

# ALL IN THE WORKS



Providing public infrastructure and municipal services to protect and enrich the daily lives of over ten million people in Los Angeles County.



## Public Works launches Strategic Plan 2012

For Public Works, the new year marks the formal implementation of the Strategic Plan 2012 designed to meet the complex issues and challenges facing the Department over the next five years.

Developed after months of intensive input and discussion, the comprehensive Plan provides the Department with new mission and vision statements and defines the vital role Public Works plays within the community.

In addition, redefined values define the fundamental ethics, behaviors, and beliefs that guide the actions and decisions of the entire Public Works team.

The Plan also classifies functional operations into six core service areas to better reflect how customers experience and interact with the Department and identifies five strategic focus areas to address emerging issues and challenges.

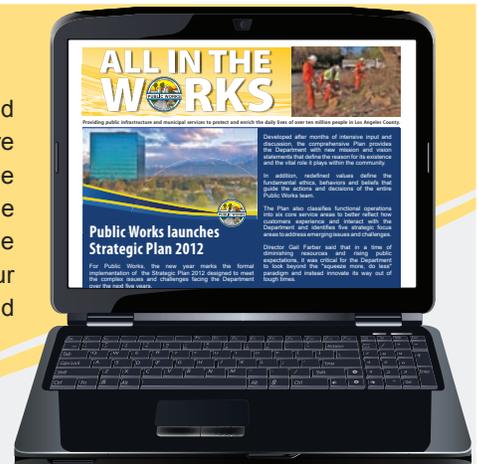
Director Gail Farber said that in a time of diminishing resources and rising public expectations, it was critical for the Department to look beyond the "squeeze more, do less" paradigm and instead innovate its way out of tough times.

turn to Strategic Plan on page 3

## All in the Works Goes Global



We're kicking off the New Year in a big way by taking *All in the Works* all around the world. As part of our ongoing mission to "Tell the Public Works Story," we're launching a special online edition of our newsletter so that everyone can see the vital role we play in the lives of LA County's ten million residents. We're proud of the job you do and we want to share our success stories with the rest of the world. With the Internet launch of *All in the Works*, we're giving a global perspective to news about our innovative projects and programs, our lifesaving emergency management efforts, and our many accolades and awards of excellence. *All in the Works* online will also provide your family and friends with the opportunity to share in what you do, whether they're across the State, across the nation, or across the world. The newsletter can be found at <http://dpw.lacounty.gov/prg/aitw/>.



IN THIS ISSUE



Employee of the Month page 2



Public Works videos now online page 3



Holidays Around the World page 4-5



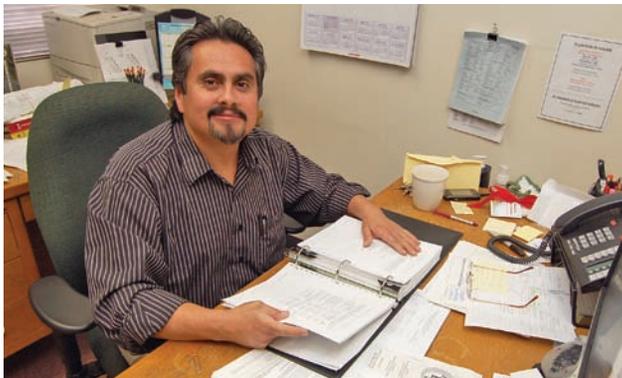
Projects In The Works page 6

# January

## Employee of the Month

### Miguel Garcia

By Samangi Mudalige of PRG



Regardless of whatever hurdles he comes across in his work, Miguel Garcia manages to persevere and effectively lead one of the Department's busiest district offices.

As the Office Manager for Building and Safety Division's San Gabriel Valley District Office, Miguel is responsible for its day-to-day operations and supervision of permit technicians, inspectors, and plan check engineers.

Some of his routine challenges include responding to daily inspection requests, investigating building code complaints, and maintaining serving customer needs for his District's programs and services.

