



STRATEGIC PLAN 2014/15-2019/20  
WORKING HARD EVERY DAY FOR A SUSTAINABLE L.A.

**LA Sanitation** is working in collaboration with the Mayor's Office to get "Back to Basics" which is a program geared towards making City Hall more efficient and effective. The Back to Basics agenda includes the following Priority Outcomes:

- Promoting good jobs for Angelenos all across Los Angeles
- Restoring City services that make our neighborhoods livable and attractive
- Making our Communities the safest in the nation
- Creating a more sustainable and livable City
- Living within our financial means
- Providing outstanding customer service to our residents and businesses
- Deploying innovation and technology to modernize City government
- Restoring pride and excellence in public service
- Partnering with Citizens and Civic Groups to build a greater City.

"Our great City of Los Angeles is going back to the basics to achieve efficiency and effectiveness. Success can only be measured through careful tracking and reporting of performance. I commend Sanitation for playing a vital role in creating a greener and more sustainable Los Angeles."

— Eric Garcetti, Mayor



**Staying focused** and committed to our mission "To Protect Public Health and the Environment," Los Angeles Sanitation is pleased to be an environmental leader that delivers exceptional customer service.

During the fiscal year 2013-2014 the Los Angeles City Council and the Mayor took a historic action to approve the largest, most ambitious private hauler franchise system in the nation – Zero Waste LA, which is leading the City to diverting 90% of our waste from landfills. In addition, January 2014 marked the beginning of the single-use plastic bag ban that will aid in keeping our streets and waterways cleaner than ever before, and strengthen Angelenos' environmental conscience toward resource conservation.

Working with Mayor Garcetti, we have focused on going "Back to Basics" with our direct services and are committed to making Los Angeles more livable and sustainable by utilizing technology to modernize City Government while restoring pride and excellence in public service. The opening of Echo Park Lake, for example, demonstrates our commitment to delivering these outcomes. We thank you, our stakeholders, customers, and ratepayers, for your continued confidence and support of our services.

— Enrique C. Zaldivar, P.E., Director



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# WHAT WE DO

**Los Angeles Sanitation (LA SAN)** is recognized as a national leader in providing Environmental Services which address issues such as air quality, brownfields, climate change and adaptation, renewable fuels, solid resource management, sustainability, water quality, and watershed protection. LA SAN has long held the primary responsibility to collect, clean, and recycle solid and liquid waste generated by residential, commercial, and industrial customers in the City and contract cities in the greater Los Angeles region, and so we plan and administer the Clean Water Program, the Solid Resources Program, and the Watershed Protection Program. These programs all contribute to and build upon our overarching program of Environmental Sustainability which includes climate change; greenhouse gas emission monitoring, reporting and reduction; green infrastructure and urban greening; renewable energy; and brownfield remediation.



