

**YOUR GOVERNMENT AT
A GLANCE**

**FACTS ABOUT THE CITY
OF LOS ANGELES**

**COMPILED
BY**

**FRANK T. MARTINEZ
CITY CLERK
2004 EDITION**

FOREWORD

This booklet sets out, in summary form, information concerning the various programs and activities that City Departments, Bureaus, and Offices undertake. The booklet is not intended to be a complete listing of all the functions and activities provided by the City of Los Angeles. The reader should contact the individual Departments, Bureaus, and Offices for more detailed information.

The information contained in this booklet was provided by our City Departments, Bureaus and Offices. Their cooperation and assistance made this booklet possible.

For additional information regarding City services, I invite you to visit the City of Los Angeles' website at: www.lacity.org, or telephone 3-1-1 for assistance.

FRANK T. MARTINEZ
City Clerk
City of Los Angeles

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THE CITY FLAG OF THE CITY OF LOS ANGELES

The original flag of the City of Los Angeles was designed in 1931. Ordinance 70,000 officially established the City's own flag, then known as the "Fiesta Flag" on July 22, 1931, designed for the City's 150th birthday (Sesqui-Centennial).

The 8' x 12' banner has a taffeta background of notched stripes of red, golden-yellow, and green. The red represents the vineyards, the golden-yellow depicts the orange groves, and the green symbolizes the olive trees. The colors of the flag are also found in the flags of Spain and Mexico, whose past was very important in the early history of Los Angeles. The replica of the City Seal is shown in the center of the flag.

The flag was designed by Roy E. Silent and E.S. Jones of Los Angeles. Raising of the flag occurred in April 1937, eighty-seven years after incorporation of the City. The flag was presented to Mayor Frank E. Shaw by Isadore B. Dockweiler, President of the La Fiesta Association.

THE CITY SEALS OF THE CITY OF LOS ANGELES

LOS ANGELES CITY SEAL 1854-1905

The Minutes of the Common Council, written in Spanish, read "The City shall provide itself with a seal to be attached to public documents." The seal was to show a cluster of grapes and leaves surrounded by the words "Corporation of the City of Los Angeles."

By 1905, a seal representing more than the industry of grapes was needed. On March 27, 1905, Ordinance 10,834 authorized the present City Seal.

LOS ANGELES CITY SEAL 1905 TO THE PRESENT

Ordinance 10,834 describes the City Seal being used today. It explains that the lion and the castle are from the Arms of Spain and represent Los Angeles under Spanish rule from 1542-1821. The eagle holding the serpent is from the Arms of Mexico and represents Los Angeles under Mexican rule from 1822-1846. The Bear Flag illustrates the California Republic of 1846. The stars and stripes indicate Los Angeles as an American city. The olives, grapes, and oranges are reminders that Los Angeles is a garden community. The Rosary around the Seal represents the part played by the Mission Padres in the early years of Los Angeles.

LOS ANGELES AT A GLANCE

FOUNDED
September 4, 1781

INCORPORATED
April 4, 1850

POPULATION

2000 U.S. Census.....	3,684,820
1994 U.S. Census.....	3,451,900
1990 U.S. Census.....	3,485,398
1980 U.S. Census.....	2,966,763
1970 U.S. Census.....	2,811,801
1960 U.S. Census.....	2,479,015
1950 U.S. Census.....	1,970,358
1940 U.S. Census.....	1,504,277
1930 U.S. Census.....	1,238,048

AREA

Total area.....	472.08 square miles
Extreme distance north and south.....	44 miles
Extreme east and west.....	29 miles
Length of City Boundary.....	342 miles

TOPOGRAPHY

Elevation range	from sea level to 5,080 feet (Elsie Peak)
Average elevation	275 feet

TEMPERATURE

Mean over 40-year period (1960-2000).....	64.4°F
Highest - June 26, 1990.....	112.0°F
Lowest - January 4, 1949.....	27.9°F

RAINFALL

30 year annual mean (1960-1990).....	14.77 inches
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FORM OF GOVERNMENT

The City of Los Angeles is a Mayor-Council-Commission form of government, as originally adopted by voters of the City of Los Angeles, effective July 1, 1925 and reaffirmed by a new Charter effective July 1, 2000. A Mayor, City Controller, and City Attorney are elected by City residents every four years. Fifteen City Council members representing fifteen districts are elected by the people for four-year terms, for a maximum of two terms. Members of Commissions are generally appointed by the Mayor, subject to the approval of the City Council. General Managers of the various City departments are also appointed by the Mayor, subject to confirmation by the City Council. Most employees of the City are subject to the civil service provisions of the City Charter.

The new City Charter, effective July 2000, provided for the creation of a Citywide System of Neighborhood Councils. The goal of the Neighborhood Councils is to promote public participation in City governance and decision-making process to create a government more responsive to local needs.

CITY HALL

200 North Spring Street, Los Angeles 90012, (213) 485-2121

- The historic Los Angeles City Hall and grounds occupy one square block in the Civic Center.
- Building was dedicated April 26, 1928.
- Financed by bond issue.
- Total cost of building, real estate and furnishings -- \$9,726,837.48.
- Height of building above Main Street is 454 feet.
- Gross floor area, including garages, is 912,292 square feet, approximately 21 acres.
- Spring 1998 building closed for seismic rehabilitation and restoration; total cost \$299 million.
- Building rededicated April 26, 2002.

CITY HALL SOUTH

111 East First Street, Los Angeles 90012

- Building was dedicated in October, 1954.
- Building has ten floors plus basement.
- Gross floor area - 138,334 square feet, plus 55,640 square feet of landscaped grounds.

CITY HALL EAST

200 North Main Street, Los Angeles 90012

- Height - 280 feet above Main Street, 18 stories plus helipad, and four levels below Main Street.
- Gross floor area above Main Street - 549,000 square feet.
- Gross floor area at Mall level - 85,800 square feet.
- Gross area for three parking levels between City Hall South and City Hall East - 268,500 square feet.

EAST MALL AND UNDERGROUND PARKING

- Gross Parking Area: 1,051,800 square feet.
- Gross Mall Area: 272,900 square feet.

FOUNDING AND INCORPORATION

The first settlers of the City of Los Angeles consisted of 14 families numbering 44 individuals. The ceremonies founding the City took place on September 4, 1781. At that time, Colonel Felipe De Neve, who was then Governor of the Spanish Province of Alta California, officially used the name "El Pueblo de la Reina de Los Angeles" or "The Town of the Queen of the Angels."

The City of Los Angeles was incorporated on April 4, 1850. At that time, it had a population of 1,610 (U.S. Census) and an area of 28 square miles. It did not have a graded street, a sidewalk, a water system, lights, nor a single public building of its own. Residents on Saturday morning swept or cleaned the street in front of their houses. Street lighting was simple, as owners of houses, which faced streets, were obligated to place a light at the door in front of their houses during the first two hours of darkness each night.

LOS ANGELES TODAY

Today, Los Angeles has a population of nearing four million people, an area of 465 square miles, 7,366 miles of streets, water and power brought from mountains hundreds of miles away, and thousands of publicly-owned structures of various types. The friendly lanterns that once hung at the door have been replaced with electrolier lights and utilitarian lights. Adobe houses have been replaced with modern buildings and residences, volunteer police and fire departments have been succeeded by highly trained, properly equipped, and well organized municipal forces, and mud flats have been dredged to become one of the world's busiest harbors at Wilmington and San Pedro.

CITIZENS' INTERESTS

Your City government touches your life at more points more frequently than any other governmental agency, be it federal, state, or county. City government furnishes water, supplies electricity, provides ambulance, police, sanitation, and fire services, maintains streets, maintains parks and provides other essential services to citizens.

In a very real sense, the City government is a huge corporation with nearly four million stockholders -- the second largest city in the United States. This City, in which you are a stockholder, is engaged in business exceeding several billion dollars a year.

MUNICIPAL ORGANIZATION

The basic law of the government of the City of Los Angeles is found in the City Charter, first adopted by a vote of the people in 1924, effective July 1, 1925, and subsequently amended from time to time. In 1999, the voters approved a new City Charter that addresses government in this new century. The Charter provides for a mayor-council type of municipal system, the Mayor being the executive branch and the Council the legislative. The governmental machinery consists of approximately 42 departments and bureaus which are headed by General Managers or advisory or controlling Boards or Commissions appointed by the Mayor subject to confirmation of the Council. The Board of Public Works is the only full-time board.

CITY LEADERS

THE MAYOR

The Mayor serves as the elected head of City government, is elected at-large and serves a four-year term. The Mayor, more than any other City official, is held responsible for the conduct of City affairs. As the executive officer of the City, the Mayor submits proposals and recommendations to the Council, approves or vetoes ordinances passed by the Council, and is active in the enforcement of the City's ordinances. The Mayor recommends and submits the annual budget and passes upon subsequent appropriations and transfers; appoints, and may remove, certain City officials and commissioners; secures cooperation among the departments of the City; receives and examines complaints made against officers and employees; and coordinates visits of foreign and domestic dignitaries with public and private organizations. The Mayor is also the Director of the Emergency Operations Organization.

THE CITY COUNCIL

The Council is the governing body of the City, except as otherwise provided in the Charter, and enacts ordinances subject to the approval or veto of the Mayor. It orders elections, levies taxes, authorizes public improvements, approves contracts, and adopts traffic regulations. The Council adopts or modifies the budget proposed by the Mayor and provides the necessary funds, equipment, and supplies for the budgetary departments. The Council confirms or rejects appointments proposed by the Mayor and prescribes duties of boards and officers not defined by Charter.

