



STRATEGIC PLAN 2015/16-2020/21

ZERO WASTE • ONE WATER



Eric Garcetti,
Mayor

LA Sanitation is a critical partner in the Mayor's efforts to transform Los Angeles into the most sustainable and resilient city in the nation.

Sustainability is more than an environmental vision – it is the course toward a stronger economy and more equitable future. Our "Back to Basics" mission includes providing effective city services, and incorporating green and sustainable efforts to achieve the following Priority Outcomes:

- Make Los Angeles the best run city in America
- Promote good jobs for Angelenos all across Los Angeles
- Create a more livable and sustainable city
- Ensure our communities are the safest in the nation
- Partner with residents and civic groups to build a greater city

"To transform Los Angeles into a truly sustainable and resilient city, we put great care into tracking and reporting on performances that measure our successes.

I commend LA Sanitation for being a vital partner in this effort."

— Mayor Eric Garcetti

**Eric
Garcetti**
#Iamayor



Enrique C. Zaldivar, P.E.,
Director

Staying focused and committed to our mission "to protect public health and the environment," LASAN strives to be an environmental leader that delivers exceptional customer service.

During the fiscal year 2014-2015, we continued our commitment to Mayor Garcetti's "Back to Basics" agenda and are working to make Los Angeles more livable and sustainable. Part of that effort includes the SAN STAR mobile app for our collection drivers to map and record their daily routes to improve efficiency. This modernization earned the Mayor's first Civic Innovation Award.

LASAN's commitment to Mayor Garcetti's Sustainable pLAN has led the City to recycle nearly 100 million gallons per day (MGD) of water, which can be used for irrigation, industrial purposes, and groundwater protection; to secure federal agreements to revitalize eleven miles of the LA River; and to divert 76.4% of waste that would end up in landfills, making it the leader among the ten largest cities in the US.

Our biggest priorities are education and the environment. This year we broke ground on the Avalon Green Alley and Broadway Stonewater Greenway – projects that convert alleys into multipurpose green spaces for improved pedestrian connectivity, integrated stormwater management, and habitat restoration; and broke ground at the Terminal Island Advanced Water Purification Facility and Harbor City Greenway.

Our commitment to community engagement and public education is demonstrated through all of our community projects such as the Lopez Canyon Environmental Education Center and student programs, sewer science classes, LAUSD school recycling program, plant tours, and the Environmental Learning Center (ELC) at Hyperion.

We thank you, our stakeholders, customers, and ratepayers, for your continued confidence and support of our services.

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WHAT WE DO

LA Sanitation (LASAN) is recognized as a national leader in providing environmental services that address issues such as air quality, brownfields, climate change and adaptation, renewable fuels, solid resources management, sustainability, water quality, and watershed protection. LASAN 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 also 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

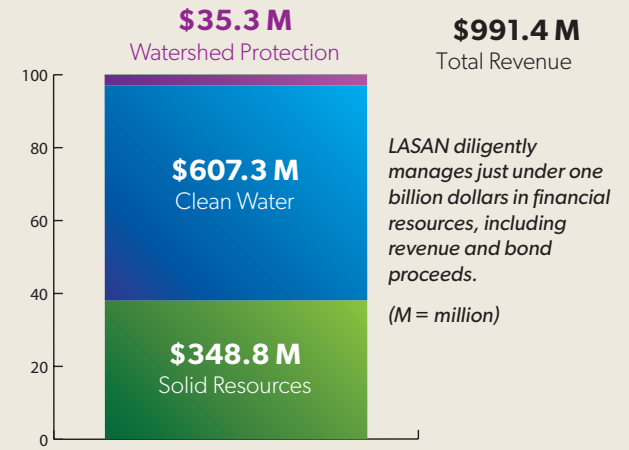


SOLID RESOURCES PROGRAM

Solid resources collection, recycling, conversion, and disposal



FY 14/15 TOTAL REVENUES



Unless noted otherwise, all figures provided throughout this document reflect estimates at the time of publication.

CLEAN WATER



The advanced water purification system provides additional treatment through microfiltration and reverse osmosis to produce a very high quality water.

TERMINAL ISLAND ADVANCED WATER PURIFICATION FACILITY EXPANSION

The City of Los Angeles has taken strong measures to address the drought in California. On Earth Day 2015, the expansion of the Terminal Island Advanced Water Purification Facility was initiated. The Terminal Island Advanced Water Purification Facility is an example of how LASAN continues to focus on ways to better manage our most precious resource—water. The Advanced Water Purification Facility currently produces up to 6 million gallons per day of high quality recycled water.

