SANTA CLARA

# CITY SERVICES

**Save this section for future reference**

# Are you taking full advantage of the services the City of Santa Clara has to offer to residents?

Santa Clara is a "full service" city – one of only a few communities in the Bay Area that has its own police, fire, library, recreation, and electric, water, and sewer utilities, as well as all of the other departments and civic amenities expected in a thriving community.

Being a resident of a full service city offers many advantages including convenience, a City-wide commitment to excellence and outstanding customer service, and reduced costs of service. For example, customers of Santa Clara's utilities pay the lowest rates in the nine Bay Area counties.

If there is a downside to having such a broad array of services under one municipal umbrella, it's that residents may not be aware of all the City of Santa Clara has to offer. With dozens and dozens of services — designed for all age groups, interests and needs – it can be difficult to keep track of what's available.

We hope this overview summary of City services will help the residents of Santa Clara become more familiar with City services and encourage residents to explore and take advantage of living in a full service community.

## 2-1-1

The City of Santa Clara supports the 2-1-1 service of United Way Silicon Valley which provides residents with free, confidential information 24 hours a day, 7 days a week in 170 languages. This is a non-emergency phone number that helps to provide access to health and human services for everyday needs and in times of crisis. It can also be found online at 211scc.org.

## 5-1-1

Santa Clara participates with other Bay Area communities in the free 5-1-1 phone and web service that provides residents with up-to-the-minute information on traffic conditions, schedules and fares for public transportation services, referrals to carpools and vanpools and more. The website is 511.org.

## 9-1-1

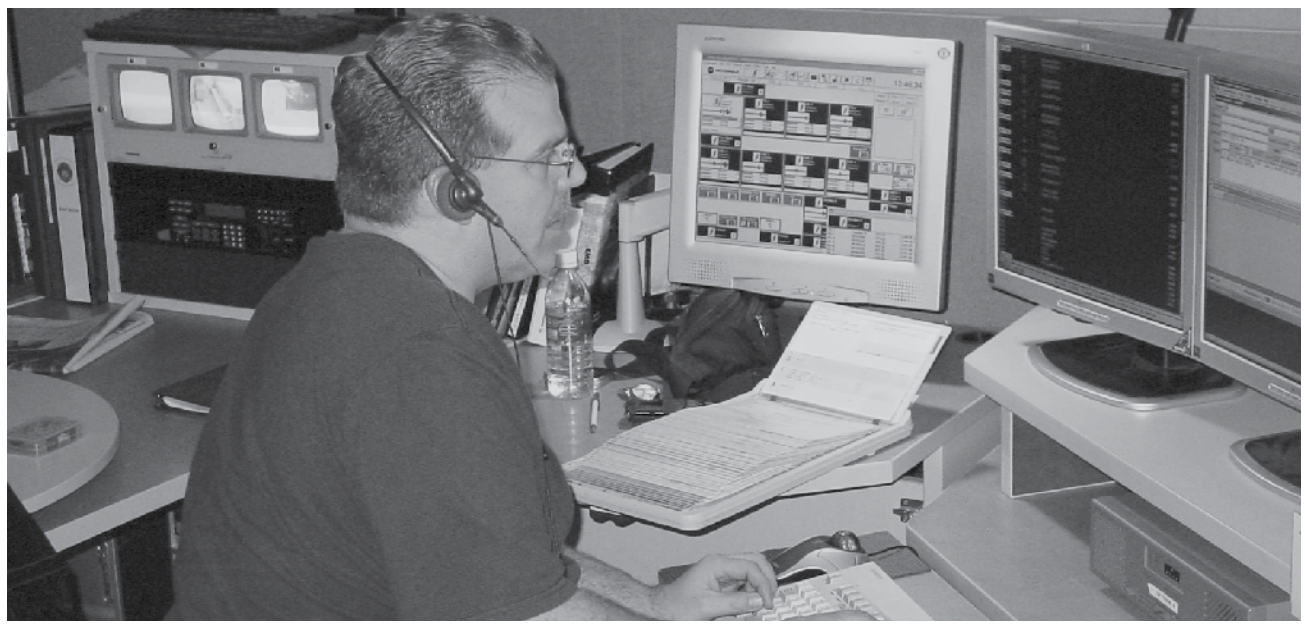
Calm, efficient, and highly-trained City dispatchers are on the job for Santa Clara residents 24 hours a day, every day of the year, ready to send emergency help – police, fire, paramedics — when needed.

## Abandoned Shopping Carts

Residents who would like to get abandoned shopping carts removed from their neighborhoods are encouraged to contact the store to which the shopping cart belongs. A list of contact numbers is available on the City website, santaclaraca.gov. If a cart is unmarked or the store is unresponsive, residents can call the Street Department at 615-3080 for action.

## Abandoned Vehicles

Residents can report vehicles that have been parked in one location on a City street for more than 72 hours on the Abandoned Vehicle Abatement Hotline, 615-4778, and the City will begin the notification process to have it removed.



*Emergency help is just a phone call away 24 hours a day, 7 days a week. Calling 9-1-1 connects residents to police, fire and paramedics when needed.*

## Adult Literacy

Volunteer tutors work one-on-one or in small groups at Mission and Central Park Libraries with English speaking adults who want to improve their basic reading skills, writing and math skills. No prior teaching experience required. Read Santa Clara provides 14 hours of training to volunteer tutors. Family literacy programs help parents with low literacy skills nurture the love of reading in their young children. For information, call 615-2956.