The first City Council, of seven members, held its initial meeting on July 3, 1850. With the rapid growth of the City have come many problems affecting lives and welfare of its residents, such as traffic control, sewage and garbage disposal, recycling, environmental quality, fire and police protection, flood control, public utility regulation, and many other functions. Responsibility for the proper solution of these problems rests with the City Council, which now consists of fifteen members elected by districts. The Council meets at ten o'clock in the morning in the John Ferraro Council Chamber of the City Hall three days each week, Tuesday, Wednesday, and Friday. Meetings are open to the public.

Council Members shoulder a responsibility far heavier than most citizens suspect. The average citizen's first thought when a problem arises is to write, telephone, or visit the Council Member. The Council Member knows the district and its constituents with more intimate understanding than a more distantly elected representative, and a citizen can know the Council Member by visiting City Hall, and by attending public meetings.

The Council is provided technical assistance by the Chief Legislative Analyst's Office. Personnel from this office are assigned to work with the various Council Committees and the Council as a whole to gather information which the Council may require for passage of City legislation.

[Click here to view City of Los Angeles' Organization Chart prepared by the City Administrative Officer](#)

COUNCIL COMMITTEES

As required by the City Charter and established by Resolution, the Council is organized into fifteen committees to facilitate adequate consideration of matters subject to its attention. All members are appointed by the President of the City Council. Each Councilmember is the Chair of one committee and a member of two others. Special ad hoc committees may be established and function in accordance with the authority creating them.

Committees meet at a set time, or upon call of the Chair. Through reports and hearings, Committees obtain information on matters under consideration and make recommendations to the Council in the form of signed written reports which are summarized on an Agenda by the City Clerk for the information of individual Council Members, City departments, and the public.

DEPARTMENTS AT A GLANCE

DEPARTMENT OF AGING

The City of Los Angeles is designated as an Area Agency on Aging. The Department of Aging, a leading advocate of the interests and welfare of senior citizens, fulfills this obligation by administering programs which provide services to the senior citizens in the City of Los Angeles. The functions of the Department include planning, contract development, and fiscal and programmatic monitoring of senior programs. The Department's programs are carried out in compliance with the federal Older Americans Act and the Older Californians Act, as amended.

The Department provides services directly and through contracts with community based agencies which serve as focal points for delivery of services throughout the City.

Services provided include, but not limited to:

- Congregate and Home Delivered Meals
- Social Supportive Services
- Transportation Services
- Case Management
- Legal Services
- Senior Community Services Employment Program - Title V*
- Ombudsman Services
- Adult Day Support Services
- Older Adult Parenting Services (Kinship Care)
- Caregiver Support, Guidance and Training
- Older American Month Activities*
- Emergency Alert Response System*
- Multi-lingual Information and Referral*
- Carrier Alert Program*
- Elder Abuse Prevention
- Health Screening and Disease Prevention
- Older Adult Services and Information System (OASIS)

*Services provided by the Department directly.

For more information on programs administered by the Department, please call (800) 510-2020.

LOS ANGELES WORLD AIRPORTS

The Los Angeles World Airports, under its Board of Commissioners, is responsible for the management, supervision, and control of all airports and airport facilities under the jurisdiction of the City of Los Angeles.

These airports are:

The Los Angeles International Airport (LAX);
The Ontario International Airport (ONT);
The Van Nuys Airport (VNY); and
The Palmdale Regional Airport (PMD)

These airports are among the busiest in the world.

ANIMAL SERVICES DEPARTMENT

The Department of Animal Services provides services that enable people and animals to live together in safety in the City of Los Angeles. The Department houses and cares for lost and abandoned animals in its six shelters located throughout the City, enforces animal-related laws, and acts to prevent cruelty to animals. The Department issues dog and equine licenses, collects license fees, and participates in the State rabies control program. The Department also issues cat identification tags and collects tag fees. The Department enforces the Leash Law; inspects medical research laboratories; and accepts unwanted animals.

Main Office
419 South Spring Street
Los Angeles, CA 90013

District Offices:
8:00 a.m. to 5:00 p.m. Tuesday-Saturday; 12:00 p.m. to 4:00 p.m. Sundays
(for adoptions)
(24-hour emergency service available)

North Central Animal Care and Control Center
(East of Hollywood Freeway and South of Ventura Freeway)
3201 Lacy Street, Los Angeles, CA 90031

South Central Animal Care and Control Center
3612 Eleventh Avenue, Los Angeles, CA 90018

Harbor Animal Care and Control Center
735 Battery Street, San Pedro, CA 90731

West Los Angeles Animal Care and Control Center
(North of Santa Monica Freeway and West of San Diego Freeway)
11950 Missouri Avenue, Los Angeles, CA 90025

East Valley Animal Care and Control Center
(North of Ventura Freeway and West of Hollywood Freeway)
13131 Sherman Way, North Hollywood, CA 91605

West Valley Animal Care and Control Center
20655 Plummer Street, Chatsworth, CA 91311

To contact any facility, call (888) 452-7831.

Finding a Lost Pet - If a pet is found with traceable identification, the Department will notify the owner. If a pet is lost without identification, the owner should visit the nearest shelter. Animals found without identification are held for five business days before they become available for adoption. Pet owners may have their animals microchipped at any shelter for \$25.

Adopting a Pet - A variety of animals, from purebred to mixed breeds, are available for adoption at shelters. Stray animals are kept five business days before they can be adopted. If a person is interested in adopting an animal during the waiting period, a Red Alert tag will be placed on the animal. After the waiting period, the person may return and adopt the animal. Adoptions costs, including microchipping, range from \$50 to \$90. To help reduce pet overpopulation, all animals are sterilized before adoption.

Turning in a Pet - A pet that is sick, injured, aged, or has a behavior problem can be turned in by its owner to a shelter 24 hours a day; however the owner is encouraged to investigate alternative placement. The owner may reclaim the pet on the first business day, after which the animal will be available for a minimum of two business days for adoption.

Licenses - Dog and equine licenses are available at shelters and participating veterinarians. The annual fee for dogs (4 months or older) is \$100 if unsterilized or \$10 if sterilized. Equine licenses (for animals one year or older) are \$14. Cats do not require a license. Free licenses for sterilized dogs are available to Seniors (62 or older) who meet financial requirements, and to disabled persons who own a guide dog or service dog.

Permits - The Department issues permits that are required for many business and activities, including pet shops, grooming parlors, kennels, stables, and other. Permits also are issued for pigeons, as well as wild and exotic animals. For more information, call (323) 276-5024.

Vaccinations - Low-cost vaccination clinics are offered year-round at locations throughout the City. Clinics provide inoculations against rabies and other dog and cat diseases. For 24-hour information, call (888) 452-7381.

Spay-Neuter - This surgery sterilizes dogs and cats. Spaying and neutering promotes a longer, healthier life for pets and helps control animal overpopulation. The Department and many humane organizations provide subsidies and referrals for sterilization. For more information, call (800) Spay4LA.

Dangerous Animal Problem - An animal may be considered dangerous if it has attacked a person or another animal. Report it to the nearest shelter, and the Department will respond.

Animal Cruelty - If you observe or suspect the mistreatment of an animal, contact your local shelter, and personnel will investigate.

Sick, Injured or Stray Animals - Bring the animal to the nearest shelter, or contact the shelter and field personnel will respond. Veterinary medical staff will examine the animal, provide treatment if appropriate, and make the animal available for adoption if it is not claimed by its owner. If it is critically ill or injured, or does not respond to treatment, an animal will be humanely euthanized.

Dead Animal Pickup - For removal, call the City's Bureau of Sanitation at (800) 773-2489.

BUILDING AND SAFETY DEPARTMENT

Goals and Responsibilities:

The mission of the Department of Building and Safety is to protect the lives and safety of the residents and visitors of Los Angeles, preserve the City's quality of life, and contribute to the City's economic development. This is accomplished through the implementation of the Zoning, Building, Plumbing, Mechanical, and Electrical Codes, as well as Engineering, Energy, and Disabled Access Regulations, and local and State laws for construction and maintenance of commercial, industrial, and residential buildings.

The Department inspects all types of structures for work under permit relating to new construction, alteration, repair, demolition, removal or relocation. Inspections are conducted, upon request or complaint, for existing single family residential and commercial structures (except apartment buildings) to determine compliance with City Codes. Code enforcement activities carried out by this Department include providing for the fencing, cleaning, boarding-up and/or demolition of vacant and abandoned buildings and the annual inspection of auto repair garages and storage yards. The Department also conducts inspection of boilers and elevators and tests and reviews electrical and mechanical appliances and equipment for sale in the City. Many public safety-related ordinances are administered by the Department including the City's Earthquake Hazards Reduction, Security Bars and Grills, Fire Safety Standards For High-Rise Retrofit, Seismic Gas Shut Off Valve, and Swimming Pool Fencing Ordinances. In addition upon request, the Department also completes reports of residential building records and provides information regarding pending special assessment liens to potential purchasers of residential properties prior to sale or exchange.

A Few Facts about the Department:

- Provides services to Los Angeles residents through 20 different offices located throughout the City.
- Serves over 270,000 walk-in customers annually (over 1,000 customers every working day).
- Serves over 750,000 phone customers annually (over 3,000 customers every working day).
- Issues over 110,000 permits with an estimated valuation of over \$3.2 billion annually (over 400 permits issued with a valuation of over \$12 million every working day).
- Reviews and approves plans for almost 40,000 projects annually (approximately 160 plans every working day).
- Conducts over 600,000 inspections annually (approximately 2,400 inspections every working day).
- Investigates over 42,000 code enforcement service requests annually (over 170 requests for service every working day).
- Brings back over 36,000 properties to compliance annually.
- Abated over 1,600 nuisance and abandoned buildings in the last two years.
- Issues over 13,000 trade licenses for 22 different occupations annually (over 50 licenses processed every working day).
- Provides information regarding over 95,000 addresses for our customers.