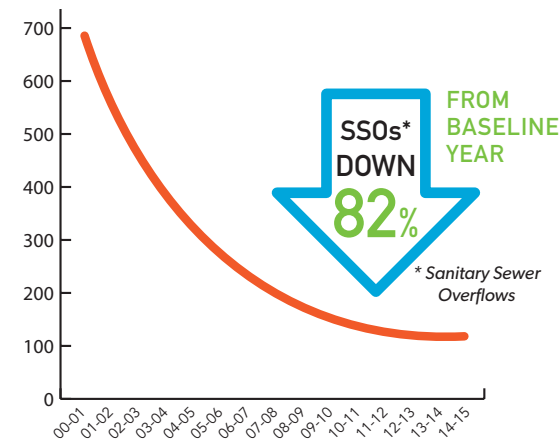
The recycled water decreases the demand for potable water that is imported into the Los Angeles area. When the expansion is completed in 2016, the amount of recycled water will double to twelve million gallons per day or 13,440 acre-foot per year, which is roughly equivalent to the daily use of potable water by 150,000 households.

Since 2006, the facility has supplied the Dominguez Gap Barrier with high quality recycled water for barrier protection, which prevents seawater intrusion into the West Coast Groundwater Basin. On a daily basis, 3.8 million gallons is delivered to the Barrier. By doubling the capacity with this expansion project, LASAN will provide the Dominguez Gap Barrier with its total needs, supply Machado Lake to replenish water lost from evaporation and provide various Harbor-area industrial users with recycled water.

COLLECTION SYSTEM

Nearly **7,000** MILES OF SEWER PIPES
were cleaned and repaired this year

8,648 SEWER PIPES
were chemically treated for root control



The golf course at Hansen Dam is one of seven venues irrigated with water produced at the Donald C. Tillman Water Reclamation Plant. The recycled water travels to the site via purple pipe.

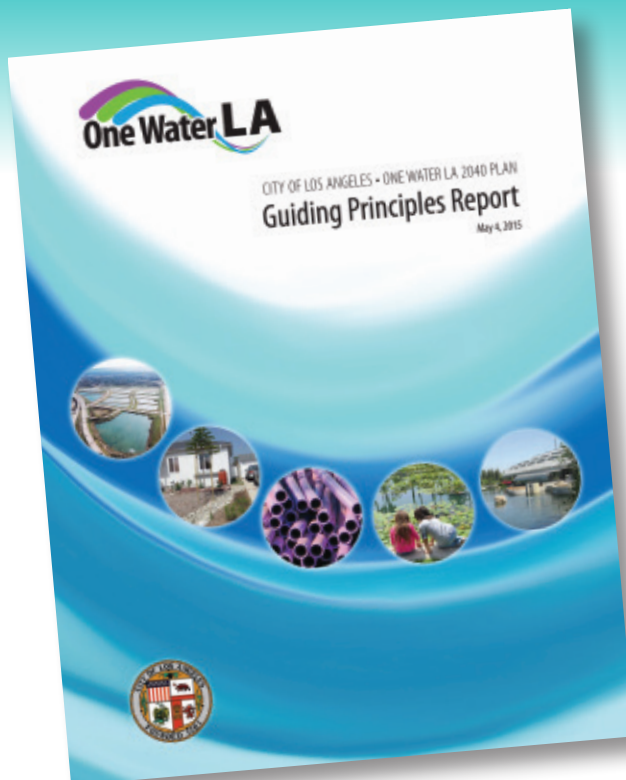


VENICE PUMPING PLANT DISCHARGE MANIFOLD REPLACEMENT PROJECT

To protect water quality in Santa Monica bay, LASAN developed and is successfully implementing risk mitigation measures for the Venice Pumping Plant (VPP). Located in a sensitive area near the beach, the VPP is the largest and most critical pumping plant in the wastewater collection system. The VPP risk mitigation project consists of replacing the discharge header pipe manifold, construction of a 54 inch dual forcemain, and implementation of an auxiliary pumping facility and a master control room. The construction of the manifold was completed this year and replaced the corroded steel pipe shown in the photo. Construction of the dual forcemain project is awaiting Coastal Commission approval. The auxiliary pumping facility pre-design report will be finished by August 2015. Ten information sessions were held to keep neighboring residents and businesses informed of the project.



Venice Pumping Plant Discharge Manifold Replacement included construction of the manifold (after), which replaced the corroded steel pipe (before).



ONE WATER LA PLAN

With a fourth consecutive year of a drought impacting southern California, Angelenos are looking for creative ways to manage water resources. Building off of previous successful planning efforts, LASAN continues to gain momentum on developing innovative projects and policies to capture, conserve and reuse all sources of water in the City. This integrated approach looks at water, wastewater, and stormwater in a holistic manner with our partners at LA Department of Water & Power, as well as twelve other city departments and nine regional agencies. With the engagement of over 300 stakeholders representing a wide variety of homeowners, apartment dwellers, businesses, environmental organizations, academia, and other non-profit organizations, the Vision with Objectives and Guiding Principles was established. Phase II will evaluate and assess all short and long-term opportunities to develop a

framework so that our water resources and facilities will operate effectively under a variety of scenarios based on changes in flows, population, climate, and regulations.

