



# BOARD BASICS MANUAL FOR NEIGHBORHOOD COUNCIL MEMBERS

2023

**VANESSA SERRANO**  
**INTERIM GENERAL MANAGER**



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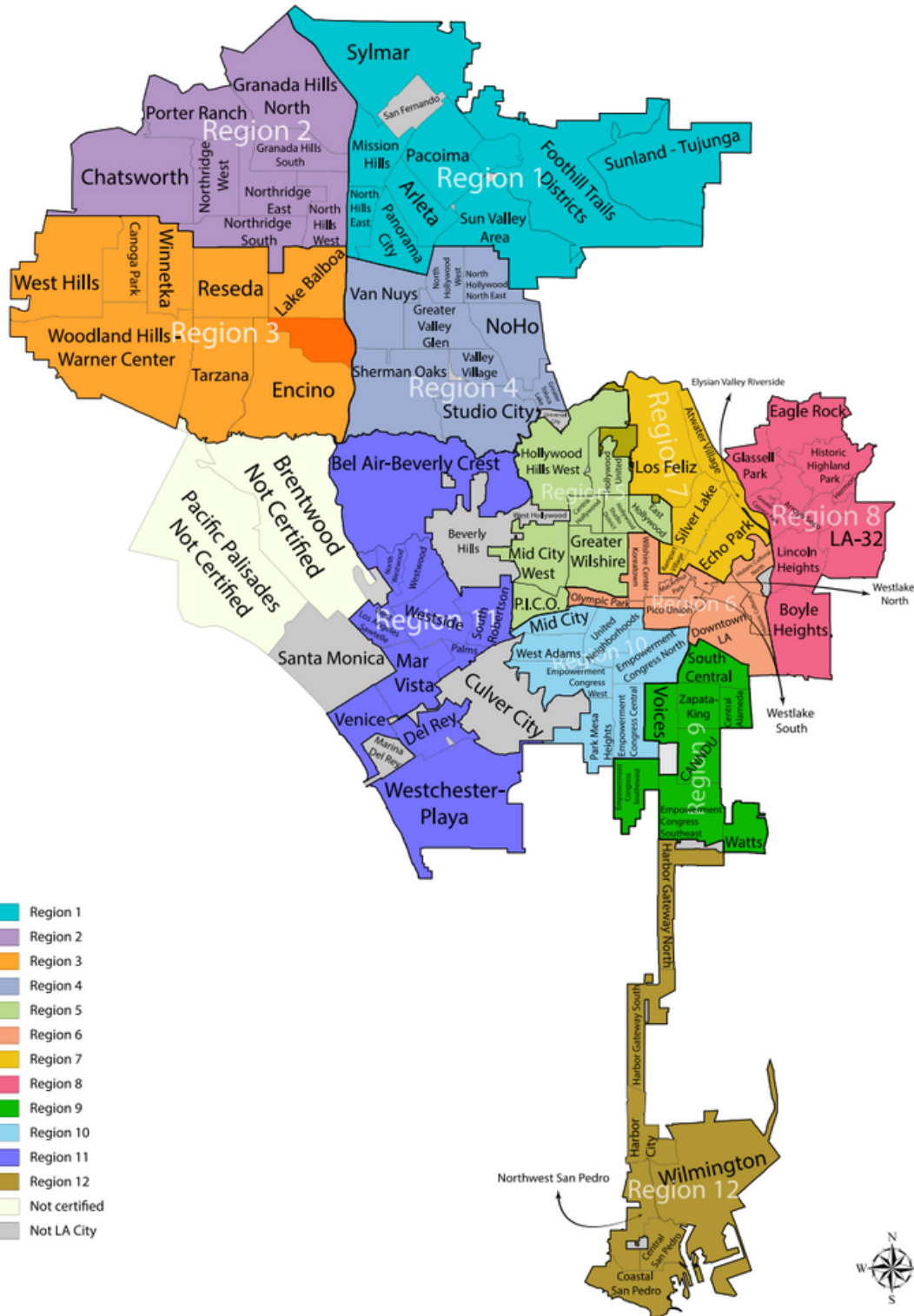
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# NEIGHBORHOOD COUNCILS OF LOS ANGELES



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## Letter From Our Interim General Manager



***Vanessa Serrano***

## WELCOME TO THE NEIGHBORHOOD COUNCIL SYSTEM

Thank you for choosing to serve your community through the Neighborhood Council System. Serving in this capacity takes time, commitment and grit. We appreciate your participation and passion in serving the City of Los Angeles and we do not take your efforts for granted.

Our Department spent time planning and creating this manual because we know how important it is for you to have it available as you take your seat on the board. We are committed to providing you with meaningful tools, resources and training. Our goal is to help you develop your skills and abilities to engage in deliberate governance and civil discourse. We look forward to working with you as you serve your community through your Neighborhood Council.

## HOW TO USE THIS MANUAL

This manual is meant to be easy to use and a reference in the future. We encourage you to review it as you take your seat on the board and carry it with you to your board and/or committee meetings. We also recommend that your board consider agendaizing sections of this manual at a future board meeting or board retreat. Your Neighborhood Empowerment Advocate (NEA) can support and will be available to present any information you need.