Customer Call Center: The Customer Call Center provides a single point of contact for all Department customers. Customer Call Center staff may provide the service directly or transfer the customer to the appropriate service.

Toll Free Number within Los Angeles County: (888) LA4-BUILD
Callers outside of Los Angeles County: (213) 977-6941

Department Management

- Department Head: General Manager, (213) 977-5960
- Bureau Chiefs:
- Engineering Bureau: (213) 977-6380
- Development Services Bureau: (213) 977-6479
- Inspection Bureau: (213) 977-6388
- Code Enforcement Bureau: (213) 738-5666
- Resource Management Bureau: (213) 977-6198

Construction Services Centers: All building, plumbing, mechanical, and electrical permits are processed through Building and Safety public counters in the following locations. The following phone numbers are listed for each location.

<u>Office</u>	<u>Address</u>	<u>Phone Numbers</u>
Metro	201 North Figueroa Street First Floor Los Angeles, CA 90012	(213) 482-0098
Van Nuys	6262 Van Nuys Boulevard, Room 251 Van Nuys, CA 91401	(818) 374-4320
West L.A.	1828 Sawtelle Boulevard Second Floor Los Angeles, CA 90025	(310) 575-8181
San Pedro	638 South Beacon Street, Room 276 San Pedro, CA 90731	(310) 732-4545
South L.A.	8475 South Vermont Avenue Los Angeles, CA 90044	(323) 789-2782

CITY ADMINISTRATIVE OFFICER

The City Administrative Officer (CAO) is the chief financial advisor to the Mayor and the Council and reports directly to both. The CAO conducts studies and investigations, carries out research and makes recommendations on a wide variety of City management matters for the Mayor and Council. The CAO assists the Mayor and Council in the preparation of the City budget, plans and directs the administration of the budget and directs the development of work programs and standards. The CAO represents the management of the City in negotiating all labor contracts. In addition, the CAO coordinates applications for federal and state grants and claims for disaster relief, provides support for the Quality and Productivity Commission, chairs and participates on many coordinating committees, and performs other duties required by the Mayor or the Council.

CITY ATTORNEY

The City Attorney is elected by the people of Los Angeles to represent the City and serves as legal advisor to the Mayor, City Council, and all city boards, departments, officers and entities. As the City's general counsel, the City Attorney provides advice and opinions on matters of municipal concern, examines contracts and ordinances as to form and legality, and is frequently called upon to interpret the City Charter, federal and state statutes, and other laws that govern Los Angeles.

As the City's chief prosecutor, the City Attorney prosecutes all misdemeanor criminal offenses and infractions occurring in the City of Los Angeles, including domestic violence, child abuse, driving under the

influence of alcohol or drugs, theft, and assault. The City Attorney works closely with local law enforcement agencies to prosecute crimes through the Criminal Branches of the City Attorney's Office located throughout Los Angeles. Misdemeanors, as well as cases in which a felony arrest is made but referred to the City Attorney's Office for misdemeanor filing, are reviewed, filed, and prosecuted by the Criminal Branches. The City Attorney's Office is also a resource for victims and witnesses of crimes, and provides a network of referral services as well as crisis intervention and support. Additionally, the City Attorney administers a number of citywide crime prevention initiatives focused on preserving the quality of life throughout Los Angeles' neighborhoods, including the Neighborhood Prosecutor Program and the Citywide Nuisance Abatement Program.

The City Attorney litigates all civil actions on behalf of the City and represents the City, its boards and officers in all civil trials and legal proceedings, in both state and federal court. The City Attorney advocates for the benefit of the City before the United States Congress and the State Legislature and represents the City in proceedings before the State Public Utilities Commission, the Federal Maritime Board, and other federal and state administrative bodies and committees when the City is an interested party.

Los Angeles City Attorney's Office
Civil Information: (213) 485-6370
Criminal Information: (213) 485-5474
website: <http://www.lacity.org/atty>

CITY CLERK

The City Clerk serves as the Clerk of the City Council and maintains a record of all Council proceedings; maintains the official City records and archives; maintains a record of all real estate ownership in the City for use by other departments and the public; administers all City elections; provides special presentations for the Council and the public, special administrative and personnel services to the Council and Mayor, and provides staff assistance to Council Committees. The City Clerk also provides a records management service for all City departments. All claims filed against the City must be received and recorded by the City Clerk.

Information about the following services can be obtained by calling the telephone numbers listed below:

Claims against the City.....(213) 978-1133
City Council Agendas.....(213) 978-1059
Property ownership.....(213) 977-6014
Elections.....(213) 978-0444
Website: www.lacity.org/CLK

CITY ETHICS COMMISSION

In June of 1990, the voters of Los Angeles created the City Ethics Commission through passage of Proposition H. In addition to creating the Commission, the action of the voters implemented the most comprehensive local ethics and campaign finance program in the country. The ethics law helps to

assure government decisions are made in the public interest, unattained by any consideration of private gain.

The City Ethics Commission is responsible for administering and enforcing the City's laws relating to ethics, campaign financing and lobbying. The programs administered by a full-time staff of 25 include: a campaign finance audit and disclosure program, a public matching funds program for City candidates, a lobbyist registration and disclosure program, and an ethics and financial disclosure program for City officials. To assist City employees, candidates and others in complying with the laws, the Commission provides oral and written advice, conducts training sessions, and produces manuals and informational materials.

Further, the City Charter mandates that the Commission make legislative recommendations to the Council in these policy areas and authorizes it to investigate and enforce violations of the ethics, campaign finance and lobbying laws. To this end the Commission conducts audits of City campaigns and maintains a 24-hour Whistleblower Hotline (800) 824-4825 to receive confidential complaints and reports of violations.

For more information, telephone, write or e-mail the City Ethics Commission at:

City Ethics Commission
200 North Spring Street, 24th Floor
Los Angeles, CA 90012
(213) 978-1960
FAX (213) 978-1988
TDD (213) 978-2609
website: www.ethics.lacity.org

COMMISSION ON THE STATUS OF WOMEN

The Los Angeles City Commission on the Status of Women was established by ordinance in 1975 and made a permanent City department in 1980. Its purpose is to assist in ensuring to women the opportunity for full and equal participation in the affairs of City government and promote the general welfare of women in the Los Angeles community. The Commission is authorized to: inform and advise the Mayor and City Council of the needs of women, investigate conditions which adversely affect women and recommend remedies, and maintain an active liaison with community groups. Activities include: conferences, workshops, and seminars; public hearings; special events, and exhibits; publications; information and referral services; legislative advocacy; special programs for at risk young women; and the elimination of all forms of discrimination against women. Additional information can be obtained by calling (213) 978-0300.

COMMUNITY DEVELOPMENT DEPARTMENT

The Community Development Department (CDD) was created in August 1977 to improve the quality of life in the City of Los Angeles by creating economic, social and employment opportunities for individuals, families, and neighborhoods in need. Today, the Department, with a staff of more than 600 individuals, administers approximately \$500 million in Federal and State grants. Each year, through its network of service providers, the Department provides a variety of client contacts or social services to more than 130,000 poor and disadvantaged residents. The CDD administers 25 WorkSource Centers that provide services to businesses and job seekers, and assists young people with preparing for and getting their first jobs. In addition, CDD administers programs for businesses such as: loan programs, technical assistance programs, and geographically targeted incentive programs.

COMMUNITY REDEVELOPMENT AGENCY

The Community Redevelopment Agency of the City of Los Angeles (CRA/LA) is the prime entity responsible for devising and implementing geographically based action strategies that serve to check and reverse deterioration in Los Angeles' most troubled urban neighborhoods. The Agency's mandate is comprehensive: eliminate slums and blight; revitalize older neighborhoods; build low- and moderate-income housing; encourage economic development and create new employment opportunities; and support the best in urban design, architecture and the arts. The CRA/LA administers more than 30 redevelopment projects and study areas, which encompasses more than 18,000 acres from San Pedro and Watts to Broadway/Manchester, Crenshaw, Downtown, the Eastside, Hollywood, and the San Fernando Valley. While adhering to State redevelopment law, CRA/LA's work program is guided by the Mayor and City Council and a constellation of local citizen advisory committees to ensure that redevelopment reflects a community consensus. Funds to perform redevelopment activities come from several local and federal sources. The CRA has no taxing power but gets a large share of property tax revenue or tax increment that accrues from new development in redevelopment areas.

CONTROLLER

The City Charter establishes the Controller as an elected official and gives the Controller the responsibility for serving as the auditor and chief accounting officer of the City. The Controller is required to exercise general supervision over the accounts of all officers and departments of the City, including the independent departments of Airports, Water and Power, Harbor and the Community Redevelopment Agency. The Controller prescribes the method and installation of accounting systems as approved by the Council, records and audits all receipts and disbursements; audits and approves all payments to employees, contractors or vendors before payment; and protects appropriations against overdraft or expenditure for unauthorized purposes. The Controller centrally prepares payrolls and maintains records of payroll deductions for employee participation in group insurance, medical service, and other voluntary activities.

The Controller prepares the official financial reports for the City and submits them to the State Controller, the Federal Government and Bond rating

agencies; monthly and yearly financial reports are submitted to the Mayor and Council. Also, the Controller submits to the Mayor the estimated revenue for budget purposes (other than property taxes) for the City. The Controller prepares annually the computation of the City tax rate for the City Council.

Internal auditing of all departments is done by the Controller. Audit reports are submitted to the department heads, the Mayor, the City Council and are available to the public.

