

City of San Diego Sidewalk Repair - Concrete Maintenance Process

Public Contacts City Staff

1



Get it Done App



619-527-7500



www.sandiego.gov/get-it-done



2

Public Works Supervisor or Crew Lead evaluates site



3

City Crews mitigate damage by installing an asphalt patch or closing the sidewalk



4

Public Works Supervisor determines responsibility for the sidewalk repair



A

City

Work Scheduled and Completed

- ▶ City Crews address repairs greater than 1.5 inches thick
- ▶ (NEW) Slicing Contractor may address repairs less than 1.5 inches thick
- ▶ (NEW) Repair may be added to Capital Improvement Project contract

B

Private Property Owner

- ▶ Code Compliance Officers mail Notice of Liability (NOL) to property owner
- ▶ Property owner seeks minor public improvement permit to complete repair

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Frequently Asked Questions

How can I report a broken sidewalk?

The best way to report a broken sidewalk is to take pictures of the problem and send them to City staff using the Get It Done cell phone app or the Get It Done portal on the City's website. Those reports go directly to the staff charged with maintaining sidewalks. The photographs help City crews understand the extent of the problem and its exact location.

What happens after I file a report?

After receiving a problem report, a Public Works Supervisor or repair crew leader will visit the site to assess the amount of work necessary to address the problem.

What kind of work can I expect following my report?

City crews typically repair raised or broken sidewalk panels with asphalt ramping or patches. If the problem is extensive, the sidewalk may be completely closed. Both levels of work are designed to minimize potential hazards for those using the sidewalks.



What happens if the sidewalk needs to be replaced?

If the sidewalk requires more extensive work – something more than the asphalt ramping – the Public Works Supervisor will make a determination about who is responsible for the repairs. The responsibility for making permanent sidewalk repairs goes to adjacent private property owners. Property owners are liable for maintaining the sidewalks in front of their homes and businesses.

How will I know if I'm responsible for the repairs?

The City's Public Works Supervisor will prepare and mail a Notice of Liability informing the property owner that they must repair the sidewalk.

Why doesn't the City have responsibility for replacing sidewalks?

The City is responsible for replacing sidewalks serving public facilities and for installing and maintaining other concrete structures like curbs, gutters, storm drain inlets and other places providing general public benefits. City crews and contractors will also manage sidewalk repairs near private property when larger street repair projects are already planned for the area needing service. In addition, the City has contractors working throughout the city to install access ramps meeting the requirements of the Americans with Disabilities Act.

How can I prevent sidewalk damage and avoid replacement costs?

Some sidewalk damage is caused by tree roots growing under and lifting sidewalk panels. Keeping trees in the public right of way healthy, including regular watering, can minimize the spread of damaging roots. Keeping the City informed by using the Get It Done app or web portal is the best idea.

