



County of
Los Angeles

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Hacienda Heights CONNECTION

Community Newsletter • April 2005

Greetings

The County of Los Angeles is pleased to offer you the second annual publication of *Hacienda Heights CONNECTION*. We have learned that many of you were happy to receive the first edition and that you found the information very useful. We continue to strive to include as much information on local and regional County services and community resources as possible. The newsletter has been expanded to include additional information on local park activities; consumer information to prevent identity theft; and safety precautions during a storm. An "At-A-Glance Directory" is included on page 11 and provides a list of telephone numbers to County departments that can assist you to report problems or request County services.

Please provide us with comments and suggestions about the content of the newsletter. Comments may be submitted at uas_sp@cao.co.la.ca.us. You may also write to us at the address listed on page 11 of this newsletter under "Keep In Touch." We hope that *Hacienda Heights CONNECTION* is useful to you in accessing County services.

LIVING IN HACIENDA HEIGHTS

Hacienda Heights is an unincorporated community of approximately 11.4 square miles with a population of approximately 53,000. Hacienda Heights is surrounded by the cities of La Habra Heights and Industry as well as the unincorporated area of Rowland Heights. As an unincorporated area, municipal services such as law enforcement, fire suppression, library, animal care and control, road maintenance, and park and recreation activities are provided by the County of Los Angeles.

The County Board of Supervisors is your "City Council" and is responsible for making policies that affect you. The County is divided into five Supervisorial Districts, each of which is represented by a Supervisor. In Hacienda Heights, all residential areas are part of the Fourth Supervisorial District. The Fourth District maintains a local office in Rowland Heights with knowledgeable staff to respond to residents concerns. The Rowland Heights Field office is located at:

1199 S. Fairway Dr., Suite 111
Rowland Heights, CA 91789

(562) 943-4351 or (909) 594-6561 • Fax (909) 594-1621

A few industrial areas in Hacienda Heights, located north of Clark Avenue and West of Turnbull Canyon Road are within the First Supervisorial District. For assistance with issues related to these areas, contact the First District San Gabriel Valley Field Office at (626) 350-4500.



Puente Hills Landfill Native Habitat Preservation Authority (Habitat Authority)

7702 Washington Avenue, Suite C
Whittier, CA 90602

(562) 945-9003 • www.habitatauthority.org

The Habitat Authority acquires, restores, and maintains open space in the Puente Hills and Hacienda Heights areas as a permanent protection for native habitat. For emergency ranger services, please contact Ken Hughes, Deputy Chief Ranger of the Mountains Recreation and Conservation Authority at (562) 698-1466. For general information or comments, please e-mail the Habitat Authority at info@habitatauthority.org.

If you observe or suspect illegal activities taking place at this site, please call (562) 945-9003.

Hacienda Heights Improvement Association

The Hacienda Heights Improvement Association (HHIA) meets on the third Monday of each month, except for January and February when the meetings are held on the fourth Monday. Meetings are open to the public and are held at 7:00 p.m. in the Board Room at the Hacienda/La Puente Unified School District offices located at 15959 East Gale Avenue, City of Industry. To find out more about the HHIA and specific meeting dates, visit the HHIA website at www.hhia.net or send an e-mail to info@hhia.net. You may also write to HHIA at P.O. Box 5235, Hacienda Heights, CA 91745.

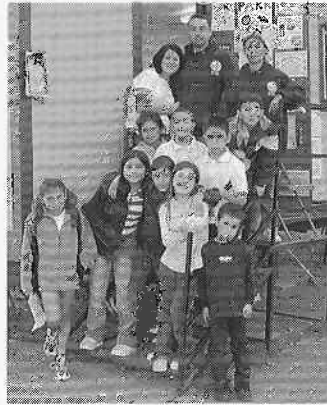
Department of Parks and Recreation

MANZANITA PARK

1747 Kwis Avenue • Hacienda Heights, CA 91745
(626) 336-6246

Park Hours 9:00 a.m. to 6:00 p.m.

Manzanita Park offers a variety of recreational programs and activities for youth/young adults and adults in addition to special events such as a Health Fair and a Mother's Day Tea Party. Listed below is a schedule of the Park's activities, programs and special events. Please call the Park at the number listed above for additional information.



Hacienda Heights Information Center

The Hacienda Heights Information Center is now open at Manzanita Park assisting residents in obtaining information for Los Angeles County services including low income housing, senior services, voter registration, low income medical care, children's services, employment opportunities, and recreational facilities. The Center is opened Tuesday through Thursday from 4:00 p.m. to 7:00 p.m., subject to seasonal schedules at the Park.

Youth Programs

Tiny Tots *Ages: 3 to 5 years*
(September - June)
Registration begins July 15, 2005
Mondays, Wednesdays, Fridays
9:00 a.m. to 11:00 a.m.
Fee: \$25.00 per week

After School Day Camp
Ages: 5 to 12 years
(September - June)
Registration begins July 15, 2005
Mondays - Fridays
2:00 p.m. to 6:00 p.m.
Fee: \$25.00 per week

Summer Day Camp
Ages: 5 to 12 years
(July - August)
(Registration in May)
Monday - Friday 7:00 a.m. to 6:00 p.m.
Fee: \$50.00 per week

Cheerleading *Ages: 6 to 12 years*
Registration is ongoing
Tuesdays 6:00 p.m. to 8:00 p.m.

