



City of Antioch Resource Guide



DEPARTMENT OF PUBLIC WORKS

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CITY OF ANTIOCH

DEPARTMENT	DIVISIONS	SERVICE HOURS	CONTACT INFO
RECREATION	Antioch Community Center	Mon. – Fri. 8:30am to 5pm See Website for seasonal facility hours of operation.	4703 Lone Tree Way (925) 776-3050
	Antioch Water Park	Please refer to the seasonal brochures for hours of programs and events	4701 Lone Tree Way (925) 779-3070 Water Park Website: http://www.ci.antioch.ca.us/CitySvcs/Prewett/
	Sports Fields Classes and Programs	Please refer to the seasonal brochures for hours of programs and events	Website: http://www.ci.antioch.ca.us/Recreation/
	Nick Rodriguez Community Center Classes and Programs	By appointment only Please refer to the seasonal brochures for hours of programs and events	213 F Street (925) 776-7070 Website: http://www.ci.antioch.ca.us/Recreation/
	Antioch Senior Center	Mon. – Thurs. 8am to 4pm Fri. 8am to 3pm (Facility Only)	415 West 2nd Street (925) 778-1158 Website: http://www.ci.antioch.ca.us/Recreation/seniors.asp

DEPARTMENT	DIVISIONS	SERVICE HOURS	CONTACT INFO
POLICE - Cont'd	Animal Services	Tues. Wed, Thurs, & Sat. 10 am to 5 pm Friday 10 am to 2 pm	Website: http://www.ci.antioch.ca.us/CityGov/Police/AntiochAnimalSvcs/
PUBLIC WORKS	ADMIN	Mon. – Fri. 7am to 4pm	1201 W 4th Street (925) 779-6950 (925) 778-2441, after 4 pm
	Facilities Fleet GIS Landscaping NPDES Parks Sewer Streets Water	Field Operations: 24 Hour Emergency Services	Email: publicworks@ci.antioch.ca.us Website: http://www.ci.antioch.ca.us/CityGov/PublicWorks/
	Capital Improvements Sidewalk Program	Mon - Fri 8am to 5pm	200 H Street, Basement (925) 779-7050 Main Website: http://www.ci.antioch.ca.us/CityGov/CapitalImp/CIP/
	Engineering and Development Services	Mon - Fri 8am to 5pm	200H Street, 2nd Flr (925) 779-7065 Main Website: http://ci.antioch.ca.us/CityGov/CommDev/Engineering/

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DEPARTMENT	DIVISIONS	SERVICE HOURS	CONTACT INFO
FINANCE	Accounts Payable Accounts Receivable Alarm Permit Fees	Mon. – Fri. 8:30am to 4:30pm	200 H Street, 1st Flr (925) 779-7055 Main Main Website: http://www.ci.antioch.ca.us/CityGov/Finance/
	Business License		Business License: (925) 779-7059 Business License Website: http://www.ci.antioch.ca.us/CityGov/Finance/BusLic.htm
	Finance Customer Service: Invoices Payable to City Water Accounts		Water Accounts: (925) 779-7060 Water Services Website: http://www.ci.antioch.ca.us/CityGov/Finance/Water/
HUMAN RESOURCES	Human Resources	Mon., Tues., Thurs., Fri. 8am to 4:30pm *Closed between 12pm and 1pm Wed. 1pm to 4:30pm (open at 1:00pm)	200 H Street, 1st Flr (925) 779-7000 Website: http://www.ci.antioch.ca.us/Human-Resources/
MARINA	Municipal Marina	Mon. – Sun. 8am to 5pm * 7 days/wk.	5 Marina Plaza (925) 779-6957 Website: http://www.ci.antioch.ca.us/antioch-marina/
POLICE	Abandon Auto Chaplaincy Records Road Side Memorials VIP Program	Mon. – Fri. 9 am to 1pm See website for all PD services.	300 L. Street Emergency: 911 (925) 779-6900 Website: http://www.ci.antioch.ca.us/CityGov/Police/ Abandoned Cars: (925) 779-6981
	Alarm Permits		Alarm Permits: (925) 779-6819

