Call to Order:
Ms. Tippit, WNC Chair, 7:06 PM

Attendance:
Jae Wu (Seat 1)
Lisa Morocco (Seat 2)
Lisa Tabor (Seat 3)
Steve Spector (Seat 4)
Sarah Shaw (Seat 6)
Barbara Broide (Seat 7)
Terri Tippit (Seat 8)
Sean McMillan (Seat 9)
Mary Kusnic (Seat 11)
Colleen Mason-Heller (Seat 12)
Francesca Beale-Rosano (Seat 13)
Shannon Burns (Seat 14)
Eric Shabsis (Seat 15)
Wendy Dox (Seat 16)
Aaron Rosenfield (Seat 17)

Not in attendance:
Brendan Kotler (Seat 5)
Stacy Antler (Seat 10)

New Business:

A) Approval of the October 13, 2016 Minutes: The minutes were reviewed and discussed. There was a clarification on the emergency motion procedures, a correction to the spelling of Mr. McMillan’s name and a correction to the words “a long”. Motion by Mr. Spector to approve the October 13, 2016 minutes as amended.
Second: Ms. Mason-Heller
Seats in favor: 1,2,4,7,8,9,12,13,15,16,17
Seats abstaining: 3,6,11,14
Not present: 5,10
11-0-4
Passed
B) Approval of the November 10, 2016 Minutes: The minutes were reviewed and discussed. Motion by Ms. Kusnic to approve the November 10, 2016 minutes. Second: Ms. Burns Seats in favor: 1,2,3,7,8,9,11,12,13,14,15,16,17 Seats abstaining: 4,6 Not present: 5,10 13-0-2 Passed

C) Colleen Mason Heller, Nominating Committee Chair, Selection for 2017 Governing Broad Officer: Motion by Ms. Mason-Heller to accept the following officers for 2017:
   • Terri Tippit, Chair
   • Steve Spector, Vice Chair
   • Aaron Rosenfield, Secretary
   • Mary Kusnic, Corresponding Secretary
   • Shannon Burns, Treasurer
Second: Ms. Morocco Seats in favor: 1,2,3,4,6,7,8,9,11,12,13,14,15,16,17 Not present: 5,10 15-0-0 Passed

D) Jay Handal, Budget Advocates Co-Chair. The City is kicking everybody off the neighborhood councils (NCs) who have not passed their ethics tests; so complete them if you have not done so. We have met with 22 City Departments and have a white paper coming out in February. There are lots of issues: LAPD, homelessness, etc. In the Harbor and Foothill areas, we have jails where there are no jailers. We take police off of the street to do bookings. We need 20 jailers to free police up. We also have 400 positions in the City open for filling by civilians so that we can get 400 police back out on the street. There are lots of examples like that which will come out in our report. Jailers are non-sworn, which is less expensive. What we are looking at Citywide by department are priorities on how you use the funds you have. We know we have funding for 10,000 police officers. But last year, we had 200 less police sworn in than retired. Every report that has come out says this City needs 12,500 police to function and we have nine-thousand and change. If you support our report, let people know. Fill out the surveys that come out. The last survey was about homelessness. That is a big issue because we spend thousands on that and just voted to spend more. We should be getting the services we should be getting. During the recession, one of the biggest departments that got hit was the Personnel Department, so now it takes forever to hire new people because we can't get them processed and trained. It is important NCs demand changes based on the reports that come out.
The Service Report Card online survey can be found at: www.NCBALA.com. The two tier system was revoked for the pension initially and another two tier system came out. The union for police is dealing with the fact that pay was cut and we need to recruit people. A lot of people make extra money working overtime, but there are issues with getting people to come here in the first place and there are issues with overtime. If we are not hiring people, then why don’t we pay for overtime to keep police on the street? It could be a campaign to try to get the City to pay more for overtime while we have hiring problems. The loss of Miguel Santana was one of the worst things to happen to this City. We are over liability. Something is wrong at the top of these departments. Most lawsuits are LAPD suing LAPD. That is a systemic problem coming from the top every single year. This is where our money is going.

Ms. Mason-Heller – Our Mayor ran on “back to basics,” but the bottom appears to have fallen out and I don’t see progress. Is there an increase in crime because of a lack of police on the street?

Mr. Handal – LAPD will say that the propositions voters passed to let people out early is a key problem. Also, bad times make bad guys. Our police are like fireman, always putting out fires. Mitch Englander said last week, we need more police. Crime is going up; it is not getting better. There was just a recent report about the EXPO line bringing more crime to the Westside. The reality is we need to start focusing as neighborhood councils on back to basics. We need more revenues. We have a $100-150 million deficit currently with a $200 million deficit looming next year. How do you get businesses to come to a city with broken sidewalks and bad schools? We have lost our trade tech in our schools. I urge all of you to look at the reports and take the surveys.