**EMERGENCY
Shelter Hotline**

(800) 548-6047
(800) 339-6993

Adult Recreation Programs

**Physical Fitness
Ballroom Dancing**
Ages: 18 years and up
Mondays 6:00 p.m. to 8:00 p.m.
Fee: No charge

Folklorico Dance
Ages: 18 years and up
Thursdays 6:00 p.m. to 8:00 p.m.
Fee: No charge

Kickboxing *Ages: 18 years and up*
Tuesdays: 6:30 p.m. to 8:00 p.m.
Saturdays: 8:00 a.m. to 9:45 a.m.
Fee: To Be Determined

Yoga *Ages: 18 years and up*
Mondays and Fridays
6:30 p.m. to 8:00 p.m.
Fee: No charge

Adult Softball League
Ages: 18 years and up
Tuesdays and Thursdays
6:30 p.m. to 10:00 p.m.
Fee: \$330 per team

Line Dancing *Ages: 18 years and up*
Tuesdays 9:30 a.m. to 11:00 a.m.
Fee: No charge

Hula Dancing *Ages: 18 years and up*
Wednesdays 6:15 p.m. to 7:30 p.m.
Fee: No charge

Special Events*

Mother's Day Tea Party
May 7, 2005
12:00 p.m. to 3:00 p.m.

**Tiny Tots Festival/
Health Fair**
April 29, 2005
9:30 a.m. to 12:00 p.m.

Tiny Tots Graduation
May 24, 2005
6:30 p.m. to 9:00 p.m.

Safety Festival
September 24, 2005
Time: To Be Determined

**Thanksgiving
Community Dinner**
November 22, 2005
6:30 p.m. to 9:30 p.m.

**Here Comes Santa Winter
Wonderland**
December 15, 2005
4:00 p.m. to 7:00 p.m.

*(Dates and times subject to change)

PARK SAFETY POLICE
(800) 834-0064

STEINMETZ PARK

1545 South Stimson Avenue • Hacienda Heights, CA 91745
(626) 855-5383

Park Hours 8:00 a.m. to 6:00 p.m.

Steinmetz Park offers a variety of programs and activities for all ages. A Senior Center is also located on the park grounds and includes a kitchen, a community room, billard room, a computer lab, and an arts and crafts room. Senior activities and classes provided at the Center are free of charge to persons 55 years and older. The following is a schedule of the activities and events offered at the park.



Youth Programs/Activities

After School Program

Ages: 5 to 12 years

(September - June)

Registration begins July 15, 2005

Monday - Friday 2:00 p.m. to 6:00 p.m.

Fee: \$25.00 per week

Summer Day Camp

Ages: 5 to 12 years

(July - August)

Registration begins May 15, 2005

Monday - Friday 7:00 a.m. to 6:00 p.m.

Fee: \$50.00 per week

Tiny Tots

Ages: 3 to 5 years

(September - June)

Registration begins July 15, 2005

Monday - Friday 9:00 a.m. to 11:00 a.m.

Fee: \$25.00 per week

Tennis Program *Ages: 8 to 17 years*

Mondays 5:00 p.m. to 7:00 p.m.

Fee: \$25.00 for 8 weeks

Self Defense

Ages: 5 to 15 years

Fridays 5:00 p.m. to 8:00 p.m.

Fee: \$35.00 for 4 weeks

Youth Sports Clinics

Ages: 5 to 12 years

(Basketball & Baseball)

Tuesdays and Thursdays

6:00 p.m. to 8:00 p.m.

Fee: \$25.00 for 8 weeks

Ballet, Tap, Jazz, Hip Hop and Flamenco Dance

Ages: 3 years and up

Saturdays 10:00 a.m. to 5:00 p.m.

Fee: \$50.00 for 10 weeks

Ballet Folklorico

Ages: 3 years and up

Tuesdays 4:30 p.m. to 9:00 p.m.

Fee: \$25.00 for 4 weeks

Soccer

Ages: 5 to 12 years

Fridays 3:15 p.m. to 5:15 p.m.

Fee: To Be Determined

Pom Cheer

Ages: 5 to 15 years

Mondays 6:00 p.m. to 8:00 p.m.

Fee: \$20.00 for 4 weeks

Baton Twirling *Ages: 4 years and up*

Wednesdays 3:00 p.m. to 5:00 p.m.

Fee: \$20.00 for 4 weeks

Adult Activities

Baking and Cooking

Ages: 18 years and up

Tuesdays 6:00 p.m. to 9:00 p.m.

Fee: No charge

Bull Dog Club

Ages: 18 years and up

1st Wednesday of every month

6:30 p.m. to 9:00 p.m.

Fee: To Be Determined

Special Events*

Mother's Day Dinner

May 6, 2005

6:30 p.m. to 7:30 p.m.

Celebration of Youth

May 21, 2005

9:00 a.m. to 4:00 p.m.

4th of July Parade

July 4, 2005

8:00 a.m. to 1:00 p.m.

Day Camp Halloween Party

October 28, 2005

2:00 p.m. to 6:00 p.m.

Turkey Toss

November 19, 2005

10:00 a.m. to 12:00 p.m.

Community Tree Decorating

December 17, 2005

6:00 p.m. to 8:00 p.m.

Center Hours: 8:00 a.m. to 5:00 p.m.

*(Dates and times subject to change)

Schabarum Regional County Park

17256 East Colima Road, Rowland Heights, CA 91745

(626) 854-5560

The Department of Parks and Recreation invites you to come out and enjoy this beautiful regional facility which offers concerts in the park, nature walks, group picknicking accommodations, an Equestrian Center, an 18-station fitness trail, and group camping areas which are rented to organized groups only. Call the Park for more information.

STEINMETZ SENIOR CENTER

1545 South Stimson Avenue • Hacienda Heights, CA 91745
(626) 934-7041 **Center Hours** 8:00 a.m. to 5:00 p.m.

Senior Activities/Classes

50+ Senior Club

Wednesdays 8:30 a.m. to 2:30 p.m.

Asian Senior Club

Thursdays 8:30 a.m. to 12:00 p.m.

