

LOS ANGELES MUNICIPAL CODE 56.11 STANDARD OPERATING PROTOCOLS

DESIGNATED ADMINISTRATIVE AGENCY
("DAA") LOS ANGELES SANITATION



April 2016



LOS ANGELES MUNICIPAL CODE 56.11

STANDARD OPERATING PROTOCOLS

Designated Administrative Agency ("DAA")

LOS ANGELES SANITATION

ENRIQUE C. ZALDIVAR,
Director, LA Sanitation

By  _____

Date 4/7/16 _____

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INTRODUCTION

The City of Los Angeles is responsible for the maintenance of sidewalks and other public areas owned, managed or maintained by the City. These public areas must remain safe, clean, sanitary and accessible for public use by all individuals. To promote general public health and safety of all public areas, while balancing the needs of the City's population, at all levels, the City recently made amendments to the City of Los Angeles Municipal Code (LAMC) 56.11 to regulate any personal property disposed, left or stored in public areas.

These protocols outline the operating guidelines, designation of tasks, and scope of work for regulating the storage of personal property in public areas and the allowance for the impoundment of such property, after the provision of notice, as provided for in LAMC 56.11.

BACKGROUND

LAMC 56.11 regulates storage of property on the City's public right-of-way, defined by LAMC 56.11 as including sidewalks, alleys, and streets. The Ordinance's Declaration of Legislative Intent states, in part, that the unauthorized use of public areas for the storage of personal property interferes with the rights of other members of the public to use public areas for their intended purposes and can create a public health or safety hazard that adversely affects residential and commercial areas. The purpose of LAMC 56.11 is to maintain public areas in clean, sanitary and accessible condition for all.

DESIGNATED ADMINISTRATIVE AGENCY, LAMC 56.11.11

Los Angeles Sanitation (LASAN) serves as the Designated Administrative Agency ("DAA") under the ordinance. The DAA shall promulgate rules, protocols and procedures for the implementation and enforcement of this ordinance, consistent with the provisions herein. The DAA is authorized to make administrative and ministerial revisions to these protocols, and/or forms and posting notices as needed to address unanticipated scenarios or any amendments to LAMC 56.11 or applicable codes or statutes.

CITY ATTORNEY REVIEW

The City Attorney's Office has reviewed the following LAMC 56.11 protocols for conformity with the Ordinance and subsequent amendments.

METHODOLOGY & PROCEDURES

PROCEDURE #1 – Referrals and Service Requests

Los Angeles Sanitation (LASAN), Customer Care Center receives referrals and service requests to remove illegal dumping and address sanitary conditions of public areas involving discarded personal property throughout the City. Referrals may be submitted to LASAN by Council Offices, the Mayor's Office, LAPD, Neighborhood Councils, 311 Call Center, governmental agencies, businesses, business improvement districts, and the general public.

LEAD DEPARTMENT: LASAN

PRIMARY SUPPORT: LAPD

SECONDARY SUPPORT: BSS, GSD, LADOT, RAP

Illegal Dumping Service Request Protocol

Step #1a – Reports of illegal dumping involving a suspected responsible party shall be referred to LASAN Environmental Compliance Officers for investigation.

Step #1b – Reports of illegal dumping with an unidentified responsible party shall be immediately directed to LASAN for scheduled removal. If hazardous materials are involved, the report will be referred to an Environmental Compliance Officer.

Step#2 – Illegally dumped items in public areas shall be removed by LASAN.

Homeless Encampment Referral Protocol

For requests of Homeless Encampments clean-ups, see Procedure #2.

PROCEDURE #2 – Homeless Encampment Clean-up Authorization

Upon data entry, a Homeless Encampment clean-up authorization number is created and assigned to the designated location. The following process must be completed in order for full approval of the authorization to commence the clean-up operation.

LEAD DEPARTMENT: LASAN

PRIMARY SUPPORT: LAHSA or OHSP

SECONDARY SUPPORT: LAPD, BSS, GSD, LADOT, RAP

Homeless Encampment Clean-up Authorization Protocol

Step #1 – REFERRAL: LASAN will initiate the Homeless Encampment clean-up authorization process by verifying the encampment and its location including City owned, managed, or maintained property, and by taking photographic evidence of the location. LASAN will then submit the information into a Homeless Encampment data management system. The required information fields consist of, but are not limited to the following:

1. Address and/or cross street locations of the homeless encampment (or closest address);
2. Description of the encampment(s), including photographs of the encampment;
3. Additional location description (i.e. alley, under bridge, on overpass, etc.),
4. Date location visited /assessed.

Step #2 – LAHSA AUTHORIZATION: Outreach to the homeless individuals in the area will be conducted by the Los Angeles Homeless Services Authority (LAHSA) or Other Homeless Service Provider (OHSP) to inform the homeless residents of the upcoming clean-up efforts and the requirement to relocate both themselves and their possessions from the clean-up areas prior to the clean-up date/time. During these visits, LAHSA or the OHSP shall offer available assistance and social services to the homeless in the designated area. Upon completion of the visits, LAHSA will sign off on the authorization.

Step #3 – LASAN – CHIEF ECO Authorization: Once LAHSA or OHSP has signed off, the authorization shall be reviewed and approved by the LASAN –Chief Environmental Officer, or his/her designee.

*Step #4 – **BOARD OF PUBLIC WORKS AUTHORIZATION:*** The President of the Board of Public Works or designated commissioner shall review and approve the clean-up. The authorization is valid for up to 90 days from BPW approval or through completion of the clean-up at the location, whichever comes first.

*Step #5 – **HOMELESS ENCAMPMENT CLEAN-UP SCHEDULING:*** LASAN shall program and schedule encampment clean-ups.

*Step #6 – **NOTICING:*** As required in Procedure #3, a notice will be posted at the clean-up location a minimum of 24 hours in advance of the clean-up date/time (See Appendix 1). The posted notice shall be photographed by LASAN to document the notification of the pending clean-up. The Notice shall be valid for only 72 hours from posting. If the encampment clean-up cannot commence within 72 hours from posting, then a new posting must re-occur before the clean-up may commence.