E) Cynthia Saffir – Nextdoor Neighbors, 2266 Pelham Ave, csaff@yahoo.com, 310-694-1455. People are upset by the increase in crime and the lack of police presence in the neighborhood. Our group has had three meetings; the last one with 50 people. There is a real desire to build community, but there is a lot of fear because of the slow response to crime. This group is willing to get together to take action and we want to work with organizations like this one (the WNC) that exist to take action. There is a major need for police. There is a desire of everyone who came to the meeting to be neighborhood watch trained.

Ms. Broide – I wonder if the WNC should sponsor a neighborhood watch notebook? It is a good time to look at what the HOAs are doing and evaluate the current needs.

Ms. Tippit – We are not all in the West LA division. Some of us are in the Pacific Division. The people who were at your meeting should contact their HOA to see which is the best division to lead the training.
Ms. Broide – Should the WNC facilitate some of the coordinating? I do not know where the gaps are. We should talk amongst ourselves to see when the last trainings were held and see what is needed. We could use a guide as a notebook from the WNC. It is so that people who come to the training can leave with something to go out and do their job.

Mr. McMillan – The Neighborhood forum is like a phone tree and it is instant. There needs to be more communication and people getting to know each other. Developing community awareness is key and this is like Facebook for neighborhoods.

Ms. Tippit – My neighborhood gets things via email as soon as they happen. A car was stolen today and I blasted that out immediately.

Ms. Saffir – I think everyone should join everything. I have lived here for a long time and I never knew about the Westside Neighborhood Council. There has been a spike in armed robbery, car thefts/break-ins and violent crime. There is lot’s of concern.

Ms. Tippit – Well you have heard of Pick Pico?

Ms. Saffir – Yes.

Ms. Tippit – That is us. We have the lowest violent crime in the city, which is why we have a lower police presence. One or two a month seems like a lot, but it is lower than the rest of the city.

Ms. Dox – There is a little bit of a danger that when info disseminates it generates mob hysteria.

Ms. Saffir – According to Officer Ragsdale crime is increasing and there are not enough police.

Ms. Shabsis – Thanks for coming and letting us know. We all need to do a better job of letting people know we exist. I do think Nextdoor is a good thing and bad thing. It makes people more aware. Three years ago you might not have known someone was held up and now it is blasted on Nextdoor, so people are more aware. We need to figure out how to connect you with the appropriate organizations to help the community’s needs.

Ms. Saffir – We certainly are more aware, but there is also a need.

Ms. Beale-Rosano – What are you asking for exactly?

Ms. Tippit – She is talking about doing more organized trainings across the HOAs in the area.
Ms. Saffir – People are also very interested in emergency preparedness training.

Ms. Tippit – I will organize with the SLOs to do a training. Then each HOA can send the info to their lists regarding when it is happening. It will be set off in the future.

Ms. Saffir – Please let me know when it happens, so that I can put it out on Nextdoor.

Ms. Tippit – Thank you for organizing this.

Mr. Spector - Thank you for coming.

Mr. Shabsis – A quick ethics question. Are we allowed to have political candidates and accept election material at a City sponsored meeting?

Ms. Tippit – Yes.

Mr. Spector – Yes, we just can’t vote to support.

E) Mark Herd, Candidate for City Council District 5, www.voteherd2017.com, 310-877-8664. I am a former Board Member of the Westwood Neighborhood Council. We have two councils in Westwood. I am running for City Council. I am very frustrated with the City Council that is why I am running. I want you to spend money on your families. My house in Westwood was robbed twice where I grew up. I believe there are only 500 cops on the street. I was told to keep my mouth shut about that. I heard it from a sergeant. Development, traffic, homelessness are issues. I am not a fan of HHH where people are taxed to put people in luxury condos. I have a better plan of leasing prefab built homes. The City has a whole different outlook on how they run things. If I get elected I am going to put people like Jay and Barbara who truly represent the homeowners in charge. I am the only candidate that supports Measure S, which means I am going to support the community plans. I am not going to get any love from the LA Times, but I have sat on the Land Use Committee for years and sat through the minutia. I want to be on your radar; I plan to come back in 30 days. Call me or text me; I am easy to get a hold of. I am an open book. Career politicians on the Council just don’t care. I work for candidates and causes, roll up my sleeves and I will fight for you. I will not take money that keeps me beholden to interest groups. I love you guys for what you do. Thank you to the audience too for showing up and having a good turnout.

