



TeamWork LA

Mayor's Office of
Operations

TeamWork LA

April/May 2003

TeamWork LA Initiates "Eyes On the Neighborhood"

TeamWork LA is raising service delivery to unprecedented levels of efficiency and effectiveness. I am committed to making TeamWork LA an even more powerful tool for improving the delivery of services in our great city. That is why I recently introduced "Eyes on the Neighborhood," an integral extension of TeamWork LA - one that I believe will further integrate city departments while maximizing the use of the City's valuable employees.

"Eyes on the Neighborhood" is a voluntary program, originally suggested by frontline city employees to then-City Councilmember Laura Chick, who implemented the program as a pilot in her district. The original idea behind Eyes on the Neighborhood was simple - frontline city employees recognized that they could help improve the delivery of city services by passing along information about problems they saw while out in our neighborhoods.

By expanding the program Citywide, I am giving city employees the opportunity to improve neighborhood quality of life, while at the same time maximizing city resources to identify customer service improvements.

"Eyes On The Neighborhood" involves four basic steps:

- 1) City employees wishing to

participate will be provided with "Neighborhood Service Request" forms that can be filled out while in the field to identify problems that require attention of a city department.

- 2) At the end of their regular shifts, city employees forward completed service request forms to a department point-person (one for each service location or city yard) designated by general managers.
- 3) The designated departmental point persons will forward the completed service request through City mail to my office.
- 4) Once received, the Mayor's office will ensure that the service requests are completed in a timely and effective way.

I want to extend my thanks to City employees for their great contributions to this program.



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TeamWork LA: By the Numbers - "Departments Working Together to Make Your City Better"

The Bureau of Street Services is arresting illegal dumpers almost as fast as they can dump their garbage in our streets.

Head count of those arrested for dumping:

58

DWP is removing shoes from overhead wires so that residents no longer need to tolerate blight.

Approximate Number of Shoes Removed to Date:

800

Public Works' Operation Clean Sweep is removing gang-graffiti in our neighborhoods.

Sites Cleaned Year to Date:

30,214

Square Footage Cleaned Year to Date:

3,073,731



South Valley Opens New Marvin Braude Office

April marked a huge milestone in executing Mayor Hahn's 10-point plan for TeamWork LA. Under the plan, each of Los Angeles' seven neighborhood service areas (North Valley, South Valley, East, West, South, Central, and Harbor) is to have its own neighborhood city hall where city employees will address constituent questions, problems, and issues immediately. In effect, these centers will serve as one-stop-shops. Construction of the brand-new South Valley Neighborhood City Hall is now complete and open for business.

Personnel from the Mayor's Office, Councilmember Ruth Galanter's Office, the City Attorney's Office, Bureau

of Street Services, Building & Safety, Engineering, Planning and the Fire Department are all now housed within the new facility and available to the public. The new building includes a large functional community meeting room that will be available for community/group gatherings and Neighborhood Councils.

The new contact information for the Mayor's Office at the Braude Center is:

**6262 Sylvan Street, Rm 121
Van Nuys, CA 91401**

**Phone: 818.778.4990
Facsimile: 818.778.4995**



West Los Angeles NSC Cleans Up Homeless Encampments

For several months, Pacific Division Senior Lead Officer Heidi Llanes would issue citations for the numerous homeless encampments throughout her area, which consists of the many communities in and around Mar Vista and Venice. These citations informed recipients that they had 48 hours to clean-up their encampment, or, the City would do it for them. Since the proper City departments often lacked coordination for clean up, encampments often remained untouched for weeks and even months. Tickets issued by Officer Llanes were often completely disregarded, so homeless encampments continued to blight the area.

Under the leadership of Councilwoman Cindy Miscikowski's Office and in coordination with the Neighborhood Prosecutor, Citywide Nuisance Abatement Manager, and Officer Llanes, teams from the Bureau of Street Services were immediately dispatched so that the encampments could be promptly removed.

This effectively cut through the red-tape and bureaucracy that had hampered the process in the past.

Left - before and after shots from homeless encampments in West L.A..



North Valley NSC Addresses Cyber Café Issues

Initiated as a result of a recent outbreak of violence involving cyber cafes in the Valley, TeamWork LA recently committed itself to addressing problems associated with these businesses head-on.

Through a joint effort between the Mayor's Office, Councilmembers Zine and Misickowski's Office, the City Attorney's Office, the LAPD, and the Planning Department, the City of Los Angeles is currently investigating a surge of crime associated with cyber cafes, and considering potential restrictions and proactive meas-

ures that will ultimately improve public safety and curb violence. The LAPD has identified gambling and intense competition between youths playing video-games as two factors that sometimes lead to more serious problems including aggravated assaults and homicide.

Gambling at some cybercafes have been linked to violence.



East Los Angeles NSC Combats Problem of Overhead Shoes on Wires

East Los Angeles has been especially hard-hit by vandalism. A particularly troublesome form of vandalism common in East L.A is the throwing of tennis shoes tied together over electrical and cable poles. Many Los Angeles residents fear that these shoes indicate sites at which drugs are sold or worse yet, gang turf. Whatever the case may be, people are often frightened and intimidated by the site of shoes strewn about on overhead wires. Not only do they scare residents, but more they are a blight to the community. The City is freeing Los Angeles of this problem shoe by shoe through the network of TeamWork LA.

After this problem was identified at a cabinet

meeting months ago, General Manager of DWP David Wiggs and Chief Bamattre of the LAFD volunteered their employees and vehicles for the removal of shoes on overhead wires. Hearing about this demonstration of concern and generosity, the City of Los Angeles even received offers from SBC to remove shoes on their private phone lines whenever necessary.