DEPARTMENT	DIVISIONS	SERVICE HOURS	CONTACT INFO
ADMINISTRATION	City Manager City Attorney City Clerk City Treasurer	Mon. - Fri. 8am to 5pm	200 H Street (For all) (925) 779-7000 (925) 779-7015 (925) 779-7009 (925) 779-7005 Main Website: http://www.ci.antioch.ca.us/CityGov/Administration/
COMMUNITY DEVELOPMENT	All Divisions Building Division (CD) Code Enforcement (CE) Planning (CD)	Mon. - Fri. 8am to 5:00PM	200 H Street, 2nd Flr (925) 779-7065 Main Website: http://www.ci.antioch.ca.us/CityGov/CommunityDev/ Building Permits: (925) 779-7065 Website: http://ci.antioch.ca.us/CityGov/CommunityDev/BldgDiv.htm Code Enforcement: (925) 779-7042 Website: http://ci.antioch.ca.us/CityGov/CommunityDev/Code-Enforcement/ Planning: (925) 779-7035 Website: http://ci.antioch.ca.us/CityGov/CommunityDev/PlanningDivision/
ECONOMIC DEVELOPMENT	Economic Development	Mon. - Fri. 8am to 5pm	200 H Street, 3rd Flr (925) 779-6168 Main Website: http://ci.antioch.ca.us/CityGov/Finance/EconDev/



WHAT'S GOING ON ANTIOCH?



In this publication, we are featuring our Public Works Department Sewer/Collections System Division.

The Sewer/Collections System Division is primarily responsible for maintaining an

estimated 310 miles of sanitary sewer system and 31,000 residential and commercial sewer lateral connections. This program also performs through contract, root foaming, manhole rehabilitation, infiltration control, spot repairs and cleaning of larger trunk lines. Employees in this division provide a comprehensive program of televising, archiving and benchmarking the overall condition of the sewer system infrastructure. Information will be used to establish maintenance requirements, the need for repairs and development of Capital Improvement Projects. Personnel also assist in staffing an alternative work shift and 24-hour Stand-by system that responds to emergency after hour calls for service

What's going on down under... At the onset of the new year (2018), our Collections System cleaning crew is working around the clock and doing an outstanding job cleaning approximately 4,000 feet of sewer main pipe each day. In the caption below, they were working in the area of Prewett Ranch Drive throughout the month of January 2018. This is a very important aspect of what we do here in the Sewer or Collections System Division year round. It is also an especially vital component of our preparations for the winter months. These procedures go a long way to reducing the occurrences of sanitary sewer spills, minimizing inconveniences and environmental effects to members of our community.



So, if you see a truck with a big tank and blue hose attached to the front, know that we are on-the-job maintaining your sewer system!

Check out our informational video on maintaining a proper cleanout:

<https://www.facebook.com/antiochpublicworks/videos/674902182705395/>

DEPARTMENT OF PUBLIC WORKS

The **Public Works Department** is committed to serving our community to the utmost of our ability and appreciates every opportunity to partner with those who share our commitment towards improving our community.

We often get comments from residents who are seeking information on a specific topic. Before submitting a request, please check out this Resource Guide to see if you are directing your inquiry correctly.

If you receive a complaint, request or concern related to Public Works services, please share our contact options below with the reporting party. We endeavor to address service related concerns in a timely manner.

PUBLIC WORKS CONTACT OPTIONS

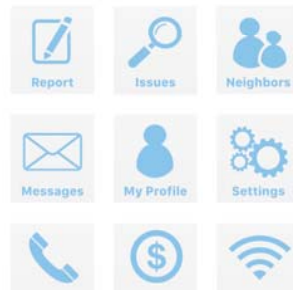
Hours: Monday thru Friday 7 am – 4 pm
Website: <http://www.ci.antioch.ca.us/CityGov/PublicWorks/>
Email: publicworks@ci.antioch.ca.us
Phone: 925-779-6950
925-778-2441 Emergency/Hazards After Hours

To **Report an Issue**, the City uses a communication system called See-Click-Fix or SCF. This tool bridges the communication gap between residents and the City, and encourages residents to become active citizens in taking care of and improving their City by reporting non-emergency issues in their neighborhood. Please use the following website address: <https://seeclickfix.com/antioch>.

You can even download the easy to use APP on your phone.

- Easily report issues such as: abandoned vehicles, street lights, graffiti, or potholes.
- Provide as much information as possible; including your name, address, email address and phone number. City personnel may need to communicate with you about the issue. The information you provide also allows the City to track each request.
- Requests are immediately routed to the City.
- City will dispatch staff as needed.