F) David Hernandez, Candidate for LA Mayor, 818-448-3430. I sat on the Glassel Park and Sun Valley Neighborhood Councils. I work with a lot of dedicated
individuals. I am going to the people I have worked with many years because they are experts in different fields and have solutions to different challenges. Every single community is looking for a solution. IBEW attempted to take over solar with a measure; basically a monopoly for solar. I spoke out against it. The NCs spoke out against it and solar now remains a free enterprise. There is now an exclusive trash franchise; I said organized labor is trying to expand into the community and I am working to repeal that. As an advocate, you can do good work, but as someone sitting in the office of Mayor, I could add to the NCs resources. People don’t realize how limited the NCs are. If NCs had access to more funding sources they could draw from. I am trying to limit the amount of paper I distribute. My website is: http://www.davidformayor2017.com/. I want to look at crime, infrastructure and homelessness. We don’t have to fund organizations who receive $1 billion in public funding but the issue is getting worse. I will be back here again.

G) Ron Rimmon, Rimmon Fabrics, 11054 W Pico Blvd, 310-478-4105, rimmon@aol.com – I have a business behind Anwalt by the 99 Cents Only Store. We are having problems with the homeless. There has been a lot of frustration. The police basically tell us they can’t do anything. The problem stems from a combination of the train coming in and the 99 Cents Only Store. We have had to hire a private security firm just so people feel safe. I am looking to see what is out there for us. Several other business owners on Pico feel the same way. I have thought about getting a group of business owners together.

Mr. McMillan – We know what Google and Snapchat did and there are no homeless there. You might consider security along with the other businesses. Also fencing and lighting.

Mr. Rimmon – We have added lighting. We are adding a gate and thought about fencing, but can’t do it because of the flower place.

Ms. Broide – Our NC supports efforts on Pico. It would be great if the businesses on Pico formed a Business Improvement District (BID). Maybe it’s time with a lot of the changes taking place. There are a lot of BID type models around.

Ms. Wu – Unfortunately, a lot of businesses rent. To do a BID, there has to be a collective fee base. It is something that is on the wish list. It would be great to have from FOX to the 405. We just have to come together and have the momentum.

Mr. Rimmon – The 99 Cents Only Store ignores all attempts to get a hold of them. They have contributed to this problem, but are not interested in getting back to us.

Ms. Wu – That is true of a lot of businesses on Pico.
Mr. Rimmon – I have talked to four other businesses so far that are interested in putting something together.

Ms. Morocco – We are just at the point now that businesses are asking me about having something more. I have been gathering info from CD5 and I have been talking to people in Westwood about what has happened there. We need to see where the interest is.

Mr. Shabsis – Two Council deputies are sitting behind you and they may be able to assist you with this issue. Also, a suggestion relative to Lisa, it might be helpful as you find people interested to deputize block leads and have ten or twelve leaders form some kind of committee.

Ms. Morocco – That is a very good idea. We have to get our first group together to see what people want.

Ms. Shaw – We have a BID in Century City. It took time and a lot of money. You have to get the funding and the structure together and bring people along.

Ms. Tippit – Also Century City is a different area than Pico.

Ms. Burns – I am sure your reps can work with you to get started and then work with things on a bigger scheme.

Mr. Rimmon – Thank you and I like you and what you all are doing.

F) Faisal Alserri, Council District 5 Senior Planning Deputy – Happy New Year. I am a planning deputy for Council Member Koretz. I want to introduce you to our new field deputy Jack Sripoona, jack.sripoona@lacity.org.

Mr. Sripoona – Hello. I am excited to be here. I want to get a chance to know you, walk around your neighborhood and have coffee. I want to hear from you.

Mr. Alserri – Jack picks up issues quite quickly. He has been around the city and other areas of government. We definitely want to help improve the quality of life. I know Jay very well and the nicest thing I heard from him is that Paul has been doing a great job. I am here as a deputy, so I am not here on campaign issues. But I think it is always important to take a step back. The city has gone through so much. We were on the verge of bankruptcy. Other cities like San Bernardino went bankrupt. I walked through DOT one day and there was one person for every four cubicles. So people sometimes ask why it is taking so long for something to happen? It is important to step back. In the 5th District life is improving. I spent some time in London and can tell you every city has its problems. We are definitely willing to listen and are always trying to create consensus. On the
Baseline Mansionization Ordinance (BMO), over the last two years, we started off with a situation that was affecting quality life. Very small homes, 2 bed 1 bath homes, were being demolished and replaced by two story boxed houses. We were the first Council District to say this can’t go on. The ICO expires in March. We have said let’s take out the loopholes and bonuses. We are creating two new design guidelines. For every 20 feet you go up, you have to go inward at a 45 angle. Also you have to go inward based on siding, which gets away from the boxing of these houses. People were losing privacy, sunlight, etc. So, if you are in that little house and this ordinance passes, you will have a situation where boxes can’t just be built. We also know one size does not fit all. Beverlywood wants fewer restrictions; Bel Air wanted a totally different set of things. We have said to each neighborhood that if you can show a consensus of wanting more or less restrictions, we are happy to do it. The new BMO will be 45% of lot size. We are adding a new tool so that any future Councilmember can say that if an NC achieves consensus, they can create new boundaries and new zones. If your neighborhood has achieved consensus we are more than happy to allow that. I can tell you there is not a consensus in most areas. A lot of people don’t want any kind of excessive regulations.