Miguel approaches his job with a high degree of professionalism, a thorough knowledge of codes, and good communication skills that engenders respect from both staff and the public.

Martin Moreno, Principal Engineer and Miguel's nominator, commends Miguel on his ability to handle difficult situations.

"Miguel is excellent at connecting with the constituent and ultimately achieving voluntary compliance in a code-compliant manner while still making the customer happy," Moreno said.

An example of Miguel's commitment to customer service was exhibited when dealing with a customer who voiced frustration by the County's building plan check process. Miguel sought to diffuse the situation by meeting with the customer and acting as a liaison with other County departments while offering advice on how to efficiently and cost effectively move the project forward.

Miguel began his County career with Public Works 25 years ago as a Building Inspector for Building and Safety Division.

Miguel has enjoyed working in various district offices due to the interaction he gets to have with the public.

"I feel the greatest sense of accomplishment solving problems for people," Miguel said. "I always keep in mind how I would want to be treated if I was coming to the public counter, and I prepare myself to help others based on that."

Miguel's calm and understanding demeanor is also reflected in his role as a supervisor.

"Miguel trusts each of his employees to be responsible and ensures they know how to do their job," Moreno said. "In the event a mistake is made, he is supportive and helps correct the mistake while sharing his expertise."

Miguel completed his Bachelor in Business Administration at Cal State University Dominguez Hills while working for the Department full-time. He appreciates that his job experience and education enable him to understand the technical aspects of his job while applying the communications skills necessary to supervise and provide good customer service.

Miguel has been married to his high school sweetheart for 30 years and has three adult children. He spends his free time tinkering with his '47 Chevy pickup truck and playing guitar.



## County of Los Angeles Board of Supervisors



Chairman Zev Yaroslavsky - Third District

Gloria Molina - First District Mark Ridley-Thomas - Second District

Don Knabe - Fourth District Michael D. Antonovich - Fifth District

## All in the Works

Editor in Chief - Director Gail Farber

Editor - Kathy Salama

Layout and Design - Stephen Deita

Staff Writers - Dena Venegas/Samangi Mudalige/Mike Kaspar/

Kerjon Lee/Anne Maria Tafoya

Photography - Christian Garcia

### Our Mission

We provide public infrastructure and municipal services to protect and enrich the daily lives of over ten million people in Los Angeles County

### Our Vision

Creating communities...sustaining life

### Our Values



All in the Works is produced by the Public Relations Group to provide news and information about the County of Los Angeles Department of Public Works to its employees. Story ideas, photos, and article submissions are encouraged and should be directed to Kathy Salama at [dpwpio@dpw.lacounty.gov](mailto:dpwpio@dpw.lacounty.gov). Articles may be edited for content and space. The newsletter is available online at <http://dpw.lacounty.gov/prg/aitw/> and hard copies are delivered to selected field offices. For subscription information or to change your mailing address, contact Anna Lopez at (626) 458-4042 or [annlopez@dpw.lacounty.gov](mailto:annlopez@dpw.lacounty.gov).

# Strategic Plan continued from cover page

"A more modern, sustainable business approach will enable us to increase efficiencies, reduce costs, and improve effectiveness," Farber said.

"The Plan update will also serve as a tool to facilitate communication and decision-making across the organization as we strive to share ideas and information freely and promote a culture of openness and transparency," Farber added.

## Public Works videos now online



Beginning this month, you can catch a glimpse of Public Works in action through our new online video feature, **Public Works Now**.

Public Works Now will showcase stories about the Department that were recently aired on LA Now, the County's cable TV news magazine show.

Each story highlights the Department's diverse role in providing public infrastructure, municipal services, and emergency response across the County.

Tune in each month and check out the latest Public Works Now stories by clicking on <http://dpw.lacounty.gov/prg/library/>.

You can also catch the entire LA Now show at <http://lacounty.smugmug.com/>.

### Here's this month's Public Works Now line-up:



**Big T Dedication** - An extensive earthquake retrofit project is now complete at Big Tujunga Dam.



**One-Stop Center in Antelope Valley** - If you live in the Antelope Valley, the County is making it easier to gather all the permits needed for a construction project from a single, one-stop location.



