



# CENTRAL SAN PEDRO NEIGHBORHOOD COUNCIL

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## BOARD & STAKEHOLDER MEETING AGENDA

**Tuesday, January 10, 2017, 6:30pm**

**Port of Los Angeles High School**

**250 W. 5<sup>th</sup> Street, San Pedro, CA 90731**

**\*NOTE:** Public comments (on non-agenda items) are limited to 2 minutes each. Members of the public are further entitled to speak on any agenda item following the presentation of that item for **two** minutes. **The Central San Pedro Neighborhood Council may adopt positions by resolution on any of the agenda items.**

1. **6:30 pm. Call to Order, Pledge of Allegiance and Roll Call**
2. **Opening Remarks, Recognition of Dignitaries and Special Recognitions** (Mona Sutton)
  - a. Introduction of Dante Harris, President of Association of Flight Attendants AFA Local 12 & CWA Local 29012
3. **Approval of November 8, 2016 Meeting Minutes** (John Stammreich) (**Action Item**)
4. **Announcements**
  - a. **Joe Hill Memorial Event** (Frank Anderson)
5. **Public Comment on Non Agenda Items**
6. **Public Safety Reports:** (LAPD, CPAB, Port Police, LAFD, etc)
  - a. LAPD
  - b. Port Police
7. **Reports from Public Officials/Representatives**
  - a. City of Los Angeles, Council District 15 (Ryan Ferguson)
  - b. County Supervisor's Office (Erika Velasquez)
  - c. Congresswoman's Office
  - d. Mayor's Office (Manny Lopez)
  - e. LAUSD (John Larson)
  - f. Port of Los Angeles (Augie Bezmalinovich)
  - g. Assemblymember O'Donnell (Sara Patterson)
8. **President's Report** (Mona Sutton)
  - a. Motion to Approve Letter to Councilman Buscaino Re: Request for Stop Sign at 2<sup>nd</sup> Street & Grand (Aiden-Garcia-Sheffield) (**Action Item**) (**See Attachment**)
  - b. Motion to form an ad hoc committee for Lesbian, Gay, Bisexual and Transgendered (LGBT) stakeholder involvement (Aiden Garcia-Sheffield) (**Action Item**) (**See Attachment**)
  - c. Committee Appointments (**Action Items**)
    - i. Appoint two board members (one male/one female) to attend Civic University (CU) on 1/17, 1/24, & 1/31, 6-9pm at Ron Deaton Auditorium, 100 W. 1<sup>st</sup> Street, Los Angeles 90012.
    - ii. Appoint DWP Liaison
  - d. Board Review and Consider Support of DWP Bill of Rights (**Action Items**) (**See attached**)

**9. Reports from Board Liaisons**

- a. **Budget Advocates** (Danielle Sandoval)
- b. **Government Relations** (Danielle Sandoval)
- c. **BONC & DONE Reports**
  - i. **Motion to Approve Letter** to Herb Wesson, Chair of the City Council's Rules, Elections, Intergovernmental Relations and Neighborhood Committee requesting that any Harbor Area Regional Business be conducted at Los Angeles City Hall as opposed to the new Van Nuys City Hall location to allow Harbor Area stakeholders an opportunity to provide public comment for issues affecting their region. (Danielle Sandoval) **(Action Item)**
- d. **HANC** (Frank Anderson)
- e. **PBID** (Michael Koth)
- f. **San Pedro Chamber** (Christian Guzman)

**10. Presentation and Update on Christensen Science Center** (Christopher Downing) 10 min

- a. **Motion to Approve Letter of Support** **(Action Item)**

**11. Presentation on Central San Pedro NC's November Board Retreat** (Danielle Sandoval) 5 min

**12. Marijuana Regulatory Framework Ad Hoc Committee Report** (Matt Garland)

- a. Motion from Committee for Full Board Approval of White Paper Draft (Council File No. 14-0366-S5) **(Action Item) See Attachment**
- b. Motion from Committee to support a public forum meeting on Cannabis in February 2017 (possibly Feb. 17<sup>th</sup>) at the Croatian Cultural Center with a budget not to exceed \$200 for snacks/refreshments. **(Action Item)**

**13. Finance Committee Report** (Danielle Sandoval)

- a. Motion to approve MER and Monthly Bank Statement **(Action Item)**
- b. Motion to reimburse Leslie Jones \$300 for Retreat Lunch Expenses **(Action Item)**
- c. Motion to reimburse Donald Galaz \$25.20 for purchase of water bottles for meetings. **(Action Item)**
- d. Motion to reimburse Danielle Sandoval \$78.47 for purchase of ink and paper **(Action Item)**
- e. Motion to allocate the additional \$5,000 provided to neighborhood councils to Outreach **(Action Item)**
- f. Motion to approve budget adjustments to reflect the allocation in item "e" above **(Action Item)**
- g. Motion to approve purchase of Outreach promotional items in an amount not to exceed \$2500 **(Action Item)**
- h. Motion to approve rental of storage facility in an amount not to exceed \$100/mo. **(Action Item)**

**14. Outreach and Communication Committee Report** (Joanne Rallo)

**15. Land Use and Planning Committee Report** (Leslie Jones)

**16. Port Relations Committee Report** (James Dimon)

**17. Sustainability Committee Report** (Christian Guzman)

- a. **Motions from Committee for Board Approval:**
  - i. Recommend that the Central San Pedro Neighborhood Council adopt and (format where appropriate) a letter regarding the ports of Long Beach and Los Angeles' Clean Air Action Plan. **(Action Item) (See attached draft letter)**
  - ii. Recommend that the council adopt reusable canteens. These canteens will be given to stakeholders and board members at board meetings for them to use for water, which

will come from the on-site water filling station at the Port of Los Angeles High School. (Action Item)

- iii. Fund an initial order of 144 bottles for an amount not to exceed \$700. The order can be from the company, "Your Promotional Safari," owned by Darlene Zavalney. (Action Item)
- iv. Sponsor a presentation regarding San Pedro's Native Flora at the Palos Verdes Peninsula Land Conservancy. The presentation, *Why Native Plants?*, will take place on February 18. (Action Item)
- v. Fund an amount not to exceed \$125 for snacks for the event (16.a.iv.) (Action Item)

**18. Election Committee Report** (deferred)

**19. Homelessness Committee Report** (Danielle Sandoval)

- a. Update on San Pedro Homeless Count Event scheduled for January 25, 2017 8:00pm-11:00pm and motion to approve \$100 to purchase coffee for volunteers (Action Item)
- b. Report from Homeless Advocates Meeting at City Hall.