"LA Sanitation is committed to enhancing livable communities, resistance against climate change, and the protection of public health. Embracing this precious resource also helps us reach Mayor Eric Garcetti's drought-related goals."

– Enrique C. Zalidvar, Director

WATERSHED PROTECTION

ENHANCED WATERSHED MANAGEMENT PLANS (EWMP)

Municipalities, non-governmental organizations and community stakeholders throughout the County of Los Angeles have worked collaboratively to develop EWMPs for each of LA's five watersheds - Ballona Creek, Dominguez Channel, Marina Del Rey, Santa Monica Bay, and Upper Los Angeles River. The EWMPs help us comply with water quality mandates, improve the quality of our rivers, creeks and beaches, and address current and future regional water supply issues.

Each EWMP will identify current and future multi-benefit projects that will improve water quality, promote water conservation, enhance recreational opportunities, manage flood risk, improve local aesthetics, and support public education opportunities. They include water quality priorities, watershed control measures, reasonable assurance analysis, the scheduling of projects, and the monitoring, assessment, and adaptive management of projects.

LASAN's Assistant Director Adel Hagekhalil and Board of Public Works Commissioner Monica Rodriguez spoke about the importance of water quality at the 22nd annual Kids Ocean Day.



AVALON GREEN ALLEYS

The Avalon Green Alley Network project will retrofit 6 blocks of alleyways (approximately 37 acres) of the South Los Angeles neighborhood near Avalon Boulevard for improved pedestrian connectivity and integrated stormwater management.



To better understand and minimize potential pollution impacts, LASAN completed the following:

346,691 TESTS for metals, organics, toxicity, and other indicators of treatment systems' performance

81,372 SAMPLES collected from the environment and our treatment plants

31,128 INSPECTIONS of industrial establishments

16,753 SAMPLES of wastewater collected

73,366 CATCH BASIN cleanings

2,095 TONS OF DEBRIS removed from catch basins

MORE THAN **9,000 STAKEHOLDERS** receiving the LA Stormwater quarterly e-newsletter



Water samples are collected daily to test for pollutants.

SOLID RESOURCES

CLEAN STREETS INITIATIVE

The Clean Streets Initiative (CSI) was launched in April via Mayor Garcetti's executive directive. The program adds 5,000 new trash receptacles to the existing 1,000 on city streets, creates a block-by-block cleanliness index to guide and direct resources, and deploys the Clean Streets Strike Team to target persistent areas of trash, illegally dumped bulky items, and debris, which endanger public health and compromise the environment.

The CSI improves our quality of life and delivers cleaner neighborhoods to residents, businesses and visitors. Each new trash receptacle deployed adds two tons of collection capacity. The new Clean Streets Strike Team is projected to clear 500 tons of trash every month. This effort creates a Clean Streets Corps which is a partnership between the city, Neighborhood Councils, community organizations, businesses, and residents to report locations that need to be cleaned.

ZERO WASTE L.A. COMMERCIAL AND MULTIFAMILY FRANCHISE SYSTEM

In 2014, Mayor Garcetti established the Zero Waste L.A. Commercial and Multifamily Franchise System, which is scheduled to start summer 2017. LASAN identified franchise waste management partners through competitive bidding for the City's eleven exclusive franchise zones. The request for proposals was released and fifteen bids were received in October 2014.

The Zero Waste LA Franchise System manages solid resources for the privately-served commercial and large multifamily customers in the City, and is designed to obtain a number of environmental goals. These goals include implementing processes to increase the recycling rate to 90% by 2025, introduce clean air collection vehicles and efficient routing to reduce greenhouse gas emissions, and enhance customer service.

CLEAN FUEL VEHICLE PROGRAM

LASAN continues to advance its Clean Fuel Program to operate one of the largest municipal clean fuel solid resources collection fleets in the country with more than 700 heavy duty collection vehicles in service. The use of these clean fuel vehicles result in a 90% reduction of carbon monoxide and particulate matter and more than 50% nitrogen oxide reduction. LASAN has a goal to convert 100% of our solid resources collection fleet to clean fuel by 2017.

In April, LASAN completed construction of a new Clean Natural Gas fueling station at the West Los Angeles district yard. Since the Clean Fuel program's implementation in 2000, the program has been awarded more than \$30 million from various external grants. A grant from the Mobile Source Air Pollution Reduction Review Committee (MSRC) under the South Coast Air Quality Management District provided funding for the West L.A. district yard's CNG fueling station.