## ENVIRONMENTAL SUSTAINABILITY



### CLEAN WATER PROGRAM

Wastewater collection, conveyance, treatment, discharge, and reuse



### WATERSHED PROTECTION PROGRAM

Receiving water pollution prevention

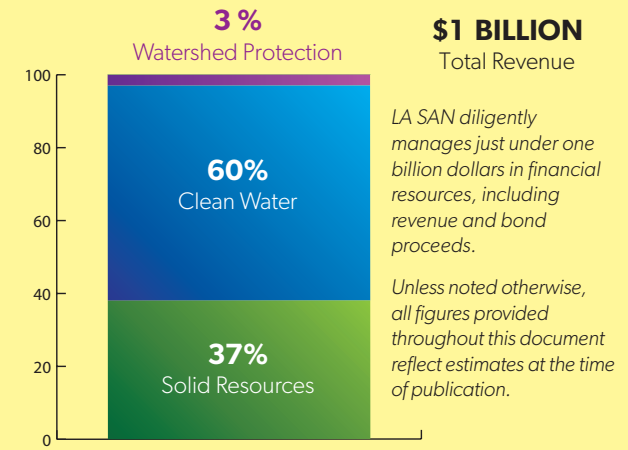


### SOLID RESOURCES PROGRAM

Solid resources collection, recycling, conversion, and disposal



## FY 13/14 TOTAL REVENUES





# CLEAN WATER

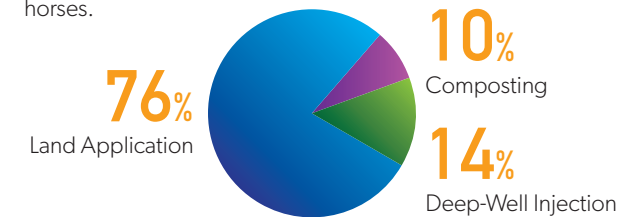


## SYSTEM INNOVATION

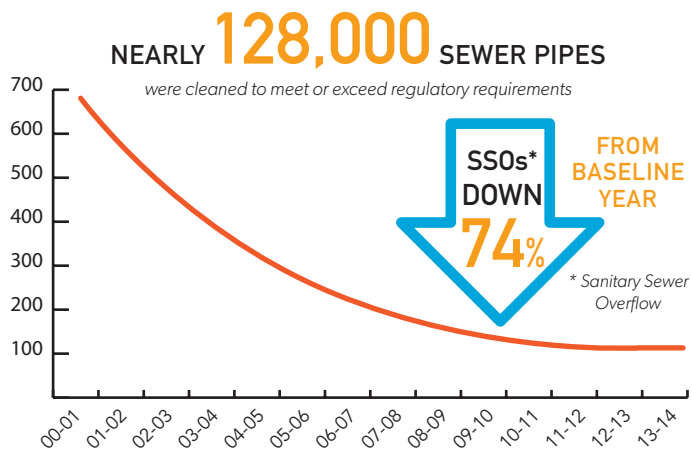
The Digester Gas Utilization Program (DGUP) will develop Hyperion's digester gas into a more efficient and useful renewable energy source. DGUP will be used to provide electricity and steam to Hyperion in the most economical manner. The transformation will result in efficiently produced "green" energy aimed at reducing the City's carbon footprint.

## 25 YEARS OF BIOSOLIDS REUSE

LA SAN obtained a 2-year extension of the Terra Renewal contract for hauling and beneficial use of biosolids at sites other than Green Acres Farm, and executed a Memorandum of Understanding with LAPD to provide animal feed for their horses.



## SEWER CLEANING AND REPAIRS



**3,200 SEWER PIPES**  
were chemically treated for root control

## JAPANESE GARDEN 30TH ANNIVERSARY

The Japanese Garden was completed in 1983 and is located at the Donald C. Tillman Water Reclamation Plant in Van Nuys. The 6.5 acre authentic Japanese garden is fashioned after "stroll gardens" constructed during the 18th and 19th centuries. The garden utilizes reclaimed water from the plant and offers docent-lead tours five days a week.

**11,651 ELC VISITORS**  
since opening in September 2013

**The Los Angeles Environmental Learning Center at Hyperion (ELC)** educates visitors about protecting natural resources, reducing water use and carbon footprint, reusing, and recycling. Located in Playa Del Rey, the ELC offers guided tours in a youth-oriented, interactive setting.







