


CITY OF LOS ANGELES
INTER-DEPARTMENTAL CORRESPONDENCE

DATE: November 27, 2019

TO: Honorable Nury Martinez, Chair
Honorable Paul Koretz, Vice Chair
Honorable Paul Krekorian, Member
Honorable Gil Cedillo, Member
Honorable Mitch O'Farrell, Member
Energy, Climate Change and
Environmental Justice Committee

FROM: 
Enrique C. Zaldivar, Director and General Manager
LA Sanitation and Environment

SUBJECT: LA SANITATION AND ENVIRONMENT (LASAN) - REPORTS BACK ON MULTIPLE ENERGY, CLIMATE CHANGE & ENVIRONMENTAL JUSTICE COMMITTEE MOTIONS REGARDING LIVABILITY SERVICES' NEW DEPLOYMENT PLAN, PROVISION OF ENHANCED SERVICES TO HOMELESS ENCAMPMENT RESIDENTS AND ELEVATED COLLECTION AND ENFORCEMENT ILLEGAL DUMPING STRATEGIES (CF#14-1499-S7,14-1499-S8, CF 19-0600-S89,19-0600-S156, 19-0609)

On June 25, 2019, the City Council requested LASAN to report back on Mayor Garcetti's Comprehensive Cleaning and Rapid Engagement (CARE/CARE+) program along with a plan for servicing the Sepulveda Basin, the Tujunga Wash, increasing illegal dumping collection activities as well as accounting for enhanced services which entails a comprehensive approach to address growing public health and environmental concerns related to homeless encampments and illegal dumping in the City of Los Angeles (the City).

To expand LASAN's ability to provide livability and public health services, the City Council authorized Mayor Garcetti's CARE/CARE+ program to provide regionally-deployed services via seventeen (17) CARE and thirteen (13) CARE+ teams.

17 CARE Teams

15 Council Districts
1 Citywide
1 Los Angeles River

13 CARE+ Teams

5 A Bridge Home (ABH) areas
5 Comprehensive Homeless Encampment Cleanup/
Illegal Dumping
3 Focused Service Zones: Grand Avenue, DTLA,
Skid Row/Venice

On October 1, 2019 the CARE/CARE+ program was launched citywide. The 30 CARE/CARE+ Teams are deployed daily out of four Regional Deployment Yards to provide enhanced,

dedicated service in high demand areas across the city. This regional deployment strategy coupled with newly hired staff, bringing the Livability Services Division (LSD) to two-hundred and fifty seven (257) employees, and a services-led approach has collectively increased service frequency and provided new services. Wire basket servicing, increased illegal dumping collection, the removal of health hazards in the public right-of-way, CleanStat 2.0, and the deployment of mobile hygiene centers are expanded and dedicated services that LASAN has been able to provide the City with as the result of the increased staffing and new regional deployment model.

The CARE teams are comprised of components from each partner agency; LASAN, LAHSA (Los Angeles Homeless Services Authority) and Los Angeles Police Department (LAPD). Every morning, the refuse collection truck operator and maintenance laborer of LSD conducts wire basket trash collection in their respective district. The environmental compliance inspectors post pre-cleanup notifications for future comprehensive cleanup operations. LSD CARE staff meet at 8 am to begin daily CARE operations with LAHSA. LAPD provides support services for the CARE Team operating within each LAPD division. CARE operations continue with LAHSA providing engagement and education, LSD CARE team members ensure that each service location is free of public health hazards, bulky items, and trash and debris. CARE Teams also provide four times a week servicing of ABH Special Enforcement Cleanup Zones. CARE+ operations take place at posted comprehensive cleanup locations across the city. These locations require additional staff and resources to ensure larger, chronic locations are cleared of any potential health hazards. CARE+ Teams also provide once a week comprehensive service to ABH Special Enforcement Cleanup Zones. LASAN's Community Services Group (CSG) will work with Council District staff to prioritize CARE/CARE+ cleanup locations.

LASAN has added Mobile Hygiene Centers as a new component of public health delivery resources. Currently three Mobile Hygiene Centers are deployed to locations across the city that are in need of restroom/shower facilities. These three units are the first of seven units that will be deployed by early 2020. LASAN is working with the Mayor's Office and the CAO to identify additional funding for the procurement of six additional units bringing the total to thirteen units in service. The Mobile Hygiene Centers have made a positive impact on those receiving the services and has garnered new partners in this front. Medical students have begun to visit mobile hygiene center locations and provide free medical services to unsheltered individuals as a supplemental support service. While this unofficial relationship is in its infancy, it is clear that this platform can be utilized as a new service delivery model.

