

**Street Services Investigator (4283)**  
**Task List**

1. Receives complaint from Counsel Office personnel, Mayor's Office personnel, Board of Public Works/Commissioners, City Department (such as the Los Angeles Fire Department, Building and Safety Department, Los Angeles Police Department, or Department of Transportation), or citizen orally, telephonically, or in the form of an electronic Service Request (S.R.).
2. Completes a Service Investigation Request (S.I.R.) after receiving complaint from Counsel Office personnel, Mayor's Office personnel, Board of Public Works/Commissioners, City Department (such as the Los Angeles Fire Department, Building and Safety Department, Los Angeles Police Department, or Department of Transportation), citizen or after noticing a possible violation of laws and regulations applicable to the Investigation and Enforcement Division during a district inspection.
3. Contacts by telephone complainant or source of assignment in order to verify address of the site and what possible violations of laws and regulations applicable to the Investigation and Enforcement Division might have occurred.
4. Reads map book in order to locate site of possible violation of laws and regulations applicable to the Investigation and Enforcement Division.
5. Visits site prior to or after receipt of complaint or assignment to determine if there are possible violations of laws and regulations applicable to the Investigation and Enforcement Division .
6. Visits site for the primary inspection in order to determine if a violation of laws and regulations applicable to the Investigation and Enforcement Division has occurred, such as vegetation encroaching or illegal dumping on publicly dedicated property.
7. Observes property abutting the publicly dedicated property find street number address in order to locate such property on a tract map or using the Navigate LA system for purposes of finding the listed legal property owner who may be responsible for alleged violations of laws and regulations applicable to the Investigation and Enforcement Division .
8. Contacts person at the site of the violation if possible in order to initiate compliance with laws and regulations applicable to the Investigation and Enforcement Division.
9. Discusses with alleged violator the need to comply with laws and regulations applicable to the Investigation and Enforcement Division.
10. Fills out a Notice of Violation form which contains the date of the violation, the applicable laws and/or regulations which have been violated and the specified number of days (may range from approximately 1 to 30 days) the inspector has given the alleged violator to comply with the laws and regulations in question; serves the notice upon the alleged violator.

11. Visits site of violation where a Notice of Violation has been served to conduct a follow-up inspection in order to determine if compliance with laws and regulations applicable to the Investigation and Enforcement Division has been obtained.
12. Discusses with alleged violator necessity of complying with laws and regulations applicable to the Investigation and Enforcement Division and informs the violator of the need to serve upon them a Notice of Administrative Hearing.
13. Fills out a Notice of Administrative Hearing containing the date, place and time of the hearing, applicable sections of laws and regulations which have been and serves it upon the alleged violator.
14. Conducts a follow-up inspection prior to the administrative hearing in order to determine if compliance has been obtained with the applicable sections of the laws and regulations which were violated.
15. Meets with the alleged violator in the presence of a Senior Street Services Investigator at the administrative hearing (which is an informal meeting held at the Investigation and Enforcement Division office) for the purpose of finding out the reasons for non-compliance, obtaining a physical description of the alleged violator by asking the person for a form of picture identification such as a Driver's License, attempting to persuade the alleged violator to comply, and/or granting additional time to the alleged violator for such compliance.
16. Inspects the site of the violation after the time given to the alleged violator at the administrative hearing has elapsed in order verify that compliance has been obtained.
17. Writes a narrative report ranging in length from one page to a long, extensive document for submission to the City Attorney's Office outlining in chronological fashion all of the enforcement steps taken up to that point including additional information such as defendant's statements and prior record of similar violations by the alleged violator for the purpose of initiating a formal City Attorney's Office hearing.
18. Testifies at the City Attorney hearing for the purpose of presenting evidence such as the chronological record of enforcement actions and photographs of the site.
19. Conducts a follow-up site inspection after the City Attorney's hearing if additional time was granted to the alleged violator to correct the violation in order verify that compliance has been obtained.
20. Writes an Application for complaint narrative report ranging in length from one page to a long, extensive document containing a record of all enforcement actions taken by the inspector including information such as defendant's statements, defendant's prior record of similar violations, and evidence such as photographs; files completed report with the City Attorney's Office for purposes of initiating a criminal charge against the alleged violator.

