

Level of Service:

Below, please find expected response times, also known as level of service. Where service exceeds these times, please notify 311 (or 510-981-2489). If service still does not occur, please call Public Works at 510-981-6620, or e-mail pwworks@cityofberkeley.info

PUBLIC WORKS RESPONSE TIMES

| SERVICE | M-F 0730 TO 1530 | AFTER HOURS & WEEKENDS | DIVISION | SECTION |
|---|------------------------|------------------------------|----------------|---|
| CLOGGED DRAIN/PLUG - WET WEATHER | SAME DAY | SAME DAY | STREETS | STORM DRAIN |
| FOLLOW UP TO FLOODED AREAS | 2 DAYS | 2 DAYS | STREETS | STORM DRAIN |
| SSO/PLUGS/BACKUPS/MANHOLE | 2 HOURS | 2 HOURS | STREETS | SEWERS |
| NON-EMERGENCY REQUESTS (SUCH AS SEWER LOCATING) | 5 DAYS | 5 DAYS | STREETS | SEWERS |
| OBSCENE GRAFITTI ABATEMENT | SAME DAY | SAME DAY | STREETS | CLEAN CITY |
| GRAFITTI ABATEMENT | 5 DAYS | 5 DAYS | STREETS | CLEAN CITY |
| ILLEGAL DUMPING | 5 DAYS | 5 DAYS | STREETS | CLEAN CITY |
| SPILL RESPONSE | 2 HOURS | 2 HOURS | STREETS | CLEAN CITY |
| PRESSURE WASH - PUBLIC RIGHT OF WAY | 0 TO 3 DAYS | 0 TO 3 DAYS | STREETS | CLEAN CITY |
| STREET LIGHT OUTAGES | 7 DAYS | 7 DAYS | FACILITIES | ELECT |
| TRAFFIC SIGNAL LIGHTS | 2 HOURS | 3-4 HOURS | FACILITIES | ELECT |
| PEDESTRIAN SIGNAL | 2-3 HOURS | 2-3 HOURS | FACILITIES | ELECT |
| INSPECTIONS CALLS FOR SERVICE | 1 TO 7 DAYS | 1 TO 7 DAYS | STREETS | SIDEWALK REPAIRS/REPLACEMENT |
| MAKESAFES | 5 DAYS | 5 DAYS | STREETS | SIDEWALK REPAIRS/REPLACEMENT |
| POTHOLE PATCHING | 3 DAYS | 3 DAYS | STREETS | STREET MAINTENANCE |
| STREET SIGNAGE | 7 DAYS | 7 DAYS | TRANSPORTATION | TRAFFIC MAINTENANCE |
| CURB PAINTING | 7 DAYS | 10 DAYS | TRANSPORTATION | TRAFFIC MAINTENANCE |
| METER REPAIRS | 48 HOURS | 48 HOURS | TRANSPORTATION | PARKING METER MAINTENANCE & COLLECTIONS |