*Step #7 – **DOCUMENTATION:*** The Designated LASAN Employee overseeing the clean-up shall document the clean-up, health hazard assessments and impounded property.

PROCEDURE #3 – Public Area Cleaning

A public area clean-up is a cleaning performed when an area is identified as having unsafe or poor health conditions. If there is a Homeless Encampment in the area, the following protocol will be followed, after authorization is approved in accordance with **Procedure #2**.

LEAD DEPARTMENT: LASAN

PRIMARY SUPPORT: LAPD

SECONDARY SUPPORT: LAHSA or OHSP, BSS, GSD, LADOT, LAFD, RAP

Public Area Cleaning Protocol:

Step #1 – The LASAN Coordinator shall verify the Homeless Encampment Clean-Up Authorization is approved. Once approved the LASAN Coordinator shall coordinate the notice postings and clean-up date/time.

Step #2 – The Designated LASAN Employee, shall post the notice (See Appendix 1) at the clean-up location a minimum of 24 hours in advance of the official clean-up date/time and the clean-up shall commence no later than 72 hours after posting. The notice should be photographed as documentation.

Step #3 – Prior to commencing the clean-up, if LASAN is made aware that there is no available capacity for involuntary storage, LASAN will not proceed with the removal of personal property.

Step #4 – At the time of arrival, if it is raining and/or the temperature is below 50 degrees Fahrenheit, LASAN shall consider whether to postpone the clean-up after consultation with LASAN Management.

Step #5 - City crews from LASAN and LAPD shall meet at each clean-up location and conduct a safety meeting. LASAN shall be the lead agency for the clean-ups, including closing that portion of the sidewalk and adjoining street necessary to effectuate the clean-up. LAPD may provide site security and traffic control for the clean-up teams. All individuals in the clean-up area will be given up to **15 minutes** to take their Personal Property and vacate the area. If the person(s) is physically or mentally-impaired and incapable of effectuating the removal of their personal property, LAHSA or OHSP will be contacted to assist.

Step #6 – A Designated LASAN Employee shall inspect all property left in the clean-up area for health and safety hazards. Health and safety hazards, shall be documented, removed, and transported to an authorized disposal facility by LASAN in accordance with Procedure #7. LAPD will remove any weapons, ammunition, and explosives. The health and safety hazards shall be documented on the Hazard Determination sheets by LASAN staff (See Appendix #3).

Step #7 - A Designated LASAN Employee may remove Unattended Personal Property in the clean-up area only if it complies with the following procedure:

- 1) Pre-Removal Notice was posted as required by LAMC Section 56.11;
- 2) The removal shall occur no less than 24 hours after the posting of the pre-removal notice, and no more than 72 hours after the posting of pre-removal notice;
- 3) Written or photographic evidence shall be prepared which documents the general description and location of the Personal Property;
- 4) The Personal Property shall be bagged and tagged for identification purposes;
- 5) The Personal Property shall be delivered to a 90 day storage facility; and
- 6) A Post-Removal Notice shall be left at the place from which the Personal Property was removed.

Step #8 – A Designated LASAN Employee may remove Attended Personal Property in the clean-up area only if it complies with the following procedure:

- 1) Pre-Removal Notice was posted as required by LAMC Section 56.11;
- 2) The removal shall occur no less than 24 hours after the posting of the Pre-Removal Notice, and no more than 72 hours after posting of Pre-Removal Notice;

- 3) Individuals can voluntarily dispose of any items with LASAN;
- 4) LASAN may provide a bag or other container capable of containing 60 gallons worth of Personal Property to the owner of the Personal Property;
- 5) LASAN shall direct the owner that he or she will have up to 15 minutes to place into the bag or container up to 60 gallons worth of Personal Property;
- 6) If the owner refuses to or does not place Personal Property into the container within the 15 minute period, LASAN shall remove all property as excess personal property.
- 7) For Excess Personal Property, LASAN shall prepare written or photographic evidence which documents the general description and location of the Excess Personal Property;
- 8) The Excess Personal Property shall be bagged and tagged for identification purposes;
- 9) The Excess Personal Property shall be delivered to a 90 day storage facility; and
- 10) A Post-Removal Notice shall be left at the place from which the Excess Personal Property was removed or given to the owner.

Step #9 - If an individual fails to comply with a Designated LASAN Employee's directive, or willfully resists, delays or obstructs a Designated LASAN Employee from moving, removing, or impounding Personal Property, the Designated LASAN Employee shall request support from law enforcement and law enforcement will proceed within their established Departmental protocols.

Step #10 - If an individual is physically impaired and the impairment limits compliance with a Designated LASAN Employee directives regarding LAMC Section 56.11, LASAN may assist the individual with compliance or may contact LAHSA or OHSP to assist.

If an individual is mentally impaired and the impairment makes incomprehensible compliance with instructions from a Designated LASAN Employee regarding LAMC Section 56.11, LASAN shall contact LAHSA or OHSP for assistance.

Step # 11 – If at any time, a City Employee believes that an individual poses a danger to himself, herself or another, including a danger to the City Employee, the City Employee shall request law enforcement assistance.

Step #12 - (If required) LASAN Vactor Truck may pressure-wash the sidewalks, parkways, street gutters, and inlets of storm drain catch basins. The generated water shall be recovered and disposed of to the sanitary sewer.

Step #13- (If required) LASAN (or designated contractor) may disinfect the washed areas with a sprayed solution of bleach and water that meets Center for Disease Control standards for disinfection.

Step #14 – A Designated LASAN Employee shall document and photograph clean-up activities. Any human waste removal and disposal by LASAN will require the completion and signature of a non-infectious certification form by a Designated LASAN Employee (See Appendix #4).

PROCEDURE #4 – Personal Property Obstructing City Operations

At any time in which City operations for maintenance or construction are obstructed by personal property in a public area. A City Employee may temporarily move the personal property.