These additional services expand upon the services provided by LASAN, creating greater elasticity of response and ultimately helping us achieve our mission; to protect public health and the environment.

Strategies and Implementation Schedule for the Sepulveda Basin in Coordination with Recreation and Parks and LAHSA

The proliferation of homeless encampments within the Sepulveda Basin (Basin) is a long-standing concern. The Basin is a large, mostly undeveloped area under the jurisdiction of the Army Corps of Engineers. Within that jurisdiction there are several parcels leased to the Department of Recreation and Parks (RAP), Donald C. Tillman Water Reclamation Plant and Japanese Gardens, and an easement along Burbank Boulevard which contains Encino Creek, a stormwater channel under the jurisdiction of LASAN. There are an estimated two-hundred (200) people experiencing homelessness residing within the basin. The current proposed clean-up schedule divides the encampment parcels into four (4) phases which encompass the leased Recreation and Parks parcels and Encino Creek.

Clean-up Phases One, Two, and Three

The first three (3) phases are within the jurisdiction of Rec and Parks with encampments located at the following locations:

- Phase One: The rear of Balboa Sports Complex (17015 Burbank Boulevard)
- Phase Two: Haskell Creek (adjacent to the archery field)
- Phase Three: Bull Creek within the Sepulveda Dam Recreation Area (6335 Woodley Avenue)

Clean-ups of phases one, two, and three are a joint effort between Rec and Parks, LASAN, LAHSA, Council District 6, LAFD, and LAPD.

Phase One: Rear of Sepulveda Sports Complex

The clean-up of phase one commenced on August 5, 2019 and was completed on Saturday, August 10, 2019. LASAN supported Rec and Parks with personnel and equipment from the Liveability Services and Solid Resources Processing and Construction Divisions. [METRICS]

Phase Two: Haskell Creek

The clean-up of phase two commenced on September 23, 2019 and was completed on September 25, 2019. LASAN supported Rec and Parks with personnel and equipment from the Liveability Services Division.

Phase Three: Bull Creek

East Bank of Bull Creek

The clean-up of phase three commenced on November 4, 2019 and were completed on November 12th. Due to the extensive amount of debris, only the eastern bank of Bull Creek was able to be completed.

West Bank of Bull Creek

On November 21, 2019 there was a planning walk through with Rec and Parks, LASAN, LAHSA, and LAPD to determine the best course of action for the clean-up of the west bank of Bull Creek. The group was able to plan the clean-up along with assessing the area for safety and environmental concerns. The clean-up of the west bank of Bull Creek is scheduled to begin on December 2, 2019 and continue for three weeks.

Phase Four Clean Up

Encino Creek is located on Burbank Blvd from Balboa Boulevard to the 405 freeway. The area of focus of phase four is the portion from Hayvenhurst Avenue to the 405 freeway. The Army Corps of Engineers grants LASAN limited accessibility and maintenance of Encino Creek. The easement right is forty (40) feet, extending twenty (20) feet in either direction of the center-line of Encino Creek. The most recent clean-up of this area occurred in January 2017. The clean-up lasted several weeks and incurred costs of over one million dollars including salaries, equipment, hazardous material and refuse disposal, and contractual services.

Although the Army Corps of Engineers has provided the City with access, it does not enable LASAN to waive the appropriate permitting or bypass approval from regulatory agencies. Nor does it provide exclusion from the Endangered Species Act. The United States Department of Interior's Fish and Wildlife Service, the California State Department of Fish and Wildlife (Fish and Wildlife), and the California State Water Resources Board (Water Board) are the main regulatory agencies. Regulatory oversight includes the diversion of water and the protection of State and Federally endangered birds living within the Sepulveda Basin. The birds have a nesting season from approximately the end of February through the beginning of August. During the nesting season work can not occur within the Basin. Outside of the nesting season there are strict guidelines for the surveying, identification, and protection of endangered species before, during, and after work.

