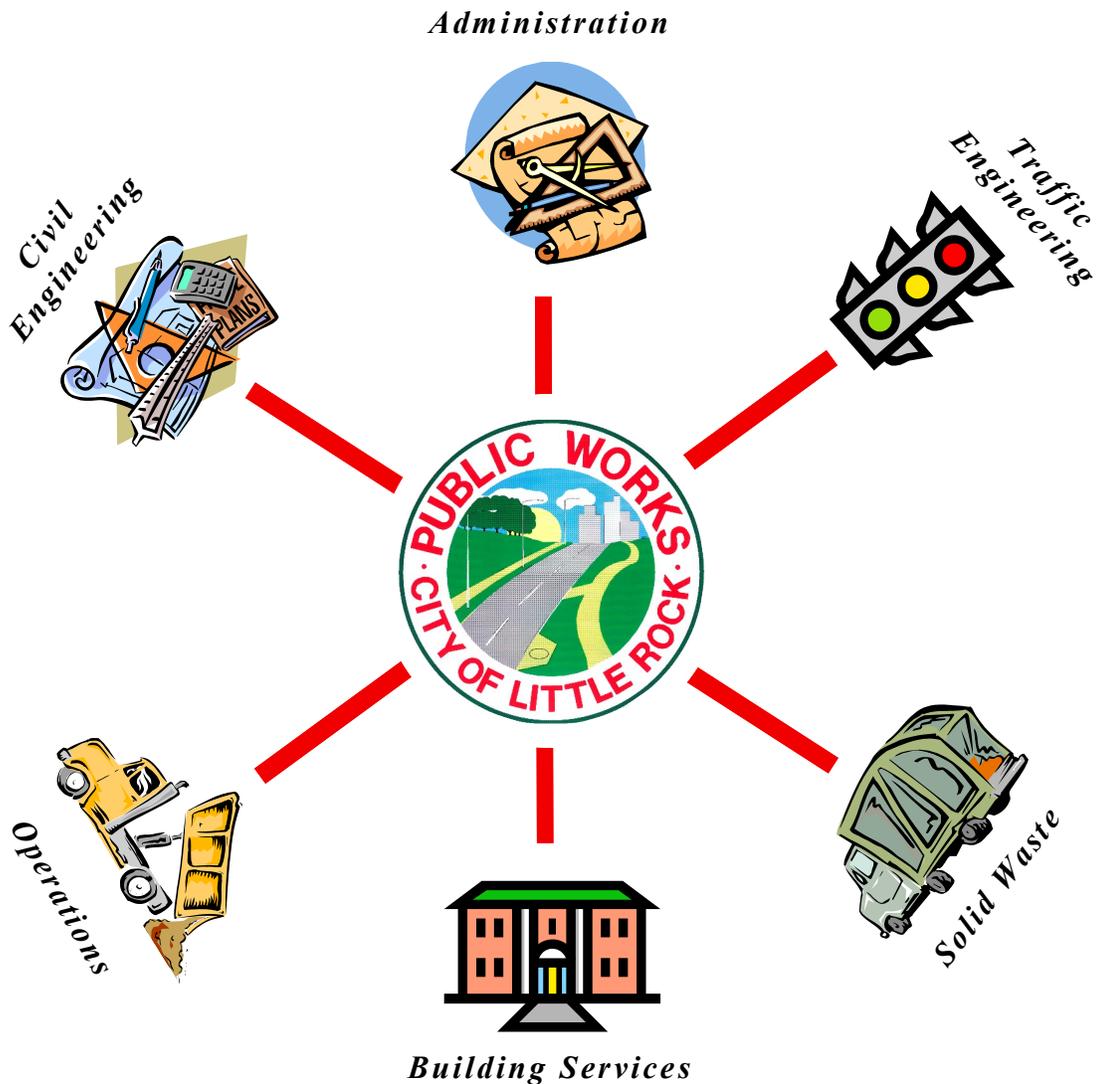


Public Works  
***Your Resources Guide***  
7th Edition—July 2009  
**An Informational Services Guide**



***Provided by the City of Little Rock Public Works Department***

City of Little Rock ♦ Public Works  
701 West Markham ♦ Little Rock, Arkansas 72201-1303

***We're Proud of Our Works***

# What is 3-1-1?

Little Rock 3-1-1 is a simple, three-digit number that residents, businesses and visitors can call to reach the City to make inquiries regarding services, report problems, check the status of issues or obtain general information. Instead of having to scroll through a list of more than 200 seven (7)-digit City numbers, all people need to know is 3-1-1. From obtaining library hours, to reporting a stray dog

## City Services

To request information or report a non-emergency item, for example:

- General City Service Information of Phone Numbers
- City Event Information
- Locations and Hours of Operation of City Properties
- Potholes that Need Repaired
- Street Sweeping Requests
- Sidewalk Repairs
- Missed Garbage Pick-Ups
- Dumpster Requests
- Report High Grass and Weeds
- Request Bulky Item Pick-up
- Tree Trimming on Public Property
- Taxi/Limo Complaints
- Report Graffiti
- Parking Enforcement Issues
- Traffic Light Outage
- Street Light Outage
- Stray Animals
- Golf Course Maintenance
- Trail Maintenance
- Trash in the Park
- Working Without A Permit

## When do I call 3-1-1?

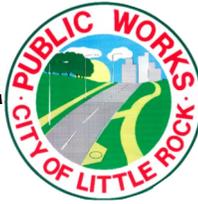
9-1-1 service is for emergencies, such as house fires and violent crimes, which require an immediate response by police, fire crews or an ambulance. For non-emergency police reports and all other city services, call 3-1-1.

- Customer service operators will staff the phone from 7:00 AM to 7:00 PM weekdays. If calling after 7:00 PM, you will be prompted to call back during regular business hours.
- Individuals living outside the Little Rock City Limits can reach 3-1-1 customer service agents by calling (501) 371-4437.
- If a non-English speaking individual calls 3-1-1, a third-party translation service will join the call, if so needed.
- The 3-1-1 Operators are equipped with computer-based technology that will enable hearing impaired individuals to easily communicate with the City of Little Rock utilizing their current TDD/TTY devices.
- After hours and on weekends, the 3-1-1 Center will be closed; however, police reports can be made by calling (501) 371-4617.
- In the future, 3-1-1 customer service systems will allow the public to access their local government twenty-four (24) hours a day, seven (7) days a week.
- The new 3-1-1 system will provide crucial community feedback on information citizens need most and want from their local government.

**For emergencies call 9-1-1**

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## **Introduction**

Public Works provides a number of services to the citizens of Little Rock through 5 Divisions. This publication is intended to help our customers better understand the wealth of resources available through Public Works, and to serve as a reference tool for answering any questions related to Public Works services or activities.

This guide explains and highlights Public Works' activities by Division. Our customers will find detailed information about Public Works' functions included in each Division's section.

If you have any questions about our services or would like more information, contact Public Works at (501) 371-4714, or visit our website at <http://www.littlerock.org/>

## **Public Works Responsibilities**

Public Works is responsible for maintaining and improving our City's infrastructure, providing garbage collection and disposal services, maintaining the City's traffic systems, cleaning streets and drainage systems, maintaining City maps, maintaining City owned buildings and facilities and much, much more.

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*We're Proud of Our Works*



## **Addresses, Telephone Numbers, and Faxes**



### **Public Works Administration**

701 West Markham  
Little Rock, AR 72201  
Phone: (501) 371-4475  
Fax: (501) 371-4843  
Customer e-mail:  
customer\_pubwks@littlerock.org

### **Civil Engineering**

701 West Markham  
Little Rock, AR 72201  
Phone: (501) 371-4811  
Fax: (501) 371-4460  
General Information:  
info\_pubwks@littlerock.org

### **Public Works Operations**

3313 J.E. Davis  
Little Rock, AR 72209  
Phone: (501) 918-3647  
Service Request Desk: (501) 918-3600  
Fax: (501) 918-3670  
E-Service web site: [http://web.littlerock.org/st\\_ops](http://web.littlerock.org/st_ops)