LEAD DEPARTMENT: ALL CITY DEPARTMENTS

PRIMARY SUPPORT: LAPD, LASAN

SECONDARY SUPPORT: LAHSA or OHSP, BSS, GSD, LADOT, LADWP, LAFD, RAP

ENFORCEMENT AUTHORITY:

LAMC 56.11.3(c) property obstructing City operations

Property Obstructing City Operations Protocol:

Step #1a – When personal property is unattended, the City Employee may temporarily move the obstructing property. If there are issues, please proceed to *Step #3* in the process.

Step #1b – When the obstructing property is attended, the City Employee shall direct the individual(s) to move the property as to not obstruct City operations, maintenance and clean ups. All individuals will be given up to **15 minutes** to vacate the area. If the person(s) is physically or mentally-impaired and incapable of effectuating the removal of their personal property, LAHSA or OHSP will be contacted to assist.

Step #2 - If the individual fails to comply with a City Employee's directive, or willfully resists, delays or obstructs a City Employee from moving, removing, move the obstructing property, they will be deemed as “non-compliant”. The City Employee shall contact the LAPD for assistance.

Step #3 - In situations where there is no feasible place to temporarily place obstructing property or the amount of personal property is in excess of the volume of a 60-gallon container with the lid closed, the City Employee shall contact LASAN for assistance. A Post-Removal notice shall be provided for all personal property taken to a 90-day storage facility pursuant to LAMC 56.11.4.(b).

Step #4 - For any obstructing property that was temporarily moved for City operations or maintenance, the City Employee shall return the property to the original location after the completion of the work.

PROCEDURE #5 – Personal Property Obstructing ingress/egress, and/or ADA Passage

Without Pre-Removal Notice, a Designated LASAN Employee may move, and when necessary, remove Personal Property in a Public Area that is a) Stored within ten feet of any operational and utilizable entrance, exit, driveway or loading dock; or b) Stored in a manner that does not allow for passage required by the Americans With Disabilities Act, which generally requires clearance of at least 36 inches on the sidewalk.

LEAD DEPARTMENT: LAPD

PRIMARY SUPPORT: LASAN

SECONDARY SUPPORT: LAHSA or OHSP, BSS, GSD, LADOT, LADWP, LAFD, RAP

ENFORCEMENT AUTHORITY:

LAMC 56.11.3(e) person(s) are prohibited from storing property within ten feet of an operational and utilizable entrance, exit, driveway or loading dock

LAMC 56.11.3(d) property blocking passage as required by ADA

LAMC 41.18(a) person(s) blocking streets, sidewalks, or other public ways

Obstructing Personal Property Protocol:

Step #1 – Obstructing Personal Property, Unattended or Attended, may be checked for health and safety hazards, in accordance with Procedure #7.

Step #2 - A Designated LASAN Employee may remove Unattended Personal Property that is stored within ten feet of an operational and utilizable entrance, exit, driveway or loading dock and/or is impacting ADA compliance pursuant to the following procedure:

- 1) Pre-Removal Notice is not required to move obstructing Personal Property described above;
- 2) Written or photographic evidence shall be prepared which documents the general description and location of the removed Personal Property;
- 3) The removed Personal Property shall be bagged and tagged for identification purposes; and

- 4) The removed Personal Property shall be delivered to a 90 day storage facility; and

Step #3 - A Designated LASAN Employee may remove Attended Personal Property that is stored within ten feet of an operational and utilizable entrance, exit, driveway or loading dock and/or is impacting ADA compliance pursuant to the following procedure:

- 1) Upon being directed, the owner of the Personal Property will have up to 15 minutes to move the Personal Property so not to
 - a) obstruct an area within ten feet of any operational and utilizable entrance, exit, driveway or loading dock; or b) obstruct the clearance of at least 36 inches for safe passage;
- 2) If the owner refuses to or does not move the Personal Property as requested, the Designated LASAN Employee may remove the Personal Property;
- 3) If an individual fails to comply with a directive, or willfully resists, delays or obstructs a Designated LASAN Employee from moving, removing, or impounding Personal Property, the Designated LASAN Employee shall request support from law enforcement and law enforcement will proceed within their established Departmental protocols.
- 4) If an individual is physically impaired LASAN shall assist the individual with compliance or may contact LAHSA or OHSP to assist.

If an individual is mentally impaired and the impairment makes incomprehensible compliance with instructions from a City Employee regarding LAMC Section 56.11, LASAN shall contact LAHSA or OHSP for assistance.

- 5) If at any time, a City Employee believes that an individual poses a danger to himself, herself or another, including a danger to the City Employee, the City Employee shall request law enforcement assistance.
- 6) If the Personal Property cannot feasibly be moved by the owner to another part of the block on which it was located without

alleviating the obstruction, the Personal Property may be removed;

- 7) Written or photographic evidence shall be prepared which documents the general description and location of any removed Personal Property;
- 8) The removed Personal Property shall be bagged and tagged for identification purposes;
- 9) The removed Personal Property shall be delivered to a 90 day storage facility; and
- 10) A Post-Removal Notice shall be left at the place from which the Personal Property was removed or given to the owner.

PROCEDURE #6 – Individuals Storing Personal Property in Public Areas with a Posted Closure Time or otherwise Trespassing in Posted Public Property

LAMC 56.11.3.(f) provides that no person shall Store Personal Property in a Public Area that has a clearly posted closure time, after the posted closure time. Without prior notice, the City may remove and impound personal property, whether Attended or Unattended, provided the property may not be removed until after the posted closure time or unauthorized location.

LEAD DEPARTMENT: City Departments overseeing impacted property

PRIMARY SUPPORT: LAPD, LASAN

SECONDARY SUPPORT: LAHSA or OHSP, BSS, GSD, LADOT, LADWP, LAFD, RAP

ENFORCEMENT AUTHORITY (In addition to local & State codes)

LAMC 56.11.3.(f) No Person shall Store in a Public Area that has a clearly posted closure time.