IBM Computer Courses

Mondays and Tuesdays
8:00 a.m. to 11:00 a.m.
Wednesdays and Thursdays
9:00 a.m. to 12:00 p.m.
Wednesdays and Thursdays
12:30 p.m. to 2:30 p.m.

Oil Painting

Mondays 8:00 a.m. to 12:00 p.m.

Tai Chi

Mondays and Fridays
8:00 a.m. to 10:00 a.m.

Karaoke

Mondays 1:00 p.m. to 4:00 p.m.

Bone & Muscle Building/Stretching

Tuesdays and Thursdays
8:00 a.m. to 9:00 a.m.

Low Impact Aerobics

Tuesdays and Thursdays
9:00 a.m. to 10:00 a.m.

English as a Second Language

Tuesdays, Wednesdays, & Thursdays
9:00 a.m. to 12:00 p.m.

Quilting

Tuesdays 8:30 a.m. to 12:30 p.m.

Chinese Brush Painting

Tuesdays 1:00 p.m. to 4:00 p.m.

Ballroom Dancing

Tuesdays 2:30 p.m. to 4:30 p.m.

Hula

Wednesdays 10:00 a.m. to 11:00 a.m.

Watercolor

Wednesdays 1:00 p.m. to 4:00 p.m.

Spanish

Thursdays 9:30 a.m. to 11:30 a.m.

Guitar

Thursdays 3:15 p.m. to 5:15 p.m.

Crochet & Knitting

Fridays 8:00 a.m. to 11:30 a.m.

Line Dancing

Fridays 1:00 p.m. to 3:30 p.m.

Bingo

Fridays 1:00 p.m. to 3:00 p.m.
(\$2.00 per card)

Cooking Class

Tuesdays, Wednesdays, Thursdays
5:30 p.m. to 8:30 p.m.

Special Events

Senior Volunteer Banquet

April 20, 2005 1:00 p.m. to 4:00 p.m.

Mother's/Father's Day Dance

May 26, 2005 1:00 p.m. to 4:00 p.m.

Casino Royale Night

June 28, 2005 5:00 p.m. to 9:00 p.m.

Halloween Dance

October 27, 2005 1:00 p.m. to 4:00 p.m.

Thanksgiving Dinner and Dance

November 24, 2005
5:00 p.m. to 9:00 p.m.

Christmas Dance

December 22, 2005
1:00 p.m. to 4:00 p.m.

PEPPERBROOK PARK

1701 S. Countrywood
Hacienda Heights, CA 91745
(626) 333-1369

Amenities: Picnic shelter, picnic tables, bicycle racks, playground, restrooms and barbeque braziers.

COUNTRYWOOD PARK

16817 E. Copper Hill Drive
Hacienda Heights, CA 91745
(626) 333-1369

Amenities: Picnic shelter, picnic tables, playground, barbeque brazier, and restroom facilities.

BURTON PARK

16490 E. Santa Bianca
Hacienda Heights, CA 91745
(626) 333-1369

Amenities: Picnic tables, playgrounds, baseball diamond with bleachers, barbeque braziers, exercise stations, and a multipurpose field.

LOS ROBLES PARK

14906 E. Los Robles
Hacienda Heights, CA 91745
(626) 333-1369

Amenities: Outdoor basketball courts, community building, picnic and barbecue areas, and children's play equipment.

Additional Senior Resources at Steinmetz Park

Senior Lunch Program

(626) 934-7041
Monday – Friday: 12:00 p.m. to 1:00 p.m.
Seniors under 60 years \$3.75
over 60 years \$2.00

Home Delivered Meals

(626) 960-3773
Meals for eligible seniors 60 and older.
(Suggested donation: \$2.00)

Employment Program: Jobs for Progress

(626) 444-6204
Training for workers 55 years and older.

Hacienda Heights Library

16010 La Monde Street • Hacienda Heights, CA 91745
(626) 968-9356
www.colapublib.org

LIBRARY HOURS

Monday through
Thursday

9:00 a.m. to 9:00 p.m.

Fridays

9:00 a.m. to 6:00 p.m.

Saturdays

9:00 a.m. to 5:00 p.m.

Sundays

1:00 p.m. to 5:00 p.m.

The Hacienda Heights Library collection includes about 134,000 books, more than 200 magazines and newspaper subscriptions, video and audio recordings, and materials in English, Chinese, Korean, Spanish and Japanese for adults and children.

The Library offers computers with Internet access, a meeting room, photocopy machines, a rental typewriter, microform reader-printers for public use, video rentals and microfilm or microfiche copies of selected newspaper and magazine articles.

The Library holds children's story times on Tuesdays at 7:00 p.m. and Fridays at 11:00 a.m. Volunteers from the local high school offer Peer 9 tutoring on Saturdays, 10:00 a.m. to 12 noon, and 2:00 p.m. to 4:00 p.m. The Hacienda La Puente Unified School District sponsors a Chinese brush painting class on Mondays from 10:30 a.m. to 2:30 p.m. Watch for our Summer Reading Program with Super Heroes, Super Readers! Contact the Hacienda Library for more information at (626) 968-9356.