## ONE WATER LOS ANGELES 2040 PLAN

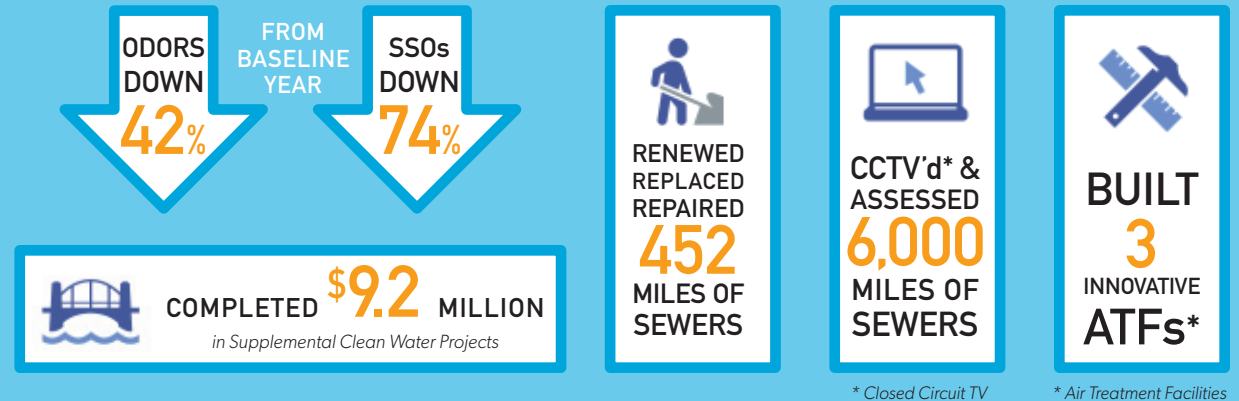
Building on the successful implementation of the Water Integrated Resource Plan (IRP) and in consideration of evolving financial, social and sustainability factors, LA SAN and LADWP embarked on developing the One Water Los Angeles 2040 Plan. As with the IRP, the One Water LA 2040 Plan will be developed in collaboration with key stakeholders and the general public. These stakeholders represent LA's diverse geography, demographics, and interests in putting together a comprehensive platform as a starting point for all water-related planning efforts. The first stakeholder workshop took place on May 21, 2014. Future workshops will be scheduled soon.



# CSSA COMPLETE

## COLLECTION SYSTEM SETTLEMENT AGREEMENT

Over the past ten years, the City fulfilled its agreement with the LA Waterkeeper, the U.S. Environmental Protection Agency and the L.A. Regional Water Quality Control Board to implement over one hundred deliverables of the Collection System Settlement Agreement. The CSSA requirements were **successfully completed on June 30, 2014.**






# WATERSHED PROTECTION

## SCIENCE & MONITORING

LA SAN addresses water quality through science and extensive monitoring of waterways (streams, rivers, lakes, and beaches) to identify the cause of impairments and to determine actions to improve overall health and condition of these water resources. LA SAN initiated development of the Coordinated Integrated Monitoring Program (CIMP) required by the Municipal Stormwater National Pollutant Discharge Elimination System permit.

*To better understand and minimize potential pollution impacts, LA SAN completed the following:*


**323,608 TESTS** for metals, organics, toxicity, and other indicators of treatment systems' performance 



**83,139 SAMPLES** collected from the environment and our treatment plants 

**65,000 CATCH BASIN CLEANINGS** 

**31,236 INSPECTIONS** of industrial establishments 

**18,530 SAMPLES** of wastewater collected 

**2,592 TONS OF DEBRIS** removed from catch basins 

  = up or down from last fiscal year

*The Elmer Paseo Project, a walkable alley located south of Elmer Avenue, utilizes permeable pavement and a bioswale to capture and infiltrate stormwater runoff into underground aquifers.*



## MULTI-BENEFIT COMMUNITY PROJECTS

Projects funded by the City of Los Angeles and State grants are under construction to catch and collect trash, filter urban runoff, and retain stormwater for use. Many of these projects are being built utilizing Proposition O funding. Current stormwater-capture construction projects include:

- Machado Lake Ecosystem Rehabilitation
- Machado Lake Phase I (Wilmington Drain)
- Santa Monica Bay Low Flow Diversion Upgrades Phase II
- Temescal Canyon Park Stormwater BMP\* Phase I
- Catch Basins Phase IV – Retrofits: Inserts and Screens

As building construction rapidly grows in Los Angeles, Low Impact Development (LID) practices and principles are being incorporated into projects, such as Echo Park Lake (featured on the cover).

*\* Best Management Practice*

**2,400 PROJECT PLANS**  
reviewed and approved in FY 2013-2014

## WATERSHED PARTNERSHIPS

LA SAN is coordinating with 26 other municipalities, the County of Los Angeles and the environmental community to develop a series of watershed management plans. As part of this effort, water quality monitoring plans were developed for the Upper Los Angeles River, Ballona Creek, Santa Monica Bay, and Dominguez Channel watersheds to consolidate ongoing monitoring programs and address new requirements for outfall monitoring.