LAMC 61.07.(i) No person shall fail to comply with any valid order issued by a public officer.

Personal Property Stored in a Public Areas after a Posted Closure Time or unauthorized location Protocol

Step #1 – If Attended the responsible City Department shall direct the individual to move from the closed area. The Law Enforcement Officer may then call LASAN for health hazard assessment assistance, if necessary.

Step #2 – As to both Unattended and Attended Personal Property, a City Employee shall contact LASAN to proceed to remove the Personal Property for storage. After the property is checked for health and safety hazards, the property may be removed and stored in accordance with Procedure #7.

Step #3 - A Designated LASAN Employee may remove Unattended Personal Property in a Public Area subject to a specified closing time by complying with the following procedure:

- 1) The City Employee confirms that a notice containing the closing time is clearly posted in the area where the Personal

Property is stored and the impoundment begins after the posted closing time;

- 2) Written or photographic evidence shall be prepared which documents the general description and location of the Personal Property;
- 3) The Personal Property shall be bagged and tagged for identification purposes;
- 4) The Personal Property shall be delivered to a 90 day storage facility; and
- 5) A Post-Removal Notice shall be left at the place from which the Personal Property was removed.

Step # 4- A Designated LASAN Employee may remove Attended Personal Property in a Public Area subject to a specified closing time or unauthorized location by complying with the following procedure:

- 1) The Designated LASAN Employee confirms that a notice containing the closing time is clearly posted in the area where the Personal Property is stored and impoundment begins after the posted closing time;
- 2) The Designated LASAN Employee shall provide a bag or other container capable of containing 60 gallons worth of Personal Property to the owner of the Personal Property;
- 3) The Designated LASAN Employee shall direct the owner that the Public Area is closed or is about to be closed and that he or she has up to 15 minutes to place into the container up to 60 gallons worth of Personal Property and leave the Public Area with the container;
- 5) If the owner refuses to or does not place Personal Property into the container within the 15 minute period, the Designated LASAN Employee may remove the Personal Property;

- 6) The Designated LASAN Employee shall prepare written or photographic evidence which documents the general description and location of the Personal Property;
- 7) The Personal Property shall be bagged and tagged for identification purposes;
- 8) The Personal Property shall be delivered to a 90 day storage facility; and
- 9) A Post-Removal Notice shall be left at the place from which the Personal Property was removed or given to the owner.

Step #5 - If an individual fails to comply with a Designated LASAN Employee directive, or willfully resists, delays or obstructs a Designated LASAN Employee from moving, removing, or impounding Personal Property, the Designated LASAN Employee shall request support from law enforcement and law enforcement will proceed within their established Departmental protocols.

Step #6 - If an individual is physically impaired and the impairment limits compliance with a Designated LASAN Employee's directives regarding LAMC Section 56.11, the Designated LASAN Employee shall offer to assist the individual with compliance or may contact LAHSA or OHSP to assist.

If an individual is mentally impaired and the impairment makes incomprehensible compliance with instructions from a Designated LASAN Employee regarding LAMC Section 56.11, the Designated LASAN Employee shall contact LAHSA or OHSP for assistance, and shall continue with the clearing the area.

Step #7 – If at any time, a City Employee believes that an individual poses a danger to himself, herself or another, including a danger to the City Employee, then the City Employee shall request law enforcement assistance.

PROCEDURE #7– Health & Safety Hazards

The purpose of this protocol is to document the protocols and procedures for the field staff of the LASAN Environmental Enforcement & Emergency Response Unit field staff. The protocol outlines how LASAN Environmental Compliance Officers determine the health hazard potential of the personal property, item(s) or substance(s) found in the public right-of-way. The Compliance Officer will ultimately determine if the property, item or substance poses any potential health risk(s) and requires removal and disposal.

LEAD DEPARTMENT: LASAN

PRIMARY SUPPORT: LAPD

SECONDARY SUPPORT: LAHSA or OHSP, LAPD, BSS, GSD, LAFD, LADOT, RAP

ENFORCEMENT AUTHORITY

LAMC 56.11.3.(f) immediate threat to health or safety of the public

LAMC 64.70.05.A. authority to inspect

LAMC 64.70.05.B.6 to abate, correct or prevent pollutants from entering storm drain

Materials are considered to be health hazards when there is statistically significant evidence based on at least one study conducted in accordance with established scientific principles that acute or chronic health effects may occur in exposed persons. Health and safety hazards shall be removed immediately. Notice posting (informing the public of the violation) is not required. If a person refuses to relinquish substances or materials deemed health or safety hazards, law enforcement will proceed with their established protocol. Health or safety hazards shall be documented and removed by LASAN and transported to an authorized disposal facility immediately.

Health Hazard Assessment Protocol

Step #1 – The Designated LASAN Employee shall walk sidewalks, streets, parkways and other public right-of-ways to visually identify items which may pose a health hazard.

Step #2 - LASAN Environmental Compliance Officers shall visually identify flammable, toxic, reactive, and corrosive substances.

Step #3 - Utilizing the Field Checklist in Appendix 3, the Environmental Compliance Officer will determine the health hazard potential of the item or substance as well as whether the item or substance poses any potential health risk. The Environmental Compliance Officer can use the back of the form "List of Hazardous Materials/Waste and Potentially Hazardous Materials" as reference for health hazard assessments. If any item or substance meets any of the descriptions on the list, then the item or substance may be deemed hazardous (see Appendix #3).

Step #4 - If the item is a health hazard or a potential health hazard and is made of fabric, wood, or other permeable substances, the item shall be removed by LASAN (or designated contractor) for disposal. LASAN (or designated contractor) shall also remove all biohazard items (e.g., contaminated with blood, human waste, etc.). LASAN Solid Resources shall place the item on a vehicle and transport to an authorized disposal facility.

Step #5 - If the item is a health hazard or potential health hazard and is made of metal, glass, or any other non-permeable substance, the object may be disinfected.