Ms. Broide – Nextdoor fueled a lot of conversation. People were worried about being able to sell their houses if restrictions on what could be built were placed on them.

Mr. Alserri – There is no reason for us to give you more or less restriction if we believe there is a consensus reached in your neighborhood. This is about improving quality of life; it is not about hurting people. Some people said this took off a lot of space that could be built. We did limit the top, but more can be done on the bottom under what we are trying to achieve. We have heard people want modern amenities like gyms, guestrooms, etc. We are allowing expansion to occur, but it has to occur underground.

Ms. Burns – A lot of single family residences are creating greenery in the front. Most people want to be able to take it out a little more, but not so much that you can’t see in and out of your driveway. You might consider allowing fencing to go a little way out, but not all the way to the street.

Ms. Broide – You can do a setback of 10 feet, but it can only go up 6 feet.

Mr. Alserri – It depends on the neighborhood you are in whether you can do that.

Ms. Burns – People want to be able to take back their front yards.

Mr. Shabsis – On Overland Ave, on the eastside of the street south of EXPO, water puddles are forming in the new lane. A low point was created when the curb was created. It is a safety hazard and cars are merging to the left lane as the only passible lane. It is a danger right near the gate. Since we are six months within
Skanska’s build, it is really important to take care of it now and to ask them to fix it.

Mr. Alserri – Paul is not on the Expo Board or Metro Board, but he is willing to voice issues that arise.

Mr. Shabsis – This is excessive and an engineering defect. The first rain I called your office and talked to Derran.

Mr. Alserri – We catalogue all calls.

Mr. Broide – The BMO is going to PLUM. Will the R1 variation zone process occur at the same time?

Mr. Alserri – Hopefully.

Ms. Broide – On the Accessory Dwelling Unit (ADU) issue, because the City’s Law was not in conformance with State Law, is the City going to allow permitting of 1200 units?

Mr. Alserri – Our State Legislature is proposing allowing ADUs to make housing more affordable; up to 1200 sqft. The City has always said you can do it at a maximum 640 sqft. The State allows digression and we can reduce the amount, but we have to state clearly what is allowed and what is not. Our City is probably the farthest ahead in dealing with this in the state. We do have a draft ordinance crafted, but it is not where Paul wants it. It is on its way to PLUM. We have urged them to look at it next week. So far, what we have seen is the majority of the ADUs have been occurring in the North Valley. It’s a concern adding density to a low density neighborhood. Your second dwelling can be a maximum of 50% of the first house. If the BMO passes, on most lots, you can’t get a 1200 sqft ADU if you have a 2400 sqft residence with a 20 ft setback and also allow enough space on the back and sides.

Mr. Shabsis - If it is over a garage, the rear setback doesn’t apply.

Mr. Alserri – Under our proposal you would still have to have the setback. On BIDs, we helped create Westwood. We have done the “New Melrose”. On Melrose, we are doing a new BID and also one in SORO. I think this a great way forward. It is something we can help out with any way we can. On Norm’s Restaurant, we do not have a development plan there. We tried to save it. We saved the one on La Cienega, but the one here is no longer a historic site based on what everyone we talked to said. We did reach out to the owners, a private company. We will let you know when we hear something. On Casden, they wanted increased hours for hauling and we denied that.
Ms. Tippit – We have not seen any plans. We have not seen final drawings. Hasn’t the City stamped something?

Mr. Alserri – We can’t release plans.

Ms. Broide – We never saw a site plan. The Council approved things without a site plan in hand?

Mr. Alserri – I have seen uses approved without a site plan at CPC. Let’s reach out to them. I am not sure of the details with CPC and Council. We can follow up.

Ms. Tippit – Howard Katz says the City keeps sending them back to drawing board.

Mr. Alserri – If you need anything else, Jack is your go to. Next meeting he will do an update on the sidewalk improvement plan.

Ms. Morocco – Thank you.