*A technician at Terminal Island tests water samples during the treatment process.*





# SOLID RESOURCES

## CLEAN FUEL PROGRAM

The use of clean fuel trucks results in a 90% reduction of carbon monoxide, particulate matter, and more than 50% of oxides of nitrogen. Natural gas generates at least 20% fewer greenhouse gas emissions than diesel. LA SAN has converted 76% of its fleet to either liquefied natural gas or compressed natural gas.

## SINGLE-USE PLASTIC BAG ORDINANCE

In January 2014, in conjunction with Heal the Bay and other environmental partners, the City began a ban on single-use plastic bags from large grocery stores and pharmacies. On July 1, the plastic bag ban extends to convenience stores and smaller markets. This effort will reduce impacts of litter and blight on our land and in our waterways.

**350,000** REUSABLE BAGS  
*purchased and distributed by LA SAN*

**76%** OF LA SAN VEHICLES  
*have been converted to natural gas*

## COMMERCIAL AND MULTI-FAMILY PRIVATE HAULER FRANCHISE SYSTEM

In April 2014, the City Council took a historic vote to approve the largest private hauler franchise system in the nation – Zero Waste LA. In approving the ordinance for the program, the City designed a system to limit the number of private solid waste vehicles and miles traveled on our streets, to reach 90% waste diversion, and to create a new state of the art system for providing recycling, organics, and waste services to commercial businesses in Los Angeles. In June 2014, the Board of Public Works approved issuing the Request for Proposals which will award exclusive franchises to the winning service providers.



## GREEN BUSINESS & GREEN ARTS CERTIFICATION

*In March 2014, the first Green Arts certification program was launched. LA SAN partnered with the Arts: Earth Partnership and City Cultural Affairs Department, 10 City Cultural arts facilities as well as LACMA. The Green Business Certification was launched in April 2014 with more than 50 businesses displaying the program seal. LA SAN partnered with the Los Angeles Community Colleges to implement this program.*



## HEALTHY STREETS

**City-Wide:** With the successful implementation of Councilmember Cedillo's "Keep it Clean" pilot program, LA SAN has expanded sanitation services to all fifteen council districts to address blight caused by abandoned and hazardous waste discarded in City public rights-of-way.

**Skid Row:** LA SAN, in conjunction with Los Angeles City Fire, Police and Street Services, coordinated Operation Healthy Streets, a multiagency mobilization to comprehensively clean sidewalks, streets and remove hazardous waste that posed health risks to the public in the Skid Row area. Smaller scale operations were also conducted in nearby parts of the City to clean and remove abandoned waste, construction debris, used tires, hazardous materials, bulky items, household garbage, and litter.

**Venice:** LA SAN is bringing the services that are employed in the Skid Row area to the streets of Venice in coordination with Councilmember Mike Bonin and the Department of Recreation and Parks to further clean and enhance the community.





# JOBS & INNOVATION



The Los Angeles Wastewater Integrated Network Systems (LAWINS) is an enterprise-wide control system that will integrate the City's four treatment plants and collection system to operate from a single location.

**LA SAN currently employs 2,803 people with many eligible for retirement in the next five years.** The continued growth of LA SAN requires mentoring and progression of rising professionals as well as recruitment of top talent. LA SAN is actively involved in campus recruitment at eight local universities. Job opportunities at LA SAN will emerge with the expansion of projects that contribute to a more sustainable LA. Key projects include the DGUP, utilization of clean fuel, the Zero Waste LA Franchise program, and the Terminal Island Renewable Energy (TIRE) project expansion.

## ALTERNATIVE TECHNOLOGIES

LA SAN is in negotiations to design, build, and operate a commercial-scale alternative technology facility with the capacity of receiving up to 1,000 tons of solid waste per day and would be equipped with a second generation waste-to-energy system. A second facility is also in negotiations to develop emerging technologies to produce green renewable energy, recover metals, and other resources.



## AIR TREATMENT FACILITY IMPROVEMENTS

Air Treatment Facilities (ATFs) use a 2-stage odor control system — biotrickling filtration technology followed by carbon adsorption polishing to reduce odors in the City's vast waste water collection system.