Step #6 - If the item is a sharp, the Environmental Compliance Officer will use the appropriate equipment and tools to remove the sharps and place them in a sharps container for disposal.

Step #7 - LASAN Environmental Compliance Officers shall document on the Health Hazard Determination form each of the hazardous item(s) or substance(s), check off the applicable box(es) on the sheet, and fill in the date, time, and location information. The Environmental Compliance Officer shall sign the form and photograph the item(s) to be destroyed.

Step #8 – If those instances when the hazardous materials are Attended, to the extent appropriate, LASAN will work with the individual to remove the hazardous materials. If the individual fails to comply with LASAN directives, or willfully resists, delays, or obstructs a Designated LASAN Employee from removing the hazardous materials, the Designated LASAN Employee shall request support from law enforcement and law enforcement will proceed within their established Departmental protocols and LASAN will proceed with the cleanup and removal of the items.

PROCEDURE #8– Evidence of a Crime or Contraband

Evidence of a crime or contraband may be immediately removed without notice posting. LAPD may take possession of the evidence or contraband in accordance with established Departmental procedures and the law.

LEAD DEPARTMENT: LAPD OR OTHER LAW ENFORCEMENT

PRIMARY SUPPORT: LASAN

SECONDARY SUPPORT: BSS, GSD, LADOT, LAFD, RAP,

ENFORCEMENT AUTHORITY

LAMC 56.11.3.(h) no person shall Store any Personal Property in a Public Area if the Personal Property constitutes an evidence of a crime or contraband.

Evidence of a Crime or Contraband Protocol

Step #1 - Whenever a City Employee comes into contact with property that may be evidence of a crime or is criminal contraband, whether Unattended or Attended, the City Employee shall contact LAPD or other Law Enforcement agency.

Step #2 - The City Employee shall then step away and wait for Law Enforcement resources to arrive.

Step #3 - Law enforcement will proceed with their established departmental protocols.

PROCEDURE #9A – Bulky Items (non-shelter)

In accordance with LAMC 56.11, Bulky items are placed into one of two categories and treated distinctly;

A. LAMC 56.11.3.(i) Bulky Items (non-shelter) placed in Public Areas

Bulky items are defined as any item possessing size and/or shape which will not allow the item to fit into a 60-gallon receptacle with the container lid closed. Bulky items generally include but are not limited to mattresses, appliances, furniture, shed, structures, non-operational bicycles, and construction materials. An exception has been established for Tents, wheelchairs, walkers, containers of a volume not exceeding 60 gallons, crutches, and bicycle if operational.

LEAD DEPARTMENT: LASAN

PRIMARY SUPPORT: LAPD

SECONDARY SUPPORT: LAHSA or OHSP, BSS, GSD, LADOT, LAFD, RAP

Bulky Item Protocol A. (non-structures)

*Step #1 – Identification or referral of an LAMC 56.11 defined Bulky Item.
Note: LAMC 56.11.3.(i) allows immediate removal of bulky items without notice posting. Non-electronic Bulky items may be disposed as trash or rubbish. Electronic bulky items which fall under the classification of E-waste (a universal waste) shall be specifically disposed of in accordance with 40 CFR.*

Step #2a - Unattended bulky items placed in public areas may be removed immediately by LASAN or City Employee in accordance with LAMC 56.11.3.(i).

Step #2b – For the removal of the items(s) or Attended bulky items, LASAN will work with the individual(s) to allow for the removal of the items. If the person(s) is physically or mentally-impaired and incapable of effectuating the removal of the item(s), LAHSA or OHSP will be contacted to assist.

Step #2c - Bulky Items that are Attended or associated with other personal property in public areas, shall be assessed by a Designated LASAN Employee prior to removal. If the bulky item is not picked up based on the assessment, the Designated LASAN Employee or City Employee shall follow Procedure #3 for Public Area Cleaning.

PROCEDURE #9B – Bulky Items (structures)

Bulky items which are designed to be used as shelters (i.e. structures), but do not constitute a tent, on public property are prohibited and may be removed after the structure has been posted a minimum of 24 hours in advance. (See Appendix 2 for approved 24-hour Pre-Removal posting notice). The notice shall be attached by LASAN to the bulky item (structure). Photographs shall be taken of each posting and structure. After the 24-hour posting period, the structures shall be disassembled and removed for immediate disposal by LASAN.

LEAD DEPARTMENT: LASAN

PRIMARY SUPPORT: LAPD

SECONDARY SUPPORT: LAHSA or OHSP, BSS, GSD, LADOT, LAFD, RAP

Bulky Item Protocol B. (structures)

Step #1 - If a Bulky Item Stored in a Public Area is designed to be used as a shelter but does not constitute a Tent, a Designated LASAN Employee may only remove and discard the Bulky Item if it complies with the following:

- 1) A Pre-Removal Notice shall be posted conspicuously on or near the Bulky Item (shelter). The posted Pre-Removal Notice should be photographed by a Designated LASAN Employee;
- 2) The Bulky Item (shelter) may be removed no less than 24 hours but no more than 72 hours after the posting of the Pre-Removal Notice;
- 3) If the Bulky Item (shelter) is occupied, a Designated LASAN Employee shall direct any occupant to vacate the Bulky Item (shelter);
- 4) If any occupant refuses to vacate the Bulky Item (shelter), the Designated LASAN Employee should contact law enforcement for assistance and law enforcement shall proceed within their established Departmental protocols;
- 5) If any and all occupants of the Bulky Item (shelter) vacate at the direction of a Designated LASAN Employee, LASAN may provide a 60-gallon bag or other container and direct the individual that he or she has up to 15 minutes to place 60 gallons of Personal Property into the bag or container;

- 6) All Personal Property may be removed, after compliance with Procedure #7 (Health and Safety Hazards);
- 7) Written or photographic evidence shall be prepared which documents the general description and location of the Excess Personal;
- 8) The Excess Personal Property shall be bagged and tagged for identification purposes;
- 9) The Excess Personal Property shall be delivered to a 90 day storage facility; and
- 10) Post-Removal Notice as to the Personal Property removed from the Bulky Item (shelter), shall be provided pursuant to 56.11.4(b).