*Learn about pet care or adopt a new companion at Animal Care Center in Santa Clara.*

## Affordable Housing

The City of Santa Clara Redevelopment Agency sets aside 30 percent of its revenue for affordable housing, including lending programs for first-time homebuyers who qualify. For detailed information on Below Market Priced Homes and the financing assistance programs available, call the City's Housing & Community Services Division at 615-2490.

## Animal Services

Silicon Valley Animal Control Services (SVACA) provides the residents of Santa Clara with a full range of animal services including low cost vaccination and microchip clinics, adoption programs, classes on animal care and training, the care of injured, lost and abandoned animals, and more. It is located at 3370 Thomas Rd. For information, visit svaca.com or call 764-0344.

## Appliance Disposal
Old refrigerators and other large appliances can be disposed of by Santa Clara residents at no cost during the annual community Clean-Up Campaign each spring. Customers of Silicon Valley Power, the City's electric utility, can also receive a rebate for removing an old working refrigerator and a second rebate for the purchase of a new energy-efficient refrigerator.

## Attic Insulation
Residents can reduce their utility bill and may qualify for a rebate of up to $175 by installing insulation in at least 50% of their attic. For information and program requirements, call 244-SAVE (7283) or visit the Silicon Valley Power website siliconvalleypower.com.

## Automatic Utility Payment
Utility customers may charge their utility bill payments [electric/Silicon Valley Power, water, sewer, refuse collection] automatically to a credit card on the last day of the utility's grace period. Sign up online at siliconvalleypower.com or call 615-2300 for utility billing changes.

## Bicycles
The City of Santa Clara contains 20 miles of bike lanes, 7 miles of bike routes and 7 miles of recreational paths – and publishes a bicycle map to show their locations. See it on the City's website or call the Engineering Department at 615-3000.

## Burglary Prevention
Residents can mark their valuables with their California driver's license number by borrowing engraving equipment from the Santa Clara Central Park Library.

## Candidates Forums
The City hosts two municipal Candidate Forums during election years so that residents can become acquainted with the individuals running for public office in Santa Clara. Both events are broadcast live on Cable Channel 15. Elections are held in even numbered years: 2010, 2012, 2014, etc.

## Cell Phone Recycling
Donate your old cell phone to the Santa Clara Senior Center for emergency use by senior citizens and disabled persons. For information, call 615-3170.

## Cemetery
Santa Clara is one of the few cities in California that owns and operates its own non-sectarian cemetery, Mission City Memorial Park, located on 30 acres at 420 N. Winchester Blvd. There is also a self-guided walking tour of the cemetery that will lead visitors to the final resting places of pioneers, community leaders, and veterans of six wars.

## Children & Youth
The City of Santa Clara provides many services for our younger residents – from library story times for infants through an active Teen Center and the opportunity to grow leadership skills as a member of the Youth Commission. Both the Library and the Parks & Recreation Department offer dozens of programs every month designed for children and teens. Full schedules of activities and facilities can be found on the City's website at santaclaraca.gov.

*Bicyclists, walkers and runners enjoy miles of paved trail through central Santa Clara.*

## Christmas Tree Recycling
Christmas trees are picked up for free the first full week in January as part of the regular weekly collection of garbage, Clean Green and recycling. Residents of multi-family homes can drop off their trees at no cost at a location announced each December.

## Citizens Police Academy
Residents over the age of 21 who would like to learn more about community policing can enroll in a 12-session program that presents an overview of police functions and operations. Participants in the Citizens Police Academy also ride along with an on-duty officer, visit the firing range, and are trained in defensive driving maneuvers. For information or to enroll, call 615-4892.

## Citizenship Practice Tests
Residents who are applying for U.S. citizenship can take two different practice exams at no cost on the library's website. Go to library.santaclaraca.gov and click on Research and then on Learning Express Library. The library also has many books and videos about becoming a U.S. citizen. Call 615-2900 for information.

Many of the services available to Santa Clara residents result from partnerships between the City, nonprofit organizations, and individual volunteers. Working together leverages resources and allows the community to enjoy an outstanding quality of life.

## City-wide Garage Sale
Residents who take part in this annual event benefit from free advertising on Cable Channel 15 and the City's website. For information on how to participate, call 615-2063.

## Code Enforcement
City staff follows up on every code compliance complaint made by residents who believe that one or more of the hundreds of City codes designed to maintain a healthy, safe and clean environment has been violated. Code Enforcement information detailing the most common situations is posted on the City's website, santaclaraca.gov. For information, call 615-2210.

## Community Involvement
The City of Santa Clara offers residents a variety of opportunities to become involved with their community and government, including serving on a City Commission, Board, or Committee. Openings are posted in the City Clerk's Office at City Hall and on the City website, santaclaraca.gov. Residents are invited to volunteer their time and expertise in the Citizens Police Academy, Fire Reserves, HEAT program, Leadership Santa Clara, Police Activities League, and at the library, parks, Senior Center, and recreation activities. For information, call 615-2219.

## Concerts
The Summer Concert series offers free performances of musical groups in Central Park. Look for the schedule on the City website, santaclaraca.gov.

## Crime Prevention
The Santa Clara Police Department offers residents a wide variety of tips and resources they can use every day to stay safe. They are posted online at scpd.org/crime/tips_resources.html. The guidelines help residents learn how to protect themselves in a variety of situations at home, at work, while shopping, or walking and driving on the street.

