

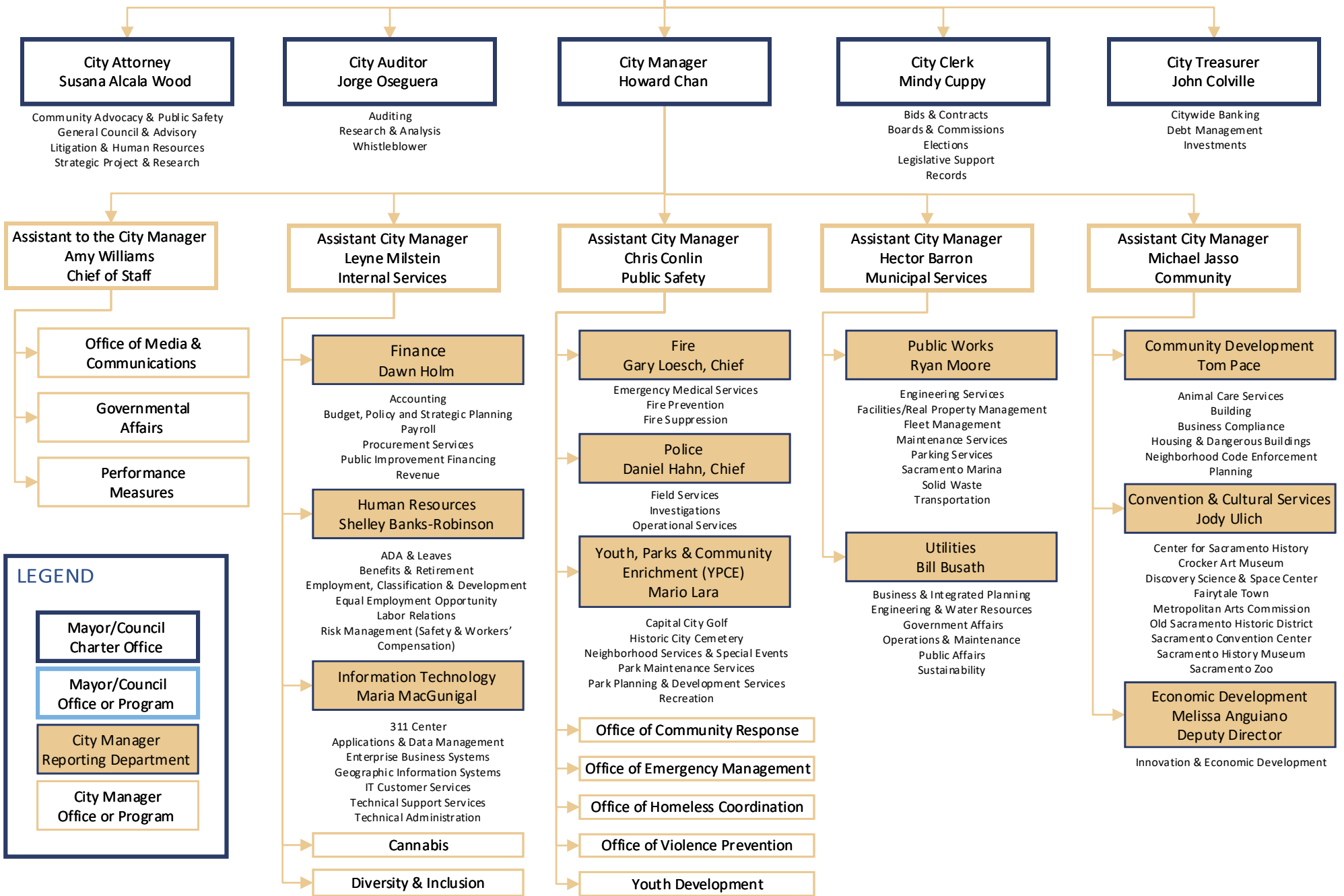


City of Sacramento Playbook

TABLE OF CONTENTS

CITYWIDE ORGANIZATION CHART.....	3
CONVENTION AND CULTURAL SERVICES	4
COMMUNITY DEVELOPMENT	10
DEPARTMENT OF UTILITIES	24
FINANCE.....	51
FIRE DEPARTMENT.....	62
INFORMATION TECHNOLOGY	87
INNOVATION AND ECONOMIC DEVELOPMENT	94
POLICE DEPARTMENT	101
PUBLIC WORKS.....	150
YOUTH, PARKS, & COMMUNITY ENRICHMENT	173

Organization Chart – updated 08/25/2020



LEGEND

- Mayor/Council Charter Office
- Mayor/Council Office or Program
- City Manager Reporting Department
- City Manager Office or Program



City of
SACRAMENTO

**Convention & Cultural Services
Department Directory**

915 I Street, 3rd Floor

Sacramento, CA 95814

Office of the Director

Jody Ulich
Director
julich@cityofsacramento.org
808-5105

Leslie Oldridge, Administrative Assistant
loldridge@cityofsacramento.org
808-5927



Administrative Division

Dustin Hollingsworth
djhollingsworth@cityofsacramento.org
Real Property Manager: 808-5338

Sean Arnold
sarnold@cityofsacramento.org
Administrative Officer: 808-8920

Eva Chiang
ychiang@cityofsacramento.org
Administrative Officer: 808-5898

Rebecca Bitter
rbitter@cityofsacramento.org
Administrative Analyst: 808-8052

Josh Bartholomew
jbartholomew@cityofsacramento.org
Administrative Technician: 808-8817

The Administrative Division provides centralized department budget and accounting, personnel services, procurement, contract and lease administration, property management, project management, IT services, and City support to our non-profit partners.

Convention Center Complex

Matt Voreyer

General Manager

mvoreyer@cityofsacramento.org

808-5503

Administrative Services

Steven Sakakihara, Administrative Officer: 808-7146

Jason Beckstrom, Administrative Analyst: 808-7819

Sales & Marketing

Jonathon Wisner, Deputy General Manager: 808-8220

Celina Cervantes, Events Manager: 808-5297

David Jones, Booking Manager: 808-5785

Complex Operations

Mark Quartarolo, Operations Manager: 808-5481

Sid Garcia-Heberger, Auditorium Manager: 808-5917

Laura Rosenthal, Box Office Manager: 808-7428



The Complex is made up of the SAFE Credit Union Convention Center, the SAFE Credit Union Performing Arts Center, and the historic Memorial Auditorium.

The Convention Center and Performing Arts Center are currently closed undergoing extensive renovations. When they re-open in Spring 2021, the Convention Center will include over 160,000 square feet of exhibit space, 79,100 square feet of meeting space over 37 meeting rooms, and 64,000 square foot of ballroom space, while the Performing Arts Center will seat up to 2,190. Memorial Auditorium re-opened in 2019 after extensive renovations, seats up to 3,450, and also houses the 272 seat Jean Runyon Little Theater.

All facilities are within walking distance of dining, nightlife and shopping areas. Headquarter hotels are just steps away and more than 2,200 first-class hotel rooms represented by some of the world's major brands are within walking distance.

Office of Arts and Culture

Megan Van Voorhis
Cultural & Creative Economy Manager
808-5979

Administration

Mannylyn Timoteo, Administrative Analyst: 808-3982

Public Art

Lennée Eller, Metro Arts Manager: 808-8877
Donald Gensler, Project Manager: 808-8493
Susanna Tu, Arts Program Assistant: 808-1920

Grants & Programs

Melissa Cirone, Arts Education Coordinator: 808-3983
Ray Gargano, Grants Coordinator: 808-3986
Diana Roofner, Arts Program Assistant: 808-3979

Sacramento Film Office

Jennifer West, Film Office Manager: 808-2676



The Office of Arts and Culture is responsible for advancing arts, culture, and creative economy on behalf of the City. Anchor programs include grants, public art, arts education, film and media production support, and implementation of the 2018 Cultural Plan. The Division provides support to the Arts, Culture, and Creative Economy Commission, an 11-member advisory body which works to advance the arts and culture on behalf of the City.



History Division

Marcia Eymann
City Historian, History Division Manager
meymann@cityofsacramento.org
808-5960

Center for Sacramento History

Leah Castro, Administrative Analyst: 808-7075

Veronica Kandl, Curator of History: 808-7073

Kim Hayden, Archivist: 808-7074

William Villano, Archivist: 808-7080

Nicholas Piontek, Archivist: 808-7583

Christopher Smith, Museum Registrar: 808-7581

Old Sacramento Riverfront Historic District

Sacramento Visitors Center

1002 2nd Street
Sacramento, CA 95814
Main Office: 808-7644
sachistorymuseum.org

Sacramento History Museum

101 I Street
Sacramento, CA 95814
Main Office: 808-7059
sachistorymuseum.org



551 Sequoia Pacific Blvd.
Sacramento, CA 95811
916-808-7072

The Center for Sacramento History (CSH) is the repository and research center for City and County historic collections. The collections consist of official records of City and County government, personal manuscript collections, business records, photographs and artifacts. Operating costs are shared by the City and County of Sacramento.

Old City Cemetery

**1000 Broadway
Sacramento, CA 95818**



The Old City Cemetery is a National Historic District and the oldest public cemetery in California.

Non-profit Partners and Sister Divisions

CROCKER art museum

The Crocker is one of the largest art museums in North America and a vibrant center of culture for California's Capital Region.

The Crocker is dedicated to promoting an awareness of and enthusiasm for human experience through art. We measure our success by our ability to enrich the intellectual and cultural life of the communities we serve. We strive to create and sustain a culture of learning in which works of art are perceived as both objects of visual delight and as symbols of human thought.

Lial A. Jones
Mort and Marcy Friedman Director
Direct: 808-1054
Fax: 808-7372
ljones@crockerart.org
216 O Street
Sacramento, CA 95814

Public Telephone Numbers:
Main Line: 808-7000
Admissions Desk: 808-1184
Store: 808-5531
Membership Line: 808-6730

Opened in 1959, Fairytale Town has delighted millions of guests, inspiring imagination, creativity, and literacy. Over 25 bright and colorful play sets give young children a backdrop to act out their favorite stories, to encourage creative discovery, and to exercise their minds and bodies on child-friendly slides throughout the lush grounds.



Kevin Smith-Fagan
Executive Director
Direct: 808-7060
ksmithfagan@fairytaletown.org

3901 Land Park Drive Sacramento, CA 95822
Public Telephone Numbers:
Main Office: 808-7462
Fax: 808-5356
24-Hour Information Line: 808-5233
www.fairytaletown.org



Established in 1927, the Sacramento Zoo is one of the region's top attractions, with an annual attendance of 500,000. The Zoo's collection consists of more than 500 animals, diverse botanical life and several specialized gardens. The non-profit Sacramento Zoological Society (SZS) operates the Zoo. The Zoo property, buildings and animal collection remain assets of the City.

Jason Jacobs
Executive Director
Direct: 916-808-5886
JJacobs@saczo.org

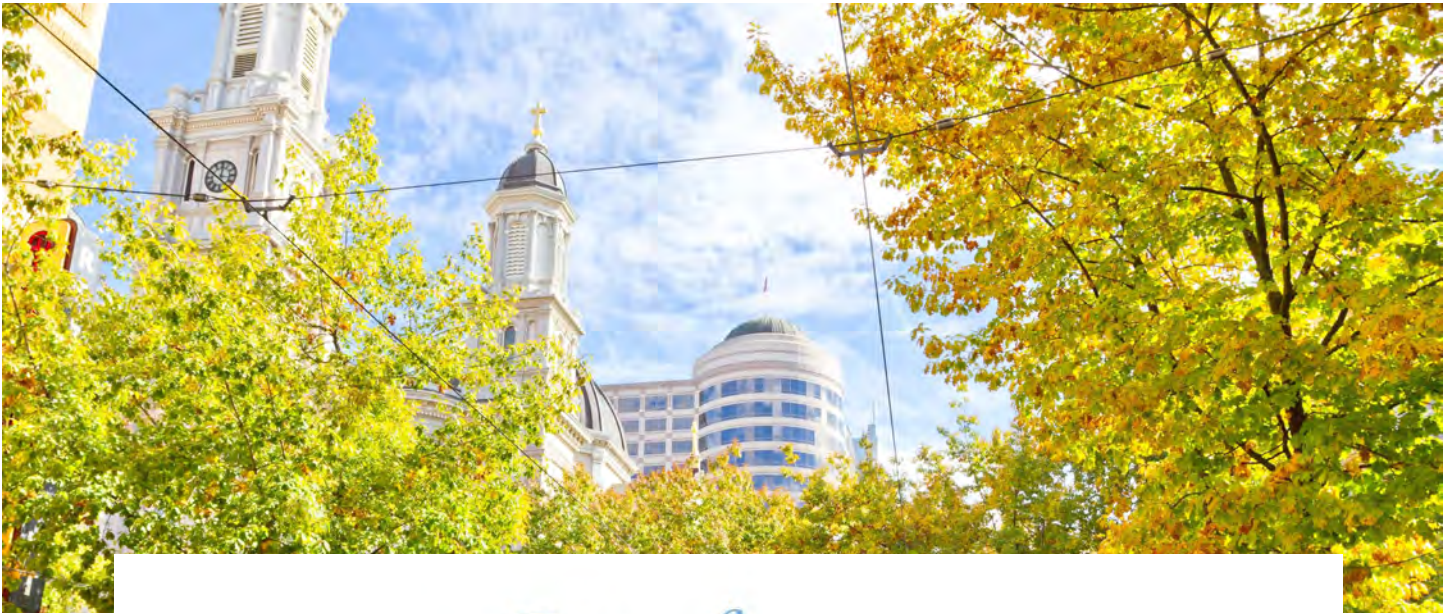
3930 West Land Park Drive
Sacramento, CA 95822
916-808-5888

The science center is home to the Challenger Learning Center and Sacramento's only public planetarium. Inside, you will find a nature room with live animals, reptiles, and insects on display. The New Powerhouse Science Center will play a major role in regional development. Its state-of-the-art exhibits, education programs, and learning labs will become a model for 21st century informal science education.



Vacant
info@powerhousesc.org

3615 Auburn Blvd. Sacramento, CA 95821
916-674-5000
info@powerhousesc.org



City of
SACRAMENTO

Community Development

Department Directory

**300 Richards Boulevard, 3rd Floor
Sacramento, CA 95811**

Office of the Director

Tom Pace

Director

808-2691

Antoinette Batté, Administrative Assistant

808-5476



Administrative Services

Candace Noguchi

Support Services Manager

808-8880

Budget, Accounting, Procurement

Frances Chong, Program Manager: 808-5010

Yomi Cheung, Sr. Acct. Auditor: 808-1303

Monica Chao, Accountant Auditor: 808-5875

Jennifer Chikasawa, Admin Analyst: 808-5851

Boards & Commissions

Susanne Cook, Admin Analyst: 808-5375

Jordyn Tanaka, Admin Technician: 808-8684

Personnel

Amber Delgado, Admin Analyst: 808-8146

Marketing/Communications

Kelli Trapani, Communication Coordinator: 808-4756

Information Technology & Systems

Peter Karla IT Supervisor: 808-8458

Josh Cannon, GIS III: 808-5036



Administrative Services provides centralized department budget and accounting, personnel services, procurement, supports boards and commissions, as well as provides communications and marketing for the Community Development Department.

Building

Winfred DeLeon
Chief Building Official
808-5475

Permit Services/Building Inspections

Roxanna Recinos-Serna, Deputy Chief Bldg. Official:
808-8937

Permit Services/Customer Service

David Phillips, Permit Services Manager: 808-7435

Field Inspections

Rob Hoatson, Acting Principal Bldg. Inspector: 808-8055

Richard Heins, Supervising Bldg. Inspector: 808-8873

Marc Busig, Supervising Bldg. Inspector: 808-5910

Scott Ensor, Acting Supervising Bldg. Inspector:
808-7974

Plan Review

Anna Tekautz, Supervising Engineer: 808-7877

Jay Griffin, Supervising Bldg. Inspector: 808-1047

Michael Bernino, Supervising Bldg. Inspector: 808-4526

Daniel Valencia, Sr. Engineer: 808-8959

Project Management

Bridgette Williams, Sr. Development Project Mgr.:
808-8053

Business Initiatives

Kelly Sherfey, Program Specialist: 808-8112

Op-Con

Department of Utilities

Humberto Amador, Sr. Engineer: 808-5411

Department of Public Works/Development Engineering

Jennifer Johnson, Supervising Engineer: 808-7754



The Building Division regulates construction and development to safeguard and ensure the health and safety of the public. We provide permits, plan review, and building inspections to ensure compliance with building codes.

Planning

Greg Sandlund
Acting Planning Director
808-8931

Current Planning

North/Central/South Area

Stacia Cosgrove, Principal Planner: 808-7110
Teresa Haenggi, Senior Planner, North Area: 808-7554
Karlo Felix, Senior Planner, Central Area: 808-7183
Marcus Adams, Senior Planner, South Area: 808-5044

Zoning Administration

Evan Compton, Principal Planner: 808-5260
Christian Svensk, Senior Planner: 808-5613

Long Range Planning

Matt Sites, Acting Long Range Planning Manager: 808-7646
Remi Mendoza, Senior Planner: 808-5003
Matt Hertel, Senior Planner: 808-7158
Elizabeth Boyd, Senior Planner: 808-3540

Urban Design/Historic Preservation

Bruce Monighan, Urban Design Manager: 808-1241
Luis Sanchez, Senior Architect: 808-5957
Carson Anderson, Preservation Director: 808-4760

Environmental

Tom Buford, Principal Planner: 808-7931
Scott Johnson, Senior Planner: 808-5842

New Growth

Cheryle Hodge, Principal Planner: 808-5971



The Planning Division provides assistance to ensure that future growth and change happens in accordance with polices and ordinances adopted by the community. This includes development review, environmental review, long range planning, urban design, and historical preservation.

Code Compliance

Peter Lemos

Code and Housing Enforcement Chief

808-8183

Housing & Dangerous Building/ Vacant Buildings

Rental Housing Inspection Program (RHIP)

Willie Harris, Principal Bldg. Insp.: 808-8184

Elia Kentera, Supervising Bldg. Insp., (North): 808-6495

Douglas Pierson Supervising Bldg. Insp., (South): 808-2985

Neighborhood Code/Business Compliance (BC)/

Weed Abatement

Jose Mendez, Code Enforcement Manager: 808-5947

Ricardo Vargas, Senior Code Officer, North Area: 808-7976

Shawn Bartosh, Senior Code Officer, South Area: 808-8673

Graffiti Abatement

Code Liaison: 808-26333/ CL@cityofsacramento.org

Cannabis Enforcement

Keona Savage, Senior Code Officer: 808-7957

Customer Service/Entertainment Permits/

Appeals & Hearings

Tina Lee-Vogt, Program Manager: 808-2679

Christina Montanez, Admin. Technician, Entertainment:
808-5008

Anitra Bibbs, Customer Service Supervisor,

Customer Service/Appeals: 808-8149

Tenant Protection Program

Vickie Riggins-Medina, Program Specialist: 808-8906

RHIP Administration

Denise Divis, Program Specialist: 808-5509



The Code Compliance Division promotes and maintains a safe and desirable living and working environment for Sacramento residents and business owners. Enforcement includes business and neighborhood code compliance. The code division also provides programs and services such as vacant building monitoring and dangerous buildings inspections, graffiti abatement, and rental housing inspections in a continuous effort to keep neighborhoods safe and clean by working with the community.

Animal Care Services

Phillip Zimmerman
Animal Care Services Manager
808-8333

Animal Care/Shelter

Jose Gonzalez, Kennel Operations Manager: 808-7937

Enforcement & Field Services

Jace Huggins, Chief Animal Control Officer: 808-5855

Volunteer Coordination

Janice Wagaman, Volunteer Coordinator: 808-8166

Customer Service/ Marketing & Outreach

Vacant, Public Relations Coordinator



The Front Street Animal Shelter provides animal sheltering for lost, stray and unwanted companion animals. Its strong enforcement branch works to protect both public safety and animal welfare, while enforcing local and state laws. Community services include vaccine clinics, microchipping and humane education. The shelter offers veterinary care to shelter animals, reunification with pet owners and adoption services.

Contact CDD

To report a code violation, schedule building inspections, or for general questions call 311

Email Contacts:

Permit Questions: ezpermit@cityofsacramento.org

Planning Questions: planning@cityofsacramento.org

Code Enforcement Concerns/Feedback: SacCityCodeChief@cityofsacramento.org or

CodeLiaison@cityofsacramento.org

Entertainment Permits: entertainpermit@cityofsacramento.org

Rental Housing Inspection Program: rhip@cityofsacramento.org

Tenant Protection Program: tpp@cityofsacramento.org

Public Counter Hours:

Due to COVID 19, the Public Counter is closed for in-person planning and building needs. All services are still available online using the [Citizen Portal](#). Please see the [Online Services Page](#) for more information about online and remote services.

300 Richards Blvd. 3rd Floor

Sacramento, CA 95811

Monday through Friday 9:00 a.m.—4:00 p.m.

(excluding City Holidays)

Animal Shelter:

2127 Front Street

Sacramento, CA 95818

Adopting A Pet, Searching For A Lost Pet, Licensing, Microchipping

Everyday 12:00 p.m. - 5:30 p.m.

Frequently Asked Questions

Permitting

Due to COVID 19 the Public Counter is closed for in-person planning and building needs. All services are still available online using the [Citizen Portal](#). Please see the [Online Services Page](#) for more information about online and remote services.

1. How do I know if an address is located within the Sacramento City limits?

Check the street signs. If the street signs have a green background with white lettering with the block number (i.e. 7500) illustrated and a white strip above and below the street name or number, the address or location is within the Sacramento City limits. In the County, street signs have a white background with black lettering. You can also dial [311](#) inside City limits or (916) 264-5011 outside City limits.

2. How do I find out the status of my Building Permit application?

The status of your application can be viewed online at Sacramento Development Tracker: <https://sacramento.civicsight.com/>

To find out additional information about your building review please e-mail ezpermit@cityofsacramento.org. A City staff member should respond to your e-mail within 48 hours. You may also contact us by dialing [311](#) inside City limits or (916) 264-5011 outside City limits.

3. What is the fee to file for a building permit or to submit plans?

Most building permit fees depends on the project valuation. Depending on the project, you may be also be required to pay fees to the Fire Department, Planning Division, Development Engineering, as well as to the Building Division. A counter staff member can complete a fee estimate for you at a cost of \$37.50 for residential projects and \$75 for commercial projects. A Preliminary Fee Worksheet must be completed before the estimate can be created (<http://portal.cityofsacramento.org/Community-Development/Resources/Fee-Info>).

4. What is the turnaround time for the approval of a building permit?

The turnaround time for the approval of a building permit depends on the scope of the work. Permits for work not requiring plans are issued over-the-counter. Work requiring plans has to be routed to several Community Development Divisions and/or other City agencies (Fire, Utilities, and Transportation Departments) for review and approval. Please see the plan turn around time form at <http://www.cityofsacramento.org/Community-Development/Building/Plan-Review/Plan-Review-Timelines>

5. Where do I submit plans for my project?

You may submit your plans at the following location: 300 Richards Blvd., 3rd Floor, Sacramento, CA 95811. If submitting plans for an off-site projects (i.e. off-site utilities, sidewalks, etc.) please see Development Engineering. If submitting plans for an on-site projects please see Planning. Plans are also accepted electronically through Electronic Plan Check:

<http://www.cityofsacramento.org/Community-Development/Building/Plan-Review/Electronic-Plan-Check>

Frequently Asked Questions

Permitting

6. What does it mean when a building permit application is "on hold"?

Usually an application is put on hold when additional information is required by the plan checker reviewing your application. Additional information may consist of fee receipts, certificates, calculations and/or revised drawings. The applicant will be directed to contact the plan checker, the processor, or accounting depending on the nature of the hold.

7. Where do I submit revisions to my building application?

To resubmit plans, please verify that all the disciplines have completed their reviews using the online permit tool Sacramento Development Tracker: <https://sacramento.civicsight.com/> and whether corrections are required. Then, obtain all correction lists and revise all plans. Submit one copy of the plans for each discipline that had changes (minimum two). Highlight or cloud any and all changes on every set of copies, even if that discipline has been approved. Resubmit with a response letter explaining all changes or lack thereof. The plans should be resubmitted to the Permit Counter (300 Richards Boulevard, 3rd Floor).

8. What time is building construction allowed? Can work be done on weekends?

Building construction can occur during the hours of 7:00 a.m. and 6:00 p.m., Monday through Saturday, 9:00 a.m. and 6:00 p.m. on Sunday, or the Building Official may permit work to be done before or after these hours in the care of urgent necessity and in the interest of public health and welfare for a period not to exceed three days. Application for this exemption may be made in conjunction with the application for the work permit or during progress of the work, PRIOR to start of after hours work. A letter must be submitted to the Chief Building Official describing the nature and hours of the work to be done.

9. What if a permit expires?

Generally a permit expires after 180 days if no inspections have been made.

10. How do I schedule a building inspection?

To schedule a building inspection for a permit:

- **Online:** *This service requires creating a public user account.*
- **Smart phone:** *To use a mobile device for this service, first create a public user account on a desktop at <https://aca.accela.com/SACRAMENTO/Default.aspx>*
- By phone: 916-808-7622
- In person: visit us at 300 Richards Boulevard in Sacramento - Currently unavailable due to counter closures.

You may also visit our Scheduling an Inspection page online:

<http://www.cityofsacramento.org/Community-Development/Building/Inspections/Schedule-Inspection>

At this time all inspections are being done remotely via FaceTime or Google Duo. Please see the [Online Services](#) page for more information about our remote building services.

Frequently Asked Questions

Code Compliance

- 1. How do I report an abandoned vehicle, loud music/party, graffiti, junk & debris, illegal dumping, overgrown weeds etc.?**

In the City, call 311. If you are calling from outside the City, dial 916-264-5011. In Sacramento County, call Code Enforcement at 916-875-5656. You may make a report online as well.

- 2. Is a new property owner responsible for pre-existing problems on a property?**

Yes. The property owner is responsible.

- 3. What happens after someone receives a notice from the City to correct neighborhood code violations?**

The violator and/or property owner may have up to 30 days to correct the violation or to appeal the notice. Immediately dangerous situations must be remedied right away.

- 4. Why should I be responsible for upkeep at my property? My tenant is responsible for the problems.**

Property owners are ultimately responsible for all repairs and upkeep to their properties.

- 5. How do I request a payoff demand status for the amount due on a case?**

Fax or mail (must be in written form) your request and the recorded document, or the document prompting your call, to fax 916-808-7722. You may expect a response in 10 business days (depending on the current volume of demand requests). If you need further information, please call 916-808-5404 and you will be directed to the appropriate accounting staff or inspector/code officer.

- 6. What happens after I file an appeal?**

Once you have filed a protest or objection, your hearing will be scheduled which provides the opportunity to bring an unresolved issue before the board or delinquency lien hearing officer to present information for deliberation and a final decision.

Frequently Asked Questions

Planning Applications and Zoning

1. How do I find out the status of my Planning, Design Review, or Preservation application?

The status of your application can be viewed with Sacramento Permit Tracker:

<https://sacramento.civicsight.com/> . To find out additional information about your planning review please e-mail planning@cityofsacramento.org. A City staff member should respond to your e-mail within 24 hours. You may also contact us by dialing 311 inside City limits or (916) 264-5011 outside City limits.

2. What is a General Plan or Community Plan Amendment?

The General Plan and Community Plans describe long range goals and objects for the City as a whole and for specific communities. From time to time, an applicant will propose a change in land use to the General Plan or a Community Plan. These changes are called "General Plan Amendments" or "Community Plan Amendments."

3. How do I determine the zoning of my property?

Please see the zoning map app online (<https://www.arcgis.com/apps/webappviewer/index.html?id=6f8e021cb286482b9a649e33ac6e7ea>) to look up address and parcel details. Selecting the parcel number will provide you with zoning information. More information about a property can be obtained through the County Assessor's Office website:

<http://www.assessor.saccounty.net/MapsPropertyDataAndRecords/PagesAssessor'sRecords.aspx>

4. Where is the planning application fee list?

To find the applicable fee worksheet, go to Fee Information (<http://www.cityofsacramento.org/Community-Development/Resources/Fee-Info>) and look under the "Fee Worksheets" list. If you are unsure which type of application to file, email planning@cityofsacramento.org or contact 311 and someone will assist you in reaching a City planner.

5. How do I change the zoning of my property?

The City Zoning Code may be amended to reclassify property from any zoning district provided that any such amendment is consistent with the General Plan. Zone change applications require action by the Planning Commission and the City Council.

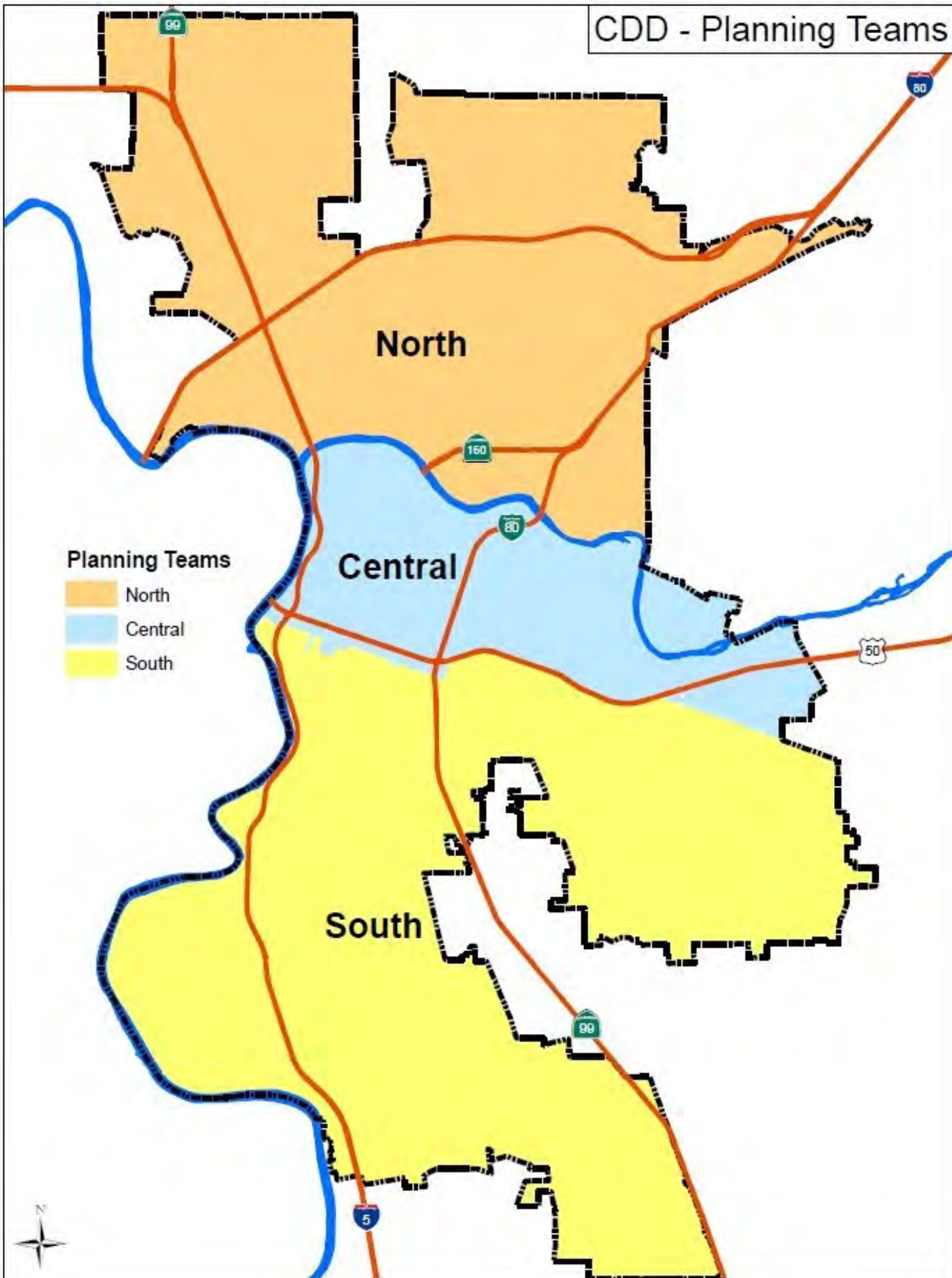
6. What are Conditional Use Permits?

A conditional use permit (CUP) is a zoning instrument used to review certain land uses. The CUP process allows the Zoning Administrator or the Planning Commission to impose certain conditions on a project in order to avoid potential problems.

7. What is Site Plan and Design Review?

New development and modifications to existing buildings require review of site plans and architectural design to ensure they comply with the City's design guidelines and development standards.

CDD - Planning Teams



Frequently Asked Questions

Animal Shelter

1. When does an animal become available for adoption?

When a stray animal is brought into the shelter, the animal is held 3 days for a possible owner to reclaim the animal. After 3 days, the animal will be evaluated on his/her behavior. If the animal passes the behavior evaluation, then the animal will be made available for adoption. The animal will stay at the shelter as long as the animal displays good behavior and health.

2. Am I required to purchase a dog or cat license?

Yes, a pet owner is required to purchase a City of Sacramento license for a dog or cat that is 4-months of age or older. According to city code 9.44.490(A), a license authorizes a person to own, harbor, and keep a dog or cat within the city limits of Sacramento. If your dog or cat is spayed or neutered, then you will need to provide proof from a veterinarian in order to receive a discount on the license fee. If your dog or cat is spayed or neutered AND you are a Senior Citizen who is 62 years or older, there is an additional discount on the license fee. For more information, please see the licensing page on the Animal Shelter website– <http://www.cityofsacramento.org/General-Services/Animal-Care/Pet-Licenses>

3. What can I do if my pet is missing?

Checking all three of the local animals shelters in Sacramento: (1) City of Sacramento Animal Care Services (Front Street), (2) Count of Sacramento Animal Care and Regulation, and (3) Sacramento SPCA. It is also a good idea to distribute flyers in your neighborhood, placing a lost-animal as in the newspaper or online, and checking any local veterinarian offices. Text 555888 to receive additional proven pet-finding tips.

4. Why are cats allowed to be free roaming in the city?

The right to roam comes from the fact that cats were not included in the definition of livestock under the Animals Act 1971.

5. What should a citizen do with a found/stray animal?

The city shelter is happy to take custody of stray animals found in City limits. You may bring them to the shelter during business hours, however we request a call is placed to 3-1-1 who will assist in scheduling an appointment. If you wish to keep the animal and try to find the owner yourself, it is recommended to contact the shelter directly to file a found animal report as well as posting fliers in the area where the animal was found. You may still surrender the animal to the city's animal shelter as a stray as long as you have had it less than 90 days.

City of
SACRAMENTO
Department of Utilities



Department of Utilities Directory

1395 35th Avenue

Sacramento, CA 95822



MISSION

To provide our customers dependable, high quality water, storm drainage, and wastewater services in a fiscally and environmentally sustainable manner.

VISION

To be an innovative steward of a trusted utility department.

VALUES

We value excellent internal and external Customer Service. We value our Employees by developing and retaining an engaged, diverse, and professional workforce. We value Integrity by being ethical, honest, and accountable for our actions. We value transparent and timely Communication which fosters teamwork and collaboration. We value Innovation that lead to positive change.

Office of the Director

Bill Busath
Director
(916) 808-1434



WHO WE ARE

The Office of the Director provides media relations, communications, public education, and outreach; legislative and regulatory coordination and advocacy; sustainability, water conservation, and security and emergency preparedness.

Administrative Support

Yvette Rincon, Chief of Staff, (916) 808-1806

Rebecca Avitia, Administrative Assistant, (916) 808-1444

Government Affairs

Anne Sanger, Policy and Legislation Manager, (916) 808-1635

Brian Sanders, Policy & Legislation Specialist, (916) 808-1416

Sustainability

Roshini Das, Sustainability Manager, (916) 808-6270

William Granger, Water Conservation Coordinator, (916) 808-1417

Public Affairs

Yvette Rincon (Interim), Media & Communications Specialist:
(916) 808-1444

Jessica McCabe, Program Analyst, (916) 808-5921

Kristy Lai, Administrative Technician, (916) 808-1403

Security & Emergency Preparedness:

Lisa Deklinski, Program Specialist, (916) 808-1309

David Rinderneck, Administrative Analyst, (916) 808-4035

Dave Johnson, Consultant, (916) 808-0652

Herschel Mohammed, Program Analyst, (916) 808-5710

Employee Administrative Services:

Michelle Chapman, Program Manager, (916) 808-5653

Jenny Simpson, Program Specialist, (916) 808-1463

Patrick Sanger, Administrative Analyst, (916) 808-1726

Rachel Allwine-Mitchell, Staff Assistant, (916) 808-4956

Business Services Division

Chuong (Ryan) Pham
Business Services Division Manager
(916) 808-8995



Administrative Support

Julie Lim, Senior Staff Assistant, (916) 808-4926

Fiscal Operations

Jackie Rice, Supervising Financial Analyst, (916) 808-1462

Account Management (Billing Services)

Fadi Geagea, Program Manager, (916) 808-4928

Rate Development/Financial Planning

Dean Fujimoto, Program Manager, (916) 808-6645

Customer Service

Drew Farmer, Program Manager, (916) 808-5310

WHO WE ARE

The Business Services Division provides budget, accounting, grant and debt financing, utility billing, customer service, procurement, and department personnel services.

Logistics

Vacant, Program Manager, (916) 808-XXXX
Bill Rhinehart, Stores Administrator, (916) 808-7792

Engineering & Water Resources Division

Tony Bertrand

Engineering & Water Resources Division Manager
(916) 808-1461



Administrative Support

Naomi Scott, Senior Staff Assistant, (916) 808-1454
Ana Melendez, Administrative Technician, (916) 808-1466
Kristine Brady, Senior Office Specialist, (916) 808-6923

Energy Management

Rick Matsuo, Supervising Engineer, (916) 808-1728

Capital Projects – Design and Planning

Wastewater Program

Nina Buelna, Supervising Engineer, (916) 808-4937

Water Program

Michelle Carrey, Supervising Engineer, (916) 808-1438

Construction Management & Drainage

Brett Grant, Supervising Engineer, (916) 808-1413

WHO WE ARE

The Engineering & Water Resources Division (EWR) provides administrative support; energy management; design and planning of capital projects; development review, floodplain management; an electrical program; and environmental & regulatory compliance.