**20. Parks Committee Report** (Debbie Rouser)

**21. Ad Hoc Business Committee Report** (Michael Koth)

**22. Ad Hoc Bylaws Committee** (John Stammreich).

- a. Final review and Motion to approve proposed Bylaws changes (Action Item) (See Attachment)
- b. Final review and Motion to approve updates to the Standing Rules (Action Item) (See Attachment)

**23. Adjournment** – Target Adjournment – 8:30pm

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*In compliance with government code section 54957.5, non-exempt writings that are distributed to all or a majority of the Board members in advance of a meeting may be viewed at our website by clicking on the following link: [www.centrialsanpedro.org](http://www.centrialsanpedro.org), at a location given in the item number of the agenda or at the scheduled meeting. In addition if you would like a copy of any record related to an item on the Agenda, please contact the Central San Pedro Neighborhood Council at 310-918-8650.*

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**RECONSIDERATION AND GRIEVANCE PROCESS:** For information on the Northwest San Pedro Neighborhood Council's process for board action reconsideration, stakeholder grievance policy, or any other procedural matters related to this Council, please consult the CeSPNC Bylaws. The Bylaws are available at our Board meetings and our website <http://sanpedrocity.org/bylaws-committee/>

**SERVICIOS DE TRADUCCION** Si requiere servicios de traducción, favor de avisar al Concejo Vecinal 3 días de trabajo (72 horas) antes del evento. Por favor contacte a the SLNC Secretary, al 310-918-8650 o por correo electrónico [info@centrialsanpedro.org](mailto:info@centrialsanpedro.org) para avisar al Concejo Vecinal.



# CENTRAL SAN PEDRO NEIGHBORHOOD COUNCIL

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## BOARD & STAKEHOLDER MEETING MINUTES Tuesday, November 8, 2016

Port of Los Angeles High School, 250 W. 5<sup>th</sup> Street, San Pedro, CA

1. **Call to Order, Pledge of Allegiance and Roll Call:** The meeting was called to order at 6:30, by President Mona Sutton. (A quorum of 16 Board Members). Approximately 25 stakeholders present.

Board Members	Roll Call/Attendance
Frank Anderson	Present
Terry Bonich	Present
Michael Collins	Present
James Dimon	Excused
Donald Galaz	Present
Jose Guerrero	Present left at 9:05 pm
Christian Guzman	Present left at 9:10 pm
Alexander Hall	Present
Leslie Jones	Present
Michael Koth	Present
Joanne Rallo	Present
Debbie Rouser	Present
Danielle Sandoval	Present
John Stammreich	Present
Mona Sutton	Present
Allyson Vought	Present
Aiden Garcia-Sheffield	Seated at 7:20 pm

2. **Opening Remarks, Recognition of Dignitaries and Special Recognitions** – Mona Sutton
  - a. **Announcement of ad hoc committee on Marijuana Regulatory Framework.** Call for committee chair and committee members.
    - i. Matt Garland appointed as chair, he gave a brief introduction and overview of the medicinal cannabis industry.
    - ii. Board members Donald Galaz, Frank Anderson, and Alexander Hall were appointed as members of the committee.

Motion by **John Stammreich** to appoint Matt Garland as Chair, and Donald Galaz, Frank Anderson, and Alexander Hall as members, of the Ad Hoc Committee on Marijuana Regulatory Framework, seconded **Michael Koth**, and passed with 13 yes (Anderson, Bonich, Collins, Galaz, Guerrero, Guzman, Hall, Jones, Koth, Rallo, Rouser, Stammreich and Vought), 0 no, 2 abstention(s) (Sandoval, and Sutton), and 1 not yet seated (Garcia-Sheffield).
  - b. **Announcement of letter from LAUSD Adult and Career Education Division** inviting the Central SPNC to attend the Community and Business Partnership Breakfast on November 16, 2016.
  - c. **President Sutton** announced that today is the 2<sup>nd</sup> year since the revitalization of Leland Park, with that she wants to publicly congratulate board member Debbie Rouser for all the work she did rallying the community, the Councilman, and the Department of Recreation and Parks. Also, Ms. Rouser had an amazing Halloween event serving over 450 kids. It is the home field of the

Port of Los Angeles High School girls' softball team. In turn Ms. Rouser thanked everyone that helped make it happen.

3. **Vacant Board Seat**: Each candidate made a brief statement and answered questions.
  - a. Maria Couch received 5 votes.
  - b. Ceasar Morales received 2 votes.
  - c. Aiden Garcia-Sheffield received 8 votes and was seated.

Motion by **John Stammreich** that if no candidate receives a majority vote in the first round of voting then the lowest vote getter will be eliminated, seconded by **Michael Koth**, and passed with 8 yes (Anderson, Guzman, Jones, Koth, Rallo, Rouser, Stammreich and Vought), 6 no (Bonich, Collins, Galaz, Guerrero, Hall, and Sandoval), 1 abstention(s) (Sutton), and 1 not yet seated (Garcia-Sheffield).

4. **Approval of Letter**: Board approval of letter to be sent from CeSPNC to the Council Office and City Council's Public Works Committee Re: Request from stakeholders on the 100 block of O'Farrell between N. Beacon and N. Palos Verdes Street who signed and presented a petition requesting installation of a sidewalk.

Motion by **Joanne Rallo** to approve a letter to be sent from CeSPNC to the Council Office and City Council's Public Works Committee Re: Request from stakeholders on the 100 block of O'Farrell between N. Beacon and N. Palos Verdes Street who signed and presented a petition requesting installation of a sidewalk, seconded by **Christian Guzman**, and passed with 14 yes (Anderson, Bonich, Collins, Galaz, Garcia-Sheffield, Guzman, Hall, Jones, Koth, Rallo, Rouser, Sandoval, Stammreich and Vought), 0 no, 1 abstention(s) (Sutton), and 1 out of room (Guerrero).