Protect Yourself From Identity Theft

DEPARTMENT OF CONSUMER AFFAIRS

500 West Temple Street, Room B-96 • Los Angeles, CA 90012

1-(800) 593-8222 • www.consumer-affairs.co.la.ca.us

Your identity is stolen when someone uses your name, address, social security number, or other personal information to get credit or pretend to be you. Identity thieves can get credit cards and loans, open bank accounts, get a job, and even commit violent crimes using your name. The Department of Consumer Affairs wants to protect you from becoming a victim of identity theft and can provide assistance if you are a victim of identity theft. Here are a few tips to follow:

- Shred any financial and confidential documents such as credit card offers, bank checks and statements, and expired or cancelled credit cards before you throw them away.
- Remove your name from pre-approved credit cards mailing lists by calling 1 (888) 5-OPTOUT (888-567-8688).
- Carry only the credit and identification cards you need. Do not carry your Social Security card, birth certificate, or passport, unless you need them.
- Avoid giving personal information over the telephone, mail, or Internet to people you do not know, unless you initiated the contact. Before revealing personal information to any business or person, ask how it will be used and if it will remain confidential.
- Get a free copy of your credit report once a year from each of the three main credit-reporting agencies.
Call: Equifax:1 (800) 685-1111; Experian:1 (888) 397-3742; Trans Union:1 (800) 916-8800. You may also obtain your free credit report online at www.annualcreditreport.com, or telephone at 1 (877) 322-8228, or in writing at Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.
- Mail your payments at the post office or post office collection boxes. Do not allow your mail to pile up. If you are going on vacation, contact your local post office and request a vacation hold.
- Review your credit card statements as soon as you receive them to make sure no one else is using your accounts. If you do not receive your statement or there are charges that you did not make, contact the bank immediately.

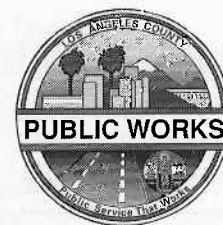
WARNING SIGNS OF IDENTITY THEFT: You are denied credit for no reason • Collection agencies contact you about charges you did not make • You get bills from companies you do not know • You do not receive your bank or credit card statements.

IF YOUR IDENTITY IS STOLEN, file a police report immediately and call the County of Los Angeles Department of Consumer Affairs for more information and help at:1 (800) 593-8222 or (213) 974-1452 or visit www.consumer-affairs.co.la.ca.us.

DEPARTMENT OF PUBLIC WORKS

Building and Safety

16005 East Central Avenue • La Puente, CA
Monday - Friday: 8:00 a.m. to 4:30 p.m.
(626) 961-9611 • www.lapdw.org



If you are planning a home improvement project such as a room addition, kitchen remodeling, or roof replacement, you should contact the La Puente Building and Safety Division of the Los Angeles County Department of Public Works (DPW). DPW will assist you with questions on any home or business project.

By law, most construction and installations require a building permit. The law is not intended to be a regulatory obstacle, but rather is in place for the safety and protection of homeowners, business owners, and their investments.

Household Hazardous and Electronic Wastes

The Department of Public Works conducts weekly Household Hazardous/Electronic Waste Collection Events which provide a safe way for residents to dispose of unwanted hazardous materials and electronic wastes for FREE. Household hazardous waste includes such items as: used motor oil, paint, turpentine, cleaners that contain acids or lye, aerosol products such as hairspray and air fresheners, household and car batteries, pesticides, and garden herbicides. Electronic waste includes such items as: VCRs, stereos, fax machines, computer keyboards, and cellular telephones. Each year during the month of July DPW sponsors a waste collection event in Hacienda Heights. Visit www.888CleanLA.com or call (888) CLEAN LA for more information.

DEPARTMENT OF REGIONAL PLANNING

Code Enforcement



The County of Los Angeles has a Zoning Ordinance that prohibits the following activities in Hacienda Heights and throughout the unincorporated areas of Los Angeles County:

- Storage of junk and salvage items.
- Storage of inoperable vehicles.
- Parking of vehicles in the front yard.
- Parking of commercial vehicles on residentially-zoned property.
- Operating an un-permitted business on residentially-zoned property.
- Using a trailer or recreational vehicle as living quarters.
- Conversion of garages to living quarters.
- Converting a single family dwelling unit to multiple dwelling units without Regional Planning's approval.
- Business signs such as banners and portable signs.
- Merchandise displayed and sold outside of an enclosed building.
- More than two yard sales per year per residence (see below).

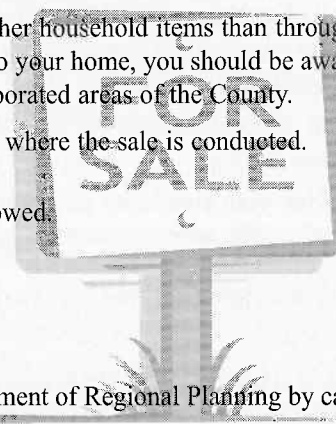
The Department of Regional Planning enforces the Zoning Ordinance and cites violations of those described above. If you feel someone in your neighborhood is using their property contrary to the Zoning Ordinance, please call the Toll-Free Help Line at (888) 924-4357.

Yard or Garage Sale Ordinance - Things You Should Know

What better way to get rid of some of your unwanted old clothing, children's toys, and other household items than through a yard or garage sale? However, before you put that sign up and invite all the bargain hunters to your home, you should be aware of the following standards for conducting a yard or garage sale or other similar event in the unincorporated areas of the County.

- Items sold are limited to the personal property of the resident or residents of the dwelling where the sale is conducted.
- No items acquired for resale will be allowed to be sold.
- One sign, on-site and no longer than four (4) square feet, advertising the sale shall be allowed.
- The sign may be double sided and facing in both directions.
- Only two personal property sales will be allowed yearly.
- Each sale is not to exceed three consecutive days.
- Each sale is allowed anytime except between the hours of 6:00 p.m. and 7:00 a.m.

Violations of these standards can be reported to the Zoning Enforcement Section of the Department of Regional Planning by calling the Help Line at (888) 924-4357.