**New Library in East Compton** - A new multimillion dollar County library branch is coming to the unincorporated community of East Compton.



**Sheriff's Gun Melt** - In the latest success for the Sheriff's Project Isaiah program, more than 7,500 confiscated firearms have been melted down and permanently destroyed.

The full Plan can be accessed on and downloaded from the Department's Intranet site or from the Internet at <http://dpw.lacounty.gov/services/aboutDPW/strategicPlan.pdf>.

The new Mission, Vision, and Values can also be found at the bottom of page 2 in the *All in the Works* newsletter. For the past several months, symbols representing the core values have been featured at the beginning of many newsletter stories to reflect how the various programs and services fulfill the Department's mission and vision.

## Department praised for disaster response efforts



Public Works' response to two recent disasters has earned high praise and thanks from regional officials.

LA County Supervisor Don Knabe commended the Department's "great work" in realigning two storm drains following a landslide on Paseo Del Mar in San Pedro.

The storm drains provide critical flood protection to communities in the Palos Verdes Peninsula, and were impacted by the slide and associated collapse of the roadway in November.

In a letter to Director Gail Farber, Supervisor Knabe said the Department's expeditious response and attentiveness "definitely contributed to the timely completion of this project."

"The success was primarily due to your consistent outreach and partnership with the community," he added.

Meanwhile, City of Montebello Mayor Dr. Frank Gomez praised the Department for its response to the gasoline tanker fire that occurred on the Pomona Freeway in December 2011. The fire destroyed part of the Paramount Boulevard overpass, which was later demolished.

"On behalf of the City of Montebello, I want to thank the Public Works team that responded to the incident," Mayor Gomez said.

"The response was a testament to the professional level of emergency planning, mutual aid, and coordination between the County and City to respond to emergency situations," he said.

"We can't thank Public Works and its employees enough for the quick response and mutual aid, which prevented fuel from contaminating storm drains and other critical waterways, and for the assistance in helping develop effective traffic detours around the disaster scene pending replacement of the overpass," he added.

# Warm Celebration at Alhambra

By Lynne Hopper of HRD



**AND THE WINNER IS...** Assistant Director John Kelly had guests on edge while announcing the opportunity drawing winners.

Blustery and chilly weather did nothing to dampen the enthusiasm of employees and their families who kicked off the long 2011 holiday weekend break in full festive mode during the Department's 22nd annual Holiday Celebration in Alhambra.

With conference rooms and courtyard festooned with balloons, children enjoyed face-painting crafts, puppet shows, and a special visit from Santa. Families also crowded the photo booth, donning silly holiday hats and props and sporting their craziest faces and poses.

The popular Opportunity Drawing garnered a record of more than \$4,000 in tickets sales. Proceeds from the drawing fund future celebrations. The coveted top prize of a \$900 Apple Store gift card was won by Wilma Nezart of Land Development Division.

We'd like to thank the following volunteers and sponsors for their outstanding contributions to last year's event:

Sponsors - Alondra Hot Wings, Boteco Brazilian Restaurant Bar & Lounge, California Association of Professional Employees, Caramba Mexican Food & Cocktails, Charlie's Trio, Credit Union of Southern California, In-N-Out Burger, Shakey's Pizza Restaurant, and Wahib's Middle Eastern Restaurant & Bakery.

Volunteers - Jane Becronis of AED; Cathy Castro of EPD; Betty Chang, Andrew Lee, Jennell Linan, Leo Mendez, Rene Perez, and April Wang of FIS; Norma Aparicio, Yeran Badoyan, Shelly Concha, Luana Enriquez, Patrice Gibson, Crisy Ha, Jason Hill, Lynne Hopper, Jennifer Liu, Jesse Martinez, Maira Martinez, Matthew Ohan, Adriana Ornelas, Lola Sacks, Paul Torres, Binh Truong, and Katherine Venegas of HRD; Robert Chavez, Vince Marsola, Carlos Najera, and Jerry Torres of OSD; Adam Georgieff, Gazar Hedman, James Johnson, Stephen Deita, Fausto Rowlan, and Mike Kaspar of PRG; David Lacy and Htoo Myat of SMPM; and Long Thang of WRD.