Development Review and Floodplain Management

Neal Joyce, Supervising Engineer, (916) 808-1912

Electrical Program

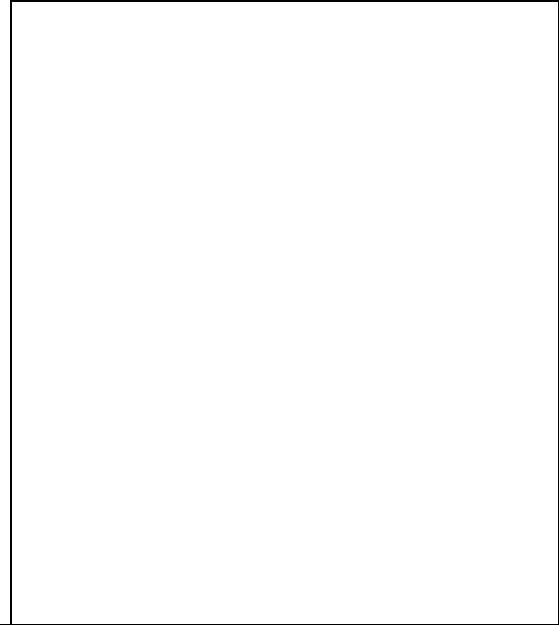
(Engineering, SCADA, Instrumentation, Communications)

Dave Hansen, Supervising Engineer, (916) 808-1421

Charley Cunningham, Superintendent, (916) 808-5518

Environmental and Regulatory Compliance

Sherill Huun, Supervising Engineer, (916) 808-1455



Water Division

Pravani Vandeyar
Water Division Manager
(916) 808-3765



Administrative Support

Julie Friedman, Program Specialist, (916) 808-7898
Dalton Le, Administrative Analyst, (916) 808-6008
Britney Meiring, Administrative Analyst, (916) 808-6074
Sarah Morrissey, Administrative Analyst, (916)-808-5114
Laura Pratt, Senior Staff Assistant, (916) 808-7898

Water Treatment Plants

David Herrmann, Superintendent, (916) 808-5652

Water Quality Lab and R&D

Mark Severeid, Superintendent, (916) 808-8667

Water Distribution

Jon Conover, Superintendent, (916) 808-4891
Peggy Klisz, Senior Personnel Transaction Coordinator,
(916) 808-6229

Utility Construction Coordination

Chris Powell, Utility Construction Coordinator, (916) 808-8667

WHO WE ARE

The Water Division focuses on providing water service that meets all State and Federal regulatory requirements for safe drinking water to the community. Water services include water treatment, water distribution system repair and maintenance, water quality monitoring and drinking water research and development.

Wastewater & Drainage Division

Gary DeJesus

Wastewater & Drainage Division Manager
(916) 808-5173



Administrative Support

Natasha Carvelli, Senior Staff Assistant, (916) 808-4040

Amy Farmer, Program Analyst, (916) 808-6944

Elizabeth McAllister, Program Analyst, (916) 808-6923

Drainage Collection

Doug Henry, Superintendent, (916) 808-6955

Sharla Speer-Ellithorp, Personnel Transactions Coordinator, (916) 808-6357

Systems Maintenance

Royce Bedrosian, Superintendent, (916) 808-5176

Amy Copper, Personnel Transaction Coordinator, (916) 808-8900

Wastewater Collection

Tim Lloyd, Superintendent, (916) 808-4022

Alfred Sarra, Administrative Technician, (916) 808-4017

Construction

Kwok (Simon) Wan, Utility Construction Coordinator, (916) 808-4023

USA Program

Bobby Santos, USA Program Supervisor, (916) 808-6218

WHO WE ARE

The Wastewater and Drainage Division services include Wastewater/Drainage administration support, the monitoring of discharge into the wastewater collection system, storm drainage operations for pumping stations, wet weather treatment and storage, maintaining and repairing infrastructure for wastewater and drainage (which include pumps, generators, facilities flood plain management), complying with City, County and State regulations, and the USA Program.

FREQUENT TOPICS

Topic	Reference Person	Number
OFFICE OF THE DIRECTOR		
Media Calls	Yvette Rincon	(916) 808-1806
Drought Questions	Anne Sanger	(916) 808-1635
Federal Legislation	Anne Sanger	(916) 808-1635
State Legislation	Brian Sanders	(916) 808-1416
Sustainability	Roshini Das	(916) 808-6270
Water Conservation	William Granger	(916) 808-1417
Employee & Administrative Services	Michele Chapman	(916) 808-5653
BUSINESS SERVICES		
DOU Procurement/Fleet Services	Chuong (Ryan) Pham Logistics Manager	(916) 808-8995 (916) 808-XXXX
Billing Disputes	Drew Farmer	(916) 808-5310
ENGINEERING		
Wastewater/Storm water Program	Tony Bertrand	(916) 808-1461
Sewer/Drainage Planning	Brett Grant	(916) 808-1413
Combined System Planning	Nina Buelna	(916) 808-1412
Capital Project Delivery	Richard Dalrymple	(916) 808-1446
Engineering O&M Support Wastewater/Drainage	Brett Grant	(916) 808-1413
	Bill Miller	(916) 808-1705
Water Program		
Water Planning	Michelle Carrey	(916) 808-1438
Water Meter Program	Brett Ewart	(916) 808-1725
Groundwater Wells	Marc Lee	(916) 808-7481
Capital Project Delivery	Brett Ewart	(916) 808-1725
	Megan Thomas	(916) 808-1729
Development Review		
Entitlements (Tentative Maps, Abandonments, Will Serve Letters, Final Map Review)	Neal Joyce	(916) 808-1912
Residential/Commercial Plan Review	Inthira Mendoza	(916) 808-1473
Public Improvement Plan Review	Humberto Amador	(916) 808-5411
Utility Facility Map Distribution	Humberto Amador	(916) 808-5411
	Marlo Riggins	(916) 808-8068

FREQUENT TOPICS

DOU Fee Questions	Humberto Amador	(916) 808-5411
Regulatory	Sherill Huun	(916) 808-1455
Stormwater NPDES Permitting	Sherill Huun	(916) 808-1455
CSS NPDES/Sewer Permitting	Lisa Moretti	(916) 808-5390
Source Water Protection Program	Karen Newton	(916) 808-1424
Floodplain Management	Neal Joyce	(916) 808-1912
Flood Insurance Assistance/Preparedness	Rosa Millino	(916) 808-1451
Flood Evacuation Maps	Rosa Millino	(916) 808-1451
Elevation and Flood Proofing/Levee Setbacks	Rosa Millino	(916) 808-1451
Elevation Certificates	Rosa Millino	(916) 808-1451
Electrical, Instrumentation & SCADA (EIS)	Dave Hansen	(916) 808-1421
EIS Planning and Design	Tim Weis	(916) 808-1428
EIS Maintenance and Support	Charley Cunningham	(916) 808-5518
Asset Management	Deanna Neighbours	(916) 808-1728
5/30 Year CIP Program/Plan	Deanna Neighbours	(916) 808-1728
Strategic Plan	Yvette Rincon	(916) 808-6924
Asset Inventory	Deanne Neighbours	(916) 808-3536
Construction		
Construction Inspection (Public Works)	Nadar Kamal	(916) 808-7035
WATER DIVISION	Pravani Vandeyar	(916) 808-3765
Water Quality Laboratory	Mark Severeid	(916) 808-8667
Drinking Water Quality Complaints/Information/Questions	WQ Lab	(916) 808-3737
Water Quality Laboratory	Mark Severeid	(916) 808-8667
Water Production Operations	David Herrmann	(916) 808-5651
Water Treatment	David Herrmann	(916) 808-5651
Water Distribution	Jon Conover	(916) 808-4891
Leak Detection	Ty Wallis	(916) 808-6287
Water Main Repairs – North	Out of Class Rotation	(916) 808-4891

FREQUENT TOPICS

Water Main Repairs – South	Out of Class Rotation	(916) 808-4891
Safety Concerns	Cha Yang	(916) 808-4951
Meter Replacements	Craig Stevens	(916) 808-4027
Hydrant Flushing/Water Quality	Cesar Limon	(916) 808-6277
Water Shutdowns	Cesar Limon	(916) 808-6277
Backflow Testing	Luis Huerta	(916) 808-4025
WASTEWATER & DRAINAGE DIVISION	Gary DeJesus	(916) 808-5173
Wastewater Collection	Tim Lloyd	(916) 808-4022
Wastewater Operations	Royce Bedrosian	(916) 808-5176
Combined System Overflows	Phil Meyer	(916) 808-5286
Heavy Gang	Kim Capaul	(916) 808-5229
Drainage Collection	Doug Henry	(916) 808-6955
Street Flooding	Doug Henry	(916) 808-6955
USA Requests	Bobby Santos	(916) 808-2269
Mechanical Maintenance (Water, WW, & Drainage)	Royce Bedrosian	(916) 808-5176
Generator Program	Royce Bedrosian	(916) 808-5176

Frequently Asked Questions

Office of the Director

Outreach Program:

Q. What is FOG?

A. FOG stands for fats, oils, and grease. It may seem harmless to pour and scrape your fats, oils, and grease (FOG) down the kitchen drain, but it causes problems for your pipes and the City's sewer system. The City encourages residents and restaurants to properly dispose of FOG. More information about proper disposal methods can be found at sacramentofatfreedrains.com.

For more information about fats, oils and grease disposal or clog prevention, contact the City of Sacramento at (916) 264-5011 or 311.

Q. Does the City Provide Grant Opportunities for Stormwater Pollution Prevention Projects?

A. Annually, the City of Sacramento Department of Utilities Stormwater Quality Improvement Program appropriates \$10,000 to fund Community Action Grants. Grants are awarded to projects whose goal is to improve the quality of local creeks, rivers and watersheds within the City. Grants fund programs (educational or others) that prevent pollution from entering storm drains, creeks, the Sacramento, and American Rivers. For more information about our Community Action Grant, visit: <http://www.cityofsacramento.org/Utilities/Stormwater/Community-Action-Grants>.

Q. Where can I find Information about Flood Preparedness?

A. The City of Sacramento strives to build a flood resistant and resilient community through preparedness and mitigation. Materials have been developed to provide residents and business owners with information on local flood risks and preparedness tools. The Department of Utilities is proud to play a role in this process. As the floodplain managers for the City, we work closely with SAFCA and others to monitor and improve our levees. For more information on Flood Preparation, visit www.cityofsacramento.org/FloodReady.

Specific details for residents on how to prepare, protect and recognize the warning signals, along with safety tips and resources can be found at: <http://www.cityofsacramento.org/Utilities/Education/Flood-Ready/Your-Flood-Prep>.

Water Conservation:

Q. What can I do if I see a neighbor watering on the wrong day?

A. Please report overwatering or watering on the wrong days to the City by calling 311, emailing your detailed report to 311@cityofsacramento.org, or by using the Sacramento 311 app on your mobile phone. You can find the Sacramento 311 app in Google Play or in the App Store on iTunes.

When reporting information to the City, please be sure to include:

Days and times the watering is occurring.

Address of where the water misuse is taking place.

Any sort of pattern to the watering, like the frequency it is being watered or for how long the watering is taking place.

The City's watering schedule is tied to your address and changes twice a year, on March 1st and November 1st. For more details, visit sacwaterwise.com

Note that the city exempts drip systems, vegetable gardens and hand watering from the watering schedule.

Q. How Can I Reduce my Family's Water Use?

A. The average Sacramento household uses 292 gallons of water per day. The first step to water savings is to make sure the toilets in your home are efficient, making sure that you do not have leaks, by activating your free account at MyWater.cityofsacramento.org, that you comply with the City's day of the week watering rules throughout the year, and adjust your watering times at least once a month if you do not have a smart irrigation controller. The allowed watering days are based on the last number of the property's street address. For more information, please visit www.sacwaterwise.com.

There are several other changes you can make to your daily routine that can add up to big savings.

Taking a 5-minute shower instead of a 10-minute shower can save approximately 12.5 gallons of water (using a 2.5 gallon per minute, water-efficient shower head).

Turning off a faucet while brushing your teeth or washing your hands can save approximately 10 gallons per day.

Running a full load of clothes in your washing machine instead of smaller partial loads, can save between 15 and 50 gallons of water per load.

The City can also help you find ways to save water with a Water Wise House Call. As part of this free service, a City Water Conservation Specialist will walk through your home and property to help you find ways to save water, help you set your sprinkler timer, and bring you free water saving tools, like low flow showerheads, automatic shut-off nozzles for hoses and aerators for sinks. They will even pre-qualify you for available rebates. Call 916-808-5605 or email us at waterconservation@cityofsacramento.org to schedule your Water Wise House Call today.

If you are ready to retrofit water-using items in your home, such as toilets, washing machines, and irrigation controllers, the City of Sacramento has rebates available to help. Check out www.sacwaterwise.com for more information.

Q. How can I reduce my Business Water Use?

A. Every business is different, and every solution is different. Businesses are required to follow the City's watering days of the week watering rules. Some other suggested activities that can help most businesses reduce water use include:

Reducing irrigation to no more than two days per week for turf, improve the irrigation efficiency by replacing fan spray sprinklers with rotors, and to increase the number of run times to allow the water to soak into the root zone.

Installing high-efficiency urinals and toilets in restrooms.

Upgrading water using fixtures such as cooling towers, pre-rinse spray nozzles, and washing machine.

Participate in our River Friendly Landscape program and get rebates to replace your thirsty lawn areas with a water wise landscape, install smart irrigation controllers, and upgrade the efficiency of your irrigation system.

Commercial customers can receive a free Water Wise Business Call with a Water Conservation Specialist to find ways to save water while still providing excellent service for their customers. To request your free Water Wise Business Call, please call or email 311@cityofsacramento.org.

The City also has rebates available to help businesses replace toilets and urinals, washing machines, and much more. For more information on available rebates for commercial customers, please visit [www.https://www.cityofsacramento.org/Utilities/Water/Conservation/Businesses/Business-Rebates](https://www.cityofsacramento.org/Utilities/Water/Conservation/Businesses/Business-Rebates)

Q. What Rebates are available to me?

A. The city offers the following rebates to help improve water efficiency:

- River-Friendly Landscape Rebates: Replace your turf with native and drought tolerant plants and receive up to \$1.50 per square foot of replaced turf (up to \$3,000). (\$1 per square foot for commercial and multi-family properties)
- High-Efficiency Toilet Rebates: Replace your older PRE-1992 toilet with a new high-efficiency toilet (1.28 gallons per flush or less) and receive a rebate of up to \$125.
- High Efficiency Washing Machine Rebates: Purchase an **ENERGY STAR® Most Efficient 2020 (ESME) Clothes Washer** High Efficiency Clothes Washer and receive up to \$125 rebate. This rebate may be combined with rebates from manufacturers, SMUD or PG&E.
- Irrigation Upgrade Rebate: Up to a \$400 rebate to convert sprinkler nozzles and heads to high efficiency sprinkler nozzles (using 0.85 inches per hour or less) or to drip irrigation.
- Rebate of up to \$400 for replacing your old irrigation timer with an EPA WaterSense Labeled Smart Irrigation Controller that uses real-time weather data to regularly adjust your watering times.

- Rain Barrel Rebates: Receive a rebate of up to \$150 (\$0.75 per gallon captured, up to 200 gallons) to install rain barrels.

More information and rebates can be found online at:

<https://www.cityofsacramento.org/Utilities/Water/Conservation> and click on either residents or businesses

Q. Why Conserve?

A. Using water wisely is important no matter the weather.

- In California, droughts are a part of life, and the next dry year is always right around the corner.
- We all have a responsibility to use water efficiently.
- Let's work together to make water efficiency a way of life and to stop water waste whenever and wherever it occurs.

How can I appeal a water waste violation?

Please send an email to waterconservation@cityofsacramento.org

Business Services

Billing/Customer Service:

Q. What is my water rate?

A. You can find information on what the water rates are for the City of Sacramento for water and wastewater on our website at <https://www.cityofsacramento.org/Utilities/Services>.

Q. How are water rates set?

A. The rates for service are set by the Sacramento City Council. The Utilities Rate Advisory Commission has been set up by the Sacramento City Council to allow utility customers to have an opportunity to review and comment on rate proposals.

Q. Does the City Offer a Rate Assistance Program?

A. Yes. If you answer yes to the statements below, you qualify for the Sacramento Utility Rate Assistance program:

- Yes, I pay the City of Sacramento for water, sewer and garbage services
- Yes, I live at the property that receives these services and the City of Sacramento utility bill is in my name.
- Yes, my household meets the income eligibility requirements (download the application) OR I participate in SMUD's Energy Assistance Program Rate Program.

You can find out more at <https://www.cityofsacramento.org/Utilities/Services/Rate-Assistance-Program>

Q. How can I pay my bill?

A. You may pay your bill via the 3 options below:

- Online: <https://secure8.i-doxs.net/CityofSacramento/>
- Over the phone either with a representative or via automated system at (916) 808-5454
- In Person:
 - ✓ 1395 35th Avenue, Sacramento CA, 95822 (Temporarily closed to the public)
 - ✓ City Hall, 915 I Street

***To prevent the spread of COVID-19, City of Sacramento public counters have been closed and services for customers are online and over the phone.**

Q. What are the public counter business hours?

A. Business hours:

Monday – Thursday: 8:00 A.M. – 4:00 P.M.

Friday: 8:00 A.M. – 11:30 A.M.

Contact us:
Service Requests: 311 or (916) 264-5011 if outside the City Limits
Billing: (916) 808-5454
E-Mail: Utiltiescs@cityofsacramento.org
Office: 1395 35th Avenue, Sacramento CA, 95822

Water Quality:

Q. Is my water safe to drink?

A. Yes. The Environmental Protection Agency (EPA) identifies contaminants to regulate in drinking water to protect public health. The Agency sets regulatory limits for the amounts of certain contaminants in water provided by public water systems. These contaminant standards are required by the Safe Drinking Water Act (SDWA). EPA works with states, tribes, and many other partners to implement these SDWA provisions. The State of California regulates public water systems through the Division of Drinking Water (DDW). The City is regulated as a public water system and must meet all state and federal drinking water standards. Water quality monitoring is performed according to these regulations to ensure compliance. Therefore, the drinking water provided by the City is safe to drink. In the event your water is not safe to drink or use, the City will perform public notification through the media or other means.

Information on the City's drinking water quality can be found at:
<http://www.cityofsacramento.org/Utilities/Education/water-quality>

Contact the Water Quality Lab for additional information or with questions: (916) 808-3737
Information on the SDWA can be found at: <https://www.epa.gov/dwstandardsregulations>
Information on DDW and its regulation of public water systems in California can be found:
http://www.waterboards.ca.gov/drinking_water/programs/

Q. Where does my drinking water come from?

A. The City operates two surface water treatment plants that collectively supply about 80-90% of the drinking water for the City. The Sacramento River Water Treatment Plant can draw and treat up to 160 million gallons of water a day from the Sacramento River. It is located near the confluence with the American River and was initially constructed in 1924. The other facility is just downstream of the Howe Ave bridge on the American River and is called the EA Fairbairn Water Treatment Plant. It was constructed in 1964 and can supply up to 100 million gallons a day. The remainder of the supply comes from groundwater wells of varying age that are predominantly in the northeastern aspects of the City. These wells can reliably produce 20 million gallons of water a day.

Q. Where can I find information on my drinking water?

A. Information on the City's drinking water quality can be found at:
<http://www.cityofsacramento.org/Utilities/Education/water-quality>
Call the Water Quality Lab: (916) 808-3737

General Drinking Water Quality Information can be found at: <https://www.epa.gov/dwstandardsregulations>
http://www.waterboards.ca.gov/drinking_water/programs/
<https://www.cdc.gov/healthywater/drinking/>

Q. Who do I contact if my water tastes, smells or appears different?

A. Call 311 to report the issue.

Q. How do I find out if there is a water advisory in my community?

A. The City will notify the public by media or other means during the water advisory and when it is lifted. There are three levels of public notification. A Tier 1 notification pertains to the most serious and acute contamination events. Notification must be broadcast by local media within 24 hours. Tier 2 allows for a 30-day notification. Tier 3 provides notification through the annual Consumer Confidence Report (CCR).

Q. Is the City's water fluoridated?

A. The City of Sacramento fluoridates all drinking water produced. The level of fluoridation is at approximately 0.7 parts per million. According to the Centers for Disease Control fluoridation helps prevent tooth decay.

Q. Does the City use chlorine?

A. The City uses chlorine for disinfection. Chlorine is added to kill parasites, bacteria, and viruses, and to protect the water from germs when it is piped to homes and businesses.

Q. Is City water chloraminated?

A. The City does not use chloramines for disinfection.

Drinking Water System:

Q. Does the City have adequate water supply to meet the projected growth of the City?

A. Yes. The City maintains adequate enter entitlements (Water Rights) for all forecasted water demands. However, as the City population grows, even when accounting for increased water use efficiency, construction of additional water production facilities is anticipated. Maintaining the ability to convey this treated water to homes and business will also require construction of a water pipelines.

Q. Will growth or an aging system cause any changes to my water pressure or access to water?

A. No. New development projects are required to evaluate and construct adequate local facilities to meet a City-wide level of service goal of 30 psi or greater. These development projects also fund their share of new regional water supply and conveyance projects. The Utilities department conducts formal water master planning studies on a 5-year cycle to identify regional growth impacts and any developing

deficiencies in the water distribution system. These studies seek to identify new capital improvement projects or operational changes needed to meet water demands and improve the water distribution system level of service to its customers. Smaller scale studies are performed on an ongoing basis to anticipate needed system improvements.

For information on the City's Water Supply refer to the Urban Water Management Plan <http://www.cityofsacramento.org/Utilities/Resources/Reports>

Q. How Much Water is typically produced per day?

A. Over the last several years, City production facilities have typically produced about 100 million gallons of water a day. This value goes up in the summer for irrigation demands and drops during the winter. The City has the capacity to treat 260 million gallons of surface water a day during peak summer demands and a groundwater capacity of 20 million gallons per day.

Q. Who maintains the fire hydrants and how do you determine the spacing?

A. The City Utilities department regularly maintains fire hydrants to ensure operation in times of need. Coordination with the Fire Department regularly occurs to ensure that fire trucks and hoses can reach working hydrants from needed locations.

Water Meters:

Q. When will everyone in the City have meters?

A. The City will be 100% metered by December 2020.

Q. If I'm not currently metered, when can I expect my water meter to be installed?

A. The Accelerated Water Meter Program website- <http://www.cityofsacramento.org/Utilities/Water/Conservation/Water-Wise-Tools/Water-Meters> hosts an interactive map that allows visitors to type in a specific address and view the current construction schedule. As with all construction projects, the schedule is subject to change.

Q. Will I receive advance notification that I will receive a meter?

A. In advance of construction beginning in a project area, residents will receive multiple notifications, based (approximately) on the following schedule:

- 8 weeks before – mailed water meter project introductory letter
- 7 weeks before – mailed open house invitation postcard
- 4 weeks before – mailed construction notification postcard
- 1 week before – door hanger placed at home
- 1 day before – door hanger placed at home

Q. Where are meters installed?

A. Water meters will be placed in a rectangular meter box (approximately 28 in. x 18 in.) installed flush with the landscape grade. The location of the water main – either adjacent to the front of the properties or along the back of properties – will determine exactly where the meter is installed. There is no charge for installing the meter at this location.

Some property owners have the option to install the meter in the sidewalk for a \$400 installation fee. The amount reflects the differential cost between installing the meter behind the sidewalk, and the higher cost location of in the sidewalk.

Q. How can I learn more about the meter program?

A. Visit: <http://www.cityofsacramento.org/Utilities/Water/Conservation/Water-Wise-Tools/Water-Meters>
Email: watermeter@cityofsacramento.org
Call: [916-808-5870](tel:916-808-5870)

Development:

Q. Who can I talk to if I need a new water and/or sewer service?

A. Start with DOU staff located at the 3rd floor public counter at 300 Richards Blvd. They will guide you through the process and determine what permits and fees may be needed.

Q. What size and where are my existing water and sewer services?

A. Existing service size and location can be determined by calling 311 and requesting a field crew to locate and mark services on the property or by initiating research with a DOU representative at the 3rd floor public counter at 300 Richards Blvd. A DOU field crew is typically required to locate sewer services.

Q. Where can I get maps or improvement plans for the City mains fronting my project?

A. DOU facility maps are available by request through the DOU map line at 916 808-7890 or an email to maprequest@cityofsacramento.org.

Copies can also be provided by working with DOU staff located at the 3rd floor public counter at 300 Richards Blvd.

Copies of public improvement plans can be obtained by researching through the Public Works Development Engineering staff located at the 3rd floor public counter at 300 Richards Blvd.

Q. Do the existing City facilities (water, sewer or drainage) have capacity for my development?

A. Dependent on the size of the project, a water, sewer or drainage study may be required to determine the needed improvements. DOU staff, located at the 3rd floor public counter at 300 Richards Blvd., will assist you through the process.

Q. Why do I need a hold harmless agreement?

A. A hold harmless agreement is required per City Code section 13.04.230 whenever permanent structures are constructed over or near City infrastructure. This agreement specifies that the City shall not be responsible for repairing or replacing any improvements that may be damaged or removed during City access to or while maintaining City infrastructure.

Q. Is there a fee waiver for water/sewer/drainage fees?

A. The only existing fee waiver is for water development fees and is issued by the Planning Dept. for infill single family residential projects as allowed by City Resolution 87-322. The Planning Department will determine if this fee waiver is applicable at building permit application.

Q. What are the Low Impact Development requirements (LID) and how is their benefit calculated?

A. Currently LID designs are not required but are strongly encouraged and can be used to reduce the drainage impact created by a project.

To get credit for using LID measures in the combined sewer system, their benefit must be calculated using the Sacramento Area Hydrology Model (SAHM) which can be downloaded here:

<http://www.beriverfriendly.net/Newdevelopment/>

To get credit for using LID measures in the drainage system, the SAHM or Excel credit workshops can be used.

Q. What stormwater quality treatment measures are required and allowed?

A. The City's Stormwater Quality Improvement Program addresses post-construction stormwater quantity and quality from new development and re-development projects. The goal is to protect local creeks and rivers by reducing the discharge of pollutants found in stormwater resulting from development projects, as well as mitigating increased flows that can cause erosion and degrade habitat.

Any stormwater quality treatment measure specified in the latest edition of the Sacramento Stormwater Quality Partnership "Stormwater Quality Design Manual", which can be found online here:

http://www.beriverfriendly.net/newdevelopment/stormwaterqualitydesignmanual/#SWQ_DesignManual

These methods must be designed and implemented as specified in the manual.

Q. What DOU fees will be due for my project?

A. Upon request a DOU entitlement engineer or plan reviewer will provide an estimate of DOU related fees. General DOU fee information is provided at the 3rd floor public counter at 300 Richards Blvd.

Q. How do I order a water supply test and what are the fees involved?

A. Water supply tests are ordered at the 3rd floor public counter at 300 Richards Blvd. Fees for FY19/20 are \$491 for engineering analysis and \$774 for the field test; a separate check for each is due at the time the test is ordered. If it is determined through the initial engineering analysis that a previous test may be applicable to the project site and is less than 18 months old a new test is not required, the previous test results are then provided to the applicant and the field test fee check is either returned to the applicant or destroyed at their option.

Wastewater System:

Q. What is the combined system and why don't we separate the combined system?

A. The combined system is Sacramento's original wastewater collection system, that principally serves the Downtown area, East Sacramento and Land Park. Combined systems collect both stormwater runoff and wastewater flows in the same pipe network. These systems are rarely found on the west coast. Because of construction impacts and the cost of separating the wastewater and drainage flows into separate pipe networks was prohibitive, the City has chosen to manage the system by operating under a National Pollution Discharge Elimination System (NPDES) permit.

Q. What is the definition of the upper and lower sewer lateral and what's my responsibility as a home owner?

A. Wastewater managers often identify the portion of the sewer service within the public Right of Way (ROW) as the lower lateral and the portion of the sewer service from the ROW line to the structure the upper lateral. If the sewer service does not cross a public ROW, there is no lower lateral. In the City, the sewer service from the structure to the sewer main is owned by the property owner. However, DOU will assist property owners with repairs to the sewer service that occur in the lower lateral.

Q. Who treats the City's wastewater?

A. The City of Sacramento doesn't have secondary wastewater treatment facilities but has an agreement with the Sacramento Regional Sanitation District to treat up to 60 million gallons per day of City wastewater. During large storms, the City operates two wet weather wastewater treatment facilities that provide primary treatment and disinfection to excess flows from the City's combined system.

Q. How come 35% of the City is served by the Sacramento Area Sewer District and not the City?

A. Over the years, areas of the County have been annexed into the City. When these annexations occurred, it was often difficult to connect the wastewater system to the City's system so responsibility for wastewater service was left with the County. The County has since consolidated wastewater service in these areas into the Sacramento Area Sewer District.

Drainage System:

Q. Who should I call if there is street flooding?

A. If you witness street flooding or property flooding immediately contact the City by dialing 311. Avoid trying to drive or walk through flooded areas.

Q. How long will it take for crews to arrive?

A. DOU can be very busy during storm events that cause flooding. We will make every effort to respond to your call within one hour.

Q. Is there anything a homeowner can do to help prevent street flooding?

A. Homeowners can help prevent street flooding by moving piles of leaves and other vegetative debris away from the gutter, so it doesn't flow to a drain inlet and cause a clog.

Flood Plain Management:

Q. Is flood insurance required for my property?

A. You may be required to have flood insurance. Congress has mandated federally insured lenders to require flood insurance on mortgaged properties located in Special Flood Hazard Areas which include the A99, AH, AE, and A flood zones within the City. If not required, the City of Sacramento strongly encourages all property owners within Sacramento to carry a flood insurance policy to help protect themselves and their property. Most City residents qualify for low flood insurance premium called Preferred Risk Policy. If you have questions regarding your insurance needs and costs, please contact the City's Floodplain Hotline at 916-808-5061 or floodinfo@cityofsacramento.org.

Additional information can also be found on our website at <http://www.cityofsacramento.org/Utilities/Education/Flood-Ready/Flood-Insurance>.

Q. What are the flood risks in my area?

A. You can call the city's Floodplain Hotline, (916) 808-5061, or email us at floodinfo@cityofsacramento.org for details specific to your property. Information such as your current flood zone, status of flood control projects, local floodplains, levee break maps, and basic flood preparedness tips can be provided. Call 311 to report active flooding.

Q. How do I prepare for a flood?

A. You can prepare for a flood before it happens.

- Create an emergency flood kit. Be sure to include important paperwork such as copies of insurance policies and birth certificates, extra batteries and flashlights, a battery-powered radio, medications and food and drinkable water for at least 72 hours.
- Don't forget your pets! Find carriers for cats, leashes for dogs and be sure to include any of their medications and food in your emergency kit.
- Identify and document your personal belongings. This information can be used after a flood, if necessary.
- Create a plan. Talk with family members about where to go and what to do during a flood emergency.
- Follow the directions provided via media and by the Police and Fire Departments to ensure that you are heading in the safest possible direction.

Additional preparedness information regarding potential evacuation routes, flood depths, and warning signs can be found online at <http://www.cityofsacramento.org/Utilities/Education/Flood-Ready>. You can also contact the city's Floodplain Hotline at 916-808-5061 or floodinfo@cityofsacramento.org for flood preparedness information.

Construction Coordination:

Q. Who should I contact if I have questions regarding a DOU project during construction?

A. All DOU capital improvement projects include an outreach component that mails project information to the impacted properties explaining the project along with contact names and numbers. If specific contact information is not available on a project, the Public Works Supervising Construction Inspector Mike Colasanti can be contacted at mcolasanti@cityofsacramento.org, (916) 808-8157 or (916) 826-0511.

Environmental and Regulatory Compliance:

Q. What does the Department of Utilities do to protect water quality in our rivers and creeks?

A. The Environmental & Regulatory Compliance Section (ERC) of the Engineering and Water Resources Division is tasked with managing and implementing water quality permits, issued by the State of California, for discharges of stormwater to our local rivers and creeks. These permits are for implementation of the federal Clean Water Act and the State of California Porter-Cologne Water Quality Control Act.

For stormwater, these activities include monitoring and chemical characterization of waterways, inspection of construction sites and City facilities for pollution runoff, implementation of pollutant reduction programs, response and enforcement of illegal discharge of pollutants to storm drains, and outreach to inform the public of what they can do to keep our waterways healthy: <http://www.beriverfriendly.net> and <http://www.cityofsacramento.org/Utilities/Stormwater>.

ERC also oversees compliance with permits for the combined sewer system (CSS) and separated sewer system. These efforts include monitoring and characterization of discharges from the CSS, analysis and reporting of discharges to the State, and working with State regulators on water quality issues. The separated sewer system is also a State permitted system that requires development of a Sanitary Sewer

Management Plan (SSMP). The SSMP requires development and implementation of proactive system maintenance plans, spill response protocols, and spill reporting to the State.

The ERC Section also manages studies to evaluate the water quality of the American and Sacramento River watersheds for drinking water use. These reports known as watershed sanitary surveys are conducted in partnership with several local water agencies. The City also conducts several source water protection programs to protect the high quality of the Lower American River and Sacramento River drinking water supplies at the source; many of these are in partnership with other local water agencies.

Q. How does the City address sanitary sewer overflows (SSOs)?

A. Since 2008 all municipal separate sewer systems have been regulated by Waste Discharge Requirements (WDRs) established by the State Water Resources Control Board (State Water Board). The City has developed and implemented a Sewer System Management Plan (SSMP) to ensure sufficient system capacity, perform proactive system maintenance, and establish detailed protocols for rapidly responding to SSOs. All SSOs are reported to the State Water Board's online SSO database. The SSMP can be viewed at: <http://www.cityofsacramento.org/Utilities/Resources/Reports>.

Q. Is it legal to place or wash materials into the drainage system?

A. Storm drains are designed for catching rainwater only. Runoff from our homes, yards, streets and parking lots flow directly into our local creeks and rivers without treatment. It is important to prevent dirt, debris, trash, vegetation, pesticides, fertilizers, oils and chemicals from entering our drainage system. Knowingly dumping or washing materials into the storm drain is illegal and can result in a violation or fine: <http://www.beriverfriendly.net/reportillegaldumping/>.

Please report any illegal discharges or spills to 311 (<http://www.cityofsacramento.org/Information-Technology/311>).

Q. Is it illegal to discharge soapy water to the drainage system when I wash my car?

A. Washing personal vehicles results in the discharge of detergents and other pollutants to our local waterways – but it is not an illegal activity. However, excessive use of detergents and cleaning products in combination with excessive washing of personal vehicles adds to the degradation of our local waterways. Therefore, we strongly recommend that personal vehicles are taken to a commercial car washing facility where less water is used and wastewater is sent to the sewer system for treatment. If you choose to wash your car at home, wash your car on your lawn or a grassy area, use biodegradable soap, and use a hose with a nozzle to minimize water waste. (Washing your car on your lawn in moderation will not impact your lawn). <http://www.beriverfriendly.net/riverfriendlycarwashing/>

Q. Is it illegal to discharge my pool water to the drainage system?

A. Although it is not rainwater, discharging pool water to the drainage system is not an illegal activity if the pool water is free of chlorine and other pool chemicals. Since it might be difficult to determine chlorine and chemical levels present in your pool, we recommend dispersing pool water over landscaped areas or

to the sewer system. See the “Keep Pools and Spas from Pollution Our Local Creeks and Rivers” at <http://www.beriverfriendly.net/documents/#publicbrochures>.

Q. What is Low Impact Development (LID)?

A. Low Impact Development (LID) is an innovative stormwater management strategy that is based on the principle of managing runoff at the source by using practices that mimic or preserve natural drainage processes to manage stormwater. LID practices typically retain rainwater and encourage it to soak into the ground rather than allowing it to run off into the drainage system where it might contribute to flooding or pollution of our local waterways. Examples of LID strategies are pervious pavement, rain gardens and bioretention planters.

Q. Where do I dispose of compact fluorescent bulbs (CFL)?

A. CFLs are excellent energy-efficient choices because they can use up to 50% less electricity - but used CFLs must be disposed of as a household hazardous waste because they contain mercury. Mercury is very toxic to people and wildlife, and some of its uses have resulted in widespread contamination of the environment. That is why CFLs do not go in the garbage or recycling bin. To dispose of them properly, please check:

- Local hardware, home improvement and large retail stores to see if they will take your CFLs and batteries
- The City’s Household Hazardous Waste website for drop off locations:
<http://www.cityofsacramento.org/public-works/RSW/Collection-Services/Household-Hazardous-Waste/Batteries>

OPERATIONS & MAINTENANCE

Water Distribution:

Q. Who do I call if I see a water leak?

A. Please report to the City by calling 311, emailing your detailed report to 311@cityofsacramento.org, or by using the Sacramento 311 app on your mobile phone. You can find the Sacramento 311 app in Google Play or in the App Store on iTunes.

When reporting information to the City, please be sure to include:
Address or location of water leak

Water Production Operations:

Q. Does the City process reclaimed/recycled water?

A. No. The City forwards its downtown stormwater and wastewater to Sacramento County's regional wastewater treatment facility for processing.

Q. I smell a sewage odor in my area, who should I contact?

A. Contact Phil Meyer at 916-808-5286

Wastewater Collection:

Q. Where is my sewer line located, and do I have a sewer clean out?

A. We can check historical records or there may be a "S" marking on the curb.

Q. Who is responsible for the sewer backing up in my home?

A. A Specialist will arrive on site and check the City main and the customers lateral to determine the responsibility.

Q. Why does the drain in front of my house always seem to plug up during a storm?

A. Street flooding is usually caused by leaves, debris or roots in the system coupled with intense storm event. If you witness street flooding or property flooding immediately contact the City by dialing 311. Avoid trying to drive or walk through flooded areas.

Drainage Operations and Maintenance:

Q. Who do I call to have an area marked if I am going to dig?

A. Call 811 or 1-800-642-2444

Q. Why do I have paint markers in my street?

A. The paint markings indicate a planned excavation for underground utilities:

White: Proposed Excavation

Red: Electric

Blue: Water

Green: Sewer Storm Drain

Orange: communication CATV

Yellow: Gas-Oil-Steam

Purple: Reclaimed Water Irrigation Slurry

Pink: Temporary Survey Markings



City of
SACRAMENTO

Finance Department

Department Directory

**915 I Street, 5th Floor
Sacramento, CA 95814**

Office of the Director



Dawn Holm
Director of Finance
808-5574

Christine Hobart
Administrative Assistant
808-5415

Markette Walker
Administrative Officer
808-5434

Welcome to the City of Sacramento Department of Finance. Working closely with the Mayor, City Council, and City Manager, the Department of Finance is committed to enhancing and maintaining the fiscal stability of our City. From preparing the budget to collecting revenue and reviewing expenses, Finance Department employees ensure that our City has the resources to serve our residents.

