

## LAPD Wives: In Good Faith, Standing Strong

■ **Pioneering support group helps women find strength in each other.**

**POLICE DEPT.** — Their husbands know that standing together gives strength, support and encouragement.

And, as police wives, they know it, too. So they've done something about it: They've formed an innovative group to support each other.

They are the wives — and the fiancés and girlfriends — of the male officers of the Los Angeles Police Dept. And they have started what, as far as they know, is the only one of its kind in the country — the LAPD Wives Association.

Recently, Club CEO John Hawkins sat down with the association's three leaders — Lynn Caprarelli, Adel Martin and Stacy Jensen (pictured below) — to share the group's good news.



The Interview begins inside, on page 12.

## ClubFest '06 Set for Oct. 1; Bands Return

■ **Mark your calendars!**

**THE CLUB** — Put a big "X" over Sunday, Oct. 1: ClubFest is set and ready to deliver all the fun you've come to expect!

ClubFest will take place once again at Calamigos Ranch in the hills above Malibu.

Last year's ClubFest introduced a great new element — live music, played by bands with a City connection. We heard you — you loved the music! So it's back for

2006. If you know of any bands with a City employees connection, turn to page 37 for information about how to apply.

ClubFest 2006 will also provide tons of what you love — food, drinks, games, the famous Club raffle, rides, booths, and many other things, too. Watch this space for more information in the months ahead!

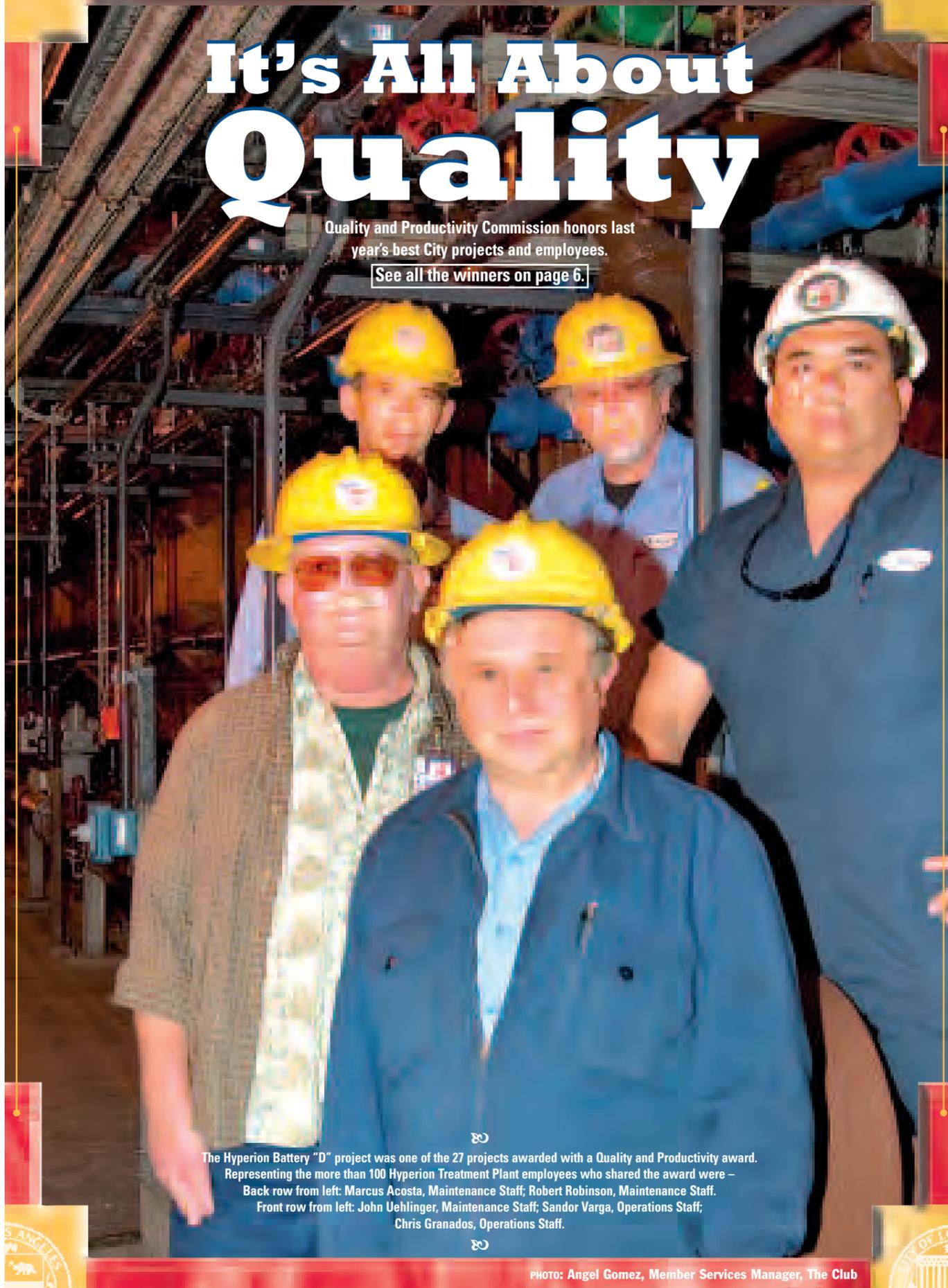


## CITY OF LOS ANGELES 2005 Quality & Productivity Awards

# It's All About Quality

Quality and Productivity Commission honors last year's best City projects and employees.