## Dog Park
Dogs can enjoy an off leash romp at the City's Dog Park, 888 Reed St. which has a separate area for small dogs, benches and picnic tables, water for pets and humans, and off street parking.

## Domestic Violence
The City of Santa Clara contracts with the Support Network for Battered Women to provide counseling, legal services, and emergency shelter to residents and their children who are victims of domestic violence. For details, call 541-6100. Emergency domestic violence incidents should be reported by calling the Santa Clara Police Department at 9-1-1.

## Drug Abuse Prevention
The Santa Clara Police Department teaches every 5th grader in 17 public and private schools in Santa Clara about the consequences of drug abuse, and provides them with skills to resist peer pressure to experiment with drugs, alcohol and tobacco.

## E-billing
City utility customers can automatically receive and pay their bills online. To sign up, visit siliconvalleypower.com and click on Bill Payment Options.

## Emergency Preparedness
Helpful information on how to be better prepared for disasters such as earthquakes is available in the Emergency Preparedness Guidelines published by the City. It can be accessed on the City's website or printed copies picked up at City Hall, the Santa Clara City Library, or City Fire Stations. The Guidelines include checklists for supplies you should have at home, at work, and in the car in order to be self-sufficient for 72 hours. It also includes pointers on what to do during and after an earthquake, and how you and your family can help prevent a pandemic flu.

## Emergency Shelters
In case of a natural or man-made disaster that requires residents to leave their homes, the City of Santa Clara will provide emergency shelter at such locations as the Senior Center and the Community Recreation Center. Public notice about the opening of emergency shelters will be broadcast on Cable Channel 15, on commercial radio and TV news programs, and on the City's website.

## Employment
The City of Santa Clara offers excellent employment opportunities ranging from administrative to technical positions, career-track police officers to part-time crossing guards. For a complete list of openings, visit the website santaclaraca.gov or call 615-JOBS. Jobs available are also sent through Twitter alerts; sign up by visiting twitter.com/SantaClaraCity, and select the "Follow" button underneath the City Seal.

Jobseekers can also get useful information on local companies, new careers and job search skills at the Santa Clara City Library through its Job Hunting in Santa Clara resource tool. Ask about it at the Reference or Information Desks at the library, or explore it online at library.santaclaraca.gov.

## Energy Use Tracking Tools
If you would like to find out how to reduce drafts, and how much it costs to run your refrigerator or calculate other ways your home is using energy, residents of Santa Clara can borrow energy use tracking tools from Silicon Valley Power, the City's electric utility. For information, call 244-SAVE (7283).

## E-waste
Safely dispose of electronic products (e-waste) such as computers, copies, televisions, and fax machines at free drop-off events held periodically in Santa Clara. For information, call 615-3080.

## Fire Safety
Santa Clara's Fire Department responds to approximately 9000 calls for service from residents and visitors each year, and is proud that its highly trained staff is able to respond within three minutes after notification. Fire safety tips are published in *Inside Santa Clara*, the City's quarterly newspaper and posted on the City's website santaclaraca.gov so that residents can take steps to protect themselves, their families and their property.

*Ten fire stations throughout Santa Clara provide quick response to residents and businesses. The Fire Department works hard to provide the community with fire prevention information to protect lives and property.*

## Fireworks
The City of Santa Clara is one of the few remaining communities in the Bay Area to offer a free fireworks display on July 4th. The spectacular display is the closing entertainment of the All-City Picnic in Central Park, and is partially supported by the donations of individuals and businesses.

## Fish Derby
In cooperation with several local service clubs, Santa Clara residents ages 3-11 can try their luck at fishing at an annual event each spring when the reflection pool at the Santa Clara Civic Center plaza is stocked with active, healthy trout.

## Flood Insurance
Because of the City of Santa Clara's high rating in the National Flood Insurance Program, property owners in Santa Clara can receive a 10% discount in the premium costs for NFIP policies issued or renewed in the Special Flood Hazard Area. Current flood maps and flood protection references are available at Santa Clara Central Park Library and the City's Permit Center.

## Flooding
If the storm drain catch basin on your street becomes clogged, call the Santa Clara Street Department at 615-3080 to have it cleared so that flooding will not occur during heavy rainfalls. If flooding is likely to occur, City staff will visit each neighborhood that is threatened to distribute advisory notices.

## Free Events
**Spring:** Easter Egg Hunt at Central Park for children ages 3-8. You bring the basket, the City provides free brightly colored eggs and candy to find, and everyone enjoys family entertainment.

**Summer:** All-day family fun at Central Park celebrates Independence Day. Free entertainment and activities for children, with fireworks at night at the All City Picnic. Wednesday and Sunday Concerts in the Park at Central Park Pavilion. Street Dance at Franklin Square.

**Fall:** The Annual Art & Wine Festival is two days of free entertainment and fun in Central Park each September. Community groups cook up international foods for purchase to accompany wine tasting and art exhibits. All proceeds of the festival benefit local charities.

**Winter:** The Holiday Tree Lighting Ceremony on the first Friday evening in December features entertainment and refreshments and is the traditional opening of the holiday season in Santa Clara. The tree is located at the Civic Center and is topped by Teddy, a stuffed bear that has looked over Santa Clara's holiday festivities since 1911.