Accounting



Osvaldo Lopez
Finance Manager
808-4740

Staff:

Principal Accountants:

General Accounting:

Jennifer Gilbertson: 808-5829

Accounts Payable/Travel and Expense:

Emily Hsia: 808-5883

Financial Reporting:

Ray Tang: 808-1936

The Accounting Division is primarily responsible for processing payments to the City's employees and vendors, reviewing and recording financial transactions, providing oversight for the system of internal controls that safeguards City assets and preparing annual financial statements. The division also provides support services to City departments, administers financial activity of the City's special assessment districts and coordinates the annual financial statement audits of the City and related entities. Functional areas of the Accounting Division include:

- Accounts Payable
- Financial Reporting
- General Accounting

FREQUENTLY ASKED QUESTIONS:

1. How do I start doing business with the City of Sacramento?

The City requires a current Form W-9 and either a California Form 590, for in-state vendors and nonprofit organizations, or California Form 587 for out-of-state vendors, when establishing a new vendor account or making any kind of payment. The purpose of the forms is to ensure that the City complies with Federal and State withholding requirements. The forms also ensure that the City has the correct name of the individual or business, the correct address and the correct form of business for the vendor or payee.

2. How do I submit an invoice for payment or determine the status of payment?

Invoices should be emailed to apinvoices@cityofsacramento.org or mailed to:

A/P Processing Center
City of Sacramento
915 I Street, FL 4
Sacramento, CA 95814-2608

Vendors providing goods and/or services to the City of Sacramento generally have their invoices processed for payment within 30 days of the invoice date. If you are a City vendor with an invoice that is outstanding more than 30 days, first contact the individual or department you provided the goods or services for to determine if they processed your invoice for payment. If this approach has been unsuccessful, please send an email to CentralAccountsPayable@cityofsacramento.org. Be sure to include your invoice with the email.

3. What is a Comprehensive Annual Financial Report?

Each year the City prepares a financial report on assets, liabilities, revenues and expenditures in a standardized format that must conform to the Government Accounting Standards Board (GASB) accounting and financial reporting standards. Most people have heard of the budget, which is the document that plans and authorizes the spending of money. The CAFR describes what actually was spent and the status of assets and liabilities at the end of the fiscal year.

4. What is unclaimed property and how do I file a claim?

Each spring, the City of Sacramento provides notice to owners of record of unclaimed money in the City's possession. The unclaimed property list consists of unclaimed items including uncashed vendor and employee checks and utility account credit balances. Property owners have 60 days from the date of the first publication to submit a valid claim. Unclaimed money will escheat to the City by operation of law if not claimed by the deadline. For questions, please send an email to unclaimedproperty@cityofsacramento.org.

Budget, Policy and Strategic Planning



Budget Manager (Vacant)

Staff:

Principal Budget Analysts:

Revenues, General Fund Forecast, Supports the Departments of Human Resources and Police:

Jason Bader: 808-5817

Citywide Cost Allocation Plan, Measure U,

Supports the Fire Department and City Manager's Office:

Daniel Choe: 808-5049

Senior Budget Analysts:

Position Management, Supports the Departments of Community Development and Utilities:

Zonousia Lee: 808-5079

Capital Improvement Program, Supports the Departments of Convention and Cultural Services and Public Works:

Michael Tamayo: 808-5827

Budget Analyst:

Supports the Departments of Finance and YPCE:

Elizabeth Ramos: 808-5435

Program Specialist:

Citywide Financial System Training, Supports budgets for Mayor and Council, Charter Offices and the Department of Information Technology:

Angie Galieote: 808-5077

The Budget, Policy and Strategic Planning Division develops the annual operating & capital budgets, quarterly budget reports and the midyear report; reviews and approves all budgetary transactions; develops and monitors General Fund, Measure U and Capital Bond Fund revenues and develops forecasts based on revenue and expenditure projections; assists departments in developing and implementing budgetary and other financial transactions or reports; supports the City's labor negotiations process; and is responsible for many special projects for the City Manager and City Council.

FREQUENTLY ASKED QUESTIONS:

1. What is a "Fiscal Year (FY)" and when does it begin and end?

The City has a Fiscal Year (FY) that starts July 1 and ends June 30 the following year.

2. Where can I get a copy of the Budget Document?

The FY2020/21 Budget is available at www.cityofsacramento.org/finance/budget

Infrastructure Finance



Sheri Smith

Special Districts Manager

808-7204

ssmith@cityofsacramento.org

Staff:

Program Specialists:

Eric Frederick: 808-5129

efrederick@cityofsacramento.org

Mary Jean Rodriquez: 808-1980

mrodriguez@cityofsacramento.org

Arwen Wacht: 808-7535

awacht@cityofsacramento.org

Administrative Analysts:

Sini Makasini: 808-7967

smakasini@cityofsacramento.org

Jessica Steinhauer: 808-8243

jsteinhauer@cityofsacramento.org

GIS Support:

Brent Mueller: 808-5715

bmueller@cityofsacramento.org

The Infrastructure Finance Division creates and manages special purpose districts and finance plans to fund city maintenance services above city standards, to finance capital improvements benefitting development related activities, and to support economic development within the city. We promote development of the city environmentally, physically, and economically.

More information on Specific Districts can be found at

<http://www.cityofsacramento.org/Finance/Public-Improvement-Financing>

Payroll



Harinder Rangi

Finance Manager

808-5289

Staff:

Program Specialist:

Donna Azar: 808-5497

Senior Accountant Auditor:

Brian Helf: 808-5830

Administrative Analyst:

Theresa Pettinari: 808-8837

Payroll Technicians:

Vern Bounthanalack: 808-7148

Patrina Mapes: 808-5478

Brandy Reid: 808-8387

Debbie Sander: 808-7732

The City of Sacramento Payroll Division is responsible for producing and distributing accurate and timely compensation for all City of Sacramento employees and Sacramento City Employees' Retirement System (SCERS) members. We strive to provide quality service to our customers, while complying with all rules and regulations pertaining to payroll operations.

FREQUENTLY ASKED QUESTIONS:

1. Is my pay information available online?

Electronic delivery of confidential pay information is more secure and cost effective than using paper pay statements. The eCAPS system provides secure access to your pay information from any web enabled computer.

2. How do I find my pay information?

All employees have pay statements available online. The pay statements can be accessed by clicking on the View Paycheck link under the Employee Self Service area on the eCAPS home page.

3. Can I change my tax withholding status online?

The eCAPS system provides secure access to your form W-4 information. You can access the information by clicking on the W-4 Tax Information link under the Employee Self Service area on the eCAPS home page.

4. Can I receive my W-2 form electronically?

You can elect to receive your year-end W-2 form electronically, via the Employee Self Service area on the eCAPS home page. Once you have consented to receive your W-2 form electronically, your election remains in place. Electronic W-2 forms are generally available by the end of the third week of January.

5. Where can I view my leave balances?

Your leave balances are available to view on the eCAPS home page under the Employee Leave Summary area. You can view detailed pay period accrual and usage by clicking the Details just below the balances. Leave balances are updated each pay period after the bi-weekly payroll process has been completed. Your updated leave balances will generally be available every other Friday prior to the upcoming Tuesday payday.

6. What is SCERS?

The Sacramento City Employees' Retirement System (SCERS) is a closed defined benefit pension plan that is actively managed in-house. It has not accepted new members since January 28, 1977, and 5 active members remain.

Procurement Services

Dayana Reyes Zanaska
Procurement Services Manager
808-5524



Staff

Contracts and Compliance Specialists:

Ashley Petralli: 808-5749

Vacant: 808-5744

Program Analysts:

Lydia Brambila: 808-1229

Gary O'Neill: 808-7432

Administrative Technicians:

Vikas Bhagirath: 808-5745

Taulima Grady: 808-5748

The Procurement Division is responsible for establishing procurement standards, ensuring compliance with procurement policies and best practices, managing citywide contracts, and assisting departments with solicitations and contracts.

More information on Procurement can be found at <http://www.cityofsacramento.org/Finance/Procurement>

Revenue



Susan Wren
Finance Manager
808-5844

The Revenue Division administers business tax and permit programs; supplies parking citation and permit financial services; and receives and deposits city-wide tax, fee and citation revenue. The Division consists of four units: Administration, Business Tax & Permits, Enforcement and Collections, and Revenue Services.

Staff:
Administration

Administrative Support
Administrative Technician: 808-4767

The Revenue Administration unit provides strategic, managerial and operational oversight and support to all of the division units and develops and monitors the division budget.

Business Tax and Permits

Program Manager
Tessa St John: 808-4847

Customer Service Supervisor:
Brittany Chargualaf: 808-5669

Administrative Analyst:
Ranelle Kawasaki: 808-1521

The Business Tax & Permits unit administers business operations tax, special business permits, real estate transfer tax and cannabis business tax. This unit takes the lead in drafting ordinance updates to the business tax and permit sections of the Sacramento City Code.

Enforcement and Collections

Program Manager:
Laterre Walsh: 808-7800

Enforcement and Collections Supervisor:
Lesley Currie: 808-1249

Enforcement and Collections is responsible for collection of delinquent accounts on behalf of operating departments. It administers the annual sidewalk repair and weed abatement assessments.

Revenue Services

Program Manager:
Julie Coffeen: 808-1259

Customer Service Supervisor:
Jenny Santos: 808-1295

Program Analyst:
Kenya Williams: 808-5117

The Revenue Services unit provides city-wide cashiering services; manages the utility user and transient occupancy tax programs; administers parking permit programs, coordinates parking citation hearings, processes and reconciles all of the city tax receipts and assists in revenue forecasting.

FREQUENTLY ASKED QUESTIONS:

1. How does a customer reach your staff?

Enforcement and Collections: Customers can call 808-5527, Monday thru Friday, 8:00 a.m. to 4:30 p.m.

Revenue Services: Customers can call 808-8500, Monday thru Friday, 9:00 a.m. to 1:00 p.m.

Business Permits: Customers can call 808-6852, Monday thru Friday, 9:00 a.m. to 1:00 p.m.

2. My department needs to bill for a service. Can you help me?

Absolutely. We can walk you through the invoice and collection workflow and explain the eCAPS system to you. Contact Laterre Walsh at 808-7800.

3. How long do I have to pay or contest a parking citation?

You have 21 days from the issue date to pay or contest the citation. Contests are only accepted in writing. Additional information is available at www.sacpark.org

4. Do you offer payment plans for customers?

Yes. Payment plans are available for both City invoices and parking citations.

For City invoices, payment plans are available on a case by case basis. Requests can be submitted using a Financial Evaluation Form found on the City website or by emailing finance@cityofsacramento.org

Payment plans are also available for customers with parking citations by contacting the Revenue Services unit at 808-8500 or online at <http://www.sacpark.org>

5. Do you use outside collection agencies?

Yes. Generally, if our collection efforts are not successful, invoices are forwarded to a third party collection agency after they are over 120 days past due. Once an account has been referred to a collection agency, customers will need to contact the agency directly to arrange payment.

The City uses a different contract service provider for parking citation processing and collection as well.

6. Can I obtain a business license with the City of Sacramento?

The City of Sacramento issues a Business Operations Tax Certificate to any business operating within city limits and Special Business Permits to specific industries such as: taxi cabs, towing, street vending, and entertainment. Information on business tax and permits can be found at www.cityofsacramento.org/Economic-Development/Grow-Here/Permitting-Zoning

7. What is a Business Operations Tax and do I need to apply for one? Can I apply online?

The Business Operations Tax was developed as a means of creating general tax revenue. All businesses that operate in the City must pay a business operations tax regardless of where the business is located. Information on the business operations tax certificate can be found at www.cityofsacramento.org/Finance/Revenue/Business-Operation-Tax

8. How do I know if my business is located in the City?

The street sign will help you. Most City street signs are green. County signs are white.

9. Can I email if I cannot get through on the phone?

Yes. Our email address is: finance@cityofsacramento.org



City of
SACRAMENTO

Fire Department

Department Directory

5770 Freeport Blvd., Suite 200

Sacramento, CA 95822

Office of the Fire Chief

Gary Loesch

Fire Chief

808-2200

Lori Kicking, Administrative Assistant

808-1011

Public Information

Keith Wade, Public Information Officer: 808-1173

Wendy Aguilar, Media & Communications Specialist:
808-2316



The Office of the Chief is responsible for developing and providing overall direction for the Fire Department.

Training / Professional Standards

Niko King

Deputy Chief

808-1602

Recruit and In-Service Training

Dave Baldwin, Battalion Chief: 808-1300

Professional Standards

Pat Hansen, Investigator: 808-2295

Reserves

Tim Adams, Training Coordinator: 808-1300

Peer Support

Hotline: 808-HELP (4357)



The Office of training and Professional Standards provides training for fire recruits and response personnel, investigates complaints from both internal and external sources, conducts administrative investigations, and provides consultation for all disciplinary procedures.

Training / Professional Standards:

Training

Michael Taylor

Assistant Chief

808-1601

EVOC (Emergency Vehicle Operations Center)

Gregory Ertl, Captain: 808-1300

Tracy Birmingham, Engineer: 808-1300

Michael Fujii, Engineer: 808-1300

Jack Seargeant, Engineer: 808-1300

In-Service, Officer and Recruit Training

Justin Cogswell, Captain: 808-1300

Darin Snedeker, Captain: 808-1300

Health, Wellness and Fitness

Eve Webber, Coach: 808-1300

Recruit Academy

Michael Ferguson: 808-1300



The Training Division is responsible for the maintenance of skills and certifications of department personnel and ensures compliance with all mandated training programs. The current programs that are delivered include:

- Recruit Academy
- In-Service Training:
- Emergency Vehicle Operations Course (EVOC):
- Employee Health and Fitness Program
- Officer Formal Training

Training / Professional Standards:

Professional Standards Unit

Pat Hansen

Investigator

808-2295

Administrative Analyst

Nooria Kakar, PSU Admin Analyst: 808-1346

PSU Public Contact Line

808-0777



The Professional Standards Unit (PSU) accepts complaints from both internal and external sources and investigates every complaint received. In addition to conducting administrative investigations, PSU also provides consultation for disciplinary procedures, training for supervisors to maintain consistency throughout the department and preparation of reports for Command Staff and City Hall.

Technical Services

Chris Costamagna

Deputy Chief

808-1604

Fire Dept. Logistics

John Danciart, Assistant Chief: 808-2250

Neil DeLeon, Administrative Analyst: 808-7371

Masoumeh Ramazani, Sores Administrator: 808-5026

Fire Utility Shop

Jason Yuki, Shop Supervisor: 808-1300

John Maraspini, Service Worker: 808-1300

Kevin Garduno, Service Worker: 808-1300

Diana Martinez, Stores Clerk: 808-1300

Cassandra Sisco, Stores Clerk: 808-1300

Support

Kim Iannucci, Assistant Chief: 808-1609

Technology

Scott Williams, Assistant Chief: 808-1670

Public Safety Information Technology

Jon McFarland, Principal Systems Engineer: 808-0408

Roger Arbid, Senior Systems Support Specialist:

808-0413

Patrick Hauth, Application Developer: 808-1489 PSIT

Help Desk: 808-0444

Fire Communications

~~Robin Davis, Captain: 808-8643~~

Doug Crawford, Communications Technician:

808-1300



The Office of Technical Services provides essential support functions to all divisions, which includes acquisition and repairs of necessary equipment, communications, information technology; coordination of all facilities maintenance, repairs, and construction; and fleet maintenance, repairs, and acquisition.

Technical Services, Continued

Fire Prevention

Jason Lee, Fire Marshal: 808-1620

Fire Prevention/Code Enforcement

Elizabeth McDowell, Senior Fire Prevention Officer:
808-1625

Arson Investigations

Patrick Taylor, Investigator II: 808-1660
Arson Tip Line: 808-1661

Fire Prevention/New Construction

Inspections: Angie Shook, Senior Fire Prevention
Officer: 808-1623

Plan Check: Martin Hill, Senior Fire Prevention Officer:
808-1626

Entitlements and Land Use: King Tunson, Program
Analyst: 808-1358

Fire Prevention/Permits

Frances Ford, Senior Fire Prevention Officer: 808-1624



Fire Prevention is also part of our Technical Services Division. Fire Prevention is responsible for public education, code enforcement, fire inspections, fire permits, new construction, plan check, entitlements and land use and arson investigations for the community.

Technical Services: Logistics

John Danciart

Assistant Chief

808-1650

Fire Dept. Logistics

John Danciart, Assistant Chief: 808-2250

Neil DeLeon, Admin. Analyst: 808-7371

Masoumeh Ramazani, Stores Administrator:
808-5026

Fire Utility Shop

Tyler Ahnmark, Shop Supervisor: 808-1300

John Maraspini, Service Worker: 808-1300

Kevin Garduno, Service Worker: 808-1300

Jason Yuki, Service Worker: 808-1300

Diana Martinez, Service Worker: 808-1300

Cassandra Sisco, Stores Clerk: 808-1300

PPE Office

808-1682



The Logistics Division centrally manages the departments' equipment and supplies inventory, including: station supplies, EMS supplies, suppression supplies and equipment, special operations (Hazmat, swift-water and rescue) supplies and equipment, personal protective equipment (PPE) and repair of small tools and equipment (Utility Shop). All department communications equipment is also managed under this division, providing continuous connection to the companies via dispatch. Communications services all companies and station alerting and data transmittal equipment.

Technical Services: Support

Kim Iannucci

Assistant Chief

808-1609

Roll Call

Stephen Hatch, Admin Analyst: 808-7378

Sherri Orr, Admin Tech: 808-7348

Brenda Siedenbug, Admin Tech: 808-7347



The Support Division provides assistance to the Technical Services Office and handles all matters relating to Fleet Services, vehicle acquisition, equipment and maintenance and includes our Roll Call Office. Roll Call is responsible for daily staffing levels in the fire stations.

Technical Services: Technology

Scott Williams

Assistant Chief

808-1670

Public Safety Information Technology

Jon McFarland, Principal Systems Engineer: 808-0408

Roger Arbid, Senior Systems Support Specialist:
808-0413

Patrick Hauth, Application Developer: 808-1489

PSIT Help Desk

808-0444

Fire Communications Robin

Davis, Captain: 808-8643

Doug Crawford, Communications Technician:
808-1300



The Technology Division is responsible for all technical equipment modalities, including SFDTV (our in-house TV channels), desktop and laptop computing, tablets, mobile phones, vehicle MDC units, radio communications, Station alerting and coordinating with our Dispatch Center.

Technical Services: Fire Prevention

Fire Prevention

Jason Lee, Fire Marshal: 808-1620

Fire Prevention/Code Enforcement

Elizabeth McDowell, Senior Fire Prevention Officer:
808-1625

Arson Investigations

Patrick Taylor, Investigator II: 808-1660
Arson Tip Line: 808-1661

Fire Prevention/New Construction

Inspections: Angie Shook, Senior Fire Prevention
Officer: 808-1623

Plan Check: Martin Hill, Senior Fire Prevention Officer:
808-1626

Entitlements and Land Use: King Tunson, Program
Specialist: 808-1358

Fire Prevention/Permits

Frances Ford, Senior Fire Prevention Officer: 808-1624



The Fire Prevention Division's mission is to improve the lives of the city residents by preventing fires and reducing the impact of fires that occur. To accomplish its mission, the division performs inspections of businesses and occupancies as mandated by state and local ordinances, and investigates all major fires occurring within the department's jurisdiction. The division focuses on the following areas:

- Developmental Services
- Fire Permits
- Fire Code Enforcement
- Fire Arson Investigations

Fire Operations / EMS

Chad Augustin

Deputy Chief

808-1601

Emergency Medical Services

Tilden Billiter, Assistant Chief: 808-1300

Simon Wiesner, EMS Captain: 808-1652

Shift Commanders

Scott Williamd, A Shift: 808-1300

Tilden Billiter, B Shift: 808-1300

John Dancart, C Shift: 808-1300

Special Operations

Robert Marshall, Battalion Chief: 808-1651

USAR Task Force 7

Patrick Costamagna, Battalion Chief: 808-1300



The Office of Fire Operations / EMS provides Emergency Medical Services, including advanced life support and transportation, fire suppression and technical rescue.

***Fire Operations/ EMS:
Emergency Medical Services***

Tilden Billiter
Assistant Chief
808-8050

Emergency Medical Services

Tilden Billiter, Assistant Chief: 808-8050

Simon Wiesner, EMS Captain: 808-1652

Brian Pedro, EMS Coordinator and Designated
Infection Control Officer (DICO): 808-1654

Gabriel Legaspi, Administrative Analyst: 808-4593

Leslie Weifert, Administrative Technician:
808-4065

Sasha Mahabir, Office Specialist: 808-5043

Pang Xiong, Customer Service Rep: 808-5042



The city was awarded the right to provide ambulance transport to the citizens of Sacramento and in January of 1994 the first three ambulances were deployed to provide service in the downtown and a portion of Oak Park. In 1994, there were just fewer than 36,000 EMS calls for service. In 2017, this number nearly doubled. Over the years, additional ambulances have been added to address the continually increasing service demands.

Tyler Flissing, EMS Stores Clerk: 808-7355

Fire Operations / EMS:

Special Operations

Derek Parker

Battalion Chief

808-1651

Special Operations

Sean Dail, Captain: 808-1693

California Urban Search and Rescue Task Force 7

Patrick Costamagna, Battalion Chief: 808-1300

Vacant, Administrative Technician: 808-7070

CERT

Peter Vandersluis, Captain: 808-1300

Explosive Ordnance Disposal

Randy Browning, Captain: 808-1300

Hazmat

Bryon Mefford, Captain: 808-1300

Marine

Patrick Costamagna, Battalion Chief: 808-1300



Special Operations is a multi-faceted division that continues to participate in Domestic Preparedness with our federal, state and local law enforcement partners. It also manages two Type I Hazardous Materials Response Teams, one Type I Heavy Rescue Team and a marine program that is responsible 20+ miles of rivers and other waterways. The Special Operations Division also oversees the FEMA US&R Task Force CA-TF7, one of 28 nationwide programs which is funded by a grant from the Department of Homeland Security.

Fire Operations / EMS:

Shift Command

Michael Taylor

Assistant Chief

A Shift

808-1300

Tilden Billiter

Assistant Chief

B Shift

808-8050

John Danciart

Assistant Chief

C Shift

808-7356



The Sacramento Fire Department's front-line operation is organized into three shifts that operate on a 56-hour work week. Firefighters work a *two days on and four days off* (48/96) schedule.

Administrative Services

Jolene Church, Fire Administrative Manager

808-0452

Fire Finance Division

Allison Narramore, Administrative Officer: 808-8065

Iysha Jenkins, Senior Account Auditor: 808-8569

Ruby Fernandez, Administrative Analyst: 808-1350

Jeana Templeton, Administrative Analyst: 808-1393

Katherine Wall, Administrative Analyst: 808-6703

Ashley Aslin, Account Clerk II: 808-1619

Lydia Razo, Account Clerk II: 808-0453

Fire Human Resources Division

Gerrie Giffin, Personnel Manager: 808-5600

Michael Longstreet, Admin Technician: 808-1359

Elena Mejia, Administrative Technician: 808-1713

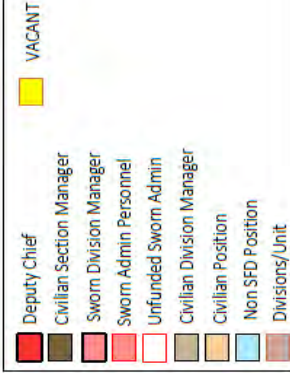
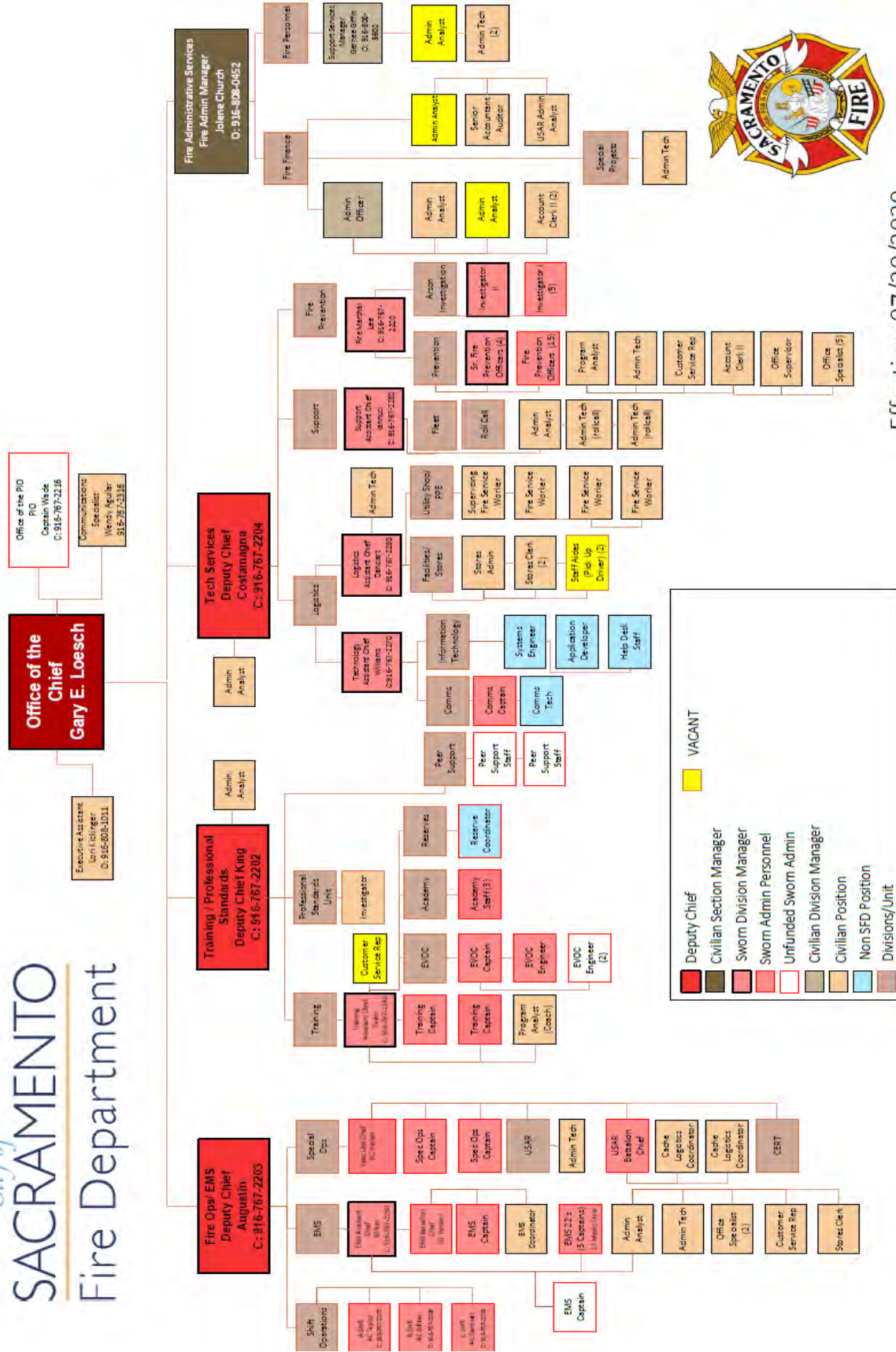
SFD Custodian of Records

Diana Yates, Administrative Technician: 808-1347



The Administrative Services Division provides support to other divisions and is responsible for budget, revenues, payables, procurement, contracts, grants. The division also provides human resources functions that include payroll; worker's compensation; the in-depth hiring process, including backgrounds; promotional exam development and administration; new employee orientation; employee development; employee evaluations; workforce and succession planning; leadership training and professional development; Custodian of Records for department personnel files and employee subpoenas; executive coaching; decision support; and compliance with employment labor laws.

SACRAMENTO Fire Department



Effective: 07/20/2020

- [Station 1 – 624 Q Street](#)
- [Station 2 – 1229 I Street](#)
- [Station 3 – 7208 Elkhorn Boulevard](#)
- [Station 4 – 3145 Granada Way](#)
- [Station 5 – 731 Broadway](#)
- [Station 6 – 3301 Martin Luther King Jr. Boulevard](#)
- [Station 7 – 6500 Wyndham Drive](#)
- [Station 8 – 5990 H Street](#)
- [Station 10 – 5642 66th Street](#)
- [Station 11 – 785 Florin Road](#)
- [Station 12 – 4500 24th Street](#)
- [Station 13 – 1100 43rd Avenue](#)
- [Station 14 – 1341 North C Street](#)
- [Station 15 – 1640 West El Camino Avenue](#)
- [Station 16 – 7363 24th Street](#)
- [Station 17 – 1311 Bell Avenue](#)
- [Station 18 – 746 North Market Boulevard](#)
- [Station 19 – 1700 Challenge Way](#)
- [Station 20 – 2512 Rio Linda Boulevard](#)
- [Station 30 – 1901 Club Center Drive](#)
- [Station 43 – 4201 El Centro Road](#)
- [Station 56 – 3720 47th Avenue](#)
- [Station 57 – 7927 East Parkway](#)
- [Station 60 – 3301 Julliard Drive](#)

WHO HAS WHAT, AND WHERE?



FREQUENTLY ASKED QUESTIONS

Why does a Fire Engine respond to a medical emergency?

Time is critical in a medical emergency. Due to the number of Fire Engines and the strategic locations of our Fire Stations, our Fire Engines can typically get to an emergency incident quicker than one of our medic units. All Fire Engines are staffed with personnel certified as emergency medical technicians and many are staffed with personnel certified as paramedics. Engines have also been equipped with medical supplies and equipment, such as automatic defibrillators.

Why does it seem that a lot of fire apparatus respond to a simple incident?





Fire Department units are dispatched according to information received by the 9-1-1 operator. A computer selects the closest unit to respond to an incident. The fire department's philosophy is to get firefighters to the emergency as soon as possible, prepared to encounter the worst. This will occur via a fire engine or fire truck. In the event that an injured or ill person needs continuous medical treatment, an ambulance is dispatched so that the department can provide the highest level of emergency medical care from the scene of the incident all the way to the emergency room physicians.

Why do firefighters break windows and cut holes in the roof of a building that is on fire?

As a fire burns, it moves in all directions and grows very fast. Dangerous gases and dark smoke accumulate, and, unlike the movie versions of fires, it is impossible for firefighters to see and search for trapped victims in such an environment. In fact, the super-heated gases and toxic smoke are usually the cause of fatalities when people become trapped inside of a burning building. Breaking windows and cutting holes in the roof is called ventilation and there are many reasons why firefighters do this. It slows the fire's growth; it helps get rid of the dark smoke that makes it hard for firefighters to see where they are going and it helps the firefighters fight the fire more quickly, improving the ability to save lives and property. Another reason for venting the roof is to stop the horizontal spread of fire throughout a building and direct the heat and flames in a vertical fashion. Firefighters can then get ahead of the fire on a roof, cut holes above the fire and stop the spread of the fire to minimize damage.

City of
SACRAMENTO
 Fire Department

SHIFT SCHEDULE COLOR CODE: **A SHIFT**; **B SHIFT**; **C SHIFT**

CITY OF SACRAMENTO							2020							 PAY DAY  PAY PERIOD END  HOLIDAY  1/2 HOLIDAY										
PAYROLL/HOLIDAY CALENDAR																								
JANUARY							FEBRUARY							MARCH										
Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat				
			1	2	3	4							1	1	2	3	4	5	6	7				
5	6	7	8	9	10	11	2	3	4	5	6	7	8	8	9	10 ⁵	11	12	13	14				
12	13	14 ¹	15	16	17	18	9	10	11 ³	12	13	14	15	15	16	17	18	19	20	21				
19	20	21	22	23	24	25	16	17	18	19	20	21	22	22	23	24 ⁶	25	26	27	28				
26	27	28 ²	29	30	31	23	24	25 ⁴	26	27	28	29	29	30	31									
APRIL							MAY							JUNE										
Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat				
			1	2	3	4						1	2		1	2 ¹¹	3	4	5	6				
5	6	7 ⁷	8	9	10	11	3	4	5 ⁹	6	7	8	9	7	8	9	10	11	12	13				
12	13	14	15	16	17	18	10	11	12	13	14	15	16	14	15	16 ¹²	17	18	19	20				
19	20	21 ⁸	22	23	24	25	17	18	19 ¹⁰	20	21	22	23	21	22	23	24	25	26	27				
26	27	28	29	30	24	25	26	27	28	29	30	28	29	30 ¹³										
							31																	
JULY							AUGUST							SEPTEMBER										
Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat				
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12	13	14 ¹⁴	15	16	17	18	9	10	11 ¹⁶	12	13	14	15	13	14	15	16	17	18	19				
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							30	31																
OCTOBER							NOVEMBER							DECEMBER										
Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat				
				1	2	3			3 ²²	4	5	6	7			1 ²⁴	2	3	4	5				
4	5	6 ²⁰	7	8	9	10	8	9	10	11	12	13	14	6	7	8	9	10	11	12				
11	12	13	14	15	16	17	15	16	17 ²³	18	19	20	21	13	14	15 ²⁵	16	17	18	19				
18	19	20 ²¹	21	22	23	24	22	23	24	25	26	27	28	20	21	22	23	24	25	26				
25	26	27	28	29	30	31	29	30						27	28	29 ²⁶	30	31						

Contact SFD

Administration	808-1300
Arson/Tip Line	808-8732
City Jobs Hotline	808-8568
Chief, Office of the	808-1011
Code Enforcement Inspections	808-7273
Compliments / Complaints	808-0777
Construction/Plan Review	808-5612
Dispatch—Emergency	911 OR 228-3000
Dispatch—Non-emergency	228-3035
Drive Safe Sacramento	228-3858
Emergency Medical Services	808-5352
EMS Billing	808-5352
Event Participation Request	808-1300
Fire Clearance/Permit Inspections	808-6685
Fire Code Complaints	808-1300
Fire Human Resources	808-5600
Fire Investigations	808-1661
Fire Prevention	808-1300

Contact SFD, Cont.

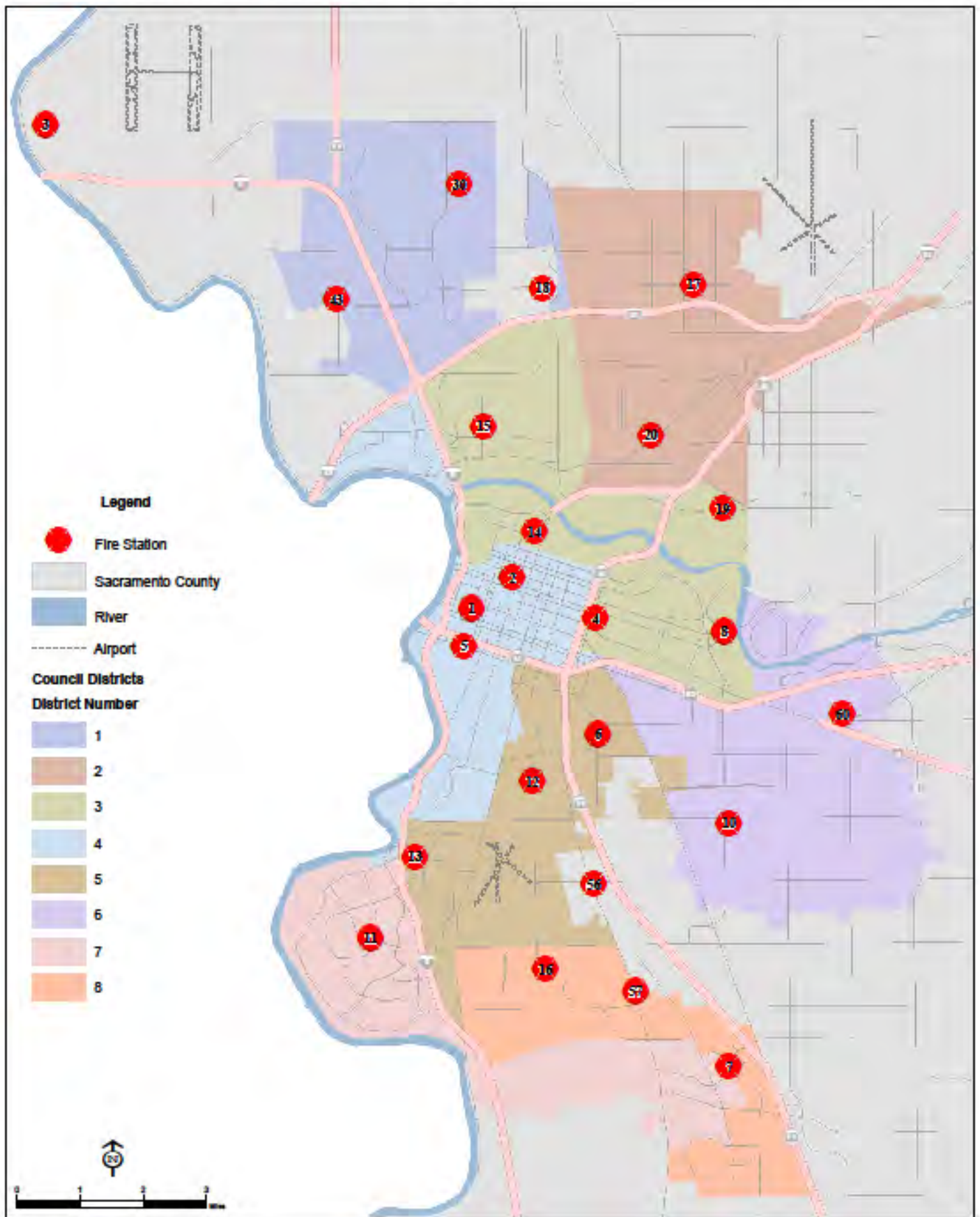
Hazmat & Rescue	808-1693
New Construction Inspections	808-3558
Operations	808-7378
Patch Requests	808-1713
Permits	808-6685
Plan Check	808-1356
Records / Reports	808-1347
Ride-along Request—Suppression	808-1300
Ride-along Request—Medic	808-1652
Special Operations	808-1300
Stations (relay a message)	808-1300
Station Open Houses	808-1011
Station Tour Request	566-6599
Training	566-6599
USAR Task Force 7	808-7070
Volunteer Fire Reserves	808-1300

Our Partners

Area Firefighters Local 522	739-8522
CA State Fire Marshal	568-3800
City & County Office of Emergency Operations	874-4670
Cosumnes Fire District	405-7150
Dispatch (non-emergency)	228-3035
Fire Chaplaincy	764-1775
Folsom Fire Department	984-2280
Pioneer Mutual Hook & Ladder Society	859-4181
Other City Departments	311 OR 808-5011
Sacramento County	875-5000
Sacramento Metropolitan Fire District	859-4300
Sacramento Police Department (non-emergency)	808-5471



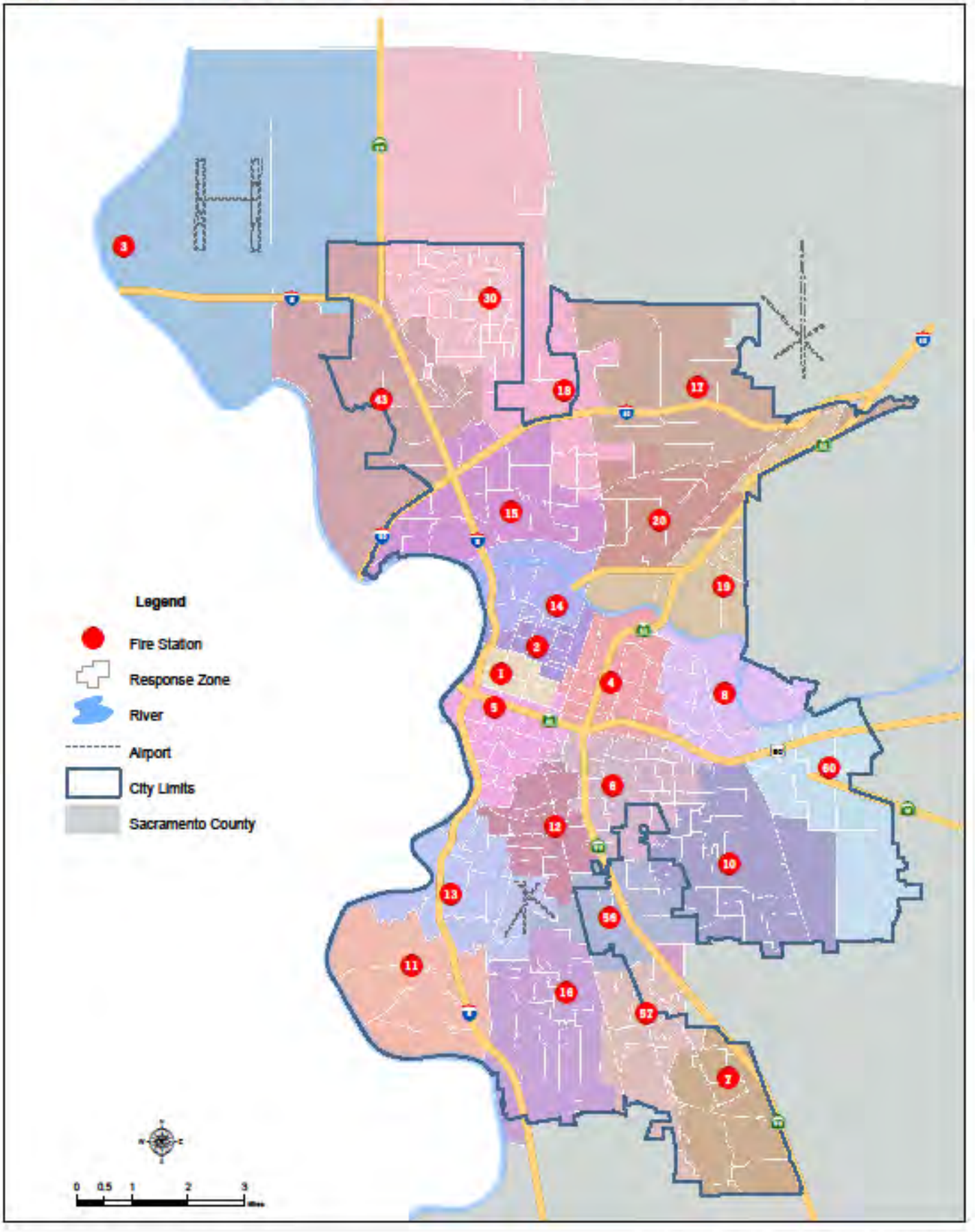
City of Sacramento Fire Department Fire Station Locations by Council District





City of Sacramento Fire Department

Engine Company First-In Districts and Response Zones - BARB Configuration



City of SACRAMENTO

IT-Department Directory | Accelerating good government



Office of the Director

Maria MacGunigal

Chief Information Officer

808-7998

Administrative Technician

Sara Wachter 808-7296



Our IT team is a highly motivated and exceptional group of professionals dedicated each day to ensuring the delivery of City services enabled by technology.

