**, por favor póngase en contacto con Traffic Engineering al (714) 647-5623. Para hacer cumplir la ley de estacionamiento, por favor llame al Departamento de Policía al (714) 834-4211.

(See Reverse Side for English Version)



SANTA ANA FAMILY JUSTICE CENTER



ABOUT US

A one stop center for Survivors of Domestic Violence, Sexual Assault, Child Abuse, Human Trafficking and Elder Abuse. By housing a multidisciplinary team of professionals under one roof to provide coordinated services and support for survivors.

SERVICES AVAILABLE

- ✓ SAFETY PLANNING
- ✓ ASSISTANCE IN OBTAINING A PROTECTION ORDER (RESTRAINING ORDER)
- ✓ EMOTIONAL SUPPORT AND MENTAL HEALTH SERVICES
- ✓ LEGAL SERVICES AND ADVOCACY
- ✓ PREVENTION AND PERSONAL EMPOWERMENT PROGRAMS

A safe location where professionals work together to meet the needs of survivors, protect survivors from further abuse, promote self-sufficiency, break the cycle of abuse, restore hope and make our community safer.

GET IN TOUCH:



714-245-8278



60 Civic Center Plaza, Santa Ana
3rd Floor (inside SAPD)



QUIÉNES SOMOS

Un centro integral para los sobrevivientes de violencia doméstica, agresión sexual, abuso infantil, tráfico humano y abuso de ancianos.

SERVICIOS DISPONIBLES

- ✓ PLANIFICACIÓN DE SEGURIDAD
- ✓ ASISTENCIA PARA OBTENER UNA ORDEN DE PROTECCIÓN
- ✓ SERVICIOS DE APOYO EMOCIONAL Y SALUD MENTAL
- ✓ SERVICIOS JURÍDICOS Y APOYO LEGAL
- ✓ PROGRAMAS DE PREVENCIÓN Y EMPODERAMIENTO PERSONAL

Un lugar seguro donde profesionales trabajan juntos para apoyar a los sobrevivientes, protegerlos de abuso continuo, restaurar la esperanza y hacer que nuestra comunidad sea más segura.

PONTE EN CONTACTO:



714-245-8278



60 Civic Center Plaza, Santa Ana
3er Piso (dentro de SAPD)



SANTA ANA POLICE DEPARTMENT

Information Bulletin

The Santa Ana Police Department, along with the City's Community Preservation Division is actively enforcing parking violations within your neighborhood relating to commercial vehicles. This is being done to bring violators into compliance with City Municipal Codes, visually beautify the area, maintain the current property values, and positively affect neighborhood pride. The following is an explanation of the codes currently being enforced.

Santa Ana Municipal Code Section 36-145

Prohibits parking of any truck, tractor, trailer, bus, or any other commercial vehicle, or any vehicle with a manufacturer's rated capacity greater than three-quarter ton for longer than two hours upon any public street. Except while loading or unloading property, or in connection with a service being performed at the property.

Santa Ana Municipal Code Section 41-607(e)

Prohibits parking of motor vehicles, trailers, boats, and/or storage of personal property in a front yard, or a side yard, which faces on a street (operable motor vehicles in a driveway providing direct access to a garage excluded).

Santa Ana Municipal Code Section 41-607(h)

Prohibits commercial vehicles parked or stored on residential property except for delivery purposes or in conjunction with a service being performed on the property.

"Keep it Safe, Keep it Beautiful"

For additional information, call the Santa Ana Police Traffic Section at (714) 245-8200, or Community Preservation Division at (714) 667-2780.



DEPARTAMENTO DE POLICIA DE SANTA ANA

Boletín Informativo

El Departamento de Policía de Santa Ana, junto con la División de Preservación Comunitaria de la Ciudad está haciendo cumplir activamente las infracciones de estacionamiento dentro de su vecindario relacionadas con vehículos comerciales. Esto se está haciendo para que los infractores cumplan con los Códigos Municipales, para embellecer visualmente la zona, mantener los valores actuales de la propiedad y afectar positivamente el orgullo vecinal. La siguiente es una explicación de los códigos que se están aplicando actualmente.

Código Municipal de Santa Ana Sección 36-145

Prohíbe el estacionamiento de cualquier camión, tractor, remolque, autobús o cualquier otro vehículo comercial, o cualquier vehículo con una capacidad de más de tres cuartos de tonelada (3/4) por más de dos horas en cualquier calle pública, excepto durante la carga o descarga de la propiedad, o en relación con un servicio que se realiza en la propiedad.