LASAN is pursuing a twenty (20) year permit from Fish and Wildlife. The multi-year permit would enable LASAN to begin the Sepulveda Basin Stormwater Restoration Project which will maintain the Encino Creek stormwater channel within its original permitted condition. This maintenance will include:

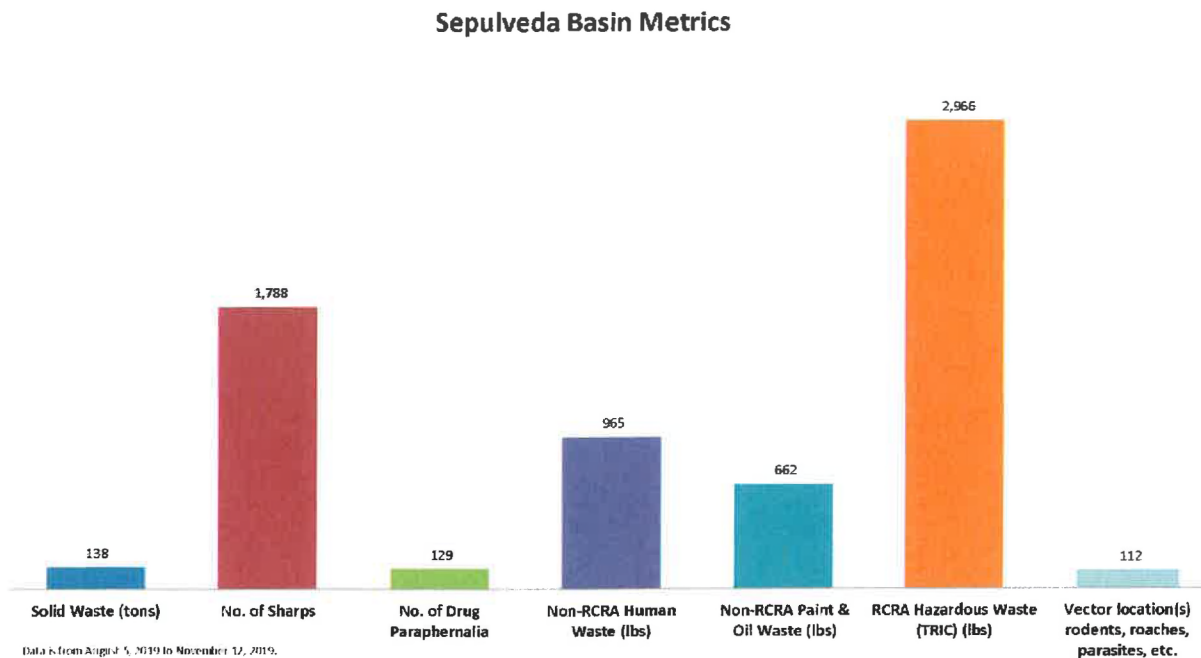
- Removal of homeless encampments with support and outreach from LAHSA
- Removal of makeshift structures and unlawful electrical wires over the channel

- Clearing and grubbing of vegetation and debris
- Regrading the channel slopes
- Repair of a damaged cut off wall
- Removal of repair of damaged guardrails along Burbank Boulevard

LASAN is nearing the completion of the permitting process and anticipates receiving the approved permit before the end of the calendar year. LASAN continues to work with Fish and Wildlife on their requirements and is working internally on finalizing the clean-up plan. Once the permit is approved, LASAN will start the clean-up closer to the 405 freeway and work toward Hayvenhurst. LSD will provide support for the removal of the homeless encampment related debris while the Clean Water Conveyance Division will oversee the maintenance of the channel.

Figure 1 shows metrics for the Sepulveda Basin Cleanings from August 5 through November 12, 2019.

Figure 1



Bridges and Underpasses of the Tujunga Wash

The Tujunga Wash flows south from Big Tujunga through Hansen Dam to the Hansen Dam spreading grounds in Sun Valley. The Tujunga Wash overpasses in Sun Valley are: Glenoaks Boulevard, San Fernando Road Northeast Roadway (Old San Fernando Road), San Fernando Road Southwest Roadway (Southwest Roadway), Laurel Canyon Boulevard, and Arleta Avenue. There are homeless encampments at both Old San Fernando Road and the Southwest Roadway. The encampment at Old San Fernando Road is located on an unimproved portion of the municipal street between Branford St. and the County of Los Angeles' flood control channel. The encampment at the Southwest Roadway is under the San Fernando Road overpass of the Tujunga Wash. There are an estimated combined total of fifty (50) people living at both locations.

The most recent cleanup of Old San Fernando Road occurred in June 2019. Additional cleanups were conducted in: February 2019, August 2018, January 2018, August 2017, and March 2017. LASAN continues to work with Council District 6 to schedule cleanups of this location. There will be a minimum of one cleanup between November 2019 and the end of the calendar year. The most recent cleanup of the Southwest Roadway occurred in August 2018. Prior to this, the location was cleaned in May 2016. The Southwest Roadway presents a logistical challenge as access points are restricted and the City, the County Flood Control District (County), and the Los Angeles Metropolitan Transportation Authority (Metro) must work together to accomplish the cleanup. LASAN continues to work with Council District 6, the County, and Metro to schedule joint cleanups of this location. The next cleanup is tentatively scheduled for the early part of 2020.