The Clean Streets Initiative was launched to combat blight and illegal dumping around the City.

GREEN BUSINESS & GREEN ARTS CERTIFICATION

The Green Business Certification program was launched in 2014. LASAN partnered with Los Angeles Community College, hotels, businesses, and cultural arts facilities. To date, more than 250 businesses display the program seal. The Westin Bonaventure Hotel & Suites was the first hotel to be certified. It is the largest hotel in the program.



250+ GREEN CERTIFIED BUSINESSES

JOBS AND INNOVATION



The SAN STAR team receives the first Mayor's Civic Innovation Award.

SAN STAR

Our SAN STAR team recognizes that city government should operate efficiently and effectively in our daily lives. The team devised a clever method for our collection truck drivers to map, guide and record their daily routes on a mobile app developed by Environmental Systems Research Institute. They tested this method in South LA to field requests from the 311 hotline to clear alleys, pick up bulky items, e-waste, and trash and in the near future, be incorporated citywide. This process will automate route generation for the solid resource collection trucks and eliminate the inefficient manual process of highlighted paper maps for addressing point-to-point and continuous routing solutions. Our goal is for drivers to choose more efficient routes while reducing fuel, administrative costs, travel time, and reported problems. SAN STAR is the first to earn the Mayor's Civic Innovation Award.

"Our drivers are on the front line of serving our city every day, and they knew better than anyone how to fix a problem-- stemming from our antiquated technology-- to help us do our jobs faster and smarter," Enrique Zaldivar said. "It's an honor for LASAN's SAN STAR team to receive the very first Mayor's Civic Innovation Award."

PROJECT GREEN LEADERSHIP

Project Green Leadership (PGL) actively recruits talented engineers at eight local universities, seeking students majoring in civil, chemical, and environmental engineering for full-time and part-time positions. The PGL team represents LASAN at information sessions and career fairs while also conducting on-campus interviews. This recruitment program was established to gather the best and brightest engineers, allowing LASAN to remain in the forefront of protecting public health and the environment.

WORKFORCE DEVELOPMENT

LASAN has over 2,700 employees in its workforce, a large portion of whom will soon be eligible for retirement. We are in need of skilled workers. To grow our workforce, we employ strategies like career-planning and a mentoring program designed to identify and recruit talented students from local educational institutions. Over the past five years, LASAN has trained and maintained a force of skilled wastewater treatment operators to gain the necessary skills and experience that meet the State's established requirement for Wastewater Operator certification and be eligible to operate our Wastewater Treatment Plant. LASAN helps part-time maintenance laborers learn trades from the ground up with on-the-job training opportunities, which enables workers who demonstrate high work ethics and skills to be hired as full-time employees.



LASAN's class of 2014.

 **17** NEW
ENGINEERING
GRADS HIRED

 **OUTREACH TO**
875+
STUDENTS

COMMUNITY OUTREACH

Over 13,000 social media followers across Facebook, Twitter, Instagram, YouTube, and Pinterest.

LASAN's Japanese Garden in Van Nuys hosted over 68,000 visitors and 128 group tours.

Over 7,200 people attended our 6 "Discover Recycling" Open House events this year, one of our highest attendances ever! Families played games, took home free fruit trees & mulch, learned about recycling, sat in our trucks to operate controls, and danced with Mr. Recycle.

Over 18,000 residents and students toured the Hyperion Water Reclamation Plant and the Los Angeles Environmental Learning Center at Hyperion.

Interactive meetings were held for over 300 stakeholders for One Water LA and the Enhanced Watershed Management Plan, including attendance at various community events.

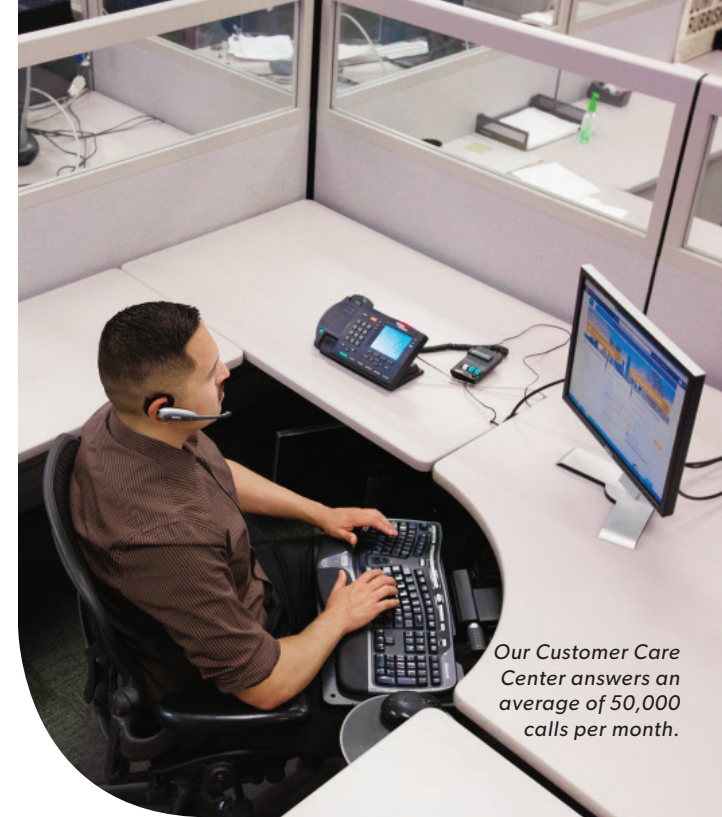
LASAN participated in the second annual LA River Day at City Hall, handing out educational information and giveaways to over 250 people.