Currently, hundreds of problems have been identified, not only at the cabinets, but also through the City's new 3-1-1 "One-Call to City Hall" operating system.

Above - Mayor Hahn removes shoes from overhead wires.
Right - Mayor Hahn addresses community, saying overhead shoes will no longer be tolerated.



South Los Angeles NSC Fights Illegal Dumping

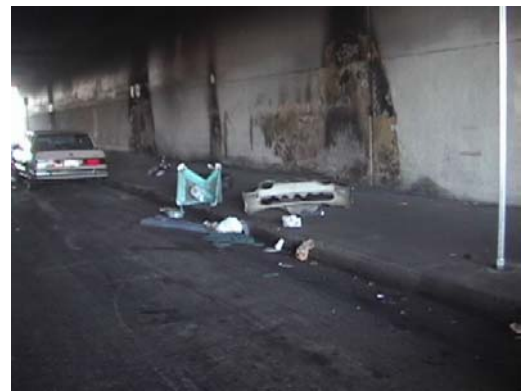
Illegal dumping has plagued South Los Angeles for years.

One of the most severe and disturbing cases of illegal dumping was at Budlong Tunnel, located at the intersection of 21st and Budlong St. Community groups nearby have complained about persistent dumping, car stripping and illicit activities for years. Compounding to the sense of urgency, school buses stop and unload children at the intersection en route to Salvin Elementary every day.

Through TeamWork LA, the problem at Budlong was identified and addressed immediately. As a result of better coordination between the Bureau of Street Services, the LAPD, Operation Clean Sweep, the City Attorney's Office, and the Mayor's Office, at least eight illegal dumpers have already been caught on-site at Budlong. At the same time, the City Attorney is assuring that justice is served and that those responsible for illegal dumping are punished to the fullest extent of the law.

To further combat

the problem, two specialized cameras have been placed in the tunnel to deter illegal dumping in the future. In addition, LAPD officers are increasing enforcement on abandoned vehicles.



Above - Illegally parked cars are removed from beneath the tunnel.
Right - Dumped items and debris before removal.

Harbor NSC Gates Dangerous Property



In the March Neighborhood Service Cabinet meeting, the Southeast Division of the LAPD requested immediate assistance in addressing problems at a property in the Harbor Gateway.

A recently burned home at the intersection of 157th St. and Bonsallo Avenue was attracting suspicious visitors and curious children from the neighborhood. Thus posing a serious safety hazard.

TeamWork LA cabinet members David Lara and David

Keim of Building and Safety's Abandoned Building Task Force quickly issued work orders to clean and gate the property on March 19, 2003, only one day after the problem was reported. Potentially dangerous household items were quickly removed and graffiti was painted over. The City is now looking to demolish the building as quickly as possible once the legal process is completed.





Central Area NSC Fights Parking and Traffic Problem

Parking space is a valuable commodity in the City of Los Angeles, the car capital of the world. With so many cars, and very limited space, a growing incidence of traffic violations and related problems is inevitable. Central L.A. has especially serious parking and traffic issues because of its high-density.

Local businesses, police patrol, emergency vehicles and pedestrians are affected by double-parking and other parking offenses that reduce visibility for other drivers,

increase traffic, and sometimes stop the flow of traffic altogether.

Business owners themselves often complain that their customers are unable to park in front of their stores because of illegally parked vehicles.

Working together through TeamWork LA, the LAPD and Department of Transportation have increased awareness and enforcement activity in areas like Central L.A.'s Toy Town in a concentrated effort to fight these problems.



Mayor's Office of Operations

- Deputy Mayor - **Doane Liu**
- Area Directors:
 - North Valley - **James Burkhardt**
 - South Valley - **Jennifer Stein**
 - West Los Angeles - **Viet Tran**
 - Central Los Angeles - **Lindsay Watson**
 - East Los Angeles - **Lupe Franco Butler**
 - South L.A. - **Will Sheffie**
 - Harbor - **Abigail Zimmerman**
- Policy Director - **Eric Shabsis**
- Policy Analyst - **Matt Modrzejewski**
- E-Government Director - **Mark Wolf**

TeamWork LA Includes Our City Councilmembers:

- Councilmember Ed Reyes
- Councilmember Wendy Greuel
- Councilmember Dennis Zine
- Councilmember Tom LaBonge
- Councilmember Jack Weiss
- Councilmember Ruth Galanter
- Councilmember Alex Padilla
- Councilmember Bernard Parks
- Councilmember Jan Perry
- Councilmember Nate Holden
- Councilmember Cindy Miscikowski
- Councilmember Hal Bernson
- Councilmember Eric Garcetti
- Councilmember Nick Pacheco
- Councilmember Janice Hahn

DWP's Windie Yancy Honored as TeamWork LA MVP



TeamWork LA's success would not be possible without dedicated and hardworking civil servants. For the month of April, Mayor Hahn acknowledged DWP's Windie Yancy as "TeamWork LA MVP."

Windie has played a vital role in cutting shoes from overhead wires,

even fielding the bulk of the phone requests for removal personally. Her commitment to remove blight from our neighborhoods is truly noteworthy. Already, her leadership has helped the city remove hundreds of shoes from these lines.

Many in the LAPD believe that overhead shoes are symbols of

gang activity or sites at which drugs can be found. With their removal, residents can walk in their neighborhoods proudly, free from fear and intimidation.

TeamWork LA and Windie Yancy allowing residents to reclaim their communities.