

**SANITATION HONORED WITH EXCELLENCE IN MANAGEMENT AWARD  
National Association of Clean Water Agencies Recognizes Sanitation's Innovation and Achievement**

**LOS ANGELES (June 23, 2011)**—The City of Los Angeles Department of Public Works Bureau of Sanitation (BOS) has been selected as a National Association of Clean Water Agencies (NACWA) *Excellence in Management* honoree. The award celebrates the Bureau of Sanitation's innovation and achievement in effective management of its Clean Water Program. The selection process evaluated quality, operations resiliency, innovation, financial viability, stakeholder involvement, and customer satisfaction. Sanitation will be recognized during NACWA's 2011 Summer Conference, *Engineered for Success...Creating a First Class Public Utility* in Chicago in July.

The NACWA award recognizes the Bureau of Sanitation for working collaboratively with residents, community and business groups, environmental partners and regulatory agencies to improve quality of life in Los Angeles and become the cleanest, greenest city in the United States. Sanitation has achieved so much by employing a holistic approach to organizational management. One of the program highlights is the Bureau's Strategic Plan that contains goals with deliverables outlined over a five-year timeframe.

The Bureau's wastewater collection system is the largest municipal system in the U.S. with 644,000 homes and businesses connected to the City's 6,700-mile collection system in a service area of 465 square miles. The Bureau's 2,800 employees focus on customer needs and expectations while being responsive, adaptive and proactive in meeting industry and regulatory challenges and fulfilling the Bureau's mission *to protect public health and the environment*.

"Sanitation has an excellent reputation for providing outstanding service, and we appreciate that we have earned the trust of our customers and stakeholders. We work hard every day for a sustainable L.A.," said Bureau of Sanitation Director Enrique C. Zaldivar. Among the Bureau's countless programs to streamline operations and improve efficiencies, NACWA's recognition includes the 363 million gallons of wastewater that are conveyed and treated each day; the 30-minute response time for field crews; the 80% reduction in sewer spills in the past nine years; and the 600 miles of sewer condition inspection and assessment, 150 miles of root control chemical application, and inspections of 95% of L.A.'s food establishments to monitor fats, oils and grease every year. All of Sanitation's wastewater efforts have resulted in a drastic reduction in sewer odor complaints across the City as well.

The Bureau's watershed protection team ensures compliance with Total Maximum Daily Load (TMDL) milestones for receiving waters and has been managing the execution of Proposition O, the 2004 \$500 million Clean Water Bond. Sanitation also developed a Low Impact Development Ordinance in collaboration with the community to require capture of the first ¾ inch of rain for new and re-developments. In addition, the Bureau has performed extensive public outreach as part of the creation of an Onsite Wastewater Treatment System program to regulate 12,000 septic systems in Los Angeles.

Another source of pride for the Bureau of Sanitation is the Clean Water Integrated Resources Plan (IRP)

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that has been under way since its 2006 adoption. This dynamic stakeholder-driven process for infrastructure planning of the wastewater, recycled water and stormwater systems selected 12 projects for implementation and identified 25 policy directions. This year Sanitation celebrated the IRP's fifth anniversary, and the team continues to nurture the relationships established with all interested parties during the planning phases. Through annual meetings, publications and updates, and a dedicated website, the City keeps stakeholders interested and engaged in the process.

“The IRP is a perfect example of the creative thinking we have at work in the Bureau of Sanitation. Because of the IRP, the City has changed the way it does business—for the better. Multi-beneficial initiatives and projects with integrated planning and transparent communication with stakeholders are becoming the norm,” added Zaldivar. “And we thank NACWA for recognizing this successful management style.”

*As the lead agency for the City's environmental programs and initiatives, Sanitation protects public health and the environment through the administration and management of three program areas: Clean Water (Wastewater), Solid Resources (Solid Waste Management) and Watershed Protection (Stormwater). These infrastructure programs collect, treat, dispose and recycle the solid and liquid waste generated by the nation's second largest city of more than four million residents. Through these essential programs, Sanitation delivers a triple bottom line of economic, environmental and social benefits that sustain the quality of life in Los Angeles.*

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