LASAN participated in "A Place Called Home's" 3rd Annual Health and Garden Expo, educating over 1,000 people about sustainability.

LASAN provided funding and design assistance for exhibits at the brand new Discovery Cube LA. Exhibits include the Race to Zero Waste, Discovery Market, Helicopter Tour, Inspector Training Course, Aquavator, and a Planetary Research Station.

Arbor Day was celebrated with Mayor Eric Garcetti in Sylmar, planting 100 drought-resilient shade trees and providing another 200 trees to residents.

LASAN participated in the 22nd annual KIDS OCEAN DAY Adopt-A-Beach Clean-Up where over 3,500 students picked up trash and lined up in the sand to form a large mosaic of a school of fish.



Our Customer Care Center answers an average of 50,000 calls per month.



We had over 7,200 visitors at our 2015 "Discover Recycling" Open House events.



The Discovery Cube Los Angeles opened in November and offers 71,000 square feet of hands-on exhibits, displays, programs, and learning spaces.



The 3-story Environmental Learning Center at Hyperion was created to teach the public about sustainable water and solid resources in LA.


Los Angeles
Environmental Learning Center
— at Hyperion

ACHIEVEMENTS AND AWARDS

This past year LASAN achieved all of its goals identified in the 2014/15 Strategic Plan. These achievements were at the core of the Mayor's Back to Basics agenda where we focused on making our neighborhoods livable and attractive, expanding our services, developing plans, and implementing projects that will make the City more sustainable and resilient.

LASAN continually conducts routine street cleanups to improve our quality of life, enhance economic development, and increase safety. Last year we implemented the citywide Clean Streets Initiative to remove abandoned waste from alleys and streets in order to recondition neighborhoods and attract new business. Additionally, we formed a coalition of service providers to implement the Operation Healthy Streets program which conducted comprehensive cleanups on Skid Row and in Venice to create a livable city for all.

Protecting public health and the environment is our mission. Last year, to address groundwater impacts and sanitary sewer overflows, LASAN designed a program which offers financial assistance to residents to complete sewer system lateral repairs and eliminate the use of septic systems. The program launches this fall.

Facing persistent drought as the new normal, LASAN is collaborating on the One Water LA Plan, which when implemented will significantly reduce our dependency on imported water, improve local water supply, and keep our rivers and beaches clean. Last year, LASAN completed Phase I of the One Water LA Plan, which synchronized water resources management and policies, laying the foundation for an integrated plan that identifies projects and programs to more effectively and efficiently utilize water while reducing our dependency on imported water.

Los Angeles has long been the frontrunner of environmental, economic, and social equity issues. We led by example by addressing climate change through the employment of renewable energy projects. Our latest project will make the Hyperion Water Reclamation Plant (HWRP) self-sufficient in energy. Last year at HWRP, we continued implementation of the Digester Gas Utilization project (DGUP), which completed its demolition and site preparation process. DGUP will generate renewable electrical power from the biogas derived from the wastewater treatment process to reduce regional demands for fossil fuel.

LASAN's GRASS (Greenways to River Arterial Stormwater System) Vision Plan was selected by the United States Department of the Interior, National Parks Service for their Rivers, Trails and Conservation Assistance (RTCA) Program.



LASAN has been selected for multiple civic, environmental, and public education and outreach awards over the years.



LASAN celebrated LA River Day with Councilmembers, the US Army Corp of Engineers, and Friends of the LA River. During the event, LASAN received the Golden Paddle Award for our work restoring the LA River.