The following pages provide general information, contact information and websites of the responsible City departments, agencies and/or utility districts.



conserve water whether there is a drought or not. It will stay in effect during the term of the rates approved under the rate study.

CCWD did suspend their “drought surcharge” once the State officially announced the drought was over and conservation mandates were no longer in effect. The City did not pass this surcharge on to our customers when instituted by CCWD and we are not charging such a surcharge now.

Regarding the water maintenance fee, this fee has gone up in accordance with the rate study and will do so over the term of the rate study and subsequent Council decisions to increase this fee accordingly. Failure to increase the rates and service charges would subsequently result in an underfunding of our water and sewer funds, creating a significant financial and safety liability to the City. Antioch enjoys some of the lowest water and sewer rates in the region and we continue to strive to provide our customers reliable, quality and responsive water and sewer service. To know more, please visit the CCWD website: <http://www.ccwater.com/703/Contact-the-CCWD-Customer-Service-Depart>



WEED ABATEMENT

Public Property

The City's weed abatement program typically begins in May and ends the first week of July. The work is performed as weather conditions allow for effective disking; please refer to page 6 for PW options. View mandates at:

<http://www.cccfpd.org/pdfs/Minimum%20WA%20standards.pdf>

Moreover, the Fire Abatement Program at the City of Antioch consists of 2 main types of abatement processes. The first part for Open Space areas, acreage is disked at regular distances to create a fire stoppage band. The second part of this program knocks down the dry grass, eliminating the air around the dry grass, which can still burn, but at a slow rate mostly smoldering, as opposed to a large conflagration otherwise. This is the work that is done in close proximity areas, along fences and other areas a large tractor will not fit in.

YARD SALES – CITY WIDE YARD SALE

The City sponsors a city wide yard sale usually held in the month of October. Look for flyers in your water bill and register to participate. Call (925) 779-7097 to register or go online at:

<http://www.antiochyardsales.com/>.

WATER OFF - NO NOTICE

There are times when a water main break creates an emergency. The first priority is to secure the area for public safety. The next priority is to isolate the broken section of the water main to minimize damages; particularly to prevent a major sink hole from forming as a result of the volume of water. Crews work diligently to repair the water main within a reasonable period of time, based on the extent of the emergency. Under normal circumstances, door to door notification would be performed. There are times where this is not possible, but we will endeavor to have information available on See-Click-Fix or on our Facebook page at <https://www.facebook.com/antiochpublicworks/>. At all times, feel free to contact the Public Works Department for more information at (925) 779-6950; also, refer to page 6 for PW options.

WATER LEAKS

The City operates a 24-hour emergency response team. Please report water leaks on City property or Rights of Way to the Public Works Department at (925) 779-6950; also refer to page 6 for PW options. .

Private Property

The City does not inspect nor make repairs on private property. If you would like Public Works staff to send a technician to turn off your water at the meter so you may make homeowner repairs, please contact (925) 779-6950; also refer to page 6 for PW options.

Please note, unfortunately, the City also cannot recommend any Contractor to assist with any repairs at your home.

WATER QUALITY

Yes, there are periods during the year when your water may have an odor; particularly in hot weather. What you are experiencing is the result of an algae bloom in the City's water source, resulting in an earthy smell in the treated water. This taste and/or odor does not affect the safety of the water and we continue treating our water source regularly. In the meanwhile, the taste and odor is minimized by refrigerating the water. Be assured the water is safe for all uses. If you require more information, you may also contact the City's Water Quality Analyst at (925) 779-7024 or email lvillasana@ci.antioch.ca.us.



WATER RATE INCREASES

Based on a 5-Year Water and Sewer Rate Study approved by City Council in June 2015, residents can expect to see their water and sewer rates go up, effective July 1, 2018.

The City operates on a two-tier system approved by the City Council is common in most water agencies and provides incentive for users to

EMERGENCY OR HAZARDOUS PUBLIC WORKS ISSUES

WHAT SHOULD I DO?

If you are reporting a water, sewer or other related hazard that requires immediate attention, please call (925) 779-6950, Monday thru Friday, 7 am – 4 pm.

On holidays and after normal hours, call Dispatch, at (925) 778-2441. The Public Works Department operates a 24-hour emergency response team to respond to emergencies outside of our normal hours of operations.