Código Municipal de Santa Ana Sección 41-607(e)

Prohíbe el estacionamiento de vehículos a motor, remolques, barcos y/o almacenamiento de bienes personales en un jardín del delantero, o un jardín a un lado de la casa que da a una calle (vehículos de motor operables en una entrada que proporciona acceso directo a un garaje excluidos).

Código Municipal de Santa Ana Sección 41-607(h)

Prohíbe los vehículos comerciales estacionados o almacenados en propiedad residencial, excepto para fines de entrega o en conjunto con un servicio que se realiza en la propiedad.

"Manténgalo seguro, manténgalo hermoso"

Para obtener más información, llame a la Sección de Tráfico de la Policía de Santa Ana al (714) 245-8200, o a la División de Preservación Comunitaria al (714) 667-2780.

SANTA ANA POLICE DEPARTMENT



PHONE NUMBERS

911	EMERGENCY / EMERGENCIA
714-834-4211	POLICE / POLICÍA (NON-EMERGENCY / NO EMERGENCIA)
714-245-8100	JAIL / CÁRCEL
714-245-8200	TRAFFIC / TRAFICO
714-245-8400	INVESTIGATIONS / INVESTIGACIONES
714-245-8384	NARCOTICS / NARCÓTICOS
714-245-8600	RECORDS / DEPARTAMENTO DE ARCHIVOS
714-647-5400	CITY INFORMATION / INFORMACIÓN DE LA CIUDAD
714-443-6406	ILLEGAL DUMPING / DEPOSITO ILEGAL DE BASURA
714-245-8278	SANTA ANA FAMILY JUSTICE CENTER / CENTRO DE JUSTICIA FAMILIAR DE SANTA ANA
877-786-7824	GRAFFITI / GRAFITI
714-245-8272	HOMELESS EVALUATION ASSESSMENT RESPONSE TEAM
714-647-5375 714-647-3380	HOMELESS ENCAMPMENTS / ABANDONED PROPERTY
714-647-5062	WESTEND PSO ERIKA BACA EBACA@SANTA-ANA.ORG
714-245-8508	EASTEND PSO MELISSA ORTEGA MORTEGA@SANTA-ANA.ORG
714-245-8406	TRAFFIC PSO NANCY LOPEZ NLOPEZ@SANTA-ANA.ORG

SANTA ANA POLICE DEPARTMENT



QUICK LINKS

Santa Ana Police Website:

<http://www.ci.santa-ana.ca.us/pd/default.asp>

Quick Links:

<http://www.ci.santa-ana.ca.us/quicklinks/>

E-Reporting:

<https://www.santa-ana.org/pd/e-police-reporting>

Programs and Resources:

<http://www.ci.santa-ana.ca.us/pd/programs.asp>

Neighborhood Watch:

<https://www.santa-ana.org/pd/neighborhood-watch>

Social Media:

Facebook: <https://m.facebook.com/santaanapd>

Instagram: https://www.instagram.com/santaana_pd/

Twitter: <https://mobile.twitter.com/SantaAnaPD>

Nixle: <https://nixle.com/santa-ana-police-department/?page=2>

City Website:

<http://www.ci.santa-ana.ca.us/>

Healthy Trees = Healthy Communities

Tips To Save Water and Save Trees During the Drought



Safeguarding our water resources and protecting our urban forest are equally essential to the sustainability of our community and both must go hand in hand. As we continue to save water during this historic drought, we must also keep our trees healthy with the limited amount of water available.

Following are important tips for Santa Ana residents to properly care for and protect their trees from drought stress.

First, learn to recognize early signs of drought stress to prevent irreversible damage to trees. Drought stress trees are more prone to damage from diseases and insects. Common symptoms include wilting or drooping leaves that do not return to normal by evening; curled or yellowed leaves that may fold or drop; foliage that becomes greenish and loses its green luster; and new leaves that are smaller than normal.

Second, know your trees and their needs. Below and illustrated are a few simple tree care steps based on size and age that will help you also conserve water:

Third, don't forget that watering city street trees in front of your property is your responsibility!



Large and Mature Trees

- 1 Slowly water the "drip zone" area directly beneath the foliage and shaded area by the tree.
 - 2 Water once a week with about 5 gallons of water directly into the soil with a hose or bucket.
 - 3 Use a "soaker head" with your hose that drips only the slightest of water.
 - 4 Add mulch to lower soil temperatures and reduce water evaporation.
 - 5 Consider installing a drip watering system that will soak the root system.
- A simple watering of 20 minutes, twice a month can save the mature trees



Small and Newly Planted Trees

- Young trees need easier access to water to establish deep root systems.
- Watering with a hose or bucket once or twice a week with about 5 gallons of water will make the difference in the survival of young trees.
- Add four to six inches of mulch to lower soil temperatures and reduce water evaporation.
- For newly planted trees, fill the watering basin and occasionally buffer the basin with soil.