5. **Approval of October 18<sup>th</sup> Meeting Minutes**: Motion by **Michael Collins** to approve October 18<sup>th</sup> meeting minutes, seconded **Leslie Jones**, and passed with 13 yes (Anderson, Bonich, Collins, Galaz, Guerrero, Guzman, Hall, Jones, Koth, Rallo, Rouser, Sandoval, and Stammreich), 0 no, and 3 abstention(s) (Garcia-Sheffield, Sutton and Vought).

6. **Announcements**:

- a. **CeSPNC's Canned Food and Toy Drive to Benefit Rainbow Services** – Joanne Rallo
  - i. There is a drop box at The Mailroom at 19<sup>th</sup> and Gaffey from now until December 19<sup>th</sup>.
  - ii. They will be collecting donations on November 13<sup>th</sup> from 10:00 am to 3:00 pm at Top Value market on 1<sup>st</sup> and Bandini, and on November 19<sup>th</sup> from 10:00 am to 2:00 pm at Ray Deeters Tire Town on 11<sup>th</sup> and Pacific.
  - iii. They will distribute donations on December 20<sup>th</sup> at an event at Rancho San Pedro.
  - iv. They need volunteers, please contact Joanne at [outreach@centralsanpedro.com](mailto:outreach@centralsanpedro.com).

7. **Public Comment on Non-Agenda Items**:

- a. Michael Gatanz distributed a hand out related to downtown. He commented that downtown will never be revitalized unless it becomes family friendly.
- b. Frank Anderson commented that the Halloween event at Leland Park was tremendous, Debbie Rouser, and Officers Nua and Bravo did a great job. The Joe Hill Memorial Committee has moved the installation of the donor plaque from November 19<sup>th</sup> to January 28, 2017.
- c. James Allen commented that he objects to CeSPNC holding a meeting on election night as long lines at polling places are keeping people in line for about an hour and this meeting's attendance is down which excludes people.
- d. Maria Couch commented about community outreach and tonight's CeSPNC board seat election, she is concerned that the two candidates that have history in the community did not get appointed to the board and the person who just arrived in the community got appointed.

8. **Public Safety Reports**:

- a. **LAPD Senior Lead Officer Junior Nua**
  - i. Officer Nua gave a brief overview of crime statistics.
  - ii. They are trying to do more bike patrols, they are really good for outreach. On last First Thursday the SLO's did a bike patrol from Harbor Gateway all the way down to downtown San Pedro.
  - iii. LAPD will partner with CeSPNC for the December 20<sup>th</sup> event at Rancho San Pedro.

- iv. The Community Police Advisory Board meeting is Thursday, November 17, at 6:30 at the Harbor Division Police Station.
- v. Officer Nua answered questions from board members and stakeholders.
- b. **New Rancho Advisory Committee (RAC) Board members of Rancho San Pedro**
  - i. The new board member's comments were translated by Maria Couch.
  - ii. They thanked the CeSPNC board for inviting them to speak at the meeting.
  - iii. They thanked CeSPNC board members Danielle Sandoval and Donald Galaz for attending their installation ceremony.
  - iv. CeSPNC President Mona Sutton commented that she is so happy to have the RAC members come to the meeting and hear from them. She reminded everyone that the CeSPNC board is here for them and everyone.

9. **Reports from Board Liaisons:**

- a. **Budget Advocates** – Danielle Sandoval
  - i. Motion that the Central SPNC support Budget Advocate's motion requesting the Budget and Finance Committee assign a council file re recommendations of the LA 202 report. **Motion by Alexander Hall that the Central SPNC support Budget Advocate's motion requesting the Budget and Finance Committee assign a council file re recommendations of the LA 202 report, seconded Leslie Jones, and passed with 14 yes (Anderson, Bonich, Collins, Galaz, Guerrero, Guzman, Hall, Jones, Koth, Rallo, Rouser, Sandoval, Stammreich, and Vought), 0 no, and 2 abstention(s) (Garcia-Sheffield and Sutton).**
  - ii. They have filled the vacancy with Monica Massey from the Wilmington Neighborhood Council.
  - iii. They are working on getting this year's White Paper written.
  - iv. For more information on Budget Advocates please go to <http://ncbala.com>.
- b. **Government Relations** – Danielle Sandoval – No report.
- c. **BONC & DONE Reports** – Danielle Sandoval
  - i. An additional \$5,000 for each neighborhood council was approved by the City Council. The additional funds will need to be allocated and the budget revised.
  - ii. When the Budget Advocates met with the Department of Neighborhood Empowerment they discussed having an annual Neighborhood Council budget of \$50,000 and allowing unspent funds to roll over to the next fiscal year.
- d. **Harbor Alliance of Neighborhood Councils (HANC)** – Frank Anderson
  - i. Minutes from the latest meeting were included in the agenda package.
  - ii. They have hired a note taker for most meetings.
  - iii. As discussed at the HANC retreat city departments are not coming to HANC meetings, and they are not getting the support that they deserve.
  - iv. The City Council approved an additional \$5,000 for each neighborhood council for this fiscal year, however, they are still looking for where they are going to get the money.
  - v. Request from HANC to submit three items of concern within our NC. **Motion by Danielle Sandoval to approve the following items of concern; 311 issues, more police and opening the Harbor Division jail, and addressing the inequality of infrastructure in the harbor area, seconded by Michael Koth, and passed with 13 yes (Anderson, Bonich, Collins, Galaz, Guerrero, Hall, Jones, Koth, Rallo, Rouser, Sandoval, Stammreich, and Vought), 0 no, and 3 abstention(s) (Garcia-Sheffield, Guzman, and Sutton).**
- e. **PBID** – Michael Koth
  - i. Most of the last PBID meeting was spent discussing the financial logistics of PBID.
  - ii. The Dia De Los Muertos event drew about 95,000 people.
- f. **San Pedro Chamber** – Christian Guzman
  - i. The holiday chamber mixer will be on December 16<sup>th</sup> at 5:30 pm, at Crafted.
  - ii. Holiday Parade applications are now available on the website.

10. **Reports from Public Officials/Representatives:**

- a. **LAUSD District South Superintendent Christopher Downing**

- i. Update on the status of the Christensen Science Center: They had a focus group meeting and heard proposals from Pet Pals and Sapphire Sanctuary. The district asked the presenters to provide evidence of their ability to sustain funding for at least five years by December.
- ii. San Pedro High School has formed a partnership with the National Math and Science Initiative to increase AP enrollment.
- iii. Barton Hill Elementary School update: The Boys and Girls Club is operating a STEAM academy after school and LAUSD is funding a full time assistant principal and they will be implementing a new online math program.