G) 10604 Santa Monica Blvd Development Project

Mr. Spector: To take action on an item not on the agenda, there has to be a 2/3 vote, there has to be a need to take action before our next meeting and the need to take action had to come to our attention after the agenda was out.

Mr. Shabsis makes a motion for emergency consideration of the development project at 10604 Santa Monica Blvd.
Second: Ms. Mason-Heller
Seats in favor: 1,2,3,4,6,7,8,9,11,12,13,14,15,16,17
Not present: 5,10
15-0-0
Passed

Ms. Tippit – Manny came to us in September or October and presented the 10604 Santa Monica Blvd project and we voted to support it. I wrote a letter (below). Due to problems getting the project off the ground, he had to resubmit it and it was after JJJ passed. He now has to ask for bonus. The building exterior is the same as we approved previously.

Mr. Manny Barin – We have to refile our case according to the City. We have to provide a minimum of 3 units to low income housing now. We are subject to the JJJ moratorium coming up in March. The building size and height are the same. It is the same FAR. Now we have changed the inside configuration. Originally there were 16 three bedrooms and 4 two bedrooms. The project is now 16 two
bedrooms and 8 three bedrooms. Parking is the same. There is a small retail commercial on the bottom 500-600 sq ft. The density has gone up, but the site allows for 25 units. We are not doing that. We are not asking for any zone changes. We are asking for the same incentives as previously.

Motion by Ms. Beale-Rosano to approve the 10604 Santa Monica Blvd development project as presented.
Second: Ms. Dox
Seats in favor: 1,2,3,4,6,7,8,9,11,12,13,14,15,16,17
Not present: 5,10
15-0-0
Passed

Ms. Kusnic leaves the room.

Previous letter written by the WNC on the project:

January 29, 2016

Mr. Phillip Bazan
Expedited Planning Section
200 No. Spring
Los Angeles, CA 90012

Re: APCW-2016-107-ZC
   Tentative Tract TT 73994

I am writing on behalf of the Westside Neighborhood Council (WNC) representing approximately 80, stakeholders in Century City, Rancho Park, Cheviot Hills.
At our November 12, 2015 Governing Board Meeting Mr. Manny Barin presented his proposed project for 10604 Santa Monica Blvd.
After a short discussion the WNC moved and passed:
"WNC moves to support a 20 Unit ( 4 (2) bedrooms and 16 (3) bedrooms) RAS4 50' High, 4 Story over commercial and parking condos or luxury rental project. The project will condition no Airbnb units be permitted, no billboards, and provide bicycle parking."
It was a pleasure to work with Mr. Barin. He reached out to the community and proved to be very sensitive to their concerns. The architect design and circulation plan will be an improvement to the area. There are buildings taller directly behind the proposed project whose tenants would welcome a project that won't block their view.
We urge you to join the WNC and support this project as presented.
Sincerely,
Terri Tippit
Cc: Councilmember Paul Koretz
H) Barbara Broide, WNC representative to LANCC, Proposed LADWP Customer Bill of Rights. The Mayor ran to overhaul DWP; that has not happened. JD Power ranks LADWP terribly. I went to the LANCC meeting Saturday morning. Most people there said “ahh” about the plan and were upset they did not consult the NCs. There are no cost estimates with this. Many of these things are already happening. The 24 hour email response is currently at a 48 hour response limit. Most people’s feeling at the meeting was this does not answer all the concerns and comments. They wonder why NCs don’t have input? They want to know what it costs? There is nothing about rates. I don’t think the NC should support it because we have not had input.

Ms. Burns – I have been dealing with my mother who was not in her house for four months and she got a bill for $1200.

Ms. Broide – If the bill is three times higher than normal under the Bill Of Rights she could get some discount.

Ms. Burns – It is not. For electricity that was a meter read and she had no electricity. I have made three calls and not gotten a lot of help from Customer Service. This is not good in my opinion.

Ms. Broide - We could request the NCs be consulted. I’d like to ask if they are suggesting something that they tell us the cost.

Ms. Wu – We have not lived in our home for seven months. They sent us a bill and we called and they told us if you don’t use it, they send a bill. How is that okay?

Ms. Burns makes a motion that we don't support the LADWP Customer Bill of Rights and that a letter be sent to the Board of Commissioners.
Second: Ms. Beale-Rosano
Seats in favor: 1,2,3,4,6,7,8,9,12,13,14,15,16,17
Not present: 5,10,11
14-0-0
Passed

Customer Bill of Rights - Pending approval by Board of Water and Power Commissioners: www.adwp.com/customerbillofrights.