21. Presents information relating to laws and regulations applicable to the Investigation and Enforcement Division enforcement orally or in writing for purposes of giving depositions and/or interrogatories used in criminal trials for alleged violators of such laws and regulations.
22. Testifies at trials of alleged violators of laws and regulations applicable to the Investigation and Enforcement Division for purposes of presenting such evidence as the record of enforcement actions, defendant's statements at the site of the nuisance, Administrative Hearing, and City Attorney's Hearing.
23. Takes photographs of conditions and uses of streets, sidewalks and public ways in order to document such conditions for evidentiary purposes in possible future enforcement actions such as Administrative Hearings, City Attorney's Hearings, and filing criminal charges.
24. Takes samples of water in possible cases of illegal dumping of chemicals for purposes of scientific testing, and as evidence for possible future enforcement actions such as Administrative Hearings, City Attorney's Hearings and filing criminal charges.
25. Conducts a follow-up inspection of the site of a violation of laws and regulations applicable to the Investigation and Enforcement Division for purposes of acting as an officer of the court in order to confirm that a convicted violator of such laws and regulations has complied with the court's ruling.
26. Inspects construction sites for purposes of enforcing contractor conformance to Building Material storage permit restrictions such as specified days and hours materials can be stored on public ways; the length, height, and width of materials; the nature of the building materials such as sand which cannot be stored on streets, and/or lumber, and the location of such materials.
27. Inspects construction sites for purposes of enforcing time restrictions on useage of public ways by construction equipment such as cranes in order to setup and breakdown of such equipment and the use of helicopters for construction work; verifies with contractor that such equipment is operating with the required permit restricting street use to a daily basis.
28. Inspects construction sites in areas officially designated by ordinance as hillside areas for purposes of monitoring the import and export haulage of dirt over 1000 cubic yards over streets, sidewalks and public ways.
29. Inspects construction sites for purposes of verifying contractor is operating with a valid Building Material storage permit with a 60 day time period, and various construction permits classified as either an A permit (valid for up to six months) or a B permit (valid for up to three years); inspects construction sites with Building Material storage permits to evaluate whether a 60 day extension should be granted to the original 60 day limit or restrict it to the original time period.

30. Inspects construction sites for purposes of ensuring that the public safety requirements of construction work permits for such work on City streets, sidewalks, and public ways are met by the contractor providing barricades, operating flashers, flag personnel and direction signs.
31. Inspects sites of proposed street closures for purposes of determining whether there will be obstructions on sidewalks, counts the number of dwellings contained within the closure area, checks for any potential impact on commercial establishments within the closure area by verifying such establishments are either open or closed during the proposed street closure in order to determine whether the establishment depends upon vehicular traffic, and/or if the closure would cause unfair competition.
32. Reads applications for street closure permits for purposes of checking whether the applicant has provided the necessary support documentation such as Liability Insurance-Hold Harmless Agreement signed by the applicant and petition signed by at least 50% of the inhabitants affected by the closure.
33. Contacts the Los Angeles Fire Department, Los Angeles Police Department, Los Angeles Department of Transportation, the Rapid Transit District and/or other City Departments by electronic special event permitting system for purposes of informing such agencies of the street closure.
34. Informs supervisor of the conditions of the site of the proposed street closure by oral report and/or a short one page memo.
35. Conducts inspections for purposes of acting as enforcement officers for the Board of Public Works, including for the Bureau of Sanitation Bureau of Contract Administration, and Bureau of Engineering.
36. Issues appropriate enforcement notices and personally serves upon alleged violators for other Bureaus within Public Works, such as Sanitation and Contract Administration, and Engineering.
37. Receives requests from the City Attorney's Office to the Investigation and Enforcement Division to investigate civil litigation claims regarding injury and/or property damage when publicly dedicated property and/or Street Maintenance personnel are involved.
38. Inspects site of the claim for purposes of verifying description of location, takes photographs of the location, takes measurements of the location, determines the condition at the location, and determines the limits of the publicly dedicated property.
39. Notifies appropriate personnel in the Bureau of Street Services that investigation has been completed and if action is needed to address finding.
40. Determines who is responsible for the condition at the location or the alleged cause of action by knocking on doors to directly contact the person or persons who reside or work on the property abutting the publicly dedicated property; obtains documents such as business licenses,

land records, various types of City-issued permits, and maps in order to find the legal owners of the abutting property.