The Pacoima Diversion channel flows south through the community of Arleta and reaches a confluence with the Tujunga Wash at Wentworth Street. The overpasses which are municipal streets with homeless encampments are: Branford Street, Terra Bella Street, Osborne Street, and Wentworth Street. These encampments are within residential neighborhoods. An estimated combined total of fifty-five (55) people are residing underneath the overpasses. The overpasses pose a unique logistical challenge in that the encampments exist in the rafters, elevated from the flood channel, and consist of many makeshift structures. LASAN has determined that the most efficient way to address the cleaning of these encampments is through the use of contractual services. The contractor will perform the specialized task of clearing debris from the elevated portion of the bridges. LASAN personnel will perform the sorting of the debris for hazardous material and personal property. Personal property will be manifested and stored in accordance with LASAN's protocols. The County will function in a supportive role during the operation focusing on the channel. LASAN is scheduled to begin servicing these overpasses in the winter

of 2019-20. The proposed schedule includes the Wentworth St. overpass at the end of December, the Osborne St. and Terra Bella St. overpasses in January 2020, and the Branford St. overpass at the beginning of February 2020.

Addressing issues associated with recreational vehicles

Addressing the needs of individuals living in Recreational Vehicles (RVs) and the affected residents and businesses in the surrounding areas is varied, multi-faceted, and complex.

To avoid the dumping of human waste by persons living in RVs, LASAN installed two (2) new City-owned RV disposal stations. There are now four (4) City-owned RV disposal stations that allow RV owners to safely, dispose of the contents of grey and black water tanks without charge. These are located at the Hyperion Water Reclamation Plant (Playa del Rey), the Harbor District Yard (San Pedro), the North Central Yard (Lincoln Heights), which opened in Spring 2019, and the Reseda Wastewater Maintenance Yard (Tarzana), which opened in September 2019.

LASAN is looking to take a multi-pronged approach to servicing the needs of the RV-dwelling population and the surrounding areas. Future enhancements include:

- CARE Teams providing spot-cleaning around RVs to collect trash and steam-clean and sanitize the areas
- Additional wire basket receptacles deployed to areas with a high concentration of RVs.
- CleanStat 2.0 will assist in providing a proactive plan to address RVs Citywide. RV metrics collection began with the July 2019 launch of CleanStat 2.0 and includes RVs directly associated with encampments, e.g. linked to a tent or makeshift structure.

Coordination between LASAN, LAHSA, the CAO Homeless Coordinator

As a component of the newly launched CARE/CARE+ program, LAHSA's Homeless Encampment Teammembers (HET) are embedded into each of the 30 CARE/CARE+ Teams. This deployment model places LAHSA's 2 HET's in each CARE/CARE+ Team to conduct extensive outreach and engagement on a citywide basis each day. Through the Unified Homelessness Response Center (UHRC), LASAN, LAPD, LAHSA and others (LAFD, LADOT, RAP, et al) coordinate operations on a daily basis. The ability to directly connect and dialogue with senior LAHSA team members on deployment and engagement strategies has provided a tremendous increase in operational intelligence and awareness to LASAN. Furthermore, LASAN is able to directly observe and track LAHSA engagement citywide. This coordination and connection allows LASAN to plan accordingly when LAPD or LAHSA team members are not available and allows LASAN to provide a high level of service while ensuring the needs of the community are met.

As part of the ABH program, the CAO Homeless Coordinator has assisted the efforts in bringing these facilities online. LASAN, among others, are taking part in coordination efforts to help realize the total suite of services that the city will provide to the unsheltered population at these facilities. LASAN, utilizing multiple in-house divisions, coordinates sewer service and trash collection as part of the CARE/CARE+ program; 4-day a week CARE servicing with once a week CARE+ comprehensive cleanings in each ABH Special Enforcement Zone. LASAN also assists with the alignment of the ABH Special Enforcement Zones based on data analytics from the CleanStat Street Indexing system. Additionally, LASAN produces and installs the ABH Special Enforcement Zone street signs for posted cleanup notification. A minimum of five LASAN divisions coordinate various services for each ABH facility brought online in the city.