IT Operations

Darin Arcolino

Assistant Director

808-0403

Servers, Storage

Jim Berg, IT Supervisor, 808-8842

Network, Telecommunications, Fiber, Radio

Manuel Martinez, IT Supervisor, 808-8785

Public Safety Infrastructure

Jim Russell, IT Supervisor, 808-0420

Security

Paolo Tandoc, ISO, 808-7769

Data Architecture

Vijay Mamnani, Principal Applications Developer, 808-5085



Responsible for the effective and efficient operations of all third-party and internally managed IT infrastructure used to support all City enterprise business applications and departmental resources and is responsible for the development and delivery of a comprehensive information security program for the City. This division is responsible for the configuration, support and management of the following: consolidated voice and data network, wireless network, VoIP phones and voicemail system, a regional 800 MHz Radio system, City fiber infrastructure, data and telecommunications connectivity, physical server hardware, virtual servers, a large storage area network, enterprise messaging, Active Directory authentication and data backup and recovery.

Administrative Services

Ignacio Estevez

Information Technology Manager

808-7349

**Budget, Accounting, Procurement, Telecommunications
Billing**

Linh Huynh, Program Specialist, 808-1929

Human Resources, Contracts, Administrations

Cassy Vaioleti-Matu, Administrative Analyst, 808-8047

IT Project Management

Natasha Greer, Program Specialist, 808-7920



Responsible for strategic planning, fiscal, human capital resources, IT Project Management, and administrative management of the IT Department. Provides general administrative support, financial management, human resources administration, enterprise software management, telecommunications billing operations, vendor contracts, staff reports, and Citywide IT Maintenance and Support fund, which includes centralized purchasing of all enterprise computer-related equipment and software.

Enterprise Applications

Mrudul Sadanandan

Information Technology Manager

808-7894

Finance and Personnel System (eCAPS)

Rama Bhattiprolu, IT Supervisor, 808-7871

Customer Relationship & Asset Management Systems

Venkat Yerneni, Principal Applications Developer, 808-7895

Website Administration

Gregory Western, Website Administrator, 808-1719

Permitting System

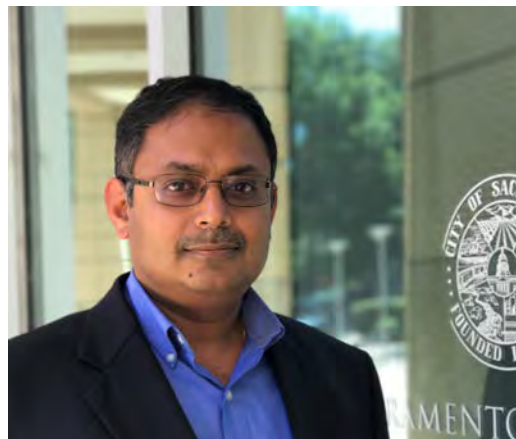
Nagesh Somayajula, Principal Applications Developer, 808-8024

Document & Business Process Management

Johann Tran, Principal Applications Developer, 808-4742

Geographic Information Systems

Rong Liu, Program Manager, 808-1979



Responsible for the management of enterprise wide applications that support all City departments, and departmental business systems. Provides technical and advisory services pertaining to enterprise software applications, including project management, software development life cycle management, system integration, GIS, and web development. Responsible for the coordination and collaboration between departmental stakeholders to ensure that delivered business application solutions are flexible, scalable and can be used to support multiple business functions across the organization.

Geographic Information Systems

Rong Liu

GIS Program Manager

808-1979

GIS Business Solutions

Nathen Jennings, IT Supervisor, 808-7857

GIS Architecture

Dan McCoy, Principal Applications Developer, 808-2873



The GIS Program is responsible for the management and support of GIS software applications and location-based data that is essential for all city departments. GIS is an enabling technology that is used to facilitate a variety of business functions including public safety incident tracking, solid waste routing, code enforcement, facilities management, tree management, permitting, and rental inspection programs, and is an essential component in the calculation of location-based fees and taxes.

Public Safety IT

Brian Dabel

Information Technology Manager

808-0405

Fire Department Systems

Jon McFarland, Principal Systems Engineer,

808-0408 **PSIT Applications**

Demetri Ojeda, IT Supervisor, 808-0423

PSIT Network Systems

Jim Russell, IT Supervisor, 808-0420

PSIT Service Desk & Desktop Support

David Bier, IT Supervisor, 808-0422



Responsible for providing applications development, network and infrastructure, and service desk and desktop support for the Sacramento Police and Fire Departments. Supports the mission critical Police Computer Aided Dispatch (CAD) system, Police and Fire Records Management Systems (RMS), Police and Fire Mobile Data Computer (MDC) systems, Fire Automated Staffing system, Police Real Time Crime Center, Fire Station Alerting system, and Fire Health EMS system. Supports a wide variety of smaller scale systems to streamline and assist public safety operations in accomplishing department goals, citywide goals, and government mandates.

Regional Support

Kirk Rexin

Information Technology Manager

O: 808-7909

North Region

Peter Karla, IT Supervisor

O: 808-7768

South Region

Don Cook, IT Supervisor

O: 808-5860

Downtown Region

Mollie Chacon, IT Supervisor

O: 808-8458

Public Safety

David Bier, IT Supervisor

O: 808-0422



The single point of contact for IT support services for all departments. Responsible for managing centralized IT Service Desk, PC hardware and software support operations, IT asset management, citywide mobility, and telecommunication services. Provides 24/7 technical support, provides project management support for emerging technologies, and end-user technical education.

Utilities IT Systems

Brian McKee

Information Technology Manager

808-7907

Plant Operations and Metrics

Sheri Adams, Program Specialist, 808-1470

Field Operations and Maintenance

Warren Haven, Program Specialist, 808-4079

Customer Information and Billing

Charles Lei, IT Supervisor, 808-8584



Responsible for the development, management, and technical consulting services which support all aspects of the Water, Wastewater and Drainage business for the City. This includes Software, hardware, network, Geographic Information Systems (GIS) and database services, and supports Departmental Operations and Maintenance, Finance, Engineering and Administration.

311 Division

Ivan Castellanos

311 Manager

O: 808-6394

Program Management, Training

Michael Brown, 311 Supervisor, 808-4579

Renee Richard, 311 Supervisor, 808-4868

Program Support, Data and Reporting

Jennine Daniels, Administrative Analyst, 808-4819



Responsible for assisting the public with all non-public safety service requests and questions regarding City services and policies. Provides dispatching services for Solid Waste, Parking Enforcement, Animal Care, Facilities, Utilities, and on-call support for most other City departments. The Division receives requests from citizens through a variety of channels, including: telephone, email, mobile app and online 24 hours a day, 365 days a year.

City of
SACRAMENTO
Office of the City Manager

OFFICE OF INNOVATION & ECONOMIC DEVELOPMENT




Office Directory

915 I Street, 4th Floor
Sacramento, CA 95814

ADMINISTRATION

MELISSA ANGUIANO

Deputy Director


 808-5864



ECONOMIC INVESTMENT

LESLIE FRITZSCHE

Economic Investment Manager


 808-5450



ECONOMIC DEVELOPMENT

DENISE MALVETTI

Interim Economic Development Manager


 808-7064



RIVERFRONT & RAILYARDS

RICHARD RICH


Riverfront and Railyards Project Manager

 808-2519



HOUSING


DANIELLE FOSTER
Housing Policy Manager

 808-7064



WORKFORCE DEVELOPMENT


KRIZTINA PALONE
Workforce Development Manager

 808-2260



COMMUNITY ENGAGEMENT

LYNETTE HALL
Community Engagement Manager

 808-1955



ADMINISTRATION

Tiana Jordan, Administrative Technician

808-5451 phone

ECONOMIC INVESTMENT

Amanda Wallace, Economic Development Project Manager

808-5451 phone

Sabrina Tefft, Economic Development Project Manager

808-3789 phone

Valerie Mamone-Werder, Economic Development Project Manager

808-5453 phone

Amy Williamson, Financial Empowerment Center Manager

808-1046 phone

ECONOMIC DEVELOPMENT

Darin Gale, Sr. Economic Development Project Manager

808-7190 phone

Mikel Davila, Sr. Economic Development Project Manager

808-8506 phone

Lorrie Clark-Lowry, Economic Development Project Manager

808-5448 phone

|

Ash Roughani, Economic Development Project Manager

808-7751 phone

Abraham Salinas, Economic Development Project Manager

808-5449 phone

RIVERFRONT & RAILYARDS

Ellen Sullivan, Economic Development Project Manager
808-5758 phone

Marco Gonzalez, Economic Development Project Manager
808-5757 phone

INNOVATION & ENTREPRENUERSHIP

Aubree J. Taylor, Administrative Technician
808-7191 phone

COMMUNITY ENGAGEMENT

Randy Singh, Neighborhood Resource Coordinator
808-4056 phone

FREQUENTLY ASKED QUESTIONS (FAQs)

Will I need a Business License from the City of Sacramento?

Yes, all businesses that do business in Sacramento must obtain a Business Operation Tax certificate. Contact the Finance Department at 916-808-8500 for detailed information and applications. You can also download certificate documents at:

www.cityofsacramento.org/finance/revenue/RevenueServicesForms.cfm

Where can I find demographics for Sacramento?

Community Profile and Demographic information for Sacramento is available on the Economic Development website under "Why Sacramento": <http://www.cityofsacramento.org/Economic-Development/Why-Sacramento/Demographics-and-Market-Information>

Does my type of business activity require special permits/licenses?

Special permits and licenses are granted through the Planning Department and/or Finance Department. For information on business licensing, call 916-808-5852.

I would like some information on a project that is planned. Can you help me?

The City's Development Tracker tool can be used to search for planning application and building permit information. <https://sacramento.civicsight.com/>

How do I start a business?

There are several key steps to launching a business in the City of Sacramento and they will vary according to the type of business you intend to start. The following website lists some guidelines that will help move you in the right direction: <http://www.cityofsacramento.org/Economic-Development/Grow-Here/Business-Resources/Small-Business-Guide>

Why should I start/bring my company in/to Sacramento?

Sacramento is the ideal location because of our commitment to innovation and entrepreneurship, abundant and well-educated talent, relatively lower housing costs, strong academic institutions including University of California, Davis; California State University, Sacramento and seven community colleges, and plenty of ready-to-go sites.

FREQUENTLY ASKED QUESTIONS (FAQs)

Does the City offer a Fee Deferral Program?

Yes, the City offers a program to defer Development Impact Fees until Certificate of Occupancy. This allows a business to complete construct without having to carry the financial burden of having paid all of their fees. You can find additional information at <https://www.cityofsacramento.org/Community-Development/Resources/Citywide-Development-Impact-Fee-Program>

What is SUTL?

The Sacramento Urban Technology Lab (SUTL) is the living embodiment of the Triple Helix model of economic innovation, where government, academia and industry collaborate to transform Sacramento into that of a “living laboratory” for entrepreneurs, advanced technology businesses, and academic institutions to test, develop, and scale their ideas, products, and services. By actively supporting technology development and demonstration throughout different districts in Sacramento, SUTL will help align current City efforts to grow Sacramento’s existing base of high-tech workers, business incubators, and early-stage technology businesses and encourage established technology firms and research partners to test new technologies in a live city environment. Find more information on SUTL at innovatesac.org.

Is the SUTL Grant program a venture capital fund?

No. The SUTL grant is designed for organizations (non-profit or for-profit) that help entrepreneurs grow their businesses through grants, not investments, or through piloting an app or event within the community.

Does the City offer incentives for businesses to locate and/or expand in Sacramento?

There are a number of programs available to assist new and expanding companies in Sacramento. Companies can contact the Office of Innovation and Economic Development to discuss programs and services that businesses may be eligible for, as well as provides a couple of additional helpful resources.



City of
SACRAMENTO
Police Department

Department Directory

5770 Freeport Boulevard
Suite 100
Sacramento, CA 95822

<http://www.cityofsacramento.org/Police>

Table of Contents

Office of the Chief	6
Office of Operations.....	7
Office of Investigations	9
Office of Specialized Services.....	11
Contact the Police Department	13
Public Safety Center	13
William J. Kinney Police Facility	13
Joseph E. Rooney Police Facility.....	13
Richards Police Facility	13
Evidence and Property	13
Police Department Phone Directory	14
General Phone Numbers.....	14
Ride Alongs.....	14
Investigations	15
Permits & Licenses	15
Tip Lines/Hotlines	15
Traffic	15
Sacramento Police Facilities.....	16
Sacramento Region Law Enforcement Phone Directory.....	17
Other Sacramento City/County Services	17
Frequently Asked Questions	18
911 FAQ.....	18
When should I use 911?.....	18
What is an Emergency?.....	18
Can I still get 911 if I dial the telephone operator?	18
What happens when I call 911 accidentally and hang up?.....	18
Why can't you take my non-emergency call on 911 when we are both on the line already?	18
How do you know my address and phone number when I call from a landline phone?	18
You already know my address and phone number, so why do you ask me again?	19
Why do you ask so many questions when I call 911?.....	19
Why can't you send help instead of keeping me on the phone?	19
Why do you ask me the same questions repeatedly?	19
What happens when I dial 911 from my cellular phone in the city of Sacramento?	19
Can you tell my address when I call 911 from my cellular phone?	19

How to make a report online	20
Tips to help you complete your online report	20
Apply for a U Visa	21
Become a volunteer	22
Why should you volunteer with the Police Department?	22
What do our volunteers do?	22
What are the eligibility requirements to become a volunteer?	22
Volunteer Assignment Opportunities	22
Ready to become a police volunteer?	23
Contest a citation	23
How can I contest a parking citation?	23
Contract for Police Services	23
Find my service area	24
Get a clearance letter	24
Local Police Record Clearance Letter	24
State and National Record Clearance Letters	25
How can I get a copy of my criminal arrest record?	25
State Criminal Record Summary	26
Where can I get more information?	26
Get a permit (ABC, CCW, Alarm, Entertainment)	26
Alcoholic Beverage Control	26
Burglar Alarm Permit	27
Carry Concealed Weapon (CCW)	27
Entertainment Permit	28
Get fingerprinted	28
Can I get fingerprinting services for a vehicle theft?	28
What is Live Scan?	28
What are the Live Scan fees?	28
How can I make a Live Scan appointment and get payment information?	29
Get my towed vehicle	29
How can I find out if my vehicle has been towed?	29
How do I get my towed vehicle back?	29
Who pays for the towing and storage fees?	30
What if I absolutely need my car?	30
Why was my vehicle impounded?	30

How can I report an abandoned vehicle?	31
What can be done about illegally parked vehicles, such as those blocking a driveway?	31
What does the law say about vehicle tows?.....	31
Register my bicycle	32
Report a missing person	32
Report identity theft	33
How can I prevent identity theft from happening to me?.....	33
What steps should I take if I am a victim of identity theft?.....	33
Report a neighborhood nuisance	35
What can I do about my noisy neighbors?	35
What is the law regarding loud vehicle alarms?	35
What are the regulations regarding construction-related noise?	35
What can I do about barking dogs or animals loose in my neighborhood?	35
What laws exist to protect the public from excessive and annoying noise?.....	35
How can I report narcotic or prostitution activities in my neighborhood?	35
Report a vehicle accident.....	36
What should I do if I've been involved in a traffic accident?	36
Vehicle accident reporting requirements	36
Request a police representative to attend a meeting or event.....	36
Request a report	37
How can I get a copy of an accident report?	37
How can I get a copy of a police report?	37
Subpoena Police Records.....	39
Property	39
What should I do if my property is lost or stolen?.....	39
Who towed my car?	39
When can I claim my property that was taken for safekeeping?	39
When can I claim my property that was booked as evidence?	39
What should I bring when I come in to pick up my property?	40
Can someone else pick up my property?.....	40
I live outside of the Sacramento area. Can I have my items mailed to me?.....	40
What are the general types of items booked?	40
What are the specific conditions for certain items booked?.....	41
How to Make a Complaint	42
Personnel Commendation	42

Map: Police District One 43
Map: Police District Two 44
Map: Police District Three..... 45
Map: Police District Four..... 46
Map: Police District Five 47
Map: Police District Six..... 48
Police Facilities 49

Office of the Chief



The Office of the Chief (OOC) is responsible for developing and communicating the vision of the department. The OOC plans, organizes, and directs departmental policies and activities. It includes Government Affairs, Internal Affairs, Public Safety Information Technology (PSIT), Criminal Intelligence, Professional Standards, Media Services, Employee Services, the Volunteer Program and the Public Information Office.

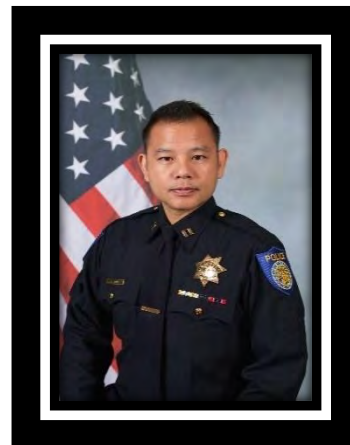
Daniel Hahn
Chief of Police
(916) 808-0819

dhahn@pd.cityofsacramento.org



Daniel Monk
Captain, Specialized Services
(916) 808-0811

dmonk@pd.cityofsacramento.org



Rudy Chan
Captain, Admin Services
(916) 808-3783

rchan@pd.cityofsacramento.org

Office of Operations



The Office of Operations (OOO) is responsible for providing the Department's frontline services. These include the Patrol Division (located at the three neighborhood substations) and the Communications Division (911 Center). These two divisions most often provide our first point of contact with the community and provide most of our services.

Kathy Lester

Deputy Chief

(916) 808-0826

klester@pd.cityofsacramento.org



Steve Oliveira

Captain, North Command

(916) 808-6464

soliveira@pd.cityofsacramento.org



Wendy Brown

Captain, Central Command

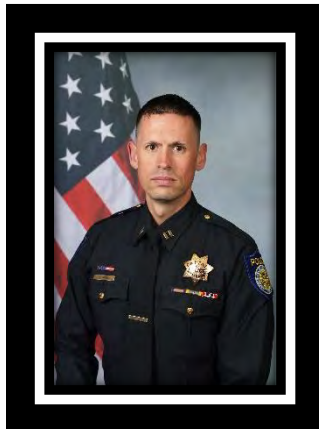
(916) 808-0701

wbrown@pd.cityofsacramento.org

Office of Operations



Jason Bassett
Captain, East Command
(916) 808-8125
jbassett@pd.cityofsacramento.org



Adam Green
Captain, South Command
(916) 808-6150
agreen@pd.cityofsacramento.org



LaTonya McDaniel
Public Safety Communications Manager
(916) 808-1786
lmcdaniel@pd.cityofsacramento.org

Office of Investigations



The Office of Investigations (OOI) is responsible for developing information leading to the arrest of criminal offenders. In addition to Detectives, Investigations includes the Personnel, Fiscal and Research, Training & Development Divisions. Investigations also includes Forensics, and oversees Records, and Evidence and Property.

David Risley

Deputy Chief

(916) 808-0816

drisley@pd.cityofsacramento.org

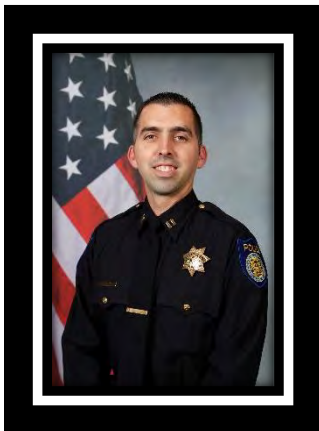


Justin Eklund

Captain, Detectives

(916) 808-0551

jeklund@pd.cityofsacramento.org



Ethan Hanson

Captain, Personnel

(916) 808-0854

ehanson@pd.cityofsacramento.org

Office of Investigations



Brenda Delgadillo
Police Administrative Manager
(916) 808-0858
bdelgadillo@pd.cityofsacramento.org



Robert McCloskey
Captain, Training/Research & Development
(916) 808-2461
rmccloskey@pd.cityofsacramento.org

Office of Specialized Services



The Office of Specialized Services (OSS) includes Metro which oversees units like K9 and SWAT, Traffic, and Air Operations; Outreach & Engagement, the Support Services Division which includes the Mental Health and Impact Units and Regional Transit.

Dave Peletta

Deputy Chief

808-0831

dpeletta@pd.cityofsacramento.org



Justin Risley

Captain, Support Services

(916) 808-6126

irisley@pd.cityofsacramento.org



Stephen Moore

Lieutenant, Outreach & Engagement

(916) 808-4511

smoore@pd.cityofsacramento.org

Office of Specialized Services



Norm Leong
Captain, Metro
(916) 808-4504
nleong@pd.cityofsacramento.org



Roman Murrietta
Lieutenant, Regional Transit
(916) 321-2903
rmurrietta@pd.cityofsacramento.org

Contact the Police Department

The Police Department is here to help. Please visit our website for detailed information about the services we offer at <http://www.cityofsacramento.org/Police>

Public Safety Center

5770 Freeport Blvd.
Sacramento, CA 95822
Police Records (916) 808-0620
Monday through Friday 8:00 a.m. — 6:00 p.m.
(excluding City Holidays)

William J. Kinney Police Facility

3550 Marysville Blvd.
Sacramento, CA 95838
(916) 808-6401
Monday through Friday 8:00 a.m. — 5:00 p.m.
(excluding City Holidays)

Joseph E. Rooney Police Facility

5303 Franklin Blvd.
Sacramento, CA 95820
(916) 808-6001
No Public Counter Services available at this facility

Richards Police Facility

300 Richards Blvd.
Sacramento, CA 95811
(916) 808-4500
No Public Counter Services available at this facility

Evidence and Property

555 Sequoia Pacific Blvd.
Sacramento, CA 95811
(916) 808-5237
Monday through Thursday 8:00 a.m. — 4:30 p.m.
(excluding City Holidays)

Public Counter Services Provided:

- File reports
- Request reports
- Sign off tickets
- Towed vehicle releases
- Turn in property

Police Department Phone Directory

General Police Department information

Emergencies/Crimes in Progress	911
Non-Emergency Dispatch	(916) 808-5471

General Phone Numbers

Backgrounds (Personnel)	(916) 808-0870
Chief of Police	(916) 808-0800
Sacramento Valley Crime Stoppers	(916) 443-4357
Emergency Vehicle Operations Course	(916) 808-0800
Evidence and Property	(916) 808-5237
Fingerprints	(916) 808-0780
Graffiti	(916) 808-5471
In-Service Training	(916) 808-0800
Internal Affairs	(916) 808-2290
Media Requests	(916) 808-0808
Neighborhood Watch Coordinator	(916) 808-0813
Personnel	(916) 808-0840
Professional Standards Unit	(916) 808-3790
Records - Copies of Reports	(916) 808-0620
Recruitment	(916) 808-0880

Ride Alongs

North Area	(916) 808-6401
Central Area	(916) 808-4500
East Area	(916) 808-4500
South Area	(916) 808-6001
Supplemental Police Employment	(916) 808-0703
TTY for Hearing Impaired - 911 Communications	(916) 732-0110
Volunteer Program	(916) 808-0483

Investigations

Gang Enforcement	(916) 808-0332
Investigations Control Desk	(916) 808-0650
Missing Persons	(916) 808-0560
Warrants	(916) 808-0600

Permits & Licenses

ABC One-Day License - North Area	(916) 808-6401
ABC One-Day License - Central Area	(916) 808-4500
ABC One-Day License - East Area	(916) 808-4500
ABC One-Day License - South Area	(916) 808-6001
Alarm Permits	(916) 808-0702
Special Business Permits	(916) 808-5852
Entertainment Permits	(916) 808-3535

Tip Lines/Hotlines

Bias & Hate Crime Hotline	(916) 808-BIAS (2427)
Crime Alert	(916) 443-HELP (4357) (800) AA-CRIME
Alcoholic Beverage Control Tip Line	(916) 808-0728
Hmong Crime Tip Line	(916) 808-4666
General/Narcotic Tip Line	(916) 808-5796

Traffic

Abandoned Vehicles	311
Hit & Run Investigations	(916) 808-6030
Parking Tickets	(916) 808-8500
Report Non-Injury Accidents and Hit & Run	(916) 808-5471
Towed Vehicle Hearings	(916) 808-6135
Red Light Camera Tickets	(916) 876-6643

Sacramento Police Facilities

Headquarters - Public Safety Center

5770 Freeport Blvd.
Sacramento, CA 95822
(916) 808-0800

North Command - William J. Kinney Police Facility

3550 Marysville Blvd.
Sacramento, CA 95838
(916) 808-6401

Central Command - Richards Police Facility

300 Richards Blvd.
Sacramento, CA 95811
(916) 808-4500

East Command - Richards Police Facility

300 Richards Blvd.
Sacramento, CA 95811
(916) 808-4500

South Command - Joseph E. Rooney Police Facility

5303 Franklin Blvd.
Sacramento, CA 95820
(916) 808-6001

Evidence & Property

555 Sequoia Pacific Blvd.
Sacramento, CA 95814
(916) 808-5237

Police Academy - Academy Information

2409 Dean Street
McClellan, CA 95662
(916) 566-2418

Sacramento Region Law Enforcement Phone Directory

Sacramento County Sheriff's Department

Non-Emergency	(916) 874-5115
Main Jail Information	(916) 874-6752
Internal Affairs Division	(916) 874-5098

Sacramento County DA's Office Victim Witness	(916) 874-5701
California Highway Patrol (Sacramento Office)	(916) 731-6300
Citrus Heights Police Department	(916) 727-5500
Elk Grove Police Department	(916) 714-5115
Elk Grove Unified School District Police	(916) 686-7786
Rocklin Police Department	(916) 625-5400
Roseville Police Department	(916) 774-5000
Sacramento City Unified School District Police	(916) 643-7444
Twin Rivers District Police Department	(916) 566-2777
West Sacramento Police Department	(916) 372-3375

Other Sacramento City/County Services

Animal Care	(916) 808-7387
Code Enforcement/Graffiti Abatement	311 or (916) 264-5011
Hate Crimes (LGBT Community Center)	(916) 442-0185
Parks & Community Services	(916) 808-5200
Sacramento Fire Prevention	(916) 808-1300
City of Sacramento Information Call Center	311

Frequently Asked Questions

911 FAQ

When should I use 911?

Perhaps the most important thing to remember about 911 is when to use it. It is not meant to be used to contact the Police Department about routine matters. 911 is solely used to report emergencies.

What is an Emergency?

An emergency is when IMMEDIATE Police, Fire Department, or Paramedic assistance is necessary to protect life or property.

Call 911: (FOR EMERGENCIES ONLY)

- To report a fire
- To save a life
- To stop a crime in progress or report one that has just occurred

Call (916) 808-5471: (DO NOT CALL 911)

- When a crime has already occurred and the offenders are no longer on scene
- For nuisance calls (e.g., barking dogs; landscape and construction noise)
- To obtain information from the Police Department
- To speak with an officer
- For non-emergency situations

Can I still get 911 if I dial the telephone operator?

No. You get connected to a 7-digit emergency line. We do not automatically receive your address or phone number on this line. Not dialing 911 in an emergency slows the process by preventing us from automatic verification of your address. When people call in an emergency, they are often upset, afraid, and not always thinking clearly. As a result, they sometimes have trouble reporting the address of the emergency. We cannot get help where it is needed until that address is verified.

What happens when I call 911 accidentally and hang up?

The dispatcher will try to call you back. If the dispatcher reaches a child on the phone, he/she will ask to speak to an adult. An officer will be dispatched to the residence if no adult can be reached. If no one answers, an officer will be dispatched. If the line is busy, the dispatcher will attempt to break through with the help of a phone operator to see if the call was a misdial or there is an emergency requiring response.

Why can't you take my non-emergency call on 911 when we are both on the line already?

We have a limited number of incoming 911 lines for the entire city. One major incident (such as a large fire or major traffic accident) will cause numerous lines to ring. Those lines can get tied up quickly. If we are taking your non-emergency call on the 911-line, real emergency callers may be forced to wait before we can help them.

How do you know my address and phone number when I call from a landline phone?

We have what is called "E911" or enhanced 911 capabilities for incoming landline calls at our Communications Center through a link to local telephone company computers. When we answer the 911 line, a computer display shows the billing name, address, and number of the telephone on the other end.

You already know my address and phone number, so why do you ask me again?

Computers can make mistakes, so we must ask your address as verification. Also, many people call from a neighbor's house and we don't want to waste precious time sending help to the wrong address.

Why do you ask so many questions when I call 911?

We ask questions pertaining to the location of an incident and descriptions of vehicles and people involved. Often, we ask for descriptions of the victim's clothing as well as the suspect's so responding officers know who to look for on scene. We also need to know if a crime is still occurring or has occurred some time ago. This alerts officers to whether the suspects may still be near the crime scene, or if they may need to search the area for them.

Why can't you send help instead of keeping me on the phone?

In an emergency, you are likely to be upset or even frantic. Remember, while you are speaking to the dispatcher, help is being dispatched, and may already be enroute to your location. Sometimes the dispatcher will keep you on the phone to calm you until help arrives. They often advise on how to aid victims until help arrives. The best thing you can do is stay on the phone with the dispatcher and do as advised. If you hang up before all necessary information is relayed, you may delay the arrival of help!

Why do you ask me the same questions repeatedly?

The dispatcher strives to be as efficient and quick as possible. They sometimes repeat questions when a caller is too frantic to be understood. We understand that when a crisis occurs, it is human nature to get upset, but when callers scream, cry, or curse, and dispatchers can't get the necessary information, desperately needed help is delayed. Try to speak clearly and answer questions completely.

What happens when I dial 911 from my cellular phone in the city of Sacramento?

In most cases your 911 call from a cellular phone will be routed through the California Highway Patrol. The CHP dispatcher will confirm the location where help is needed and the nature of the incident to transfer you to the appropriate Communications Center for law enforcement, fire or medical services.

Can you tell my address when I call 911 from my cellular phone?

All cellular telephones manufactured after 2001 are equipped with the ability to identify the location of where the cellular telephone call was placed. Understand there could be a delay in obtaining the specific latitude and longitude coordinates, due to the wireless signal and latency in the wireless system. The dispatcher will still ask you to confirm your location when on the line.

How to make a report online

For convenience, many reports can be made online at:

<http://www.cityofsacramento.org/Police/How-Do-I/File-a-Police-Report>

IF THIS IS AN EMERGENCY OR CRIME IN PROGRESS, PLEASE CALL 911.

Be advised: Filing a false police report is a crime.

Tips to help you complete your online report

- You will have 30 minutes to complete each section of the report before the system will time out. This is to ensure all open sessions are being used. Timing out after 30 minutes helps ensure the service is available to everyone who needs it.
- Each time you click "continue" at the bottom of each section, the 30-minute timer resets to the full 30 minutes for the next page.
- In order to help make sure you are not rushed for time, you may choose to type out your narrative/observations in a word processing program, and then simply cut and paste the text into your report when you get to the appropriate section. Please note that you are limited to 2,000 characters when typing your narrative section.
- When reporting some of the following online crime/incident types you may be prompted to let us know if you have any video or photographic evidence that may identify a suspect(s) or suspect vehicle(s). Please read all instructions for successfully submitting that evidence to our department where applicable.

Upon completion of this process:

- You will immediately receive a temporary report number and be able to print a copy of the report you just made.
- The report you submitted online will be reviewed prior to final acceptance and approval.
- Reports are reviewed to ensure they can be accepted online based on incident type and all necessary details included.
- A majority of reports are not assigned to detectives for follow-up based on investigative leads, severity of the crime, the District Attorney's case filing guidelines, and investigative staffing. Unfortunately, most cases reported are closed without further action being taken. If follow-up will be conducted on your case, you will be contacted by Investigations.
- Once the report has been approved, a permanent SPD report number is issued, and a copy of the final report will be emailed back to you.

Please read the following to find out if online police report filing is right for your situation:

If the incident involves any of the following, you must call (916) 264-5471 to file your report. Please call 911 if any of the following incidents are **still in progress**.

- **Violent Crime** (personal assault with great bodily injury, kidnapping, robbery, homicide)
- **Firearm Theft**
- **Hate Crime** (bias-related crimes)
- **Sex-related Crimes** (rape or other sexual assaults)
- **Stolen Vehicle** (theft of a vehicle, trailer, motorcycle, boat, outboard engine, ATV)
- **Lost/Stolen License Plate(s)**
- **Domestic Violence** (of any kind)
- **Assault and Battery resulting in serious injuries** (to include injuries requiring hospitalization or medical treatment)
- **Traffic Collisions involving injuries, DUIs, or unlicensed drivers** (unless all parties have left the scene), or after a hit and run accident when the license plate of the hit and run vehicle is obtained.

If you answer YES to the questions below, you may file your report online.

Did the incident occur within the city of Sacramento? If this incident occurred outside the Sacramento city limits, please dial 411 for referral to the appropriate law enforcement agency for the jurisdiction.

- Do you have an email address? To file an online police report, you must have a valid and active email account.
- Did the incident involve one or more of the following?
 - **Assault and Battery**
 - **Bias**
 - **Child Custody**
 - **Drug, Gang, Criminal or Suspicious Activity** - This will not be submitted as a police report. Information provided will be considered a crime tip. **Financial Crimes**
 - **Harassing Phone Call** - AT&T customers can also contact the AT&T Annoyance Call Bureau at (800) 288-2020 after filing Online Report. Unwanted sales calls from solicitors may be reported to the Federal Trade Commission.
 - **Harassment**
 - **Hit and Run**
 - **Illegal Dumping**
 - **Lost Property**
 - **Mail Theft and Burglary** - Please call the United States Postal Inspection Service at (877) 876-2455 or file an online report.
 - **Non-Injury and Injury Accident**
 - **Residential and Business Burglary**
 - **Theft**
 - **Theft from Vehicle**
 - **Theft of Catalytic Converter**
 - **Theft of Recyclables**
 - **Threats** - In person, in writing, or over the telephone. The threat must be believable, and not just something said in anger. If there is the potential for **immediate** harm, call 911.
 - **Vandalism**
 - **Violation of Domestic Restraining Order**

Apply for a U Visa

The Sacramento Police Department is an active partner in the U Visa certification process. Each application, Form I-918 Supplement B, U Nonimmigrant Status Certification, is evaluated on a case-by-case basis and will be processed within 90 days. Program eligibility and information can be found on the Department of Homeland Security website pertaining to the [U-Visa Program](#).

Please mail or deliver completed Form I-918 Supplement B and supporting police report case number to:

Sacramento Police Department
Attn: U Visa
5770 Freeport Blvd, Suite 100
Sacramento, CA 95822

Agency Head: Daniel Hahn, Chief of Police
Certifying Official: Captain Daniel Monk
U Visa Coordinator: Sergeant Chris Baptista

Become a volunteer

Our volunteers are an integral part of the Sacramento Police Department. In cooperation with our volunteers, we strive to provide a safe environment for our community. As a Police Department volunteer, you will have the opportunity to contribute to the community's overall quality of life through your service.