Water and power are essential to life and our economy. LADWP is committed to providing our customers with the highest quality water and power, with prompt, consistent and easily accessible customer service. We will approach our business practices in a collaborative way with the interest and needs of our customers in mind. We will proactively seek the best outcomes for our customers. We will provide our services in a safe, reliable and cost-effective manner that is sustainable and environmentally responsible.

Our Service Commitment to Our Customers
1. Quick, Clear and Consistent Customer Service

Our Service Philosophy
• Customers should be treated with courtesy, honesty, empathy and respect.
• Customers should find it easy to access services and information, including billing and usage data.
• Every question deserves an answer, and inquiries should be responded to promptly and followed up to completion.
• Customers should be informed of progress and receive updates about the status of requests.
• Service hours and locations should be convenient to customers.
• Customers should receive clear, accurate and consistent information.
• Customer interactions should be simple and streamlined, and continuously improved.
• Automated service options should be continuously expanded for customer convenience.

Our Service Level Commitments
• Call wait times shall not exceed three minutes on average.
• LADWP will respond to account related questions received via email within 24 hours or next business day of receipt.
• LADWP will send 95% of bills, on average, within three business days of meter read.
• Bills that exceed three times the average historic use for the same billing period will automatically be reviewed. If a customer receives a bill that is three times their average historic billing period use due to an inaccurate meter reading, they will receive a $25 bill credit and the bill will be corrected.
• Customers who do not provide access to their meter for an actual meter read will be informed at least twice and at least 10 days before service is disconnected.
• LADWP will replace defective meters within 90 days of it first being reported or discovered by LADWP.
• Requests to start a new residential account will be processed within one business day (or on the day requested by the account holder) or the connection fee will be waived.
• Customers who sign up for paperless billing for the first time will receive a one-time $10 credit and an additional one-time $15 credit if they also sign up for auto pay at that time, through December 31, 2018.
• New business service connections of 200 amps or less shall be completed within 10 business days after approved final inspection is received by LADWP or customer will receive a one-time $25 credit.
• Solar interconnections for residential projects 10 KW or less shall be within 10 business days after approved final inspection is received by LADWP or the customer will receive a one-time $25 credit.

2. Reliable, Safe and Sustainable Power

Our Service Philosophy
• Customers should receive reliable power, meeting or exceeding the reliability of comparable utilities.
• Ratepayer money will support substantial investments to operate and maintain, upgrade or replace power infrastructure to ensure continued reliability, cost effectiveness and environmental performance.

Our Service Level Commitments
• On average, customers will experience no more than one unplanned outage annually, lasting less than two hours, as reported through standardized industry metrics for frequency and duration.
LADWP will provide notification of power outages and expected service restoration on our mobile enabled website, on average, within 60 minutes of LADWP becoming aware of the outage and diagnosing the cause.

3. Reliable and High Quality Water
Our Service Philosophy
• Customers should receive safe and reliable water that meets or exceeds mandated water quality levels.
• Ratepayer money will support substantial investments to operate and maintain, upgrade or replace aging water infrastructure to ensure continued reliability, cost effectiveness, and environmental performance.
Our Service Level Commitments
• On average, 98% of water customers will experience no service interruptions annually.
• LADWP will provide notice of water outages with an explanation and information on expected service restoration in person or on our mobile enabled website, on average, within 60 minutes of LADWP becoming aware of the outage and diagnosing the cause.
• Water system leaks will be investigated and assessed within four hours of LADWP becoming aware of a potential pipe break, and will be prioritized for repair based on severity.
• Respond to water quality customer complaints before the end of the next business day.
• Water quality information will be publicly available online.

4. Collaborative Operations and Programs
Our Service Philosophy
• Rebate and incentive programs should be tailored for all of our customers, including renters, property owners and small and large businesses irrespective of economic, social or cultural differences.
• Rebate and incentive programs should be developed to primarily assist in lowering customer power and water bills and reducing environmental impacts.
• LADWP will collaborate with its customers to ensure services are designed and managed to meet customer needs.
• LADWP will make every effort to provide the maximum amount of cost-effective investment in energy efficiency and water conservation programs available to benefit customers.
Our Service Level Commitments
• Rebates and incentive programs will be easy to access and completed applications reviewed within 30 days.
• LADWP is committed to budgeting and issuing rebates that encourage customers to help us meet long term 15% energy efficiency and 25% water conservation goals.