LASAN GOALS IN ALIGNMENT WITH MAYOR PRIORITY OUTCOMES

Back to Basics Agenda

1. Make Los Angeles the best run big city in America

The Mayor has asked us to live within our means, to provide outstanding customer service and to deploy innovation. **LASAN has responded and works hard** every day in every part of the City to improve services. This year we will make a significant upgrade to the MyLA311 system to increase customer satisfaction. For our solid resources program, we will implement opportunities to standardize the funding administration to better manage and allocate resources to streamline our programs and infrastructure investments.

2. Promote good jobs for Angelenos all across Los Angeles

The City chooses to use regional technology innovators as a jobs pipeline for the future; to educate and retrain our workforce to meet our goals for the future; and to promote equity, affordability, and upward economic mobility. **LASAN is committed to strengthening** our organization through educational opportunities and to grow our economy by increasing the number of green jobs through our various initiatives and programs. We value our employees and encourage our team to pursue higher education; if they so choose may attend a sponsored college cohort program. We are implementing a workforce development system by teaming up with trade schools, educational institutions and other stakeholders to provide potential employees with the necessary skills and knowledge to prepare for full time work in our utility.

3. Create a more livable and sustainable City

The City seeks to improve the quality of life in each neighborhood; to conserve energy and water; and to restore and revitalize the LA River. **LASAN is devoted to serving** the community with the essential needs of cleaner water, cleaner air, cleaner streets, and multi-benefit facilities for all to live in safe, vibrant, well-connected, and healthy neighborhoods. We continue to make new investments in green technology such as renewable energy at Hyperion and Lopez Canyon and to implement sustainable practices such as resource conservation and reuse through the One Water LA Plan. Our quality of life, economic prosperity, and health are all tied to the cleanliness of our streets, sidewalks, alleys, and other public spaces and through the Clean Streets Initiative and Operation Healthy Streets.

4. Ensure our communities are the safest in the nation

The City is improving emergency response and strengthening our resilience against earthquakes and other natural and man-made threats. **LASAN is prepared** for natural disasters, and we will manage our risk related to climate change impacts by completing an adaptation plan and prioritizing projects for investment in our capital improvement program. By making these plans now we are actively seeking solutions to keep our city infrastructure and operations resilient and our people safe.

5. Partner with residents and civic groups to build a greater city

The City leadership engages Angelenos in decisions that affect their neighborhoods to foster resident participation in government and in building a shared community. **LASAN is delivering results** that improve the quality of life for our residents by collaborating to identify, create, and strengthen our programs. At Lopez Canyon, we are seeking community input on a multi-benefit hiking and equestrian park powered by renewable energy. After years of successful implementation of the Stormwater Low Impact Development Program it's time to revisit these policies to include more opportunities for efficient water use and reuse at the local level.



Make Los Angeles the Best Run Big City in America

GOALS 1. Implement and Optimize the MyLA311 system.

2. Centralize Fund Administrator responsibility for all Solid Resources Special Funds.

By achieving these goals we will:

Enhance the customer experience with a personalized mobile application and web-based access to account information

Improve our response times to resident requests

Maximize the benefit of funds to best meet the needs of our City

LASAN is committed to spending wisely and within our means to improve our services and invest in public infrastructure. To improve our services we will implement and optimize the MyLA311 customer care program. This program enhancement will include an online web-based service request system that provides personalized and if preferred, self-service to our customers. We are adding new services like an enhanced mobile app for on-the-go access to requests for services and to access account information. By optimizing the system, we will reduce call wait times and response times. Additionally, we are streamlining our financial processes to prioritize our solid resources funds to be more efficient and more effective.

Promote Good Jobs for Angelenos

GOAL 3A. Roll out Cohort Bachelor of Arts program for LASAN employees.

3B. Establish a workforce development system to draw entry-level employees into our hiring activities in collaboration with trade colleges, workforce development groups, and other stakeholders.

By achieving these goals we will:

Prepare our employees for career development, upward mobility and leadership within LASAN

Prepare our people for success and provide the tools to prosper and thrive while aspiring to achieve all LASAN organizational goals

Promote job creation and economic development for Angelenos

A key component of a sustainable city's strength comes from the growth of its economic power and individual workers in green business and clean technology. LASAN recognizes that developing prosperity through green jobs can drive triple bottom-line returns that achieve economic success, improve equity, and strengthen the environment. Our clean water and zero waste programs and initiatives need talented innovative individuals to provide solutions to drought, blight, and a throw-away culture.

LASAN is refining its workforce development system with other educational institutions that will prepare highly skilled graduates to be successful in their effort to pursue a job with the City. By partnering with workforce development groups and other stakeholders like the California Conservation Corps, we are preparing people for jobs of the future and to be full-time employees in our utility.

We support and encourage our people to pursue higher education and to attend an LASAN-sponsored college cohort program. This is an ongoing commitment to employee development and to continuous improvement of our business that provides us with the ability to deliver exceptional value and service.