HEALTH SERVICES - ENVIRONMENTAL HEALTH

The Department of Health Services, Environmental Health Division is responsible for protecting health and preventing disease by enforcing public health laws regarding food, water, housing, and the environment. Environmental Health conducts inspections of apartment complexes and investigates complaints of private homes related to vermin infestation, leaky plumbing, mold, lack of running water, un-maintained or unsanitary swimming pools, waste water discharge, broken windows, and damaged walls, floors, and ceilings. In addition to residential locations, Environmental Health inspects: restaurants; food markets; bakeries; laundries; hotels/motels; catering trucks; and carnivals. Call the numbers below to make an inquiry or to file a complaint:

| | |
|--|-----------------------|
| Residential housing or self-service laundries | (626) 813-3360 |
| Restaurants, food markets or bakeries | (562) 345-6800 |
| All other inquiries | (888) 700-9995 |

Visit our website at www.lapublichealth.org/eh for more information or assistance.

FOOD VENDING ON STREETS

It is illegal to sell food on public streets or sidewalks, except from approved vehicles. If you buy food from someone selling food out of a car or shopping cart, you are putting yourself at risk of food poisoning. Protect yourself and your family from food poisoning. Don't buy food sold by street vendors. To file a complaint or to request information, please call (626) 430-5500.

Department of Animal Care and Control

4275 North Elton Street • Baldwin Park, CA 91706

(626) 962-3577

<http://animalcontrol.co.la.ca.us>

The Los Angeles County Department of Animal Care and Control provides complete animal care and control service to residents of Hacienda Heights. Services include pet adoptions, animal cruelty investigations, picking up injured animals, barking dog complaints, dangerous dog investigations, patrolling for stray animals, issuing pet licenses and picking up stray/dead animals. The shelter also receives owner relinquished live or deceased pets.

Shelter Hours:

| | |
|--------------------------|-------------------------|
| Monday through Thursday: | 12:00 p.m. to 7:00 p.m. |
| Fridays and Saturdays: | 10:00 a.m. to 5:00 p.m. |
| Sundays and holidays: | Closed |

Emergency services are available 24 hours a day, 7 days a week.

Pet owners are encouraged to visit the animal shelter in person to identify lost pets. Proof of ownership is required. The shelter also has many animals available for adoption. If you are considering bringing a pet into your home, please consider a shelter pet. Low cost vaccinations and licensing clinics for dogs and cats are also available. The Department also offers extensive volunteer opportunities. For more information call (626) 962-3577 or visit our website at <http://animalcontrol.co.la.ca.us>.

Protect Yourself From Exposure to Mosquito Infections



Avoid outdoor activities at dawn and dusk during the mosquito season (May to October). This is particularly important for the elderly and small children.

Wear long pants and long sleeve shirt and apply insect repellent when outside.

Make sure that doors and windows have tight-fitting screens. Repair or replace screens that have tears or holes in them.

Drain all standing water on your property and stock permanent ponds with fish that eat mosquito larvae. You may obtain this fish from your local mosquito and vector control agency below.

Make sure roof gutters drain properly. Clean clogged gutters in the spring and fall.

If you need help with mosquito problems, please call the Greater Los Angeles County Vector Control District located at 12545 Florence Avenue, Santa Fe Springs, CA 90670, telephone (562) 944-9656 or visit www.glacvd.org.



Fire Department Programs

Explorer Program

(Ages 15-21)

Ryan Bloom, Lead Advisor

(626) 854-3488

Junior Fire Chief Contest

(323) 881-2411

Vehicle Donation Program

(800) 203-2940

County of Los Angeles Fire Department

Fire Station 91

2691 S. Turnbull Canyon Road

Hacienda Heights, CA 91745-5135

(562) 696-8850 or 911 for emergencies

www.lacofd.org



BRUSH CLEARANCE

The Fire Department will kick-off its Brush Clearance/Weed Abatement Program on May 1, 2005. Please remove all brush and weeds from your property to meet the Department's requirements. For further information, call (562) 696-8850.

FIREWORKS

The County of Los Angeles does not permit fireworks in any unincorporated area of the County, including Hacienda Heights. The Department suggests you attend one of the many professional firework shows in your area this 4th of July. Call your local fire station, or visit the Department's website at www.lacofd.org for 4th of July safety tips and have a happy and safe celebration!

SAFE HOUSE PROGRAM

The Safe House Program ensures a temporary haven for any person who encounters a threatening situation and needs a safe place to go. Station 91 is a designated Safe House.

SAFE SURRENDER PROGRAM

The County Board of Supervisors approved a plan that allows new mothers to safely surrender an unwanted newborn at any Los Angeles County fire station. If you know of someone who may be at-risk of abandoning a baby, that person may call the Safe Surrender Hotline for information, counseling and referrals at **1-877-BABY-SAFE**. The hotline is available 24 hours a day and is staffed by professionals who speak more than 160 languages. You may also visit the website at www.babysafela.org for more information.



RESCUE Youth Mentoring Program

In collaboration with the District Attorney's Office, RESCUE provides a firefighter mentor for youth, ages 12-14, who exhibit at-risk behavior but have no gang affiliation or criminal record. Referrals are done by the school districts. The one-on-one mentoring helps youth develop life skills and improves their self esteem. For additional information on RESCUE, please contact the District Attorney's Office at (213) 974-7767.

Los Angeles County Sheriff

Industry Sheriff's Station

150 North Hudson Street • Industry, CA 91744

(626) 330-3322 • 911 for emergencies

www.lasd.org



California Highway Patrol (CHP)

The CHP handles traffic related issues in Hacienda Heights such as speeding, cruising, collisions, and other traffic violations. If you have any questions related to traffic violations or accident reports, please contact the CHP Santa Fe Springs Office at (562) 868-0503.

The Industry Sheriff Station provides law enforcement services to the unincorporated area of Hacienda Heights. In addition to traditional law enforcement functions, Hacienda Heights has a Sheriff Team Leader who seeks input and feedback from community members in order to provide specialized services that meet the Hacienda Heights' community needs. The Industry Sheriff's Station also offers the following services:

Volunteers on Patrol (VOP) – Program where community members serve as additional eyes and ears of patrol personnel.