The service levels established herein are subject to the express reauthorization by the Board of Water and Power Commissioners every twenty-four months. All service level commitments are effective starting February 1, 2017. Customers must request to receive waivers and credits. Service levels apply to services during non-emergency operations and normal operating conditions. These service levels supersede any previously established service levels on the subjects addressed in the Customer Bill of Rights. All services are subject to customer compliance with all of the appropriate rules for service, permits, regulations, ordinances or other applicable terms and conditions for the particular service. This Customer Bill of Rights is not intended to, does not, and should not be implied to create any legal rights or remedies beyond those set forth in the Rules Governing Water and Electric Service, which are the legally binding rules between LADWP and its customers.
I) Motion by Mr. Sean McMillan, Homeless Committee Chair, to approve up to $150 for the Los Angeles Homeless Services Authority (LAHSA) Citywide Homeless Count Night supplies.
Second: Mr. Rosenfield
Seats in favor: 1,2,3,4,6,7,8,9,12,13,14,15,16,17
Not present: 5,10,11
14-0-0
Passed

J) Sean McMillan, Homeless Committee Chair. Most of the plans I see for coping with the problem are in the form of a ten year plan. The details of the count are Wednesday, January 25th. Meet at 7pm at 1645 Corinth. The WNC needs volunteers to count in our area from about 8 p.m. through 11 p.m. The information that is generated is essential in helping us make the best possible decisions on how to use the limited city resources to address this issue. Questions, contact Sean at sean@heyler.com.
K) Treasurer’s Report – Ms. Burns presented the November MER as follows. Ms. Morocco stipulated as amended below that we still need to work out the FOWLA expenditure because it was not cashed on time, that Take Me Homes Days will probably not happen this year and that Ralphs is for refreshments and should be under the budget category operations.
Motion by Ms. Burns to approve the MER for November as amended.
Second: Ms. Morocco
Seats in favor: 1,2,3,4,6,7,8,9,12,13,14,15,16,17
Not present: 5,10,11
14-0-0
Passed

Ms. Burns presented the December MER as follows with Ms. Morocco’s stipulations, as amended below, that we still need to work out the FOWLA expenditure because it was not cashed on time, that the Take Me Homes Days will probably not happen this year and that Ralphs is for refreshments and should be under the budget category operations.
### Monthly Expenditure Report

**Department of Neighborhood Empowerment**

**Reporting Month:** DECEMBER

**Vendor:**

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<tr>
<th>VENDOR</th>
<th>INVOICE NUMBER</th>
<th>APPROVAL CODE</th>
<th>DATE / DESCRIPTION</th>
<th>BUDGET CATEGORY</th>
<th>OUT OF STATE VENDOR</th>
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**Expenditures by Line Item**

- We had allocated two payments to FWOSA: $1,000 and $1,000.85 for Officer Uniforms.
- During October 2016, we made a payment of $1,000 to FWOSA.
- During October 2016, we made a payment of $1,000 to FWOSA.
- During October 2016, we received the refund of $1,000.
- We submitted $1,494.89, which is shown in our balances.

**Additional Information**

- We, the Treasurer and Signer of the above-mentioned Council, declare that the information presented on this form is accurate and complete, and will furnish additional documentation to the Department of Neighborhood Empowerment upon request.

**Signature:**

- Treasurer Signature
- Bearer's Signature

**Date:**

- Date
- Date

**Additional Comments:**

- Additional comments

**Revision Date:**

- December

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**Notes:**

- The monthly expenditure report for the month of December shows a total expenditure of $4,464.84, with a remaining balance of $3,959.50.
- The budget for the month is set at $5,000.
- The expenditure breakdown includes categories such as Operations, Outreach, and Community Improvement.

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**Total Expenditure:**

- FWOSA: $1,000 (for Officer Uniforms)
- Other expenses:
  - $450.00
  - $500.00

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**Balance of Budget:**

- December 2017: $3,959.50
Motion by Ms. Burns to approve the MER for December as amended.
Second: Ms. Morocco
Seats in favor: 1,2,3,4,6,7,8,9,12,13,14,15,16,17
Not present: 5,10,11
14-0-0
Passed

Ms. Morocco – Jan 26 will be the first Pick Pico meeting at Heyler this year. Pick Pico is our main WNC outreach event to bring our stakeholders together. The event costs more than we allocate to it, but we partner with several community groups. From our funds, we are using $19,500, but the event costs over $35,000. $19,500 is a big expenditure and I always ask if there are other community needs pressing for the year?

Mr. Shabsis – Multiple trash zones will go into effect in 2018 or 2019. There has been an awarding of trash in our zone to some operator. It may be a good opportunity to reach out to them to help with the trash for the day.

Ms. Morocco – CD5 covered the thousands of dollars in trash costs in the past year. I am sure they will appreciate that idea.

Mr. Shabsis – This is a good opportunity for the franchisee to get their name out. This is a good opportunity for us to ask the question if we do not spend the money on Pick Pico, are there any large needs in our community? The answer may be no, but we should have it in the back of our mind because we are fortunate to live in a wonderful area of L.A. I am not belittling Pick Pico, but basically is there anything needed more than a single day community party?