*LASAN Executive Team (seated) with
Division Managers (standing)*

Create a More Livable and Sustainable City

- GOALS**
4. Implement, track, and optimize the Clean Streets Initiative and Operation Healthy Streets, including the development and implementation of a cleanliness index tracking system, and strategic deployment of an additional 1,250 trash receptacles each year for four years, totaling 5,000 new receptacles.
 5. Bring the Digester Gas Utilization Project (DGUP) online.
 6. Initiate Phase 2 of the One Water LA Plan including the identification of water efficiency and conservation projects and policies.
 7. Implement the “Zero Waste LA Commercial and Multi-family Exclusive Franchise System”.

By achieving these goals we will:

Improve quality of life, economic prosperity, and health and vibrancy of our streets and public spaces

Reduce consumption of fossil fuel for energy to run one of the largest clean water plants in the world

Decrease demand on the southern California electrical distribution grid

Maximize the multi-beneficial One Water LA Plan to make our city greener and more water sustainable

Reduce street impacts and improve local air quality and provide superior customer service with fair customer rates for trash service



Los Angeles has long been the frontrunner of environmental, economic and social equity issues, we lead by example by implementing sustainable practices such as renewable energy generation and use, incorporation of green infrastructure into street and sidewalk repair projects, and recycling that promotes ecological vigor and economic vitality.

We understand that neighborhoods are important as a place to play and relax, and that they are great sources of pride and self-identification. To ensure that the streets are clean and healthy, LASAN continually implements street cleanups to enrich our quality of life, enhance economic development, and improve safety.

Our latest renewable energy project will make the Hyperion Water Reclamation Plant self-sufficient and sustaining in energy. It will utilize the biogas produced from the treatment of wastewater as a renewable fuel to generate electricity and steam. As an additional environmental benefit, it will offset fossil fuel electricity generation and grid demand.

Facing persistent drought as our “new normal”, the One Water LA Plan integrates water sources such as rainfall, runoffs, and cleaned effluent to significantly reduce our dependency on imported water, preparing us to bounce back from possible disasters, and keeps our rivers and beaches clean, preserving recreational and wildlife uses.

LASAN is rolling out the Zero Waste LA franchise system that serves all businesses and apartment complexes in our City to ensure fair customer rates and superior customer service. Being in your neighborhoods every day, we are compelled to do our job more efficiently and effectively when it comes to collecting trash. We are committed to reducing street impacts, and to improving health and safety for our workers.

We will move toward achieving “zero waste” through a “cradle to grave” economy using extended producer responsibility and resource recovery and reuse, and aggressive recycling education.

Ensure Our Communities are the Safest in the Nation

GOALS 8. Complete a Climate Change Adaptation Plan and identify projects for LASAN's ten-year Capital Improvement Program.

By achieving this goal we will:

Improve emergency response and strengthen our resilience against climate change impacts and other natural and man-made threats

We are identifying climate change impacts on our assets and operations. Our information indicates the region will experience higher temperatures and more hot days, extended periods of drought and a longer fire season, and in low-lying areas a vulnerability to rising sea levels. We are also assessing the impacts of more frequent and more intense storm events. As a leader on climate issues, LASAN will prepare an adaptation plan that will take advantage of early opportunities to protect the residents, our infrastructure, and the economic viability of our assets and operations. This Climate Adaptation Plan will be utilized to build a more resilient and sustainable community.

Partner with Residents and Civic Groups to Build a Greater City

GOAL 9. Complete the feasibility assessment of the Lopez Canyon Landfill for development of an environmental and community-use facility consisting of solar power generation, hiking and equestrian trails, and beneficial use of recycled water and stormwater runoff.

10. Upgrade the Stormwater LID program to include stormwater credit trading, and in-lieu fee system, and voluntary LID guidelines while expanding the requirements to include public improvements.

By achieving these goals we will:

Provide recreational amenities for the neighboring community

Connect with Angelenos through increased community events in public spaces

Increase capture of stormwater for groundwater augmentation

Engage residents and neighborhoods to seek opportunities towards a cleaner, healthier, greener, and water sustainable city

LASAN is delivering results that improve the quality of life for our residents by collaborating to identify, create, and strengthen our programs, our city infrastructure and neighborhoods. At Lopez Canyon we are seeking community input on a multi-benefit hiking and equestrian park powered by renewable energy - this after a long and useful service life as a landfill.

After years of successful implementation of the Stormwater Low Impact Development Program (LID), it's time to revisit these policies to include more opportunities for efficient water use and reuse. LID is a leading stormwater management strategy that seeks to reduce the impacts of runoff and stormwater pollution as close to its source as possible. It comprises a set of site design approaches and best management practices that effectively remove pollutants while increasing local groundwater supply and decreasing the volume and intensity of stormwater flows.