Sheriff Explorer Program – Program for teenagers interested in law enforcement and community service.

Emergency Preparedness Network – Provides timely information to the community on emergency preparedness.

Vital Intervention and Directional Alternatives (VIDA) – Program for at-risk youth ages 11 to 17 years.

Youth Community Center – Provides after school programs for children 8 years and up.

If you would like additional information about any of these programs, please call the Industry Sheriff's Station at (626) 330-3322.

Fire Department

STORM SAFETY

The recent rainy season impacted the unincorporated community of Hacienda Heights, leaving residents and business with road flooding and property damage. Local water channels were filled to capacity and emergency response personnel performed several swift water rescues. Below are some precautions that can assist residents in the event of storm related emergencies.

- STAY AWAY FROM FLOOD CONTROL CHANNELS, catch basins, canyons, and natural waterways which are susceptible to flooding during periods of heavy rain.
- Do not attempt to cross flooded areas and never enter moving water.
- If flooding traps you in your car, stay with it. If necessary, wait on top of your car for assistance.
- If you become isolated, seek the highest ground available and wait for help.
- Remember to use good common sense and avoid venturing into known problem areas.

Know how to shut off all utilities if necessary. Remember, water and electricity do not mix!



SWIFT WATER RESCUE

The County of Los Angeles Fire Department staffs specially trained swift water rescue teams located at fire stations throughout Los Angeles County during and after extreme rainy weather. Local station personnel are also trained in swift water rescues. If you see someone who has been swept into moving water, **DO NOT ENTER THE WATER AND ATTEMPT A RESCUE.**

Immediately call 9-1-1. If possible, throw them some type of floatation device.



SANDBAGS

Sandbags are available free to the public at all Los Angeles County Fire Stations. Please check with your local hardware or home improvement stores to purchase sand. If sand is not available, soil can be used in lieu of sand. Be sure to become familiar with the Sandbagging Instructions and Guidelines issued by the Fire Department. Please visit the Fire Department's website at www.lacofd.org or contact the Community Representative, Leticia Pacillas, at (909) 469-2569 for additional information.

BUYER BEWARE PROGRAM (Scanner Overcharges)

Department of Agricultural Commissioner/Weights and Measure

The Buyer Beware Program was started in February 2002, after a survey revealed an overcharge rate of sixty-six percent in a sample of retail stores throughout Los Angeles County. The goal of the program is to reduce the number of instances that consumers are overcharged at the check stand and to inform consumers, through the "Attention Consumers" notice posted at the point of sale locations, that they are entitled to the lowest advertised or posted price offered by the store.

Since implementation of the program, violation rates continue to decline due to stringent enforcement by undercover inspectors. Stores convicted of an overcharge



face various penalties depending on the conviction and are required to post a Notice of Overcharge Conviction sign for 60 days within five feet of the front door.

The Los Angeles County Agricultural Commissioner/Director of Weights and Measures encourages you to check your sales receipts for accuracy, since scanner overcharges occur quite frequently. If you are overcharged by any amount, call **1-(800) 665-2900** or visit our website at:

<http://acwm.co.la.ca.us> to register a complaint. All complaints are handled by the next business day. You can also find out from our website if your favorite retail store has had a violation in the last 3 years.

Los Angeles County Treasurer and Tax Collector

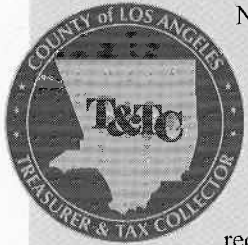
Kenneth Hahn Hall of Administration (First Floor) • 225 North Hill Street, Los Angeles, 90012.

Monday - Friday: 8:00 a.m. to 5:00 p.m.

Toll-free: (888) 807-2111 • Web site: <http://ttax.co.la.ca.us>.

ANNUAL PROPERTY TAXES

Annual tax bills are mailed each year during the first week of October. If you do not receive your bill by November 1st, contact us immediately; state law still requires that you pay your bill on time. The First Installment is due on November 1st and must be received in our office or postmarked by December 10th. The Second Installment is due February 1st and must be received in our office or postmarked by April 10th. Payments not postmarked by the postmark due date are delinquent, so please mail your payment early to ensure we receive it on time.



PAYMENT ASSISTANCE PROGRAMS

If you are a senior citizen or a disabled person, there are programs available to postpone payment of your taxes or provide payment assistance. Please call our Senior Citizen Representative at (213) 974-7222 for more information. In addition, special programs for military personnel and payment plans for delinquent taxes are also available. Please call (888) 807-2111 for more information about these plans.

BUSINESS LICENSES

Certain types of businesses activities in the unincorporated area of the County require a County Business License. Please call (213) 974-2011 to determine if you need a license to operate your business.

A NEW HOSPITAL FOR THE PEOPLE OF LOS ANGELES COUNTY

The Los Angeles County Board of Supervisors through the County Department of Health Services and the County Department of Public Works is building a new hospital at the corner of State and Marengo Streets in Los Angeles. With 600 beds, the new hospital will replace both the County General Hospital, which opened in the early 1930's, and the Women's and Children's Hospital. The new hospital will have three major diagnostic, care and treatment facilities: Outpatient Building, a Diagnostic and Treatment Building, and an Inpatient Tower.



The new facility, expected to be completed in late 2007, will accommodate surface parking and parking across the street on Marengo Avenue, accessible by a pedestrian bridge. For more information on the new hospital, please call (323) 226-6873.