Livability Services Staffing

To date, all 47 positions attributed to the Energy, Climate Change and Environmental Justice committee recommendation of June 25, 2019 have been filled. Further, LASAN is in the process of filling the recently requested and approved 13 Maintenance Laborer positions. These positions will be assigned to the Mobile Hygiene Centers for daily deployment and servicing. Furthermore, LASAN has been working with the Personnel Department to create the Assistant Environmental Compliance Inspector classification. This position will ideally fit between the ML and ECI classifications, creating a new link and career path for frontline LASAN staff. With the additional teams, LASAN will be evaluating the operational, administrative, contractual and data/gis staffing demands of the CARE/CARE+ program assigned to the Livability Services Division.

Enhanced Deployment Efforts and Monthly Recap on Progress and Effectiveness

In June 14, 2019, LASAN requested \$1,438,624 to cover overtime for expanding services citywide. This appropriation was a result of the need for extended services to be deployed while LASAN continued to provide a higher level of service for illegal dumping collection citywide. On July 3, 2019 the City Council approved Council File 19-0600-S89; amending motion 51B was approved for partial funding of \$746,580.64 with the request to return for the remainder.

With the approved overtime funding of \$746,580.64, this amount allowed LSD to continue enhanced services of the livability teams for the first three months of June, July, and August of Fiscal Year 2019-20. Historic indexing and service request data was utilized to determine locations with chronic illegal dumping and high need locations.

The method for determining staff deployment was analysis of historic CleanStat data as well as Service Request (SR) data. This allowed LASAN to determine high need locations experiencing chronic illegal dumping. The tonnage of abandoned waste removed citywide through the proactive work effectively doubled our tonnage for the duration of the three months. Furthermore, LSD produced 5,102 proactive service requests, which reflects work completed by LASAN that was not reported through the MyLA311 Service Request platforms.

Figure 2 shows the tonnage of waste collected during the July/August/September enhanced deployment efforts, while Figure 3 shows the tonnage from October with the new CARE deployment model.

Figure 2

Tonnage Comparison

2018 vs. 2019



Figure 3

CARE Tonnage October 2019



Conditions of streets and alleyways in proximity to schools and libraries

Given the specific needs of children walking to schools, libraries and RAP facilities, LASAN has identified the most impacted facilities. CleanStat Data collected during the CleanStat Quarter 3 2019 street assessments from July 2019 through September 2019 was used to determine the schools and libraries that are within 1,000 feet from Encampments and Illegal Dumping locations. Figures 4 and 5 show schools and libraries that are within 1,000 feet of a homeless encampment and displays those locations based on the number of makeshift shelters within the encampment to indicate the encampments size.

The CleanStat assessment program also collects Illegal Dumping data such as volume and debris type. Figure 6 is a map of the schools that are within 1,000 feet of an Illegal Dumping location. These locations are categorized by the number of illegal dumps within 1,000 feet of the school.