11. **Transportation Update** – Allyson Vought

- a. Update on Metro Bike Share Program coming to the Port of LA/Waterfront
  - i. The Port voted to approve bicycle share in our community. There will be eleven stations throughout the area.
  - ii. The pay stations will take a TAP card or credit card. There is an app available in the iTunes store that will show where all the bikes are.

12. **Finance Committee Report** – Danielle Sandoval, Treasurer

- a. Motion to approve MER and Monthly Bank Statement. **Motion by Jose Guerrero to approve October MER and Monthly Bank Statement, seconded Michael Collins, and passed with 15 yes (Anderson, Bonich, Collins, Galaz, Guerrero, Guzman, Hall, Jones, Koth, Rallo, Rouser, Sandoval, Stammreich,), 0 no, 0 abstention(s), and 1 ineligible (Garcia-Sheffield).**
- b. Motion to approve purchase of new recorder for use by minute taker at a cost not to exceed \$110. **Motion by Donald Galaz to approve purchase of new recorder for use by minute taker at a cost not to exceed \$110, seconded Michael Collins, and passed with 13 yes (Anderson, Bonich, Collins, Galaz, Guerrero, Guzman, Hall, Jones, Koth, Rallo, Rouser, Sandoval, and Stammreich), 0 no, 2 abstention(s) (Sutton and Vought), and 1 ineligible (Garcia-Sheffield).**
- c. Motion to approve purchase of a Tripod Projector Screen at a cost not to exceed \$150. **Motion by Christian Guzman to approve purchase of a Tripod Projector Screen at a cost not to exceed \$150, seconded Joanna Rallo, and passed with 15 yes (Anderson, Bonich, Collins, Galaz, Guerrero, Guzman, Hall, Jones, Koth, Rallo, Rouser, Sandoval, Stammreich,), 0 no, 0 abstention(s), and 1 ineligible (Garcia-Sheffield).**
- d. Motion to approve an amount not to exceed \$1,000 for expenses related to the Rancho Housing Development Holiday Event. **Motion by Leslie Jones to approve an amount not to exceed \$1,000 for expenses related to the Rancho Housing Development Holiday Event, seconded Jose Guerrero, and passed with 15 yes (Anderson, Bonich, Collins, Galaz, Guerrero, Guzman, Hall, Jones, Koth, Rallo, Rouser, Sandoval, Stammreich,), 0 no, 0 abstention(s), and 1 ineligible (Garcia-Sheffield).**
- e. Motion to approve purchase of new Central San Pedro NC banners (amount not to exceed \$250). **Motion by John Stammreich to approve purchase of new Central San Pedro NC banners (amount not to exceed \$250), seconded Joanne Rallo, and passed with 15 yes (Anderson, Bonich, Collins, Galaz, Guerrero, Guzman, Hall, Jones, Koth, Rallo, Rouser, Sandoval, Stammreich,), 0 no, 0 abstention(s), and 1 ineligible (Garcia-Sheffield).**
- f. Motion to approve budget in an amount not to exceed \$250 for holiday decorations for the Central SPNC float advertising Central SPNC in the San Pedro Holiday Parade. **Motion by Christian Guzman to approve budget in an amount not to exceed \$250 for holiday decorations for the Central SPNC float advertising Central SPNC in the San Pedro Holiday Parade, seconded Jose Guerrero, and passed with 15 yes (Anderson, Bonich, Collins, Galaz, Guerrero, Guzman, Hall, Jones, Koth, Rallo, Rouser, Sandoval, Stammreich,), 0 no, 0 abstention(s), and 1 ineligible (Garcia-Sheffield).**

13. **Outreach and Communication Committee Report** - Joanne Rallo, Chair

- a. Call for volunteers to assist with canned food drive.
- b. Update on Rancho Housing Development Holiday Party.
- c. Update on Central SPNC Float in Holiday Parade – they need help decorating on the morning of the parade around 9:30 am to 10:00 am they will post the location soon.

- d. Update on Talk time radio show – We able to get 2 adds drafted and ready to go, one general and one for the canned food drive.

14. **Land Use and Planning Committee Report** - Leslie Jones, Chair

- a. **Del Taco Letter of Support:** Board Approval of letter of support for new configuration for drive thru at Del Taco on 4<sup>th</sup> Street. To view letter please go to <http://sanpedrocity.org/correspondence>. Motion from committee, passed with 14 yes (Anderson, Bonich, Collins, Galaz, Guerrero, Guzman, Hall, Jones, Koth, Rallo, Rouser, Sandoval, Stammreich, and Vought), 0 no, and 2 abstention(s) (Garcia-Sheffield and Sutton).
- b. **Lisbon Café Letters of Support:** Board Approval of letter of support for new restaurant called the Lisbon Café & Grill at 228 N. Gaffey. To view letters please go to <http://sanpedrocity.org/correspondence>.
  - i. Board Approval of letter of support for new restaurant called the Lisbon Café & Grill at 228 N. Gaffey. Motion from committee, passed with 14 yes (Anderson, Bonich, Collins, Galaz, Guerrero, Guzman, Hall, Jones, Koth, Rallo, Rouser, Sandoval, Stammreich, and Vought), 0 no, and 2 abstention(s) (Garcia-Sheffield and Sutton).
  - ii. Board Approval of letter of support for re-zoning of parking lot for Lisbon Café & Grill Motion from committee, passed with 14 yes (Anderson, Bonich, Collins, Galaz, Guerrero, Guzman, Hall, Jones, Koth, Rallo, Rouser, Sandoval, Stammreich, and Vought), 0 no, and 2 abstention(s) (Garcia-Sheffield and Sutton).
- c. **Flyers:** Board Approval of flyers to assist with local cleanup and 311 issues. To view the flyers please go to the [agenda package](#) pages 7, 8 and 9. Motion from committee, passed with 12 yes (Anderson, Bonich, Collins, Galaz, Hall, Jones, Koth, Rallo, Rouser, Sandoval, Stammreich, and Vought), 0 no, 2 abstention(s) (Garcia-Sheffield and Sutton), and 2 left meeting early (Guerrero and Guzman).