ABANDONED VEHICLES

The Abandoned Vehicle Division of the Police Department handles abandoned vehicles on public property or public rights of way (streets, sidewalk, medians, etc.) Please contact PD directly on this matter at (925) 779-6900 or online at <http://ci.antioch.ca.us/CityGov/Police>. You can also report abandoned autos or other public street parking/auto complaint or concern using the following email: parkingenforcement@ci.antioch.ca.us.

For additional information on abandoned vehicles, please refer to the following page: <http://ci.antioch.ca.us/CityGov/Police/Abandoned-Autos-Unit.htm>

ANIMAL SERVICES

Hazardous situations involving animals should be called in to Antioch PD Dispatch (925) 778-2441 for immediate attention. Other animal related calls (dead animals, barking or nuisance complaints) can be called in to Antioch Animal Services at (925) 779-6989.

BLIGHT

The Code Enforcement division's Abatement Team is responsible for removing graffiti on City property. Please contact the Code Enforcement Division at (925) 779-7042 or visit their web page at <http://www.ci.antioch.ca.us/CityGov/CommDev/Code-Enforcement>.

Private Property: Blight, retail parking lots, homes, please also contact Code Enforcement at (925) 779-7042 or visit online at: <http://www.ci.antioch.ca.us/CityGov/CommDev/Code-Enforcement/>



The following link is an article on the City's abatement team in action. <http://www.eastbaytimes.com/2017/04/10/antiochs-blight-busting-team-of-two-cleans-up-after-illegal-dumpers/>

Graffiti at the Antioch Community Center and Antioch Water Park is handled proactively by the Code Enforcement Abatement Team through scheduling. Every Tuesday and Thursday, the

Abatement Team performs site inspections and removes graffiti as needed throughout the facilities.

The maintenance of wooden fences and structures within commercial or retail complexes is the responsibility of the **Property Owner**.

DROUGHT COMPLAINTS ON PRIVATE PROPERTY

Please contact the Water Conservation Hotline at (925) 779-6140. Your report will be recorded and investigated. You will only be contacted if additional information is required. For City property, contact Public Works at (925) 779-6950. Also see page 6 for PW Contact Options.

FIRE ABATEMENT - PRIVATE PROPERTY

Overgrown weeds on private property is under the authority of the Contra Costa Fire Protection District (CCFPD). Please contact CCFPD at (925) 941-3300 or refer to the website:

<http://www.cccfpd.org/administration.php>



FIRE ABATEMENT - PUBLIC PROPERTY (April - July)

The City's Fire Abatement Program is operated under Contra Costa Fire Protection District (CCFPD) mandates. This program services specific areas and phased work plans that begin in April and are expected to be complete by July 7th of each year. This vital safety program is provided with a disciplined work plan. Please refrain from reporting concerns until after July 1st. This will help keep the program moving as planned and allow the work crews and follow up inspections to be completed as scheduled. View mandates at CCFPD's website. Visit CCFPD at <http://www.cccfpd.org/administration.php>

FRUIT VENDORS

Contact Steven Wharton of Contra Costa Environmental Health (CCEH) at (925) 692-2550. Mr. Wharton deals with the fruit vendors and all food licensing. Visit CCEH online at: <http://cchealth.org/eh/contact-us.php>

HIGHWAY ON/OFF RAMPS – ADJACENT SIGNS, RELATED MEDIANS, SIGNALS, IRRIGATION & LANDSCAPE

Public Works does not have jurisdiction over an outside agency's service orders. For reference purposes, please contact CalTrans directly at <http://www.dot.ca.gov/dist4/d4address.htm>

HOMELESS AND HOMELESS ENCAMPMENTS

Highways, including medians, on-ramps and off-ramps, are primarily the responsibility of CalTrans. To report issues, visit CalTrans at: <http://www.dot.ca.gov/dist4/d4address.htm>. You can also alert the City's Code Enforcement Division (CE) so that they too are aware; please call CE at (925) 779-7042. Also, visit CE's website: <http://www.ci.antioch.ca.us/CityGov/CommDev/Code-Enforcement/>.

TREE REMOVAL PERMITS

Please visit our website to determine if a permit is required prior to removing trees on private property. <http://www.ci.antioch.ca.us/CityGov/PublicWorks/Tree-Removal-Permit-Request.pdf>. To expedite the process, please complete the permit and email pictures and all related information to publicworks@ci.antioch.ca.us.