Coming Soon - New Trailhead in Hacienda Heights

The County of Los Angeles has partnered with the Puente Hills Landfill Native Habitat Authority to construct a new trailhead in Hacienda Heights. The trailhead is expected to open in June or July 2005. It will be located at the end of 7th Avenue at the intersection of Orange Grove Avenue in Hacienda Heights. The trailhead will accommodate equestrians, hikers, non-motorized bikes, and physically challenged individuals from sunrise to sunset. In addition, the trailhead will have parking, interpretive signs and panels about the history, flora and fauna of the area; a restroom; an improved entrance trail; benches and native plant landscaping. The project will enhance access to the County of Los Angeles Schabarum Trail. The trailhead will be maintained by the Puente Hills Landfill Native Habitat Authority. Please call (562) 945-9003 for more information.

PUBLIC WORKS ROAD PROJECTS IN HACIENDA HEIGHTS AREA

| Project Name | Major Streets Impacted (Requiring some street closures) | Type of Work | Duration | Contact Person |
|---|--|--|----------------------------------|-------------------------------------|
| Parkway Tree Trimming, Fast Growth, Road Division 416, 2004-05 - (RMD1446012) | Various Streets. | Trimming of parkway trees. | February through May 2005 | Emil Kurlyand (626) 458-3166 |
| Ninth Avenue Drain - (FCC0000368) | Ninth Avenue, Clark Avenue, Gale Avenue, Valencia Avenue, Palm Avenue, Rolley Avenue, Los Robles Avenue, Lujon Street. | Construction of RCP and RCB storm drain, drainage structures and other appurtenant work. | September 2004 through July 2005 | Griselda Mitchell (626) 458-3155 |
| Parkway Tree Trimming, Road Division 417, 2004-05 - (RMD1446011) | Various Streets. | Trimming of parkway trees. | February through April 2005 | Chandra McCloud (626) 458-4967 |
| Parkway Tree Trimming, Fast Growth, Road Division 417, 2004-05 (RMD1446013) | Various Streets | Trimming and removal of parkway trees. | June through September 2005 | Eddie Lyons (626) 458-4966 |

At-A-Glance Telephone Directory

| | |
|---------------------------------------|----------------|
| Air Quality Concerns | (800) 288-7664 |
| Agricultural Commissioner | (800) 665-2900 |
| Animal Care and Control | (626) 962-3577 |
| Child Abuse Hotline (24-Hours) | (800) 540-4000 |
| Child/Spousal Support Services | (323) 890-9800 |
| Child Care Hotline/CalWorks | (877) CHILD-99 |
| Consumer Affairs | (800) 593-8222 |
| County Sanitation District | |
| Reporting odor/dust 24-hour Hotline | (562) 692-5628 |
| Community Ombudsman | (626) 333-6535 |
| Domestic Violence Hotline | (800) 978-3600 |
| Environmental Health | |
| 24 Hour Hotline | (888) 700-9995 |
| Food Vending Complaints | (626) 430-5500 |
| Recreational Health (Pools) | (626) 430-5360 |
| Rodent Control Program | (626) 430-5450 |
| Retail Food Inspections | (562) 345-6800 |
| Fire Department - Station 91 | (562) 696-8850 |
| Garbage and Hazardous Waste | |
| Waste Management, Inc. | (800) 266-7551 |
| Hazardous Waste/Spills | (800) 303-0003 |
| Hazardous Waste Roundups | (888) 253-2652 |
| Health Centers | |
| El Monte Health Center | (626) 579-8463 |
| La Puente Health Center | (626) 855-5300 |
| LA/USC Medical Center | (323) 226-2622 |
| Pomona Public Health Center | (909) 868-0235 |
| Pomona Valley Hospital | (909) 865-9500 |
| Housing Authority | (562) 347-4663 |
| Rehabilitation Grants/Loans | (323) 890-7239 |
| Juror Services | (213) 974-5811 |
| Library - Hacienda Heights | (626) 968-9356 |
| Property Tax Information | (888) 807-2111 |
| Assessor's Office | (626) 258-6001 |
| Public Social Services | (562) 908-8400 |
| Public Works | |
| Building and Safety | (626) 961-9611 |
| Street & Tree Maintenance | (626) 337-1277 |
| Sewer Maintenance | (800) 675-4357 |
| Sidewalks, Curbs & Gutters | (626) 338-9515 |
| Street Lighting Repairs | (626) 300-4771 |
| Traffic and Lighting | (800) 675-4357 |

| | |
|--|----------------|
| Regional Planning | (213) 974-6411 |
| Zoning Enforcement Section | (213) 974-6453 |
| Code Enforcement Help Line | (888) 924-HELP |
| Recorder/County Clerk | |
| Birth/death/marriage records | (562) 462-2137 |
| Real estate recording/notary oaths | (562) 462-2137 |
| Registrar of Voters | (800) 462-2133 |
| Senior Citizen Services | |
| Elder Abuse Hotline | (877) 477-3646 |
| Adult Protective Services | (213) 351-5401 |
| Senior Employment Training | (213) 738-2631 |
| San Gabriel Service Center | (626) 575-5431 |
| Sheriff- Industry Station | (626) 330-3322 |
| Shopping Cart Retrieval Service | (800) 252-4613 |
| Traffic Enforcement/Investigation (CHP) | (562) 868-0503 |
| Transportation | |
| Access RideInfo | (800) 827-0829 |
| Dial-A-Ride | (800) 349-0439 |
| Metrolink Customer Service | (800) 371-LINK |
| Commuter Action Network | (800) 266-6883 |
| Weed Abatement | (626) 575-5484 |

HACIENDA LA PUENTE UNIFIED SCHOOL DISTRICT

15959 E. Gale Avenue
City of Industry, CA 91716
(626) 933-1000

www.hlpusd.k12.ca.us



Need County Services or Need to Report a Problem?