1. **Biotrickling filter technology** uses microbial cells that are attached to a medium inside the reactor, which oxidize odorous constituents to odorless compounds. Contaminants transfer from gas to liquid and, subsequently, to microbial biofilm or, directly from gas to biofilm. The oxidative by-product (sulfuric acid) is removed through trickling effluent.
2. Treated effluent is then polished by **carbon adsorption**.

The ATF at Mission and Jesse (currently under construction) is strategically placed to reduce odor issues in the area.

FUTURE ATF WILL TREAT **12,000** CFM  
of air from the ECIS/NEIS Junction and the NOS





# COMMUNITY OUTREACH

**S.A.F.E.\* Centers:** More than seven million pounds of household hazardous waste, electronic waste, toxic material, and pharmaceutical waste were collected at seven collection centers and special collection events.

**Used Oil & Filter Collection Program:** More than 2.5 million gallons of used oil and 23,000 used oil filters were collected at S.A.F.E. Centers, used oil recycling centers and events.

**City of Los Angeles/ L.A. Unified School District Recycling Program:** Blue bin recycling services were provided to 675 LAUSD schools, and 23,000 students were taught about Zero Waste LA.

**“Discover Recycling” Yard Open Houses:** Each summer, LA SAN holds six open house events where residents can explore our trucks, meet our mascots, pick up free trees, dance with Radio Disney, and learn about recycling.

**21st annual Kids Ocean Day:** Four thousand Los Angeles-area students, teachers and volunteers cleaned Dockweiler Beach and sent a giant text message from the ocean to “CLEAN ME UP : )”

**Social Media:** The reach of the program’s social media elements continues to expand. The program boasts more than 8,500 e-newsletter subscribers, 7,500+ Facebook followers, 1,800+ Twitter followers, and 250+ Instagram followers.

**Fairs and Festivals:** The Watershed Protection Program participated in more than 50 community festivals, information fairs, farmers markets and community meetings distributing outreach materials to event attendees.

**Green Waste:** LA SAN produces mulch from collected green waste which is offered to residents for free. Once a month, a free composting class is held in Griffith Park for Los Angeles residents.

*\*Solvents Automotive Flammables Electronics*



**4,000** LOS ANGELES STUDENTS,  
teachers and volunteers cleaned Dockweiler Beach



**The Los Angeles Environmental Learning Center at Hyperion** was built in an unused building at the HTP.

The 20,000 square foot facility brings textbook learning to life, teaching children grades 5-12 about environmental science, particularly clean water and zero waste. The two-story building has a variety of interactive “hands-on” exhibits and the rooftop is a living green roof with many sustainability features. On the ground level are landscaped wetlands (supported by recycled water) and a miniature farm. Since its opening, more than 10,000 visitors have toured the building.



# HIGHLIGHTS & AWARDS

## LA SAN RECOGNIZED BY HEAL THE BAY

LA SAN was recognized at this year's Bring Back the Beach Gala on May 15. LA SAN began its collaboration with Heal the Bay in 1985 when Hyperion Treatment Plant was put on track to achieve greater treatment levels and discontinue discharge of biosolids to the bay. In collaboration with other environmental groups similar to Heal the Bay, LA SAN has emerged as a leader on the issue of stormwater pollution – the #1 source of coastal pollution. To name just a few innovative efforts, LA SAN led the charge for the Water Integrated Resource Plan, implemented a comprehensive sewer system renewal and management program leading to more than 80 percent reduction in sewer overflows, and instituted a far-reaching Low Impact Development (LID) Ordinance for Los Angeles.