TRI DELTA TRANSIT

Tri Delta Transit bus shelters are maintained by Tri Delta Transit. Please contact them directly: (925) 754-6622, or visit them online at: www.trideltatransit.com.



UTILITY BOXES – GRAFFITI OR OTHER MAINTENANCE

The City does not track or have jurisdiction over an outside agency's service orders and maintenance requests. Contact Public Works for small utility boxes near trails and large utility boxes near traffic signals only; otherwise contact the responsible utility agency as described below:

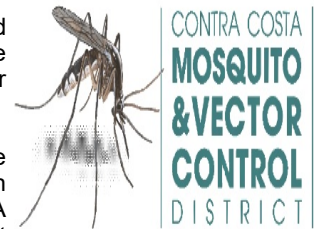
- **PG&E** (800) 743-5000 - For dark green utility boxes or covers/doors in the ground. Select Option 1 for emergencies. To avoid delays, please contact PG&E directly and they will dispatch their service crews to address the situation. https://www.pge.com/en_US/residential/customer-service/help/contact-pge-landing/contact-us-form/contact-us.page
- **AT&T** (866) 577-7726 - For light green utility boxes. (ATT does not provide online/web reporting.)



VECTOR CONTROL

Contact Public Works for rodent/ground squirrel abatement at City Parks only. Please call (925) 779-6950; also, refer to page 6 for PW options.

For requests beyond City Parks, please contact CCMVCD directly at their main location: 155 Mason Circle, Concord, CA 94520. You can also call (925) 685-9301. To report online, go to <http://contracostamosquito.com/> or www.ccmvcd.dst.ca.us/contact.htm.



WATER CONSERVATION/DROUGHT

If you have a water conservation issue, please contact the Water Conservation Hotline at (925) 779-6140. Your report will be recorded and investigated. You will only be contacted if additional information is required. For City property, contact Public Works at (925) 779-6950. Also see page 6 for PW Contact Options.

Mokelumne Trail is adjacent to the East Bay MUD channels and pipeline. All areas of the trail are on a service maintenance schedule; trimming, landscape and weed abatement are performed routinely as scheduled. Please report irrigation, hazardous or graffiti related issues to Public Works Department at (925) 779-6950; also, see page 6 for PW options.



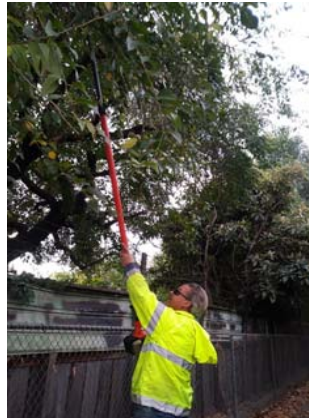
TREE INSPECTION

Trees sometimes develop unusual growth patterns, i.e.: leaning. If you are concerned about whether a **City** tree is healthy, our resident Arborist will inspect and advise whether the tree is still a healthy specimen, despite its leaning. Staff continually monitors tree growth and patterns.

Also, please contact us if you believe that the issue you are reporting poses an imminently dangerous condition. We will inspect the tree and respond within a reasonable timeframe if the tree in question is unstable or a threat. Please contact the Public Works Department to schedule an inspection at (925) 779-6950; also, see page 6 for PW options.

Maintenance on Public Rights of Way

The Public Works Department manages a tree maintenance program to address growth affecting public areas; the department does not trim trees to relieve limb growth and/or leaf drop from private property. You are within your legal rights to remove limbs overhanging onto your property, regardless of who owns the tree. Please contact Public Works at (925) 779-6950 if the issue you are reporting poses an imminent, dangerous condition and the department will inspect the tree and respond immediately, if the tree in question is unstable or an immediate threat. See [page 6 for PW options.



Private Property

Public Works manages a tree maintenance program to address tree growth on Public Rights of Way only; we do not trim trees to relieve limb growth and/or leaf drop from private property. You are within your legal rights to remove limbs overhanging your property, regardless of who owns the tree. Privately owned tree issues should be reported to Code Enforcement (925) 779-7042 so that the property owner can be held responsible for that maintenance.

Public Property or City Rights of Way, including the removal and disposal of the encampments, are handled by the CE Division. Please contact the Division directly at (925) 779-7042, or visit online at: <http://www.ci.antioch.ca.us/CityGov/CommDev/Code-Enforcement/>.