Figure 4

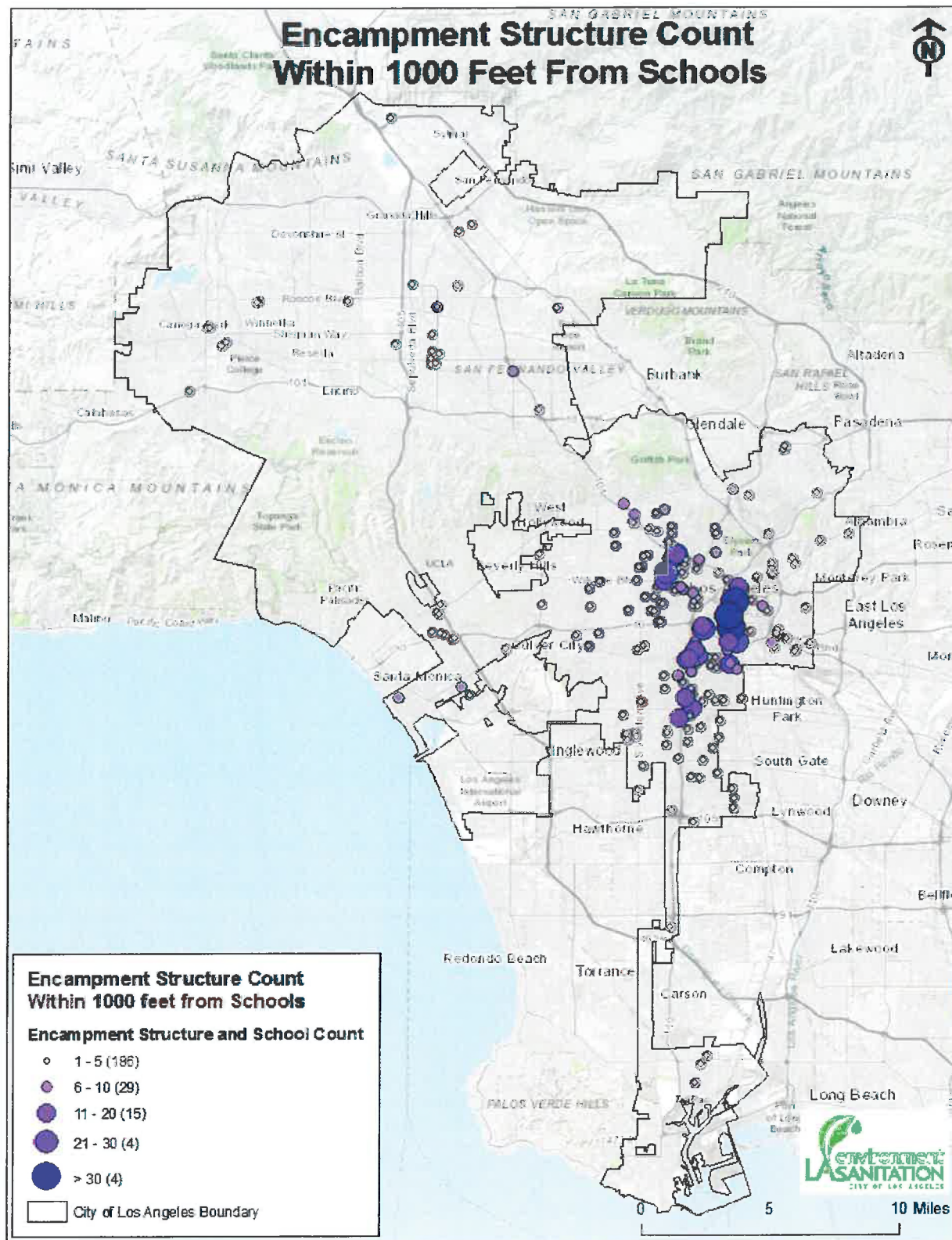


Figure 5