### **Solid Waste Collections**

10805 Ironton Cutoff Road  
Little Rock, AR 72206  
Phone: (501) 888-2208  
Fax: (501) 888-2578

### **Solid Waste Landfill**

10801 Ironton Cutoff Road  
Little Rock, AR 72206  
Phone: (501) 888-4299  
Fax: (501) 888-4589

### **Parking Enforcement**

701 West Markham  
Little Rock, AR 72201  
Phone: (501) 371-4528  
Fax: (501) 371-4552

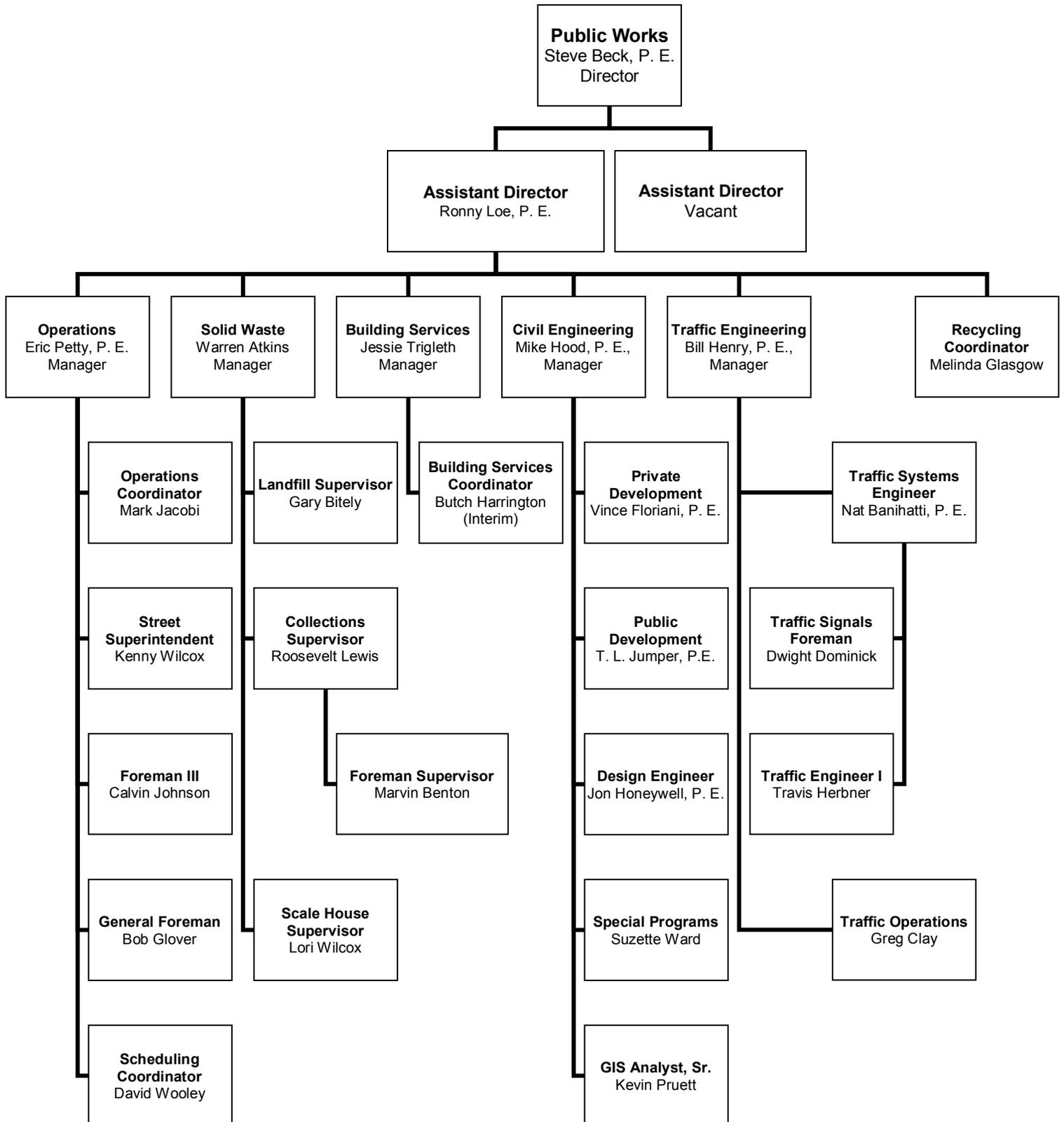
### **Traffic Engineering**

621 South Broadway  
Little Rock, AR 72201  
Phone: (501) 37—1800  
Fax: (501) 379-1850

### **Building Services**

3313 J.E. Davis  
Little Rock, AR 72209  
Phone: (501) 918-3680  
Fax: (501) 918-3611

# Public Works Organizational Chart



# Administration

## Overview

Administration is responsible for management and direction of all Public Works Divisions as well as Parking Enforcement. Our goal as a public service organization can best be expressed through our mission statement.

### Public Works Mission Statement

*To provide an efficient and economical **INFRASTRUCTURE** for the City of Little Rock. To provide **QUALITY** management in all activities of the Public Works Department.*

*To provide professional **SERVICE** to our customers.*

Infrastructure refers to buildings, streets, drainage systems, and traffic systems serving the City of Little Rock. Civil Engineering, Traffic Engineering, and Building Services Divisions provide design, development, and maintenance plans for the City's infrastructure. Civil Engineering also provides mapping and address information, mapping and digital information using GIS (geographic information system) software and information to citizens, other City Departments, and other Divisions of Public Works.

One of our service activities is collection and disposal of Solid Waste for the citizens of Little Rock. These services are provided through the Solid Waste Division of Public Works.

Routine street drainage maintenance, cleaning, and repair of public works facilities and equipment is handled by the Operations Division. Citizens place requests through Operations' Scheduling personnel on services ranging from traffic sign repair to ditch cleaning.

## **Public Works Support Services Specialist**

Each Division, with support and supervision from Administration, carries out the day-to-day activities of Public Works. Administration is responsible for providing information to the public.

The Public Works Support Services Specialist monitors customer concerns and provides information and support relating to Public Works problems. Questions or concerns about Public Works Services should be directed to the Public Works Support Services Specialist at 371-4544 or e-mail at—

**[customer\\_pubwks@littlerock.org](mailto:customer_pubwks@littlerock.org)**

## **Parking Enforcement Section**



The mission of Parking Enforcement is to support the economic viability of downtown Little Rock while balancing the competing demands for limited parking spaces between employees, shoppers, and visitors in downtown Little Rock. It is also to support the efficient and safe movement of daily traffic and to insure emergency service vehicles can travel through the downtown area when responding to emergencies in the service of the citizens of Little Rock.

The Parking Enforcement Section of Public Works is responsible for the enforcement of all City ordinances related to on-street parking throughout the downtown area, the River Market, and the area around Children's Hospital. There are 118 square miles in the City of Little Rock. Parking Enforcement patrols approximately 1 square mile of the downtown area. Within this area there are 1,400 metered spaces, 520 regulated parking spaces, numerous loading zones and no parking zones. In addition, Parking Enforcement Technicians provide directions for tourists and visitors, and assist in locating stolen vehicles and license plates.



## Common Parking Violations

*Note: Not all circumstances are stated for every specific violation. Anyone parking in the City of Little Rock needs to comply with the following rules and any other special parking regulations. Source: Code of Ordinances, City of Little Rock, Chapter 32, Article VI.*

### Violation Codes

- |   |  |
|---|--|
| <b>O11 ORD 32-302</b><br>No H/C Tag Displayed H/C Zone    | <b>O46 ORD 32-372</b><br>No Parking Anytime                  |
| <b>O12 ORD 32-304</b><br>Wrong Side of Street             | <b>O47 ORD 32-373</b><br>Sign No Parking 7:00AM TO 6:00PM    |
| <b>O13 ORD 32-304</b><br>>18 Inches From Curb             | <b>O48 ORD 32-373</b><br>Sign No Parking 7AM-9AM             |
| <b>O14 ORD 32-309-1</b><br>No Parking On Sidewalk         | <b>O49 ORD 32-373</b><br>Sign No Parking 4PM-6PM             |
| <b>O16 ORD 32-309-3</b><br>Parked in Intersection         | <b>O51 ORD 32-375</b><br>Time Zone Over 30 Minute Limit      |
| <b>O17 ORD 32-309-4</b><br>Within 15 Ft of a Fire Hydrant | <b>O52 ORD 32-375</b><br>Time Zone Over 1 Hour Limit         |
| <b>O29 ORD 32-310</b><br>Obstructing Traffic <10 Ft Road  | <b>O53 ORD 32-376</b><br>Public Park, Not A Parking Space    |
| <b>O31 ORD 32-311</b><br>Alley Non-Commercial Vehicle     | <b>O54 ORD 32-378-2</b><br>Time Zone Over 2 Hour Limit       |
| <b>O32 32-311</b><br>Alley Not Unloading/Loading          | <b>O55 ORD 32-378-2</b><br>Consecutive Time Zone Violation   |
| <b>O33 ORD 32-311</b><br>Obstructing Alley <10 Ft         | <b>O56 ORD 32-402</b><br>Use of 2 Meters                     |
| <b>O34 ORD 32-312-1</b><br>Displayed for Sale/Advertising | <b>O57 ORD 32-403-B</b><br>Expired Meter                     |
| <b>O35 ORD 32-312-2</b><br>Repair/Wash on a City Street   | <b>O59 ORD 32-403-C</b><br>H/C In Excess Meter Time Limit    |
| <b>O36 ORD 32-316</b><br>City Owned Reserved Parking      | <b>O61 ORD 32-404</b><br>Meter Tampering/Jamming/Cocking     |
| <b>O37 ORD 32-317</b><br>Parked in a Fire Lane            | <b>O62 ORD 32</b><br>Other                                   |
| <b>O38 ORD 32-319</b><br>Unattended with Motor Running    | <b>O63 ORD 32-309-2R</b><br>Blocking Public/Private Driveway |
| <b>O39 ORD 32-341</b><br>Loading Zone Over Time Limit     | <b>O64 ORD 32-309-5R</b><br>On a Crosswalk                   |
| <b>O41 ORD 32-343</b><br>No Parking Passenger Loading Zn  | <b>O65 ORD 32-309-6R</b><br><20 Ft Crosswalk at Intersection |
| <b>O42 ORD 32-344</b><br>Loading Zone Non-Commercial Veh  | <b>O66 ORD 32-309-7R</b><br><30 Ft Traffic Control Device    |
| <b>O43 ORD 32-345</b><br>No Parking Taxi Zone             | <b>O67 ORD 32-309-10R</b><br><20 Ft Entrance to Fire Station |
| <b>O44 ORD 32-345</b><br>No Parking Bus Stop              | <b>O68 ORD 32-309-14R</b><br>Sign Prohibiting Parking        |
| <b>O45 ORD 32-347</b><br>No Parking Hotel Loading Zone    |  |

### **Meter Instructions**

Insert one coin at a time. If meter has a handle, turn handle as far as possible after each coin and then release the handle. Meters without handles will automatically register the time allowed for each coin inserted in the meter. All meters have a time limit, generally two hours except meters around the Statehouse Convention Center which are four hours. After the meters have reached their maximum time limit, they will not give additional time regardless of the number of coins deposited.

### **Meter Hours of Operation**

Parking meters operate 8 A.M. to 6 P.M., Monday through Friday. The City also observes free parking on Saturdays and Sundays as well as certain holidays Memorial Day, Labor Day, Washington's Birthday, President's Day, Columbus Day, Veterans Day, July 4, Thanksgiving Day and the Friday after Thanksgiving, December 25th, and finally New Year's Day.

### **Broken Meters**

Occasionally meters do not function properly. To report a meter you believe is malfunctioning you may record the meter number and call 501-371-4528. Each meter has a unique serial number and that will allow us to know specifically which meter is malfunctioning.

### **Parking for Persons With Disabilities**

Parking spaces for persons with disabilities have been located in the downtown area. These spaces have been designated with signs for visibility and convenience. Vehicles that are parked in a designated space must display the proper license plate or placard. Application for handicapped placards may be obtained at any office of the State Department of Revenue. Ask for Form 10336, which is then submitted to the requestor's physician who will determine the requestor's eligibility.

### **On-Street Locations of Handicapped Parking**

- 400 block of State Street
- 100 block of Spring Street
- 300 block of Main Street
- 500 block of Main Street
- 600 block of Main Street
- 100 block of West Markham
- 100 block of Ottenheimer Plaza

## **Parking Fines**

### **Overtime Parking at a Meter**

\$15.00, if paid within 30 calendar days; \$50.00, if paid after 30 calendar days

### **Time Zone Violation**

\$15.00, if paid within 30 calendar days; \$50.00, if paid after 30 calendar days

### **Non-Meter Violation**

\$30.00, if paid within 30 calendar days; \$45.00, if paid after 30 calendar days

### **Parking in a Handicap Zone With No Handicap Placard**

\$100.00

## **Paying a Parking Citation**

### **In Person**

You may pay in person at the Municipal Court Building located at 600 W. Markham Street, Little Rock, Arkansas between the hours of 8:00 a.m. and 4:30 p.m. Monday through Friday. You may pay by cash, check, money order, or credit card. You must present a valid Arkansas Driver's License, and Arkansas Identification Card, military ID, or Passport, if paying with a check, money order, or credit card.