## Garbage
In addition to regular collection of garbage, residents of Santa Clara are offered the opportunity each year to clean out their homes and yards, and get rid of unwanted materials in the annual community Clean-Up Campaign scheduled in the spring. Residents may dispose of bulky wastes and discards not normally taken by their regular weekly solid waste collection. Look for information on pick-up dates for your neighborhood in the *Annual Report/City Calendar* and the Spring issue of *Inside Santa Clara*, the City newspaper. There are also two free disposal days for Santa Clara residents each year where, with proof of residency, you can dispose of up to 7 cubic yards of waste (including up to 1 cubic yard of concrete, asphalt or dirt) at no cost. Materials must be brought to the Mission Trail Waste Systems Materials Recovery Facility, 1313 Memorex Dr. For schedule information, call 727-5365.

## Garbage Overflow
Throughout the year, residents who have more garbage than can be contained in their garbage cart can purchase "extra bag" tags for a $3.00 fee for each additional 32-gallon bag of garbage. During a two-week period following Christmas, residents may set out as many as four additional 32-gallon plastic garbage bags (limit of two per week), at no extra charge. For more information, call 615-2063.

## Genealogy Research
You can learn more about your ancestors and create a family tree with free resources at the Central Park Library Heritage Pavilion, which has an excellent local history collection and one of the finest genealogical libraries in the Bay Area, and is home base of the Santa Clara County Historical & Genealogical Society.

## Gifts
At the City Store, residents can show their community pride by buying merchandise featuring the City Seal including hats, key chains, mugs, magnets, watches, shirts, umbrellas, folio pads, golf balls, reusable shopping bags, license plate frames and more. The City Store is located at the Santa Clara Chamber of Commerce, 1850 Warburton Ave.

## Golf
Santa Clara residents pay a reduced green fee and receive early tee-time reservation privileges to play the championship 18-hole golf course at the Santa Clara Golf & Tennis Club, 5155 Stars and Stripes Dr. There is also a lighted golf range, practice putting green, locker room and showers, and David's Restaurant, which features a snack shop, bar, restaurant, and banquet facilities. Call the Pro Shop to schedule a tee time, 980-9515.

## Graffiti Removal
Call the Street Department at 615-3080 to report graffiti, and the Police Department's Dial-a-Tip/Graffiti Hotline at 241-9495 to report suspect information. Always dial 9-1-1 if graffiti, vandalism or other crimes are in progress. Information that leads to the apprehension of a person who defaces a building or property in Santa Clara may qualify for a $250 reward.

## Great America Theme Park
Because California's Great America Theme Park is located on land leased from the City of Santa Clara, residents are sometimes offered discounts and other special benefits. Check with the Santa Clara Chamber for events and potential ticket availability, at 244-8244.

## Health & Wellness
Residents over the age of 50 have access to free services through the Health & Wellness program at the Senior Center designed to maintain a healthy, independent life including: education, support groups, flu shot clinics, blood pressure and glucose testing, safety checks, resource referrals and strategies to help seniors live independently longer. Home visits are available for those with limited mobility. To schedule an appointment, call 615-3170. The Santa Clara City Library also frequently schedules speakers on health topics. The Kaiser Health and Wellness Collection contains many materials related to health, fitness, chronic disease management, and general wellness topics.

## Historic Photos
Prints of historic photographs of Santa Clara can be ordered by residents at cost. About 150 of the photographs are on display in the corridors of City Hall. To view the entire collection, visit the Headen-Inman House, 1509 Warburton Ave., on Sundays between 1-4 p.m, or call 248-2789 to make an appointment.

## Holiday Outdoor Decorations Contest
Each December, residents are invited to decorate their homes for the holidays and nominate their efforts for recognition by the City. Driving directions for nominated homes are available at City Hall and online at santaclaraca.gov. For information, call 615-2210.

## Home Emergency Assistance Teams (HEAT)
Residents can sign up for a 20-hour training program to learn how to take care of themselves, their families and their neighborhoods in the event of a disaster. Participants learn fire suppression, basic medical care, light search and rescue and other safety skills. Graduates receive a manual, safety helmet and reflective vest. For information, call the Fire Department at 615-4940.

## Home Energy Audit
Silicon Valley Power, the City's electric utility, provides residents with free home energy audit reports that analyze past and present energy consumption and suggestions on how to reduce energy use to save money and environmental resources. To schedule, call the Energy Conservation hotline at 244-SAVE (7283).

## Home Fire Safety
A member of the Fire Department will visit your home upon your request to identify any fire or health hazards. To schedule, call 615-4970.

*The Santa Clara Golf & Tennis Club provides an 18-hole course appealing to all golf abilities. Residents pay reduced green fees and receive preferential tee times.*

## Historic Preservation
The City of Santa Clara has been in existence for more than 150 years, and residents are proud of its heritage and traditions. An extensive collection of materials related to the history of the City and the region are available to residents in the Central Park Library's Heritage Pavilion. The City owns four historic properties that are history museums operated in conjunction with local nonprofit groups. Residents on the Historical & Landmarks Commission serve as advisors to the City Council on matters related to historical places and landmarks in Santa Clara.

## Home Improvement Loans and Grants
Low to moderate income homeowners can apply for loans and grants from the City of Santa Clara for home improvements such as re-roofing, plumbing, heating/cooling, electrical, termite damage, foundation and weatherization. For information call 615-2490. Seniors may also qualify for low interest loans for attic insulation and the installation of grab bars and ramps. For information call 615-2490.

*Santa Clara Central Park Library opened in 2004 and welcomes more than 1.4 million visits a year from individuals looking for information, ideas and inspiration.*

## Home Security Surveys

The Santa Clara Police Department will visit your home to identify weaknesses in your home security and suggest possible solutions. To schedule a visit, call 615-4876.

