

1. What does Public Works do?

We work with the Capital Projects Group to maintain the City's streets. Public Works maintains: sidewalks, curbs and gutters, street trees, street and traffic signs, pavement markings, street lights and traffic signals, street sweeping, landscape maintenance, the water mains, water services, monitor refuse collection and recycling, and the sewer system. In addition, Public Works is responsible for other services: mechanical maintenance for all City-owned vehicles, small equipment and large construction equipment, and the maintenance of all City-owned buildings.

2. I want to make improvements to my property. What do I need to do?

Almost anytime you make improvements to your property you will need a permit. If the improvement is in the public right-of-way (such as your driveway approach) you will need an encroachment permit. Please telephone us at (801) 569-5070 if you have any questions.

3. There is a pothole in the asphalt. What do I do?

Contact us at (801) 569-5700. The staff member answering the telephone will take the information and prepare a work order. The Supervisor will conduct a field inspection and schedule the work as appropriate.

4. There is a problem with the sidewalk in front of my house. What do I do?

The city will pay the materials and labor costs for the repair of curb and gutter sections. The city will pay the labor costs for the repair or replacement of defective sidewalks; the adjacent property owner will be responsible for the payment of the materials costs to repair or replace defective sidewalks. Notwithstanding the provisions of this subsection, the adjacent property owner will be responsible for all materials and labor costs for the repair or replacement of defective concrete within the property owner's driveway (whether such be sidewalk, curb, gutter or drive approach). The adjacent property owner will be responsible for the complete labor and materials costs for the repair or replacement of defective sidewalk where the defective condition was caused by the abuse or improper use of the sidewalk by the adjacent property owner, his guests, licensees or invitees.

5. The City street tree at my home needs to be trimmed. What do I do?

Telephone us at (801) 569-5700. The staff member answering the telephone will take the information and prepare a work order. The Supervisor will conduct a field inspection and schedule the work as appropriate.

6. I have a problem with sewage on my property. What do I do?

Telephone us at (801) 569-5700. The staff member answering the telephone will take the information and prepare a work order. The Supervisor will conduct a field inspection to determine if the problem is with your lateral line or in the main line. If the problem is in your lateral line, you will need to take appropriate steps. If the problem is in the main line sewer system, the Supervisor will contact city staff to take action.

7. There is a street light out at a specific location. How do I get it fixed?

You can contact us at (801) 569-5700 with the specific location. The staff member answering the telephone will take the information and prepare a work order.

8. Who picks up my trash?

The City contracts with ACE for refuse collection. Each resident is issued three cans for refuse collection. The black can is for traditional refuse and is picked up once per week. The blue can is for recyclable materials, this can is also picked up every week. The green can is for green waste (yard materials), it also is picked up once per week – but keep in mind that the green waste program is a seasonal collection only available between April and November.

9. When is my trash picked up?

Your trash is picked up once per week. You can get the exact day by calling ACE Disposal directly at (801) 363-9995. The garbage container must not be set out upon the street for collection prior to 6:00 p.m. of the evening before the day of collection. All empty containers must be removed from the street as soon as practical after being emptied and in every case must be removed from the street the same day they are emptied. If a major holiday (New Year's Day, Independence Day, Thanksgiving or Christmas) falls on a weekday, there will be no collection that day and service will be delayed one day for the rest of the week. If in doubt, call ACE Disposal directly at (801) 363-9995.

10. How do I start or discontinue my refuse service?

You must contact the City's Finance Department at (801) 569-5000. The Finance Department is located on the second floor of City Hall at 8000 S. Redwood Road.

11. My water pressure seems low. How do I find out what it is?

Telephone the Public Works Department at (801) 569-5700 and we will investigate. While we are not permitted to work on private property, we will try to help you trouble shoot a problem for water pressure, water flow, water leaks, back flow prevention and more. For more information view this link: [WATER](#).

12. How do I reserve a dumpster?

Visit the Public Works facility at 8030 S. 4000 West to sign a waiver and reserve a dumpster. For more information view [NEIGHBORHOOD PROGRAMS](#).

13. Frequently requested contacts

- [Animal hotline: \(801\) 569-5123](#)
- [Animal shelter: \(801\) 282-3951](#)
- [Building and Safety: \(801\) 569-5050](#)
- [Business License: \(801\) 569-5010](#)
- [Cemetery: \(801\) 301-6925](#)
- [Engineering Department: \(801\) 569-5070](#)
- [Park Reservations: \(801\) 569-5724](#)
- [Code Enforcement: \(801\) 568-2661](#)
- [Graffiti Removal on Public property: \(801\) 569-5700](#)
- [Salt Lake County \(801\) 468-2662](#)
- [UDOT \(801\) 965-4000](#)