For additional information on water conservation, how to help your trees survive the drought, and general tree care, please visit santa-ana.org/waterconservation/ and santa-ana.org/green/TreeProgram.asp. Any questions? Call City of Santa Ana Public Works Agency at 714-647-3380.

Árboles Saludables = Comunidades Saludables

Consejos Para Conservar el Agua y Proteger los Árboles Durante La Sequía



El objetivo común del uso eficiente del agua y la protección de nuestro bosque urbano son igualmente esenciales para la sostenibilidad de nuestra comunidad y deben trabajar en conjunto. A medida que continuamos ahorrando agua durante esta sequía histórica, también debemos mantener nuestros árboles saludables con el limitado suministro de agua disponible.

A continuación hay consejos importantes para que los residentes de Santa Ana cuiden propiamente y protejan sus árboles contra el estrés por sequía.

Primero, aprenda a reconocer los tempranos signos de estrés por sequía para evitar daño irreversible a los árboles. Los árboles estresados por sequía son más propensos a daños por enfermedades e insectos. Síntomas comunes incluyen hojas marchitas o colgantes que no vuelven a la normalidad en la tarde; hojas enroscadas o amarillas que se doblan o se caen; follaje que se vuelve grisáceo y pierde su lustre verde; y hojas nuevas más pequeñas de lo normal.

Segundo, conozca sus árboles y sus necesidades. Aquí tenemos algunos pasos sencillos para el cuidado de árboles de acuerdo con el tamaño y la edad que también le ayudarán a conservar agua:

Tercero, recuerde que el riego de los árboles de la ciudad frente a su propiedad es su responsabilidad!



Árboles Grandes y Maduros

- 1 Irrigue lentamente la "zona de goteo" directamente debajo del follaje y del área sombreada por el árbol.
- 2 Riegue la tierra directamente con 5 galones de agua una vez por semana con manguera o balde.
Un simple riego de 20 minutos, dos veces al mes puede salvar los árboles maduros.
- 3 Agregue regadera de remojo con goteo mínimo (soaker head) a la manguera para conservar agua.
- 4 Agregue mantillo para reducir la temperatura de la tierra y la evaporación de agua.
- 5 Considere la posibilidad de instalar un sistema de riego por goteo que remoje las raíces.



Árboles Pequeños y Recién Plantados

- Árboles jóvenes necesitan acceso más fácil al agua para establecer sistemas de raíces profundas.
- Riegue una o dos veces por semana con 5 galones de agua con manguera o balde. Esto hará la diferencia en la sobrevivencia de los árboles jóvenes.
- Agregue cuatro a seis pulgadas de mantillo (mulch) para reducir la temperatura de la tierra y la evaporación de agua.
- Para los árboles recién plantados, llene el alcorque y ocasionalmente arregle la tierra alrededor del mismo.

cada **gota** cuenta
NO LA DESPERDICIEMOS



Para obtener más información sobre la conservación de agua, cómo ayudar a sus árboles a sobrevivir la sequía, y el cuidado general de los árboles, ingrese a las páginas santa-ana.org/waterconservation/ y santa-ana.org/green/TreeProgram.asp. Preguntas? Llame a su Agencia de Obras Públicas de Santa Ana al 714-647-3380.

Welcome to the Republic Services Family!

Republic Services is proud to be your new recycling and trash collection services partner. We are committed to providing reliable services and exciting environmental initiatives. Republic Services is a leader in environmental services with operations across North America.

Last year, the City of Santa Ana sought competitive proposals from multiple recycling and trash collection service providers to bring Santa Ana residents new programs and solutions to meet California's recycling laws. After an extensive review process, the City selected Republic Services and entered into a multi-year agreement with service that will begin July 1.

Republic Services is dedicated to the Santa Ana community and committed to ensuring a smooth transition with quality customer service and environmental leadership.

Local Office

- ▶ Republic Services has an office in Santa Ana, located at 2700 N. Main Street, Suite 1000, in the Wells Fargo Building. Staff is available to answer your questions.