Step #2 - If an individual fails to comply with a Designated LASAN Employee directive, or willfully resists, delays or obstructs a Designated LASAN Employee from moving, removing, or impounding Personal Property, the Designated LASAN Employee shall request support from law enforcement and law enforcement will proceed within their established Departmental protocols.

Step #3 - If an individual is physically impaired and the impairment limits compliance with a Designated LASAN Employee's directives regarding LAMC Section 56.11, the Designated LASAN Employee shall offer to assist the individual with compliance or may contact LAHSA or OHSP to assist.

If an individual is mentally impaired and the impairment makes incomprehensible compliance with instructions from a Designated LASAN Employee regarding LAMC Section 56.11, the Designated LASAN Employee shall contact LAHSA or other OHSP for assistance, and proceed with the cleanup.

Step # 4 - If at any time, a City Employee believes that an individual poses a danger to himself, herself or another, including a danger to the City Employee, the City Employee shall request law enforcement assistance.

Step #5 - Animals in the Bulky Item (shelter) may be removed by Animal Control.

PROCEDURE #10 – Tents and Attachments

Pursuant to LAMC 56.11.8(a), no person shall attach any Personal Property to any public property without consent. Pursuant to 56.11.8(b), no person shall attach any Personal Property to any private property if the Attachment creates an obstruction on or across any street or pedestrian walkway, including a sidewalk. In addition, pursuant to LAMC 56.11.7, no person shall erect a Tent in any Public Area from 6 a.m. to 9 p.m., except when raining and/or the temperature is below 50 degrees Fahrenheit. LAPD shall enforce the immediate disassembly, deconstruction, folding, and removal of Tents during those hours, without the necessity of posting notices (informing the public of the violation). If a person refuses to comply with a legal order from a peace officer, law enforcement will proceed within their established protocols.

LEAD DEPARTMENT: LAPD

PRIMARY SUPPORT: LASAN

SECONDARY SUPPORT: LAHSA or OHSP, BSS, GSD LADOT, LAFD, RAP

In accordance with LAMC 56.11.7, no Tents shall be erected, configured or constructed in Public Areas between the hours of 6 a.m. and 9 p.m., unless it is raining and/or the temperature is below 50 degrees Fahrenheit. Any Tent must be taken down, folded, deconstructed and put away by 6 a.m. of each day. A folded/deconstructed tent can be placed to the side of the sidewalk without obstructing safe passage and access.

Tent Protocol

Step #1 - At the time of arrival, if it is raining and/or the temperature is below 50 degrees Fahrenheit, the Designated City Employee shall postpone action.

Step #2 - A Designated City Employee may deconstruct any Attended Tent erected during the hours of 6 a.m. to 9:00 p.m. (unless it is raining or the temperature is below 50 degrees Fahrenheit) if the Designated City Employee complies with the following;

- 1) If the Tent is occupied, the Designated City Employee shall direct any occupant to vacate the Tent;
- 2) If any and all occupants vacate the Tent, the Designated City Employee shall advise the owner that he or she will have up to 15 minutes to deconstruct the Tent;

- 3) If any occupant of the Tent refuses to vacate the Tent, the Designated City Employee should contact law enforcement for assistance and law enforcement shall proceed within their established Departmental protocols;

Step #3 - If an individual fails to comply with the directive, or willfully resists, delays or obstructs a Designated City Employee from taking down or deconstructing a Tent, the Designated City Employee shall request support from law enforcement and law enforcement will proceed within their established Departmental protocols.

Step #4 - If an individual is physically impaired and the impairment limits compliance with a Designated City Employee's directives regarding LAMC Section 56.11, the Designated City Employee shall offer to assist the individual with compliance or may contact LAHSA or OHSP to assist.

If an individual is mentally impaired and the impairment makes incomprehensible compliance with instructions from a Designated City Employee regarding LAMC Section 56.11, the Designated City Employee shall contact LAHSA or OHSP for assistance, and shall continue with the clean-up.

Step #5 – If at any time, a City Employee believes that an individual poses a danger to himself, herself or another, including a danger to the City Employee, the City Employee shall request law enforcement assistance.

Step #6 - Without notice, a Designated City Employee may deconstruct any erected Unattended Tent during the hours of 6:00 a.m. and 9:00 p.m. unless it is raining and/or the temperature is below 50 degrees Fahrenheit. Once deconstructed, the Tent shall be removed, bagged, tagged, and stored, unless it is a health hazard. If a health hazard, LASAN shall remove the Tent in conformance with Procedure #7. The personal property in the Tent shall be removed following proper personal property protocols. A post removal notice shall be posted.

Step #7 – The personal property around the Tent shall not be removed unless they are a health hazard or violate ADA safe passage or access to property. If removed, proper personal property protocols will be followed.

Attachment Protocol

In accordance with Los Angeles Municipal Code 56.11.8, no Attachment shall be erected on public property, and no Attachment shall be erected on private property in such a manner as to create an obstruction on or across any Street or area where the public may travel.

Step #1 - A Designated City Employee may remove any Attended Attachment to public property only as set forth below:

- 1) The Designated City Employee shall direct the owner that he or she has up to 15 minutes to remove the Attachment;
- 2) If the owner refuses to or does not remove the Attachment, a Designated City Employee may remove the Attachment; and
- 3) Any Personal Property contained around the Attachment shall not be removed unless they are a health hazard or violate ADA safe passage or access to property. If removed, proper personal property protocols will be followed.

Step #2 - A Designated City Employee may remove any Attended Attachment to private property that creates an obstruction on or across any street or pedestrian walkway, including a sidewalk only as set forth below:

- 1) The Designated City Employee shall advise the owner of the Attachment that he or she will have 15 minutes to remove the Attachment;
- 2) If the owner refuses to or does not remove the Attachment, the Designated City Employee may remove the Attachment; and
- 3) Any Personal Property contained around the Attachment shall not be removed unless they are a health hazard or violate ADA safe passage or access to property. If removed, proper personal property protocols will be followed.