15. **Port Relations Committee Report** – James Dimon, Chair – Not present

16. **Sustainability Committee** Christian Guzman

- a. **Motions from Committee for Board Approval:** To view the complete letters please go to <http://sanpedrocity.org/correspondence>.
  - i. *The Central San Pedro Neighborhood Council moves to support a letter recommended by the Board of the Neighborhood Council Sustainability Alliance that calls for LADWP to reach 100% renewable energy by 2030, to refrain from any new investments in fossil fuel infrastructure, and to ensure that all residents of Los Angeles reap the benefits of this transition. The filing of a community impact statement is also authorized once the Los Angeles City Council takes the issue up.*

We write to request that the [Los Angeles City Council create a council file and](#) that the City of Los Angeles's Department of Water & Power (LADWP) develop a plan and concrete timeline to transition its portfolio to 100% renewable energy no later than 2030. We support a rapid timetable and ask that Los Angeles **complete the transition to 100% clean, renewable energy by 2030 or sooner based on new technologies that become available. In addition, we ask hat Los Angeles commit to making no new fossil fuel infrastructure investments during this transition period.** We also request that LADWP include strategies to ensure that the economic and environmental benefits and opportunities linked to this energy transition are shared by all residents of Los Angeles.

Motion by **Danielle Sandoval** to amend by inserting '[...Los Angeles City Council create a Council File](#)', in the first sentence of the first paragraph as noted above, seconded **Christian Guzman**, and passed with 15 yes (Anderson, Bonich, Collins, Galaz, Guerrero, Guzman, Hall, Jones, Koth, Rallo, Rouser, Sandoval, Stammreich,), 0 no, 0 abstention(s), and 1 ineligible (Garcia-Sheffield).

Motion from committee as amended, passed with 13 yes (Anderson, Bonich, Collins, Galaz, Guerrero, Guzman, Hall, Jones, Koth, Rallo, Rouser, Sandoval, and Vought), 1 no (Stammreich), and 2 abstention(s) (Garcia-Sheffield and Sutton).

- ii. *The Central San Pedro Neighborhood Council moves to send a letter of support to the Los Angeles Department of Public Works, regarding Paseo Del Mar reconstruction, asking them to extend the public comment period set to end on Nov. 10 by 60 days, and to eliminate Alternative 4 (putting Paseo Del Mar through White Point Nature Preserve).*



Motion from committee as amended, passed with 13 yes (Anderson, Collins, Galaz, Guerrero, Guzman, Hall, Jones, Koth, Rallo, Rouser, Sandoval, Stammreich, and Vought), 1 no (Bonich), and 2 abstention(s) (Garcia-Sheffield and Sutton).

17. **Election Committee Report** (deferred)
18. **Homelessness Committee Report** – Danielle Sandoval
  - a. Appoint Danielle Sandoval as Homelessness Liaison to City Hall  
Motion by **Donald Galaz** to appoint Danielle Sandoval as Homelessness Liaison to City Hall, seconded **Michael Koth**, and passed with 12 yes (Anderson, Bonich, Collins, Galaz, Hall, Jones, Koth, Rallo, Rouser, Sandoval, Stammreich, and Vought), 0 no, and 2 abstention(s) (Garcia-Sheffield and Sutton), and 2 left meeting early (Guerrero and Guzman).
19. **Parks Committee Report** - Debbie Rouser, Chair
  - a. Announcement of next committee meeting November 9<sup>th</sup>. MEETING CANCELLED. Ms. Rouser will try to reschedule before the end of the year.
  - b. The Halloween event was a great success.
20. **Business Committee** – Michael Koth, Chair
  - a. They are looking for a new direction and are trying to unite downtown businesses.
  - b. They hope to make downtown more family friendly and more inviting for families.
  - c. They are looking into having outside dining.
21. **Ad Hoc Bylaws Committee** – John Stammreich, Chair
  - a. Report on proposed bylaws changes for review (Board to vote in January)
  - b. Report on potential updates to the Standing Rules.
  - c. Hold meeting on the last Tuesday of the month will try to hold a meeting
  - d. Hopes to have proposed changes up on the website by next week.
22. **President's Report** – Mona Sutton
  - a. Committee Appointments
    - i. Appoint Matt Garland to the ad hoc committee re: Marijuana Regulatory Framework.  
Motion by **John Stammreich** to appoint Matt Garland as Chair of, and Donald Galaz, Frank Anderson, and Alexander Hall as members of, the Ad Hoc Committee on Marijuana Regulatory Framework, seconded **Michael Koth**, and passed with 13 yes (Anderson, Bonich, Collins, Galaz, Guerrero, Guzman, Hall, Jones, Koth, Rallo, Rouser, Stammreich and Vought), 0 no, 2 abstention(s) (Sandoval, and Sutton), and 1 not yet seated (Garcia-Sheffield).
    - ii. Remove Sunny Lopez from Land Use, Planning & Public Works Committee
    - iii. Remove Dave Behar from Outreach Committee
    - iv. Remove John Stammreich from, and add Alison Shaw and Daryl Ashley to, the Ad Hoc Business Committee.  
Motion by **John Stammreich** to approve the above committee changes, seconded **Michael Koth**, and passed with 13 yes (Anderson, Bonich, Collins, Galaz, Guerrero, Guzman, Hall, Jones, Koth, Rallo, Rouser, Stammreich and Vought), 0 no, 2 abstention(s) (Sandoval, and Sutton), and 1 not yet seated (Garcia-Sheffield).
  - b. Retreat Update
    - i. President Sutton thanked everyone who attended. It was an amazing retreat.
    - ii. They set new tangible goals. There is a renewed sense of interest and excitement.
  - c. Report on status of use of three-eyed fish image.
    - i. Postponed due to time constraints.
23. **Adjournment:** The meeting was adjourned at 9:30 pm. The next scheduled meeting is January 10, 2017.

Respectfully submitted,  
Sheryl Akerblom,  
for the Central San Pedro Neighborhood Council

## **Central San Pedro Neighborhood Council Ad-hoc Committee on Marijuana Regulatory Framework**

Our Committee focus in cannabis regulation is on community stewardship and family safety. The impact of rogue shops and grey market operators is the enrichment of organized crime, diversion to youth, inconsistent and unsafe patient access, nuisance complaints; and the erosion of trust between the community, the cannabis industry, and enforcement authorities.