Ms. Morocco – I remember when I first joined the Board; there were earmarks year after year. I was a big advocate for seeing what the year brings and what are the yearly needs? We should not just say of course we are doing Pick Pico. The only problem is we are building a connection with businesses and schools, and then they are going to say what you are not doing Pick Pico?

Mr. Shabsis – I don’t think we are there, but I think it’s important to articulate.

Ms. Broide – I want to see it go on, but I wonder if there is any way to make it more self-supporting so it is less of our budget? Now with Measure S, the City needs to do the community plan. Is there a way to do a process in a place of our area that really needs attention, so we can develop a cadre of volunteers that
understand planning? Perhaps we should use the money for that by hiring a planning consultant?

Ms. Morocco – This is something we should be thinking about in July when we have a new fiscal year.

Ms. Burns – We have been talking for the last two years to broaden to Westwood. Why can’t we broaden to Westwood? We need to create more of a Pickwood and that might get more people involved who have been in the community for some time because people know the name.

Ms. Morocco – We will definitely discuss at our first meeting.

Ms. Dox – I could not go to Pick Pico last year because my daughter got married. It might be good if a little more can be steered toward outreach for homelessness or neighborhood watch or things like that at the event.

Ms. Morocco – We have community orientated tables; the LADWP, rain barrels, we have a lot of info and it was not just a party. What’s in our neighborhood and what things in my neighborhood can I benefit from are there for everyone.

Ms. Dox – Another NC gave away trees at an event.

Ms. Wu – We put the date out early in the year. It’s a great way to get 6,000 people out and get the info we work on for the rest of the year out to the community. This improves lives and the community, which improves our neighborhood. We get the info out to the community that exists. Many people said in the community they don’t know that the NC exists and now they know. The challenge we have is we are short-handed as a Board the day of the event. We need cheerleaders that can convey what we do to the community. It's a challenge because we need the table fully staffed throughout the day. May 21, we need everyone.

Ms. Morocco – David Anderson always asks how we can best showcase the WNC? A picture of the WNC buying the jaws-of-life for LAFD, our events planting trees, so people see what we do and want to get involved.

Ms. Shaw – And we need the social media presence.

Ms. Morocco – And we are getting better at that too, especially with Francois.
Motion by Ms. Morocco to approve funding for the 2017 Pick Pico Street Fair, which includes $19,500 to FOWLA.
Second: Ms. Burns
Seats in favor: 1,2,3,4,6,7,8,9,12,13,14,15,16,17
Not present: 5,10,11
14-0-0
Passed

Motion by Ms. Morocco to approve $150 for the Bank of America parking lot rental for the 2017 Pick Pico Street Fair.
Second: Ms. Burns
Seats in favor: 1,2,3,4,6,7,8,9,12,13,14,15,16,17
Not present: 5,10,11
14-0-0
Passed

Motion by Ms. Morocco to approve $150 for the Chase parking lot rental for the 2017 Pick Pico Street Fair.
Second: Ms. Burns
Seats in favor: 1,2,3,4,6,7,8,9,12,13,14,15,16,17
Not present: 5,10,11
14-0-0
Passed

L) Chair Report, Terri Tippit, DONE denial for WNC Bylaw Amendment to hold elections every 4 years instead of every 2 years. We submitted a request 1.5 years ago to DONE to move elections to every 4 years because we have had several unopposed elections and before that there was one contested seat. They kept saying you cannot submit now for the longest time. Then they could not find our request. Then finally, they said recently we can’t do it. One-third of NCs don’t send anything out on their elections. We bought 2500 post cards. 8-9 other NCs do selections like us. DONE said at the BONC meeting that no other NCs do elections every four years. I said what about MacArthur Park, which does? I found out recently, that I am not the only Chair that is upset with our representative, Steve Box, and there have been several grievances filed. We have a representative who is not looking at things objectively. Our Board has always been full and some NCs have had zero people vote. I want to vote to request Mr. Box not review anything dealing with the WNC.
Ms. Mason-Heller – Do we want to do a formal complaint and say in our letter pursuant to our complaint? We should send a letter explaining the list of complaints we have and the stonewalling of the process.

Second – Ms. Dox
Seats in favor: 1,2,3,4,6,7,8,9,12,13,14,15,16,17
Not present: 5,10,11
14-0-0
Passed

Ms. Tippit – Lisa and Colleen will draft the letter and Shannon can proof it.

Motion to adjourn at 9:35 PM by Mr. Shabsis.
Unanimous

Submitted: By Aaron Rosenfield, Secretary