### **By Mail**

Parking fines may be paid by mail using a check or money order drawn on a U. S. bank. You should not that the citation number to be paid and the license plate of the vehicle on the check or money order. If only the license plate is included, then the amount of the check or money order will be posted to the oldest citation first. mail the check or money order to Municipal Court Building, 600 W. Markham Street, Little Rock, AR 72201.

### **On Line**

You may pay citations on line at <https://lrtickets.org>. Paying citations on line will require a credit card and the citation number of the citation you intend to pay.

### **Drop Box**

You may also pay your citation by utilizing one of the red drop boxes located throughout the downtown area. These boxes are cleared every Friday and Monday morning. Payments placed in the drop boxes are posted with a payment date of the previous pick-up date.

## **Drop Box (continued)**

Therefore, any payments that are placed in a drop box on the day of the pick up, but after the pick up time, will be credited with the Friday before actual pick up date. For example, if the boxes are cleared on a Friday, payments will be posted with the date of one week prior to the payment. Drop boxes are attached to meters and are at the following locations:

- 613 W. Capitol Avenue
- 701 S. Main Street
- 302 S. Main Street
- 210 W. 2nd Street
- 312 S. Spring Street
- 406 S. Center Street
- 600 W. Markham Street

## **Contesting a Citation**

You may contest a parking citation by appearing in Environmental Court on Wednesdays at 1:30 p.m. The Environmental Court is located in the Municipal Court Building 600 W. Markham, Little Rock, AR 72201. the Environmental Court Judge does not adjudicate citations by mail or outside the courtroom. To contest a parking citation you must appear in person before the Judge.

## **Failure to Pay Accumulated Fines or Appear In Court to Contest Citations**

The following actions may occur if unpaid citations accumulate and the person fails to appear in court to contest them.

A warrant may be issued for the registered owner of the license plate as identified by the Revenue Officer, Sate of Arkansas Finance and Administration Department.

When accumulated fines reach \$250, the City of Little Rock will immobilize the vehicle. Once a vehicle is immobilized all fines due plus an Immobilization Fee of \$100 must be paid in cash or by credit card for the vehicle to be released to the owner. Failure to pay all fines and fees within 24 hours will result in the vehicle being towed to the City's Impound Lot. If the vehicle is towed, towing fees and storage fees must be paid in addition to all fines prior to the vehicle being released. Failure to pay all monies due within 30 days will result in the vehicle being sold at public auction.

## **Contacting Parking Enforcement**

If you have any questions concerning the issuance of parking citations or parking in downtown Little Rock, you may contact Parking Enforcement at 371-4528.

## **Location**

The Public Works Administration office is located at 701 West Markham Street, Little Rock, 72201. Our telephone number is 371-4475; fax number is 371-4843. Office hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday.



## **Administration**

## Things you should know...

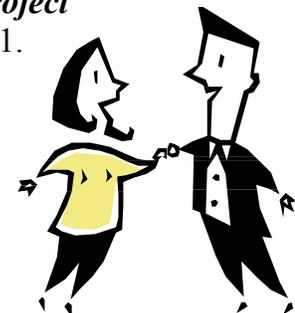
- ◆ Public Works offers services essential to our daily lives. Without these services, streets and drainage systems would not exist, garbage would never be picked up, and there would be no system of regulating traffic. Public Works provides the citizens of Little Rock with all these services and more. You can find detailed information about Public Works in this *Resources Guide*, or by calling Administration at 371-4475, or on-line at [www.littlerock.org](http://www.littlerock.org)
- ◆ Your comments, opinions, and suggestions are important to our Department. We are a public service organization, and our success depends on your satisfaction.
- ◆ You can help us achieve our Public Works mission. Activities ranging from simple recycling practices to full-fledged involvement in programs like *Adopt--A-Street* help keep Little Rock clean, safe, and beautiful. Call Special Programs at 371-4714 to learn how to volunteer for various Public Works activities and programs. Working together, we can make a difference.

### Customers First!

Our priority is to provide excellent service to our customers. If you have a problem or concern about Public Works services or programs, please call the appropriate division of Public Works and we will help solve the problem. If for some reason you remain unsatisfied with our service, please contact our Public Works Support Services Specialist at 371-4544 or e-mail at -

[customer\\_pubwks@littlerock.org](mailto:customer_pubwks@littlerock.org)

Public Works has a strong commitment to increasing citizen involvement through a program called *Project Partnering*. The need for various Public Works projects is discussed frequently through open communication at public meetings with neighborhood associations and area residents. *Project Partnering* is essential to assess project need and community support. Once a project is funded, meetings will be held in the neighborhood. For more information on *Project Partnering* in your area, contact Civil Engineering at 371-4811.



# Civil Engineering

## Overview

Civil Engineering is the Division of Public Works that oversees design and construction of the City's infrastructure as well as providing information to the public and other City departments. Infrastructure includes streets, subdivisions, stormwater drainage facilities, and capital improvements. Civil Engineering is divided into three sections: public projects, private development and special programs.

## Public Projects

Public projects include streets, drainage, and other public facilities (exclusive of buildings) paid for by the City of Little Rock or other public funds and intended for public use. Sources of funding for public projects are Capital Improvement Funds, Federal Transportation Improvement Funds, and Community Development Block Grants.

Publicly funded projects within the City are designed by private consultants or in-house personnel. In addition to project design, this team is also responsible for bidding projects for construction.

Another team is responsible for insuring projects are constructed as designed and in a timely manner. Public Works personnel are usually on-site, and any questions or concerns about construction should be directed to those persons.

A kiosk, or informational board, is placed at each project site to provide a brief project description, estimated timetable, funding source and appropriate contact information.



Franchise permits (right-of-way use permits) are issued for private use of public property such as parking pads and irrigation sprinklers in the public right-of-way. These may be granted in exceptional cases. Other work within the public right-of-way is generally permitted through Traffic Engineering, 379-1800, especially if work involved requires a **Traffic Control Plan** (see Traffic Engineering, page 28).

*Continued on page 12*

## **Private Development**

Private development includes projects funded by private commercial or residential developers with no public funds. Civil Engineering's Private Development Section is responsible for reviewing and approving all development plans and construction to ensure compliance with applicable city ordinances, including those related to floodplain development, stormwater management, boundary street improvements and land alteration. Planning Commission and Board of Adjustment agenda items are reviewed by the engineering team in Private Development, as are building permit applications. Private commercial or residential construction projects are subject to Civil Engineering inspections. Additionally, Civil Engineering is responsible for supervision of drainage, sidewalks, and street improvements within right-of-way abutting commercial and residential developments, and public projects. Civil Engineering maintains an information database which tracks citizen requests and concerns, and assists investigations determining need for infrastructure improvement.



## **Improving Infrastructure**

The division also provides oversight for the Flood Insurance Program including development permits for construction on floodplain properties, and excavation and erosion controls for projects within the City of Little Rock. In addition to oversight, the division provides a floodplain determination service, including copies of elevation certificates for the public, if available. Floodplain maps within Little Rock can be accessed on the web at <http://gis.littlerock.org>. For questions about floodplain regulations or floodplain development, please call the Floodplain Administrator or access the FEMA web site at <http://www.fema.gov/plan/prevent/floodplain/index.shtm>.

## **Special Programs Section**

### **Overview**



The Special Programs Section of Public Works is primarily responsible for providing information to citizens, other divisions of Public Works, and other City departments. The Special Program Section includes Mapping & Graphics, Geographic Information Services, and public information.

*Continued on page 13*

## Mapping & Graphics

Mapping & Graphics maintains up-to-date maps of the City of Little Rock. These maps include, but are not limited to, information on City limits, the City street system, subdivision properties, annexation, and capital improvement projects.

The Mapping & Graphics section also has responsibility for street address assignment. Addresses are assigned to new buildings based on a grid, referenced from the intersection of Markham and Main streets in downtown Little Rock. Correct address assignment is crucial for delivery of 911 services.

### Adopt-A-Street

Mapping & Graphics also administers the *Adopt-A-Street* program. *Adopt-A-Street* is a program in which neighborhoods, businesses or individuals can "adopt" a street and pledge to keep streets clean by picking up litter. As of April, 2007, there were 185 organizations with 142.6 miles of adopted streets. The *Adopt-A-Street* program has many streets available for adoption. *Adopt-A-Street* helps keep our communities clean, and provides community involvement.



***Get Involved!***

### Geographic Information Services (GIS)

The GIS Section provides geographical representation of data in the City of Little Rock with a computer mapping system. By using GIS software, aerial photography, satellite imagery and other records, databases containing information about such things as the City's population, socioeconomic levels, police and fire districts, and infrastructure are linked with graphic maps of the City. GIS has proven to be a useful management tool and allows Public Works to easily produce a large quantity of specialized information about the City of Little Rock.



### Public Information

Special Programs coordinates public information programs for the Public Works Department. Information about Public Works services is disseminated to citizens and community groups facilitating a better understanding of Public Works, and encouraging citizens to use the wealth of resources the Department has to offer. Brochures, informational packets, the WEB page and this *Public Works Resource*

**Guide**, both in printed form and online, are a few of the tools used for customer relations and public information.

### **Location**

Special Programs offices are on the second floor of the Public Works administration building located at 701 West Markham, Little Rock, Arkansas, 72201. Office hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday. For information via e-mail

**info\_pubwks@littlerock.org**



## **Civil Engineering Public Projects**

### **Location**

Civil Engineering is located at 701 West Markham, Little Rock, Arkansas 72201. Office hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday.

### **Things you should know...**

- ◆ Civil Engineering is divided into three sections.
  - ◆ Public Projects
  - ◆ Private Development
  - ◆ Special Programs
- ◆ Street resurfacing is planned according to need. Streets meeting improvement criteria will be scheduled for resurfacing with the Public Works Operations Division as funds become available.
- ◆ Requests to have potholes filled, or ditches and inlets cleaned, or for drainage and flooding issues should be referred to 311 or visit our E-Service web site at [http://web.littlerock.org/st\\_ops](http://web.littlerock.org/st_ops). This will facilitate scheduling of these routine services.
- ◆ Engineers actively participate in neighborhood association meetings and ward meetings to answer questions from citizens regarding Public Works projects. For information on the next neighborhood association or ward meeting in your area, call the Special Programs Coordinator.