*The Mayor's office, Adel Hagekhalil, and Enrique Zaldivar were honored by the LA Waterkeeper for successful projects that improve water quality in Los Angeles.*



## EXCELLENCE IN MANAGEMENT AWARD *from the National Association of Clean Water Agencies*



## 2013 QUALITY & PRODUCTIVITY AWARD *for collaboration with the Los Angeles Zoo*

## GOLD EXCELLENCE AWARD *from the Solid Waste Association of North America*



## PLATINUM AWARD *for Biosolids Management and Environmental Stewardship*

## UNITED STATES WATER PRIZE *from the Clean Water America Alliance*



## 2013 QUALITY & PRODUCTIVITY AWARD *for the Manchester Neighborhood Greenway and Ed Reyes (Humboldt) Greenway*



*Los Angeles City Council proclaimed April 11, 2014 as One Water Day which is focused on integrating our precious water resources such as stormwater, wastewater, and potable water in a more comprehensive manner.*



# LA SAN GOALS IN ALIGNMENT WITH MAYOR PRIORITY OUTCOMES

## Back to Basics

### Restore the city services that make our neighborhoods livable and attractive

Maintain our streets and fix potholes; fix sidewalks; trim trees; partner with residents and businesses to clean and beautify our city; increase access to parks, libraries and other public services that enrich our quality of life; revitalize transit corridors to make great streets. **LA SAN** works hard every day to gain results in this area including our latest service developed in partnership with Council District 1 where we will begin to remove bulky items in homes as requested to enhance the Community.

### Provide outstanding customer service to our residents and businesses

Go the extra mile to serve the public; make government reachable on the phone and on the web; provide timely and useful information; follow through on our commitments; and measure customer satisfaction. **LA SAN** is a customer focused business. We have staff and resources dedicated to being responsive and providing meaningful information and services including new services like a homeowner financial alternative to complete lateral repairs and onsite water treatment system abandonments to clean local waters.



### Create a more sustainable and livable City

Improve land use planning to promote neighborhood quality of life; conserve energy and water; mitigate and adapt to climate change; build transit options for an accessible future; promote affordability and environmental justice; restore and revitalize the LA River. **LA SAN** is committed to serving the community with the essential needs of cleaner water, cleaner air, cleaner streets, and multi-benefit facilities for all to thrive and prosper.

### Deploy innovation and technology to modernize city government

Revamp the city's technology backbone and public applications; increase transparency and civic engagement; use big data to identify problems and deploy solutions. **LA SAN** will employ routing technology on solid resources collection vehicles to shorten truck trips, resulting in cleaner air and less traffic.

### Restore pride and excellence in public service

Train, equip, and empower the 50,000 public workers who deliver vital basic services; encourage and reward innovation that results in more efficient, effective service delivery. **LA SAN** is committed to developing the next generation of leaders and programs.





## Restore City Services

- GOALS**
1. Implement the Healthy Streets Program citywide. (FY 14/15)
  2. Implement Operation Healthy Streets in Skid Row. (FY 14/15)

**By achieving these goals we will:**

Make neighborhoods more appealing

Attract new businesses to Los Angeles

Deter abandoned waste in streets and alleys

Remove blight and improve quality of life in the areas

In partnership with Council District 1, we formed a street team to target alleys and conduct follow-ups to ensure they stay clean. Now we will increase the frequency of trash receptacle collection and will conduct a public education campaign to get these streets clean and keep them that way. With the success of this pilot program, LA SAN envisions that in the long run this program will prove to be a viable solution for conquering the blight caused by abandoned bulky-items and in restoring neighborhoods to create a livable City. Based on this model, the Mayor and City Council provided \$5 million in funding for the Healthy Streets Program citywide.

With the implementation of Operation Healthy Streets, LA SAN will provide comprehensive clean-ups in Skid Row to restore the area and attract business. Further it will improve the neighborhood by keeping it healthy and clean to create a more livable city for all residents.

## Provide Customer Service

- GOAL**
3. Develop a low-interest revolving Financial Assistance Program for Sewer Connections to assist homeowners in financing sewer lateral rehabilitations and abandonment of onsite wastewater treatment systems. (Multi-year 12-15)

**By achieving these goals we will:**

Improve water quality in local aquifers and soils

Provide property owners an alternative to replace their septic system with the City's sewer system

Involve property owners in improving water quality in their neighborhood

Identified as an unmet need, LA SAN is seeking to establish a revolving Financial Assistance Fund to provide low-interest opportunities to provide the means and incentive for private property owners to refurbish or abandon their aging and ailing sewer laterals, septic systems and cesspools, and connect to the City's sewer system. We have inventoried damaged sewer laterals as well as privately-owned septic systems to help us advance this program. The low-interest program is a key component of a comprehensive plan to further control sewer overflows, to reduce collection system operation and maintenance costs, and to prepare the collection system to meet any regulatory changes.