Step #3 - If an individual fails to comply with a Designated City Employee directive, or willfully resists, delays or obstructs a Designated City Employee from removing the Attachment(s), the Designated City Employee shall request support from law enforcement and law enforcement will proceed within their established Departmental protocols.

Step #4 - If an individual is physically impaired and the impairment limits compliance with a Designated City Employee's directives regarding LAMC Section 56.11, the Designated City Employee shall offer to assist the individual with compliance or may contact LAHSA or OHSP to assist.

If an individual is mentally impaired and the impairment makes incomprehensible compliance with instructions from a Designated City Employee regarding LAMC Section 56.11, the Designated City Employee shall contact LAHSA or OHSP for assistance.

Step #5 – If at any time a City Employee believes that an individual poses a danger to himself, herself or another, including a danger to the City Employee, the City Employee shall request law enforcement assistance.

Step #6 - A Designated City Employee may remove any Unattended Attachment to public property unless the Attachment was erected pursuant to written permission from the City. Personal Property around the Unattended Attachment shall not be removed unless they are a health hazard or violate ADA safe passage or access to property. If removed, proper personal property protocols will be followed.

Step #7 - A Designated City Employee may remove any Unattended Attachment to private property if the Attachment creates an obstruction on or across any street or pedestrian walkway, including a sidewalk. Personal Property around the Unattended Attachment shall not be removed unless they are a health hazard or violate ADA safe passage or access to property. If removed, proper personal property protocols will be followed.

TERMINONOLGY

BSS – Bureau of Street Services

BULKY ITEM – Defined in Los Angeles Municipal Code 56.11as; any item, with exception of a constructed Tent, operational bicycle or operational walker, crutch or wheelchair, that is too large to fit into a 60-gallon container with the lid closed, including, but not limited to, a shed, structure, mattress, couch, chair, other furniture or appliance. A container with a volume of no more than 60 gallons used by an individual to hold his or her Personal Property shall not in itself be considered a Bulky Item.

CSLA – Clean Streets Los Angeles also known as the Clean Streets Initiative (CSI)

DESIGNATED CITY EMPLOYEE – LAPD or Designated LASAN Employee.

DESIGNATED LASAN EMPLOYEE – means the Director of the Bureau of Sanitation of the Department of Public Works of the City of Los Angeles or the duly authorized representatives designated to administer, implement and enforce the provisions of this Protocol (i.e. LASAN Environmental Compliance Officer).

HOMELESS ENCAMPMENT – are locations where one or more homeless people live or store personal property in an unsheltered area. (CalEPA, CalRecycle Defined).

GSD – Department of General Services

LADWP – Los Angeles Department of Water & Power

LAFD – Los Angeles Fire Department

LAHSA – Los Angeles Homeless Services Authority

LAPD – Los Angeles Police Department

LASAN – Los Angeles Sanitation

LAW ENFORCEMENT OFFICER – Any appointed governmental employee with Peace Officer arrest authority listed under California Penal Code Section 830.

OHS – Operation Healthy Streets

OHSP - Other Homeless Services Provider

PERSONAL PROPERTY – Defined in Los Angeles Municipal Code 56.11, means any tangible property, and includes but is not limited to, goods, materials, merchandise, Tents, tarpaulins, bedding, sleeping bags, hammocks, personal items such as household items, luggage, backpacks, clothing, documents and medication.

PUBLIC AREA(S) - Defined in Los Angeles Municipal Code 56.11, means all property that is owned, managed or maintained by the City, except property under the jurisdiction of the Department of Recreation & Parks which is governed by Los Angeles Municipal Code 63.44, and shall include, but is not limited to, any street, medial strip, space, ground, building or structure.

RAP – Department of Recreation & Parks

UNATTENDED – Defined in Los Angeles Municipal Code 56.11 means no Person is present with Personal Property who asserts or claims ownership over the Personal Property. Conversely, property is considered “**Attended**” if a Person is present with the Personal Property and the Person claims ownership over the Personal Property.

APPENDIX 1 – Major Cleaning Notice



NOTICE: MAJOR CLEANING

**INCLUDES SIDEWALKS, ALLEYS, PARKS,
BEACH, PARKING LOTS, AND OTHER
PUBLIC ACCESS AREAS**

**AN AREA CLEANING WILL COMMENCE AT THIS
LOCATION ON:**

Thursday, March XX, 2015 at 07:00 a.m.

**PLEASE REMOVE ALL PERSONAL
BELONGINGS, INCLUDING BULKY ITEMS
BY**

Thursday, March XX, 2015 by 06:00 a.m.

This effort is designed to clean, improve and maintain a safe environment for the general public. The City may use power wash and street cleaning equipment to clean and disinfect the sidewalks, alleys, parks and other public access areas.

Please remove all personal belongings, including bulky items from sidewalks, alleys, parks, and public access areas. All property remaining will be removed by the City. Property left behind, except for items that pose an immediate threat to public health or safety, trash, and evidence of a crime or contraband, will be collected by the City and kept in a secure location for a period of 90 days during which time it may be retrieved by its rightful owner.

Items collected by the City may be retrieved at:

**507 Towne Avenue
Los Angeles, CA 90013
Monday - Friday
(9:30 a.m. - 12:30 p.m. and 1:00 p.m. - 4:00 p.m.)
213-806-6355**

The City of Los Angeles greatly appreciates your cooperation as we initiate necessary measures to ensure that your communities are safe and healthy.