## Household Hazardous Waste

Free drop-off days are scheduled throughout the year so that Santa Clara residents can make an appointment to safely dispose of household hazardous wastes such as household cleaning supplies, leftover paint, fertilizers, pesticides, and other materials that should not go to the landfill. For specific dates, times, and locations call 299-7300.

## Housing Issues

The City of Santa Clara partners with Project Sentinel, an independent nonprofit organization, to provide residents with several programs related to fair housing, mortgage problems and tenant/landlord dispute resolution. For information, call 720-9888.

## Income Tax Help

Seniors can receive free assistance to file income tax forms at the Senior Center. Resources to help taxpayers of any age and income are available at Santa Clara City Library.

## Internet Access

Free high speed access to the Internet is available from public access computers in the Santa Clara City Library. You need a Santa Clara City Library card and there are time limits on use.

## Leadership Training

The City offers residents a six-month course each year called Leadership Santa Clara to provide information and skills-building to individuals who have an interest in being a future community leader. In addition to presentations about City government and regional issues, participants learn presentation techniques, team building, meeting management, ethical decision making and other skills. The program meets once per month from January through mid June, but applications can be requested at any time by calling the City Manager's Office at 615-2210.

## Legal Information

Residents can obtain legal assistance in several ways from resources provided by the City. Residents age 60+ can sign up for a free appointment with Senior Adult Legal Assistance by contacting the Senior Center at 615-3170. Those who are concerned about a legal issue related to housing including tenant/landlord disputes and fair housing issues can receive help from Project Sentinel, an independent nonprofit organization that receives funding from the City to serve its residents. For information, call 720-9888. The Santa Clara City Library also has many resources in its collection that can help research legal issues.

## Library

The Santa Clara City Library has repeatedly been selected as one of the best public libraries in the U.S. based on the depth and breadth of its collection, the variety of its programs, and its customer service performance. There are two Library facilities to serve Santa Clara residents. The Central Park Library, 2635 Homestead Rd., houses most of the Library's materials and is the location of many of its programs. The Mission Library Family Reading Center, 1098 Lexington St., hosts a smaller collection and focuses on literacy programs for adults and families.

The City of Santa Clara's many services reflect its core values: ethical, professional, service-oriented, fiscally responsible, organized, communicative, collaborative and progressive.

Residents can enjoy all the Library has to offer at no cost. A Library card is required to check out books, DVDs, CDs and other materials and to access online databases and other resources. You must provide two valid proofs of identity to obtain a Library card, one with a photo, but you do not need to be a resident of the City of Santa Clara or a U.S. citizen.

To get a greater appreciation for all of the services available at the Library, Santa Clara residents are invited to visit and talk with a friendly librarian, and to explore the Library's website at library.santaclaraca.gov.

## Light Bulbs

Customers of Silicon Valley Power, the City's electric utility, can purchase compact fluorescent light bulbs at a reduced price along with other energy-efficient products through the online Plug-ins catalog at siliconvalleypower.com. Compact fluorescent bulbs last up to 10 times longer than incandescent bulbs and use 75% less electricity.

## Medical Database of Special Needs

Residents who use life and health sustaining medical equipment powered by electricity can voluntarily register with the Santa Clara Fire Department so that they can receive service during emergency conditions such as electric blackouts. To register, call 615-4900.

## Medical Emergencies

The City of Santa Clara has 42 firefighters trained as paramedics, 120 firefighters qualified as Emergency Medical Technicians (EMTs) and six Advanced Life Support units to respond to medical emergencies. City-owned ambulances will transport patients with life-threatening conditions to the hospital if the County's contracted ambulance provider, American Medical Response, has yet to arrive on the scene.

## Neighborhood Crime Reports

Easy to read incident crime maps and automated alerts are available online for residents so they can know what is going on in their neighborhoods. Just log onto crimereports.com and enter your address to get up-to-date information. Residents can also view an online database of registered sex offenders who live in Santa Clara, according to the requirements of Megan's Law. For information, call 615-4700.

## Neighborhood Safety

If you and your neighbors would like to become better acquainted, prepare for an emergency, and help prevent crime, the City of Santa Clara will help you start a Neighborhood Watch program on your street. More than 90 Neighborhood Watch programs are already in existence. For information, call the Police Department's Crime Prevention Unit at 615-4876.

All residents and neighborhoods are invited every August to participate in National Night Out, a program designed to increase awareness of crime prevention services and strengthen neighborhood spirit. Activities can be of all types – barbecues, ice cream socials or block parties, for example. For information call 615-4876.

## Newborn Infant Surrender
Newborn infants may be safely surrendered at any Santa Clara Fire Station. If the child has not been injured or abused, no questions will be asked about the reasons for the abandonment. Under State law, parents can reclaim an infant within 14 days.

## Online Building Permit Database
Residents can check the status of a permit application online or get information about the permit history of a parcel through the City's Smart Permit Information Center on the website santaclaraca.gov.

## Online Crime Reports
Residents can report non-emergency crimes such as lost property, identity theft, vandalism, harassing phone calls, etc. at their convenience by completing an online crime report at crimereports.com.

## Online Homework Help
Students in grades 3-12 can access one-on-one "virtual tutoring" in English and Spanish between 1-10 p.m. seven days a week through a service offered by Santa Clara City Library. Students can use computers at home or in the library for free homework help on math, science, social studies and English/language arts assignments.