Call the County's Toll-Free

HELP LINE

1-888-924-HELP

1-888-924-4357



Monday through Friday • 7:00 a.m. to 7:00 p.m.

HELP LINE will connect you directly to the County department that best meets your service needs.

HELP LINE will provide you with the telephone numbers and addresses of the County departments that provide services to your area.

KEEP IN TOUCH

Call the County's Public Information Office at (213) 974-1311

Visit the County of Los Angeles Website at www.lacounty.info.

Write to the Chief Administrative Office
Office of Unincorporated Area Services and Special Projects
723 Kenneth Hahn Hall of Administration
500 West Temple Street • Los Angeles, CA 90012
e-mail Address: uas_sp@cao.co.la.ca.us

Hacienda Heights COMMUNITY MAP

1. LOS ROBLES PARK

14906 E. Los Robles
Hacienda Heights, CA 91745

2. MANZANITA PARK

1747 S. Kwis Avenue
Hacienda Heights, CA 91745

3. STEINMETZ PARK

1545 S. Stimson Avenue
Hacienda Heights, CA 91745

4. BURTON PARK

16490 E. Santa Bianca
Hacienda Heights, CA 91745

5. PEPPERBROOK PARK

1701 S. Countrywood
Hacienda Heights, CA 91745

6. COUNTRYWOOD PARK

16817 E. Copper Hill Drive
Hacienda Heights, CA 91745

7. HACIENDA HEIGHTS LIBRARY

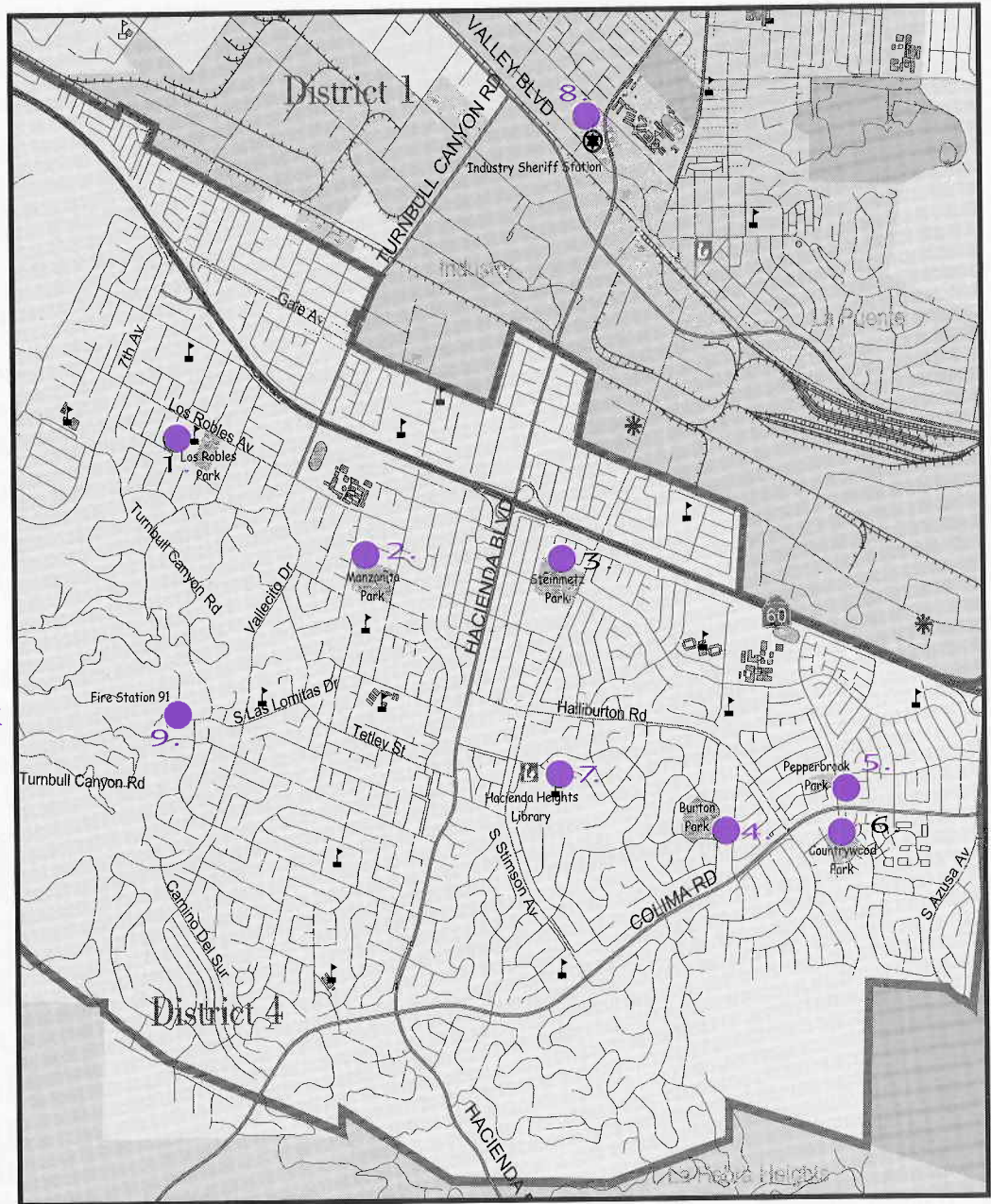
16010 La Monde Street
Hacienda Heights, CA 91745

8. INDUSTRY SHERIFF'S STATION

150 North Hudson Street
Industry, CA 91744

9. FIRE STATION 91

2691 S. Turnbull Canyon Road
Hacienda Heights, CA 91745



PRSRT. STD
US POSTAGE
PAID
PARAMOUNT, CA
PERMIT 334
ECRWSS

Postal Customer