Important Dates

March – June, 2022

- ▶ Delivery of new Republic Services carts and removal of Waste Management (WM) carts will occur on one of your normal trash collection days.
- ▶ WM will continue to provide your collection service of your new Republic Services carts through June 30.
- ▶ Call WM at **714.558.7761** for service requests during this time.
- ▶ WM's last service day will be June 30.

Beginning July 1, 2022

- ▶ Republic Services will begin servicing your recycling, trash and organics carts.
- ▶ Independence Day will be observed on Monday, July 4. Services for the remainder of the week will be delayed one day.
- ▶ Call Republic Services at **877.328.2074** for customer service beginning July 1.

New Collection Services

Service Day

Your current collection service day will remain the same. Three different trucks will collect each cart separately, and collection will occur throughout your service day.



Cart Sizes

The standard cart size is **96 gallons**. Smaller carts are available in **35-gallon** and **64-gallon** sizes. Rates do not vary based on cart size.

*96-gallon
40.7" H x 28" W x 32.1" D
Holds ten 13-gallon
trash bags*

*64-gallon
39.1" H x 24.4" W x 27.5" D
Holds six 13-gallon
trash bags*

*35-gallon
36" H x 19.7" W x 26.3" D
Holds three 13-gallon
trash bags*

(Cart color shown is for recycle only.)

Additional Carts

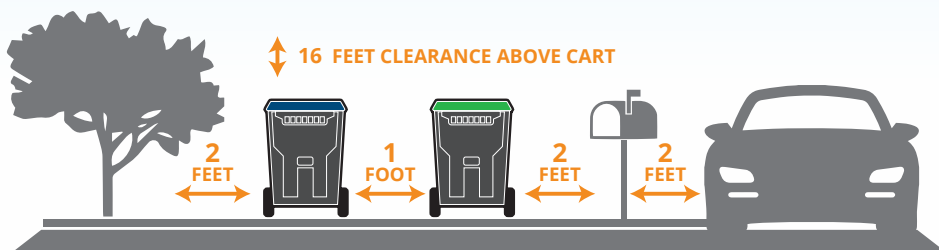
Additional carts are available for a monthly rate of \$5.85 for each additional trash cart, \$2.00 for each additional recycle cart, and \$2.00 for each additional organics cart. To request additional carts, call Republic Services at **877.328.2074**.

Cart Exchanges & Replacement

Lost or damaged carts will be replaced at no charge by calling **877.328.2074**. Carts that show intentional signs of damage may be subject to a cart replacement fee. Residents are responsible for the cleanliness and sanitation of carts. Steam cleaning is available for a fee.

Cart Placement Recommendation

Place carts at the curb with the handles facing your home, no earlier than 4:00 p.m. the day prior to collection. Ensure the carts are at least two feet from cars, mailboxes and other objects, and one foot from other carts. Put carts away before midnight on your collection day after they have been serviced.



Contamination Monitoring

Senate Bill 1383 requires that residential carts and commercial bins be inspected and monitored for contamination. Contamination occurs when incorrect items are placed into carts. Follow the directions on the cart lids for proper sorting. If contamination is found in any of your carts, a courtesy pickup notice will be left on your cart. On the fourth and subsequent occasions of reported contamination, fees may be assessed. **To learn more about Senate Bill 1383, see page 6.**

Walkout Service

Disabled residents may receive walkout service at no additional charge. To enroll, call **877.328.2074** or visit **RepublicServices.com/SantaAnaCA** to submit a form online. A DMV-issued disabled person placard, license plate, or letter from a licensed physician certifying that the resident is unable to move their carts is required. The resident must certify that there is no other capable person living in the home. Residents may be asked to confirm walkout service eligibility annually. This service is also available to all residents for a fee.

Billing

Residential services are billed through the City of Santa Ana Municipal Utility Services Department. For questions about your bill, call **714.647.5454**.

Missed Collections

If your carts are not serviced on your service day, contact Republic Services at **877.328.2074**, and collection will be completed by the next day.

Holiday Schedule

When the following holidays are observed on a weekday, collections for the remainder of the week will be delayed one day: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Holiday Tree Collection

Holiday trees are collected curbside for recycling during the three weeks after Christmas Day at no additional charge. Trees will be picked up on your regular collection day by a different truck.

- ▶ Remove all decorations: ornaments, lights, garland, tinsel and stands.
- ▶ Place holiday trees at the curb no earlier than noon on the day before your regularly scheduled collection.
- ▶ If your tree is more than 6 feet tall, cut it in half before placing it at the curb.
- ▶ Flocked trees cannot be recycled. Cut up your flocked tree and place the pieces into your trash cart.
- ▶ If trees are not suitable for collection, a notice will be left with the reason for non-collection.