Why should you volunteer with the Police Department?

- To make a difference in the community
- To work with community leaders
- To gain valuable experience
- To fulfill personal goals
- To improve job skills
- To explore potential career opportunities
- Most importantly, because you have the time to donate your valuable services

What do our volunteers do?

Volunteers provide investigative, technical, office/clerical, and customer service support in a variety of areas of the department. You let us know what your area of expertise or interest is, and we will do our best to place you where you can gain valuable and fulfilling law enforcement experience.

Tasks are varied and extensive, and include: answering phones, filing records, data entry, typing, providing information to visitors, assisting in fingerprinting, assisting at special events, taking photographs, research, and other duties as needed.

What are the eligibility requirements to become a volunteer?

The minimum age is 18 years old with no maximum age limit. All applicants must complete a standard department pre-employment application and background questionnaire before being considered for assignment. You must have a good driving record if you are required to use a City vehicle while performing your volunteer duties.

Volunteer Assignment Opportunities

Homeland Security - The mission of the Sacramento Regional Office of Homeland Security is to better prepare area first responders and citizens for a catastrophic event. The SROHS utilizes grant funding provided by the United States Department of Homeland Security to host training courses and exercises for the region's first responders and community.

Information Technology - The Public Safety Information Technology (PSIT) Section is responsible for providing information technology solutions and ongoing support to over 2,000 Police and Fire Department sworn and civilian employees. PSIT maintains network connections and wireless systems critical to patrol, dispatch and other Police and Fire operations; researches and implements new technology systems; and develops applications to enhance information technology systems department-wide.

Investigations - Investigations follows up on cases referred from patrol and processed through Records. Types of cases include child, adult and family abuse; assaults (felony, misdemeanor, and guns); property crimes (robbery, burglary, home invasion, carjacking, bank take-overs); financial; and auto theft.

Operations/Patrol - Operations/Patrol volunteers augment sworn officers in non-hazardous situations such as bicycle registrations and the Bicycle Rodeo/Helmet Safety program, business emergency contact records, code violations, vacation checks, and neighborhood patrol in a Police Department volunteer vehicle.

Special Events - Volunteers serve as ambassadors of the Police Department at a range of special events including concerts, DUI checkpoints, safety fairs, Neighborhood Watch meetings, law enforcement memorial ceremonies, and law enforcement

days at the State Fair. At events, volunteers help to direct traffic, distribute fliers and programs, provide directions, and answer general questions.

Ready to become a police volunteer?

Contact our volunteer coordinator at:

Police Volunteer Office
Sacramento Police Department
Office of the Chief
5770 Freeport Blvd, Suite 100
Sacramento, CA 95822

Contact Information
Volunteer Coordinator
(916) 808-0483
volunteer@sacpd.org

Contest a citation

How can I contest a parking citation?

Parking citations received in the city of Sacramento can be contested online at Parking Citation Services.

How can I contest a traffic citation?

A person who receives a traffic citation may contest it by going to the court he/she is cited to (listed on the citation) and posting bail (paying the amount of the citation). After the person has posted bail, the court clerk will assign a court date. On the specified date, the person will be able to plead his/her case before a judge and question the officer. If the judge rules in the person's favor, the bail they posted will be refunded.

In Sacramento, you may also contact:

Carol Miller Justice Center
301 Bicentennial Circle
Sacramento, CA 95826
Telephone: (916) 875-7800
Hours: 8:30 - 4:00 p.m. Monday through Friday (excluding court holidays)

Contract for Police Services

The Sacramento Police Department's Supplemental Employment Program has existed for over 20 years. The unit has provided contracted uniformed police officers, on their time off, for establishments and special events which may require security service by an individual with law enforcement experience. There are several reasons why hiring a supplemental police officer may help with the success of a business or special event. First, a police officer provides a visual presence which makes criminals less likely to target a business or event. Additionally, customers have voiced feeling safer when visiting an establishment or attending events which employ a uniformed police officer for security. If a crime or other issue were to

occur at your establishment or an event you are hosting, the officer is immediately available to address the problem.

Officers who work supplemental employment for an establishment usually work that same job for several years. Because of this, the officer establishes a strong working relationship with the employees and community members who visit the establishment. In turn, this helps build a strong relationship between the establishment and the Police Department making it easier to problem solve if new issues arise.

The City of Sacramento is self-insured and bonded. Therefore, businesses which contract for our police services are not required to purchase liability insurance. If supplemental officers are hired, we do require a 4-hour minimum, however we can schedule officers for as many hours as desired – around the clock, every day of the week. The current cost for hiring a supplemental police officer is \$81 per hour.

You may be thinking now that hiring supplemental police officers can be quite expensive, but ask yourself, how much am I willing to spend for the safety, security and quality of life for my customers, my employees, and myself? The Police Department brings resources to the job unavailable to a private security company.

Our motto is "Customer Service." Our objective is to provide you with the best customer service possible. We will work with you to address your needs. If you are interested in hiring Supplemental Police Officers, please contact the Supplemental Employment unit at (916) 808-0703 or supplemental_employment@pd.cityofsacramento.org.

Find my service area

Use the online mapping tool at <http://www.cityofsacramento.org/Police/How-Do-I/Find-My-Service-Area>

Get a clearance letter

Local Police Record Clearance Letter

Any persons currently living in the city of Sacramento or have lived in the city at one time as an adult (18 and over) may request a local Record Clearance letter. The Sacramento Police Department cannot give or obtain a state-wide police record clearance. A Record Clearance letter for adoption purposes only will be notarized at no additional cost pending availability of a Police Department Notary. A requestor can arrange to provide a Notary of their choice when the Police Department Notary is not available.

Requestor lives in the Sacramento Area

If you live in the Sacramento area, please bring picture identification to the public counter at 5770 Freeport Blvd. There is a fee of \$62 per letter and you will be required to have a thumb print taken (used for comparison if a possible record is found). Be sure to indicate if multiple letters are needed and/or if any special wording needs to be included in the clearance letter. You have the option of having your Record Clearance letter mailed to you or you may request a phone call to pick up the letter. If picking up the letter, be sure to bring your photo identification. Allow 10 working days.

Requestor lives outside of the Sacramento Area

If you live outside of the Sacramento area, forward your request and be sure to include the following:

- Date of birth
- Social security number (when available)

- Last Sacramento address
- Return address
- Copy of your picture identification
- \$62 money order or cashier's check payable to "City of Sacramento"

Send all of the above to:

Sacramento Police Department
Attn: Records-Clearance Letters
 5770 Freeport Blvd., Suite 100
 Sacramento, CA 95822

A search will be conducted using provided information. Be sure to indicate if multiple letters are needed and/or if any special wording needs to be included in the clearance letter. Your Record Clearance letter will be mailed out to you after 10 working days.

State and National Record Clearance Letters

California Department of Justice - The California Department of Justice (DOJ) will provide a statewide criminal clearance if you are an immigration applicant and you have been directed to obtain California or local clearances by the United States Immigration and Naturalization Service, by a United States consulate or embassy, or by a foreign government for emigration from the United States. Processing time is approximately three to four weeks. For DOJ clearance letter information contact:

California Department of Justice
 4949 Broadway
 Sacramento, CA 95820
 (916) 227-3822

Federal Bureau of Investigation - You may also request a clearance letter for the purposes of immigration, emigration and visas from the [Federal Bureau of Investigation](#) (FBI). The FBI furnishes national clearances directly to the embassy or consulate that is processing the applicant. For further information regarding an FBI clearance letter, please call the FBI at (202) 324-3000.

How can I get a copy of my criminal arrest record?

Local Police Criminal Record Summary

Any person cited or arrested by the Sacramento Police Department may obtain a summary of his/her local criminal arrest record maintained by our department. The Sacramento Police Department cannot give or obtain a statewide police record.

Requestor lives in the Sacramento Area

If you live in the Sacramento area, please bring picture identification to the public counter at 5770 Freeport Blvd., Suite 100. The record summary consists of dates, charges and dispositions (when available) of arrests/citations with this department only. There is a fee of \$288 and you will be required to be fingerprinted. Your record summary will be mailed out to you after 10 working days.

Requestor lives outside of the Sacramento Area

If you live outside the Sacramento area, a set of fingerprints is required from your local law enforcement agency. Forward your request and be sure to include the following:

- Date of birth
- Social security number (when available)
- Fingerprints obtained from your local law enforcement agency
- Return address

- Copy of your picture identification

Payment accepted: \$288 money order or cashier's check payable to "City of Sacramento."

Send all of the above to:

Sacramento Police Department
Attn: Records-Arrest Summaries
5770 Freeport Blvd., Suite 100
Sacramento, CA 95822

The record summary consists of dates, charges and dispositions (when available) of arrests and citations with this Department only. Your record summary will be mailed out to you after 10 working days.

State Criminal Record Summary

A personal criminal history report can be ordered for current or former California residents by requesting a Record Review Packet from the State of California. The fee for the Record Review Packet is \$32.

A packet can be requested by phone by calling (916) 227-3849 or (916) 322-2209. Select option 3, then 1, then 1, and leave your request for a packet.

A packet can also be requested by mail at the following address (Please do not send the fee with your written packet request):

California Department of Justice
Attn: Records Review Unit
P.O. Box 903417
Sacramento, CA 94203-4170

Where can I get more information?

For further questions and clarification, please contact the Police Department's Records Section at (916) 808-0620.

Get a permit (ABC, CCW, Alarm, Entertainment)

Alcoholic Beverage Control

The main goals of the State Department of Alcoholic Beverage Control (ABC) program are to (a) achieve the goals and objectives of the local enforcement agency's grant agreements; (b) establish close working relationships between ABC district offices and the grant agencies; (c) prioritize law enforcement efforts and target those licensed outlets that cause alcohol-related crimes; (d) develop records management systems to ensure police reports are systematically sent to the ABC district offices as required by law; and (e) assist in the training of local law enforcement.

Sacramento Police Department Liaison

The Sacramento Police Department is pleased to maintain an ABC Liaison Unit to enhance education, compliance, and enforcement activities throughout the city. Key services provided by the Unit include education, for proprietors of businesses who sell alcohol, about state regulations and to keep alcohol out of the hands of minors. More information is available on the Police website.

The City of Sacramento has over 900 ABC-licensed establishments (over 600 are on-sale and wholesale, and over 300 are off-sale and special license), with more than 43 percent of all licensed businesses located in the Downtown core. Over many years, the Sacramento Police Department has developed an effective and successful relationship with the local Alcohol

Beverage Control (ABC) office and its investigators. Working with local law enforcement agencies, businesses, merchant associations, and the community, Sacramento Police Department officers have achieved significant successes in addressing compliance at ABC licensed businesses and events.

Contact Information

To file a complaint about a business, call the Sacramento Police Department Alcoholic Beverage Tip Line at (916) 808-0728.

For the next scheduled ABC LEAD Training in Sacramento, businesses wishing to send employees to this free training should inquire and RSVP by calling the Department of Alcoholic Beverage Control's Sacramento District Office at (916) 419-1319.

Burglar Alarm Permit

In 2014, the Sacramento Police Department received 21,185 calls from alarm companies asking for police to be dispatched to a residence or business due to an alarm or motion sensor activation. Of these calls, only 2% or 519 were actual crimes, resulting in police response to numerous false alarms. An officer responding to a false alarm means that officer is not available to be dispatched to a real emergency.

What is a False Alarm?

The Police Department considers it a false alarm when a police officer responds to, and cannot find evidence of, a crime or an attempted crime that could have caused the alarm activation. Additionally, if the officer is unable to access the site to determine if a crime or an attempted crime has been committed, the alarm will be considered a false alarm.

To reduce the number of false alarms, Sacramento City Code Chapter 8.36 requires all alarm users (monitored and non-monitored) to obtain an Alarm User Permit, and alarm companies to obtain an Alarm Company Permit.

Carry Concealed Weapon (CCW)

California's CCW is a license to carry a concealed firearm on your person in public subject to restrictions placed upon it by statute and the issuing department.

What are the requirements for a California CCW?

The Sacramento Police Department will consider the below criteria prior to issuance of a CCW permit as well as conditions set forth under state law. The Chief of Police will make the final determination for issuance of a CCW permit.

- Current resident of Sacramento
- Work or business within the city limits
- At least 21 years of age
- Good cause; personal protection in and of itself does not establish "good cause"
- No prohibitive criminal history
- Good moral character. Applicant must pass a California Department of Justice and Federal Bureau of Investigations background check.

Where do I apply for a CCW license?

If you live within a jurisdiction of a city police department, you may apply to that city police department or county sheriff's office for a CCW license. However, only residents of a city may apply to a city's police department for a CCW license. The agency can answer your questions and provide you with copies of their CCW policy statement and the State's Standardized CCW Application. In the city of Sacramento, you may begin the application process by visiting the public counter at Police Headquarters:

Public Safety Center
5770 Freeport Blvd, Suite 100
Sacramento, CA 95822 (map it)

Monday through Friday 8:00 a.m. to 6:00 p.m. (excluding City Holidays)
(916) 808-0620

headquarters@pd.cityofsacramento.org

Does California law recognize CCW licenses issued in other states?

According to Penal Code Section 26510, California law does NOT recognize CCW licenses issued in other states.

Entertainment Permit

It is unlawful for any person to provide or permit any entertainment open to the public without an Entertainment Permit unless exempt pursuant to Sacramento City Code Section 5.108.040 (Exemption from the Permit Requirement). Entertainment Permits are issued by the City of Sacramento's Community Development Department, Code Compliance Division.

Before issuing an Entertainment Permit the City will conduct a thorough investigation of the required Entertainment Permit application. The City shall either approve or deny the Entertainment Permit application within 45 working days of receipt of the completed application (including related documentation and approvals) and fees.

Get fingerprinted

Can I get fingerprinting services for a vehicle theft?

Since September 2010, the Sacramento Police Department has no longer provided fingerprinting services for a vehicle theft.

What is Live Scan?

The Sacramento Police Department offers Live Scan fingerprint services to the public for the purposes of pre-employment. Live Scan has the ability to digitally transmit your fingerprints to the California State Department of Justice. You may also have your fingerprints produced on a hard copy, which you or your employer can mail to the necessary agency.

When an applicant wishes to use the Live Scan service, he or she will need to provide a current and valid California Driver License or California Identification Card. Also accepted are passports, out-of-state driver licenses, military ID cards, and IDs from the Mexican Consulate. The applicant must also produce a "Request for Live Scan Service" form. Live Scan forms are provided by the requesting agency; the Police Department does NOT provide Live Scan forms. The Live Scan operator will enter information from the submission form and digitally capture the fingerprint images. The captured information is immediately transmitted to the Department of Justice over a telephone line.

What are the Live Scan fees?

There are many reasons for citizens to obtain Live Scan services. Fees for these services can vary and depend on the purpose of the Live Scan. Some of the most common reasons and fees are listed below.

Most Common Live Scan Fees

\$32 (DOJ fees) + \$56 (Sacramento Police fees) = \$88

- DMV
- Department of Health Services (CNA Certification)
- Board of Vocational Nursing and Psychiatric Technicians (Vocational Nurse/Psychiatric Tech)

\$32 (DOJ fees) + \$17 (FBI fees) + \$56 (Sacramento Police fees) = \$105

- California Commission on Teacher Credentialing
- Notary Public
- Department of Real Estate
- Board of Nursing (travel nurse)
- California Board of Accountancy (CPA)
- Medical Board of California
- Veterinary Medical Board (Veterinarian/Veterinary Tech)
- Committee on Dental Auxiliaries
- Bureau Security and Investigative Services (Alarm Agent and Security Guard)
- Board of Occupational Therapy (Occupational Therapist/Occupational Therapy Assist.)
- Office of Real Estate Appraisers (Real Estate Appraiser License)

Ink fingerprinting, also known as hard card prints, is provided by the Sacramento Police Department. Typically, the requesting agency provides the fingerprinting cards, however, we will provide fingerprint cards upon request with paid fingerprinting services. Ink fingerprinting fees are \$56 for up to three cards per person.

How can I make a Live Scan appointment and get payment information?

Live Scan services are done by appointment only at the address below. Please call (916) 808-0780, Monday through Friday, to make an appointment.

**Sacramento Police Department
Public Safety Administration Building
5770 Freeport Blvd.
Sacramento, CA 95822**

Cash, personal checks (Sacramento County residents only), and credit cards are accepted for payment.

Get my towed vehicle

Driving without a valid license is a serious offense. Statistics show, unlicensed or suspended drivers are the cause of more injury accidents than licensed drivers and many of those accidents are fatal. California has taken a stance to remove the vehicles from unlicensed drivers.

How can I find out if my vehicle has been towed?

You can call our non-emergency dispatch number at (916) 808-5471, 24 hours a day, seven days a week to find out if your vehicle was towed/impounded. Please have your license plate number available.

How do I get my towed vehicle back?

If a towed vehicle is subject to a 30-day impound, registered owners may call (916) 808-6135 to request a post-storage tow hearing. When calling, owners must follow the instructions and prompts to leave a recorded message including their name, phone number, and vehicle license plate number.

Additional Information

The registered owner of a towed vehicle may request a post-storage hearing in the case of 30-day impounds. Requests must be made within 10 days of the date appearing on the "Notice of Stored Vehicle," which is mailed to the registered owner and legal owner of record, or their agents. The post-storage hearing will be conducted within 48 business hours of the request, excluding weekends and holidays. Hearings are conducted on the telephone by the Tow Hearing Officer. Tow hearings are recorded.

Once the 30-day impound period is over, or when the person cited for driving without a license obtains a valid California

Driver License, the registered owner may obtain the vehicle release document to present at the tow yard in order to pick up the vehicle. Vehicle release documents are issued at the Sacramento Police Department Records Public Counters located at the Public Safety Center, 5770 Freeport Blvd., Suite 100, Sacramento, CA 95822, or the William J. Kinney Police Facility, 3550 Marysville Blvd., Sacramento, CA 95838.

The Sacramento Police Department will verify the driver license status of the person picking up the vehicle. If the registered owner does not possess a valid driver license, another person with a valid license must accompany the owner. Persons acting as agents for the owner must present a power of attorney document or a notarized letter authorizing the agent to take possession of the vehicle on the owner's behalf. The letter must identify the vehicle being picked up. The vehicle must have current registration or have a temporary operating permit before it can be released.

If a vehicle was impounded for evidence, the owner may obtain a release once the Police Department has completed its investigation. Call Investigations at (916) 808-0650 to determine who the investigating officer is and discuss the release with him/her.

If a vehicle was impounded for evidence, the owner may obtain a release once the Police Department has completed its investigation. Call the Office of Investigations at (916) 808-0650 to determine who the investigating officer is and discuss the release with him/her.

Who pays for the towing and storage fees?

The registered owner of the impounded vehicle is responsible for all towing, storage, lien and release fees:

Vehicle Release Fee: Currently \$180
(payable to the Sacramento Police Department)

Regular Tow Fee: Currently \$200
(payable to the tow company)

Storage Fees: Currently \$60 per day (payable to the tow company)

What if I absolutely need my car?

The California Legislature intended to provide safer roads for the motoring public by removing vehicles driven by unlicensed, suspended or revoked drivers for 30 days. A serious violation of the law calls for a serious response. Financial hardship or your need of the vehicle for work or school cannot be taken into account. The vehicle will remain in impound for a full 30 days. If the release day falls on a City holiday or on a weekend, the release may be obtained on the closest business day before the weekend or holiday. If the driver at the time of the tow obtains a valid California driver license any time before the end of the 30-day hold, the vehicle may be released early.

Why was my vehicle impounded?

Your vehicle was impounded because you or another person who was driving your vehicle has:

- A suspended driver license
- A revoked driver license
- Never been issued a driver license

The registered owner can also be cited for allowing an unlicensed driver to drive his/her vehicle. Here are some common circumstances:

I let the person drive my vehicle. I didn't know his or her license was not valid.

If it's your vehicle, it's your responsibility. Under section 14604 CVC, the owner of a vehicle has a duty to ensure the person driving their vehicle possesses a valid license. If you allow or permit anyone, including your spouse, child, friend or relative

to drive your vehicle and that person does not have a valid license, you will be responsible for towing and storage fees. You will not have access to your vehicle for 30 days.

He or she took the car without my permission.

To say that someone has taken your car without your permission is not a valid excuse. Ask yourself how this happened. Have you allowed this person to use your car in the past? Do they have access to your vehicle? Did you ask to see their license?

To say that someone without a valid license has taken your vehicle without your knowledge or permission, is in fact, cause for a stolen vehicle report to be filed. That person will be arrested for vehicle theft and prosecuted for that crime.

What if I don't agree with the officer who impounded my car?

The registered owner may request a post-storage hearing. It is a review of the tow as provided for in the California Vehicle Code. This is an administrative review to determine whether the officer had reasonable cause to tow the vehicle.

I am the owner of the car and I have a valid license.

This law follows the driver of the vehicle at the time it was towed. The hold will be lifted if the driver obtains a valid driver license prior to the end of the 30 days. The driver license status is what determines the hold. The registered owner should come to the Police Department for a release once the driver of their vehicle acquires a valid license. The fact that you, the owner, have a valid license is not relevant.

How can I report an abandoned vehicle?

To report abandoned vehicles (or other blights such as illegal dumping), call the City of Sacramento's 311 Information Line (dial 311). You can also submit a complaint online using the City's [Code Violation Complaint Form](#).

What can be done about illegally parked vehicles, such as those blocking a driveway?

Call the Police Department's non-emergency number at (916) 808-5471, and an officer will be dispatched. If the person who reported the illegally parked vehicle lives at the location, goes out to meet the officer, and explains that he or she lives at the location and cannot leave the driveway due to its being blocked, the officer can impound the vehicle.

What does the law say about vehicle tows?

California Vehicle Code Section 14602.6 and 14607.4

On January 1, 1995, new laws were enacted relating to unlicensed drivers in California. Section 14602.6 authorizes law enforcement to tow and impound a vehicle for 30 days when driven by unlicensed, suspended, or revoked drivers. This means if you or someone who is driving your vehicle does not have a valid license and is stopped by law enforcement officers for any reason, your vehicle will be towed and impounded for 30 days.

14607.4 - The Legislature finds and declares all of the following:

- (a) Driving a motor vehicle on the public streets and highways is a privilege, not a right.
- (b) Of all drivers involved in fatal accidents, more than 20 percent are not licensed to drive. A driver with a suspended license is four times as likely to be involved in a fatal accident as a properly licensed driver.
- (c) At any given time, it is estimated by the Department of Motor Vehicles that of some 20 million driver's licenses issued to Californians, 720,000 are suspended or revoked. Furthermore, 1,000,000 persons are estimated to be driving without ever

having been licensed at all.

(d) Over 4,000 persons are killed in traffic accidents in California annually, and another 330,000 persons suffer injuries.

(e) Californians who comply with the law are frequently victims of traffic accidents caused by unlicensed drivers. These innocent victims suffer considerable pain and property loss at the hands of people who flaunt the law. The Department of Motor Vehicles estimates that 75 percent of all drivers whose driving privilege has been withdrawn continue to drive regardless of the law.

(f) It is necessary and appropriate to take additional steps to prevent unlicensed drivers from driving, including the civil forfeiture of vehicles used by unlicensed drivers. The state has a critical interest in enforcing its traffic laws and in keeping unlicensed drivers from illegally driving. Seizing the vehicles used by unlicensed drivers serves a significant governmental and public interest, namely the protection of the health, safety, and welfare of Californians from the harm of unlicensed drivers, who are involved in a disproportionate number of traffic incidents, and the avoidance of the associated destruction and damage to lives and property.

Register my bicycle

Why Register?

Bicycle Identification - If your bike is stolen and is registered with the City of Sacramento, the police department can easily search registration records because your registered bicycle is cross-referenced by name as well as by serial number and registration number.

Recovered Bikes Returned to Owners - A registered bike greatly increases the likelihood it will be returned to its owner.

Rider Identification - Bicycle registration aids in identifying the bicycle owner in case of a crash. Many bicyclists don't carry identification. This is especially true for children.

Go to <https://rideon.sacpd.org/index.aspx?ReturnUrl=%252f>

Report a missing person

You may initiate a Missing Persons Report (for missing persons from Sacramento) by contacting non-emergency dispatch at (916) 808-5471. Contrary to popular belief, law enforcement agencies in California do not require a person to wait a specific period of time before reporting a missing person.

If you have additional questions, please contact the Missing Persons Unit at (916) 808-0650.

Report identity theft

How can I prevent identity theft from happening to me?

Identity Theft (when someone uses your identity to fraudulently obtain money, goods or services) has become a large problem nationwide. It's very important to learn how to protect yourself from this insidious crime that can ruin your credit rating and cause major problems for you for many years. At a minimum, you should make copies or electronic scanned images of all of your credit cards, licenses, and other important identification and credit cards/documents, and keep them in a safe place. Next to the copy of each card, write down the respective 800 phone number to call if you have a problem.

Protect your social security number and only give it out when required by law. Also, do not give out your personal information over the phone unless you initiated the call.

When you open new accounts, use new Personal Identification Numbers (PINs) and passwords. Avoid using easily available information like your mother's maiden name, your birthdate, the last four digits of your Social Security number or your phone number, or a series of consecutive numbers.

What steps should I take if I am a victim of identity theft?

If you are a victim of identity theft, take the following four steps as soon as possible after filing your online police report, and keep a record with the details of your conversations and copies of all correspondence.

1. Place a fraud alert on your credit reports and review your credit reports.

Fraud alerts can help prevent an identity thief from opening any more accounts in your name. Contact the toll-free fraud number of any of the three consumer reporting companies below to place a fraud alert on your credit report. You only need to contact one of the three companies to place an alert. The company you call is required to contact the other two, which will place an alert on their versions of your report, too. If you do not receive a confirmation from a company, you should contact that company directly to place a fraud alert.

Equifax: www.equifax.com ; Experian: www.experian.com; TransUnion: www.transunion.com

Once you place the fraud alert in your file, you are entitled to order one free copy of your credit report from each of the three consumer reporting bureaus, and, if you ask, only the last four digits of your Social Security number will appear on your credit reports. Once you receive your credit reports, review them carefully. Look for inquiries from companies you have not contacted, accounts you did not open, and debts on your accounts that you cannot explain. Check that information, like your Social Security number, address(es), name or initials, and employers are correct. If you find fraudulent or inaccurate information, contact the credit bureau about how to have the information corrected.

Continue to check your credit reports periodically, especially for the first year after you discover the identity theft, to make sure no new fraudulent activity has occurred.

2. Close the accounts that you know, or believe, have been tampered with or opened fraudulently.

Call and speak with someone in the security or fraud department of each company. Follow up in writing and include copies (NOT originals) of supporting documents. It's important to notify credit card companies and banks in writing. Send your letters by certified mail, return receipt requested, so you can document what the company received and when. Keep a file of your correspondence and enclosures.

When you open new accounts, use new Personal Identification Numbers (PINs) and passwords. Avoid using easily available information like your mother's maiden name, your birthdate, the last four digits of your Social Security number or your phone number, or a series of consecutive numbers.

If the identity thief has made charges or debits on your accounts, or has fraudulently opened accounts, ask the company for the forms to dispute those transactions:

For charges and debits on existing accounts, ask the representative to send you the company's fraud dispute forms. If the company doesn't have special forms, write to the company at the address given for "billing inquiries," NOT the address for sending your payments.

For new unauthorized accounts, you can either file a dispute directly with the company or file a report with the police and provide a copy, called a "Financial Identity Theft" report, to the company.

If you want to file a dispute directly with the company, and do not want to file a report with the police, ask if the company accepts the FTC's ID Theft Affidavit. If it does not, ask the representative to send you the company's fraud dispute forms. However, filing a report with the police and then providing the company with a Financial Identity Theft report will give you greater protection. For example, if the company has already reported these unauthorized accounts or debts on your credit report, a police report will require them to stop reporting that fraudulent information.

Once you have resolved your identity theft dispute with the company, ask for a letter stating that the company has closed the disputed accounts and has discharged the fraudulent debts. This letter is your best proof if errors relating to this account reappear on your credit report or you are contacted again about the fraudulent debt.

3. File a complaint with the U.S. Federal Trade Commission.

You can file a complaint with the [Federal Trade Commission](#) using the [online complaint form](#); or call the FTC's Identity Theft Hotline, toll-free: 1-877-ID-THEFT (438-4338); TTY: 1-866-653-4261; or write Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580. Be sure to call the Hotline to update your complaint if you have any additional information or problems.

By sharing your identity theft complaint with the FTC, you will provide important information that can help law enforcement officials across the nation track down identity thieves and stop them. The FTC can refer victims' complaints to other government agencies and companies for further action, as well as investigate companies for violations of laws the agency enforces.

Additionally, you can provide a printed copy of your online complaint form to the police to incorporate into their police report. The printed FTC ID Theft Complaint, in conjunction with the police report, can constitute an Identity Theft Report and entitle you to certain protections. This Identity Theft Report can be used to: (1) permanently block fraudulent information from appearing on your credit report; (2) ensure that debts do not reappear on your credit report; (3) prevent a company from continuing to collect debts that result from identity theft; and (4) place an extended fraud alert on your credit report.

4. Enter your name into the Identity Theft Data Base.

Register your name into the California ID Theft Registry if you have been charged with a crime committed by another person using your stolen identity or if your identity has been mistakenly associated with a record of criminal conviction.

Once confirmed, your information would be entered into the new statewide data base and used to show others that you were actually not responsible for the crime. This information would be available via a toll-free number to the identity theft victim, criminal justice agencies and other individuals and agencies authorized by the victim to see the information.

5. File a police report for Identity Theft.

You may file a report with the local law enforcement agency where you reside and be provided a copy of the report. If the incident happened in a different jurisdiction, the report may be referred to the law enforcement agency where the incident occurred for further investigation.

For Identity Theft or other Financial Crime incidents within the city of Sacramento, you may choose to file a report online or file in person at the Sacramento Police Department Records Public Counters located at the Public Safety Center, 5770 Freeport Blvd., Suite 100, Sacramento, CA, or the William J. Kinney Police Facility, 3550 Marysville Blvd., Sacramento, CA 95838.

Report a neighborhood nuisance

What can I do about my noisy neighbors?

A noisy neighbor may create a disturbance by playing loud music, having an out-of-control party or using loud equipment too late or too early in the day. These situations are handled by the Police Department and are best resolved by the officers assigned to your neighborhood. To request a police response to noise problems in the city of Sacramento, please call the non-emergency dispatch number at (916) 808-5471.

The City's Code Compliance Division is responsible for the investigation of complaints of ongoing and aggravated noise which require monitoring with sound level meters or which are of a habitual or mechanical nature such as at commercial enterprises or sites. Noise complaints from local bars or entertainment venues where music or amplified sound disturbs those residing or working nearby are handled by the Police Department's Entertainment Team.

To report noise during daytime hours related to commercial or industrial operations, call 3-1-1, Monday - Saturday, 9:00 a.m. - 6:00 p.m., and Sundays, 10:00 a.m. - 4:00 p.m.

To report a noise issue outside of daytime hours or not related to a business, please contact police non-emergency dispatch at (916) 808-5471.

The City's Animal Care Services handles barking dog complaints and can be contacted at 3-1-1 or (916) 808-7387.

What is the law regarding loud vehicle alarms?

The law regarding loud vehicle alarm systems is contained in the California Vehicle Code, Section 22651.5, which, in part, states that a police officer may, upon complaint, remove a vehicle if the vehicle alarm system has been activated for 20 minutes after the officer's arrival, and the alarm has not silenced within that time. A complaint for a loud vehicle alarm in the city of Sacramento should be called in to the non-emergency dispatch number at (916) 808-5471.

What are the regulations regarding construction-related noise?

There are no specific regulations regarding construction-related noise. This nuisance falls under the City's general noise ordinance. Noise restrictions in effect between the hours of 10:00 p.m. and 7:00 a.m. of the following day would prohibit most construction work between those hours. For clarification, contact 3-1-1 (within the city) or (916) 264-5011 (outside the city). For more information, you can also search the City Code under Chapter 8.68.

What can I do about barking dogs or animals loose in my neighborhood?

All barking dog or other animal nuisance complaints are handled by the City's Animal Care Services. Barking dog complaints can be called in to 3-1-1 or (916) 808-7387.

What laws exist to protect the public from excessive and annoying noise?

The City of Sacramento has ordinances in effect within the city limits that regulate noise in the city based on the type of noise, loudness, duration, and time of day. See Sacramento City Code 8.68.

How can I report narcotic or prostitution activities in my neighborhood?

There are several ways to report narcotic or prostitution activities in your neighborhood. You can contact your local police station:

For areas north of the American River, please call (916) 808-6401.

For areas in the central city or east area, please call (916) 808-4500.

For areas south of the American River, please call (916) 808-6001.

The Police Department also maintains an online **Anonymous Crime Tip Form** where you can anonymously provide tips about narcotics or prostitution activities. The Tip Line phone number is (916) 808-5796.

Report a vehicle accident

What should I do if I've been involved in a traffic accident?

You should first ensure that no one is injured. If no one is injured, all parties (drivers) should exchange the following information: driver license numbers (if in possession or known); vehicle license numbers, names, addresses, and phone numbers of all drivers (passengers, if possible); and the names of the insurance companies of the drivers involved. The involved persons should also write down the location where the traffic collision occurred (utilizing cross street names or addresses and street names), and the time it occurred. If injuries are involved, please see below.

Vehicle accident reporting requirements

It is the policy of the Sacramento Police Department that a vehicle accident report will be taken by the Police Department at the scene of the accident (within the city of Sacramento) when any of the following reporting conditions occur:

A person involved in the traffic collision has been injured (complaining of pain is considered injury) or dies. One of the drivers is under the influence of alcohol or drugs.

- One of the drivers has fled the location without stopping to exchange information or check on the welfare of the other parties involved, and the license plate of the hit and run vehicle is obtained.
- City property is involved (City vehicle, light post, signal light, etc.).

If any of the above conditions are met at the scene of a vehicle accident, the Sacramento Police Department should be notified by dialing 911 in the case of an emergency or (916) 808-5471 for non-emergencies.

In addition to filing a traffic collision report with the Sacramento Police Department, it may also be necessary to file a California Department of Motor Vehicles report using the **Traffic Accident Report Form SR-1**. Any person involved in a traffic collision, that meets the criteria, can file a Sacramento Police Department online report. The report should be made as soon as possible. The person reporting the collision will need the following information:

- The time and location (street address/cross streets) where the collision occurred.
- The license plate number of the vehicle he or she was driving when involved in the traffic collision.
- Driver license number.
- Insurance information (name of the insurance company and the policy number).
- The names, addresses, and phone numbers of all passengers in their vehicle.
- If known, the license plate numbers, names, addresses, and phone numbers of all other involved drivers and passengers.

Request a police representative to attend a meeting or event

If you would like to request a representative of the Sacramento Police Department to attend your event or speak to your group regarding a police issue affecting your area, you can call or email your area police station or email

headquarters@pd.cityofsacramento.org

Request a report

How can I get a copy of an accident report?

Online

Motor vehicle accident reports, written by the Sacramento Police Department, are available for purchase online. Some accident reports may not be available online as a result of the following:

- A Sacramento Police officer did not respond to the scene of the accident.
- The accident occurred on private property.
- There were serious injuries and/or a fatality as a result of the accident.
- The accident was a hit and run.

The Sacramento Police Department reserves the right to further restrict the availability of online accident reports. Cost of an online report is \$5.

Reports are typically available five to ten days from the date of the accident. If your report is not available after ten days, please contact Records at (916) 808-0620.

By Mail

Traffic reports can be released to authorized persons such as the victim, the victim's representative, or as provided in Section 20012 of the California Vehicle Code. To request a copy of an accident report by mail, please provide:

- The type of report - Traffic.
- A report number, if known.
- The date and location (address and/or cross-streets) of occurrence.
- The party/parties involved in the collision and their addresses, if known.
- The vehicle license number, when applicable.
- The insurance policy number if the requestor is an insurance company.
- A release from an involved party if the request is from an attorney.
- Authorizing documentation e.g., power of attorney, death certificate, or birth certificate, if the request is from an interested party other than a listed victim.

Mail the above information to:

Sacramento Police Department
Attn: Records Report Requests
5770 Freeport Blvd., Suite 100
Sacramento, CA 95822

How can I get a copy of a police report?

The release of police reports is governed by the California Public Records Act (Government Code Section 6250-6260) and department policy.

Police report information shall not be released without first establishing both the "right to know" and the "need to know." "Right to know" is defined as the right to obtain police report information pursuant to court order, statute, or decisional law. "Need to know" is defined as the necessity to obtain police report information to execute official responsibilities.

Police reports are not released to arrested individuals and/or suspects. These individuals may obtain reports through their legal representatives through the discovery and/or subpoena process.

Types of reports that can be released

Property Crime Reports - Copies of the initial reports may be released after the names of arrested persons or suspects are deleted. Any additional lists and descriptions of stolen, damaged, or missing property may also be released.

Person Crime Reports - The face sheet of reports involving crimes against persons, the victim's statement and descriptions of any injuries sustained by the victim may be released. In cases of person crimes which include thefts, e.g., grand theft person, strong-arm robbery, etc., the face sheet plus any lists and descriptions of stolen property or injuries sustained by the victim may be released.

Traffic Accident Reports - Copies of the entire report may be released unless the report indicates Hit and Run or Fatal. In those cases, the report will only be released after approval of the Traffic Section or after 90 days has elapsed.

Lost or Found Property Reports - Copies of incident reports classified as Lost Property or Found Property may be released.

Driving Under the Influence (DUI) Reports - DUI reports shall be released to the subject of the report or his/her authorized agent, minus any Department of Motor Vehicle forms.

Types of reports that cannot be released:

- Any reports not listed above.
- Investigative supplements.
- Photographs of arrested persons, witnesses or suspects.
- Reports of booked property or evidence.
- Crime scene photographs.

Get a copy of a police report

If you want to request a copy of a crime report, you must mail your written request to the Records. You can only receive a crime report if you are an authorized person such as the victim, the victim's representative, or as provided in Section 6254 of the Government Code. Send your request to:

Sacramento Police Department
Attn: Records
5770 Freeport Blvd. Suite 100
Sacramento, CA 95822

To obtain a copy of a crime report, you must provide:

- The type of report – Robbery, Burglary, etc.
- A report number, if known.
- The date and location (address and/or cross-streets) of occurrence.
- The party/parties involved in the incident and their addresses, if known.
- A vehicle license number, when applicable.
- The insurance policy number if the requestor is an insurance company.
- A release from an involved party if the request is from an attorney.
- Authorizing documentation, e.g., power of attorney, death certificate, birth certificate, if the request is from an interested party other than a listed victim.