- ◆ Questions about construction of public projects can be directed to city staff at the construction site or to the Civil Engineering Programs Engineer. Other appropriate contacts and project specific information can be found at the project kiosk on-site.
  - 3.1.1 ◆ For questions about proposed public projects or projects currently under design, please contact Civil Engineering Public Project Engineer.

## **Civil Engineering Private Development Projects**

### **Things you should know...**

- ◆ The City facilitates reporting of illegal stormwater discharges and improper disposal through the Public Works Operations Service Request Desk system. Potential impacts on water quality are referred to and investigated by Civil Engineering.
- ◆ Private Development provides information concerning applicable construction regulations or permits for private development. Concerns or questions regarding construction of private development projects should initially be directed to the developer or the private inspector on site.
- ◆ Special regulations apply to areas within the floodplain. For information, call the Environmental Compliance Engineer .
- ◆ A Flood Hazard Area Development Permit is required prior to any development within the flood plain. Call the Environmental Engineer to obtain a permit application and information.
- ◆ Drainage facilities are subject to certain City standards. If you have questions about storm drainage regulations, please contact The Environmental Engineer.
- ◆ Subdivisions must be developed in accordance with floodplain, land alteration and stormwater management ordinances and approved street and drainage plans.
- ◆ Questions or concerns about right-of-way widths may be referred to our Land Surveyor .



## **Special Programs Section**

### **Things you should know...**

- ◆ You can access the Public Works *Resources Guide* online at <http://littlerock.org/CityDepartments/PublicWorks/administration>. Office hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday.
- ◆ Special Programs has a number of useful maps for sale at reproduction cost, including city limit maps, aerial photographs, and special purpose maps in hardcopy or digital form. Prices vary with product purchased.
- ◆ The *Street Index* book is useful for locating any City street within Little Rock. The book is revised annually and currently costs \$7.

### **Street and Drainage Maintenance**

Many major street or drainage repairs are first investigated by the Public Works Operations Division. Routine maintenance procedures and repairs are completed with available resources. If existing street or drainage structures need major modification or repair, Public Works Civil Engineering Division is contacted to investigate and recommend project design specifics.

Examples of normal street and drainage maintenance activities are street cleaning, repair, and resurfacing. Also included are bridge repair, ditch-digging and cleaning, rights-of-way mowing and cleaning, tree trimming and removal, and snow and ice removal.

Included among the responsibilities of Public Works Operations are production, installation, and repair of traffic signs. Traffic signal repair and maintenance is provided by the Traffic Engineering Division. Operations is responsible for all traffic control pavement markings on City streets.

# OPERATIONS

## Overview

The Operations Division consists of administrative personnel, work crews, and equipment necessary to schedule and carry out the maintenance functions of Public Works. Services are provided related to street and drainage maintenance, and traffic control signs and markings in the City of Little Rock.

## Scheduling Work Requests

Scheduling personnel in the Operations Division are responsible for taking work requests from the public, City administration, or other divisions of Public Works. Once a work request has been submitted, scheduling personnel link the request with current activities and resources. The request is then given a work order number and scheduled with an appropriate work crew. Emergency repairs are given priority, and all other minor repairs or maintenance activities are scheduled as soon as available resources permit. Major repair or maintenance requests are investigated by an Operations foreman or Scheduling personnel to determine resources needed for the job.

Call **3-1-1**  
or visit our E-Service web site at  
[http://web.littlerock.org/st\\_ops](http://web.littlerock.org/st_ops).

*Please call us!*



# Life Cycle of a Work Request



A citizen notices a drainage problem in the street and submits a request for service by contacting **3-1-1** or visiting the E-Service web site at [http://web.littlerock.org/st\\_ops](http://web.littlerock.org/st_ops).



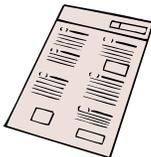
Scheduling reviews the work request, linking it with current activities and available resources. If the request involves structural modifications or major repairs, Civil Engineering is contacted.



Civil or Traffic Engineering determines the need for major repairs to streets or drainage facilities. A work request file is activated. Work is scheduled based on funds available and priority.



A routine request is given a work order number, and given to appropriate foreman for action.



A computer generated letter/survey is sent to the customer, informing him/her of the work order timetable.



Crews are sent out to perform the job.



A work order is entered as complete in the Management Information System Database, which tracks resources used.

## Street and Drainage Maintenance



Many major street or drainage repairs are first investigated by the Public Works Operations Division. Routine maintenance procedures and repairs are completed with available resources. If existing street or drainage structures need major modification or repair, Public Works Civil Engineering Division is contacted to investigate and recommend project design specifics.

Examples of normal street and drainage maintenance activities are street cleaning, repair, and resurfacing. Also included are bridge repair, ditch-digging and cleaning, rights-of-way mowing and cleaning, tree trimming and removal, and snow and ice removal.

Included among the responsibilities of Public Works Operations are production, installation, and repair of traffic signs. Traffic signal repair and maintenance is provided by the Traffic Engineering Division. Operations is responsible for all traffic control pavement markings on City streets.



*Need a traffic signal repaired?*

*See Traffic Engineering's Trouble Shooting Guide on page 43.*

### **Location**

Operations' office is located at 3313 J.E. Davis Drive, Little Rock, Arkansas 72209. You may contact 311 or visit our E-Service web site at [http://web.littlerock.org/st\\_ops](http://web.littlerock.org/st_ops) with requests or questions. Operations' fax number is 918-3670. Office hours are from 8:00 a.m. to 4:30 p.m., Monday through Friday.

## **OPERATIONS**

**Things you should know...**

- ◆ Concerns about street or drainage conditions should be directed to **3-1-1** or visit our E-Service web site at -

**[http://web.littlerock.org/st\\_ops](http://web.littlerock.org/st_ops).**

This will expedite necessary investigations and/or scheduling. The Operations E-Service web site provides customers with an online form to provide information to describe the problem and submit a service request form directly to Public Works Operations. Within 15 minutes, an e-mail response will verify that your request has been received. The request will be investigated by staff and the customer will then receive a response reporting request status. Upon completion of work, a final e-mail will report the completion date.

- ◆ Potholes are usually patched with hot-mix asphalt. Other street condition problems are taken care of by a number of proven repair methods. Operations works to locate the problem source in order to make complete and permanent repairs provided weather and conditions allow. Operations Division determines need for street resurfacing according to priority needs. Questions about resurfacing should be directed to Operations at 918-3600.

- ◆ Operations schedules crews according to available activities and resources at the time work is requested. Your request will be scheduled as manpower, materials, and equipment are available.



- ◆ Operations crews do not repair traffic signals. Traffic signal malfunctions should be reported to Traffic Engineering at 379-1800.
- ◆ Streets with curbs and gutters are cleaned routinely according to schedule. Downtown streets are cleaned 3 nights per week, major arterial and collector streets are cleaned once per week, and subdivision and neighborhood streets with curbs are cleaned once per month.
- ◆ If you are not sure where to direct your Public Works question, call **3-1-1**

# Solid Waste

## Overview

The Solid Waste Services Division is responsible for collection, transportation, treatment, processing, and disposal of the City's waste. We provide services to every residential structure with less than five units in Little Rock, as well as a few small businesses. Included among our services are curbside recycling, yard waste disposal, and bulky item pickup. The cost of Solid Waste services is paid for entirely through the garbage fee customers pay each month. The garbage bill is included with the monthly *Billing Services* statement.

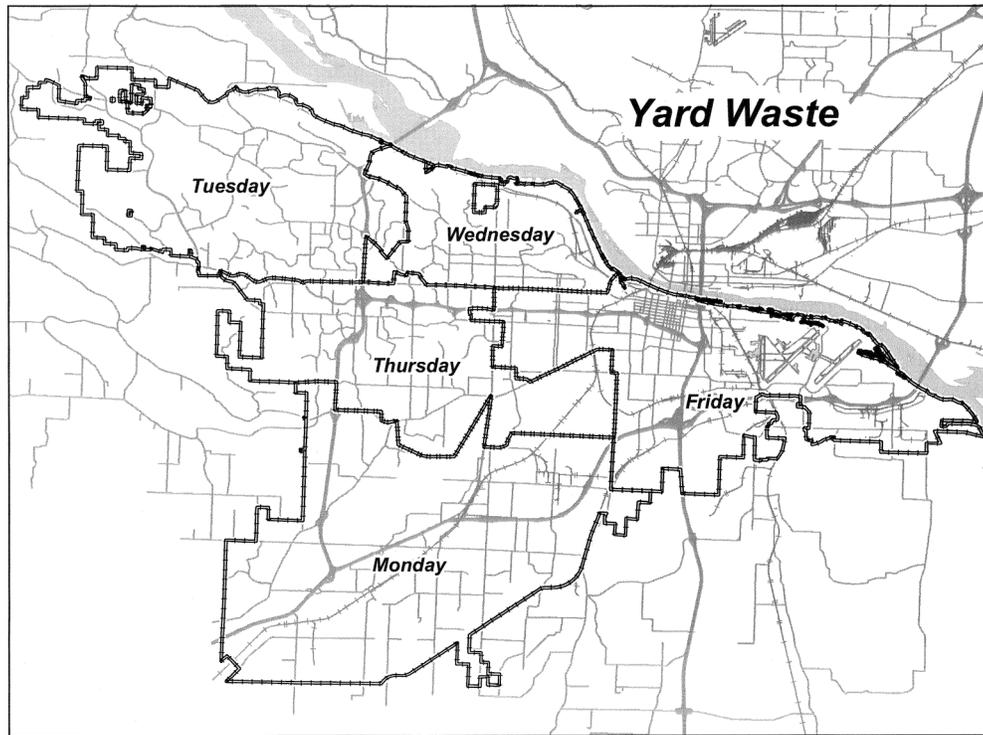
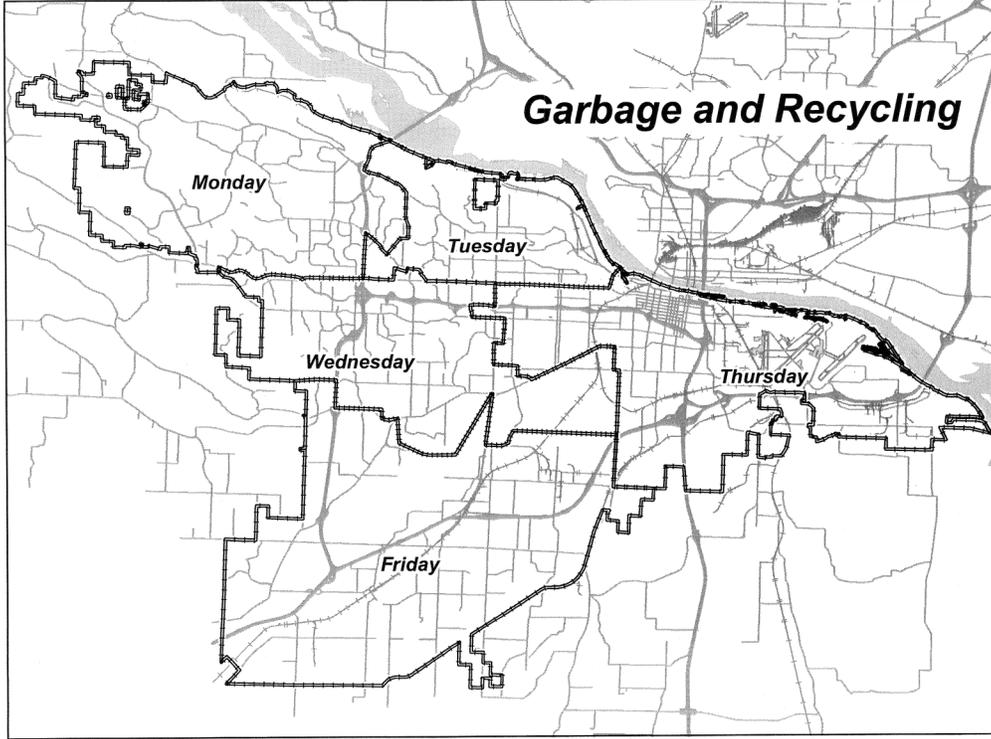