LA SAN strives to become a "Full-Service Provider" by increasing the number and scope of services to meet the needs of our customers. We meet with civic leaders and survey our customers to assess customer satisfaction and then develop plans to make year over year improvements.





# Create a Sustainable Livable City

**GOALS** 4. Complete the One Water LA Plan Phase I. (FY 14/15)

5. Establish the Private Waste Hauler Franchise Program. (Multi-year 11-16)

6. Begin implementation of the Hyperion Digester Gas Utilization Project. (Multi-year 14-16)

7. Optimize performance of the Air Treatment Facilities and Proposition O projects. (Multi-year 13-15)

**By achieving these goals we will:**

Increase use of recycled water

Increase diversion of waste from landfill

Decrease use of fossil fuel to power our clean water treatment facilities

Improve air and water quality

LA SAN will identify and implement practices and programs for continuous improvements to the health and vitality of our City and the condition of our air, water and land. We will demonstrate our environmental leadership by implementing sustainable practices such as rainwater capture, renewable energy generation and use, and recycling that promotes ecological vigor and economic vitality.

In moving forward as environmental stewards, LA SAN will increase the production of recycled water for beneficial reuse as another element in the development of a sustainable water supply. We will reduce our dependency on imported water and at the same time reduce the energy demands and pollutant emissions associated with the conveyance of water from distant locations. We'll have a comprehensive plan to integrate the City's clean water system in such a manner that it functions optimally in reclaiming water for the residents of Los Angeles.

After construction, the Prop O projects require an "optimization period" to ensure that the project elements are working to improve water quality and sustainability. It is through the optimization process that the physical, chemical, and biological characteristics of each green project will be examined to identify any changes required to improve operations and maintenance.

LA SAN visits City neighborhoods every day, and this compels us to create an efficient and effective solid waste collection system. To achieve a higher recycling rate and provide fair customer rates, reduce street impacts, achieve cleaner air through the use of clean fuel collection vehicles and provide superior customer service, we have established an exclusive commercial franchise program called Zero Waste LA to service all businesses and apartment complexes in the City. This will streamline the collection process, reduce truck trips, and will require the use of newer, cleaner fuel vehicles.

## RENEWABLE ENERGY

The Hyperion digester gas utilization project is the City's latest effort to make the Hyperion Treatment Plant (HTP) self-sufficient and sustainable. LA SAN has many environmentally sound practices and this project continues those efforts. For years HTP has transformed wastes to be beneficially reused as recycled water, biosolids for soil augmentation and now biogas as a renewable fuel to generate electricity and steam. As an additional environmental benefit it will minimize the use of gas flaring as a disposal method and will reduce regional demand for fossil fuel electricity generation.





## Deploy Innovation and Technology

- GOALS** 8. Implement the Customer Service Request System in collaboration with LA DWP. (Multi-year 12-15)
9. Implement routing programs for solid resources collection vehicles. (FY14-15)

### By achieving these goals we will:

Improve customer service by addressing by expanding mobile web services

Improve response times to resident requests

Improve collection truck routing to reduce truck traffic and improve air quality

LA SAN is revamping the city's Customer Service Request System public application by making it easier to understand, improving its accuracy and streamlining data management. It is our intent to implement these changes to meet the needs, expectations, and preferences of our customers and partners.

LA SAN will employ routing technology on solid waste collection vehicles to shorten truck trips resulting in cleaner air and less traffic.

## Restore Pride and Excellence in Public Service

- GOAL** 10. Prepare the next generation of LA SAN leaders through mentoring, educational, and training opportunities to prepare tomorrow's leaders and new programs. (FY 14/15)

### By achieving these goals we will:

Prepare our people to prosper and thrive and aspire to achieve all organizational goals

LA SAN operates a safe, effective and efficient organization that fosters an inclusive and team-oriented culture focused on our vision, mission, and goals. We develop and implement training and succession planning, to continue providing excellent service to the residents of Los Angeles.