The City Controller is also the Controller for the following governmental agencies:

- Community Redevelopment Agency of the City of Los Angeles
- Los Angeles Coliseum and Sports Arena
- Los Angeles Convention and Exhibition Center Authority
- Municipal Improvement Corporation of Los Angeles
- Pueblo de Los Angeles State Historical Park
- South Central Los Angeles Multiservice and Child Development Center Agency

CONVENTION CENTER DEPARTMENT

The City is responsible for the operation and maintenance of the Convention and Exhibition Center in accordance with the lease and leaseback agreements between the City of Los Angeles and the Los Angeles Convention and Exhibition Center Authority.

The Los Angeles Convention Center Department markets and rents its facilities for conventions, trade shows, public shows, private functions, meetings, banquets and other special events. After completion of a major expansion in 1993, the Center capacity increased to 860,000 square feet with nine exhibit halls, 64 meeting rooms, and 6,000 parking spaces. The Department operates the parking facilities, provides client services and maintains the entire complex.

The Convention Center is located at 1201 South Figueroa Street in downtown Los Angeles. Telephone: (213) 741-1151

CULTURAL AFFAIRS DEPARTMENT

The Department is responsible for the operation of a number of arts centers throughout the greater Los Angeles area. The centers offer classes and programs in their respective communities and provide exhibition and performance space as well. Some are located next to cultural and historic architectural monuments such as the Watts Towers and Frank Lloyd Wright's Hollyhock House. It is these monuments, and a variety of other structures which have cultural and historic significance, that the Cultural Heritage Commission (under the auspices of the Cultural Affairs Department) strives to preserve and protect.

Another adjunct to the department, the Cultural Affairs Commission, is primarily responsible for approving the design of any structure being built on or over City property.

Additional support for cultural groups and organizations and individual artists is provided through the awarding of grants managed by the Department. Also, the Department manages the City Art Collection and commissions and maintains a City-wide mural program.

Additionally, the department sponsors, co-sponsors or otherwise lends support through loaning of equipment and providing technical assistance to a variety of cultural activities, programs and events.

Overall, the Cultural Affairs Department strives to encourage, support, organize and fund those activities which contribute to the continuance and development of the cultural and artistic aspects of life in Los Angeles.

Faculty locations are as follows:

Main Office.....	(213) 473-7700
433 South Spring Street, 10th Floor	FAX (213) 473-8352
Los Angeles, CA 90013	TDD (213) 473-8339
Los Angeles Theater Center	(213) 485-2437
514 South Spring Street	FAX (213) 847-3169
Los Angeles, CA 90013	Box Office (213) 485-1681
Madrid Theater.....	(818) 347-9419
21622 Sherman Way	FAX (818) 347-9841
Canoga Park, CA 91303	Box Office (818) 347-9938
Warner Grand Theater.....	(310) 548-2493
478 West 6th Street	FAX (310) 548-2498
San Pedro, CA 90731	Show Information (310) 548-7672
Barnsdall Arts Center.....	(213) 473-8457
4800 Hollywood Blvd.	FAX (213) 473-8527
Los Angeles, CA 90027	
Bannings Landing.....	(310) 522-2015
100 Water Street	FAX (310) 522-2003
Wilmington, CA 90748	
Canoga Park Youth Arts Center.....	(818) 346-7099
7222 Remmet Avenue	FAX (818) 346-7232
Canoga Park, CA 91303	
Craft & Folk Arts Museum.....	(323) 937-4230
5814 Wilshire Boulevard	FAX (323) 937-5576
Los Angeles, CA 90036	

Croatian Cultural Center.....(310) 548-7630
643 South Pacific Avenue FAX (310) 548-7635
San Pedro, CA 90731

Junior Arts Center.....(213) 473-8457
4814 Hollywood Boulevard FAX (213) 473-8527
Los Angeles, CA 90027

Hollyhock House
(Temporarily Closed for Repairs)
4800 Hollywood Boulevard
Los Angeles, CA 90027

Municipal Art Gallery.....(213) 473-8432
4808 Hollywood Boulevard FAX (213) 473-8527
Los Angeles, CA 90027

Performing Arts Firehouse.....(310) 548-2496
438 North Mesa Street FAX (310) 548-7429
San Pedro, CA 90731

Watts Towers Arts Center.....(213) 847-4646
1727 East 107th Street FAX (323) 564-7030
Los Angeles, CA 90002

Watts Towers Conservation Office.....(213) 847-0877
1765 East 107th Street FAX (213) 847-0876
Los Angeles, CA 90002

William Grant Still Arts Center.....(323) 734-1164
2520 West View Street FAX (213) 485-1610
Los Angeles, CA 90016

Youth Arts and Education.....(323) 473-7550
433 South Spring Street, 6th Floor FAX (213) 485-1610
Los Angeles, CA 90013

DEPARTMENT ON DISABILITY

The Mayor and the City Council created the Department on Disability in 1998 to improve the quality of life for people with disabilities. The Department replaced the Office on Disability, a division of the City of Los Angeles Mayor's Office, in response to the Rehabilitation Act of 1973. The Department is supported by a nine-member advisory commission established in 1989, in recognition of the City's commitment to expand equal opportunities and to provide the full extent of municipal services to persons with disabilities. Transferred from the City's Community Development Department in 2000, the AIDS Coordinator's Office became part of the Department on Disability. As an integrated system, the AIDS Coordinator's Office devises strategies and develops policies to address the epidemic of AIDS, and implements prevention programs in the City.

The Department on Disability is committed to ensuring full access to public employment, programs, facilities and services under the Americans with Disabilities Act (ADA). The Department co-sponsors with organizations committed to providing services to individuals with disabilities through programs and events.

The Department maximizes its efforts through strategic management, partnerships, community, education, legislative advocacy, training and research for the benefit of persons with disabilities. Such services and programs provided include, but not limited to:

- Disability Access and Services
- ADA/Disability Mediation Program
- Information and Referral Service
- City Occupational Trainee Program
- Reasonable Accommodation (i.e., Sign Language Interpreters, Assistive Listening Devices and Adaptive Equipment)
- AIDS Policy and Planning
- AIDS Education and Prevention Programs
- Technical Assistance and Research Grants

The Department on Disability is located at 333 South Spring Street, Los Angeles, CA 90013. Additional information is available by contacting the main office at (213) 485-6334, (213) 485-6655 TTY, and the AIDS Coordinator's Office at (213) 485-6320; or visit the website at: www.lacity.org\dod.

EL PUEBLO DE LOS ANGELES HISTORICAL MONUMENT AUTHORITY DEPARTMENT

The El Pueblo de Los Angeles Historical Monument Authority Department was established by Ordinance in 1994. The Department manages 22 historic buildings surrounding Plaza Park, site of the founding of the City of Los Angeles in 1781.

The Monument's major attraction is Olvera Street. This Mexican marketplace and world famous tourist attraction has operated continuously since 1930. The unique shopping area contains seventy-eight food service, retail, and specialty businesses.

The Monument operates two museums and an art gallery. The Avila Adobe Museum, located in the oldest remaining building in Los Angeles, recreates life in Los Angeles in the 1840's. The Firehouse Museum, located in the City's first fire station, has been restored to show the exciting history of fire fighting in Los Angeles. A restored winery building has been converted into an art gallery which offers rotating exhibitions.

Complimentary docent-led tours are provided Tuesday through Saturday. Numerous cultural events are conducted at various times of the year.

Admission is free to all facilities, events and activities. Please call (213) 628-1274 for additional information.

EMERGENCY PREPAREDNESS DEPARTMENT

The mission of the Emergency Preparedness Department (EPD) is to provide Citywide emergency management program leadership, continuity, and direction to enable the City and its partners to respond to, recover from, and mitigate the impact of natural, manmade, or technological disasters upon its people and property. Although the Department was established in July 2000, its lineage and the City's commitment to disaster preparedness are decades old.

The Department coordinates the interdepartmental preparedness, planning, training and recovery activities of the City's Emergency Operations Organization, its divisions and all City departments. Additionally, it serves as the City's emergency preparedness liaison with other municipalities, state and federal agencies, and the private sector; and performs related education and community preparedness activities.

For more information on EPD programs and activities, you can visit its website at: www.lacity.org/epd, or call its offices at (213) 978-2222.

EMPLOYEE RELATIONS BOARD

The functions of the Employees Relations Board include determining representation units for City employees, arranging for election in such units, determining the validity of charges of unfair practices by management or employee organizations, maintaining lists of impartial third parties for use in the resolution of impasses, and arbitration of grievances, and acting upon requests for mediation or fact-finding in the resolution of impasses. The Board is authorized to conduct investigations and hold public hearings on all matters relating to the composition of representation units and unfair employee relation practices.

ENVIRONMENTAL AFFAIRS DEPARTMENT

The City of Los Angeles Environmental Affairs Department is an independent City department supported by a five-member Environmental Affairs Commission. The Department recommends environmental policies and programs to the Mayor and City Council, coordinates and secures resources for City-wide environmental initiatives, and ensures that solid waste facilities are operated in a manner that protects the public health, safety, and environment. The Department also represents the City on environmental issues. It serves as a liaison among other City departments and environmental agencies coordinating unified approaches to critical environmental issues. Additionally, the Department provides a Public Information Clearinghouse, providing information and referrals about environmental programs and services.

OFFICE OF FINANCE

The Office of Finance was created by City Charter and became operational July 1, 2000, and the core departmental services are Revenue Collection and Analysis. The City collects nearly \$2.0 billion in revenue annually from various sources including taxes, licenses, fees and permits which pay for numerous essential municipal services to City residents. The collection of these revenues, and outstanding delinquencies and claims, is the primary responsibility of the Office of Finance. The Office's ongoing work with revenue producing departments in the implementation of standardized billing and collection guidelines is essential to improving the collection of outstanding receivables.