### **Issues of concern to our committee include:**

- 1. Protections for families and guardrails against youth exposure**
- 2. Community stewardship and reinvestment**
- 3. Economic empowerment**
- 4. Patient access and safety**
- 5. Presentation and location of businesses**
- 6. Dissolution of the black market**

To create a cannabis industry with a strong community stewardship ethic, we are requesting Mayor Garcetti and the City Council to:

- 1. Protections for families and guardrails against youth exposure**
  - Develop regulations including strong parental protection language to extend the criminal reforms in marijuana policy to civil law.
  - Restrict advertising and signage of retail businesses.
  - Develop guidelines for retail businesses to post pertaining to nuisance issues such as public consumption and loitering.
  - Require storefront businesses to be located at least 1000 ft from schools, churches, youth centers, and other sensitive uses.
- 2. Community stewardship and reinvestment**
  - Encourage community reinvestment and community stewardship through a Neighborhood council approval program.
  - Examine the establishment of Quimby funds as a reinvestment option.

### **3. Economic empowerment**

- Develop licensing to support small businesses, including cottage industry licensing to encourage a community stewardship ethic and broad based economic empowerment.
- Examine a 10 employee threshold to require a labor peace agreement.
- Examine encouraging local hiring goals of 70%.

### **4. Patient access and safety**

- Develop a publicly available registration list for cannabis businesses intending to apply for licensing.
- Allow these registered businesses to operate in the interim to ensure patient access.
- Develop regulations including the patient exemption in MCRSA AB 243, 11362.777(g) and SB 643, 19319.

### **5. Presentation and location of businesses**

- Examine parking and traffic flow considerations.
- Develop guidelines encouraging upscale presentations of businesses.
- Examine licensing of businesses based on the needs of the marketplace and zoning considerations.
- License delivery services that are not associated with storefront businesses.
- Develop cottage industry licensing.
- Establish a voluntary pilot program of Neighborhood Council approval for cannabis businesses.
- Restrict retail storefront hours of operation to 8am through 9pm.

### **6. The dissolution of the black market**

- Develop broad based and inclusive licensing in all industry categories under MCRSA and AUMA to encourage the dissolution of the grey market and rogue operators.
- Create a LA office of Cannabis Regulation to develop and oversee local licensing and permits.
- Transfer the principle responsibilities and duties regarding regulatory compliance from LA City Attorney and LAPD to the new agency to help bridge the trust between the industry and enforcement authority.

Vilma Martinez, Board President  
Dave Arian, Board Vice President  
Patricia Castellanos, Commissioner  
Anthony Pirozzi, Jr., Commissioner  
Edward Renwick, Commissioner  
Gene Seroka, Executive Director  
Port of Los Angeles,  
425 South Palos Verdes Street, San Pedro, California, USA 90731

Dear Executive Director Seroka and Harbor Commissioners:

The San Pedro Neighborhood Council represents stakeholders that are subject to some of the worst air quality in the nation. We deserve clean air.

The Council supports several points that were addressed in the Ports' Clean Air Action Plan. At the same time, we believe the goals included are far too distant since the ports air pollution results in a real cost to the lives of many in this community and others surrounding the ports. Still, we are specifically in favor of the following goals that will begin to provide our stakeholders with cleaner air, including:

- A transition to zero emission trucks. According to the South Coast AQMD, heavy-duty trucks are a major source of pollutants, so we urge you to reach zero emissions in ten years.
- Both ports working with local workforce development programs to assist with necessary training programs to support implementation of new technologies and retraining programs for drivers. The community needs to know when this will happen.
- A transition to zero emission terminal equipment. We urge you to reach zero emissions in ten minutes.
- Conversion to electric-powered rail-mounted gantry cranes in five years or sooner.
- Conversion to electric yard tractors in regular operations in five years or sooner.
- By 2020, reduce residential cancer risk from port-related DPM emissions by 85 percent.

The San Pedro Neighborhood Council urges you to add the following goals to your plan:

- Mitigate ship emissions more by expanding the use of bioremediation, such as planting trees, and Advanced Maritime Emission Control System (AMECS), or similar technologies.
- Collaboration with labor unions in planning to adapt current (and future) port workers to automation and zero emission technologies, and corresponding maintenance, as such technologies are phased in.
- Achievement of zero emissions for trucks that travel shorter distances before 2035.
- More clearly specified deadlines to reach emission reduction targets for both trucks and port equipment.
- Specification of enforcement methods for failure to meet goals.
- Transition all lighting technologies to use Light Emitting Diodes.

- Prioritize transitioning harbor ships over container ships from older engines to newer engines.
- Acknowledgment by the Ports of Los Angeles and Long Beach of the negative health impacts from the port's pollution.
- Active community engagement with harbor area residents at least annually. This could be achieved by presenting at neighborhood council meetings.
- Improved communications and outreach to local communities when publicizing employment opportunities and job openings at the ports.
- Investment in local education programs for future port workers.
- Better maintenance of the ports' air quality monitoring systems, especially the accuracy of equipment.
- Incentives and rebates for independent truck drivers that will enable them to switch to zero emission trucks in a financially viable way. (In other words, truckers shouldn't go broke or get pushed out of the market.)

The San Pedro Neighborhood Council opposes new biofuel technologies to be developed for utilization at the Ports of Los Angeles and Long Beach. Even if these fuels are renewable, engines powered by biofuels still produce greenhouse gases and toxins. Also, as was made clear by the Aliso Canyon gas leak, storing these fuels is dangerous and can result in pollution to the environment.

The San Pedro Neighborhood Council does support both ports using existing biofuel technologies, such as biodiesel, as a short term solution to help phase out more current technologies. But all biofuels should be phased out by 2035.

The San Pedro Neighborhood Council understands that the current costs of zero emission technologies may not be perceived as attractive relative to fossil fuel technologies. However fossil fuel technologies have negative externalities, in the form of greenhouse and toxic emissions. Instead of fossil fuel industries paying these costs, governments, or the people, subsidize them in the form of health care costs and environmental remediation. The fossil fuel industry industries should be responsible for those costs.

The ports can take an active role in making fossil fuel technologies reflect their true costs. The Clean Air Action Plan mentioned implementing a fee structure on polluting trucks; the highest fees will be on the most polluting trucks and there will be no fees for zero emission trucks. The majority of these fees need to be paid by the corporations and businesses that utilize these trucks to move their goods, not truck drivers.