*Solid Waste's  
automated collection  
vehicle.*

## Collection

The City of Little Rock provides three waste collections per week. Household waste, yard waste, and recyclable materials are each collected once a week. Household waste is collected by City staff using automated side-loaders. Curbside collection of recyclable materials is available for all residential households within the City of Little Rock. This does not include apartments, condominiums or other multiunit residences. Solid Waste will schedule a bulky-item pickup for authorized items too large to fit in the supercart. The City provides one supercart to each household for garbage disposal, but additional supercarts are available for a fee upon request.

**Waste Collection Areas**



## Solid Waste Ordinance

- ◆ Property owners are responsible for keeping the right-of-way cleared of vegetation and other possible obstructions that might prevent collection vehicles from picking up your garbage.
- ◆ Yard waste is collected once per week by the City. Leaves must be placed in a leaf bag or cardboard box. Limbs should be less than 6 feet long and 6-inches in diameter or less. **Please do not** place yard waste in the household waste container. All solid waste should be placed with 5 feet of the street for collection.
- ◆ Waste materials from remodeling or repair of your home are classified as construction waste and cannot be collected by City collection crews. Your contractor should dispose of such materials, or you may take them to the landfill for disposal for a minimal fee.
- ◆ All household garbage should be placed in your supercart provided by the City. Yard waste, recyclable materials, or bulky items should not be placed in the supercart. Separate collection services are provided for these items.
- ◆ All recyclable materials may be placed together in the recycling bin provided to you. Recyclable materials may not be placed in the supercart. Your supercart, yard waste, recycling bin, or bulky items must be placed within 5 feet of the street for collection.



## Disposal

In 1993 the City of Little Rock opened a new landfill on Ironton Cutoff Road to meet environmental regulations and the City's growing disposal needs.

Household waste and yard waste are collected and taken to the landfill for disposal. Yard waste is deposited at the landfill composting site to be recycled into compost. Household waste is deposited in a Class I landfill cell and covered daily. As waste decomposes, a liquid substance called leachate forms. Leachate, along with stormwater and groundwater runoff, must be properly contained and treated so as not to pollute bodies of water surrounding Little Rock. State-of-the-art technology and methods are used in treatment of solid waste at the landfill. Current facility has enough capacity to adequately process, hold, and treat Little Rock's solid waste for at least fifty years.

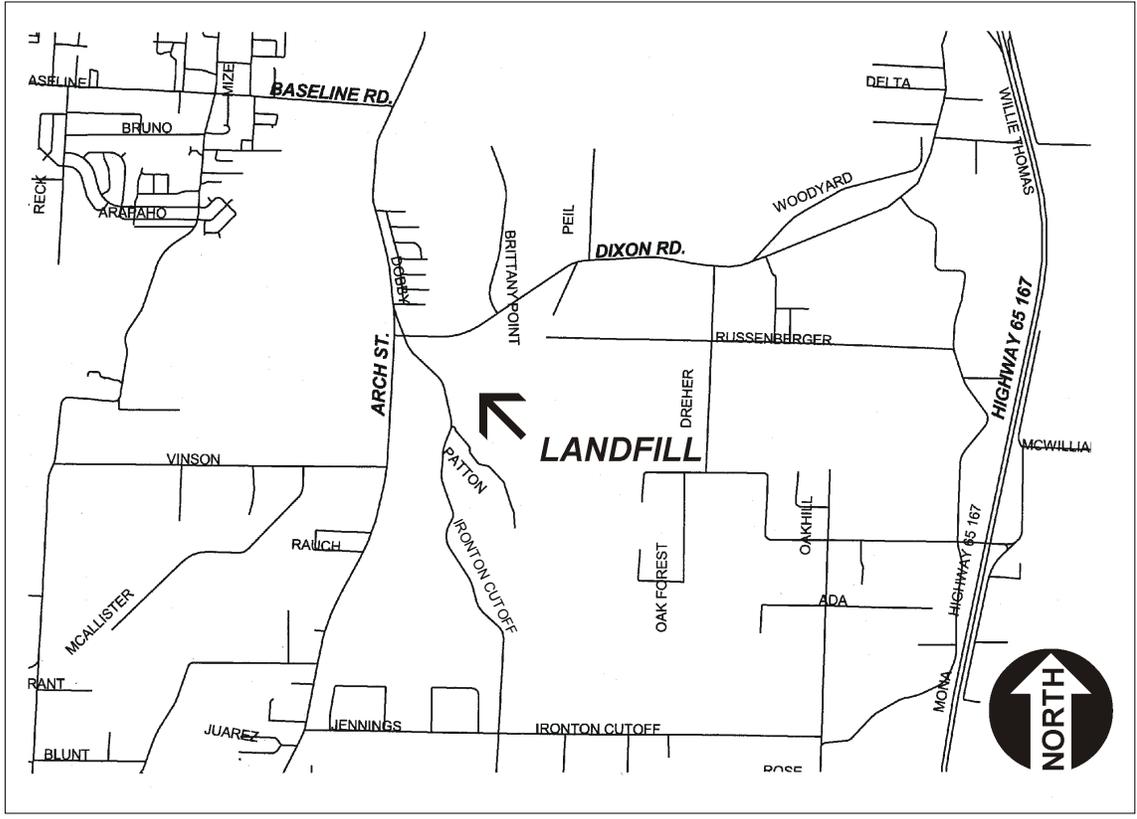
The Little Rock landfill site also includes a Class IV landfill which provides disposal for construction waste and items collected from bulky item pickup.

# Solid Waste 888-4299

## Location

Collection offices are located at 10805 Ironton Cutoff Road, Little Rock, Arkansas 72206. Please call our office at 888-2208 with questions about Solid Waste. Our fax number is 888-2578. Office hours are 8:00 a.m. to 5:00 p.m., Monday through Friday.

The City Landfill is located at 10801 Ironton Cutoff Road, Little Rock, Arkansas 72206. You may contact Landfill Administration by phone at 888-4299, or by fax at 888-4589. The landfill is open to the public from 7:00 a.m. to 4:00 p.m., Monday through Friday, and 8:00 a.m. to 12:00 p.m. one Saturday per month. The Saturday the landfill is open varies monthly; call for the monthly schedule (Scale House: 888-5806). For directions to the Landfill, please consult the following map.





## **Solid Waste** **Things you should know...**

- ◆ Vehicles are fully automated for collection of household waste. A mechanical arm picks up and empties containers into the garbage truck. This process is more efficient and much safer than manual collection methods. Because we do not rely on manual collection, we ask that you conform to regulations. Automated arms cannot reach containers placed over 5 feet from the curb.
- ◆ The City landfill will accept many items you cannot dispose of through regular collection. No hazardous waste is accepted at the landfill. Applicable tipping fees will be assessed when your load is weighed at the landfill. Fees are \$25 per ton, with minimum tipping fees of \$15 per load for the Class IV (construction materials and bulky items) landfill. The Class I (garbage) landfill is \$30 per ton with a minimum fee of \$25 per load. For more information, contact the Scale House at 888-5806. A map to the landfill is on page 24.
- ◆ Solid Waste operates as an enterprise fund. This means service costs, like collection and disposal, are paid by your monthly garbage fee. We have no other major source of revenue.
- ◆ You can schedule bulky item (couches, chairs, white goods, carpets, etc.) pick-up by calling or  888-2208.
- ◆ To request a cart repair or ask for an additional cart call  There is a \$7 monthly charge for each additional cart you request. Additional carts must be requested for a minimum usage time of three months.
- ◆ The City of Little Rock contracts with Waste Management to provide citywide curbside recycling. Questions about recycling may be directed to Solid Waste Collections at 888-2208 or to the Recycling Program Educator at 918-5260.
- ◆ The City Landfill operates a used tire repository. Please call the Scale House at 888-5806 for more information.
- ◆ The City of Little Rock operates a compost facility at the landfill. Compost is offered for sale at \$25 per ton; wood mulch also at \$25 per ton. Delivery charges, with a minimum purchase of 10 cubic yards, is \$30 in Little Rock, and \$45 outside Little Rock but within Pulaski County.

# Helpful Numbers



**Service Desk 888-2208**

**Landfill 888-4299**

**Scale House 888-5806**

*Let's all work together for a cleaner environment!*

## Curbside Recycling!

Curbside recycling makes protecting our environment easier than ever. Just place your recyclable materials into the bin provided, and it will be collected once a week. Remember, recycling just one ton of office paper **saves 17 trees and 3 cubic yards of landfill space**. Working together, we can make a difference!



## **Drop-off Recycling Center Location**

### **Q What can be recycled?**

**A** Newspapers with inserts; corrugated cardboard (flattened); brown paper grocery bags; aluminum and steel food or beverage cans; clear, green and brown glass food or beverage containers; plastic containers with a neck smaller in diameter than the bottom; junk mail and magazines.