After the special collection period, cut up your tree and place the pieces into your organics cart. Be sure that the lid on the cart will close. Live wreaths and greenery can also go into your organics cart. As with your tree, remove all decorations, ribbons, lights, nails and wire. You may also request a bulky item pickup for your holiday tree.

Annual Events

We will host these free annual events:

- ▶ Paper Shredding Event
 - ▶ Compost Giveaway
 - ▶ Household Hazardous Waste Drop-Off Event
- Dates for each event will be publicized when scheduled.

Organics Recycling

New California law prohibits cities from sending organic materials to landfills.

The Law

Senate Bill (SB) 1383 – California’s Short-Lived Climate Pollutant Reduction Strategy aims to take organics out of the landfills to help reduce methane emissions. Organic materials that end up in landfills decompose creating methane gas, a greenhouse gas emission that negatively contributes to the environment.

What is organic waste?

Organic waste includes food waste, such as meat, dairy, grains, fruit, vegetables, bones, eggshells, coffee grounds, tea leaves and food-soiled paper like paper napkins, coffee filters and tea bags (minimal amounts).

Organic waste also includes yard waste like grass, leaves, small branches, shrubbery, plants, weeds, and garden trimmings. Refer to the **What Goes Where?** section for examples of acceptable and not acceptable items.

What does it mean?

Your yard waste cart is now your organics cart! Starting July 1, place food waste, food-soiled paper, and yard waste into your new organics cart.

What are the benefits?

In addition, to reducing greenhouse gas emissions, SB 1383 aims to reduce food insecurity in California with the goal of recovering 20% of edible food from businesses. Food recovery means collecting edible food that would otherwise go to waste and redistributing it to feed people in need.

What happens to the organic waste once I sort it?

Organic waste will be composted and turned into nutrient rich fertilizer. The City and Republic Services will host an annual compost giveaway for Santa Ana residents.

Contamination

SB 1383 requires contamination monitoring of all residential carts to ensure program success. Contamination occurs when you place incorrect items in recycling, organics, and trash carts. The labels on your cart lids provide examples of acceptable and not acceptable items. See the **Contamination Monitoring** section on page 5.





Kitchen Pails

Collect your food waste and minimal amounts of food-soiled paper in a container of your choice. You can also place food in a paper bag. Once filled, empty the pail, or place the paper bag into your organics cart with your yard waste.



Kitchen pails (2-gallon size) are available for purchase from Republic Services by calling **877.328.2074**.

Yes, Paper Bags!

Paper bags are allowed and can be used to collect food scraps. You may place a paper bag in the organics cart.



No Plastic Bags or Compostable Utensils

Plastic bags of any type are not acceptable, even if they are labeled as compostable or biodegradable. Compostable cups, plates, or utensils are also not acceptable.



Helpful Tips

How to Keep Your Kitchen Pail Clean

- ▶ Rinse your pail daily
- ▶ Use a paper bag to line your pail
- ▶ Baking soda and charcoal filters can help minimize odors
- ▶ Keep your food scraps in the fridge or freezer, and empty it directly into the organics cart on your service day to minimize odors

How to Keep Your Organics Cart Clean

- ▶ Line your cart with yard waste first, then place your food waste on top
- ▶ Rinse your cart regularly
- ▶ Add baking soda to the bottom of your empty cart
- ▶ Store your cart in your garage or out of direct sunlight

Food Banks and Pantry Resources

SB 1383 sets a goal to redirect edible food that is currently being thrown away. Visit www.santa-ana.org/pw/edible-food-donation-and-recovery for a list of local food pantries.

No Fats, Oils, or Grease

Fats, cooking oils, or grease are not acceptable in the organics cart. Cooled fats, oils, or grease in a sealable container are acceptable in your trash cart.





What Goes Where?

To reduce contamination, use these guidelines when sorting your recycling, organics, and trash. The blue lid is for recycling, the green lid is for organics, and the gray lid is for trash.



RECYCLE



ORGANICS



TRASH

(Your yard waste cart is now your organics cart!)