Employees in the Office of Finance include specialized classifications of Tax Compliance Officer, Tax Auditor, and Collection Investigator; and support staff handle public service requests at 7 locations throughout the City and over the telephone, and process the timely billing and receipt of revenue into the City's coffers. The Office of Finance website provides a Service Directory and E-mail options, and information and forms related to the Department's programs. The website can be accessed through the City's homepage (lacity.org) or directly at www.lacity.org/finance/.

FIRE DEPARTMENT

This Department provides Class-1 fire protection and rescue services for nearly four million Los Angeles citizens. Through contractual agreement, this service is also provided to the City of San Fernando. To insure this high level of professional service, the Department is divided into five main bureaus which perform separate vital functions.

The Bureau of Emergency Services, the Department's largest, has approximately 2,700 uniformed members. These firefighters perform the traditional fire-fighting duties of controlling and extinguishing injurious and dangerous fires. They also provide vital emergency medical services (EMS) which further extends the Department's commitment to provide greater lifesaving aid for victims of trauma or sudden illness. This Bureau also conducts fire prevention and pre-fire planning inspections.

The Bureau of Fire Prevention and Public Safety also protects lives and property. To this end, this Bureau is comprised of fire inspectors and fire prevention engineers who have the responsibility under State law and City ordinances for approval and inspection of all major buildings and manufacturing processes in order to diminish the threat of fire and life hazards. This Bureau is responsible for a variety of occupations which include schools and churches, institutions, public assemblages, and industrial/commercial. The Fire Department's Arson Section is also a part of this Bureau and handles investigations of major, as well as suspicious fires.

The Bureau of Support Services provides for the general functions of management information systems, communications, dispatching emergency resources, and the logistical needs of supplies and apparatus/equipment engineering and maintenance. These services support the overall mission of the Fire Department.

A major division in this Bureau is the Operations Control Division (OCD). This Division is extensively involved in communications and dispatching Fire Department personnel and equipment to emergencies. The OCD also coordinates the status of fire companies and ambulances in the field.

The Bureau of Human Resources consolidates all human resources functions of the Department into one Bureau. These functions include In-Service and Recruitment Training, EMS Quality Improvement, Medical Liaison, Stress Management, Medical Advisor, and Department Safety Officer.

The fifth major bureau is the Bureau of Administrative Services. This bureau contains the Accounting Services Section, Management Services Section, Map and Drafting Unit, Personnel Services Section, Manuals and Orders Section, and the EMS Billing Unit.

FIRE AND POLICE PENSIONS DEPARTMENT

This Department administers the Fire and Police Pension System for all uniformed fire, paramedic and police employees. The Department is responsible for the investment of pension funds in stocks, bonds, real estate and money market instruments.

GENERAL SERVICES DEPARTMENT

The Department of General Services was established to provide centralized support services to City departments, elected officials, and non-City organizations, as directed by the Mayor and City Council. The Department's responsibilities include: purchasing (the General Manager acts as the City's Purchasing Agent); materials management and warehousing; mail and messenger services; maintenance and repair of the City's vehicle and helicopter fleet; testing of soils, asphalt, and building construction materials; printing and duplication services; construction and maintenance of City-owned buildings; property leasing and management (including the Los Angeles Mall); custodial, security, and parking services for City facilities; and coordination of and logistical support for special events such as the El Grito and Watts Towers festivals, visits by foreign dignitaries, the Mayor's inauguration, and fund raisers for charitable organizations.

HARBOR DEPARTMENT

The Port of Los Angeles is overseen by the Board of Harbor Commissioners, appointed by the Mayor to guide the 700 Harbor Department employees that work for the Port of Los Angeles. This policy of citizen control has helped shape the destiny of the Harbor Department, one of the busiest ports in the United States. When it became designated by the State as the Port of Los Angeles in 1907, the area was little more than mud flats. It has since grown into one of the most significant factors in Southern California's economy.

The Port consists of over 7,500 acres of land and water with more than 28 miles of waterfront and is one of the largest man-made harbors in the world. The City of Los Angeles operates the facility through the California Tidelands Trust Act.

The Port generates its own funds and does not use any tax dollars from the City's general fund. The Tidelands Trust Act states that all the money generated by the Port must be used to further commerce, navigation and fisheries. A major portion of the revenue generated goes toward the continual process of building and renovating the wharves, warehouses and other structures on the waterfront. The Port also funds a massive environmental program.

The Port of Los Angeles is responsible for over a quarter-of-a-million jobs in the Southern California region. The commerce on the waterfront in San Pedro Bay keeps the Southern California economy strong and diverse. Virtually every product on every shelf in every store in the Los Angeles basin passes through the Port. As the population of Southern California continues to grow, the Port is committed to building sufficient facilities to handle the increased demand that will be placed upon it by the general population for more consumer goods.

The Port of Los Angeles has one of the most diversified arrays of facilities in the world. Any type of cargo can be efficiently moved through the Port, including passengers. The World Cruise Center is the busiest and most modern facility on the United States' West Coast moving nearly a million passengers each year to destinations in Alaska, Mexico, and around the world.

Containerization is how more and more of the world's cargo is moved and the Port of Los Angeles is one of the leading containerports in the United States. Inside these container boxes are all types of consumer goods including toys, tools, shoes, automobile parts, clothing, televisions, computers, and other consumer goods. Refrigerated containers transport fresh fruits, vegetables and meats. Nearly 2.5 million containers are moved each year along with millions of tons of crude oil, coal, jet fuel, gasoline, and other bulk commodities. Imported and exported goods coming from and destined for every corner of the globe cross the docks every year at the Port of Los Angeles.

Recreational destinations at Los Angeles Harbor include Ports O' Call Village, offering a variety of activities including harbor cruises, sportfishing, fine dining, interesting shops and more. In addition, the nearby Cabrillo Beach is one of the only beaches located within a working port complex in the United States and is also a favorite spot for Southern Californians.

HOUSING AUTHORITY

Founded in 1938, the Housing Authority of the City of Los Angeles (HACLA) is one of the nation's largest public housing authorities, and is the largest provider of affordable housing and rent assistance to low and very low-income households in the City of Los Angeles. Through a variety of programs, the HACLA owns and operates 9160 housing units in its Housing Services Division, and administers 50,000 Rent Assistance Vouchers in its

Section 8 Division. The HACLA also provides extensive economic development, employment, education and social programs via its Resident Relations Division as part of a commitment to foster healthy communities and promote economic self-sufficiency.

The Housing Services Division operates a variety of housing throughout the City and all sites are fully occupied, but have a normal monthly turnover making units available to applicants on the waiting list. Applicants must be determined eligible and pass a criminal history screening. Residents generally pay 30% of adjusted income, and can participate at the Conventional Application Center at (213) 252-5316, in HACLA offices, and via the Internet at the Housing Authority's website: www.hacla.org. The website provides the locations of housing and provides information regarding the Housing Authority's programs and activities, including extensive information for owners and participants in the Section 8 program.

The Section 8 Division provides rent subsidies via housing voucher payments to enable low and very low-income households to rent from private owners. Applicants may rent a dwelling that meets the Section 8 Housing Quality Standards. Participants pay between 30 and 40 percent of adjusted income as rent to the owner, and the Housing Authority pays the owner a Voucher Payment. There is no emergency housing provided in the Section 8 program and the waiting list is very long. Those interested in Section 8 assistance may register for the waitlist for a Section 8 Voucher at the website or by calling (213) 252-6199. Owners interested in listing their property in the Section 8 Property Listing may do so at the website or by calling (213) 252-4227.

In addition to being a designated City "One-Stop" Employment Services provider and a member of the City's Workforce Investment Board (WIB), the HACLA promotes educational achievement, employment, and increased self-sufficiency in all its Resident Relations Division programs. Resident Relations has a wide range of programs in both age specific and intergenerational formats from youth Spelling Bees, Homework Assistance, Vocabulary Basketball, and other sports, to a wide network of Computer Learning Centers, to job training, parenting, leadership, and business development programs. With a motto of "Partners for Success," the HACLA works positively with residents, elected resident leaders, and with private and public agencies to insure that residents have access to a diverse network of services needed to foster health and success.

HOUSING DEPARTMENT

The Los Angeles Housing Department (LAHD) was created in August 1990 to address the City's housing crisis. The Department's mission is to advocate safe and livable neighborhoods through the promotion, development, and preservation of decent, safe, and affordable housing.

To achieve this mission, the Department utilizes federal resources including HOME and CDBG funds, tax-exempt bonding authority, and tax credits in addition to leveraging other funds from the public and private sectors. The Department uses these tools to assist in the development of single-family homes, rental housing, mixed-use (commercial/residential) developments, and

housing for persons with special needs (persons with AIDS, mentally or physically disabled, victims of domestic violence, kinship families).

Another important tool used by the Department is the Code Enforcement program. The Department's inspectors visit each rental housing unit (except single family homes) in the City every 3 to 5 years and check for code violations. Tenants who suspect that their unit has code violations can initiate an inspection without waiting for the routine inspection.

The Department also administers the Rent Stabilization Ordinance, which applies to tenant and property owner rights related to multifamily rental units built before 1979 (there are exceptions). All public information services related to the Rent Stabilization Ordinance and Systematic Code Enforcement Program are available at 3550 Wilshire Boulevard. Also, the public can obtain information and assistance through the toll free hotline at 866-557-RENT (7385). Additionally, homeownership programs and home repair programs are available through the Department.

A contract for Fair Housing activities is administered by the Department. If you feel that you have been the victim of housing discrimination, call us or visit our site on the Internet and you will be referred to the appropriate fair housing agency.