### **Q Where is the Drop-off Center?**

**A** The City of Little Rock offers three recycling drop-off sites for those who are not serviced by the curbside program. The recyclable items accepted at these drop-off sites are the same as those accepted in the curbside recycling program.

- **War Memorial Golf Course Parking Lot—Across Fair Park Blvd. from the Little Rock Zoo**
- **St. Margaret's Episcopal Church Parking Lot—20900 Chenal Parkway**
- **Southwest Community Center—6401 Baseline Road**

Hours for all locations: Saturdays from 7:00 a.m.—12:00 p.m.

### **Q Additional questions?**

**A** Please contact the Public Works Recycling Program Coordinator at 501-371-4646 or the Public Works Recycling Program Educator at 501-918-5260.

# Traffic Engineering

## Overview

Traffic Engineering is responsible for traffic analysis, traffic signal lights, street lights, signs, pavement markings, and other functions related to safe and expeditious movement of traffic on Little Rock's streets.



## Signal Lights

Traffic signals in Little Rock are designed, repaired, and maintained by Traffic Engineering. Traffic signals are installed when data indicates the intersection under evaluation meets all relevant criteria and funds are made available for construction. Traffic signal repairs are handled by signal repair technicians. These repairs include such things as pole knock-downs, malfunctioning traffic signals, conduit repair, changing of traffic signal bulbs, repairs to computerized signal equipment, and other related field work. Traffic engineers operate and monitor all of the City of Little Rock's signalized systems. Systems are monitored by way of computer enhanced visuals of the intersection in the Traffic Control Center. All of this helps in maintaining efficient flows.



## Street Lights

Street lights within the City of Little Rock are installed upon citizen request following inspections by an employee of Traffic Engineering.

Previously developed areas without street lights may have lights installed following a request by petition from area residents. Representatives of Entergy Corporation and Traffic Engineering will inspect the neighborhood to determine placement of street lights. Current funding limitations may prohibit new installations.

## Signs and Pavement Markings

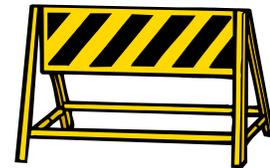


Regulatory signs, warning signs, and guide signs within the City of Little Rock are installed upon request following field investigations in accordance with national standards. Aspects of these investigations include collection of data such as traffic volumes, speed, parking space use, accident studies, and roadway measurements by use of various devices. Existing signs are monitored through a sign tracking database.

Pavement markings are installed by striping crews in the Public Works Operations Division as designated by Traffic Engineering.

## Permits

The Traffic Engineering office issues *Traffic Control Permits* for any work within the public right-of-way. In all cases applications must be filed, prior to issuance, for approval.



A \$25.00 non-refundable application fee is required for parades (running, bicycling or motorcades) and/or public assemblies (festivals, neighborhood block parties or other public assemblies). A permit will be issued following review and approval of applications by the Little Rock Police Department and Little Rock Public Works Department. Requirements may include a map of the route or a Traffic Control Plan.

A minimum fee of \$30.00 per day or 1 cent per square foot per day will be charged for any construction that is within the public right-of-way. A *Traffic Control Permit* will be issued following a review of the Traffic Control Plan. Other construction that requires a *Traffic Control Permit* includes:

- ♦ **Hauling:** There is no associated fee at this time, however there may be some additional requirements made such as flagmen and advanced signage.
- ♦ **House Moving:** Also no associated fee, however additional off-duty police assistance may be required to assist in the safe movement of the building.
- ♦ **Dumpsters:** There may be a need to temporarily locate a dumpster in the public right-of-way. The fee for residential districts is \$25.00 per day, or a maximum fee of \$75.00 per month. Fees in business districts are \$30.00 per day. In addition, the applicant must provide barricades so that the dumpster is visible to motorists.

*Continued on page 30*

The Traffic Engineering office also issues right-of-way excavation permits for construction. These permits require an additional fee of \$2.00 per foot for the first 50 feet of construction and \$1.00 for each additional foot. The Public Works Operations Division charges an inspection fee of \$25.00 for the first 300 feet of restored cut and \$15.00 for each additional 300 feet. Prior to issuance of a permit, the applicant must clear planned excavation with all utilities, have construction plans approved by Civil Engineering, have an approved Traffic Control Permit, provide proof of surety bond for \$10,000 and have a valid business license. Other fees may be incurred if excavation is within a street that has been recently resurfaced. Other fees associated with excavation in the right-of-way are as follows:

- ◆ Residential Driveway      \$4.00
- ◆ Commercial Driveway      \$7.00



For any questions about the above permits or requirements please call (501) 379-1800.

## **Traffic Engineering**

### **Location**

Our main office is located at 621 South Broadway. You may contact Traffic Engineering by phone at 379-1800 and by fax at 379-1850. Office hours are from 7:30 a.m. to 5:30 p.m., Monday through  Friday. For traffic signal problems occurring on weekends or after 5 p.m. call or the communications center at 371-4617 to relay information to traffic signal technicians.

### **Things You Should Know...**

- ◆ A \$25.00 application fee is required for *Traffic Control Permits* associated with parade and public assembly applications. All applications must be filed at least 7 days prior to proposed date of event.
- ◆ A minimum fee of \$30.00 per day is required for *Traffic Control Permits* associated with construction. These permits are required for any construction work taking place in or around streets, alleys, curbs, gutters, sidewalks, or any public right-of-way within the City of Little Rock.
- ◆ A right-of-way excavation permit is required of any person who excavates or cuts any City street, alley, or other public property. Fees for this permit are

# Building Services

## Overview

Building Services provides maintenance support for 424 buildings and service locations in the City which includes City Hall, Police Department, Fire Stations, Communications, River Market buildings, all City parks, and many others.

Building Services' mission is to provide a safe, comfortable work environment for City employees while delivering all maintenance and preventative maintenance needed to extend the life of City owned buildings and service locations, and to provide contracting services for remodeling and new construction.

Building Services is very involved in the City's partnership with the U.S. Department of Energy's *Rebuild America* program. As part of our *Rebuild America* partnership, Building Services has actively promoted energy efficient retrofits and replacements in all building components such as roofing, heating, ventilation, and air conditioning and lighting. In addition to energy efficiency, lifecycle cost, environmental impact and sustainability are some of the issues considered in the proactive approach conserving resources today and for years to come.

Building Services also administers a performance contract between Little Rock and a private contractor to perform certain energy efficient retrofits that are funded from energy savings. The current program has a guaranteed annual savings of \$320,316 with activities such as installation of efficient lighting systems, conversion of traffic signal lights from incandescent to LEDs (light emitting diodes), computerized control of heating and cooling systems (HVAC), installation of a geothermal HVAC system, and other activities to reduce energy consumption.

### **Heating, Ventilation and Air Conditioning Services**

Building Services staff provides heating, ventilation, and air conditioning services for over 950 units in 170 city-owned buildings.

### **Painting, Carpentry and Plumbing Services**

Building Services staff performs cosmetic and service protection maintenance by painting city-owned buildings consisting of approximately 2,000,000 square feet of interior walls. Staff repair city-owned buildings through a preventive maintenance and repair program. Building Services staff also maintain a safe and sanitary environment by performing plumbing repairs in 170 city-owned buildings and 99 other sites.



## **Electrical Services**

Building Services staff strive to maintain the electrical system in a safe and workable condition with a cost-effective and competitive service delivery system. They also strive to enhance and improve existing services through preventive maintenance for city-owned buildings plus 218 other service locations, including 56 warning sirens.



### **Location**

Our office is located at 3312 J. E. Davis Drive, Little Rock, AR 72209 at Operations' facility. You may contact Building Services personnel at 918-3680. Office hours are 7:30 a.m. to 4:00 p.m., Monday through Friday.

### **Things You Should Know...**

- ◆ Building Services personnel respond to emergencies associated with safety, health and life threatening situations in city-owned buildings and other service locations. Staff also repair heating and air conditioning, plumbing and electrical systems.
- ◆ Building Services personnel assisted in the remodeling of the former Lee School building into the *Willie L. Hinton Neighborhood Resources Center* located at West 12<sup>th</sup> Street and Pine.

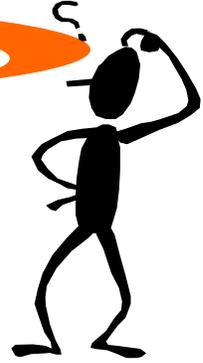


## **Willie L. Hinton Neighborhood Resource Center**

City of Little Rock planned improvements saved an estimated \$30,000 per year.

# Troubleshooting Guide

## Administration



*Where is **Public Works Administration** located?*

Administration is located in the Public Works Building at 701 West Markham, Little Rock, Arkansas 72201. Administration's main phone number is **371-4475**.

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*I have a **concern about Public Works**. Whom should I call?*

For concerns regarding a particular Public Works Division, service, or for general questions about Public Works activities, please call the Public Works Support Services Specialist at **371-4544**

**Parking Enforcement - see page 49.**

# Troubleshooting Guide

## Civil Engineering

*Whom should I contact to obtain a grading permit?*

The Civil Engineering Division of Public Works is responsible for grading permits. Please call for more information.

*Can I develop property that is in a floodplain?*

Maybe. However, certain guidelines must be met before development begins. Please call **918-5348** for more information.

*How do I know if property is located in a floodplain?*

Civil Engineering keeps updated floodplain maps from the Federal Emergency Management Agency. Floodplain maps within Little Rock can be accessed on the web at <http://gis.littlerock.org/>. Call our office at **918-5348**.

*What is the difference between private development and public projects?*

Public projects include any project that is paid for by the City of Little Rock and intended for public use. Private development includes projects that are funded by a commercial or residential developer and intended for public or private use.

*Why is Civil Engineering involved in private development?*

Private development projects must meet certain floodplain and stormwater drainage regulations. There are also other City ordinances regarding rights-of-way, curb and gutter design, sidewalks, driveways, and pavement design that must be met in order to develop property within the City.

*Whom should I call about drainage problems?*

If the drainage problem requires routine cleaning or maintenance, call **311** or visit the E-Service web site at [http://web.littlerock.org/st\\_ops](http://web.littlerock.org/st_ops) to activate a work request.

*How can I determine the status of a public project?*

Civil Engineering can give you information about the status of a public project. Please call **371-4811** for more information.

*How can I find out the status of commercial or residential projects?*

Civil Engineering's Private Development section can provide you with information about the status of private projects. For more information, contact **371-4811**.