41. Conducts search of County Assessor maps and records, engineering profile maps, district maps and tract maps for purposes of determining the limits of the publicly dedicated property involved in the claim, the specific location of the property and any improvements in the property.

42. Fills out and submits a Record Search Request to the Street Maintenance Division custodian of Records to secure any Service/Investigation Requests (S.I.R.s) relating to the location; fills out and submits a Record Search Request to the Street Maintenance Division Custodian of Records in order to secure the related Daily Work Sheets containing the dates, location and activity of Street Maintenance personnel.

43. Finds in files and in the Investigation and Enforcement Division office resource area documents such as Board of Public Works board reports, permits, Investigation and Enforcement Division policies and procedures, Street Maintenance Division policies and procedures; reads such documents for purposes of analysis of a possible City tort defense.

44. Writes a narrative Claim Investigation Report ranging in length from one page to a long, extensive document containing an analysis of the location, conditions and responsible parties of the claim or alleged cause of action for purposes of providing a legal tort defense for the City.

45. Finds in files and makes copies of documentation such as Investigation and Enforcement Division and Street Maintenance Division records under legal Right of Discovery for purposes of complying with Court Orders.

46. Testifies in court for purposes of presenting information from investigation and inspections of publicly dedicated property involved in civil litigation.

47. Inspects site of proposed Fire Systems Water Flow Test for purposes of determining the direction of the water flow, if storm drain entrances are free of obstructions and the storm drains are operable in the test area, and the required number of warning devices such as flashers, sandbags, flag personnel, and signs.

48. Contacts appropriate personnel by telephone in Sewer Maintenance to verify that storm drains within proposed Fire Systems Water Flow Test areas are operable.

49. Approves or denies the Permit for Fire Systems Water Flow Test based on the permittee meeting applicable rules and regulations pertaining to such tests.

50. Fills out Permit for Fire Systems Water Flow Test form including such information as time restrictions and warning devices required.

51. Visits site of Fire Systems Water Flow Tests for purposes of ensuring that personnel conducting the test are adhering to the conditions and restrictions of the permit such as whether the test begins and ends within the specified time limits.

52. Inspects bus benches for purposes of determining whether the benches meets laws and regulations applicable to the Investigation and Enforcement Division such as the site being located at a bus stop and allowing ten feet of public right of way at the location.
53. Receives permit application for construction of canopies over building entrances from requestor including such information as location, type of structure, height, width, and materials to be used; checks application for requestor enclosing the required statement of Liability Insurance Endorsement with the City as a rider on the policy.
54. Inspects site in order to determine whether the proposed canopy structure will conform to applicable laws and regulations [code section 62.133(b)] applicable to the Investigation and Enforcement Division such as restrictions on the height, width, length, the location of restricted parking zones, and obstructions such as trees and posts.
55. Approves or denies Canopy Permits based on the completeness of the application, site location inspections, and interpreting whether the canopy structure would conform to policies, and procedures of the Board of Public Works, and laws and regulations applicable to the Investigation and Enforcement Division.
56. Inspects, on a periodic basis, canopy structures in order to determine whether such structures are safe, whole, and clean.
57. Inspects City streets, sidewalks and public ways for purposes of finding illegally posted signs on telephone poles, traffic signal boxes, and traffic signals for purposes of determining the responsible individuals and/or companies and follows such signs that indicate a location where the responsible individuals and/or companies may be found such as a series of realtor signs announcing an open house.
58. Watches a location where a violator of laws and regulations applicable to the Investigation and Enforcement Division disallowing the posting of signs may be caught.
59. Arrests alleged violator(s) of laws and regulations applicable to the Investigation and Enforcement Division based on violations of such laws and regulations; identifies self to alleged violator(s); completes a Notice to Appear by asking for pertinent information such as name, address, and asking for identification, and personally serves upon the alleged violator(s); in cases where alleged violator(s) refuse to sign the Notice to Appear or doubt exists as to validity of information gathered, transports in department vehicle or contacts the Los Angeles Police Department for transportation of suspect(s) to a police station.
60. Completes an Application of Complaint form for submission to the City Attorney's Office in cases where the suspect cannot be physically apprehended and criminal charges will be filed.
61. Conducts site inspections of housemoves in order to verify that such moves conform with laws and regulations (code sections 62.83.1 -62.93) applicable to the Investigation and Enforcement Division; verifies that such houses are not moved onto City streets, sidewalks, and public ways before 11: 00 P.M. i ensures that the housemove contractor holds the proper housemove permits; that the Department of Transportation has posted No Parking signs on