Where can I get more information?

For further questions and clarification, please contact the Police Department's Records Section at (916) 808-0620.

Subpoena Police Records

A \$15.00 fee is required before a subpoena for records can be served on the Sacramento Police Department. This fee must be paid in person to the City Revenue Division located on the 1st floor of New City Hall at 915 I St. Once the service fee has been paid, the subpoena and the receipt for payment of the fee must be hand delivered to the Sacramento Police Department's Court Liaison Office located at 300 Richards Blvd. Subpoenas which are mailed, faxed or dropped off directly to the Sacramento Police Department will be returned to the sender.

Additional fees as provided for in Evidence Code § 1563 may also be due before any item(s) are provided in response to a subpoena. Below is a list of fees commonly associated with service of a subpoena:

Audio Recording	\$205.00 each
Clerical Cost	\$24.00 per hour/per person or \$6 per quarter hour
Copies (Regular)	10 cents per page
Copies (Microfiche/Microfilm)	20 cents per page
Photo CD	\$28.00 each
Photo CD (Duplicate Copies)	\$7.00 each
Postage	Actual cost
Video Recording	\$41.00 each

Property

What should I do if my property is lost or stolen?

If your property has been lost or stolen, you should file an online report as soon as possible. If you have a record of the serial number on the item(s) or if you have applied your own number, include that in the report. Items lost or stolen that are reported with their serial numbers stand a far better chance of being returned to their owners. An owner has 90 days to claim his/her found property. If you have lost some property and would like to see if it has been turned in, you may contact us by phone. As a finder, you may contact the Evidence and Property Section at 90 days to see if the item remains unclaimed; we will advise you of release procedures at that time.

Who towed my car?

Towed vehicles are not handled by the Evidence and Property Section. Please call SPD Non-Emergency Dispatch for information at (916) 808-5471 or refer to our webpage on towed vehicles.

When can I claim my property that was taken for safekeeping?

Owners must pick up any safekeeping and/or personal property items within 60 days of the item coming into our custody. If you need more time, call or write to request an extension. Unclaimed items, including items belonging to incarcerated persons who have not contacted the Evidence and Property Section, will go to charitable organizations or be disposed of.

When can I claim my property that was booked as evidence?

For all evidence held in which a person has been arrested or cited, we must receive a District Attorney confirmation that the case is closed on all defendants, even if the owner of the property was not arrested or his/her part of the case is concluded. In some cases, the District Attorney may not release items immediately, pending further investigation or appeals. We also must receive a detective release on all assigned cases. Upon closure of the cases and receipt of necessary releases, an

owner must pick up his/her property within 15 days. If your mailing address changes, notify the Evidence and Property Section so that you can be notified when your property is available.

What should I bring when I come in to pick up my property?

In order to be helped in the most efficient manner, please bring your government-issued ID (CA driver license/ID, military ID, or passport) along with your case number or Property Record number. A credit card, social security card, birth certificate, and other non-photo items are not acceptable. If necessary, your Sacramento County mugshot can be used to identify you. Bring your notification letter/postcard and/or Property Receipt, if you received one. If it is a firearm, please refer to the "Release of Firearm" section. If there are special circumstances regarding the pickup of your property, please contact our office.

Can someone else pick up my property?

If you would like someone else to pick up your property, we must receive a **NOTARIZED** letter of authorization from you. If you are picking up property of a person who is currently incarcerated, that person must write a letter authorizing you to pick up his/her property, and it must be witnessed by an officer/guard at the correctional facility with the officer's signature and printed name, badge number, and contact phone number. For deceased owners, if you do not have paperwork showing you as the Executor of the Estate, or a will with a copy of the death certificate, we will contact the Coroner to attempt to identify the next of kin (who will then be able to pick up the property). Please include the Report Number or the Property Record number on all paperwork in order for us to help you more efficiently.

I live outside of the Sacramento area. Can I have my items mailed to me?

In some circumstances, items can be mailed. The owner/requestor may be required to cover all shipping costs. Please contact the Evidence and Property section for further details.

What are the general types of items booked?

Evidence

Evidence includes items of property which have some connection to a crime (such as tools used to commit a burglary or items recovered from a previous burglary). Because items booked as evidence may be used during the course of a criminal trial, they are processed differently from other items in regard to handling, packaging, etc.

Items held as evidence are usually retained until the prosecution of the criminal case has been concluded on all parties involved in the case. Approval may be required from both the Sacramento County District Attorney's Office and the police detective assigned to the case before property can be released.

Evidence and Property Section personnel DO NOT have information on case dispositions. If you have questions about a criminal case or need to know the current status, please contact the Sacramento County District Attorney's Office at (916) 874-6218 and ask to speak with the Deputy District Attorney in charge of the case (you will need to provide the case number). Online inquiries can be made at the Sacramento County District Attorney. If you don't know the case number, contact the SPD Records Section at (916) 808-0620.

Safekeeping

Safekeeping items are those held for the owner for various reasons and not intended to be used as evidence in a criminal case. The owner has 60 days from the date the items come into our custody to pick up his/her property. Unclaimed items are disposed of in accordance with California law. All illegal weapons, ammunition, drugs or narcotics which are confiscated, found, or otherwise turned into the Sacramento Police Department will be destroyed.

Weapons turned in or taken for safekeeping due to a domestic violence incident or an incident where the person is taken in for psychiatric evaluation may be retrieved from the Evidence and Property Section when certain conditions are met and after receiving clearance from the California Department of Justice (DOJ). Weapons unclaimed after 180 days will be

destroyed. For contact information, see the paragraph titled "Release of Firearms."

Items held for safekeeping, found property, recovered, and cleared stolen property are released to their owners; proof of ownership may be required. If unclaimed, these items are eventually sold at auction, and can be viewed at PropertyRoom.com. Some items in dangerous or unusable condition will be destroyed.

Found

California law requires found property with a value of \$100 or more to be turned over to the Police Department. The finder will receive a receipt. If the property remains unclaimed for 90 days, the finder may claim it. If the item is worth more than \$250 it must be advertised in the newspaper for 7 days after the 90-day wait period, prior to release to the finder.

If you have found property, please call the police as soon as possible. Found items may not be lost but may actually have been stolen or involved in the commission of a crime which police may currently be investigating. Found property can be turned over to any police officer or brought to any police facility.

If you find property in another city (outside Sacramento), please call or go to the police department or sheriff's station in the city or county where you found the item and turn it in there.

What are the specific conditions for certain items booked?

Weapons and Ammunition

If you own/possess any rifles, shotguns, handguns, ammunition or any other type of weapon that you wish to get rid of, you can bring it to any police facility for destruction. All firearms MUST be unloaded prior to transporting them to the police facility. Please DO NOT attempt to bring a loaded weapon into the police facility. If you are not familiar with firearms and are unsure how to unload a weapon, please call SPD non-emergency dispatch at (916) 808-5471 and explain to the dispatcher that you have a loaded firearm you want destroyed but are unsure how to unload it. An officer will be dispatched to retrieve the firearm.

If you find a gun, or any other weapon outside, DO NOT TOUCH IT! Call the SPD non-emergency dispatch at (916) 808-5471, and an officer will be sent to collect it. It is very important that the weapon remain undisturbed until an officer arrives. The firearm may have been discarded after use in a crime and could be a key item in a current police investigation.

Release of Firearms

California law requires that any time a firearm is reclaimed from a law enforcement agency, the owner must undergo a background check by the California Department of Justice (DOJ). This is done by contacting DOJ at (916) 227-7527 or visiting the California DOJ website. They will provide information on how to file an application for a firearm release. This form is called the Law Enforcement Gun Release Application. After DOJ conducts a background check, they will provide a letter to the applicant authorizing him/her to own/possess firearms. An additional check will be made when you come in to claim the weapon. This is to ensure that there has not been a change to your record since the DOJ check.

Please bring your government ID, the original DOJ letter, and locking gun case/gun lock for your firearm. In order to claim a firearm, you MUST arrive at our facility at least 1 hour BEFORE the close of business. Be prepared to wait up to 1 hour. If you arrive less than the 1 hour prior to close of business, you may be asked to return another day.

California law also requires ALL firearms (pistols and long guns) to be registered prior to release. Please make sure your firearms are registered in your name before you start the DOJ background process.

If the firearm has been taken as evidence in a crime or suspected crime, clearance may have to be obtained from the investigating officer.

Explosives

Please DO NOT bring explosives, chemicals, or other hazardous materials to the Police Department for destruction. If you have or find any types of explosives, unknown ammunition or other types of flammables (i.e., dynamite, blasting caps,

fireworks, or antique military items or ordnance) or any other possible volatile hazardous materials you want to dispose of, please call SPD non-emergency dispatch at (916) 808-5471.

An officer may be dispatched to your location to determine if experts are required to secure the material. Old explosives, ammunition and other chemicals can be very unstable, sensitive to movement, and CAN EXPLODE if moved or handled incorrectly. Specially trained experts must be brought in to handle these items.

Money

To claim money taken as evidence or for safekeeping, a money claim form may have to be filled out depending on the circumstances. Call the Evidence and Property Section at (916) 808-5237 for more information.

Property Receipts

If items are collected or taken from you by Sacramento Police officers, they may issue or have you sign an [Evidence and Property Booking Receipt](#). This form will list the items removed or taken. The receipt will also contain an SPD report number on the top right corner of the page. Please refer to this report number when making any inquiries.

How to Make a Complaint

To download a Citizen Complaint Procedure brochure please choose a language and click on the appropriate link below:

- [English](#)
- [Arabic](#)
- [Chinese](#)
- [German](#)
- [Hmong](#)
- [Laotian](#)
- [Punjabi](#)
- [Russian](#)
- [Spanish](#)
- [Urdu](#)
- [Vietnamese](#)

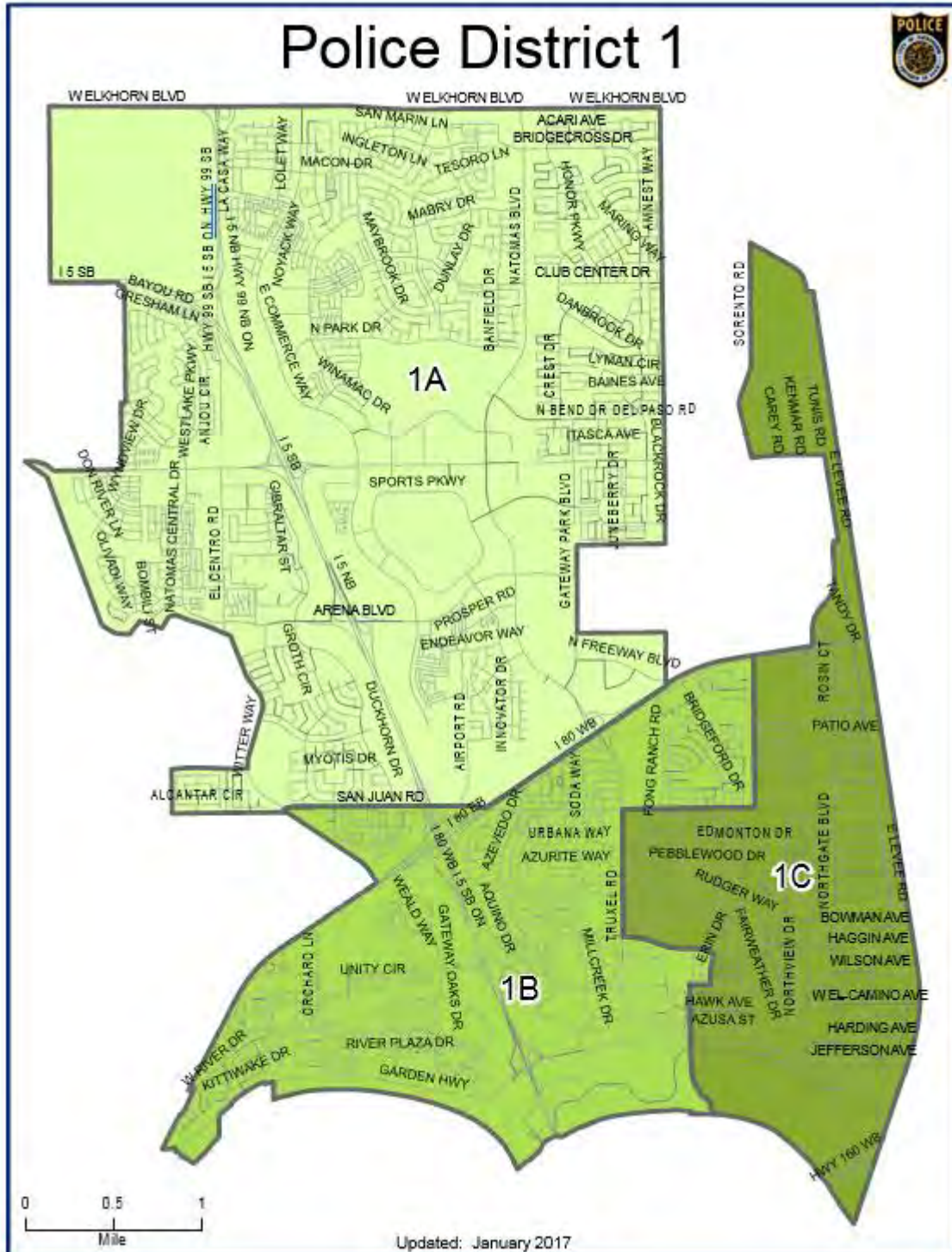
You may also email an online citizen complaint regarding any behavior on the part of an employee of the Sacramento Police Department that you feel was improper. Send an email to IAConcerns@pd.cityofsacramento.org and include the following information:

1. Your name, address (home and business), and phone numbers where we can call you
2. Your date of birth, age, sex, and race
3. Date and time of the event that you are filing a complaint about
4. Name and badge number of the Police Department employee(s) involved, if you have them
5. Vehicle number of the police vehicle involved, if you have it
6. Description of the event; please give us as much detail as possible.
7. The names, addresses and phone numbers of any witnesses to what happened

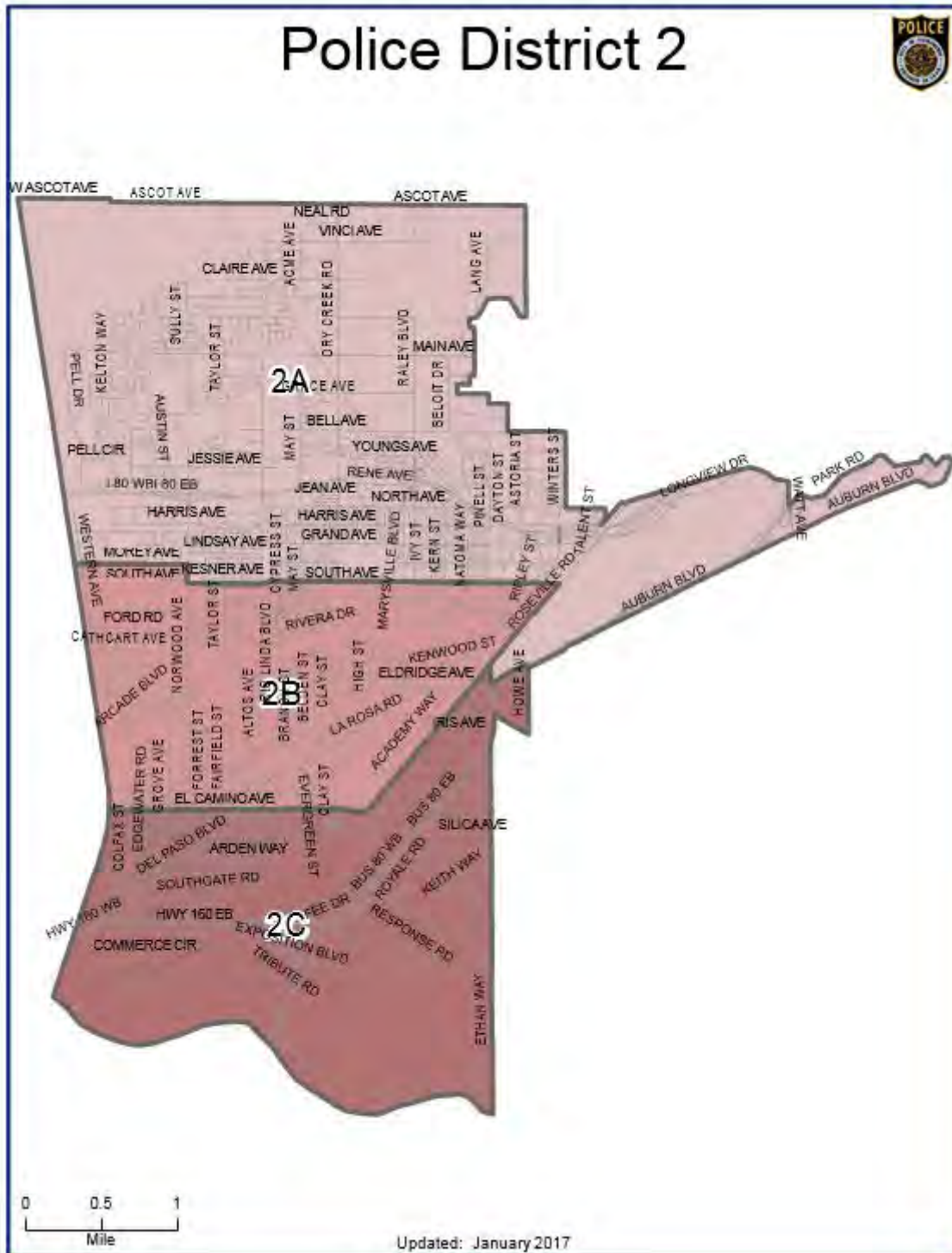
Personnel Commendation

If you would like to commend the actions of an employee or employees of the Sacramento Police Department, we would like to hear about your experience. We will make sure your comments are forwarded to the appropriate individuals. Please fill out the form at: <http://www.cityofsacramento.org/Police/Contact/Personnel-Commendation>

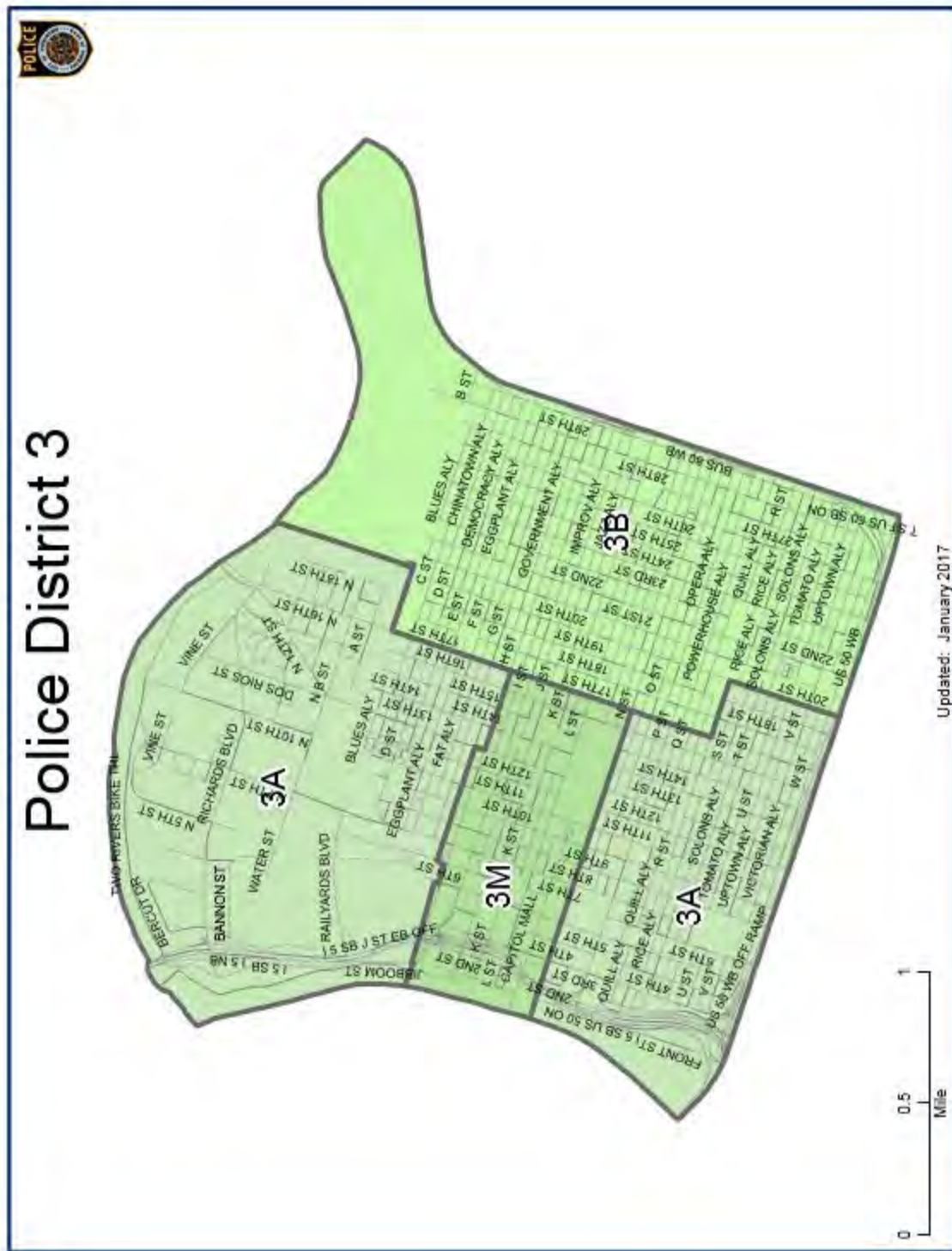
Map: Police District One



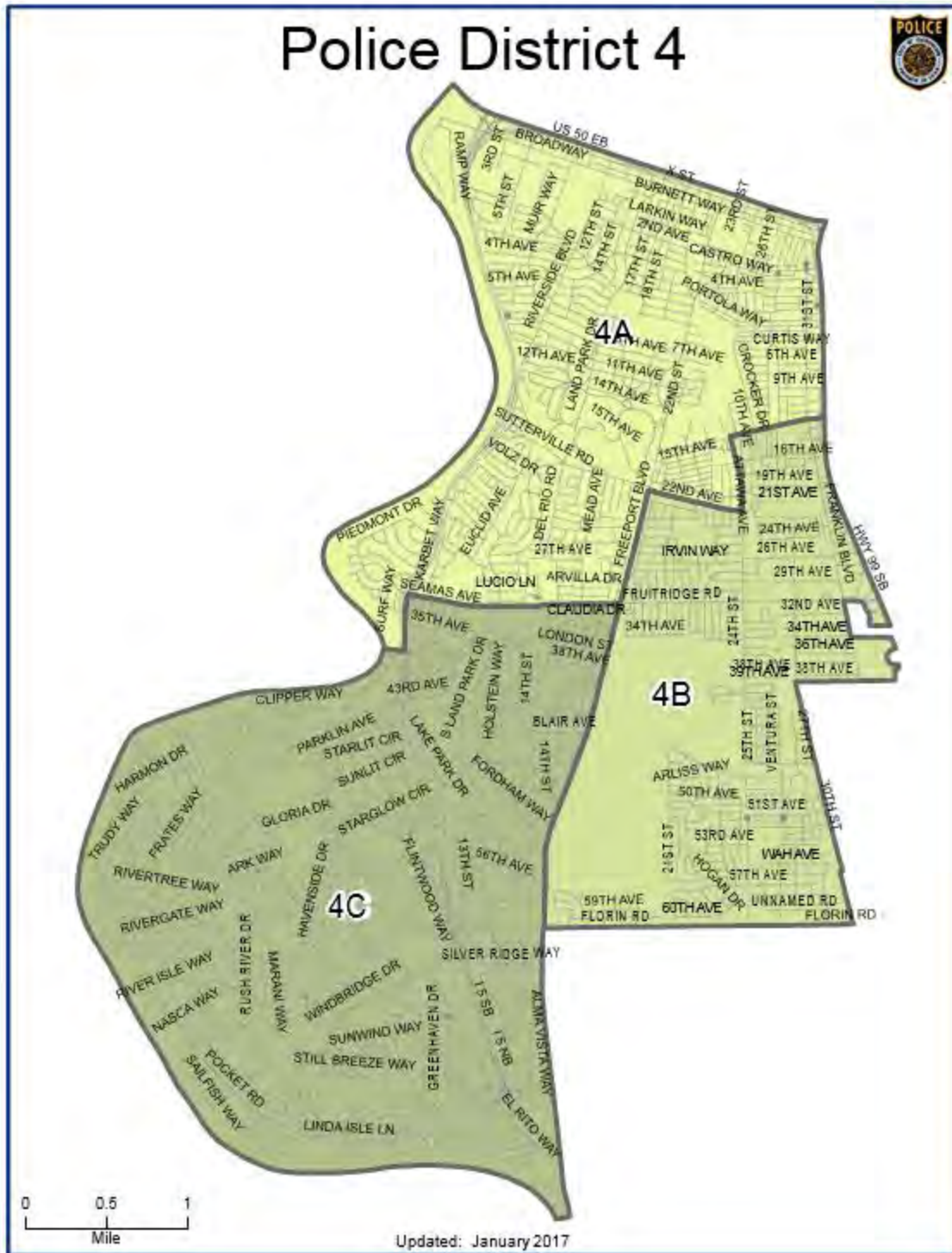
Map: Police District Two



Map: Police District Three



Map: Police District Four



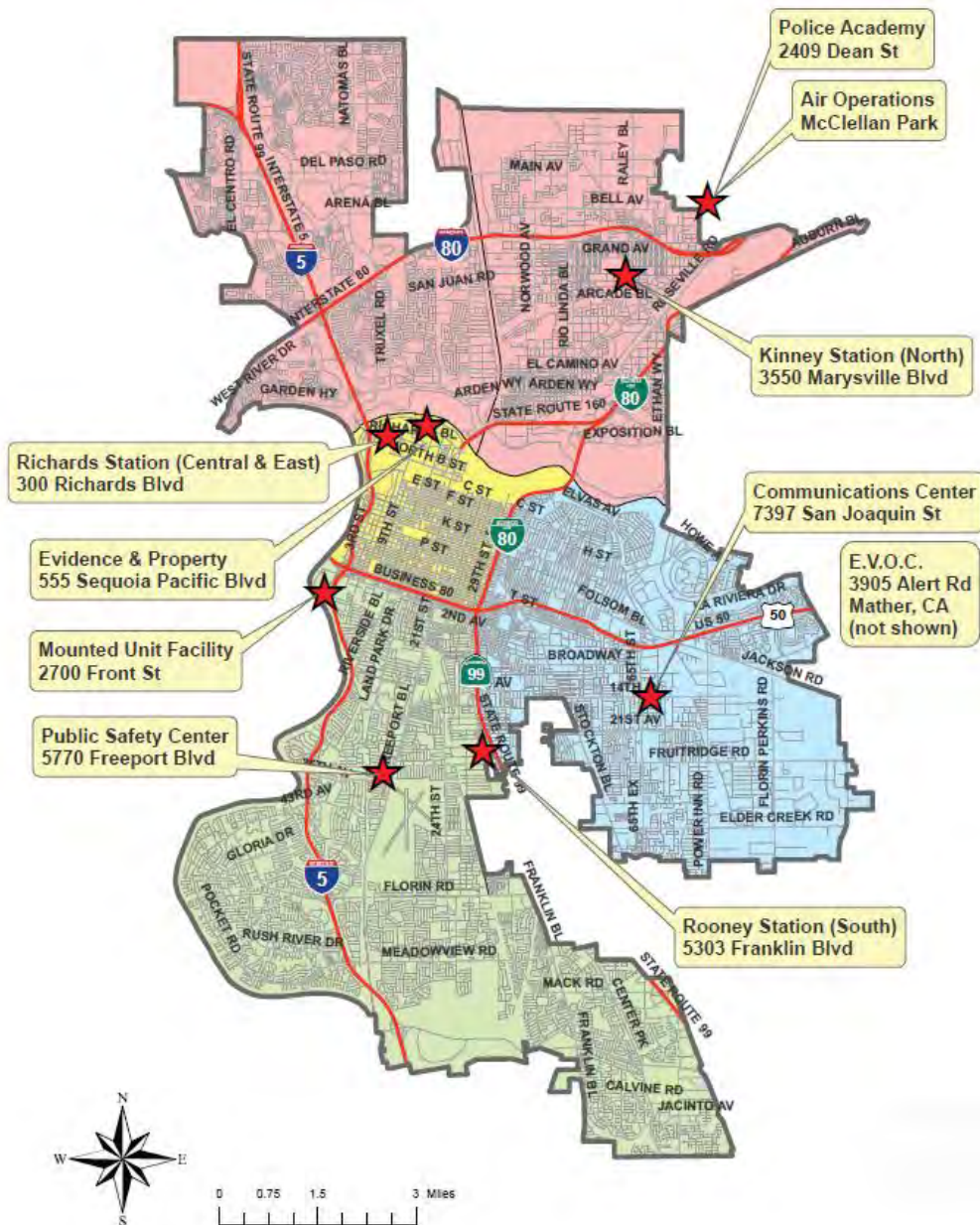
Map: Police District Six



Police Facilities

The Sacramento Police Department has a variety of facilities throughout the city of Sacramento. Patrol and specialized teams are deployed from three substations serving four area commands. Police Headquarters, known as the Public Safety Center, is home to Police Administration and Investigations, as well as several support functions such as Records, Information Technology, and Fiscal. The Public Safety Center is shared by the Police and Fire Departments. Citizens can file police reports and complete other police-related business at the public counter at this location as well as at the Kinney substation in the north area.

The Emergency Vehicle Operations Course (E.V.O.C.), noted on the map, is located in Mather and used jointly for training by the City Police and Fire Departments, and the Sacramento County Sheriff's Department. It is also used to train drivers of all City vehicles.



PLAYBOOK 2020-21

City of
SACRAMENTO

Department of Public Works

NON-INSULATING

NO PARKING
OR
WAITING

LOADING

SACRA
VA
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MEMORANDUM

DATE: January 17, 2020
TO: Mayor and Council
FROM: Ryan Moore, Public Works Director
SUBJECT: Public Works Department Operational Playbook

The attached Public Works Playbook has been developed to assist you and your staff with better understanding of the vast services and programs that the City of Sacramento's Public Works Department provides.

The Public Works Department is made up of 736 City employees and hundreds of contractor employees. We are responsible for all public assets and infrastructure that you can see for the most part, with the exception of Parks. The eight divisions within Public Works include:

- Office of the Director
- Engineering Services
- Facilities and Real Property Management
- Fleet Management
- Maintenance Services
- Parking Services
- Recycling and Solid Waste
- Transportation

A summary of each division is attached along with phone numbers of some key staff. However, **311** is the preferred method for receiving and addressing most constituent concerns. Beyond calling **311**, you can use the **311** app as well as the **311** web services. **311** quickly and efficiently, places the request in the work order system so that staff can track and complete each request and issue. Using this system is also helpful for analytics in addressing community needs.

Office of the Director

Ryan Moore

Director
808-6629



Admin/Business Operations

Ramisha Butler– Administrative Assistant: 808-3718
Rhea Salvador- Special Projects/Chief of Staff: 808-6735
Lucinda Willcox– Policy & Funding Manager: 808-5052
Jennifer Venema– Sustainability Manager: 808-1859

Engineering
Services

Nader Kamal

Interim Engineering Manager
808-7035



Facilities &
Real Property

James Christensen

Facilities Manager
808-5863



Facility Maintenance

Norm Colby– Facilities & Real Property Super: 808-6635
Maryann Deleon-Munoz– Bldg. Ops Manager: 808-5761

Architects & Engineers

Mark Brown—Supervising Engineer, (CIP's): 808-7118

Real Estate/Asset Management

Richard Sanders- Facilities & Real Propt. Super: 808-7034

Business Operations / Billings

Matt Winkler - Program Specialist: 808-5579

Funding & Project Development

Jesse Gothan–Project Scoping & Estimating: 808-6897

Civil/Electrical Design

Judith Matsui Drury– Supervising Engineer 808-7610

Construction/Survey Services

Matthew Johns– Senior Engineer: 808-5760

Development Engineering

Jennifer Johnson–Private Development Review: 808-7754



Fleet Management

Mark Stevens
Fleet Manager
808-5869

Shop Operations & Fueling

Ron Kammerer-Ops. General Supervisor: 808-6398

Asset Procurement & Contracts

Alison Kerstetter-New Fleet & Replacement: 808-1163

Fleet Business Services

Kindelberg Morales-Budget & Finance: 808-6631



Parking Services

Matt Eierman
Parking Manager
808-5849

Operations

Ursula Johnson– Parking Operations: 808-5283

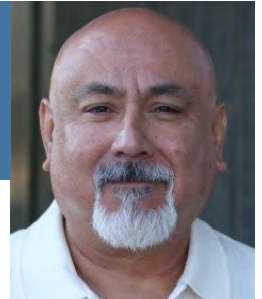
Staci Hovermale–Right-of-Way/Client Relations: 808-5047

Erika Galang– Program Specialist: 808-8572

Sacramento Marina

Keith Underwood– Marina Manager: 808-8168

Maintenance Services



Juan Montanez
Streets Manager
808-2254

Streets Maintenance & Repair

Gabe Morales– Operations General Supervisor
Roads & Alleys North: 808-2289

Jose Sanchez– Operations General Supervisor
Roads & Alleys South: 808-8159

Erick Talavera–Operations General Supervisor
Concrete: 808-2272

Sheryl Farinias–Program Specialist
Streetscapes: 808-4959

Urban Forestry

Kevin Wasson-Ops General Supervisor: 808-8074
Kevin Hocker-Urban Forester: 808-4996

Advanced Planning

Greg Smith– Senior Engineer
All Road Maintenance Planning: 808-8364



Recycling / Solid Waste

Jerome Council

Integrated Waste General Manager
808-4949

Administration

Janice Conerly-Coleman-Support Services Mgr: 808-2683

Operations

Enrique Hernandez-General Supervisor South: 808-4803

Wendel Brown-General Supervisor North: 808-4838

Outreach

Erin Treadwell-Outreach/Media Manager: 808-4934

Landfill

John Febbo-Planning Superintendent: 808-3797

Transportation



David Edrosolan

Interim City Traffic Engineer
808-5974

Traffic Engineering

Megan Carter-Design & Plan Review: 808-2522

Ryan Billeci-Traffic Signal Operations: 808-6796

Pelle Clarke- Entitlements & Traffic Studies: 808-8930

Signs & Markings

Frank Campos Jr.-Maintenance Manager: 808-4038

Signals & Lighting

Larry Robison-Traffic Ctrl & Lighting Supervisor:808-6634

Traffic Investigations

LoAnna Hernandez- Investigations Supervisor:808-2005

Transportation Planning

Jennifer Donlon Wyant- Trans. Planning Mgr:808-5913

Fedolia "Sparky" Harris- Principal Planner:808-2996

Frequent Topics

Topic	Reference person	Number
Abandoned Vehicles	Code Enforcement	808-5948
Abandonment Streets/Alleys	Jair Bautista	808-7929
Active Transportation (Bike/Pedestrian)	Jennifer Donlon Wyant	808-5913
Shared Rideables	Jennifer Donlon Wyant	808-5913
Collision Reports	Sac PD	808-0620
Demolition Permits	LoAnna Hernandez	808-2005
Encroachment and Transportation Permit	http://www.cityofsacramento.org/Public-Works/Engineering-Services/Permits	808-6810
Illegal Dumping	Darin Noonan	808-8346
Media Calls	Grace Nunez	808-6838
Parking Questions	Kaitlin Salvestrin	808-1996
Pods/Oversize Vehicle Permits	http://www.cityofsacramento.org/Public-Works/Engineering-Services/Permits	808-6810
Radar Trailer Questions	LoAnna Hernandez	808-2005
Sidewalk Repair/Concrete	Erick Talavera	808-2272
Speed Lump Requests	LoAnna Hernandez	808-2005
Speed Limit Enforcement (Speeding)	Sac PD	808-3777
Speed Limit Questions	Megan Carter	808-2522
STAA Truck Route Questions	LoAnna Hernandez	808-2005
Stop Signs	LoAnna Hernandez	808-2005
Street Closures- Special Events	Melissa Romero	808-3824
Street Light Maintenance	James Sutherland	808-6259
Street Pavement (South)	Jose Sanchez	808-8159
Street Pavement (North)	Gabe Morales	808-2289
Street Signs and Markings	Frank Campos Jr.	808-4038
Street Work and Maintenance	Jose Mederos	808-1191
Traffic Concerns	LoAnna Hernandez	808-2005
Traffic Cameras	Ryan Billeci	808-6796
Traffic Control Plans	http://www.cityofsacramento.org/Public-Works/Engineering-Services/Permits	808-6810
Traffic Counts	http://www.cityofsacramento.org/Public-Works/Transportation/Traffic-Data-Maps/Traffic-Counts	Refer to Website
Traffic Signal Timing & Operations	Ryan Billeci	808-6796
Traffic Signal Maintenance	Larry Robison	808-6634
Traffic Studies (Private Development)	Pelle Clarke	808-8930
Tree Removal Permits	Kevin Hocker	808-4996

Frequently Asked Questions

The full list of FAQs can be found online at: cityofsacramento.org/Public-Works/Questions

Maintenance Services

Sidewalks:

Within the City of Sacramento, there are approximately 2,300 miles of sidewalk. Sacramento City Code, section 12.32, and California Streets & Highway Code 5610 requires that the maintenance and repair of public sidewalks be the responsibility of the property owner.

The City maintains all curbs, gutters, and pedestrian curb ramps, as well as any drains that may need reconstruction when the curb and gutter repairs are performed.

Property owners choosing not to have the City do the repairs must follow the City's Sidewalk Repair Specifications, the California Manual on Uniform Traffic Control (CA-MUTCD), and the City of Sacramento Sidewalk Closure Policy. The City will not be responsible for any damages resulting directly or indirectly from any repairs performed by the property owner or by any person/contractor hired by the property owner.

For more information on the City of Sacramento residential sidewalk program, please read the Sidewalk Maintenance Program Handbook, as well as the City of Sacramento Temporary Sidewalk Patching Criteria. (Please be advised that temporary patching does not meet the City's Standards and Specifications for an acceptable repair and is only done as a temporary measure until the permanent repair can be completed.)

If a property owner takes it upon themselves to repair the sidewalk without having received a notice to repair the sidewalk from the City, or do any work beyond the scope of the sidewalk repair, they must obtain a Construction Encroachment Permit through our Engineering Services Encroachment office.

If the property owner does not act in one of the above three ways, the City will make repairs under default and the cost will be collected from the property owner. Unpaid collection will ultimately lead to a lien on the property.