See all the winners on page 6.



The Hyperion Battery "D" project was one of the 27 projects awarded with a Quality and Productivity award. Representing the more than 100 Hyperion Treatment Plant employees who shared the award were —  
Back row from left: Marcus Acosta, Maintenance Staff; Robert Robinson, Maintenance Staff.  
Front row from left: John Uehlinger, Maintenance Staff; Sandor Varga, Operations Staff; Chris Granados, Operations Staff.

PHOTO: Angel Gomez, Member Services Manager, The Club



City Employees Club of Los Angeles  
350 S. Figueroa St., Suite 700  
Los Angeles, CA 90071

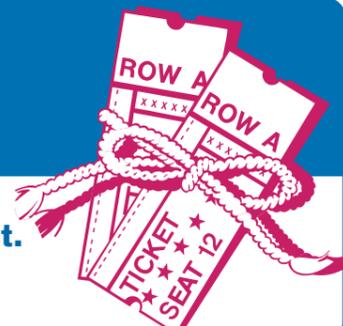
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See page 46 for details or go to  
[www.cityemployeesclub.com](http://www.cityemployeesclub.com)



# CITY OF LOS ANGELES 2005 Quality & Productivity Awards



Photographs by Simeon Rico and Garth Pillsbury, Building and Safety

## It's About Quality & Productivity

■ Quality and Productivity Commission awards the City's best efforts. And they are truly noteworthy.

**CITY ADMINISTRATOR** — On May 8, the City's Quality and Productivity Commission awarded dozens of examples of City excellence, with its annual Quality and Productivity Awards.

The event was held at the Millennium Biltmore Hotel downtown.

### The Quality Awards Commissioners were:

- ☞ Loren J. Kosmont, President
- ☞ Howard L. Ekerling, Vice President
- ☞ Jack A. Baylis
- ☞ Julie Butcher
- ☞ Martin M. Cooper
- ☞ Michael Enomoto
- ☞ Carolyn Flowers
- ☞ Kimberly Freeman
- ☞ Ann T. Jackson
- ☞ Jovita Jenkins-Bnafa
- ☞ Gerard McCallum
- ☞ Lee Turner
- ☞ Michael Sirota
- ☞ Paul J. Vizcaino

"This recognition ceremony is an annual event that honors the innovation, the productivity and efficiency demonstrated by each one of you each and every day throughout the City," said Commission President Loren Kosmont in her opening remarks. "Your efficient, cost-saving programs are really the best kept secrets throughout the City. The commission wants changes that will continue to reward employees and really continue to get you thinking outside the box."

"I am not here to audit you, I am here to praise you!" said Controller Laura Chick. "I love this event. I don't think I've missed one during the 13 years I've been an elected official for the City. I love the fact that there are so many City employees proactively jumping ahead as fast as I can run an audit. You're asking yourselves the questions that I'm asking. How are we doing and how can we do it better? The results are just phenomenal."

This event "is so positive, and it's good to hear about what the people who work in the City of Los Angeles and run the City of Los Angeles [are doing], how they feel about doing things for the citizens of Los Angeles," said host and consumer advocate David Horowitz. "That, to me, is not only heartwarming, but also shows what this City stands for in terms of our government and what our government does for those who live here."

## Congratulations to all the winners!

### You are the Best of the City.

Alive! sends a big thank-you to Kathleen Hardy, Management Analyst II, Quality and Productivity Commission, for her excellent assistance in producing this article. We give you a Quality and Productivity Award, Kathleen!

## BEST PRACTICES AWARDS

Presented to City Employees who dramatically reduced costs by implementing "best practice" innovations.

### City of Los Angeles Risk Financing Program

☞ Office of the City Administrative Officer



The Risk Management Team implemented two risk-financing programs that covered major City construction projects (\$600 million) and Aircraft Fleet, (22 helicopters and 1 airplane). Results: Increased liability protection, insurance coverage, minority contractors, safety and loss control awareness, bulk buying power, and \$6 million in savings!