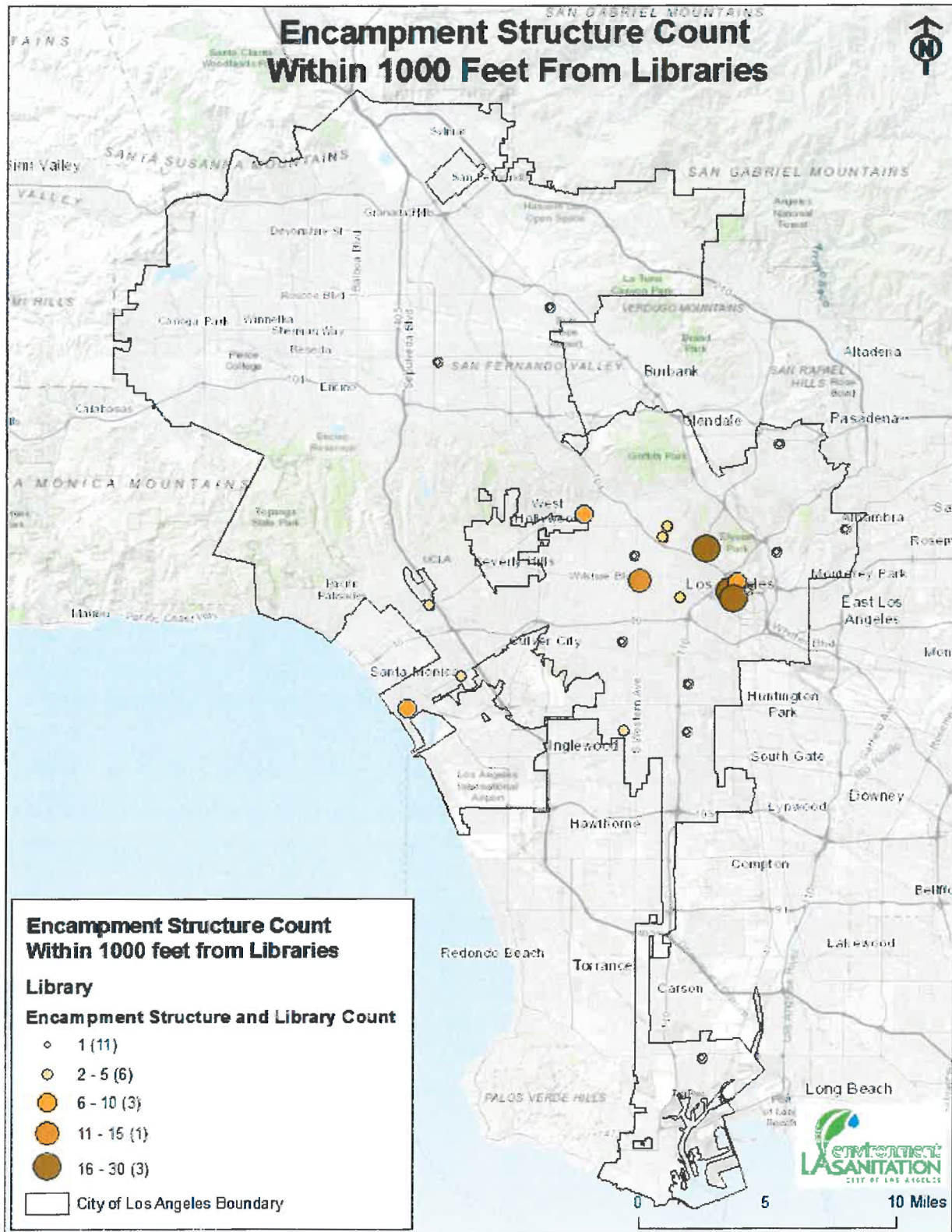
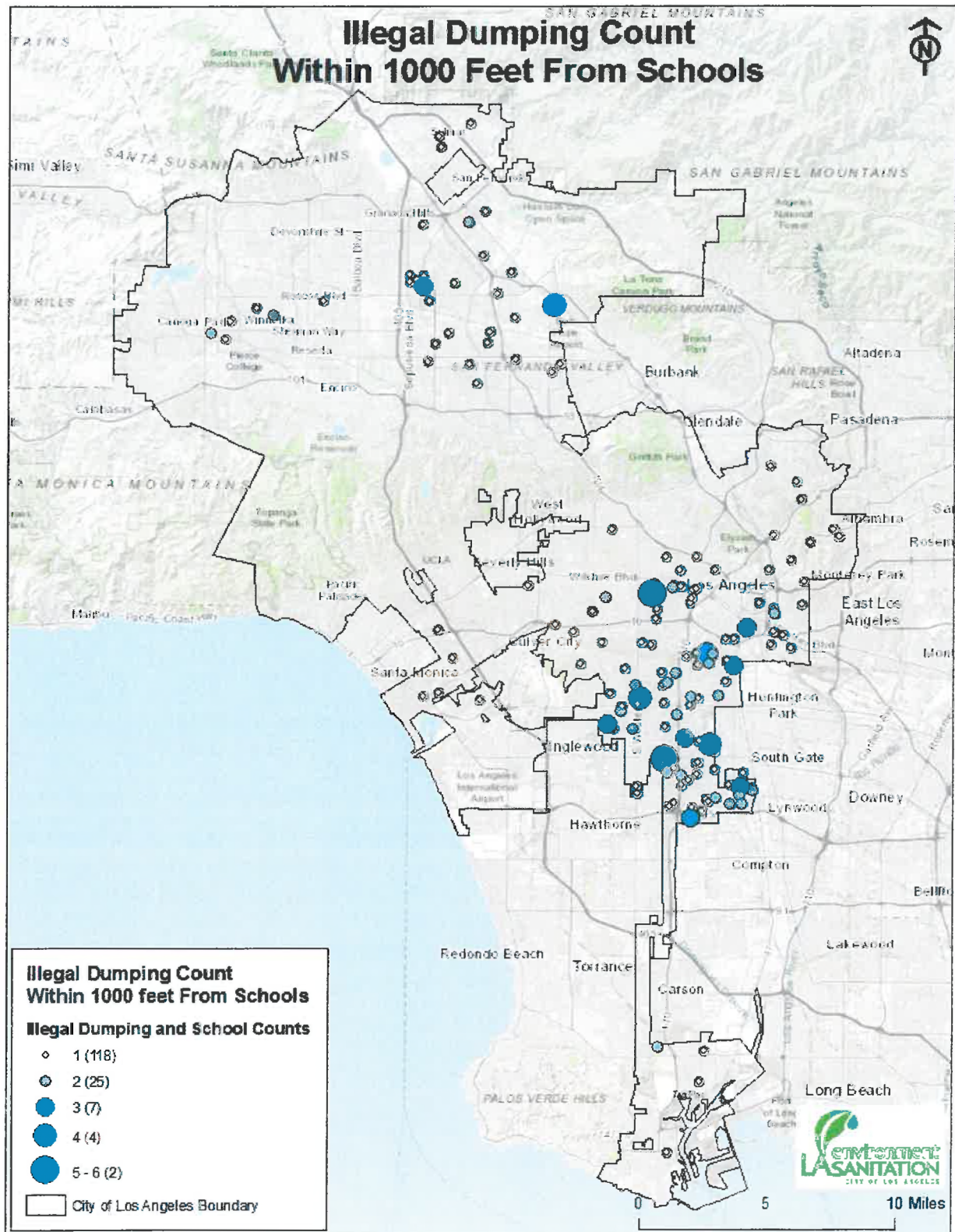