For information about any LAHD programs, please call the Information Hotline at (800) 994-4444 or (213) 367-9175. The Information Hotline TDD number is (213) 367-9232. You can also visit the Department's website at www.lacity.org/lahd.

HUMAN RELATIONS COMMISSION

The Human Relations Commission was established in 1966 as a result of the Watts Riots to build stronger human relations among residents of one of the most diverse cities in the nation. In 1996, the Commission became a permanent City department. In addition to the eleven-member Board of Commissioners, the Department has a full time administrative staff and a field team whose responsibilities include implementation of direct human relations interventions in neighborhoods throughout the City of Los Angeles.

The goal of the Human Relations Commission is to assist in assuring all people the opportunity for full and equal participation in the affairs of City government. This is accomplished through activities and programs designed to reduce discrimination, tension and violence and to advance inter-group relations. The Commission supports all efforts to create a city free of racism and violence where residents may live and work in an environment of respect, mutual tolerance and human diversity.

INFORMATION TECHNOLOGY AGENCY

The Information Technology Agency (ITA) has responsibility for planning, designing, implementing, operating and coordinating the City's information technology systems and networks, and for the delivery of information processing and communications services. The ITA provides all telecommunications regulatory services, cable television licensing and

franchise enforcement, municipal cable programming and utilization, operates the City's cable channel, and related matters.

LOS ANGELES CITY EMPLOYEES' RETIREMENT SYSTEM

This Department, under its Board of Administration, is vested with the exclusive management control of the investments of the Los Angeles City Employees' Retirement Fund. Additionally, the Department is charged with the administration of provisions of the City Charter and Administrative Code relative to the retirement, disability, and death benefits provided for all City employees, except the sworn forces of the Fire and Police Departments, and the employees of the Department of Water and Power.

LOS ANGELES PUBLIC LIBRARY

The Los Angeles Public Library (LAPL) provides free and easy access to information and opportunities for life-long learning. The LAPL is one library (one collection of books and other materials and one staff of librarians and support personnel), which is accessed through a Central Library downtown, eight regional branch libraries, 59 community branches, four bookmobiles, and at <http://www.lapl.org>.

The LAPL has more than six million books and other materials in its collection; over two million are at the Richard Riordan Central Library. More than 12 million people visit the LAPL and borrow nearly 13 million books during the year.

To meet the unprecedented demands for its services, the LAPL is rebuilding and improving its libraries. The LAPL is nearing completion on a 1989 bond-funded program that built 27 new, expanded or renovated branch libraries. Following the passage of a 1998 bond, the library is also improving or rebuilding 28 other branches and creating branches in four communities without libraries.

All LAPL libraries provide state-of-the-art technology that includes a computerized catalog of library materials, Internet access, databases for a wide range of topics, and information about library locations, hours of service, events and programs. Patrons can also reserve materials and have them delivered from anywhere in the system to their local LAPL facility. These features are available from any computer with Internet access.

The LAPL offers a variety of programs and services for infants, children, teens and adults. Many LAPL facilities, for instance, provide homework centers designed to help children succeed in school by developing reading and study skills. The Central Library is the location for "teen scape" one of the nation's largest and most technologically advanced libraries designed specifically for teenagers.

The Library Foundation of Los Angeles (www.libraryfoundationla.org), a non-profit organization, supports LAPL by raising funds to enhance the library's services, programs and technology.

Additional information is available through:

LAPL Administration (213) 228-7515
630 West Fifth Street, Los Angeles 90071

Richard Riordan Central Library, General Information (213) 228-7000
630 West Fifth Street, Los Angeles, CA 90071

The Library Foundation of Los Angeles (213) 228-7500
630 West Fifth Street, Los Angeles, CA 90071

Central/Southern Area (310) 548-7785
Exposition Park-Dr. Mary McLeod Bethune Regional Branch Library
3665 South Vermont Avenue, Los Angeles, CA 90007

San Pedro Regional Branch Library (310) 548-7779
931 South Gaffey Street, San Pedro, CA 90731

East Valley Area (213) 228-7527
630 West Fifth Street, Los Angeles, CA 90071

Hollywood Area (323) 856-8270
Frances Howard Goldwyn Hollywood Regional Branch Library
1623 North Ivar Avenue, Hollywood, CA 90028

Northeast Area (213) 228-7523
630 West Fifth Street, Los Angeles, CA 90071

West Valley Area (818) 895-3662
Mid-Valley Regional Branch Library
16244 Nordhoff Street, North Hills, CA 91343

Western Area (310) 575-8433
West Los Angeles Regional Branch Library
11360 Santa Monica Boulevard, Los Angeles, CA 90025

DEPARTMENT OF NEIGHBORHOOD EMPOWERMENT
(www.lacityneighborhoods.com)

The Department of Neighborhood Empowerment (DONE) was created in 1999. Beginning with a skeleton staff, the new department created a Plan for a Citywide System of Neighborhood Councils. The plan was adopted by the City Council and Mayor through an ordinance on May 31, 2001.

The Neighborhood Councils are empowered to elect or select their own leaders, choose their own boundaries, and determine their own issues. As the centerpieces of this new system of participatory democracy, they will be as independent from government as possible. The City provides them with the resources, training, and access that they need to hold their elected officials accountable, and ensure that their neighborhood priorities are given proper attention. The biggest challenges facing the DONE in creating an effective system of participatory democracy are: (1) the enormous size of Los Angeles - 15 times larger than cities with similar systems; (2) the diversity of the City, especially among languages and cultures; and (3) the

City's system of governance.

More than half of the Department's employees are the community organizers who form the field staff. They operate from the main office in Little Tokyo, and out of five additional access centers located throughout the City in Van Nuys, Reseda, Boyle Heights, the Eighth District Constituent Center, and San Pedro. The field staff, known as Project Coordinators, work closely with over 100 groups that are preparing to be officially certified as neighborhood councils.

The DONE is now accepting applications from groups wishing to be officially certified by the City. The certification process requires approximately 60 days to complete. The seven-member Board of Neighborhood Commissioners can grant approval or reject an application following a public hearing. Once certified, neighborhood councils can apply for up to \$50,000 in grants twice a year. Telephone: (213) 485-1360. Fax: (213) 485-4608. E-mail: DONE@mailbox.lacity.org, website: www.lacityneighborhoods.com.

PERSONNEL DEPARTMENT

The Personnel Department recruits employees, administers competitive examinations, and establishes eligible lists for employment. In addition, the Department recruits and examines sworn police and fire candidates and conducts background investigations. It establishes rules and regulations governing the promotion, transfer, leave of absence, removal, and reinstatement of City employees; administers the City's classification plan; administers the City's affirmative action and equal employment programs; and maintains a variety of employment records for all City employees. The Personnel Department assists other departments with in-service training, placement, and counseling; administers employee health and dental insurance and other benefit programs; investigates grounds for removal or suspension of employees; investigates discrimination complaints; and conducts hearings. The Department administers pre-employment health examinations; administers a workers' compensation program, including vocational rehabilitation for City employees; and provides medical care for persons in custody of the Police Department. It administers the City's Trip Reduction/Commuter Services Program which includes ridesharing, vanpooling, mass transit subsidies and employee parking.

Additional information regarding Personnel Department programs and services is available through its website at www.lacity.org/PER. Employment information may be obtained by calling the 24-hour job hotline at (213) 847-9424.

PLANNING DEPARTMENT

The City of Los Angeles is guided in its land use development and infrastructure decisions by a series of planning documents, prepared by the Department of City Planning, which address population distribution, traffic circulation, public facilities, location of housing, commercial and industrial facilities, and protection of the natural environment and the health welfare, and safety of the general public. The role of the Planning Department is to recommend goals, objectives, policies and implementation programs to the Mayor and City Council, and, upon adoption, to implement and

monitor them. Its mission is to promote the social, economic, physical, environmental and aesthetic well-being of the people of Los Angeles.

The Citywide Planning Division is responsible for long-range comprehensive advance planning, including the preparation and maintenance of the state mandated General Plan, an integrated, internally consistent and compatible statement of goals, objectives, policies, and implementation programs which provide a basis for rational decision making regarding the City's long-term physical development. It expresses the City's development goals and embodies public policy in relation to the distribution of future land use, both public and private. When revised, the elements of the Comprehensive General Plan will include: (1) General Plan Framework; (2) Citywide Elements (Housing, Transportation, Air Quality, Infrastructure Systems, Conservation and Open Space, Noise, Public Facilities, and Safety Elements); and (3) the Land Use Element prepared by the Community Planning Bureau.

The Community Planning Bureau prepares the 35 Community Plans which comprise the Land Use Element of the General Plan. Each Community Plan guides the location and intensity of the private and public use of land within it and the implementation of the Community Plans are administered by the Community Planning Bureau. These policies and programs include Specific Plans, Historic Preservation Overlay Zones, Design Review and other discretionary review entitlement procedures such as zone changes, General Plan amendments, major project conditional uses and site plan review. This Bureau also provides support staff for the Planning Commission and provides services to the public through the operation of a public counter in the San Fernando Valley.

The Systems and Geographic Information System Division maintains and updates the City's Land Use Maps, the Cadestral Zoning Maps and produces computer generated planning maps. Each land use parcel within the City has a zone designation which defines its permitted uses. Many other parcels contain specific references to additional building restrictions. Zones and entitlement condition information is contained on these maps and serve as the basis for parcel specific development permitting.