## Culture Highlighted with Holidays Around the World

The tastes of international dance, music, and food drew many employees to the fifth annual Holidays Around the World Celebration, held at Public Works' Headquarters last month.

The festivities began with Trish Moy of Budget/Fund Management, Li Chen, Betty Chang, Michelle Hu, Ping Hsueh and April Wang of Fiscal, who performed a popular Taiwanese modern folk dance called "You Are My Flower" (1).

"Beirut Nights," a Middle Eastern folkloric dance group, lit up the room with their sequined outfits while dancing

to ancestral music of Lebanon, Syria, Jordan, Palestine, Egypt, and North Africa (2).

Professional Armenian musician, Albert Vardanyan, entertained the crowd by playing the Duduk, a double reed instrument made from aged apricot wood (3).

Arden Eballo of Information Technology Division and Erika Saucillo of Survey/Mapping and Property Management Division spiced up the show with Salsa and Bachata dance numbers (4) while John Zeigler of Programs Development Division recited a poem titled "Kwanzaa is Rich" by Jonnie



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# Employees Demonstrate Seasonal Spirit



## Fundraising Efforts Help Employees

By Dorothy Tadeo of HRD

The spirit of giving was clearly demonstrated by employees during the 2011 Holiday Care Fund Campaign as the Fund broke a record and collected more than \$12,000 in contributions and sales.



Holiday Care Fund coordinators filled 26 baskets for division-nominated recipients. Pictured: Shakeh Sahakian of Fleet, Eduardo Galindo of AVI, Patrice Gibson of HRD, Michael Sanchez of CON, Dorothy Tadeo of HRD, Adriana Ornelas of HRD, Renee Perez of FIS, Rita Flores of DIS, Arianne Telias of LDD, Denise Mitchell of FMB, Shari Afshari of AED, David Avina of FMD, Director Gail Farber, Debbie Hugues of FIS, Clay Masters of GMED, Crystal Arroyo of BSD, Rita Perez of PDD, Chris Garcia of PRG, Doris Robinson of ASD, Paul Torres of HRD, Carmella Towles of PRG, Elizabeth Toy of OSD, Nina Guerra of EPD, Vanessa Lopez of HRD, Christina Trevino of OSD and Montserrat Trevino of BFM.

The Holiday Care Fund is a fundraising initiative carried out during the holiday season for the benefit of Public Works employees who may be experiencing difficulties.

Architectural Engineering Division Head Shari Afshari, who chaired the Holiday Care Fund Committee, said 26 division-nominated recipients were each benefited with a gift basket and/or monetary assistance.

"I would like to thank all of the coordinators, volunteers and donors for making these achievements possible," Afshari said. "I would particularly like to thank our Alhambra neighbor Albertsons for their generous discount on the gift baskets."

For the first time ever, coordinators included a silent auction that raised \$800 in contributions.

## Toy Drive Brightens Season for Kids

By Adriana Ornelas of HRD

Public Works employees displayed their generosity and caring hearts once again by donating more than 800 toys and gifts to the Public Works 2011 Annual Toy Drive.

The toy drive was coordinated by the Human Resources Division and volunteer coordinators, also known as "Santa's Helpers," who were deployed to collect donated toys from Headquarters and the Annex building, and the Longden, Westchester, Palmdale, Alcazar, Hansen and Hollydale yards.

The toys were forwarded to SEIU Local 721's toy drive and the U.S. Marine Corps Reserves' Toys for Tots program. Public Works staff also volunteered to help SEIU Local 721 distribute the toys to foster care and disadvantaged children.

We'd like to thank all the employees who contributed to the toy drive and look forward to an equally successful toy drive in 2012.



