

## **FREQUENTLY ASKED QUESTIONS**

- *Who provides my Garbage Service?*

The City has contracted with [Waste Dfc'cZ :cf\]XU#c.](#) to provide this service. They have agreed to address and resolve any customer issues within one working day. For complaint issues please contact Solid Waste Division @ 407.688.5089 .

- *Why doesn't the City have a routine spraying program for mosquitoes and midges?*

The Department of Environmental Protection requires documentation of the existence of a mosquito problem. In the absence of a city-wide monitoring program, Public Works relies on reports of heavy concentrations of mosquitoes from our residents. Public Works will respond to these calls by spraying in the evenings and in some cases applying larvicide's in areas of prolonged standing water.

### **SERVICES WE CANNOT PROVIDE**

- Driveway construction, repair or maintenance. (Property owner's responsibility—requires a permit from the City for construction and use of city right of way)
- Any work on private property such as tree trimming or removal, repairs to lights, fence or wall construction or repairs, etc.
- Maintenance or repairs to landscaping, mailboxes or sprinkler systems.
- Unopened rights of way. (Does not serve a public purpose)

**NOTE: STATE LAW PROHIBITS THE EXPENDITURE OF PUBLIC FUNDS TO SERVE A PRIVATE PURPOSE. THE ONLY TIME PUBLIC WORKS MAY PERFORM WORK ON PRIVATE PROPERTY IS FOR HEALT, SAFETY AND WELFARE ISSUES.**

Additional information can be obtained by contacting us at::

### **PUBLIC WORKS DEPT.**

300 N. Park Avenue

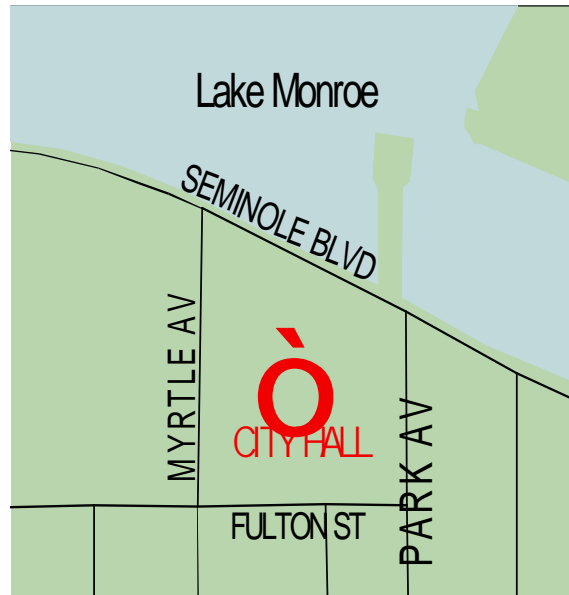
Sanford, FL 32772

407.688.5080

Fax 407.668.5081

Visit us on the web @

[www.sanfordfl.gov](http://www.sanfordfl.gov)



CITY  
OF  
SANFORD



## INTRODUCTION

The Public Works Department is committed to providing responsive and efficient service delivery to the citizens of the City of Sanford. Our Mission is to maintain and preserve the large public investment in the roadway and infrastructure system and to provide safe mobility for the traveling public. We intend to develop a respect and trust in our abilities through open and honest communication with our customers and by being understanding and helpful with the needs of the community.

All partnerships require two sides so we ask for your help with feedback and suggestions. Please feel free to contact us with questions, requests and comments on improving our services. The following information gives a brief overview of the services provide and how to contact us. We look forward to hearing from you.

**Tom George**

Public Works Director

407.688.5086

### ADMINISTRATIVE DIVISION

- Customer Service
- Work Requests
- Project Coordination
- Review and approve proposed developments
- Mosquito / Midge Control Program
- Contract Administration
- Plan and review projects
- Provide commercial inspections
- Traffic Calming Program
- Please call 407.688.5080

### SOLID WASTE

- Contract Administration
- Complaint Resolution
- Commercial Dumpster Service
- Invoicing
- Please contact @ 407.688.5089

### Waste Disposal, Inc.

- Roll-off / Compactors
- Residential Service
- On-Call special bulk pickup
- Daily commercial dumpster service
- Please contact @ 407.774.0800

### FACILITIES MAINTENANCE

- Building Maintenance and repair
- Streetlight Installation and repair
- Traffic Signal Maintenance

### STREETS DIVISION

- Asphalt repair and rehabilitation
- Alley maintenance
- Unpaved Road Maintenance
- Shoulder repair
- Concrete Repairs—curb & gutter, sidewalks, etc.
- Traffic Signs and Pavement Markings
- Tree Trimming / Removal
- Brick Repairs
- Litter and Debris removal
- Roadway Safety and Traffic Control
- Demolition of Buildings and other structures
- Please contract @ 407.688.5805

### STORMWATER DIVISION

- Inlet and manhole construction, repair and cleaning
- Clean and maintain ditches, swales and outfalls
- Storm Sewer construction, repair and cleaning
- Underdrain installation and maintenance
- Retention Pond Maintenance
- Slope mowing of swales, ponds and ditches
- Erosion Control
- Utility Locates
- Please contact @ 407.688.5805

### PARKS & GROUNDS MAINTENANCE

- Landscape, turf & amenity maintenance of 35 Parks
- City Facilities' maintenance common grounds
- Urban Forester Program
- Municipal Cemetery Administration
- Reservations for City's Park facilities.
- Please contact @ 407.688.5814

### FLEET MAINTENANCE

- Repair and maintenance of all City owned vehicles and equipment