## Parks and Playgrounds
Santa Clara residents can enjoy 32 City parks and playgrounds that provide a full array of facilities including picnic-barbecue areas, tot lots and playgrounds, basketball courts, swimming pools, tennis courts, sports fields, exercise courses, lawn bowling, and beautiful grounds for walking, running, and relaxing. Of special note is the Ulistac Natural Area, 40 acres of open space that showcases seven distinctive natural habitats and allows residents to experience the vegetation and wildlife that naturally occur in this area. For a complete list of parks and playgrounds, visit the City website, santaclaraca.gov.

## Permit Center
The City of Santa Clara Permit Center, located in City Hall, 1500 Warburton Ave., provides "one stop" for residents who need to get a building, encroachment, planning and development, or fire permit. It is designed to help residents have a streamlined experience when they come for information and approvals.

## Rebates
Silicon Valley Power, the City's electric utility, offers customers rebates on the purchase of a variety of energy-saving appliances such as Energy Star refrigerators, high-efficiency pool pumps, whole house fans and more. To see the complete list and obtain information on how to apply for a rebate, visit the website siliconvalleypower.com or call 244-SAVE (7283).

## Recreation Classes
Hundreds of classes for adults, children and teens are offered by the Santa Clara Parks & Recreation Department each year. Residents have priority registration privileges and reduced fees. Copies of the *Recreation Activities Guide* published in April, August and December are available at all City facilities, online or call 615-3140.

## Recycling
Weekly curbside collection of common household items including glass containers, aluminum and metal cans, scrap metal, plastic containers, plastic bags, newspapers, mixed paper, cardboard, used motor oil and filters, batteries. Yard clippings are also collected weekly in separate Clean Green containers and residents may request extra Clean Green carts by calling 727-5365.

## Sandbags
If your property is threatened by flooding during severe storms, call the City Corporation Yard at 615-3080 to obtain free sandbags.

## Scholarships
High school students residing in Santa Clara are eligible for community service scholarships to help pay for college admission fees, tuition and books, sponsored by the City's Youth Commission. For information, call 615-3741.

Scholarships of $5,000 for students who plan to pursue a college degree in a field related to energy services, public power, and/or the power industry such as engineering, technology and environmental science are offered to Santa Clara residents by the City and Silicon Valley Power, the City's electric utility. Technical tuition grants of $2,000 are available for individuals pursuing professional development at technical schools or community colleges to further their careers in energy-related jobs. For information, call 261-5036.

## Security Bar Replacement
In partnership with local service clubs and corporations, the Fire Department will help homeowners replace non-compliant window security bars so that residents can more easily and quickly escape from their homes in case of a fire. For information, call 615-4970.

## Seniors
The City of Santa Clara offers a broad range of services for adults over the age of 50, the fastest-growing segment of the City's population. Most services for older adults are located at the Santa Clara Senior Center, 1303 Fremont St., the largest senior center in the Bay Area. The facility includes a large fitness center, three indoor pools, computer lab, billiards and game room, ceramics/painting studio, wood shop, lapidary room, coffee/snack bar and plenty of comfortable chairs for casual gatherings and conversation. Activities and programs are varied to be appealing to active older adults as well as those who prefer a slower pace or are homebound. For information, call 615-3170.

## Sewer Problems
If you experience a sewer back-up, City crews will come to your property at no cost to check for clogs in the sewer main and lateral lines. During normal business hours Monday through Friday, call 615-2000 to schedule an appointment. After 5 p.m., on weekends and holidays, call 615-5640. Call the City first, before calling an outside plumber.

## Sidewalks
Sidewalks, curbs and gutters that have large cracks, poor drainage, or otherwise need repair should be reported by residents to the Street Department at 615-3080.

## Sister Cities
Santa Clara has two Sister Cities: Izumo, Japan and Coimbra, Portugal. The City works with an independent nonprofit organization, the Santa Clara Sister Cities Association, to host exchange students and delegations. Residents can participate as host families or as community supporters. For information, visit the website santaclarasistercities.org.

## Skate Park
Santa Clara's Skate Park, located at the corner of Cabrillo Avenue and San Tomas Expressway, is open only to residents of Santa Clara and students of Santa Clara Unified School District. The park has features for all levels of ability and is open seven days a week. For hours, call 615-3191.

## Solar Power
Residents are rewarded for installing a home solar system with a cash rebate of up to $4.50 per watt from Silicon Valley Power, the City's electric utility. For information, call 244-SAVE (7283).

## Streetlights
If street lights are burned out or need other repairs, residents should call Silicon Valley Power at 615-5600, or send a notice online at siliconvalleypower.com.

## Street Sweeping
The City sweeps residential streets clean, usually one day after the garbage collection day, on a minimum schedule of at least bi-weekly. For information, call 615-3080.

*Residents age 50+ are welcome to drop in at the Santa Clara Senior Center to make friends and enjoy fun pastimes.*

*Santa Clara has several swimming pools for community use.*

## Street Repair
The City of Santa Clara has the best All-Around Pavement Management Program compared to 109 jurisdictions in nine Bay Area counties, according to the Metropolitan Transportation Commission. Residents can report potholes or other street maintenance problems by calling 615-3080.

## Swimming Pools
Blocks of time are set aside at the world-famous George F. Haines International Swim Center adjacent to Central Park for the public to use this facility that contains an Olympic caliber training pool, racing pool and diving well. Community groups such as the Santa Clara Swim Club, the Santa Clara Divers, and the Santa Clara Aquamaids also use this pool.

