



**WHO DO I CALL FOR...**

| <b><u>INFORMATION ON</u></b>  | <b><u>DEPARTMENT / AGENCY</u></b>  |                  | <b><u>PHONE #</u></b> |
|---|--|------------------|-----------------------|
| Alley Clean-up  | Public Works Agency  | (714)            | 647-3380              |
| Animal Services Including Barking Dogs  | Santa Ana Police Department  | (714)            | 245-8792              |
|   |  | (714)            | 834-4211              |
| Animal License  | Finance / Customer Service   | (714)            | 647-5257              |
| Animal Shelter (Orange)   | Orange County Animal Care Center<br>561 City Drive South<br>Orange, CA 92868 | (714)            | 935-6848              |
| Arts & Culture  | Parks, Recreation, & Community Services Agency                               | (714)            | 571-4200              |
| Athletics   | Parks, Recreation, & Community Services Agency                               | (714)            | 571-4264              |
| Battered & other Assistance– Hotline  | N. Orange County   | (714)            | 992-1931              |
| Bicycle Licensing   | Santa Ana Police Department  | (714)            | 245-8200              |
| Bicycle Lost / Found  | Santa Ana Police Department  | (714)            | 245-8077              |
| Bill – Water  | Finance / Customer Service   | (714)            | 647-5454              |
| Building Inspection   | Planning & Building  | (714)            | 667-2738              |
| Bus Information   | O.C. Transportation Authority  | (714)            | 636-7433              |
| City Council -  | Clerk of the Council Address:  | (714)            | 647-6520              |
| *Mayor: Miguel A. Pulido  | City Hall  | (714)            | 647-6900              |
| *Mayor Pro-Tem: Claudia Alvarez   | 20 Civic Center Plaza  | (714)            | 647-6954              |
| *Councilmembers: David Benavides,<br>Carlos Bustamante, Michele Martinez,<br>Vincent F. Sarmiento, Sal Tinajero | 8 <sup>th</sup> floor<br>Santa Ana, CA 92701                                 | FAX              |                       |
| City Manager  | City Manager's Office  | (714)            | 647-5200              |
| Code Enforcement  | Community Preservation - Planning & Building                                 | (714)            | 667-2780              |
| *(Weekend Complaint Message Line)   |  | (714)            | 667-2780              |
| C.O.P. Task Force   | Santa Ana Police Department  | (714)            | 245-8746              |
| Community Relations/Crime Prevention  | Santa Ana Police Department  | (714)            | 245-8719              |
| Couch Removal (on public property)  | Public Works Agency  | (714)            | 647-3380              |
| Election Information  | Clerk of the Council   | (714)            | 647-6520              |
| Emergency – to report an  | Dispatch   |                  | 911                   |
| Employment with the City of Santa Ana   | Personnel Services   | (714)            | 647-6500              |
| Employment Services & Job Training  | W.O.R.K. Center (1000 E. Santa Ana Blvd., Ste 200)                           | (714)            | 565-2600              |
| Fair Housing & Foreclosure Prevention   | Orange County Fair Housing   | (714)            | 569-0823              |
| Fire Safety (F.I.R.E.)  | Santa Ana Fire Department  | (714)            | 647-5700              |
| Fire Dispatch   | Santa Ana Fire Department (non-emergency)                                    | (714)            | 542-2315              |
| Freeways / Highways / Detours, etc.,<br>- Hot Line  | Cal-Trans  | (949)            | 724-2000              |
| General Information - City of Santa Ana   | City of Santa Ana  | (714)            | 647-5400              |
| Graffiti Removal  |  |                  |                       |
| *General (Graffiti Hotline-any time)  | Public Works Agency  | <i>TOLL FREE</i> | (877) 786-7824        |
|   |  |                  | (877) STOPTAG         |
| *Bus Stop Shelters  | O.C. Transportation Authority / Customer Relations                           | (714)            | 636-7433              |
| *Highways/Freeways (Graffiti Hotline)   | Cal-Trans  | (949)            | 936-3500              |
| Graffiti Task Force (Police)  | Santa Ana Police Department  | (714)            | 245-8769              |
| Hazardous Waste Disposal  | County of Orange Integrated Waste Management                                 | (714)            | 834-6752              |
| Home Security Inspection  | Santa Ana Police Department (Community Relations)                            | (714)            | 245-8719              |
| Human Relations   | Human Relations Commission   | (714)            | 567-7470              |
| Dispute Resolution / Mediation  | Dispute Resolution Center  |                  |                       |
| Info on Referrals for Human Services  | 211 Orange County  | (714)            | 2-1-1                 |
| Homeless Outreach   | Orange County Mental Health Association                                      | (714)            | 547-7559              |