### Leadership, Empowerment and Advancement Program – L.E.A.P.

☞ General Services



Top-level General Services managers designed and delivered an effective and popular supervisory training program. The 12-session program includes problem solving, decision-making, labor relations, budget, personnel issues and customer service training.

### Project Cost Estimator Project

☞ Public Works: Bureau of Engineering



The Engineering team replaced an old labor-intensive system with the new efficient Project Cost Estimator that provides accurate pricing information and calculates project-specific cost estimates in minutes instead of weeks. The five-year projected cost savings exceed \$2 million.

### Web-Based Cash Reporting Project

☞ Public Works: Bureau of Engineering

The Bureau of Engineering replaced the old error-prone, cashiering system for fee payment processing with the Web-Based Cash Reporting System. Staff installed new cash registers and hardware and implemented new reporting procedures. The new system saves staff time and produces more accurate audit trails, analyses and reports in record time. Annual savings: \$140,000.

### Intellectual Property Asset Management Program

☞ Los Angeles City Attorney



This program identifies, protects and manages the City's valuable intellectual property assets ("patentable" devices, "copyrightable" software, and trademarks — City insignias and logos). New procedures are reducing costly intellectual property infringements while earning more than \$250,000 to date from new licensing agreements.

### Primary Battery D at Hyperion Project

☞ Public Works: Bureau of Sanitation



Battery D team members took on complete responsibility for planning, designing, purchasing, construction and post-construction of the new Battery D Pumping Systems. Their actions reduced maintenance and energy costs, reduced odors in the neighborhood and provided a safer, less crowded battery gallery.

### Raising the Bar Code Project

☞ General Services



Mail Staff expedited and simplified the City's outbound mail processing and reduced mass mailing costs by 50 percent. The new "Barcode Automation Program" automated mass mailings, saved staff time and earned major U.S. Postal Service rate reductions. Departments no longer rely on staff overtime or expensive out side vendors for mass mailings.



# CITY OF LOS ANGELES 2005 Quality & Productivity Awards



## CUSTOMER SERVICE AWARDS

The City of Los Angeles delivers services that put customers first!

### Automated Certificate of Occupancy Project (ACOS)

Building and Safety



Building and Safety issues the City's Certificates of Occupancy. ACOS replaced an inefficient manual process that delayed the process and created costly delays for the customer. The new streamlined process cuts customer wait times by 93 percent and 8000 hours of staff time.

### Fire Life Safety Program

LAFD Building and Safety



The Los Angeles Fire Department (LAFD) and Building and Safety streamlined and simplified the Fire Life Safety (FLS) equipment (alarms, emergency lights, pull boxes, etc.) testing procedures. Now developers can schedule next-day inspections instead of waiting weeks. The program has eliminated inspector overtime, increased daily inspections and saved the construction industry more than \$740,000 in various fees.

### Compusmart Project

Library



Using the Compusmart (Online Computer Reservation System), you can reserve a computer in the Central Library and its 71 branches from a computer in your home, office etc., saving you time while eliminating staff involvement. The new system also provides self-service public print stations.

### One-on-Printing

General Services



The Publishing Services staff provides City departments with graphics, printing, copying and binding services. Staff implemented new procedures, installed new reprographic equipment and software, and conducted training. They efficiently and accurately merged highly variable information (addresses, voter rosters, licenses, etc.) into printed material as needed. Turnaround time is days instead of weeks.

### WiFi Community Network System

ITA DWP  
Public Works: Bureau of Street Lighting



Now, Wireless Internet Access to web-based City services is available directly outside the Van Nuys Civic Center and inside the Marvin Braude Constituent Service Center. This free service, which requires no registration, is being promoted in brochures and on signs and banners.

## SERVING COMMUNITIES & PEOPLE AWARDS

City Employees put the Community and the People first with these projects.

### 3-D Animated Video for Street and Bridge Improvements Project

Public Works: Bureau of Street Services



The cutting-edge 3-D animation/traffic simulation video system (on mini-DVDs) provides 3-D descriptions of large scale street projects. The videos, that also depict actual traffic flow patterns, vehicle numbers, and real traffic speeds, are distributed to impacted community organizations.

### On the Road Again Project

Public Works: Bureau of Sanitation  
City Attorney General Services



Sanitation management and crew averted a major disaster when one-third of the trash truck fleet was grounded. They redeployed trucks, modified work schedules, sent mechanics into field, and worked with the manufacturer to identify and fix the problem. They also secured 100 percent reimbursement for all City costs and acquired first ever SCAQMD variance to operate trucks with diesel.

## ENVIRONMENTAL EFFICIENCY AWARDS

Amazing achievements produce a cleaner environment in the City of Los Angeles.