Community swimming pools for public use during the summer are also located at Mary Gomez Park, Warburton Park, and at the Montague Swim Center adjacent to Montague Elementary School.

Santa Clara residents age 50+ swim for free at the indoor pools (lap pool, warm water pool and spa) at the Senior Center.

## Tennis
Lighted tennis courts are available for residents at the Santa Clara Golf & Tennis Club, 5155 Stars and Stripes Dr., and the Santa Clara Tennis Center at Central Park. There are also public tennis courts at Earl Carmichael, Fairway Glen, Henry Schmidt, Jenny Strand, Lick Mill, Mary Gomez, Maywood, Montague, and Thamien parks.

## Trail
The San Tomas Aquino/Saratoga Creek Trail extends almost four miles through Santa Clara to provide residents with a paved route to walk, run and bike away from busy streets. The trail goes under Highway 101. When complete, the trail will provide a 12-mile recreational trail from the San Francisco Bay Trail near Highway 237 to Prospect Road in San Jose. Report any problems by calling 615-3080.

## Transit Center
Residents of Santa Clara have convenient access to regional public transportation systems at the Santa Clara Station, 1001 Railroad Ave., adjacent to the site of the historic Santa Clara Depot. At this station, residents can connect with Caltrain, the Altamont Commuter Express (ACE) train, and VTA buses. There is a free shuttle between the Santa Clara Station and the San Jose Mineta International Airport.

## Translation
The Language Line Service in the Santa Clara City Library provides over-the-phone interpretation in more than 140 languages, from Afrikaans to Yoruba.

## Transportation for Seniors
Residents who are 59 years of age or older and need transportation assistance can call Heart of the Valley for escorted rides to and from their destinations. Reservations must be made seven days in advance. To schedule, call 241-1571.

The City of Santa Clara also subsidizes the fees paid by senior and disabled residents who use the Outreach transportation service.

## Trees
The City provides free maintenance for City street trees – those that are planted in the property frontage within the City's right-of-way easement, usually the area between the sidewalk and the street in the front yard of a residence. If a City street tree needs to be trimmed or replaced because of disease, call 615-3080. You may also call that number if you would like to be placed on a list to have a street tree planted in your yard. Property owners are responsible for watering and fertilizing street trees.

## Unwanted Vehicles
The City of Santa Clara provides residents with free removal and disposal of unwanted passenger vehicles including sport utility vehicles, vans and pick-up trucks. (RVs, motor homes, boats and oversized vehicles are not accepted.) For information on this free tow service, call 615-4867.

## Utility Bill Payment Assistance
Residents experiencing financial hardship can request emergency assistance. There are two programs available from the Silicon Valley Power, the City's electric utility, for low income households and for individuals who have a medical condition and/or are disabled. The Help Your Neighbor program, which is funded by donations to the Give a Little … Help a Lot campaign, is another option for Santa Clara residents experiencing financial difficulties. For information, call 615-2300.

*A permanent tribute to Santa Clara veterans is located in Central Park.*

## Veterans Memorial
A ceremony honoring veterans is held every November 11th at the Santa Clara Veterans Memorial in Central Park. Residents can have a brick installed to honor a veteran at a modest fee. Other events are held on some national holidays. For information, call 296-2512.

## Vial of Life
Free Vial of Life kits are available for all Santa Clara residents from the Santa Clara Fire Department and at the Senior Center. This kit contains information about an individual's medical history that can be critically important in an emergency. Paramedics, firefighters and police are trained to look for Vial of Life stickers in a home or vehicle.

## Voter Registration
Residents can pick up a voter registration postcard at Santa Clara City Hall, 1500 Warburton Ave., the Santa Clara City Library, and all Fire Stations.

## Water Conservation
Free water conservation devices including toilet leak detection tablets, low flow showerheads, faucet aerators and automatic shut off hose nozzles can by picked up by residents at the Water & Sewer Utilities Office at City Hall, 1500 Warburton Ave. The office also has information on how to landscape and irrigate to minimize water use.

Residents can request free WaterWise house calls where a trained technician will check the home for plumbing leaks and provide customized water use tips and suggestions for outdoor watering schedules. To make an appointment, call 1-800-548-1882.

## Water Leaks and Pressure
City staff from the Water Utility will visit homes at no charge to check for leaks, investigate low water pressure problems, and help residents learn how to read their water meters. To schedule, call 615-2000 between 8 a.m. and 5 p.m. Monday through Friday.

## Water Shutoff
If residents need to shut off the water to their home, and they cannot locate the "house valve," they can request a City technician come to their property to turn off the water at the meter. Only City technicians are allowed to use this meter shut off valve. Response time is usually less than 30 minutes and there is no charge for service. To schedule, call 615-2000.

## Water Quality
Residents of Santa Clara receive high quality drinking water from the City's Water Utility which operates a thorough and comprehensive water quality monitoring program. Details of the quality of water are reported in an annual *Water Quality Report* published as an insert in the *Inside Santa Clara* newspaper.

## Wildlife
The City of Santa Clara contracts with the Wildlife Center of Silicon Valley to provide residents with wildlife rehabilitation and education services. Call 929-WILD (9453) if there is an orphaned, sick or injured bird or wildlife mammal on your property.

# Your sources of information about City services

**City Website** – The City's website at santaclaraca.gov is an up-to-date and comprehensive resource of information and access to City services that is available to the public 24/7.

**Mission City TV, Cable** – Cable channel 15 broadcasts information about City services and events as well as City Council meetings.