Private Property, a trespassing complaint is required by the Police Department in order for them to take action. Please contact the Police Department at one of the following options:

1. Download the Antioch PD Smart Phone APP (available in iOS and android phones) and use the directory.
2. Go to the APD website: <http://ci.antioch.ca.us/CityGov/Police/>
3. For abandoned autos or other public street parking/auto complaints, email parkingenforcement@ci.antioch.ca.us directly.

Railroad-Owned Property, is also handled by the CE Division, which offers online reporting on their website. Using this link is the fastest way to have your concerns addressed by a CE Officer. Please call (925) 779-7042, or visit the CE Division website at: <http://www.ci.antioch.ca.us/CityGov/CommDev/Code-Enforcement/>.

ILLEGAL DUMPING

Public Property: Republic Services is responsible for disposing illegally dumped items on the public rights of way. The company abates illegal dumping in the City of Antioch on Tuesdays and Thursdays. Republic Services can be contacted at (925) 685-4711, select option 2 for residential service. Leave a voice message if reporting after normal business hours.

Private Property: Blight, retail parking lots, or homes, contact Code Enforcement at (925) 779-7042 or visit the website at: <http://www.ci.antioch.ca.us/CityGov/CommDev/Code-Enforcement/>

LANDSCAPE IRRIGATION AND MAINTENANCE

The Public Works Department repairs irrigation on City property, medians, and rights of way where no fronting private, commercial or retail property is present. All City maintained landscaped areas are on a maintenance schedule. Trimming, landscape and weed abatement are performed routinely as scheduled. Please contact Public Works when public landscape or traffic signs are blocking the public Rights of Way, and when irrigation is leaking at (925) 779-6950; see page 6 for PW Contact Options.



MARINA

Antioch's Municipal Marina is a pleasure boat marina operation. This involves renting berths, selling fuels and oils, and providing various other services to visitors of the Rivertown Community. The Marina's focus is to provide our customers with an active recreational boating experience.

boating experience, in a family friendly atmosphere, at a prime location. The Marina offers a new boat launch at its facility. There are also two (2) kayak launches with kayak storage now available! Contact the Marina at (925) 779-6957 or visit antiochmarina@ci.antioch.ca.us.

MOSQUITOES, RODENTS / PESTS

Contact Public Works for rodent/ground squirrel abatement at City Parks only; please call (925) 779-6950; also, refer to page 6 for PW options.

For requests beyond City Parks, please contact Contra Costa Mosquito & Vector Control District (CCMVCD). Please contact CCMVCD directly at their main location: 155 Mason Circle, Concord, CA 94520. You can also call (925) 685-9301. To report online, go to <http://contracostamosquito.com/> or <http://www.ccmvcd.dst.ca.us/contact.htm>.

PARKS

Public Works' Parks and Landscape Maintenance Division maintains 33 parks and provides a wide variety of services, including but not limited to landscaping in City Parks, open space areas, medians, trails, cul-de-sacs, and weed abatement throughout the City. The division also provides volunteer projects for a variety of community and youth organizations. Please click the following link, [Park Maps](#) to see the various parks. Let your mouse hover over the parks on the map to see the distinct amenities at each location. URL for the site is <http://www.ci.antioch.ca.us/CityGov/PublicWorks/Parks/>. The parks are open from dawn to dusk; exact times are not available as crews are addressing maintenance issues during the process. Park areas are available on a first come first serve basis, except for



Antioch Community Park where some reservation-only spots are available by contacting the Recreation Department. Athletic Fields are also administered by the Recreation Department. You can call the Recreation Department at (925) 776-3050 or you can visit the department online at: <http://www.ci.antioch.ca.us/Recreation/parks.asp>.

To report abandoned vehicles, you can email parking.enforcement@ci.antioch.ca.us, and for additional information on abandoned vehicles, please refer to the following page: <http://ci.antioch.ca.us/CityGov/Police/Abandoned-Autos-Unit.htm>

STREETS / CUL-DE-SAC PARKING

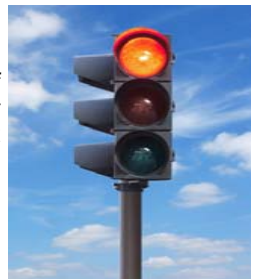
City street parking is available to the public on a first come first serve basis, and there is not a limit to how many vehicles a resident may own or spaces they may use. Antioch Municipal Code 4-5.1206 only requires that all vehicles parked on the street need to be operable, registered and moved every 72 hours.

