

**WHAT YOU ALWAYS
WANTED TO KNOW
ABOUT
BULKY TRASH**

“Bulky Items” are large items that have been discarded but cannot fit into the small trash bins provided to residents by the city.

The Department of Public Works Bureau of Sanitation (BOS) will pick up large household items, such as mattresses, couches, and other furniture from all residents in the City free of charge. However, the trash collection trucks will not pick up bulky items without a special request. Bulky items are collected on the regular trash collection day.

BOS does not collect automotive parts, construction materials, commercial materials, and cardboards. Cardboards are only collected as a Move In/Move Out service not as a bulky item pickup. For more information about this, call 3-1-1 or visit www.lacity.org.

**HOW TO REQUEST
BULKY TRASH PICK UP:**

Call 3-1-1 or fill out a service request form at www.lacity.org. Please provide an address and a list of each item. This enables BOS to send a crew with the necessary equipment.

If the bulky item is not picked up within one week, call 3-1-1 and ask for your Councilmember’s assistance.

IT’S EASY!

IF YOU NOTICE A POTHOLE IN THE STREET, BULKY TRASH ON THE SIDEWALK OR STREET, OR GRAFFITI CALL THE CITY’S 24 HOUR HOTLINE AT



OR

**(213) 4LA-CITY
(485-2121)**

OR REPORT IT ON THE CITY’S WEB PAGE:

www.lacity.org

A city operator will ask you for the address, a cross street, and a description of the problem.

This information enables the operator to send your report to the appropriate department, and ensures that the department will send the proper equipment to the location.

**Neighborhood
Improvement Guide**

#7:

**How to
report graffiti,
bulky trash,
and potholes**

Council District Thirteen



ERIC GARCETTI
Council President



CITY HALL
200 N. Spring St Room 470
Los Angeles CA 90012
213.473.7013
213.613.0819 Fax

DISTRICT OFFICE
5500 Hollywood Boulevard 4th floor
Los Angeles CA 90028
323.957.4500
323.957.6841 fax

WHAT YOU ALWAYS WANTED TO KNOW ABOUT POTHOLES

A "Pothole" is a hole in the street with a bottom shaped like the rounded bottom of a pot. Potholes are **not** sunken or raised trenches, eroded flowlines, or alligator cracking.

The Department of Public Works Bureau of Street Services (BSS) attempts to fix potholes reported by the public within 24 hours. Delays are caused when water is present at the site.

Potholes are created when rainwater sinks through the cracks in old or weakened asphalt. The water is soaked up by the mixture of rock, gravel, and sand that supports the road. Vehicles force water through the soggy roadbed eventually eroding parts of it. The asphalt sinks into the eroded portions of the roadbed which eventually cracks under the pressure of vehicles causing chunks to come loose. Potholes are patched with cold or hot patch material.

HOW TO REPORT A POTHOLE:

Call [3-1-1](tel:311) or fill out a service request form at www.lacity.org. Please provide an address or very specific location.

If the pothole is not repaired within one week, call [3-1-1](tel:311) and ask for your Councilmember's assistance.

HOW TO REDUCE GRAFFITI IN YOUR NEIGHBORHOOD

UNTAG is my initiative to reduce graffiti in our neighborhoods. In the first year of the program, we reduced graffiti by over 60% through Council District 13. City Council voted to expand UNTAG citywide in the summer of 2005 and allocated \$500,000 to start the program.

THE ELEMENTS OF UNTAG

- ❖ Block Captains
- ❖ Police Stings
- ❖ Safety Cameras
- ❖ Targeted Police Enforcement
- ❖ Priority Paint-Outs
- ❖ Aggressive Prosecution
- ❖ Prevention & Intervention

Volunteer block captains agree to adopt a hotspot and report graffiti there to the city for removal by calling [3-1-1](tel:311).

Block captains can participate in paint-out trainings and paint over graffiti themselves, they can work with the Council Office and the Police Department to organize stings at a particular hotspot and coordinate targeted enforcement where there are chronic graffiti problems.



CREATE A GRAFFITI FREE ZONE!

- ❖ Keep your neighborhood free of bulky trash, loitering, littering, and other nuisance activity by calling [3-1-1](tel:311) or by working with your Councilmember.
- ❖ Join the Police Department's volunteer surveillance team. Contact your Senior Lead Officer by calling [\(877\) ASK-LAPD](tel:877ASKLAPD).
- ❖ Beautify your neighborhood with landscaping. Thorny plants, ground cover, and vines on walls prevent graffiti by physically preventing access to the site. Ask the city to plant vines on graffiti walls by calling [\(323\) 962-2163](tel:3239622163). Murals can also prevent graffiti.

HOW TO REPORT GRAFFITI:

Call [3-1-1](tel:311) or fill out a service request form at www.lacity.org. Please provide an exact address and the type of surface the graffiti is on.

If the graffiti is not removed within one week, call [3-1-1](tel:311) and ask for your Councilmember's assistance.