***Inside Santa Clara* Newspaper** – A quarterly newspaper is mailed free to all residential and business addresses in Santa Clara in March, June, September and December. Additional copies are available at City Hall and the libraries. It is also posted online.

**Utility Bill Inserts** – "Mission City Scenes" is included as an insert with monthly utility bills and includes information about City services and programs. Additional informational publications in the utility bills include materials on programs of Silicon Valley Power, the City's electric utility, and about other City departments and services.

**City Calendar** – A glossy 12-month calendar of events, meetings and other information is mailed free to all residential and business addresses in Santa Clara in December. The publication also includes the City's *Annual Report* for the previous year.

# Here to serve you: City of Santa Clara Public Facilities

**santaclaraca.gov • (408) 615-2200**

### City Hall
1500 Warburton Ave.
615-2200

### Community Recreation Center
969 Kiely Blvd. at Central Park
615-3140

### George F. Haines International Swim Center
2624 Patricia Dr., at Central Park
615-3153

### Mission City Center for Performing Arts
3250 Monroe St.
423-2415

### Mission City Memorial Park (cemetery)
420 N. Winchester Blvd.
615-3790

### Mission Library Family Reading Center
1098 Lexington St.
615-2964

### Museums
*[The City of Santa Clara owns properties used for museums. Several are operated by independent nonprofit organizations and/or volunteer groups.]*
Berryessa Adobe, 373 Jefferson St.
Harris-Lass Historic Museum, 1889 Market St.
Headen-Inman House, 1509 Warburton Ave.
Jamison Brown House, 1505 Warburton Ave.
Triton Museum of Art, 1505 Warburton Ave.

### Permit Center
1500 Warburton Ave.
615-2420

### Reed Street Dog Park
888 Reed St.
615-3144

### Santa Clara City Central Park Library
2635 Homestead Rd.
615-2900

### Santa Clara Convention Center
5001 Great America Parkway
748-7000

### Santa Clara Fire Department
Emergencies – Dial 9-1-1
Fire safety and other questions: 615-4900
Fire Stations
Station 1, 777 Benton St.
Station 2, 1900 Walsh Ave.
Station 3, 2821 Homestead Rd.
Station 4, 2323 Pruneridge Ave.
Station 5, 1912 Bowers Ave.
Station 6, 888 Agnew Rd.
Station 7, 3495 Benton St.
Station 8, 2400 Agnew Rd.
Station 9, 3011 Corvin Dr.
Station 10, 5111 Stars and Stripes Way

### Santa Clara Golf & Tennis Club
5155 Stars & Stripes Dr.
980-9515

### Santa Clara Police Department
Headquarters: 601 El Camino Real
Northside Substation: 3992 Rivermark Parkway
Emergencies – Dial 9-1-1
Non-emergencies - 615-5580
For crime prevention and other business: 615-4700

### Senior Center
1303 Fremont St.
615-3170

### Silicon Valley Power/Municipal Electric Utility
1500 Warburton Ave.
Electrical emergency and outages: 615-5640
Billing and services: 615-2300
Energy conservation hotline: 244-SAVE (7283)

### Skate Park
Cabrillo Avenue & San Tomas Expressway
615-3191

### Teen Center
2446 Cabrillo Ave.
615-3740

### Walter E. Schmidt Youth Activity Center
2450 Cabrillo Ave.
615-3760

### Washington Park Baseball Field
Buchser Middle School campus
250 Washington St.

### Water and Sewer Utilities
1500 Warburton Ave.
Emergencies: 615-2000 (office hours) or 615-5640 (other times)
Billing and service: 615-2300

### Youth Soccer Park
5049 Centennial Blvd.
615-3160

## Acres of parks in Santa Clara for your enjoyment.
## *Have you visited them all?*

### Agnew Park
2250 Agnew Rd.

### Agnews Historic Park
4030 Lafayette St.

### Bowers Park
2582 Cabrillo Ave.

### Bracher Park
2560 Alhambra Dr.

### Central Park
909 Kiely Blvd.

### City Plaza Park
Lexington and Main Streets

### Civic Center Park
Lincoln and El Camino Real

### Earl R. Carmichael Park
3445 Benton St.

### Everett Alvarez Jr. Park
2280 Rosita Dr.

### Fairway Glen Park
2051 Calle de Primavera

### Fremont Park
1303 Fremont St.

### Fuller Street Park
4641 Fuller St.

### Geof Goodfellow Sesquicentennial Park
1590 El Camino Real

### Henry Schmidt Park
555 Los Padres Blvd.

### Homeridge Park
2985 Stevenson St.

### Jenny Strand Park
250 Howard Dr.

### Larry J. Marsalli Park
Lafayette Street and El Camino Real

### Lick Mill Park
4750 Lick Mill Blvd.

### Live Oak Park
4025 Rivermark Parkway

### Machado Park
3360 Cabrillo Ave.

### Mary Gomez Park
651 Bucher Ave.

### Maywood Park
3330 Pruneridge Ave.

### Memorial Cross Park
Martin Avenue and De La Cruz Boulevard

### Montague Park
3595 MacGregor Lane

### Parkway Park
3675 Forest Ave.

### Rotary Park
1490 Don Ave.

### Steve Carli Park
1045 Los Padres Blvd.

### Thamien Park
4321 Lick Mill Blvd.

### Ulistac Natural Area
4901 Lick Mill Blvd.

### Warburton Park
2250 Royal Dr.

### War Memorial Playground
295 Monroe St.

### Westwood Oaks Park
460 La Herran Dr.