That proposed strategy will be especially effective at incentivising companies and individual drivers if it becomes standard with other ports. We encourage you to negotiate with other ports at the state, national, and international level to adopt similar policies.

Finally, we appreciate the ports' initiatives in addressing long-standing air quality issues impacting our communities, and we look forward to working with the Ports to make further progress however they can. Please let us know what the Harbor Area neighborhood councils, and its stakeholders, can do to help the Port of Los Angeles achieve these important goals.

Sincerely,

CC:

Los Angeles Mayor Eric Garcetti  
200 N. Spring St. Room 303 Los Angeles, CA 90012  
Los Angeles Councilman Joe Buscaino  
200 N. Spring St. Room 410 Los Angeles, CA 90012  
638 S. Beacon St., Room 552 San Pedro, CA 90731

310 222 1220

Proposed Bylaws Changes (Committee Approved 11-29-2016)

- a. Article V – Section 2: “Nine (9) members of the Governing Board shall constitute a quorum, even when vacancies of the board exist. **No floating quorums are allowed.**”
- b. Article V – Section 8: Delete and replace as follows: “**Censure - The Council can take action to publically reprimand a Board member for actions conducted in the course of Council business by censuring the Board member at a Council Board meeting. Censures shall be placed on the agenda for discussion and action.**”
- c. Article V – Section 9: Delete and replace as follows: “**Removal of Governing Board Members – The Council shall consult with the Office of the City Attorney throughout any Board removal process. Board members may be removed in the following ways:**

**1. Petition by Stakeholders**– A Board member may be removed from office by the submission of a written petition to the Secretary, which includes: i) the identity of the Board member to be removed, ii) a description, in detail, of the reason for removal, and iii) the valid signatures of one-hundred fifty (150) Stakeholders.

- a. Upon receipt of a written petition for removal, the Secretary shall cause the matter to be placed on the agenda for a vote of the Board at the next regular Council meeting.
- b. Removal of the identified Board member requires a two-thirds (2/3) majority of the attending Board Members.
- c. The Board Member who is the subject of the removal action shall have the right to deliver to Board Members a written statement about the matter and/or to speak at the Board Meeting prior to the vote, but shall not be counted as part of the quorum, nor allowed to vote on the matter.
- d. The Board member being removed must first have been censured by the Board once for the same action before a Petition by the Board for removal shall be considered by the Council.

**2. Petition by Board** - A Board Member may be removed from the Board for good cause, including, but not limited to, disruptive conduct; interfering with Council business; violations of the Bylaws, Operating Procedures or Code of Conduct following a Board Member’s submission to the Board of a petition which includes: i) the identity of the Board Member to be removed, ii) states the reason for removal by identifying the violation of the internal rules or procedures and specifies the conduct of the person, and iii) contains the signatures of at least five (5) Board members.

- a. The petition shall be delivered simultaneously to all Board Members and the matter placed on the agenda and scheduled for a vote at the next regular Board Meeting.
- b. Removal of the identified Board member requires a two-thirds (2/3) majority of the attending Board Members.
- c. The Board Member who is the subject of the removal action shall have the right to deliver to Board Members a written statement about the matter and/or to speak at the Board Meeting prior to the vote, but shall not be counted as part of the quorum, nor allowed to vote on the matter.
- d. The Board member being removed must first have been censured by the Board once for the same action before a Petition by the Board for removal shall be considered by the Council.

If the vote for removal is affirmative, the position shall be deemed vacant and filled via the Council’s vacancy clause.

Proposed Updates to STANDING RULES of the Central San Pedro Neighborhood Council

(Committee Approved on 11-29-2016) / (Unchanged Paragraphs not cited below)

Standing rules shall supplement the official bylaws and may be revised at any time by a majority vote of the Board. When in conflict, the council bylaws shall take precedence.

**1) Procedure for board/committee discussions on proposed motions**

The following procedure shall be administered by the chair or whomever is running the meeting to the best of their ability:

- a) On any proposed motion, the motion shall be made and seconded.
- b) The maker of the original motion shall explain the nature and purpose of the motion within two minutes. Public comment shall follow **in accordance with Section 4 below**.
- c) Chair shall declare public comment closed and call on the board/committee members, starting from their far left **and if requested by a raised hand**, to provide any relevant comments for one minute per member. **Board/committee members may ask questions; stakeholders may answer or ask questions if permitted by the chair, but must address the chair at all times**. At the conclusion of this, the chair shall ask if there are any follow up questions or comments and begin again at their far left, allowing 1 minute each.
- d) At the discretion of the chair, one-minute public comment rebuttals can be solicited, as well as one-minute counter-rebuttals by board members mentioned or referred to.
- e) Chair shall then close comments, **state the body's readiness to vote** and ~~shall~~ take the vote.

**2) Civility at Meetings**

Chair shall warn anyone, stakeholder, guest or board member, who is out of line 2 times. A preliminary warning, and a second advising they could be asked to leave. A final warning shall ask them to leave. Should they refuse to leave, the chair shall declare a recess and call for removal.

**Per CA Government Code Section 54957.9 , the Brown Act does permit some leeway in dealing with disruptions during council meetings:**

***"In the event that any meeting is willfully interrupted by a group or groups of persons so as to render the orderly conduct of such meeting unfeasible and order cannot be restored by the removal of individuals who are willfully interrupting the meeting, the members of the legislative body conducting the meeting may order the meeting room cleared and continue in session. Only matters appearing on the agenda may be considered in such a session. Representatives of the press or other news media, except those participating in the disturbance, shall be allowed to attend any session held pursuant to this section. Nothing in this section shall prohibit the legislative body from establishing a procedure for readmitting an individual or individuals not responsible for willfully disturbing the orderly conduct of the meeting."** (Government Code Section 54957.9)*

**The important point to bear in mind is that mere disruption, including heckling, booing, and applauding, is not enough to clear the room. The meeting must be disrupted by such conduct, and the disruption must be so pervasive that removal of those creating the disruption is insufficient to regain order.**

**(Agendized – not voted on at committee)**

**4) Public Comment**

**Board Meeting or Committee Meeting attendees ~~Public~~-wishing to speak to the Governing Board ~~must~~ shall be requested to fill out a Speaker Card and ~~be required to~~ provide his/her name, business or organization affiliation (if any), whether they are a paid speaker (and who paid him/her to speak), and the agenda item number they wish to address **for proper recording in the meeting minutes. ~~Incomplete Speaker Cards may be discarded at the chair's discretion.~~** Public Comment on agendized items should take place prior to board discussion of that item,**



but may also be granted to select individuals by the chair afterwards to specific non-board members to answer specific questions.