both sides of the street, and that any parked vehicles are towed away; ensures that the structure conforms with Los Angeles Municipal Code section 62.90 regarding height restrictions by instructing the housemoving contractors to lower the structure on the dollies; verifies that the housemoving contractors have placed 3/4 inch plywood boarding on sidewalks and blocking next to curbing which might be damaged by the moving structure.

62. Contacts nightwatch personnel by telephone in the Department of Transportation if illegally parked vehicles have not been moved to have tow trucks dispatched by providing the departmental personnel with the housemove permit log number.

63. Observes activities of housemove contractors during beginning stages of the move for purposes of ensuring the contractor has provided enough vehicles and that they are equipped with Wide Load signs, and revolving yellow lights; notes if any vehicles are damaged by the structure as it moves the designated route, and writes down the license number, description of the vehicle, and leaves a note to inform the owner that the contractor is responsible for the damage; ensures the structure or structures (if the house is split into several parts) are equipped with strings of lights on the corners, on the left front, and right rear.

64. Maintains a written log during the move if the contractor damages City property during the course of the move to such property as utility poles, power lines, light standards, sidewalks, and streets for purposes of contacting appropriate City departments to have damages assessed, repaired, and the contractors billed for such damages.

65. Inspects sites of possible illegal oversize moves based on information received from other public agencies, City departments, or private housemove contractors.

66. Stops suspected illegal overload moves such as boats, cranes, and airplanes in order to verify that the contractor and/or operator holds the proper permits; writes up and serves appropriate enforcement notices to alleged violators.

67. Inspects a variety of construction, street closure, Fire System water Flow Tests within the Transportation Construction Traffic Management Committee (TCTMC) zone which is bounded by Pico to Sunset and Figueroa to San Pedro for purposes of ensuring that contractors responsible for such activities hold proper permits.

68. Observes Street Maintenance personnel cleaning City streets, sidewalks and public ways within the downtown Homeless Task Force area from Monday to Friday in order to make sure that personal property is not taken away from homeless persons; observes and verifies that such areas slated for cleaning have signs posted informing the public of such activities, and reports homeless habitat areas outside of the Homeless Task Force area to the City Homeless Coordinator in order to ensure personal property is not taken from homeless persons during the course of cleaning operations by City personnel.

69. Conducts site inspections in order to ensure that news racks placed upon City sidewalks conform to laws and regulations applicable to the Investigation and Enforcement Division ; that such news racks do not interfere with adjacent properties, do not pose a visibility hazard, and do not pose a threat to pedestrians.

70. Conducts site inspections of newsstands in order to ensure that newsstands within the Central Business District between Pico and sunset Boulevards are placed with no more than one newsstand per intersection per side; that newsstands conform to permit restrictions such as size, shape, color, and that the newsstand is kept open six days a week.
71. Completes a Notice to the permittee that the newsstand shall be removed if it has been closed for over thirty days; monitors Maintenance Laborers as they remove illegal. newsstands; takes into custody any remaining newspapers and periodicals, and ' catalogues them in order that the permittee may retrieve them from storage.
72. Impounds property and vehicles, itemizes property taken into custody and provides written verification when warranted, such as when a car is illegally parked and the owner is not available to move it.
73. Enforces peak-hour regulations as part of the Transportation Construction Management Committee by issuing citations for illegally parked vehicles and construction occurring during non-permitted hours.
74. Works on various special committees, such as the Environmental Strikeforce, regarding special or urgent issues, such as arresting sellers of illegal fireworks.