Q: Why did I receive a notice to repair the sidewalk? I did not authorize or call for an inspection from the city.

A: Sidewalk inspections are performed when a citizen reports a defective sidewalk, or as part of a request to replace a utility cut. The report may have been associated with the sidewalk in front of your property or in front of a nearby property. Once reported, the

City inspects all sidewalks, curbs, and gutters up to 75 feet in both directions from the site of the reported defective sidewalk.

Q: Why wasn't I notified that inspectors were going to be out inspecting the sidewalks?

A: Our inspectors do not proactively canvas neighborhoods looking for defective sidewalks. As in the response above, please understand that the City sends inspectors to locations all over the City where a complaint has been lodged. Additionally, the inspectors will also inspect up to 75 feet in both directions for defective sidewalk, curb and gutter.

Q: What is the City's policy on sidewalk repair?

A: Sacramento City Code, section **12.32.020. Owner's duty to repair defective sidewalk is the City code for Sidewalk repair.**

"An owner shall maintain and repair any defective sidewalk fronting such owner's lot, lots or portion of a lot. Where a defective sidewalk is caused in whole or in part by a tree root or roots, the owner shall nevertheless have the duty to repair the sidewalk. The director may grant permission to cut the root(s) after consulting with the city arborist. (Ord. 2010-010 § 2) Since 1978, the City has required that property owners remove and replace any portion of the defective sidewalk adjacent to their property."

Q: Isn't it the City's responsibility to maintain the sidewalk? Isn't it public property?

A: The sidewalk is in the City's right-of-way. However, California Streets and Highways Code sections 5610 through 5618 allow cities throughout California to require property owners to maintain the sidewalks in front of their property. Sacramento City Code section 12.32 sets forth the City's procedures under these sections. Sacramento is not the only city to require sidewalk repairs to be the property owner's responsibility. However, curb and gutter maintenance is the City's responsibility. As the property owner may bear civil liability for a person suffering personal injury or property damage caused by a defective sidewalk: it is in the property owners' best interest to maintain the sidewalk and reduce the risk of a lawsuit.

Q: The sidewalk was in this condition when we purchased the property, why are we just now getting the notice?

A: Whether you are a new owner, or you have owned the property for several years, if you receive a notice it means that defective sidewalk was recently reported to the City. Complaints require the City to respond promptly to prevent the defect from interfering with public convenience.

Q: Why is my sidewalk considered defective when it has only a few cracks?

A: A few cracks may not appear to be significant on the surface, but they can cause water to pool and/or seep beneath the existing concrete and cause further damage. The surface may also become uneven, slippery or other defects may appear. A **“Defective Sidewalk”** means a sidewalk where, in the judgment of the inspector, the vertical or horizontal line of grade is altered or displaced, or such other condition exists that interferes with the public convenience in the use of the sidewalk. Below are the criteria City inspectors use to determine when a sidewalk is defective. Some examples of these conditions are:

- a significant vertical or horizontal displacement of ½” or greater.
- an area of sidewalk that has spacing with a width of ½” or greater.
- settlement of sidewalk causing water to pond and creating a slipping condition to pedestrians.
- excessive cross slopes caused by tree roots.
- chipped and spalled sidewalk surfaces creating a defective condition.
- an area of sidewalk that is off grade (and adjacent to the curb and gutter) to the point where the curb and gutter has significant displacement between the curb, gutter, and sidewalk; and
- any conditions identified by the inspector as defective or pose an inconvenience to the pedestrian path of travel.

Q: If the tree is causing damage to my sidewalk is it an option to have my tree removed?

A: The City of Sacramento has policies, procedures and guidelines that are used to determine whether the recommendation is given to remove trees within the City of Sacramento. Tree removal is usually a last resort. A City Arborist will inspect the tree and the scope of the project to determine the correct course of action for each site. If for example, is the tree

- dead or dying?
- causing an obstruction that is impossible to correct through pruning?
- crowding and causing harm to other, more desirable trees?

Q: Why do I have to pay to repair the sidewalk when the damage was caused by a City tree?

A: City ordinance requires property owners to take responsibility for sidewalk repairs, regardless of whether the tree’s roots causing damage is City owned. Sacramento City Ordinance 2010-010 § 2 states, ***“An owner shall maintain and repair any defective sidewalk fronting such owner’s lot, lots or portion of a lot. Where a defective sidewalk is caused in whole or in part by a tree root or roots, the owner shall nevertheless have***

the duty to repair the sidewalk. The director may grant permission to cut the root(s) after consulting with the city arborist."

Q: What is the cost of sidewalk repair and how do I pay for it?

A: The City sends the property owner an itemized list of labor, materials and costs based on the square footage of the segment in need of repair. If the property owner has the City do the work, they may qualify to make interest free installments on the amount through the City's Revenue Division. Revenue makes the determination on case-by-case basis. For more information, please call the Revenue Department at (916) 808-5527.

Curbs & Gutters:

Curb and gutter maintenance are the responsibility of the City.

Street Maintenance:

Q: How do I get a pothole fixed?

A: Dial 311 or use the 311-mobile app. Please be prepared to give size and location details. Generally, repairs are completed within two to three days depending on the severity of the damage.

Q: How do I get cracked asphalt on my street fixed?

A: Dial 311 or use the 311-mobile app. Please provide detailed location and problem. A district supervisor will inspect and arrange for necessary repairs.

Q: When is my street scheduled to be resurfaced?

A: Both from an industry standpoint and from an internal planning standpoint, our goal is to resurface every street in the City every ten to twelve years. In general, we have kept up with this goal with a few exceptions.

Q: What are all the ugly squiggly lines on my street for?

A: Water is the number one enemy of a street and combating or reducing the opportunity for water to penetrate our streets is an important mission. When streets begin to crack, it is important to seal those cracks with a material that halts the ability for water to penetrate the street. Usually crack sealing is done one to three years prior to a more significant level of maintenance or resurfacing job. Although some residents oppose crack

sealing for aesthetic reasons, the importance and value of crack sealing streets is enormous.

Q: A crew was on my street last year paving, why are you resurfacing it again this year?

A: Streets that are scheduled to be resurfaced generally need significant prep work provided first. In some cases, the amount of prep work is extensive and residents on occasion don't realize that it is only prep work. The final product however may be a slurry seal or cape seal applied one year following the prep work.

Q: Can we have speed humps installed when you resurface my street since you're already out here?

A: The City's Speed Lump (Hump) Program is separate from our Resurfacing Program. All requests for speed humps are investigated and prioritized by our Transportation Division and speed humps are only included during our resurfacing projects if they existed already along a segment of roadway. See Transportation for frequently asked questions regarding speed lumps.

Q: Why is my street getting resurfaced now, it does not look that bad?

A: There are various levels of resurfacing needs. The industry standard is to slurry seal a street approximately seven years after it is constructed. The purpose is to seal the street against water and further extend the life of the asphalt. Clearly the budget we use does not allow for us to routinely seal streets within seven years of construction, but on occasion we do find the funding for this level of preventive maintenance although the street may look just fine to the residents.

Streetscapes (Median Landscaping):

Q: How do I report defective water sprinklers in the landscaped median?

A: Please call our customer service number by dialing 311 or by using the 311-mobile app. Please be prepared with details on the exact location. Please note that these sprinkler systems are on timers that turn off automatically after a few minutes and usually stop before serious flooding occurs.

Q: Where do I report problems with landscaping in medians or on public landscaped areas?

A: Please call our customer service number by dialing 311. Please be prepared with details on the exact location and the problem. If the landscaping problem is in a park area, please contact Park Maintenance at 916-808-6305.

Construction Coordination:

Q: What is Right-of-Way Management?

A: Right-of-Way Management minimizes construction impacts to vehicles, pedestrians, businesses and residents through careful review and scheduling of construction activities.

Q: Is all construction within the right-of way scheduled?

A: No, not all. Emergency repairs to various infrastructures within the right-of-way are performed as needed.

Q: How far in advance are specific construction activities scheduled?

A: It varies. Some projects begin scheduling activities a year or two in advance. Most projects begin their review a few months before actual construction begins, but many projects appear just a few weeks before construction must begin.

Tree Maintenance:

Q: How do I report a tree problem, like a fallen branch or fallen tree?

A: Call or email 311 and a call center agent will process your maintenance request. Please provide the following information:

- Address
- Cross Street
- Telephone number (if you are the property owner or resident)

Q: Will the City take care of trees on private property?

A: No, the City only maintains trees on public property. Tree maintenance for private trees should be provided by trained tree care professionals. When choosing a tree care professional, the following should be considered:

- Membership in professional organization such as the International Society of Arboriculture (ISA), the Tree Care Industry Association (TCIA), or the Society of Consulting Arborists (ASCA).
- Certification through the ISA's Certified Arborist or Tree Worker programs.
- Proof of Insurance
- Competitive pricing (always get three bids)
- List of references

Tree Pruning:

Q: Can I trim a City street tree in front of my property?

A: You cannot trim a City street tree without a permit. The City will allow you to hire your own licensed contractor. City staff will issue a pruning permit detailing City arborist approved pruning requirements.

Q: Who is responsible if trees are blocking streetlights, traffic and parking signs?

A: The City is responsible for street trees and the property owner is responsible for private trees and shrubs. Call or email 311 if trees are blocking streetlights, traffic, and parking sign. Property owners will be charged if the City prunes private trees that are blocking streetlights, traffic, and parking signs.

Tree Removal:

Q: How can I get a City street tree removed?

A: City street trees are protected by City ordinance and are only removed if they are hazardous.

Q: How do I apply for a permit to prune or remove?

A: Visit our Permits page or call or email 311.

Q: What if I see someone removing or pruning a protected tree?

A: Immediately call a call center agent at 311. It is a misdemeanor to remove or prune a protected tree without a permit.

Tree Planting:

Q: Where can I plant a tree?

A: The City is responsible for all public tree plantings. Residents can plant trees on private property. The Sacramento Municipal Utility District in partnership with the Sacramento Tree Foundation provides free shade trees. Call 916-924-8733 for more information.

Q: Who decides what kind of tree gets planted in the right-of-way in front of my house?

A: The City follows the “right tree in the right place” policy for tree plantings. However, the City does so in partnership with residents. Before a new tree is planted, Urban Forestry staff will contact the property owner and offer them a choice of tree species

based on growing space, maintenance requirements, and irrigation needs. If the resident does not have a preference, then the City will select the tree species appropriate for the planter space.

Parking Services

Parking Enforcement:

Q: How do I pay for my parking citation?

A: Citations may be paid for online, by telephone, by mail or in-person at the Revenue Division.

All citations must be paid within 21 calendar days from the issue date on the citation or a penalty will be assessed

Q: How may I contest a parking ticket?

A: First, view photos of the vehicle online. Our aim is to take photos of and post all violations, but there may be exceptions due to unforeseen circumstances. You may contest online at www.Sacpark.org or complete a citation contest form, attach any supporting evidence and mail or bring in-person all paperwork within 21 days of the citation issue date to the Revenue Division. For more information please call 916-808-8500.

Q: I lost my parking citation and don't have the issuance number in order to pay it. How can I get the number to pay the citation?

A: To obtain the parking citation issuance number, you may call the Revenue Division Customer Service line at (916) 808-8500 between 9:00 a.m. to noon (Monday – Friday). You will be asked to verify the name on the vehicle's registration, vehicle license plate number and VIN.

Q: What can be done about a car parked illegally on my street?

A: Please call the 311 Service Center at 916-808-5011 or 916-264-5011.

Q: How do I get the Boot removed from my vehicle?

A: Drivers of booted vehicles must call 916-808-7201 between the hours of 8 a.m. – 4 p.m. (Monday – Friday, excluding holidays) to speak to a representative. The boot will be released upon full payment of all citations owed, with an additional \$100 Boot Removal Fee. If full payment cannot be paid, a payment plan will be set up which will require payment equal to 25% of the total amount of citation fees owed with an additional \$100 Boot Removal Fee and \$30 Payment Plan fee.

Transportation

Shared-Rideables

<http://www.cityofsacramento.org/Public-Works/Transportation/Planning-Projects/Shared-Rideables>

Speed Lumps:

Q: How does my street qualify for speed lumps? How do I get speed lumps on my street?

A: Below are the qualifying criteria for the City's Speed Lump Program:

1A: The segment must be a minimum of 750 feet in length between traffic controls, four-way intersections, and/or curves with less than a 250-foot radius,

1B: or, the street is comprised of contiguous segments with no stop controls between the segments and all side streets entering at four-way intersection are stop controlled. The total length the contiguous segments must be at least 750' in length.

2: The street has only one travel lane in each direction (Two-Way-Left-Turn lanes are acceptable).

3: The length is measured from the nearest flow line from the ends of the segment or continuous segments.

4: Posted speed limit must be 30 mph or less on local streets (moderate volume collectors must be posted 25 – 35 mph).

5: Street frontage of subject street segment must be at least 75% developed residential.

6: A speed survey shall indicate that the 85th percentile speed is at least 5 or more mph over the posted speed limit.

7: Street must be approved by Regional Transit and the Fire Department.

Q: How do I find out more information?

A: For additional information please visit The City of Sacramento Speed Lump Program webpage at: <http://www.cityofsacramento.org/Public-Works/Transportation/Programs-and-Services/Traffic-Calming/Speed-Lumps>

Q: Who can I contact if I would like to initiate this process?

A: If you have any questions regarding the qualifying criteria or would like to initiate this process please dial 311 or use 311 mobile app. Please provide your NAME, PREFERRED CONTACT, STREET NAME, AND CLOSEST INTERSECTION and the assigned Traffic Investigator for your area will contact you shortly. A

Speed Lump petition must be signed by at least 10 residents from separate households. Visit the Speed Lump Program webpage to learn about how a street qualifies and download a petition.

Traffic Investigations

Q: How do I get information regarding the City's Red Light Running Program?

A: The City's network of red light cameras are managed by the Sacramento County Sheriff's Department. Information related to locations and concerns can be reported to the [Sacramento Metropolitan Red Light Photo Enforcement Program](#)

2101 Hurley Way
Sacramento, CA 95825

916-876-6643 General Information
916-875-7800 Court Information

Public hours of operation:
8 a.m. – 3:30 p.m.
Monday – Friday, except holidays

Q: How do I report a concern regarding school safety, speeding, crosswalks, stop signs, traffic operations, traffic signals, and traffic signs and markings?

A: Please report problems by dialing 311 or by using the 311-mobile app. Please give the exact location of the concern and the Traffic Investigator assigned to that area of the City will review and discuss.

- **Speeding - We'll investigate!**

Depending on the situation we can suggest speed limit signs and legends, speed radar boards, police enforcement, or speed Lumps. Speed radar trailers are useful for educating motorists on the posted speed limit and their actual speed. Speed lumps are another effective speed control tool.

- **Crosswalks – Concerned with crossing the street? We'll investigate.**

Under the California Vehicle Code, crosswalks exist at all intersections unless otherwise prohibited with signs. Crosswalks may be marked or unmarked. The City typically uses two types of marked crosswalks including standard (two white lines) at controlled locations and triple-four crosswalks at uncontrolled locations. After careful evaluation, crosswalks may be installed based

on pedestrian usage, the need to identify a safe crossing, or to reduce conflicts between pedestrians and vehicular traffic.

- **Stop Signs – Concerned with vehicle right of way? No traffic controls at an intersection? We'll Investigate!** We consider traffic volume, collision history, pedestrian traffic, vehicle speed, intersection visibility, land use and adjacent traffic controls. After careful consideration and an engineering study, a STOP sign may be installed to enhance traffic safety and assign right of way at the intersection.
- **Concerned about a Signalized Intersection? - We'll Investigate!** An investigation will determine if an intersection qualifies for a traffic signal or if an existing traffic signal needs to be modified to address traffic congestion or safety.
- **Traffic Signs and Markings - We'll suggest signs and markings to enhance safety.** Do you think you need a sign to solve your traffic woes? Traffic and pedestrian safety concerns can sometimes be addressed with proper signs or markings. Traffic investigators will collect information from you and research the site to determine if signs or pavement markings can help. Marked crosswalks, bike lane striping and bike route legends may be installed as a result of a traffic investigation.

Streetlights:

Q: My streetlight is not functioning. What should I do?

A: Please dial 311 or use the 311 app and be prepared with the address that the light is closest to and the number on the street light pole. Please notice if there is a single light is out or if several are out. Our mission is to replace burned out streetlights within 30 days of receiving the call except on weekends. If the problem is greater than just a burned-out bulb, a technician will be assigned to repair the light within four weeks.

Traffic Signals:

Q: What happens when a traffic signal malfunctions?

A: The traffic signal controller is monitored by a device called the Malfunction Management Unit (MMU). This device monitors specific problems that would result in an unsafe condition. For example, if the controller tries to display green lights in conflicting directions at the same time, the MMU would place the intersection into flashing mode. The MMU monitors many other things as well, such as the power voltage and the length of time that a yellow light is displayed. Dial 311 or use the 311 app to report a malfunctioning traffic signal.

Q: Why are there cameras at some intersections?

A: Cameras can serve many purposes at an intersection. Several years ago, the City made the move to reduce the amount of hardware installed in pavement. To achieve this, the City has deployed video detection camera systems that use a machine vision processor and can detect vehicles in the camera's field of view. This system sends the signal to the traffic signal controller that a vehicle is there and needs service. CCTV cameras are also located at some intersections. These cameras are used to provide information to the City's Traffic Operation Center that operators use to verify traffic conditions and traffic signal timing.

Q: How do I get a red light camera at an intersection?

A: The red light camera program is managed by the Sacramento County Sheriff's Office. The locations are recommended by the City based on volume, collision history, etc. At this time, the County will not be installing any new red light cameras.

Q: What are the blue blinking light on cameras at some traffic signals?

A: The blue cameras are Police Observation Devices (PODS). Those are installed and managed by the Police Department.

Traffic Signs and Markings:

Q: How do I report a street sign that is knocked down or bent?

A: Please report street sign problems by dialing 311 or by using the 311-mobile app. Please give the exact location of the sign.

Q: Who do I contact if the painted marks on the street or curb are no longer visible or are in poor condition?

A: Contact customer service by dialing 311. We will need to know what the paint marks are and the location.

Q: Who do I contact if I think we need a stop sign on our street?

A: All new signs and markings must be investigated and approved by the City's Transportation Division. Contact your area's Traffic Investigator by dialing 311 or by using the 311 mobile app or email TransportationDivision@cityofsacramento.org.

Q: People speed on my street; I want something done.

A: Complaints of speeding or concerning errant driver behavior need to be reported to City of Sacramento Police Department through the non-emergency traffic enforcement line by calling 916-808-3777.

Carshare:

Q: How long can free-floating car share vehicles park in front of my house/business?

A: Like all motor vehicles, free-floating car share vehicles may park up to 72 hours in any legal parking space in accordance with the California Vehicle Code and Sacramento City Code.

Q: What can the City do if issues arise with car share vehicles that impact the neighborhood?

A: Immediate issues, such as cars being parked improperly, can be reported to the City's 311 Center. Car share vehicles are subject to a parking citation if parked outside of authorized parking authority. In addition, the City will work with car share operators to ensure parking permits for dedicated spaces as well as for free-floating car share must be renewed on an annual basis. Public Works will conduct an evaluation prior to the renewal of any car share permits. Also, car share parking permits can be revoked by the City if an operator violates the terms and conditions of the Car Share Framework.

Recycling & Solid Waste

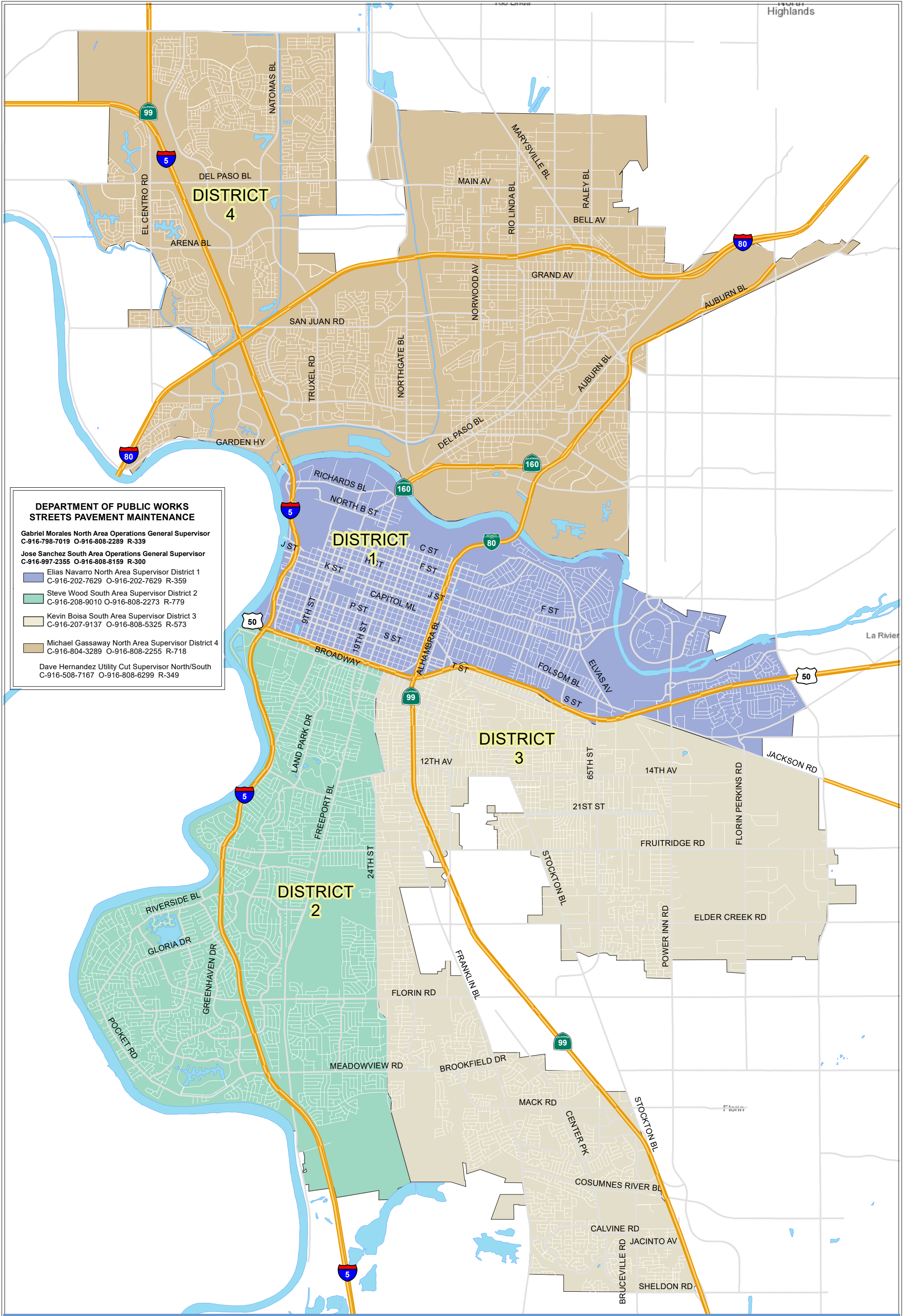
All service requests should be reported to www.sac311.org or by calling 311 or (916) 264-5011.

- **Collection Calendar and Alerts** - Customers can view, download, and print a service calendar specific to their address. Residents can also get weekly reminders or service change alerts via text or email about collection and street sweeping with the option to customize the time and type of reminder they would like to receive. Sign up for the reminders and alerts either with the free [Sacrecycle App](#) or through our Collection Calendar Reminder at <http://www.cityofsacramento.org/Public-Works/RSW/Collection-Services/Collection-Calendar>
- **Container Sizes and Options:** <http://www.cityofsacramento.org/Public-Works/RSW/Collection-Services>
- **Curbside container is damaged or stolen:** Replacement is free.
- **Illegal dumping on the public right-of-way:** Citizens can call 311, use www.sac311.org or the sac311 app for iPhone and Android to report an illegal dumping incident. If they witness the dumping or have information that leads to a **citation** or **conviction** of the violator, they may be eligible for a reward.
- **Household Junk Program:** All residential customers can make two (2) appointments per year for the free pickup of acceptable bulky items including yard waste. Household Junk Pickup occurs from February through October. If residents have used both of their appointments and still need

removal of additional bulky waste or yard waste, they can call 311 to schedule a fee-paid special collection.

- **E-Waste and Appliances:** In addition to the two Household Junk appointments, all residential customers can schedule two (2) appointments for appliance and e-waste collection in a calendar year. The appliance & e-waste program operates year-round.
- **Free Dump Coupon:** Residents receive one (1) free dump coupon per calendar year to self-haul debris to the Sacramento Recycling and Transfer Station. Coupon is mailed in June as part of the Annual Service Guide sent to all customers.
- **Leaf Season:** Takes place November – January. Residential customers can legally place yard waste piles in the street for collection:
- **Claw Schedule:** The claw will make at least seven collections on each street during leaf season. You can use the [SacRecycle Collection Calendar](#) to receive an estimate of the next collection date. In the early part of the season, time between collections may be shorter. As leaf drop volume grows, and if wind and rainstorms occur, it can take crews longer to rotate through the entire city.
- **Fill Containers First:** More than 27,000 tons of yard waste is collected during leaf season and over half, 14,000 tons is picked up during weekly container service. Filling containers first helps us remove material faster. Weekly residential yard waste container collection will continue year-round on a customer's usual collection day.
- **Household Hazardous Waste (HHW):** Products, such as paint cleaners, oil, batteries, and pesticides, require special care and should not be thrown in your residential waste containers. These products may contain corrosive, toxic, ignitable, or reactive ingredients and are considered household hazardous waste. (HHW). It is illegal to dispose of hazardous waste in the garbage, down storm drains, or onto the ground. City residents can take HHW to any of the following locations:
 - **Sacramento Recycling and Transfer Station (City of Sacramento)**
8491 Fruitridge Rd.
Sacramento CA 95826
For more information visit www.SacRecycle.org or call 311 or (916) 264-5011
 - **North Area Recovery Station (County of Sacramento)**
4450 Roseville Rd
North Highlands, CA 95660
For more information contact visit www.sacgreenteam.com or call County Customer Service at 916-875-5555
 - **Special Waste Collection Facility (City of Elk Grove)**
9255 Disposal Lane
Elk Grove, California 95624
For more information visit <http://www.elkgrovecity.org/> or call (916) 627-3232

Additional information on **City of Sacramento Recycling and Solid Waste Division** services can be found at www.SacRecycle.org



**DEPARTMENT OF PUBLIC WORKS
STREETS PAVEMENT MAINTENANCE**

Gabriel Morales North Area Operations General Supervisor
C-916-798-7019 O-916-808-2289 R-339

Jose Sanchez South Area Operations General Supervisor
C-916-997-2355 O-916-808-8159 R-300

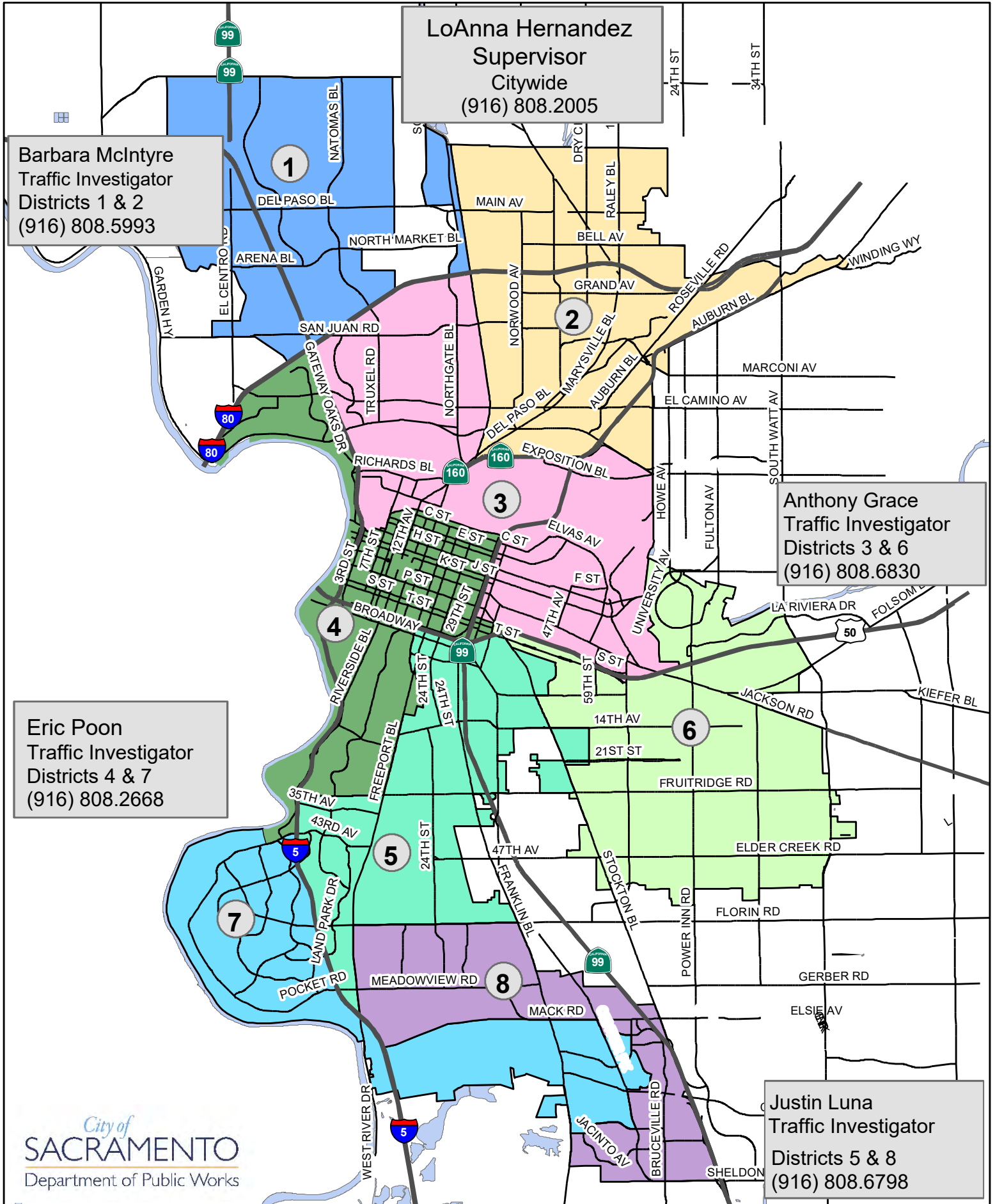
- Elias Navarro North Area Supervisor District 1
C-916-202-7629 O-916-202-7629 R-359
- Steve Wood South Area Supervisor District 2
C-916-208-9010 O-916-808-2273 R-779
- Kevin Boisa South Area Supervisor District 3
C-916-207-9137 O-916-808-5325 R-573
- Michael Gassaway North Area Supervisor District 4
C-916-804-3289 O-916-808-2255 R-718

Dave Hernandez Utility Cut Supervisor North/South
C-916-508-7167 O-916-808-6299 R-349



TRAFFIC INVESTIGATION AREA

June 1, 2020



LoAnna Hernandez
Supervisor
Citywide
(916) 808.2005

Barbara McIntyre
Traffic Investigator
Districts 1 & 2
(916) 808.5993

Anthony Grace
Traffic Investigator
Districts 3 & 6
(916) 808.6830

Eric Poon
Traffic Investigator
Districts 4 & 7
(916) 808.2668

Justin Luna
Traffic Investigator
Districts 5 & 8
(916) 808.6798



City of
SACRAMENTO

Youth, Parks, & Community Enrichment

Department Directory

915 I Street, 3rd Floor

Sacramento, CA 95814



Office of the Director

Mario Lara
Youth, Parks, & Community Enrichment
Director
808-1041

Administrative Assistant

JoAn Dominno-Day 808-8379



Principal leader and administrator of the Youth, Parks, & Community Enrichment Department; plans, directs, reviews, and manages Department activities and operations focused on providing a wide range of public services involving youth services and programs, park operations/management, recreational programs/activities, human services, and educational programs, and special events; assures Department compliance with and enforcement of applicable federal, state, and local laws, ordinances, and codes; serves as a member of the City's Executive Team.

Assistant Director

Shannon Brown
Youth, Parks, & Community Enrichment
Assistant Director
808-6076

Park Ranger Supervisors

Danielle Luther 808-6048

Robert Conroy 808-3815



The Assistant Director oversees all programming for the Department of Youth, Parks, & Community Enrichment, as well as being directly responsible for the Park Rangers.

Administrative Services

Maggie Le
Support Services
Manager 808-8824

Golf & Lease Administration

Barbara Smith 808-5762

Support Staff

Kim Rhodes 808-6316

Fiscal/HR

Junjie Yu
808-6204

Boards & Commissions

Maggie Le 808-8824

Personnel

Luz Morales-Lopez 808-1879

Grants & Special Projects

Janelle Oishi

The Administrative Services division provides department budget oversight, council reports, personnel services, public contracting and labor compliance management, support to boards and commissions, as well as communications and marketing for the Department of Youth, Parks, & Community Enrichment.

Community Enrichment

Jackie Beecham
Community Enrichment Manager
808-3818

Budget - Accounting - Administration

Daina Stiles, Administrative Officer 808-2347

Solomon Silva, Administrative Analyst 808-8373

Community Centers:

Katie Houser, Recreation Superintendent 808-6046

Anthony Munoz, Recreation General Supervisor
808-6251

Permitting & Events

Melissa Romero 808-3824

Aquatics

Sjon Swanson, Recreation
Superintendent 808-6049

Patrick Marridon, Aquatic Recreation
Supervisor 808-6049

Older Adults / Access Leisure

Rosanne Bernardy, Recreation
Superintendent 808-1590

Jenny Yarrow (General Rec



Community Enrichment Division is responsible for a wide range of programs, services and facilities. The operation of 16 community centers and clubhouses that provide recreation, leisure enrichment and community resources for all ages, including youth, teens, active adult and senior programs; facility rentals and permitting of more than 200 parks and city property for picnics, special events and sports fields; Community Recreation and programming of city-wide sports fields and the Sacramento Softball Complex; the

Supervisor for Access Leisure)
 808-6017
 Stephanie Wilson (General Rec
 Supervisor for Triple-R) 808-
 1591
Camp Sacramento
 Thomas Semeta, Camp Manager, 808-6169
 Chadwick Richardson, Assistant Camp Manager 808-
 6098

Aquatics section responsible for operation of 17 neighborhood pools and wading pools to provide water safety education programs including recreation swim, learn-to-swim, swim team and water fitness; Access Leisure and Adaptive Sports serving all ages with disabilities; the operation of Camp Sacramento for family camp and outdoor enrichment programs; Ethel MacLeod Hart Senior Center, providing life-long learning and fitness, social connections, and resources to support seniors living in the community; three Triple “R” licensed adult day care centers serving older adults with dementia.

YOUTH DIVISION

Monica Blanco
 Interim Division
 Manager
 808-6308

Budget – Accounting – Administration
 Sonja Sanders, Administrative Officer

Youth Workforce Development -
Landscape & Learning, WIOA, Prime Time
Teen, Jr. Rec. Aide, Young Leaders of
Tomorrow, Youth Development Institute
 Kris Wimberly 808-6172

Expanded Learning
4th R, START, Summer Oasis
 Joyce Wenger Johnson 808-3849

Youth Civic Engagement & Youth Sports
Summer @ City Hall, Sacramento Youth
Commission, Elementary & Middle School Sports,
28th & B Street Skate and Urban Art Park, Junior
Giants
 Kris Wimberly 808-6172



The Youth Division is responsible for:
 Landscape & Learning, WIOA, Prime Time Teen,
 Jr. Rec. Aide, Young Leaders of Tomorrow,
 Summer @ City Hall, Sac. Youth Commission, 4th
 R, START, ASES @ Middle Schools, Youth Sports,
 Summer Oasis, 28th and B Skate Park & Junior
 Giants

Park Planning & Development

Raymond Costantino
Park Planning and Development Manager
808-1941



Budget - Accounting - Administration

Sadie Clymer (Lead) 808-8040

Judy Vang 808-8722

Contracts and Labor Compliance

Brenda Kee 808-1923

Park Planning

Dana Repan (Lead) 808-2762

Brianna Moland 808-6188

Landscape Architecture

Jason Wiesemann (Lead) 808-7634

Dennis Day 808-7633

Jeff Nittka 808-5996

Tin-Wah Wong 808-5540

Levi Rynearson 808-5343

The Park Planning & Development Division is responsible for overseeing the acquisition, design, and construction of all public parks and projects that reside under the Department of Youth, Parks and Community Enrichment.

Park Operations

Tony Ulep
Parks Manager
808-4070



Budget-Accounting - Administration

Jodie Vong 808-5122

Lori Bauder 808-1196

Park Maintenance

Gonzalo Albor 801-2420

Jonathan Moscato 808-1534

The Park Operations Division oversees the daily and ongoing maintenance and upkeep of parks and parkland within the Department of Youth, Parks, & Community Enrichment.

Park Safety

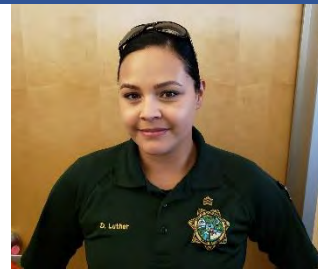
Park Ranger Supervisors

Danielle Luther 808-6048

Robert Conroy 808-3815

Park Safety Voice Mail: 916-808-6093

Email: parksafety@cityofsacramento.org



The Park Safety Division is the law enforcement branch of Youth, Parks, & Community Enrichment that is responsible for the safety of our park guests and preservation of our park land. Park Rangers are sworn peace officers with the State of California. Park Safety is currently staffed with two Park Ranger Supervisors, eight Park Rangers and two Park Ranger Assistants.

Contact YPCE

Department of Youth, Parks, & Community Enrichment

915 I Street, 3rd Floor, Sacramento, CA 95814
(916) 808-6017

Access Leisure

(916) 808-6017

Adult Sports

(916) 808-6087

Aquatics

(916) 808-2306

Camp Sacramento

(916) 808-6098

Community Centers

(916) 808-6060

4th "R" Child Care

(916) 808-6021

Gifts to Share

(916) 808-1041

Golf

(916) 808-5762

Older Adults

(916) 808-5462

Park Operations

(916) 808-4070

Park Permits & Program Registration

(916) 808-6060

Park Planning and Development Services

(916) 808-1941

Park Rangers

(916) 808-6093

S.T.A.R.T.

(916) 808-1203

Special Events

(916) 808-7888

Youth Workforce Development

(916) 808-6023

Expanded Learning

(916) 808-5611

Trips and Tours

(916) 808-8687

Frequently Asked Questions

Community Recreation

What is Community Recreation?