### Alternative Marine Power Project (AMP)

Harbor DWP



The Harbor Department's Alternative Maritime Power Project at the Port of Los Angeles (the world's first electrical shore-to-ship power container ship connection system), allows ships to plug in shore-side electrical power instead of burning diesel fuel. The reduction in emissions from "AMPd" ships equals the pollution from 16,000 daily truck trips or 69,000 diesel truck miles.

### Restaurant Food Recycling Project

Public Works: Bureau of Sanitation



Sanitation implemented this food-recycling program to divert restaurant food waste from land fills. The Bureau and a consultant recruit restaurants to participate in a recycling program where their food waste is hauled away and turned into mulch for local growers.

## PUBLIC SERVICE RECOGNITION AWARD

City Employees reach out to the community to preserve the City's heritage.

### Friends of the Chinese American Museum Project

El Pueblo de Los Angeles Historic Monument

Southern California's first Chinese American Museum was established through a partnership between the El Pueblo de Los Angeles Historical Monument Authority Department and the Friends of the Chinese American Museum. The Chinese American presence has now been restored to its origins in the City's birthplace, the El Pueblo Monument. More than 30,000 guests have visited the museum since its opening.



# CITY OF LOS ANGELES 2005 Quality & Productivity Awards



## P I O N E E R I N G A W A R D S

City teams have the "pioneering spirit" to produce these visionary projects.

### Fly Birdie Fly Project

General Services



General Services' Fleet Services Division maintains a fleet of 27 helicopters and one airplane for the Los Angeles Police and Fire Departments. The project teams analyses of the maintenance processes resulted in recommendations to streamline the procedures. The recommendations were approved and implemented by the manufacturers and FAA for use on all such aircraft nationwide.

### Field Automation for Sanitation Trucks/ Project FAST

Public Works: Bureau of Sanitation



The "FAST" Project replaced a cumbersome, manual work order process on sewer repair trucks with a modern wireless systems computer application that includes WAN, GIS maps, GPS satellite modems, and backend database and Web servers. This project dramatically improved sewer and storm water maintenance productivity.

### Roto-Tilt Attachment Project

Public Works: Bureau of Street Services



The Project Team sought out and modified the new Roto-Tilt attachment that significantly improves City backhoe operations while reducing cost and collateral property damage. Street Services crews now repair and replace sidewalks at twice the speed without causing damage to adjacent structures, trees, landscaping, etc.

### Super Expedited Wastewater Emergency Rehabilitation for Sewers Project (SEWERS)

Public Works: Bureau of Engineering

In 2003 the late Rory Shaw developed "The Super-Expedited Wastewater Emergency Rehabilitation for Sewers" SEWERS program. The SEWERS group now completes sewer repair projects, from pre-design through post-construction, in an unprecedented 3- to 5-week timeframe. The project incorporated a new "unit price contract." More than \$1.6 million has been saved on 185 projects.



### World Wide Excellence in Materials Testing Program

General Services  
Public Works: Bureau of Street Services

After conducting thousands of tests on concrete asphalt, the team developed new asphalt durability standards that received national and worldwide acclaim. The useful life of City streets has been extended by 25 percent. The findings were presented at the 2004 Annual Academic Conference of China Highway Engineering in the People's Republic of China.



## P R O T E C T A N D S E R V E A W A R D S

These outstanding teams have found new innovative ways to "Protect and Serve."

### Bike Medic Team Project

LAFD Environmental Affairs



LAFD's Bike Medic Teams now respond immediately to medical emergencies at venues and events where congestion delays ambulance access. LAFD added defibrillators to the bikes' life-saving equipment. Now more than ever, the program saves lives! Environmental Affairs purchased the custom bicycles.

### Witness Detail Project

LAPD



Physically located at the City Attorney's office, the LAPD Witness Detail works closely with the attorneys to quickly secure witnesses and evidence, eliminate unnecessary subpoenas and reduce police officer court related overtime and court continuances while complying with constantly changing court requirements.

### Illegal Dumping Project

Public Works: Bureau of Street Services  
City Attorney



The Bureau of Street Services joined the City Attorney's Neighborhood Prosecutors to rid the City of illegal dumping. The Bureau's Investigators are now authorized to investigate, report and arrest illegal dumpers, previously an LAPD responsibility.

### Community Crime Kiosk Project

LAPD

The Community Crime Kiosk Project has resulted in the apprehension of more than 28 outstanding felons. This project shows LAPD wanted bulletins of serious criminals on Cable Channel 35. Viewers can call in tips to detectives at the North Hollywood Division. Public safety information is also provided. The bulletins are also available on stand-alone kiosks and on video screens in the Hollywood Division.



### Stolen Vehicle Recovery Pilot Program

Transportation LAPD

DOT Traffic officers now recover parked stolen vehicles, a task previously an exclusive LAPD task. This round the clock program has freed up LAPD officers' time for more serious crime issues while clearing the streets of abandoned stolen vehicles.