Renee Nelson on behalf of the African American Engineers and Professional Employees Association (5).

From Design Division, Siv Heng sang a Cambodian Holiday song titled "Oh Little Child" while Brian Fung accompanied her on the keyboard (6), and back by popular demand, the

award winning Djanbazian Dance Academy wrapped up the celebration by performing two Armenian traditional folkloric dances (7).

Cultural displays, food, and drinks were provided by the Public Works Armenian Group, The Arab American Association of Engineers and Architects, and the African

American Engineers and Professional Employees Association.

The annual event is organized by the International Committee, a subcommittee of the Diversity Council, and was created to promote inclusion in the workplace. To learn more about the Committee, contact Flora Wiegert, Diversity Manager, at (626) 458-5193.



# PROJECTS IN THE WORKS

## Colorful Makeover on Rosemead Boulevard

 The Rosemead Boulevard Landscaping project in **East Pasadena** is nearing completion. The project consists of a new irrigation system, river rock paving, monument sign, and new trees and flowers along a two-mile stretch of median. The vegetation for the \$900,000 project was selected based on low water requirements, attractiveness, and environmental benefits. A bioswale will allow low-flow stormwater runoff to infiltrate into the ground rather than through the storm drains. The project is expected to be completed by February 2012.



## Traffic Signal Modernization

 Motorists who travel a six-mile stretch of Painter Avenue and Carmenita Road in **South Whittier** will find their commute a little smoother thanks to the upgrade of 21 traffic signals. The \$800,000 modernization project will help reduce auto emissions and improve safety for motorists and pedestrians alike along the popular roadway. The project is scheduled to be completed by March 2012.



## Malibu & Chatsworth Area Road Work

 The finishing touches are being applied to vital roadway projects along a half a dozen unincorporated areas of **Malibu** and **Chatsworth**. The \$1.8 million operation includes nearly five miles of reconstruction and resurfacing of pavement, construction of an asphalt rubber aggregate membrane interlayer, and the installation of striping, pavement markings, and traffic signal loop detectors. The project, which also includes replacement of a damaged corrugated metal pipe culvert with a reinforced concrete pipe on Lake Manor Drive near the Chatsworth Reservoir, is expected to be completed by February 2012.



# No Lost Time Safety Award



## Operational Services Division - 11 Years No Lost Time



Traffic Operations/Electrical Section, Eaton Yard Electricians, received their 11 years No Lost Time Safety Award. Pictured: Assistant Deputy Director **Jose Quevedo**, **William Minnig**, **Betsy Brandel**, **Mark Koch**, **Scott Allen**, **Stacy Hobdy**, **Jason Andreoni**, **Jaime Madrigal**, Safety Coordinator **Victor Novelo**, **Philip Tse**, **Stacey Sato**, Supervisor **George Ellis**, Section Head **Robert Scharf**, **Aderineh Keshishi**, Assistant Section Head **Yolanda Malacon-Lacayo**, **Jerry Olivas**, **Christopher Nakamura**, **Adam Hernandez**, **Mark Dust**, **Gary Wiederspan**, **Paul Kim**, **Dennis Bray**, **Scott Kellogg**, and Deputy Director **Bill Winter**.

# No Lost Time Safety Award



## Operational Services Division - 14 Years No Lost Time



Traffic Operations/Electrical Section, Central Yard Striping Crew, received their 14 years No Lost Time Safety Award. Pictured: **Mia Espinoza-Hernandez**, **Ralph Nodal**, Supervisor **Bill Ruiz**, **Larry Dominguez**, Safety Coordinator **Victor Novelo**, **Ray Noriega**, **Steve Jordan**, **John Montoya**, **Leo Villalovos**, Assistant Section Head **Yolanda Malacon-Lacayo**, Assistant Deputy Director **Jose Quevedo**, **Joe Dominguez**, Supervisor **Frank Ochoa**, **Dan Evans**, **Javier Cotero**, **Billy Frescas**, Deputy Director **Bill Winter**, and Assistant Director **John Kelly**.