### **15) Motions forwarded by Committees**

Motions forwarded from committees shall include the voting record of all committee members present, and be properly submitted to the Board Secretary at least 3 hours prior to the Agenda setting meeting in the following format: “The (XXX) Committee recommends to the Central San Pedro Neighborhood Council Governing Board the following motion(s):”

Committee approved motions properly forwarded in accordance with this section shall be automatically added to the Board and Stakeholder Agenda under the appropriate committee item listed in section 16 below without the need for an approval vote at the Agenda Setting Meeting.

### **16) Standard Agenda Items for Board and Stakeholder Meetings**

The following topics shall automatically be considered part of every monthly Board and Stakeholder Meeting, and shall not need to be approved for inclusion at the Agenda Setting Meeting. The numbering of all items after Public Comment (#4) may be adjusted at the Agenda Setting meeting.

1. 6:30 pm. Call to Order, Pledge of Allegiance and Roll Call
2. Opening Remarks, Recognition of Dignitaries and Special Recognitions
3. Approval of any unapproved Meeting Minutes (Action Item)
4. Public Comment on Non Agenda Items
5. Public Safety Reports
6. Reports from Public Officials/Representatives
7. Reports from Board Liaisons
8. Finance Committee Report
  - a. Consideration of the following forwarded committee motions:
    - i. Motion to approve MER and Monthly Bank Statement (Action Item)
    - ii. (Forwarded motions)
9. Outreach and Communication Committee Report
10. Land Use and Planning Committee Report
11. Port Relations Committee Report
12. Election Committee Report
13. Sustainability Committee Report
14. Homelessness Committee Report
15. Parks Committee Report
16. Business Committee Report
17. Ad hoc Committee Reports
18. President’s Report – Proposed Committee Appointments, President Activity, etc.
19. Adjournment

Whereas, at the intersection of 2nd Street and Grand Avenue there exists unsafe conditions for motorists and pedestrians; and

Whereas, the placement of a stop sign at the north and south travel direction on Grand Avenue that intersects with 2nd Street would create safer walking conditions; and

Whereas , there exists a sense of urgency to address such a life safety risk; and

Whereas, The Central San Pedro Neighborhood Council can work with community leaders to address life safety risk concerns of the stakeholders; therefore be it,

*Resolved,* The Central San Pedro Neighborhood Council shall draft a letter to Local Councilman Joe Buscaino and signed by the councils supporting members to state the following:

Honored Councilman Buscaino,

It has come to the council's attention that a life safety risk exists at the intersection of 2nd and Grand Street. This risk exists as there are currently no stop signs for vehicles traveling north or south on Grand Avenue at the intersection of 2nd Street. We request that you assist our stakeholders in securing safer conditions by putting into motion an appropriate request to all parties that may assist in placing stop signs and marked crossing lines for community protection and improved walkability in the area.

Whereas, there is currently no specific committee for Lesbian, Gay, Bisexual and Transgendered (LGBT) stakeholders to discuss, focus and contribute to both social and economic issues; and

Whereas, there is currently no outreach to and from the LGBT community specific to the community of San Pedro; and

Whereas, the LGBT community who has in its movement for equality made great gains in sought equality; and

Whereas, since equality continues to grow for the LGBT community it should have a common committee that shall participate in the growth of the community at large; and

Whereas, the LGBT community should be united to contribute to the community which it is protected by; and

Whereas, the challenges we all face are better conquered together therefore, be it

*Resolved*, That the Central San Pedro Neighborhood Council shall form an ad-hoc committee titled "The Ad-Hoc Committee on LGBT stakeholder community involvement"

*Resolved*, That the Central San Pedro Neighborhood Council shall confirm by vote any board member or stakeholder interested in service as the committee chair at the time of the resolution passing if applicable.

Good afternoon Neighborhood Council leaders,

You may have heard that Mayor Garcetti held a news conference this morning to unveil his Los Angeles Department of Water and Power "[Customer Bill of Rights](#)" ([linked](#) and text below). This proposal was then to have been considered for adoption an hour later at a regular meeting of the Board of Water and Power Commissioners. The problem was no copy of the proposed Customer Bill of Rights was included with or linked to the meeting agenda, nor was a copy posted on the LADWP website until an hour or so before the meeting start time. (And yet there was an elaborate, poster-sized version available for the media at the news conference; see attached photos.) **There was no advance notification provided to the City's 96 Neighborhood Councils** which collectively represent all of LADWP's ratepayers.

To the Commission's credit, they deferred action for (only) two weeks (until January 17th) to provide an opportunity for Neighborhood Councils, stakeholders, and ratepayers to review and comment on this proposed policy.

Make no mistake: given LADWP's various billing snafus, broken water mains, and other service delivery challenges, **a Customer Bill of Rights is long overdue**. We just need to be certain that these policies are adequately focused to truly benefit the **ratepayers**, and not the City's politicians, bureaucrats, outside contractors, or other special interests.

**Please take advantage of this limited opportunity to provide input by including "Proposed LADWP Customer Bill of Rights" on your next NC Board meeting agenda.** Once your Board has taken action, you may then file a Community Impact Statement (CIS) on this proposal (filing details to follow). If there is not time for Board action, you may submit comments as an individual to the Board of Water and Power Commissioners by emailing: [commission@ladwp.com](mailto:commission@ladwp.com) Please also publicize this information to your stakeholders.

Please watch your email inbox for notice about this Saturday's DWP Advocacy Committee and [LANCC \(LA NC Coalition\) meetings](#), both of which may include further details about this topic.

Thank you for interest.

Cordially,

**Glenn Bailey**

**Treasurer**

**Los Angeles Neighborhood Council Coalition (LANCC)**

[www.LANCC.org](http://www.LANCC.org)

# **Customer Bill of Rights**

## **Pending approval by Board of Water and Power Commissioners.**

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.

To learn more, see the [Customer Bill of Rights Draft Presentation](#) to the Board of Water and Power Commissioners.