STREETS / ROAD CONDITIONS

All streets/roads in Antioch are rated and service is prioritized by conditions, funding, resources and impacts to vehicle traffic such as school and other commute schedules. The existing work plan schedule will only be adjusted if the street conditions override the existing priority rated service list. Contact the Assistant Civil Engineer via email at Lfilson@ci.antioch.ca.us or call (925) 779-7025 to request a street inspection.

TRAFFIC SIGNALS

Help us keep traffic moving smoothly in the City of Antioch. To report a malfunctioning traffic light or signal, please contact the Public Works Department at publicworks@ci.antioch.ca.us. You can also call (925) 779-6950; see page 6 for PW options.



Please note that Contra Costa County Traffic Signal Maintenance is contacted to facilitate signal repairs. The repairs are typically made within three (3) business days.

Traffic Signal Timing Issues

Please contact the Public Works Department at (925) 779-6950. Staff will forward your concern to the correct department; see page 6 for PW Contact Options.

TRAILS: [Trail Map – Antioch CA](#)

Delta DeAnza Trail is adjacent to the Contra Costa Canal and owned by the Contra Costa Water District (CCWD). CCWD has a maintenance agreement with East Bay Regional Parks District (EBRPD), since it is an extension of the EBRPD's trail system. Please contact the responsible agency directly at http://www.ebparks.org/parks/trails/delta_deanza, or call (888) 327-2757.



On City Property or Public Rights of Way, when requiring immediate attention, a Public Works Crew will be dispatched to the location. Please call us at (925) 779-6950.

SIDEWALKS, INCLUDING CURBS AND GUTTERS RELATED TO UTILITY REPAIRS

On City property, curb, gutter and sidewalk repairs resulting from Public Works performing utility service work is coordinated by the Public Works Inspector at (925) 779-6125 or khansen@ci.antioch.ca.us.

SOUND WALLS, INCLUDING RETAINING WALL/MASONRY WORK

Aesthetic repairs to the walls are scheduled. If there is a presenting hazard, please contact us at (925) 779-6950; also refer to page 6 for PW options.

SPEED HUMPS

The City Council adopted a Traffic Calming Policy on December 12, 2017, which has been posted to all City Social Media and City web based sites. The Traffic Calming Policy as well as the Speed Hump Application are also available on line at:



<http://www.ci.antioch.ca.us/CityGov/CommDev/Engineering/>. Please direct all inquires to the Assistant City Engineer II at (925) 779-7025 or email trafficalming@ci.antioch.ca.us.

Completed applications can be faxed to 925-779-7062, scanned and emailed to the following: trafficalming@ci.antioch.ca.us, mailed to Antioch Traffic Engineer, P.O. Box 5007, Antioch, CA 94531-5007, or hand delivered to the Capital Improvement Division in the basement of City Hall, 200 "H" Street.

STREET LIGHTS & OUTAGES

The City's street lights are inventoried by a number located on the front of the pole. Contact Public Works at (925) 779-6950 to report an outage and provide the pole number and street address to help us respond to your report as quickly as possible.

Our goal is to restore service to the non-working street light within seven (7) business days. We would like to thank you in advance for your patience.

STREET SWEEPING

Provided by the Delta Diablo Sanitation District. Please contact them at (925) 756-1900. A street sweeping schedule of City streets is available at www.ddsd.org or <http://www.deltadiablo.org>.

POLICE ISSUES

Police related issues are to be communicated directly to the Police Department using one of the following methods:

1. By phone at (925) 779-6900
2. Police Department website: <http://ci.antioch.ca.us/CityGov/Police/>
3. Antioch PD smart phone app (available for IOS and android phones) and use the directory.
4. For abandoned autos or other public street parking/auto complaints email parkingenforcement@ci.antioch.ca.us, directly.

POT HOLES

The Public Works Street crews maintain the roadways, repair potholes and remove road obstructions. When reporting a pot hole, please provide the specific location information and it will be repaired as soon as possible. Please contact Public Works immediately at (925) 779-6950.



Regarding Street Rehabilitation, the City's Assistant City Engineer II, in the Capital Improvements Division, Lynne Filson, can be reached at (925) 779-7025. You can also contact her via email at: lfilson@ci.antioch.ca.us.

RAILROAD TRACKS

Burlington Northern Santa Fe Railway DOT #029683D. Tracks run nearest to the river and easterly towards Wilbur Ave.