RECYCLE

Acceptable items (empty, clean and dry)

Paper & Cardboard



Metal Cans



Plastic & Glass



Not acceptable items



Dishes & Mirrors



Garden Hoses



Toys



Carpet & Rugs



Tires & Auto Parts



Hazardous Waste



Yard & Food Waste



Furniture & Appliances



Diapers & Pet Waste



Construction Waste



Clothing & Bedding



Plastic Bags & Styrofoam®

ORGANICS

Acceptable items

Yard Waste



Food Waste*



Food-Soiled Paper & Paper Bags*



**You can place food in a paper bag.*

Not acceptable items



Recyclables



Plastic Bags & Wrap



Trash & Pet Waste



Construction Waste



Fats, Oils & Grease



Hazardous Waste

TRASH

Acceptable items



Styrofoam®



Clothing & Bedding



Diapers & Pet Waste



Dishes & Mirrors



Plastic Bags & Wrap



Garden Hoses



Non-Recyclable Plastics



Toys

Not acceptable items



Recyclables



Yard & Food Waste



Hazardous Waste

Bulky Item Pickups

Residents with curbside cart collection may schedule up to four bulky item pickups, up to four items per pickup, or four 30-gallon bags of trash, or twenty 30-gallon bags of yard waste, at no charge, annually.

- ▶ Call Republic Services at **877.328.2074** to schedule a pickup.
- ▶ Items will be collected within five working days after a request is received.
- ▶ Customers that exceed the number of free pickups may receive bulky item collection for a fee.

✓ Acceptable items

- ✓ Furniture
- ✓ Appliances
- ✓ Electronics*



**See also Door-to-Door Universal Waste Collection or County of Orange HHW Collection Centers.*

✗ Not acceptable items

- ✗ Hazardous waste
- ✗ Construction & demolition waste
- ✗ Tires & car bodies
- ✗ No single item that cannot be handled by two workers will be accepted





Household Hazardous Waste

Household Hazardous Waste (HHW) is any product in your home that could be poisonous or dangerous if improperly disposed. HHW can endanger children or pets, result in spills in your neighborhood, or cause fires in collection trucks or at disposal facilities. HHW includes car and lawn care products; paints and paint thinners; cleaning supplies; fluorescent tubes and bulbs; thermometers and thermostats; batteries; pesticides and more.

It is against the law to dispose of HHW in your recycling, organics, or trash carts, by illegally dumping, or pouring the substance down the drain. You can dispose of HHW in a variety of ways.



Door-to-Door Universal Waste Collection

Residents are eligible for free door-to-door collection of “universal waste,” including household batteries; fluorescent and compact fluorescent light bulbs; electrical or electronic items (including televisions, stereos, computers, printers, cell phones and microwaves); automotive batteries; and mercury thermometers. Call **877.328.2074** to make an appointment. No hazardous chemicals, such as motor oil, paint or pesticides, are accepted through this program.

Curbside Used Motor Oil & Oil Filter Collection

Call Republic Services at **877.328.2074** to schedule curbside collection of used motor oil and oil filters at no cost. A container for the oil and a bag for the filter will be provided.

Medical Sharps & Needles

Medical sharps and needles are hazardous and may not be disposed of in carts. Residents may receive up to four sharps containers per year at no charge by calling Republic Services at **877.328.2074**. A mail-back kit will be mailed to your home which includes:

- ▶ Detailed instructions for safe sharps disposal
- ▶ Sharps disposal container
- ▶ Mail back box with pre-paid return postage
- ▶ Disposal tracking documents



Tires

Visit www.earth911.com to find local tire recyclers near you.



County of Orange HHW Collection Centers

Orange County residents can dispose of their HHW items at no charge at any of the County’s four Household Hazardous Waste Collection Centers.

Hours of Operation: 9 a.m. – 3 p.m., Tuesday – Saturday (closed on major holidays and during rainy weather)

- ▶ Anaheim Collection Center
1071 N. Blue Gum Street, 92806
- ▶ Huntington Beach Collection Center
17121 Nichols Lane, 92647, Gate 6
- ▶ Irvine Collection Center
6411 Oak Canyon, 92618
- ▶ San Juan Capistrano Collection Center
32250 Avenida La Pata, 92675

If you need special assistance with HHW collection and are unable to bring it to one of these centers, call **714.834.4000**. Visit OCLandfills.com/hazardous-waste for a detailed list of acceptable and not acceptable items.

Visit the Material Exchange Program

Each of these centers has a Material Exchange Program in which Orange County residents can choose up to five items per week from a selection of partially used containers of household, yard and car-care products.

Medication Take-Back

Medication is a hazardous waste and must be disposed of properly so that it does not impact the environment and/or our water supply. To locate a Take-Back drop-off site near you, visit the Drug Enforcement Administration’s website at DEATakeback.com or call **800.882.9539**. Drop-off service is free and anonymous.