Community Recreation offers adult sports leagues (including softball and volleyball) at the Sacramento Softball Complex and drop-in sports (including pickleball, floor hockey, and batting practice) in the Sacramento Area.

Where is the Sacramento Softball Complex located?

The Complex is located at 3450 Longview Drive, off of Watt and Hwy 80.

What are the Complex rules?

- No outside food or drink except water and sports drinks
- No shelled nuts
- No dogs, skateboards or bikes
- No smoking
- Alcohol is not permitted except in the designated area and must be purchased from cafe
- Tailgating in the parking lot is not permitted

When do you run softball leagues, when do they start, and where are they located?

We run three seasons of leagues during the Spring, Summer and Fall. Leagues start up in the middle of March and typically run until the end of October to the middle of November. We run leagues at the Sacramento Softball Complex, and out in the community at Grant park, Roosevelt park and Tahoe park. Please note, due to COVID – 19, leagues were cancelled for the 2020 season.

How much does the softball league cost?

The cost is \$450 per season, and a \$35 USA softball team fee once per calendar year.

How do I register a team for softball leagues?

You can register online at www.teamsideline.com/sacramento, over the phone with our reservations office at (916) 808-6060, or in person at one of our three Community Centers that take registration: Coloma CC, Sam Pannell CC or South Natomas CC.

Can I rent the Sacramento Softball Complex, or a park athletic field?

Yes, the Sacramento Softball Complex and park athletic fields are available to rent. The Complex is available on weekends for tournaments, and on weeknights if fields are not being used by leagues. Pitching machines and screens available for rent. Beginning in Fall of 2020, fields are available for rent on an hourly basis for batting practice in small groups following social distancing protocols.

What are the rental costs for the Sacramento Softball Complex?

To rent a field for practice or event on a weeknight is \$50 per field per hour. The weekend tournament rental rate is \$860 per day and includes all four fields. If you need lights, it is an additional \$35 per hour per field.

Can I create my own league?

Yes, we can customize a league to fit your needs at one of our facilities.

Do you have volleyball courts available?

We have four sand volleyball courts at the Sacramento Softball Complex. They are available to rent for practice or tournaments. They are also available for drop in play on weeknights during our softball leagues.

What are the volleyball court rental rates?

The cost is \$15 per court per hour, or \$400 for a full day which includes all four courts. If lights are needed it is an additional \$15 per hour.

For additional information, please call 916-808-6087 or contact Allis Calhoun, acalhoun@cityofsacramento.org, or Rich Semenza, rsemenza@cityofsacramento.org. Information can also be found at www.teamsideline.com/sacramento.

Aquatics

Where are the pools located and when are they open?

The City of Sacramento operates 12 neighborhood pools 4 wading pools. Pools hours vary depending on location and program but are primarily open during the summer. Information on pools hours and operation is available at <https://www.cityofsacramento.org/ParksandRec/Recreation/Aquatics/>

What aquatics programs are offered?

Recreational Swimming
Lap Swimming
Water Aerobics
Swim Lessons
Swim Team Jr.
Lifeguard
Lifeguarding Classes
Special Events
Pool Rentals

When is Recreational Swim and how much does it cost?

Recreational swim is offered at most pools 6 days a week during the summer. Recreational Swim hours are typically noon – 4:00 p.m. or 1:00 p.m. – 5:00 p.m depending on the pool and most pools also have a weekly Family Nights 3:00 p.m. – 7:00 p.m. Regular admission is \$2 for youth and \$4 for adults, and on family nights it is \$2 for all ages. Please see the website for individual pools schedules. <https://www.cityofsacramento.org/ParksandRec/Recreation/Aquatics/>

What ages do you offer swim lessons for?

Aquatics offer swimming lessons ranging from parent and child classes for children ages 6 months old all the way up to swim lessons for adults.

What swim lesson level should I sign up for?

Swim lessons are broken up both by ability level and age level. When swim lesson registration is open, a description of the levels is available in the catalog and online. You can also call the aquatics office at (916) 808-2306 and staff can assist you in selecting the most appropriate class for you and/or your child. <https://www.cityofsacramento.org/ParksandRec/Recreation/Aquatics/>

How do I sign up for swim lessons?

You can sign up for swim lessons online or in person at the following community centers:
Coloma Community Center
Pannell Meadowview Community Center
South Natomas Community Center

How much do swim lessons cost?

Our swim lesson prices vary based on the class level and duration but are affordably priced in the range of \$28 to \$56 for a set of multiple lessons.

What is the water aerobics schedule and how much does it cost?

Water aerobics is typically offered at Clunie, Tahoe, and Pannell Pool during the summer season. The cost of water aerobics is \$6 per class as a drop in, but if registering for a set of classes the price per class is less. Please see the website for the current schedule. <https://www.cityofsacramento.org/ParksandRec/Recreation/Aquatics/>

What is the lap swim schedule and how much does it cost?

Lap swimming is typically offered at Clunie, Pannell, Southside, and Tahoe Pool during the summer season. The lap swim schedules vary by location and can be found on the website. The drop in cost is \$5 and a quantity discount for use during the summer is available for purchase at the pools. <https://www.cityofsacramento.org/ParksandRec/Recreation/Aquatics/>

How old do you need to be to become a lifeguard?

You can get your American Red Cross lifeguard certification at the age of 15 and are eligible for hire at the age of 16. The lifeguard certification is good for two years. The City of Sacramento offers several classes each year and you can sign up online or in person at select community centers. The City also offers reimbursement for the cost of the lifeguarding class for candidates that get hired and complete a summer of employment in the aquatics section.

Can I rent the pool for a party?

Yes, pools are available for rentals during the summer season. Pool rentals are set up in person at the aquatics office at the Coloma Community Center. There you can fill out an application, provide your driver's license and payment. Pool rental prices depend on the pool, length of time, and number of people attending. A damage deposit of \$150 is also required and will be refunded after the rental. Parties can bring food, tables and chairs. Glass, knives, alcohol and BBQ/grills are not allowed. To inquire about pool rentals, contact the aquatics office (916-808-2306)

Is there financial aid available for aquatics programs?

Yes, financial aid is available for aquatic programs. Contact the aquatics office (916-808-2306 or aquatics@cityofsacramento.org) for information on how to apply for the financial assistance.

Reservations Office**Where are you located and when are you open?**

The Reservations Office is located at the Coloma Community Center, 4623 T Street, Sacramento CA 95819. Hours of operation are Monday through Friday 9am-4pm.

Can I submit an application online?

Applications can be processed at the Coloma Community Center or emailed to Sacrecreation@cityofsacramento.org

Can I check availability of parks and fields online?

Availability can be checked on the City of Sacramento website or by calling the Reservations Office at 808-6060.

Do I need a permit?

A Certificate for Park Use entitles you to a specific group picnic area in a City park. Group Areas may include multiple tables, barbecues or a large gazebo or shade structure. Permits are issued for the convenience of users and guarantee exclusive use of a particular location for a specific time period, date and use.

Do I need to submit a registration form with my payment for a course?

In order for a registration to be processed a form must be submitted.

What forms of payment do you accept?

All forms of payment are accepted. Cash, American Express, Master Card, Visa, Discover, and checks. Please make checks payable to The City of Sacramento.

Field Use**How far in advance can I submit my long-term field use application?**

Long term applications are accepted on an annual basis (every September) for the following year.

Can I sub-lease the field to an alternate group?

No, sub-leasing is not permitted. You must cancel your scheduled date(s) and the alternate group must submit a field use application to the Reservations Office.

Is insurance required prior to field use?

Insurance is required for ANY type of youth play and adult games/tournaments.

Can I use the field without a reservation?

No, reservations are required for any type of field use.

Can I make cancellations/additions over the phone?

No, all additions/revisions/cancellations must be submitted in writing three days prior to the scheduled field use.

COVID-19- YPCE is following current County Guidelines for all permitting.

Special Events**When do I need a Special Event Permit?**

If your planned activity is taking place on all or any portion of a public street, sidewalk or alley by an organized assembly of more than 50 people, or if your park activity meets one or more of the following conditions: anticipated attendance is 200 or greater, event is open to the public, alcohol consumption/sales and amplified sound (excluding announcements and boom boxes).

Do I need a Special Event Permit for a protest, march or rally?

It is your First Amendment right to protest, march or hold a rally in a park or along City streets without a Special Event

Permit as long as your participants will not block a sidewalk or disrupt traffic, and no amplified sound (e.g., bullhorn) is used. If your activities create a public safety issue, the police may shut down the event and issue a misdemeanor citation. If you want to close a street or use amplified sound, then you need to first obtain a Special Event Permit.

How much does a Special event permit cost?

There is a \$50 non-refundable application fee and the permit fee is based on your anticipated attendance. Please refer to the Special Event Permit Application for the list of fees. Additional fees may be assessed based on your activities. Additional fees may include Sacramento Police Department officer costs, Sacramento Fire Department inspection or tent permit fees, Park Safety Ranger fees, etc. Additional fees are included on the fees list in the Special Event Permit Application.

Can I have alcohol in a park and what are the requirements?

A Special Event Permit is required to serve, sell or consume alcohol in a City park. All alcohol must be served and consumed within a fenced area, provided by the event organizer. If the event is open to the public, the event organizer will be required to hire Sacramento Police Department officers to work as event security. The event organizer is responsible for obtaining a one-day alcohol beverage permit from the Sacramento Police Department and an ABC license, if applicable.

What is a Second Saturday Permit and how do I obtain one?

The City of Sacramento recognizes Second Saturday as the second Saturday of the month between April and October, from 4pm to 9pm. The boundaries are 16th Street to 24th Street and I Street and Capitol Mall. Participants wanting to display and/or sell art outside on public property must obtain an Art Vendor Permit. Private property owners who have multiple art vendors, must obtain a Multi-Use Vendor Permit. Activities which include outdoor amplified sound are required to have an Amplified Sound Permit. Interested participants must complete a Second Saturday Art Walk Application, available on the City's website, via email secondsaturday@cityofsacramento.org or call (916) 808-7888.

Park Operations

How do I report maintenance issues in a park?

You can:

- Call 311
- Use the 311 Cell Phone App
- Email 311@cityofsacramento.org
- Submit an online work order <http://www.cityofsacramento.org/information-technology/311>

How do I volunteer?

Parks Volunteer Coordinator: Gonzalo Albor, GAlbor@cityofsacramento.org or 916-808-6602

How do I apply for a Park Operations position?

Go to <http://www.cityofsacramento.org/HR/Career-Opportunities> to see all City of Sacramento Job Opportunities.

How do I dedicate a memorial bench or memorial tree?

Parks no longer recognizes memorial benches or trees in perpetuity. Existing benches and trees can be sponsored for \$2000 for 5 years. An "In memory of..." plaque may be sponsored in this way.

How does Measure U Impact Park Operations?

There are now 112 park employees in the field maintaining over 200 parks. Prior to Measure U, there were 65 park employees. While not restored to pre-Recession levels, the frequency of restroom cleaning, trash pickup, weeding, edging and blowing in parks has increased, and response time for irrigation repairs has improved. An evening and weekend shift was also added to Park Operations to improve services during these times. Measure U has also funded many maintenance projects and improvements throughout the parks including irrigation system upgrades, repair and replacement of park amenities, and other projects improving parks throughout the City.

What services are performed by Park Operations?

Park Maintenance

Provides standard park maintenance. All parks receive the following minimum standard maintenance services:

- Restroom Cleaning – Daily
- Trash Pick-up – 3x Week
- Playground Maintenance – Weekly
- Mowing/Trim/Edge/Blow - Weekly

Playground Inspection – Weekly
Park Inspection – Monthly
Irrigation Inspection –Monthly
Low Limbing/Hedging – 3 Months

Park Services

Performs specialized services, to include:

Land Park Maintenance
City Cemetery Maintenance
Sacramento Softball Complex Maintenance
Community Gardens
Volunteer Management
Irrigation Repairs
Encampment/Illegal Dumping Clean-ups
Firebreak/Weed Abatement
Pesticide Application/Pre-Emergent
Playground Repairs
Tree Health Pruning
Special Projects

Gifts to Share, Inc.

What is Gifts to Share, Inc.?

Gifts to Share, Inc. is one of several nonprofit charitable partners of the City of Sacramento supporting staff and the community to further “quality of life” projects beyond public funding.

Gifts to Share’s mission is to support the City of Sacramento’s park, recreational, cultural, educational, and neighborhood resource programs and facilities, primarily through the City of Sacramento-sponsored department(s) and its partners whose focus is also aligned with these objectives and purposes.

What Services does Gifts to Share offer?

Gifts to Share, Inc. serves as fiscal sponsor for organizations or community groups in the regional area for like programs and facilities when the City of Sacramento is a primary partner in service delivery.

Older Adult Services

What is Older Adult Services?

Older Adult Services is section of the department providing services, programs and activities to adults ages 50+.
Offerings include:

Hart Senior Center - enrichment classes in the arts, technology, and wellness; fitness activities; supportive services; a daily noon-time meal; opportunities to socialize; and special events. 808-5462

50+ Wellness Program – Fitness programs throughout the community, fall-prevention classes, annual 500+ athlete soccer tournament and Senior Adventure Week at Camp Sacramento. 808-1593

Triple-R Adult Day Program – Five day per week licensed recreational program for seniors with dementia or Alzheimer’s Disease. The extended hours, 7:30am to 6pm, give family caregivers get a much-needed break or ability to go to work while their family members attends the program. Three program sites include Midtown (at Hart Senior Center), South Sacramento and North Sacramento. 808-1591

Caring Neighborhoods builds awareness about the issues of aging in the community, provides support to those who want to help their elder neighbors, and identifies ways for elders to remain integrated in their neighborhoods. 808-1590

How do I volunteer at Hart Senior Center?

Please go to <http://www.cityofsacramento.org/ParksandRec/Recreation/older-adult-services/Hart-Senior-Center/About-Hart/Volunteer> to learn about volunteer opportunities and to download the Volunteer Application. Please submit completed Volunteer Application by mail Attn: Alicia Black, Program Coordinator or email to LThao3@cityofsacramento.org
Ethel Hart Senior Center 915 27th Street Sacramento, CA 95816 (916) 808-5462

Access Leisure

What is Access Leisure? Access Leisure provides a wide range of sports, residential camping and outdoor education as well as social and fitness programs for children, teens, and adults with physical, intellectual and developmental disabilities. Special sports programs and tournaments for ill and wounded veterans are held throughout the year. Groups of children with physical disabilities enjoy two weeks of wilderness camp each summer.

What is River Cats Independence Field?

River Cats Independence Field is a specialty baseball diamond with a surface suited to wheelchair sports, including challenger baseball for children with disabilities. Tournaments, clinics and special events sponsored by Access Leisure are held at the facility, located on Meadowview Road at 24th Street, Spring through Fall each year.

Community Centers

Did you Know?

The City of Sacramento Department of Youth, Parks, & Community Enrichment has 17 Community Centers located throughout the city. Each center offers programs that cater to the needs of their community. With a focus on health and fitness, sports, youth programs such as after school and summer camps; as well as a variety of Active Adult and Senior programs we are sure you will find something that interests you!

Where are Community Centers Located?

Please visit City of Sacramento Website for list of locations.

<http://www.cityofsacramento.org/ParksandRec/Community-Centers>

How do I volunteer at one of the Community Centers or with a Parks and Recreation Park Beautification Program?

The City of Sacramento and its non-profit partners have a wide variety of volunteer opportunities for youth and adults. These include short-term as well as on-going activities. If you'd like to volunteer, please visit our on-line searchable listings. You may apply online at City of Sacramento Volunteer Program or view our volunteer program web pages for more information. <https://app.betterimpact.com/PublicEnterprise/1f3410d7-4796-4e43-b4f8-681733dd6d9c>

For more information contact: Volunteer Coordinator, 916-808-8317 at Historic City Hall, 915 I street, First Floor, Sacramento, CA 95814

How do I register my child for summer or ongoing programs at my local community center?

You can visit in person or download the class registration form (PDF) shown on the Parks Public Webpage at <http://www.cityofsacramento.org/ParksandRec/Community-Centers> (Click on the link for the Community Center you are interested in. Most Centers are open 9:00am - 4:00pm Monday – Friday. Or you can call (916) 808-6060 or send an email to sacrecreation@cityofsacramento.org for more information.

How do I rent or reserve the use of a community center?

You can either go to or call the Community Center you are interested in booking. Community Center staff will give you a tour of the facility, review the fee structure, and provide you with the necessary documents to apply for the use of the facility. An appointment to tour the facility is not necessary. Tours are offered during all business hours. Business hours are: Monday - Friday 10:00am - 8:00 pm. A reservation is not complete until you have submitted a completed Facility Use Application and paid all applicable deposits. Your completed applications and deposit must be submitted to the Coloma Community Center, 4623 T Street, Sacramento, CA 95819 (Monday – Thursday; 10:00am – 4:00pm). Phone: (916) 808- 6060.

<https://pay.cityofsacramento.org/InternetRegistration/Start/Start.asp>

How far in advance should I submit my application?

Applications can be submitted one (1) year in advance, but not less than 14 days prior to the event. A completed application does not guarantee a permit will be issued for your event. You must meet all of the permit requirements and submit payment in full before your reservation is complete.

When are my Rental Fees due?

Rental Fees are due 60 days in advance of your activity. Applications submitted less than 60 days before the rental require payment in full (deposit and all rental fees). Payments by check will not be accepted less than 30 days prior to the rental.

When do I need to hire security for an event held at a community center?

Security services are required for any activity that will be attended by 75 or more people, and any time alcohol is present.

The City requires one security guard per 75 guests or portion thereof Security must arrive a half hour before your activity start time and stay a half hour after your guest depart. There is a four-hour minimum requirement for security. In some cases, the hiring of officers from the Sacramento Police Department may be required in order to complete your reservation.

When do I have to have insurance for an event at a Community Center?

Liability Insurance in the amount of \$1 million is required for events that have 50 or more persons or when alcohol is served.

A certificate of insurance must be filed with the Permit Office 10 days before the event. The City of Sacramento requires all certificates of insurance to be submitted on a standard ACORD form. The City of Sacramento must be listed as the certificate holder as well as an additional insured with respects to General Liability. An endorsement naming the "The City of Sacramento, its officials, agents, employees and volunteers" as additionally insured must accompany the certificate of insurance. The endorsement page is often referred to as page CG 2011. If alcohol will be served, a liquor liability endorsement is required. If you do not have insurance, the City of Sacramento's insurance broker can place coverage for most events at reasonable rates.

How do I become an enrichment instructor at one of the community centers?

The department is seeking instructors that can provide programs for Summer Camps, Year-Round Recreation and Educational Classes, Tiny Tots Programs, Sports Leagues, Clinics/Seminar Programs, Adaptive Sports, and/or Day Trip programs. DPR is interested in attracting instructors willing to provide high quality instruction, personnel, and equipment (either utilizing Community Centers, or other park facilities) at/or below market price to provide a wide variety of affordable programs to City of Sacramento residents.

To ensure offering high quality, innovative programs, the City will accept applications from instructors for one or more of the activities listed herein. Those applicants whose Applications are accepted will be placed with the pool of providers. Qualified persons may submit Applications for one, several, or all activities listed on the flyer on the City's public webpage <http://www.cityofsacramento.org/ParksandRec> . Hard copy applications are also available at City of Sacramento Community Centers and City Hall, on the 3rd Floor. Or You can contact Julia Root at JRRoot@cityofsacramento.org

Youth Division

The Youth Division uses a Youth Development program model to provide recreation and enrichment activities for youth.

Programming incorporates the Youth Development supports & opportunities of:

SAFETY, HEALTHY RELATIONSHIPS, ENGAGEMENT, CONNECTING TO COMMUNITY & SKILL BUILDING.

Youth Workforce Development Unit

These programming activities focus on providing youth development supports & opportunities through YOUTH WORKFORCE DEVELOPMENT to teach lifelong lessons and skills.

The City of Sacramento's youth vocational training and employment programs provide young people 10-18 years of age with experiences and supports that foster their development as healthy, productive adults. Early adult outcomes include education, economic self-sufficiency, healthy family and social relationships, and positive contributions to the community. The vocational training program provides the following elements: vocational training and employment, mentoring, leadership development, community service, life skills, educational supports, and recreation. Programming is considered a pipeline to opportunity for youth.

WIOA (Workforce Innovation and Opportunity Act)

This program is a strength-based, paid work experience program for high school seniors. The year-round program is funded through the Workforce Innovation and Opportunity Act. WIOA partners with local government, private business and the retail industry. Participants with specific barriers (ex: pregnant and/or parenting, foster youth, homeless) receive training in pre-employment skills such as resume writing, employer expectations, service learning, and navigating college campuses. The WIOA program works closely with schools and provides supportive services to students in need. Supportive services may include tutoring, counseling center referrals, and self care resources. This program offered to youth throughout the Sacramento city limits that meet qualification criteria.

Landscape & Learning (L & L)

Youth 14-17 years of age who reside within the Sacramento city limits receive paid work experience providing landscape maintenance and general clean-up in our city parks. The seasonal youth employment program provides specialized training in landscaping, employer expectations, teamwork, safety procedures, customer services and time management. This program operates throughout the Sacramento city limits.

Prime Time Teen (PTT)

This program engages youth for eight weeks in employment readiness training and community service projects. Prime Time Teen is a fun, interactive work readiness training program for young people between the ages of 13-18. Participants gain skills in job searching, resume development, completing job applications, interviewing, financial literacy, communication, leadership, teamwork, problem-solving, and community service. All participants who meet attendance goals and participate in a youth-led community service project will receive a \$300 stipend. Program is offered at the various community centers throughout the year.

Young Leaders of Tomorrow (YLOT)

An interactive program filled with fun, life skills and work readiness training for youth ages of 10 – 13 years old. Participants gain skills in teamwork, problem-solving, leadership development, study skills, financial literacy, communication, goal-setting, and community service. All participants who meet attendance goals and participate in a youth-led project will receive a \$200 stipend. Program is offered at various community centers throughout the year.

Youth Sports, Fitness, & Wellness Unit

These programming activities focus on providing youth development supports & opportunities through SPORTS, FITNESS, & WELLNESS to teach lifelong lessons and skills.

Elementary & Middle School Sports Leagues

Boys and girls in grades 4th- 8th grade will learn the fundamental skills and strategies of flag football and basketball in this co-ed instructional league. Practices are held 2 – 3 days each week and games are on Saturdays. Program activities are offered at various community centers. Football is held during Fall and basketball in the spring with additional activities scheduled through the year.

28th & B Street Skate and Urban Art Park

Skateboarders, roller skaters, scooterers, and rollerbladers are invited to ollie and grind our street course of a bowl, quarter pipes, fun boxes and grind rails. All sessions are supervised. Participants under 18 years of age are required to wear a helmet and have a Participant Registration Form completed by a parent/guardian on file. If a participant is over 18 years of age they also must have a General Release Form on file. A limited number of helmets are available to rent for \$2 per session. Participants are allowed to ride scooters and roller blades at the skate park. Bikes, unicycles, motorized scooters, or any motorized riding instruments are NOT allowed. We are located at the Sutter's Landing Regional Park at 28th and B Streets (over the railroad tracks). The facility is also available to rent for youth birthday parties and special events on the weekends. Skate camps are offered during seasonal breaks in the winter, spring and summer.

Junior Giants

The YPCE Youth Division partners with the Giants Community Fund, a 501(c)(3) nonprofit organization and the San Francisco Giants to bring baseball and softball fun to youth 5-15 years of age. By using baseball and softball as a forum to encourage underserved youth and their families to live health, productive lives, the Junior Giants program allows many youth their first swing at the game. Youth are taught the fundamentals of the game through once a week practices and Saturday games. The foundation of character development is taught through the four bases of character – INTEGRITY, CONFIDENCE, LEADERSHIP & TEAMWORK. There is no cost to be a part of this 10-week summer program and all equipment needed to play is provided for each player.

Civic Engagement Unit

These programming activities focus on providing youth development supports & opportunities through CIVIC ENGAGEMENT to teach lifelong lessons and skills.

Sacramento Youth Commission (SYC)

The SYC has a mission is to protect, preserve, enhance & advance the quality of life for Sacramento youth by advising the City Council and the public on issues relating to youth policies, programs, & opportunities. There are 19 appointed Commissioners represented each council district and mayoral seats. Commissioners are required to reside or attend a school in the Sacramento city limits and be between 14 to 24 years of age. The matters upon which the Commission will provide recommendations and advice may be referred to the Commission by the city council, the youth development policy manager, the director of the Youth, Parks, and Community Enrichment Department, the community, or members of the

Commission. The SYC is viewed as the official YOUTH voice in the City of Sacramento.

Summer @ City Hall (S@CH)

The S@CH program is a six-week summer learning experience that provides incoming juniors and seniors an opportunity to learn local government processes, youth advocacy and how to become an active member of their community. Students are required to attend a partnering school district high school (Natomas Unified, Sacramento City Unified or Twin Rivers Unified) or live within the Sacramento city limits. Students are supported throughout the program by credentialed teachers that deliver a curriculum focusing on civic engagement, local governmental structure and youth development. This program is an exciting way to learn how to find your inner voice and bring a youth perspective to real city issues and concerns.

Expanded Learning Unit

4th “R”

What is 4th “R”?

4th “R” is a state licensed recreation school age child care program that provides before school, afterschool, and early dismissal child care during the school year. 4th “R” also operates during summer and winter vacation, and on spring break. Centers are open 7AM-6PM Monday - Friday and are closed on all city holidays. The 4th “R” is a recreation program that offers arts, crafts, science, cooking, group games, dramatic play, field trips, and homework help.

Who does 4th “R” serve?

We serve children kindergarten through sixth grade. Each 4th “R” site can accommodate up to 100 children.

Where is 4th “R” Located?

We have on-site locations at many elementary schools in 3 different school districts: Sacramento City, Natomas & Twin Rivers. Please visit www.4thRchildcare.com for a complete list of sites.

How are 4th “R” sites staffed?

Each site is staffed by Program Coordinator, a Program Developer, Program Leaders and Recreation Aides. The ratio is one staff to every 14 children.

How much does 4th “R” cost?

The 4th “R” offers enrollment categories designed for each family’s scheduling needs. Each enrollment level is based on the number of hours of care needed per month. For pricing details, please visit www.4thRchildcare.com to view the registration contract.

Does 4th “R” accept third party pay?

Yes, we accept Child Action, Cal Works and other approved third party pay.

For additional information, please visit www.4thRchildcare.com or call (916) 808-6021.

START

What is START and what does it provide?

START is a FREE grant funded after school program that provides educational and recreational opportunities for children in grades K-6 in a safe and caring environment. The program supports social and emotional development by providing opportunities such as homework help, enrichment activities and physical activity. The program maintains a pupil-to-staff member ratio of 20 to 1. A nutritious supper is provided daily to students participating in the program.

Where is the program offered?

START is offered in the Robla School District at the following locations:

Bell Avenue Elementary School: (916) 825-5798

Main Avenue Elementary School: (916) 825-5849

Glenwood Elementary School: (916) 825-5838

Taylor Street Elementary School: (916) 825-0045

Robla Elementary School: (916) 825-5850

What grant funds support START?

START receives state funding from the After-School Education and Safety (ASES) program as a result of the California voter approved initiative, Proposition 49. ASES supports after school education and enrichment programs and is regulated by the

California Department of Education.

How much does START cost to participate?

START is free for students attending the school that the program is offered.

How do I register my student?

Registration for START will take place at each of our five campuses in mid-August and throughout the school year as space is available.

When does the program start?

The program begins on the first day of school and follows the school calendar.

What are the staff qualifications?

All staff members who directly supervise students meet the requirements for the ASES regulations, including the completion of at least 48 units of college coursework and/or successful completion of the No Child Left Behind exam. Upon hiring, all new staff attend training before being placed at a site with the students. All program staff and volunteers are subject to the health screening and fingerprint clearance.

Additional program information can be found online at <http://www.cityofsacramento.org/ParksandRec/Recreation/START> or by calling the START office at (916) 808-1203.

ASES Middle School

What is ASES and what does it provide?

ASES is a FREE grant funded after school program that provides educational and recreational opportunities for young people in 7th – 8th grade in a safe and caring environment. Middle school students strengthen social skills, improve confidence, problem solving and decision-making abilities, elevate physical and academic performance, and most of all, meet new friends and have fun! Participants engage in a variety of exciting and challenging activities such as academic enrichment, sports, visual and performing arts, robotics, multi-cultural activities, life skills education, special events, trips and much more!

Where is the program offered?

Program is located at Sam Brannan Middle School, 5301 Elmer Way, Sacramento, CA 95822.

How much does ASES cost to participate?

ASES is free for students attending Sam Brannan.

How do I register my student?

Registration for ASES will take place in mid-August and throughout the school year as space is available.

When does the program start?

The program begins on the first day of school and follows the school calendar.

What are the staff qualifications?

All staff members who directly supervise students meet the requirements for the ASES regulations, including the completion of at least 48 units of college coursework and/or successful completion of the No Child Left Behind exam. Upon hiring, all new staff attend training before being placed at a site with the students. All program staff and volunteers are subject to the health screening and fingerprint clearance.

Additional program information can be found online at <http://www.cityofsacramento.org/ParksandRec/Recreation/START> or by calling the ASES office at (916) 808-1203.

Park Rangers

How many Park Rangers are there?

Currently the Ranger Division has a total of 13 positions, broken down by the following classifications:

2- Park Ranger Supervisors, 9- Park Rangers, and 2- Park Ranger Assistants. There is currently 1 vacant position.

Are Park Rangers Sworn Peace Officers?

All Park Rangers are sworn Peace Officers per California Penal Code 830.31(b).

How do Park Rangers receive their service calls?

Park Rangers are dispatched by the Sacramento Police Department and the office of the City Operator (311).

When are Park Rangers on duty?

Park Rangers operate between the hours of 6 am to 10 pm, 7 days a week, 365 days a year. Park Rangers work 4 days/10 hour shifts per week. The Park Ranger's office is located in the Central Police Facility at 300 Richards Blvd.

Where do Park Rangers patrol?

Currently the Park Rangers are responsible for public safety in over 227 active City parks, 3 large protected wildlife/wetlands areas and all City Aquatic, Community Centers, also the City Cemetery. Park Rangers also oversee 60 plus miles of bike trails and two boat launch facilities along the Sacramento River. Park Rangers jointly patrol the Southside of the American River from Discovery Park to Watt Avenue, and the Ueda Bike trail. Park Rangers work closely with the Sacramento Police Department with all crimes committed in City parks or City park lands.

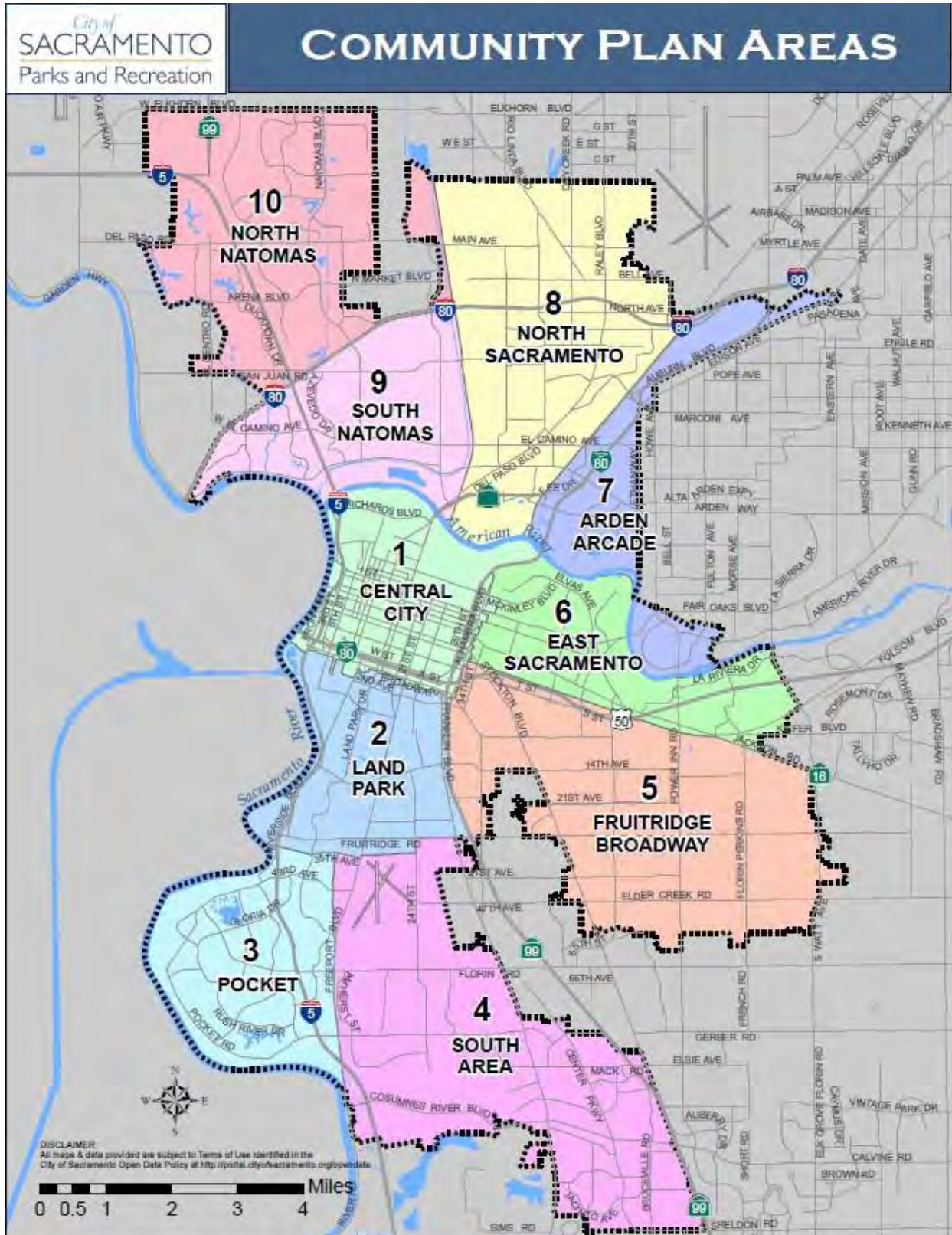
Are there other duties assigned to the Park Rangers are also responsible for:

Sitting on the panel of the City's Special Event Review Committee

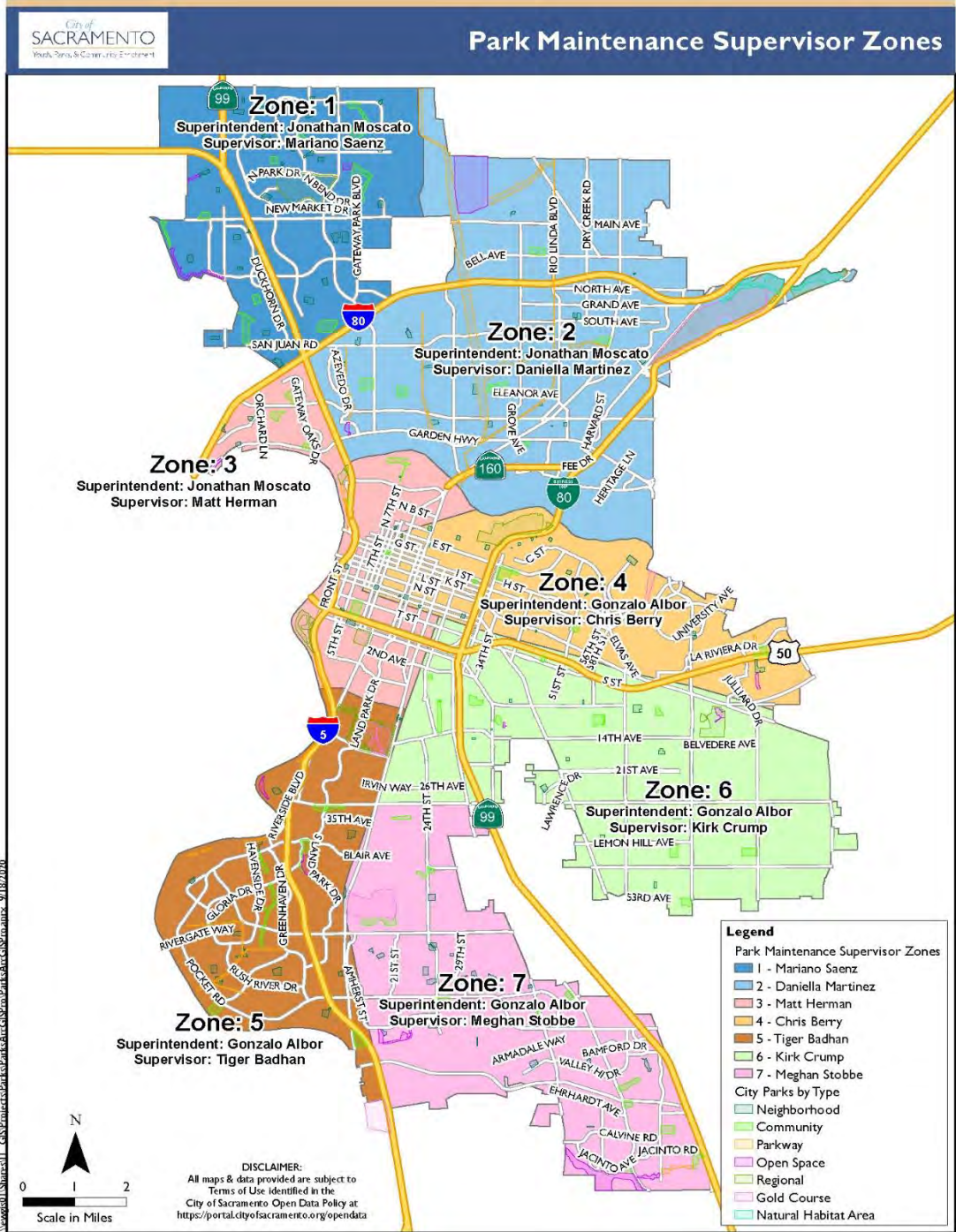
4 CPTED certified Park Rangers assist park planers with the review and inspections of all new park sites and renovations

- o Attending and speaking at public and neighborhood meetings
- o Conducting weekly transient camp clean up along with Park Maintenance
- o Attending Police roll calls
- o Conducting operations with other law enforcement agencies, to include the Sacramento City Police Department, Elk Grove Police, Sacramento County Sheriff's Department, West Sacramento Police, RT Police, State Rangers, Sacramento County Rangers, State Parole and Probation Officers
- o Providing Security assistance at City operated Cooling and Warming Centers
- o Posting notices, park reservation permits, and other necessary information

Park Planning Map



Park Supervisor Map



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