Figure 6



CARE Operation Incidents

Prior to the launch of the CARE/CARE+ program, LASAN field teams were accompanied by LAPD and provided service with the support of LAPD security. In collaboration with the UHRC, LAHSA, and LAPD, the CARE/CARE+ launch implemented a “zone defense” coverage model in which LAPD was not on site, but rather within police radio communications distance a few blocks away. Post-launch, LAHSA’s HETs are more closely connected with our teams to provide outreach and engagement as a first approach. LASAN teams will then follow up and conduct health hazard screening and collection of trash.

LASAN has recently implemented protocols for employees to submit incident reports that track all physical and verbal altercations in the field including all scenarios where LAPD staff were called to the scene.

Hiring formerly homeless individuals through a service provider, and vetting this engagement through the labor-management process

LASAN has begun working with service providers like Five Keys and Urban Alchemy; who hires individuals experiencing homelessness, to comprise two-person teams tasked with providing light sweeping and litter abatement in the Skid Row area of downtown. LASAN supports this program by assisting in the removal of litter bags at strategic collection points around the cleanup areas. In collaboration with LASAN's labor-management representatives, LASAN has ensured that this program does not infringe on the interests of represented staff and furthermore allows individuals participating in program to qualify to enroll in the Targeted Local Hiring Program, an entry level program allowing individuals to seek permanent employment with the City of Los Angeles once they have met the requirements needed to participate.

Illegal Dumping Protocols, Training and Response

Protocols are being implemented to allow for reporting of illegal dumping sites during normal-service trash collection. A field employee who encounters an illegal dumping will immediately report all details and provide photographs to their supervisor. The supervisor upon receipt of this information shall then create a proactive service request through MyLA311. This proactive service request would be reviewed and forwarded to CARE illegal dumping operations for an immediate response.

Use of Targeted Local Hire Program

LASAN has hired 57 employees through the Targeted Local Hire (TLH) Program to support a variety of LASAN operations. 25 employees have been hired into the Office Trainee/Office Assistant/Administrative Clerk series. The remaining 32 have been hired as Vocational Workers to transition into Custodian, Gardener Caretaker, and Maintenance Laborer positions. There are 16 additional TLH hires in progress.

TLH employees have been used to fill ML positions on the CARE/CARE+ teams and will be used to fill the MHC ML positions. TLH positions are also working on LASAN's sewers, storm drains, and in the water reclamation plants. In addition to utilizing the TLH program, LASAN is also working with the Personnel Department in adding additional classifications to the Bridger to Jobs program.

While these new services, programs and deployment model work together to provide greater response and service to the city, LASAN will continue to monitor staffing, resources, contractual services and deployment requests for additional services to adjust and adhere to funding that has been provided up to this point. The goal is to ensure that LASAN operations are within the existing budgetary limits that have been placed.

Finally, LASAN will continue to work with our partners in the Mayor's Office, City Council, City Attorney's Office, CAO, LAHSA, and LAPD. The ongoing joint effort that has been brought to bear by these combined city resources has made steady improvements in addressing the servicing of homeless encampment locations and the collecting of illegal dumping citywide.

Thank you in advance for your continued support of LASAN. If you have any questions or would like to discuss any of these items further, please feel free to contact me or Jose P. Garcia, Assistant Director, at (213) 485-2210.

LBM/ECZ:lbm

c: Members of the City Council
 Ana Guerrero, Chief of Staff, Mayor's Office
 Matt Szabo, Deputy Chief of Staff, Mayor's Office
 Barbara Romero, Deputy Mayor, Mayor's Office of City Services
 Miguel Sangalang, Deputy Mayor, Mayor's Office of Budget and Innovation
 Christina Miller, Deputy Mayor, City Homeless Initiatives
 Greg Good, Chief of Legislative and External Affairs, Mayor's Office
 Sharon Tso, CLA
 Richard Llewellyn, Jr., CAO
 Kevin James, President, BPW
 M. Teresa Villegas, Commissioner, BPW
 LASAN Executive Team