We will improve core competencies, work systems, and how we design and manage key processes that deliver customer value and achieve organizational success and sustainability. To prepare the next generation of LA SAN leaders, we will continue to conduct supervisory skills training for LA SAN personnel.

Our organizational agility creates opportunities to adopt new technologies, respond quickly and decisively to emergencies, and to adapt to changes in regulations and our operating environment. We involve division and field managers in discussions about the newest available technologies and our organization's priorities. Our ongoing commitment to employee development and continuous never-ending improvement of our business will allow us to deliver exceptional value when facing the challenges of the future.





# PROJECTS & COLLABORATIONS

Our Strategic Plan reinforces our vision, mission, and values, and it also underscores the need for us to be dynamic in planning for the future. We strive to increase the City's environmental benefit by implementing innovative programs and providing services in LA SAN's clean water, solid resource, and watershed protection programs. Our actions, programs, and services have validated our commitment to excellence and we will continue to meet or exceed expectations.

Over the next year and beyond, we will continue to improve in all areas and manage our progress using key performance indicators, strategic management tools, and transformational leadership. Measuring our performance will be used to improve our operations and implement new programs to better serve City residents. We hold ourselves accountable to our residents and stakeholders to demonstrate our efficiency, effectiveness, and environmental leadership.



*Mayor Garcetti signs the Zero Waste L.A. Ordinance overhauling the City's recycling system for commercial and multi-family buildings, putting LA on a path to a 90% recycling rate by 2025.*



*Above:  
Echo Park Lake*



*Upper right:  
Hope and 11th Green Street*



*To right:  
Ed P. Reyes (Humboldt) Greenway*



*Machado Lake Groundbreaking*



*ELC Ribbon Cutting*



## SERVICE DIRECTORY

### LA SAN Services and Information

Internet: **800-773-CITY (2489)**  
**www.lacitysan.org**

### Watershed Protection Program

Stormwater Pollution Hotline: **800-974-9794**  
Internet: **www.lastormwater.org**  
E-mail: **lastormwater@lacity.org**  
Facebook: **facebook.com/lastormwater**

### Clean Water Program

Sewer Odor Hotline: **866-44-SEWER (73937)**  
Sewer Service Charge Hotline: **800-540-0952**  
Sewer or Storm Drain Customer Service: **323-342-6006**  
After Hours: **213-485-7575**  
Hazardous Waste and Used Oil Disposal: **800-98-TOXIC (86942)**  
Internet: **www.lacitysan.org/lasewers**  
E-mail: **311@lacity.org**

### Solid Resources Program

Internet: **www.lacitysan.org/solid\_resources**  
E-mail: **san.callcenter@lacity.org**

### All City Services

**3-1-1**

### Social Media

**www.facebook.com/lacitysan**  
**www.twitter.com/lacitysan**  
**www.instagram.com/lacitysan**  
**http://www.youtube.com/user/LASanitation**

Mayor

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City Attorney

**Michael N. Feuer**

City Controller

**Ron Galperin**



City Council

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**Paul Krekorian**

**Bob Blumenfield**

**Tom LaBonge**

**Paul Koretz**

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**Felipe Fuentes**

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**Curren D. Price, Jr.**

**Herb J. Wesson, Jr.**

**Mike Bonin**

**Mitchell Englander**

**Mitch O'Farrell**

**Jose Huizar**

**Joe Buscaino**

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**Second District**

**Third District**

**Fourth District**

**Fifth District**

**Sixth District**

**Seventh District**

**Eighth District**

**Ninth District**

**Tenth District**

**Eleventh District**

**Twelfth District**

**Thirteenth District**

**Fourteenth District**

**Fifteenth District**

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Varouj S. Abkian, Assistant Director

Adel H. Hagekhalil, Assistant Director

Alexander E. Helou, Assistant Director

Lisa B. Mowery, Acting Chief Financial Officer



**This Strategic Plan publication is also available at**  
**www.lacitysan.org**

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