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|------------------------------------|---|-------|----------------|
| Legal Assistance (Civil)           |   |       |                |
| *Public Law Center                 |   | (714) | 541-1010       |
| *Legal Aid Society of OC           |   | (714) | 571-5200       |
| Legal Assistance (Debt Relief)     | Consumer Credit Counseling  | (800) | 213-2227       |
| Museum                             | Bowers Museum   | (714) | 567-3600       |
| Natural Gas                        | The Gas Company   | (800) | 427-2200       |
| Noise Complaints                   | Santa Ana Police Department   | (714) | 834-4211       |
| Obstructing Bushes & Trees         | Public Works Agency   | (714) | 647-3380       |
| Overcrowding                       | Community Preservation - Planning & Building Agency                         | (714) | 667-2780       |
| Paramedics – Emergency             | Dispatch - Santa Ana Fire Department  | (714) | 647-5700       |
| Park Rangers                       |   |       |                |
| *Monday-Friday after 3:00 p.m.     | Parks, Recreation, & Community Services Agency                              | (714) | 647-3397       |
| * All other hours (Dispatch #)     |   | (714) | 834-4211       |
| Parking Control                    | Santa Ana Police Department   | (714) | 245-8225       |
| Parking - Inoperative Junk cars    |   |       |                |
| *Vehicles on Street                | Santa Ana Police Department   | (714) | 245-8225       |
| *Private property                  | Community Preservation / Code Enforcement Agency                            | (714) | 667-2780       |
| Poison Center                      | California Poison Control System  | (800) | 876-4766       |
| Police Front Desk                  |   | (714) | 245-8601       |
| *Dispatch (report crimes)          | Santa Ana Police Department   | (714) | 834-4211       |
| Potholes                           | Public Works Agency   | (714) | 647-3380       |
| Public Telephones                  | Pacific Bell  | (800) | 498-2646       |
| Pupil Support Services             | Santa Ana Unified School District   | (714) | 433-3481       |
| Pushcart Information / Problems    | Community Preservation - Planning & Building Agency                         | (714) | 667-2780       |
| Recreation Programs                | Parks, Recreation, & Community Services Agency                              | (714) | 571-4200       |
| *Centers: El Salvador              |   | (714) | 647-6558       |
| Jerome                             |   | (714) | 647-6559       |
| Memorial                           |   | (714) | 571-4242       |
| Salgado                            |   | (714) | 571-4267       |
| Santa Anita                        |   | (714) | 647-6552       |
| Recycling, Energy Conservation     | Santa Ana Green Program   | (714) | 647-5088       |
| Rodent / Rat Problem               | Orange County Vector Control  | (714) | 971-2421       |
| Sanitation (overgrown yards, etc.) | Public Works Agency   | (714) | 647-3309       |
| School Security                    | Santa Ana Unified School District   | (714) | 558-5535       |
| Senior Information                 | Santa Ana Senior Center<br>– Parks, Recreation, & Community Services Agency | (714) | 647-6540       |
| Shopping Cart Removal              | Code Enforcement (until further notice)                                     | (714) | 667-2780       |
| Street Cleaning                    | Public Works Agency   | (714) | 647-3380       |
| Street Lights – Customer Service   | Southern California Edison  | (800) | 655-4555       |
| Swimming Pools - Public            | Parks, Recreation, & Community Services Agency                              | (714) | 571-4200       |
| - Private                          | Public Works Agency   | (714) | 647-3336       |
| Tenant / Landlord Problems         | Orange County Fair Housing  | (714) | 569-0823       |
| Traffic Safety                     | Santa Ana Police Department   | (714) | 245-8200       |
| Trash Pickup & Dumpsters           | Waste Management  | (714) | 558-7761       |
| Trash Pickup & Recycling           | Ware Disposal Co., Inc  | (714) | 834-0234       |
| Unsanitary and Unsafe Housing      | Community Preservation - Planning & Building Agency                         | (714) | 667-2780       |
| Vector Control                     | Orange County Vector Control  | (714) | 971-2421       |
| Voter Registration                 | Orange County Registrar   | (714) | 567-7600       |
| Water                              |   |       |                |
| Bill – Water                       | Public Works Agency   | (714) | 647-3320       |
|                                    | Finance / Customer Service  | (714) | 647-5454       |
| Zoning information                 | Planning and Building Agency  | (714) | 647-5804       |
| Zoo                                | Santa Ana Zoo   | (714) | 836-4000       |

### **NEIGHBORHOOD IMPROVEMENT PROGRAM**

**(714) 667-2260**