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Chandra Mosley, Chief Clerk, Mail Services.

Mail Services Answers Call In a Big Way

■ **Division sets record sending out more than 800,000 notices critical to Public Works, LAFD in 9 days ... and saves money, too.**

When Public Works' Bureau of Sanitation had to send almost three-quarters of a million notices in anticipation of a critical City Council meeting, they asked Mail Services for its help, and the department delivered.

And then, when the LAFD wanted to help protect citizens in fire hazard areas by warning them of potential dangers and inform them of upcoming inspections, it, too, asked for Mail Services' help.

More than 1 million pieces of mail were processed in March, surely a record for the division.

"I extend an enormous thank-you to everyone involved," said Chandra Mosley, chief clerk of Mail Services. "I very much appreciate everyone who was flexible and assisted in these projects!"

The more than 800,000 mass mailers, processed in less than 10 days, were a combined total from the Department of Public Works Bureau of Sanitation (743,000 plus) and the Fire Dept. (111,000 plus). Public Works/Bureau of Sanitation sent property owners notices that the City of Los Angeles would be proposing an increase in the Sanitation Equipment Charge. The proposed

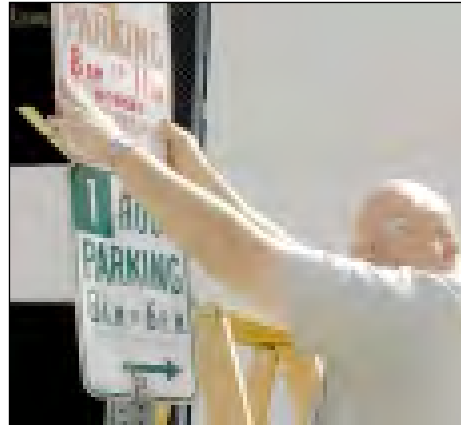
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Cooperation Is Just the Ticket

■ **DOT goes 'out of the box' to join with unions and solve a big parking sign problem.**

"Ten years ago, this solution wouldn't have happened," coordinator says.



Replacing a faded traffic enforcement sticker is Eric Nichol, Traffic Officer II, 7 years.

"Our 560 traffic officers were in a really tough spot," explains DOT Deputy Chief Rudy Carrasco, Parking Enforcement Manager II. "They have their job to do, but they can't do it with bad signs."

He was talking about the fact that more than 170,000 stickers affixed to parking regulation signs in the City had deteriorated, faded or just plain fell off their signs, making them ineffective at best or downright misleading at worst. He had a problem.

"Our officers had been coming to management for awhile, saying that these parking signs were causing problems, and that we needed to get them fixed," Carrasco continued. "And for two-and-a-half to three years, we were working on a solution. Using our normal work rules, it would have taken us four years to solve the problem.

"But that's when Joel Grover did his investi-

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Applications Now Accepted for 2004 Club Scholarship Program

■ **Program, for Club member or child of Club member in college, supports the Club family.**

The Club is proud to announce its annual scholarship program open to all college-age Club members or their children enrolled in a full-time college program, or to be enrolled in a full-time college program in fall 2004.

"We feel strongly about giving back to the

community, to the City, and to the members of our Club family," said Robyn Barnes, chair of the Club's board of directors. "We were delighted to award our scholarship to Jennifer Moncayo last year. We expect to award our Club scholarship to someone just as deserving."

Winner of the first Club Scholarship last year was Jennifer Moncayo, daughter of Cynthia Beltran, an employee in the Housing Department, and a 28-year veteran

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Jennifer Moncayo (center) poses with the Club team after being awarded the Club Scholarship last year.



City Employees Club of Los Angeles
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When City Had Parking Sign Problem, DOT Found Creative Solution

Parking Signs

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gation.”

That would be Joel Grover of KNBC Channel 4, who reported on air about citizens receiving tickets that were in conflict with posted regulations.

“The report said that our officers were writing bad tickets,” Carrasco explained. “That wasn’t true. It was the signs that were bad.”

As Carrasco explains it, the bad sticker problem came about nine years ago when Street Services changed the routes of its trash pickups, creating a conflict with the already-posted parking signs. So the department created stickers to correct the problem. But, according to Carrasco, over the years the stickers faded in the sun more quickly than anticipated, or just deteriorated and fell off.

Grover’s report was the final straw for Carrasco. That’s when he changed the rules—the rules of getting things done. This is a story not of inaction, but City employees cooperating with unions and vendors to solve this problem once and for all. And, quickly turning a four-year job into six weeks.



A parking enforcement sticker, ready to be replaced.

They put out a call for traffic officers willing to work on the special project as part of their regular duty, and they received 157 candidates. They were taken out of their regular duty and given this special assignment. Work hours and schedules were not changed.

Advance teams went onto the streets to develop a list of what needed to be replaced. Data entry personnel then compiled the information into a database.

The officers received one-day training on how to safely navigate ladders and how to make sure the correct stickers were going to be affixed.

There were more than 128 different kinds of stickers. At press time, the two-person teams are now in the field, correcting all 170,000 parking signs.

“With the unions, we’ve been developing a well-thought-out cooperative environment over the last ten years,” Carrasco continued. “The unions could have stopped this whole project, saying that our traffic officers were working out of class, etc. But they were very responsive and deserve full credit. Julie Butcher and her people at Local



Sgt. Shawn McCormick of the DOT instructs the officers on proper locations and techniques to replace the 170,000 faded or destroyed parking enforcement stickers.



Zaki Mustafa, DOT Senior Transportation Engineer, instructs DOT officers who have agreed to participate in a special project to replace 170,000 parking enforcement stickers.

“We couldn’t have done it with without people coming through.”
— Deputy Chief Rudy Carrasco, DOT



Three sergeants in charge of training the DOT officers for their special assignment are (from left) Raul Mazariago, 14 years; Shawn McCormick, 5 years; and John Curtin, 18 years.

“We [he and Jimmy L. Price, Chief Bureau of Parking Enforcement and Intersection Control] put a plan together,” he continued. “Everybody agreed that an outside-the-box approach was called for.”

So he convened the Joint Labor Management Team, including representatives of the DOT’s Parking Enforcement, Field Operations and Street Services, and the two unions that represent these DOT employees, Locals 347 and 777. The cooperation was monitored and supported the City Council’s Traffic Committee consisting of Councilmembers Antonio Villaraigosa, Tom LaBonge and Greig Smith. “It’s a very positive process that comes up with solutions quickly.

“We asked ourselves, how are we going to solve this problem? We knew we had 170,000 stickers to be replaced, and so we began to calculate how to accomplish the mission. And we figured that we could do it with 75 traffic officers dedicated to this for six weeks, five days a week. I had the officers, and Zaki Mustafa [Senior Transportation Engineer with the DOT] had the resources.”

347 made this happen.” The success of this program came about out of cooperation that didn’t exist ten years ago. The catalyst: privatization.

“We staved off privatization by improving and expanding our services,” Carrasco continues. “What we do is not just about citations. It’s about abandoned vehicles, habitual violators, residential services. We started thinking like we were in private industry.

“I’ve been here 26 years,” he says. “I grew up in this department. So did Jimmy [Price]. We’ve seen where it was, and we identified where we wanted it to be. We knew we had to evolve, or be privatized. We looked at our competition and brought that back to the table. And then we improved and evolved. We were threatened with privatization, and we learned from it.

“An idea is just an idea, but without the people working together, nothing happens. Our people are number one.

“What I see today that I didn’t see 10 years ago is this cooperative effort to make things a lot better. We couldn’t have done it without people coming through.”

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