*Continued on page 36*

## **Civil Engineering continued...**

*I want to cut down a tree on my property. Do I need a permit?*

Permits are required for clearing land, and/or cutting down more than seven (7) trees in any one year. There are exemptions for zoning classifications of agriculture, forestry and mining. Exemptions are also made for certain residential properties, depending on lot size and the type of street the property abuts. Contact Civil Engineering at **371-4811** for more information.

*Whom should I call with concerns about construction in the City?*



Publicly funded projects have an information kiosk within the project's limits providing all appropriate contact names and numbers. If you still have concerns or questions, contact Civil Engineering at **371-4811**. Private development construction concerns should initially be referred to the private inspector on-site, but further concerns or questions regarding development permits or regulations may be directed to Civil Engineering's Private Development section at **371-4811**.

*Who designs public projects?*

Civil Engineering coordinates design of publicly funded projects using in-house engineers and contracts with consultants. Questions about public projects design should be directed to the Design Engineer at **371-4822**.

## **Special Programs Section**

*What are the City limit boundaries for Little Rock?*

City limit maps are continually updated by the Mapping and Graphics section of Special Programs. For current City limit information, please call Mapping and Graphics at **371-4537**.

*What is Adopt-A-Street, and how can I become involved?*

The **Adopt-A-Street** program was established in 1994 in an effort to enlist community involvement in keeping our streets and neighborhoods clean and beautiful. Once a street has been adopted, participating groups pick up litter and other trash at least 6 times per year. Citizens, service organizations, businesses, churches, youth organizations and neighborhood groups qualify to adopt a City street. You can adopt anywhere from 3-7 blocks or more! Call Special Programs at **371-4808**.

*Continued on page 36*

**Special Programs continued...**

*Where can I purchase City maps?*

Special Programs staff may be contacted at **371-4714**. Special Programs has a number of city maps available for reproduction cost. Contact **371-4537** or **371-4434** for details on available maps and price listings.

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*Do you have **aerial photographs** of the City available for purchase?*

Yes. Depending on the particular area of the City, aerial photographs from 1978, 1988, 1990, 1997, 2004 and 2006 are available. Call **371-4537**.

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*Whom should I call for questions **about street names or numbers**?*

Call Special Programs Mapping and Graphics section at **371-4808**. For more information, see address assignment.

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*I would like to have a presentation about **Public Works activities** at a neighborhood meeting. Whom should I call for information?*

Please call the Special Programs Section at **371-4714** for speakers, informational brochures, displays, or public service announcements relating to Public Works. You can also visit our Web site at <http://www.littlerock.org/CityDepartments/PublicWorks/CivilEngineering/>.

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*How are **addresses assigned** for the City of Little Rock?*

Addresses for the City are assigned based on a grid referenced from the intersection of Markham and Main Streets. For more information, please contact the Address Coordinator at **371-4808**.

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*Whom should I contact regarding **permits** through Public Works?*

Public Works issues a variety of permits administered by the different divisions of the department. Please refer to the division for the following types of permits:

**Civil Engineering:** grading permits, floodplain development, land clearing (tree cutting)

**Traffic Engineering:** Traffic Control Plan, excavation in the right-of-way, parades, public assemblies and block parties, hauling, house moving, dumpsters temporarily in the street, curb cuts for driveways.

If unsure whom to contact, call the Service Request Desk at 918-3600.

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*Where can I get information on upcoming **ward meetings** related to Public Works activities?*

For ward meeting agendas, schedules, and locations, please call Civil Engineering at **371-4822** or Special Programs at **371-4714**.

# Troubleshooting Guide

## Operations

*How can I request to have potholes filled, or ditches and inlets cleaned?*

Call **311** , or visit online at [http://web.littlerock.org/st\\_ops](http://web.littlerock.org/st_ops). For more details see pages 17, 18, and 19.

*I have a question about Public Works, but I am not sure who to call.*

Call the Operations Service Request Desk at **918-3600** or visit the E-Service web site at [http://web.littlerock.org/st\\_ops](http://web.littlerock.org/st_ops). Public Works personnel can answer your questions, or provide you with the appropriate referrals.

*How often are streets cleaned?*



The Public Works Department operates a fleet of street sweepers. Downtown streets are cleaned 3 nights per week. Major arterial and collector streets are cleaned once per week. Subdivision and neighborhood streets with curbs are cleaned once per month.

*How are unimproved streets maintained?*

Chip sealing is one method of maintaining the street surface and preventing further street damage. This cost-effective procedure restores roadway traction and pavement surface with application of an asphalt and gravel mixture.

*Who is responsible for mowing and cleaning City right-of-way areas?*

Property owners are responsible for mowing and cleaning right-of-ways on property frontage. For questions on these regulations, please call Neighborhood Programs at **371-4849**. Public Works Operations is responsible for mowing and cleaning public right-of-ways. If you have questions or concerns, please call our Service Request Desk at **918-3600**.

*Who provides snow and ice removal for the City.*

Public Works Operations provides snow and ice removal for all City streets. State highway snow and ice removal are provided by the Arkansas Highway and Transportation Department.

*Continued on page 38*

**Operations continued...**

*What should Little Rock residents do if **debris or trash** is **littering** their neighborhood?*

Call **311** Public Works Scheduling staff will dispatch a crew to come out and remove the debris or trash. Little Rock residents can also become involved in the **Adopt-A-Street** program. **Adopt-A-Street** provides opportunities for civic involvement and fosters pride in our City. For more information on the **Adopt-A-Street** program, call **371-4808**.

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*To whom should LR residents report a **traffic signal malfunction**?*

Call **311** The Operations Division does not provide maintenance or repair for traffic signals. After normal operation hours, call Central Communications at **371-4829**.

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*To whom should LR residents report **damaged traffic signs**?*

Report any problems with traffic signs to **311** or e-mail at [http://web.littlerock.org/st\\_ops](http://web.littlerock.org/st_ops).

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*Who should LR residents call to have a **storm drain cleaned** in their neighborhood?*

Please call **311** or visit our E-Service web site at [http://web.littlerock.org/st\\_ops](http://web.littlerock.org/st_ops) to activate a work request.

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*Who should LR residents contact to report instances of **improper disposal or illegal dumping**.*

Call **311** or visit our E-Service web site at [http://web.littlerock.org/st\\_ops](http://web.littlerock.org/st_ops) to activate a work request.



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*What number should LR residents call if there is a **problem on the weekend**?*

**311** has an answering machine to record messages after hours. Operations maintains a standby foreman during off-hours who can be reached in case of an emergency. Please call Central Communication at **371-4829** if an emergency situation arises.

# Troubleshooting Guide

## Solid Waste

*Why hasn't my garbage been picked up?*

Holidays or inclement weather may delay garbage routes. We will make every effort to notify you of any delays. Please call

**3-1-1**

or you can refer to the Government Access Channel (cable channel 11) for holiday schedules.

*What can I do with items too large to fit in my supercart?*

Call **3-1-1** to schedule a bulky item pickup.

*What items can I recycle?*



Four types of items can be recycled curbside: paper, metal, plastic, and glass. **Paper recyclable:** newspaper with inserts, magazines, catalogues, junk mail, corrugated cardboard boxes (flattened) and brown paper grocery bags. **Metal recyclable:** aluminum beverage cans and steel food and beverage cans. **Plastic recyclable:** generally any with a neck smaller in diameter than the bottom including milk jugs, clear/green soda, water and juice bottles. **Glass recyclable:** Clear/green/brown beverage containers. Items accepted at the drop-off recycling center are listed on page 26. If you have any questions about recycling or recyclable materials, call the Public Works Recycling Program Educator at **918-5260**.

*Can I have my neighborhood sprayed for mosquitoes?*

Yes. Public Works provides scheduled mosquito spraying. Residents may request this service by calling **3-1-1**.

*Who provides my garbage service?*

The City of Little Rock provides garbage service for Little Rock. Call our Service Desk at **888-2208** for questions.

*Whom should I contact if I have never received a supercart?*

The City of Little Rock will provide the initial supercart for waste disposal. Call **3-1-1** to schedule a delivery.

*Can I get an additional cart?*

Yes. Please call **3-1-1** to make arrangements. Each additional cart costs \$7/month and must be leased for a minimum of 3 months.

*Continued on page 40*

***Solid Waste continued...***

*What is the difference between a Class I and a Class IV landfill?*

A Class I landfill provides disposal for all household wastes. A Class IV landfill provides disposal for bulky items and construction waste.

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*What services do my garbage fees pay for?*

Your monthly garbage fee pays for all collection and disposal services provided by the Solid Waste Division of Public Works. Other services are provided by the garbage fee as well.

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*Where is the motor oil (hazardous materials) recycling center in Little Rock?*

Motor oil (hazardous materials) can be recycled at the Household Chemical Recycling locations by contacting Pulaski County Regional Recycling and Waste Reduction District at 340-8787 (<http://www.pulaskiswdistrict.org/>).

---

*I sometimes have too many recyclable materials to fit in my recycling bin? What can I do?*

The City of Little Rock, in conjunction with the Pulaski County Regional Solid Waste Management District, has a drop-off center for recycling glass, aluminum, and newspaper, among other materials. Call 340-8787 (<http://www.pulaskiswdistrict.org/>).

---

*How long will the current landfill last?*

The current landfill will provide disposal for Little Rock's solid waste for at least fifty years.

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*What happens to the landfill when it is closed?*

The landfill will be completely covered and closed according to federal regulations. The site can be used as a park, for golf courses, or any other public use which does not necessitate an enclosed structure or tapping below the soil, i.e., tree roots or water wells.

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*Can I buy compost from the Little Rock Landfill?*



The City of Little Rock provides composting services. Compost is made from yard waste collections. It may be purchased in any sized container or by the truckload. Prices vary depending on truck size. You may purchase compost directly at the landfill during regular business hours, open Monday through Friday from 7 a.m. to 4 p.m. and seasonally on Saturdays from 7 a.m. to 12:00 p.m. Contact us at 888-5806. The City charges \$25 per ton for compost and \$25 per ton for hardwood mulch. The city will deliver compost in 10 cubic yard truck loads. In addition to the cost of the material, there is a delivery charge of \$50 within Pulaski County.

*Continued on page 41*

**Solid Waste continued...**

*How much does it cost for an individual to **bring materials to the landfill for disposal**?*

Applicable tipping fees will be assessed when your load is weighed at the landfill. Fees are \$25 per ton, with minimum tipping fees of \$15 per load for the Class IV (construction materials and bulky items) landfill. The Class I (garbage) landfill is \$30 per ton with a minimum fee of \$25 per load. For more information, contact the Scale House at 888-5806.