PROJECTS AND COLLABORATIONS

LASAN works with a wide variety of city departments and outside organizations to protect public health and the environment while maintaining focus on the Mayor's Back to Basics priority outcomes. The Professional Architect & Landscape Architect Practitioners Assembly served as a forum to bring architects, landscape architects, planners and engineers together to highlight our watersheds' needs, opportunities and constraints, and to put stormwater into a Low Impact Development (LID) context for working professionals.

LASAN also worked with water utility leaders across the country on the national Water Works campaign, which trumpeted the need for investment in our country's aging water infrastructure, which would lead to more jobs and economic growth.

Various staff members of LASAN also participate on boards and in working groups such as the Mayor's Water Cabinet, NACWA (National Association of Clean Water Agencies), CASA (California Association of Sanitation Agencies), US Conference of Mayors, Los Angeles Regional Agency (LARA), SWANA (Solid Waste Association of North America), and USZWBC (US Zero Waste Building Council).

The US EPA selected Los Angeles/LASAN to serve as one of 4 Cities nationally to host a local charrette for Climate Change.

WATER REUSE CONFERENCE

In March, LA hosted a record-breaking crowd of 500 water professionals, academicians, and students at the annual CA WaterReuse conference. Mayor Garcetti welcomed attendees and Chief Sustainability Officer Matt Peterson gave a keynote presentation which highlighted the importance of water conservation and reuse. During the conference, a number of technical papers were presented and a local student art poster contest was held. KPCC's Molly Peterson moderated a special panel of experts discussing the acceptance of direct potable reuse. Ten recipients from across LA received awards for their commitment to innovative use of recycled water. Participants of the conference were treated to tours of the Hyperion Water Reclamation Plant and the Environmental Learning Center. LASAN was instrumental in planning and promoting the event and several staff members presented papers on many of our water recycling programs.

SUSTAINABLE CITY pLAn

In support of Mayor Garcetti's Sustainability pLAn, LASAN is protecting the City's environment to ensure that we manage our natural resources efficiently and effectively and provide for a clean, healthy and safe city for present and future generations. This year, LASAN achieved the following:

- Recycled nearly 100 MGD of water, used for irrigation, industrial purposes, groundwater protection, recreation enhancement, and wildlife habitat restoration
- Diverted over 76% of waste that would end up in landfills, making us the leader among the ten largest cities in the US
- Maintained status as the largest city in the US to create a commercial franchise agreement with waste haulers, which will increase recycling and resource recovery while reducing air pollution from trash trucks
- Committed to restore eleven miles of the LA River, earning us the Golden Paddle Award
- Added more than 35 parks and greenways in the past six years that contained almost 500 urban agriculture sites
- In collaboration with LADWP, began clean-up of our largest local source of ground water – the San Fernando Groundwater Basin aquifer



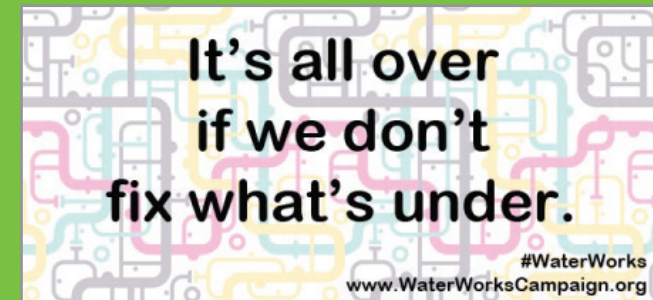
Expansion of Terminal Island Advanced Water Purification Facility groundbreaking took place on April 22, 2015.



LASAN hosted the first Professional Architect, Landscape Architect, and Planners Assembly (PALAPA) to invite collaboration, development, and refinement of low impact development practices.



80 Fulbright scholars from around the world visited the Hyperion Water Reclamation Plant and the Environmental Learning Center for tours and an interactive seminar.



www.WaterWorksCampaign.org

SERVICE DIRECTORY

LASAN Services and Information

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

Watershed Protection Program

Stormwater Pollution Hotline: **800-974-9794**
E-mail: **lastormwater@lacity.org**

Clean Water Program

Sewer Odor Hotline: **866-44-SEWER (73937)**
Sewer Service Charge Hotline: **800-773-CITY (2489)**
Sewer or Storm Drain Customer Service: **323-342-6006**
After Hours: **213-485-7575**
Hazardous Waste and Used Oil Disposal: **800-98-TOXIC (86942)**
E-mail: **san.callcenter@lacity.org**

Solid Resources Program

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
www.youtube.com/user/LASanitation



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City Attorney

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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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Lisa B. Mowery, Chief Financial Officer



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

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