The Office of Zoning Administration helps implement the General Plan by utilizing regulatory tools consistent with the City Charter, the Los Angeles Municipal Code and other state and federal laws governing the regulation of use of land (zoning, subdivision and parcel maps, California Environmental Quality Act (CEQA), and other regulations) to review and act on development projects to ensure compatibility of uses, to eliminate or minimize nuisances, and to set standards for the provision of light and air and private and public safety. The Office of Zoning Administration provides support staff for the Area Planning Commissions; researches and prepares zoning code amendments, administers CEQA; processes private applications for development for minor project conditional uses, variances, subdivisions and parcel maps, etc; administers a nuisance abatement permit revocation process, and provides public information and permitting services through a public counter in Downtown Los Angeles.

POLICE DEPARTMENT
www.LAPDOnline.org

This Department has the duty and power to enforce the penal divisions on the City Charter, the ordinances of the City, and the laws of the state and the nation for the purpose of protecting persons and property and for the preservation of the peace of the community. To these ends, the department engages in patrol, prevention of crime, investigation of reported crimes, apprehension of suspects, the gathering and presentation of evidence, the detention of unarraigned persons, the regulation of traffic, the investigation of traffic accidents, the custody of property, and such staff services as are necessary to engage in these activities.

- LIFE THREATENING EMERGENCIES.....911
- NON-EMERGENCY:.....311
- Narcotics Hot Line.....(800) 662-BUST

The Police Commission Investigation Division, Charitable Services Section, investigates and regulates solicitations for charitable projects, grants, endorsements to qualified charitable agencies, and determines eligibility of charitable organizations for exemption from payment of license and permit fees. It also investigates applicants, issues licenses, and regulates the conduct of bingo games in the City.
LAPD website: www.LAPDOnline.org.

- Commission Investigation Division.....(213) 485-3231
- Charitable Services.....(213) 978-1144

PUBLIC WORKS DEPARTMENT
BOARD OF PUBLIC WORKS

The five Commissioners on the Board of Public Works manage the Department of Public Works and are responsible for operation of the six Bureaus: Contract Administration, Engineering, Financial Management and Personnel Services, Sanitation, Street Lighting and Street Services. The Board also manages Operation Clean Sweep, the anti-graffiti, anti-litter program. The Board's Public Affairs Office provides public relations, media information and educational programs which enhance the understanding of the Department's activities and facilitate community involvement. The Board advertises for bids and awards contracts for the construction or repair of public buildings, streets, streetlights, sewers, storm drains, treatment facilities, and for vital services such as tree trimming and processing yard trimmings and recyclables.

Additional information or assistance can be obtained by contacting the following:

- Board of Public Works.....(213) 978-0265
TDD (213) 978-2310
- Operation Clean Sweep.....(213) 978-0231

Graffiti Hotline.....(800) 611-CITY (2489) or
.....(213) 978-0222
Public Affairs Office.....(213) 978-0333

**PUBLIC WORKS DEPARTMENT
BUREAU OF CONTRACT ADMINISTRATION**

The Bureau of Contract Administration is responsible for protecting the City/Public interest by assuring that all public works projects (including streets, bridges, sewers, storm drains, street lighting and traffic signals, public buildings, recreation and parks projects, airport facilities, water reclamation and sewage treatment plants and all other public improvements) are constructed and administered in accordance with the plans, specifications, contract provisions, State and Federal laws and safety provisions necessary to achieve a quality and beneficial product. Quality Assurance Inspection is also provided in manufacturing plants supplying such materials as the concrete, pipe, castings, street light poles, and other mechanical and electrical equipment used in these projects.

The Bureau's Special Research and Investigations Section is responsible for implementing and enforcing the Bidder Responsibility Program, preparing First-Time Bidder Reports, investigating and validating complaints regarding contractor misconduct, and processing the data from Contractor Performance Evaluations. The Bureau is the City's primary agent of the Bidder Responsibility Program, which was implemented by the adoption of City Ordinance No. 173018, which mandates the Bureau's collection of evaluation reports from each Awarding Authority issuing construction contracts in the City.

The Bureau's Office of Contract Compliance Sections are responsible for implementing, administering, and monitoring the City's various Contract Compliance Programs for all construction and non-construction contracts. The four sections structured to fulfill this responsibility are: 1) Affirmative Action/Equal Employment Opportunity; 2) Labor Compliance; 3) MBE/WBE/DBE Certification; and (4) Subcontractor Outreach and Enforcement. These four sections uphold all laws, directives and official policies governing plans, certifications, reporting requirements, and contracting practices designed to extend the opportunities for contracting with the City to all eligible and responsible firms, and to ensure the fair and equitable treatment and payment of all employees and subcontractors working on publicly-funded projects.

Additional information about the Bureau can be obtained by contacting the following telephone numbers or through the Bureau website at www.lacity.org/bca:

Metro Division.....(213) 580-5080
Valley Division.....(818) 756-8335
Office of Contract Compliance.....(213) 847-6480

**PUBLIC WORKS DEPARTMENT
BUREAU OF ENGINEERING**

The Bureau of Engineering has primary responsibility for the design and construction of public facilities, streets, sewers, storm drains, and private development affecting the public right of way for the City. The head of the Bureau is the City Engineer.

The Bureau plans, designs and manages the construction of municipal buildings, streets, storm drains, sewers, treatment plants, bridges and other structures, service yards and related public improvements. To do this, the Bureau prepares environmental assessments, preliminary designs, final plans, specifications and estimates; reviews plans and specifications prepared by private engineers and architects for public facilities; checks plans and prepares structural, electrical, and mechanical engineering details; and prepares preliminary and final construction cost estimates. The Bureau also acquires rights-of-way and easements required for City streets, sewers and storm drains; examines titles and processes title transfers and property matters.

The Bureau is responsible for the engineering features and standards of all privately developed subdivisions and tracts. The Bureau maintains public counters in various areas of the City for research into City records, review of private projects and the issuing of permits for work involving the City's rights-of-way or public properties, and also provides many of these services over the internet.

The Bureau is charged with the responsibility for all basic and project surveying, the preparation of all official City maps, and is the custodian of all records pertaining thereto. It is also the custodian of all original maps, plans, profiles, field books, estimates, records and other data relating to the public works with which the Bureau is concerned.

The Bureau provides specialized services in support of capital projects and for other City departments and agencies in such areas as sustainable design evaluation, structural analysis, environmental compliance, hydraulic modeling research, and research into geology and soil conditions. It also conducts research into all aspects of Public Works engineering, develops standard plans for its use in design, and distributes this information to the private sector for continuity and standardization.

For more information: www.eng.lacity.org (213) 847-8704

**PUBLIC WORKS DEPARTMENT
BUREAU OF FINANCIAL MANAGEMENT AND PERSONNEL SERVICES**

The City Charter established a new Director of Public Works position in the Department of Public Works. The Director serves as the Chief Financial Officer for the Department and directs the Bureau of Financial Management and Personnel Services along with oversight responsibilities for the Offices of Accounting and Management-Employee Services. The following areas are also assigned to the Chief Financial Officer: Financial Management, Capital Improvement Program oversight, Strategic Planning, Department-wide Systems and Technology and Department-wide Emergency Preparedness.

In this capacity, the Bureau provides critical financial oversight tools, including comprehensive monthly financial status reports, operational performance statistics, and a comprehensive Capital Improvement Program reporting system. The Bureau supports the Board in monitoring financial and operational audits of Department Bureaus, oversees the implementation of new financial reporting requirements, and is responsible for the preparation and implementation of the Department's Strategic Plan.

The Office of Accounting provides accounting and financial services to the Department, the City Controller, the Chief Administrative Officer and other City Departments, as required. The Office processes business transactions; bills and collects revenue from public and private agencies receiving City services; bills and collects reimbursements from Federal, State and local grantor agencies who fund City capital projects; assures expenditure compliance within appropriation and budgetary constraints; processes payments to vendors, contractors and suppliers; prepares financial reports and statements for operating agencies of the City; maintains the Citywide Cost Accounting System; implements project reporting and other business systems; and is responsible for maintaining the financial integrity of accounting records and transactions processed by the Office of Accounting.

The Office of Management-Employee Services manages a uniform Human Resources Management Program for the Department of Public Works. The Office is the sole representative for the Department on all employee relations matters including labor contract negotiations, grievances, unfair employee relations practice charges, discrimination complaints, arbitrations and mediations; and is responsible for the maintenance and application of the Department's uniform disciplinary policy. Staff also recommends policy to the Board of Public Works and develops, implements, and ensures compliance with personnel directives and procedures, Civil Service Rules, Executive Directives, Personnel Ordinances, and appropriate State and Federal legislation. The Office also provides personnel services for the Department.

The Bureau is also responsible for Department-wide Systems and Technology which includes establishing Department-wide technology standards to facilitate development and integration of enterprise-wide systems and data; reviewing and compiling a Departmental systems technology budget; and providing direction on implementation of technology to support the business goals of the Department. The Bureau also coordinates the Department's emergency preparedness and planning response and recovery for declared and non-declared disasters and special events.

Additional information or assistance can be obtained by contacting the following:

Bureau of Financial Management and Personnel Services.....	(213)	978-0217
Office of Accounting.....	(213)	978-0900
Office of Management-Employee Services.....	(213)	978-1800
TDD.....	(213)	978-1894

**PUBLIC WORKS DEPARTMENT
BUREAU OF SANITATION**

The Bureau of Sanitation collects, treats and disposes of sewage from homes and businesses throughout the greater Los Angeles Metropolitan Area, and for 27 other cities and agencies on a contractual basis. The Bureau also provides refuse collection, and disposal and recycling services to 720,000 households in the City of Los Angeles and to various City facilities.

The Bureau controls the discharge of sewage, industrial wastes and storm waters into sewers, storm drains, open channel and navigable waters; inspects and maintains open storm water channels; maintains, operates and repairs all sanitary sewers, storm drains, culverts and appurtenant structures such as sewage and storm water pumping plants and sewer ventilating plants; and operates and maintains wastewater treatment plants, some of which reclaim water and produce electrical energy.