<http://www.bnsf.com/about-bnsf/contact-us/>

Union Pacific – tracks on Auto Center Dr. and then running south east (including south of Wilbur Avenue.) Please call (888) 877- 7267 or go to the following website: <https://www.up.com/aboutup/contact/>



RED CURBS

There are 86 miles of red curb in the City of Antioch. Public Works Street Maintenance Crew repaints faded red curbs in our arterial and collector roads throughout the City on a carefully planned and scheduled work plan approximately once every 5 years.

In the first phase of the work crews scrape and clean the faded peeling red curbs to ensure that the new paint will last as long as possible.

The second and final phase is the application of the new paint using a painting striper, and crews ensure safety for all with a shadow truck following behind the striper.

We use top quality paint that allows us to get at least 4+ years out every round of red curb painting.

The City paints red curbs strictly for regulatory reasons in public 'No Parking' zones. Despite popular belief, we do not paint around fire hydrants because the California Vehicle Code already states that it is unlawful to park in front of a hydrant.



The freshly painted curbs add an aesthetic appeal to our community but unfortunately we do not come out and repaint isolated fading or red curbs with tire marks. If you believe an additional red curb is needed in your area, before any installation, your request will be evaluated by City's Assistant City Engineer II, in the Capital Improvements Division, Lynne Filson. She can be reached at (925) 779-7025. You can also contact her via email at: lfilson@ci.antioch.ca.us.

RIGHTS OF WAY

City rights of way generally extends 10' back from the face of curb. Any work in this area requires an encroachment permit. Jessica Koller, Assistant Engineering Tech, Jessica Koller, is responsible for issuing encroachment permits. Jessica can be reached at (925) 779-6149, or contact her by email at jkoller@ci.antioch.ca.us.



RV STORAGE LOT

The City's municipal RV storage facility currently has space available for lease. For more details and information, please contact us via email at publicworks@ci.antioch.ca.us or (925) 779-6950.



SANDBAGS

The City's sandbag station is located at the Public Works corporation yard at [1201 W. 4th Street \(enter at N Street\)](http://www.ci.antioch.ca.us).

Arrive at the Public Works Admin office at 1201 4th Street to pay for the items, then proceed to 4th and N Streets to pick up the items purchased. Please noted that the station is self-serve; filled sandbags are \$1.00 each, empty bags are available for \$0.50 each. Quantities are limited to 20 per resident.

SCHOOL DISTRICT MAINTENANCE (AUSD)

The Antioch Unified School District is not the same as the City of Antioch. Please refer all school maintenance issues to this URL: <http://www.antioch.k12.ca.us/maintenanceandoperations> or call the school district at 925-779-7600.

SEWER/COLLECTIONS SYSTEM

If you experience a sewer overflow, **DO NOT** use **ANY** water or sewer utilities such as faucets, flushing toilets or home appliances. Please contact Public Works at (925) 779-6950 **IMMEDIATELY!** After business hours and during Holidays and weekends, please call (925) 778-2441; refer to page 6 for PW Options.

SHOPPING CARTS

Shopping carts are private property. To report ALL abandoned shopping carts, please contact Code Enforcement: (925) 779-7042, or refer to the website: <http://ci.antioch.ca.us/CityGov/CommDev/Code-Enforcement/>

SIDEWALK HAZARDS

Along Private Property, under the State of California Improvement Act of 1911 and City of Antioch Ordinance, the property owner is responsible for all sidewalk maintenance and repair surrounding or abutting their property. The City's sidewalk program is managed through Capital Improvements. Contact the Senior Development Services/Engineer, Sal Rodriguez at (925) 779-6128, or you can email him at the following: srodriguez@ci.antioch.ca.us.



#AntiochPublicWorks24/7

*Public Works is Committed to
Enhancing the
Quality of Life in our Community
through
Quality Service and
Effective Management of
Resources.*

Want to be more involved and better connected to Public Works?
Like us on Facebook to get better insight on what we do. Go to
<https://www.facebook.com/antiochpublicworks/> or search
Antioch Public Works to find us.



**Public Works Department
1201 W 4th Street**

**P.O. Box 5007
ANTIOCH, CA 94531**

**Phone: (925) 779-6950
Fax: (925) 779-6897
E-mail: publicworks@ci.antioch.ca.us**

** Also refer to page 6 for PW Contact Options*