APPENDIX 2 – Bulky Item Structure Postings



NOTICE

STORAGE OF BULKY ITEMS IN THE PUBLIC RIGHT-OF-WAY OR ANOTHER PUBLIC AREA IS

PROHIBITED

PER SECTION 56.11.(3)(i). Failure to remove this bulky item within 24 hours will subject it to immediate removal and discard. Bulky items moved to another public area can be removed and discarded without notice. Absent an immediate threat to public health or safety, personal property removed from within the bulky item will be maintained in a secured location for 90 days. The rightful owner of items found inside a bulky item may retrieve the personal property at:

507 S. TOWNE AVE., LOS ANGELES, CA 90013

For Information, Please Call:

1-213-806-6355

POSTING LOCATION _____
POSTING DATE _____, TIME _____, SAN/WPD CASE# _____

Eqm3611/rev02/206



AVISO

ALMACENAMIENTO DE
OBJECTOS VOLUMINOSOS EN LA FORMA CORRECTA DE
PASO PÚBLICO O EN OTRA ÁREA PÚBLICA ES

PROHIBIDO

Según la Sección 56.11.(3)(i). Si no se retira este artículo voluminoso dentro de las 24 horas se someta a la eliminación inmediata y descarte. Los artículos voluminosos se trasladaron a otro público se puede sacar y desechar sin previo aviso. En ausencia de una amenaza inmediata para la salud o la seguridad pública, la propiedad personal retirado desde el interior del elementos voluminosos se mantendrá en un lugar seguro durante 90 días. El propietario legítimo de artículos encontrados dentro de un elemento voluminoso puede recuperar la propiedad personal en:

507 S. TOWNE AVENUE, LOS ANGELES, CA 90013

Para información, llame al:

1-213-806-6355

POSTING LOCATION _____
POSTING DATE _____, TIME _____, SAN/WPD CASE# _____

Form 56115 (rev 02/206)

APPENDIX 3 – Health Hazard Sheet

**CITY OF LOS ANGELES
WATERSHED PROTECTION DIVISION
HEALTH HAZARD CHECKLIST**

Date: _____ **Time:** _____ **Case Number:** _____

Location Description: _____

Item Description: _____

Health Hazard Determination : (check all that apply)

- ☐ Toxin / poison _____
- ☐ Flammable _____
- ☐ Corrosive _____
- ☐ Reactive _____
- ☐ Highly-compressed gas or liquid _____
- ☐ Motor oil or other petroleum oil _____
- ☐ Substances listed in Title 22 _____
- ☐ Substances, wastes, or materials which may have come in contact with a hazardous substance, Health Hazard or infectious agent. _____
- ☐ Biohazard / infectious / sharp / infested material _____
- ☐ Contaminated items (see table below)

Contaminated items that were disposed of				
Clothing	Tent	Perishables	Book/toiletries	Others

Comments: _____

WPD Officer Name (Print): _____ **Signature:** _____

HEALTH AND SAFETY CLEAN-UP OPERATION

LIST OF HAZARDOUS MATERIALS/WASTE AND POTENTIALLY HAZARDOUS MATERIALS

1. Biohazards / infectious such as human sanitary waste including excrement and urine, human blood, other human body fluids, human parts, materials contaminated with human fluids, syringes, syringe needles, razor blades, other medical or laboratory "sharps", drug paraphernalia, materials potentially-infested with lice, fleas, bedbugs, bacteria, or viruses, materials potentially in contact with vectors such as rodents and birds, and materials or substances which may potentially harbor infectious agents.
2. Toxins / poisons such as pesticides, mercury-containing bulbs, asbestos materials, e-waste, etc.
3. Flammables such as gasoline, propane, butane, lighter fluid, oil-based paints, mineral spirits, paint thinner, acetone, petroleum-based solvents, oxygen tanks, and other materials with flashpoints under 141 degrees F
4. Corrosives such as batteries, muriatic acid (swimming pool acid), ~~acids~~ equal to less than pH 2.0, caustic degreasers/cleaners, bases equal to or greater than 12.5.
5. ~~Reactive~~ such as chlorine, oxidizers, peroxides, hydrogen peroxide, explosives, radioactive, ammunition, etc.
6. Highly-compressed gases or liquids
7. Motor oil
8. Any substances listed in Title 22 of the California Health and Safety Code

APPENDIX 4 – Non-Infectious Certificate



Non-Infectious Certification

To: Clean Harbors Environmental Services, Inc.

I hereby certify that the waste material being shipped to Clean Harbors under Profile # _____ has been rendered non-infectious and is neither infectious nor does it contain any organisms known to be a threat to human health. *(this also includes materials which contain or have come into contact with tissue or body fluids derived from human or animal source)*

This certification is based upon my knowledge of the material and:

_____ The waste was never exposed to potentially infectious materials.

_____ The following method of disinfection was employed:

Chemical Sterilization* _____

Other: _____

*Common Disinfectants	Check
Bleach Solutions ¹	
Formaldehyde	
Gluteraldehyde	
Phenol	
Other / Cleaners: (please specify) _____	

THIS IS TO CERTIFY that the above is an accurate description of the methods used and all contents are specified and known.

Authorized signature: _____ Date: _____

Generator Name: _____ Address: _____

¹ The Department of Labor (DOL) has acknowledged, and in agreement with the recommendations of the U.S. Public Health Service Centers for Disease Control, that a solution of 5.25% sodium hypochlorite diluted 1:10 with water is effective for disinfecting. Therefore, this is an acceptable method of disinfecting/sterilizing possibly contaminated waste

APPENDIX 5 – Post-Removal Notice



POSTED

PROPERTY CAN BE RECOVERED AT

507 Towne Avenue
LOS ANGELES, CA 90013

MONDAY – FRIDAY

9:30 am – 12:30 pm and 1:00 pm – 4:00 pm

Property left behind at/or near _____
was removed by the City. Absent an immediate threat to public health or safety, removed items will be maintained in a secure location for a period of 90 days for the rightful owner to retrieve.

If you left property and you believe that it was removed, you may be able to retrieve it at 432 E. Temple Street, Los Angeles CA 90012. Please be prepared to describe the property, its location and the date you believe it was removed. You will have your photograph taken and be required to sign an affidavit to declare ownership.

DATE: _____

For Assistance or Information Please Call:

213-806-6355