Requests for refuse collection and sewer services or information can be made by calling one of the following offices:

- Solid Resources-Refuse Collection.....(800) 773-CITY (2489)

- South Central District
Headquarters, 786 South Mission Road

- North Central District
Headquarters, 452 San Fernando Road

- Western District
Headquarters, 2027 Stoner Avenue, West Los Angeles

- East Valley District
Headquarters, 9701 San Fernando Road

- West Valley District
Headquarters, 8840 Vanalden Avenue, Northridge

- Harbor District
Headquarters, 1400 North Gaffey Street, San Pedro

- Emergency Sewer Overflows.....(213) 485-5884
- Night Emergencies.....(213) 485-5391
- (4:00 p.m. - 12:30 a.m.).....(213) 485-7575

- Sewage Spill Hotline
Watershed Protection Division.....(800) 974-9794

- Request for recycling information:.....(800) 773-CITY
or (800) CITY-SAN
- Request for Household Hazardous Information:.....(800) 98-TOXIC
(86942)

**PUBLIC WORKS DEPARTMENT
BUREAU OF STREET LIGHTING**

The Bureau of Street Lighting provides engineering design, construction, maintenance and repair of the City's Street Lighting System; maintains adequate roadway and sidewalk illumination for vehicular and pedestrian safety; prepares specifications, and cost estimates for new installations and maintenance assessments for operation of all streetlights in the Los Angeles City Lighting District; evaluates petitions for street lighting in accordance with the 1911 Improvement Act and requests for utilitarian (additional illumination) streetlights; provides technical services to other agencies; and participates in the development and application of national illumination standards.

Streetlights Out or Damaged (DWP).....	(800) 821-5278 or (800) DIAL DWP
Requests for Lights.....	(213) 847-5370
Assessment Project Information.....	(213) 847-6382
Upgrades.....	(213) 847-2047
Tree Trimming around Lights.....	(213) 847-5382
Community Meetings.....	(213) 847-5368
Private Development requirements and Plan Check.....	(213) 847-6379
Questions about Projects under Construction.....	(213) 847-5419

**PUBLIC WORKS DEPARTMENT
BUREAU OF STREET SERVICES**

The Bureau of Street Services maintains, repairs, resurfaces and cleans improved streets, alleys, bridges, tunnels, pedestrian subways, and related structures. The Bureau provides maintenance for unimproved roadways and alleys; and abates or removes weeds, illegally deposited debris and other hazards from improved and unimproved public and private properties. The Bureau maintains street trees and landscaped median islands and embankments; inspects, trims, removes, and plants trees; issues permits for tree removals, trimming, root pruning and planting; develops and maintains a street tree master plan and inventory; and administers tree trimming, planting, removal and landscaped median island maintenance contracts with private contractors. The Bureau enforces street use ordinances and inspects the movement of houses or oversize loads on City streets.

The Bureau is responsible for the construction of access ramps associated with the American Disabilities Act; manages all Targeted Neighborhood Initiative work, which includes beautification of neighborhoods through streetscapes and street printing; constructs and performs minor maintenance on stairways, bridges and concrete gutters.

The Bureau also provides design coordination and construction management of street projects within the public right-of-way. The projects may involve improvements to curb ramps, pedestrian facilities, street reconstruction, transit shelters, bridge and tunnel maintenance, pavement, curb and gutter, guardrail, stairways, bikeways, and other roadway items. In addition, the Bureau provides design construction and construction management services of streetscape projects; and provides the needed technical expertise and project management to handle these projects.

Requests for service or information can be made by calling (800) 996-CITY (2489) or (818) 756-8121.

DEPARTMENT OF RECREATION AND PARKS

The Department of Recreation and Parks, which has been serving the residents of Los Angeles for nearly 100 years, operates and maintains 385 parks (375 of which are neighborhood and community facilities) on 15,600 acres of parkland, as well as 176 recreation centers, 19 state licensed child-care centers, and 13 senior centers. Some of the regional parks include Griffith, Sepulveda Basin, Hansen Dam, Ken Malloy, and Ernest Debs.

Other Department facilities include 13 golf courses and a youth golf academy, 372 children's play areas including two that are specifically designed for children with disabilities, 253 ball fields, 52 soccer fields, 287 tennis courts, 58 swimming pools, 92 miles of hiking trails, a skateboard park, and an outdoor roller hockey rink.

Venice and Cabrillo beaches are also part of the Department, as are Balboa, Echo Park, Hansen Dam, Hollenbeck, Lincoln, MacArthur, and Harbor Regional lakes, at which activities vary, but include fishing, canoeing/kayaking, and paddle boats. Seven residential campsites at locations within and outside City limits, offer a variety of nature-oriented experiences.

Among the museums, historic sites, and horticultural locations that are maintained by the Department are Griffith Observatory, the Los Angeles Maritime Museum, Banning Residence Museum, the Cabrillo Marine Aquarium, Travel Town (in Griffith Park), Fort MacArthur, Exposition Park Rose Garden and other community gardens, Orcutt Ranch, Campo de Cahuenga, Barnsdall Art Park, and the Drum Barracks Museum.

The Department has nearly 2,000 full-time and about 6,000 part-time employees, as well as 10,000 volunteers who work at Department facilities and conduct Department programs. A five-member Board of Recreation and Park Commissioners sets Department policy, which is implemented by the General Manager and Department staff. Construction of new facilities and improvement of existing ones is also supervised by the Department.

The Department offers a wide range of recreational, educational, and cultural programs, numerous annual festivals (such as Lotus, Salute to Recreation, Venice Showcase, and Kids Day L.A.), and plenty of entertainment opportunities, including summer and winter concerts (in conjunction with the annual "Downtown on Ice" outdoor ice skating rink) at Pershing Square, performances of Shakespeare at Pershing and at a park in San Pedro, concerts at the Greek Theater, and through other activities.

The Department's objective is identified in its motto of "Community! Through People, Parks, and Programs," with the goal of meeting the needs of residents of all ages, abilities, and interests.

For more information about Department of Recreation and Parks programs, events, facilities, and services, please call our general information line at (888) LA-PARKS (527-2757) or visit our website at www.laparks.org.

TRANSPORTATION DEPARTMENT

This Department is responsible for the development of plans to meet the ground transportation needs of the traveling public and commerce; it has centralized authority over the conceptual planning and operation of the City's streets and highways system; and it provides a primary interface with the other government agencies on transportation matters. The Department studies traffic problems; analyzes the effect of new development on parking and highway needs; designs, installs and maintains traffic signs, signals, parking meters, street name signs, line striping and other transportation control devices; develops and operates bus transit programs for the general public and the elderly and disabled; coordinates the development of off-street parking; enforces parking regulations; administers the City's Administrative Adjudication Program for parking citation appeals; collects parking violation revenues; collects parking meter revenue; provides for intersection control; provides crossing guard services at public and parochial schools; provides public utility regulation through investigation of services and rates of the privately owned public utilities, such as taxicabs, ambulances and sightseeing vehicles; and prepares and enforces provisions of franchises.

OFFICE OF THE TREASURER

As an officer of the City, the Treasurer receives and is the custodian of all funds of the City and affiliated entities; disburses such funds pursuant to the City Charter, California Government Code and other statutory provisions; develops the City's investment policy for Council approval; causes interest to be earned on funds that are not immediately needed; receives and is the custodian of all securities of the City and affiliated entities; issues district and improvement bonds; pays the principal and interest of revenue, general and judgment obligation bonds, and tax and revenue anticipation notes; is paying agent for district revenue bonds and revenue bonds issued by City Departments; collects payments of principal and interest on district and street improvement bonds, and disburses these amounts to bondholders. In addition, the Treasurer negotiates, executes and implements agreements for financial services, including general banking, merchant card, purchasing card, custody, and securities lending.

DEPARTMENT OF WATER AND POWER

The Department of Water and Power is responsible for supplying the City and its inhabitants with water and electric energy. This is accomplished by constructing, operating, and maintaining works extending throughout the City and to Inyo and Mono Counties to import water and electric energy and to other western states to import electric energy. The rates for water and electric services are subject to the approval of the City Council and Mayor.

CONSERVATION

San Fernando Valley Area.....(800) 722-1122

CUSTOMER SERVICE

Metro Area.....(213) 481-5411

West Los Angeles, Harbor Areas.....(800) 342-5397
 San Fernando Valley Area.....(818) 342-5397

ELECTRIC TROUBLE
 Metro/Harbor Area.....(800) 821-5278
 San Fernando Valley/West Los Angeles
 Areas.....(800) 821-5279

WATER TROUBLE
 All Districts.....(800) 499-4611

HEARING - SPEECH IMPAIRED CUSTOMERS
 with TDD equipment.....(800) 432-7397

ZOO DEPARTMENT

The Los Angeles Zoo nurtures wildlife and enriches the human spirit. Accessible to everyone who lives in or visits the Los Angeles area, the Zoo is a great place to explore with friends and family. But the mission goes beyond the excitement and wonderment of seeing exotic animals. The Zoo is committed to education and conservation. Each year thousands of school children enjoy tours with Zoo volunteer docents. In-depth classes, summer camp, preschool programs and community outreach introduce audiences of all ages to the wonderful wildlife of the world. Accredited by the American Association of Zoos and Aquariums, the L.A. Zoo cooperates with a network of other zoos to save rare and endangered species.

Located at the junction of the Golden State (5) and Ventura (134) freeways, the Los Angeles Zoo is open daily (except Christmas) from 10:00 a.m.- 5:00 p.m.

Visit our website at www.lazoo.org.

Zoo information.....(323) 644-6400