*Whom should I contact concerning **questions about my garbage bill**?*

Please call Solid Waste Collections at **888-2208**.

*What can I do if **my cart is damaged or stolen**?*

Please call **3-1-1** to request repairs or replacement.

*How do I **dispose of yard waste**? Can I put yard waste in the supercart?*

Yard waste must **not** be put in the supercart. For disposal, yard waste must be bundled or bagged and placed curbside on the appropriate collection day. Call **888-2208** for collection days and questions about disposal procedures.

*How do I **dispose of old automobile tires**?*

You may take up to 4 tires per day, at no charge, to the City Landfill, located on Ironton Cutoff Road. For directions to the landfill, please consult map on page 24.

*How **many collections** do customers receive per week?*

Three. One household garbage collection, one curbside recycling collection, and one yard waste collection.

*When is the **collection day** for my neighborhood?*

Please consult Waste Collections Areas map on page 22. If you have further questions, call **3-1-1**.

*Can I **dispose of ashes from my fireplace or wood stove**?*

Yes. Ashes must be soaked in water to extinguish any live embers and securely tied in a plastic bag before being placed in your supercart.

*Continued on page 42*

***Solid Waste continued...***

***Can I dispose of waste from the remodeling or repair of my house?***

Construction waste cannot be collected by the City of Little Rock. Have your contractor dispose of the waste, or you may dispose of this waste at the landfill, located on Ironton Cutoff Road. Tipping fees will apply. For more information on tipping fees, please consult page 25.

---

***Where is the City Landfill located, and what are the hours of operation?***



The City maintains and operates Class I and Class IV landfills, a composting facility, and a used tire repository in southeast Little Rock on Ironton Cutoff Road. The complex is open to the public from 7 a.m. to 4 p.m. Monday through Friday, and 8 a.m. to 12 p.m. one Saturday per month (see page 24). For additional information on schedules, acceptable materials, fees, and requirements, call the Landfill Scale House at **888-5806**. A map to the landfill is on page 24.

# Troubleshooting Guide

## Traffic Engineering

*What should I do about **damaged, missing, or vandalized** traffic signs?*

The Public Works Operations Division provides maintenance and repair on traffic signs. You may contact **3-1-1** to report the problem.

---

*To whom should I report a **malfunctioning traffic signal**?*

Please call **3-1-1** to report problems with traffic signals. We will investigate the situation immediately.

---

*Who is responsible for **street lights** in Little Rock?*

Installation, maintenance and power for street lights is supplied by Entergy Corporation. Power outages or damages to street lights should be reported to Entergy at **1-800-ENTERGY** or online at <http://www.entergy-arkansas.com/forms/StreetLights.asp?FormID=28&RegionId=AR>.

---

*Whom may I contact to request **traffic counts** for a City street?*

Traffic Engineering conducts periodic traffic counts on city streets. To request traffic count information, please call **379-1800**.

---

*Why are **traffic counts** needed?*

Traffic counts are conducted for intersection studies, traffic signal warrants analysis, traffic calming, street improvement projects, or when considering possible traffic speed limit changes.

---

*I would like information on the **number of accidents** at a particular intersection. Where can I find this information?*

Call the Little Rock Police Department for accident analysis information.



*What can I do about problems with **sight visibility** at intersections?*

Please call **3-1-1** to report trees, shrubbery, undergrowth, or structures impeding sight visibility at intersections. We will investigate and make necessary modifications.

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*Continued on page 44*

### ***Traffic Engineering continued...***

***Where is the Traffic Control Center located?*** The Traffic Control Center constantly monitors operation of traffic signals in the City of Little Rock. It is located at 621 South Broadway, Little Rock, AR 72201

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***Our neighborhood needs additional street lighting. Can you help?*** Requests for street lighting are investigated and reviewed by the Traffic Engineering Division of Public Works. In order to light an entire neighborhood, a petition must be received from that neighborhood. Please call **3-1-1** for more details.

---

***An intersection in Little Rock needs a traffic signal. What can you do to help?*** Traffic Engineers routinely conduct studies of City intersections to determine need for traffic signals. Often traffic volume increases with additions to, or development of, surrounding property. Certain standards must be met and funds available for installation of new traffic signals or stop signs. Please call **3-1-1** with your questions about traffic control.

---

***Who puts down pavement markings on our City streets?*** Operations is responsible for actual pavement striping functions. However, Traffic Engineering determines placement, location, and type of pavement striping.

---

***Whom may I call about poor visibility of traffic markings?*** Heavy rain or fog normally impairs the visibility of the painted pavement markings. Thermoplastic and tape markings are easier to see, even in inclement weather. Visibility problems unrelated to weather conditions should be reported by calling **3-1-1** .

---

***To whom should I direct questions or concerns about traffic signal timing?*** Please call **3-1-1** for concerns or information about traffic signal timing.

# Parking Enforcement

*Where do I pay a parking ticket?*

**You can pay:**

- In person at the Municipal Court Building , 600 W. Markham
- By mail, using the envelope provided, or mailing the ticket to Municipal Court Building, 600 W. Markham, Little Rock, AR 72201. You can send a check, money order, or traveler's check. Please note the citation number on the check. Please do not send cash.
- On-line at [www.lrtickets.org](http://www.lrtickets.org)
- Or, you may contest a parking ticket by appearing in Environmental Court any Wednesday at 1:30 p.m.

*What can you tell me about parking for persons with disabilities?*

Parking spaces for persons with disabilities have been located in the downtown area. These spaces have been designated with signs for visibility and convenience. Vehicles that are parked in a designated space must display the proper license plate or placard. Application for handicapped placards may be obtained at any office of the State Department of Revenue. Ask for Form 10336, which is the submitted to the requestor's physician who will determine the requestor's eligibility.

*Why did I get a ticket?*

There are numerous reasons. The violation will be noted on your ticket. Call Parking Enforcement at 371-4528 if clarification is necessary

*What are the fines in Little Rock?*

**Overtime Parking at a Meter:**

- \$15.00, if paid within 30 calendar days.
- \$50.00 after 30 calendar days.

**Time Zone Violation**

- \$15.99 if paid within 30 calendar days
- \$50.00 if paid after 30 calendar days

**Non-Meter Violations:**

- \$30.00 if paid within 30 calendar days.
- \$45.00 after 30 calendar days.

**Parking in a Handicap Zone With No Handicap Placard:**

- \$100.00

*What can happen if I fail to pay the fine or appear in court?*

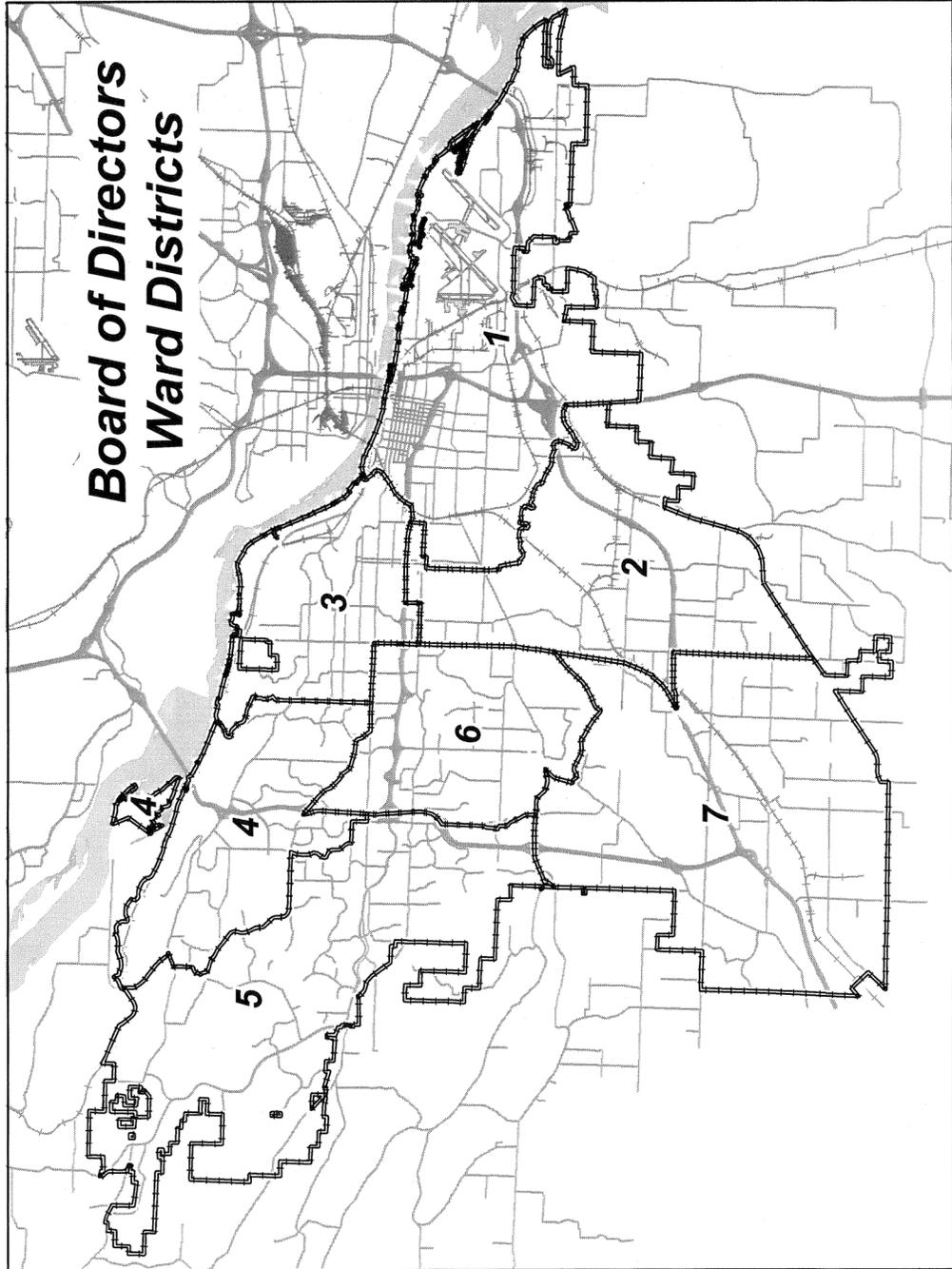
**The following actions may occur:**

- A warrant issued for your arrest.
- Your vehicle being immobilized.
- Suspension of your drivers license.
- Suspension of the vehicle tags.
- A combination of any or all of the above.

*If I have any other questions, who may I contact?*

You may call Parking Enforcement at 371-4528.

# Board of Directors Wards





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*We're Proud of Our Works*