This manual is one of the many resources and tools made available to you. Please visit our website [EmpowerLA.org](https://EmpowerLA.org) for additional training material, which can be found under the Empowering Tools & Tips section. The training library is constantly being improved with the goal of providing you with a learning roadmap to help you obtain the skills needed in order to make positive contributions to your Neighborhood Council.

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## GLOSSARY OF TERMS

**1090** = Government Code Section 1090 highlights what determines a financial conflict of interest.

**AB1234** = State of California's mandatory Ethics training for public officials. Neighborhood Council (NC) members are required to take this and all other mandated trainings. Completion of an ethics training course does not carry from term to term. Therefore, public officials must take the required course every year.

**AB992** = An amendment to the Brown Act that went into effect in November 2020, which prohibits commenting, liking, or using emojis to interact on social media posts made by other members of the same body, such as Neighborhood Councils, regarding matters within their subject matter jurisdiction.

**ADA = Americans With Disabilities Act** - NC meetings must meet ADA established standards for accessibility. This includes accommodating requests for language or other assistance, as well as holding meetings at accessible locations.

**Alliances** = Neighborhood Council alliances bring members of NCs together who share a common interest, such as public safety, land use, or the City budget. Alliances vary in their membership requirements and how frequently they meet. See a list of current NC alliances and their contact information at:

<http://EmpowerLA.org/alliances>.

**BAC = Board Action Count** - A record of the votes cast by members of an NC board.

**Board of Governors (BOG)** = Neighborhood Council board.

**Board Member** = Neighborhood Council member elected, selected, or appointed by the public.

**BONC (aka The Commission)** = The **Board of Neighborhood Commissioners**, the policymakers and advisors to the NC system and the Department of Neighborhood Empowerment. Each of the 7 Commissioners represents a City region. They are appointed by the Mayor and serve 5-year terms. The Commission meets twice a month on the first Tuesday and third Monday. See meeting details and agendas at <http://tiny.cc/BONC>. Contact the Commission at: [Commission@EmpowerLA.org](mailto:Commission@EmpowerLA.org)

**Board Seating Policy** = A Department policy that explains when NC members take office and assume their duties and responsibilities. New NC members take office on July 1st, following their election or selection, according to the [Board Seating Policy](#).

**Brown Act** = California's open meeting law, [The Ralph M. Brown Act \(1953\)](#). The Act governs open meetings for local government bodies. The Brown Act is contained in section 54950 et seq. of the Government Code.

**CA = City Attorney** - See **NCAD (Neighborhood Council Advice Division)** for an overview of the team that works with NCs.

**CAO = Chief Administrative Officer** - City official who heads the annual City Budget process.

**CD = City Council District** - Los Angeles has 15 City Council Districts, referred to by number. For example, CD15 is in the Harbor. Many NCs fall across 2 or more City Council Districts. Representatives from local City Council offices often attend an NC's monthly board meeting, to share updates and take notes for the Council Office they work for.

**CF = Council File** - Any matters before the City Council are assigned a unique file number by the City Clerk. Any Community Impact Statement issued by an NC or letters from the public go into the Council File.

**Council File Management System (CFMS)** = The City Clerk's Council File Management System (CFMS) allows you to search current and/or past City Council actions. THE CFMS is a comprehensive index of all matters past and present that are acted upon by the Los Angeles City Council. Council actions can be searched by keyword or Council File number. You can also subscribe to receive email notices whenever a Council File is updated with a new letter from an NC or member of the public, or when the City Council or its committees take an action on a matter: [CityClerk.LACity.org/LACityClerkConnect/index.cfm](http://CityClerk.LACity.org/LACityClerkConnect/index.cfm)

**CIS = Community Impact Statement** - Official letters that are issued by Neighborhood Councils state the position a specific board has voted on. A CIS is one of the primary means by which LA's Neighborhood Councils fulfill their advisory role in the City government. CIS letters get added to the Council File that the City maintains on each issue, and are approved by the City Council during their discussions of an issue. CIS letters can be viewed by the public on the City Clerk's Council File Management System (CFMS.)

**CLA = Chief Legislative Analyst** - An appointed position serving as the City's top policy advisor. The CLA primarily works with the City Council and the Mayor's office.

**City Clerk = Office of the City Clerk** - The **Office of the City Clerk** has 2 different divisions devoted to NC services, one focused on the administration of NC funding and the other dedicated to NC elections.

**COC = Code of Conduct** - A BONC policy that sets expectations for the conduct of Board members during the course of their service. Board members are required to complete CoC training every two (2) years.

**COI = Conflict of Interest** - Some circumstances may place NC board or committee members in a position of possibly having a conflict of interest regarding a matter to be decided by their board or committee. Board and committee members are advised to follow the [stated procedure](#) when a potential conflict may be present.

**Congress of Neighborhoods (aka NC Congress)** = A day of networking and education that brings together NC members, elected officials, and City departments every September: [www.NeighborhoodCongress.LA](http://www.NeighborhoodCongress.LA)

**Councilmember** = One of the 15 Los Angeles **City Councilmembers**. NC members are usually called **board members** or Neighborhood Councilmembers.

**EA = Election Administrator** - City Clerk Neighborhood Council Elections Division team member who works directly with individual Neighborhood Councils on their elections.

**Digital Communications Policy** = A BONC Policy providing procedures and standards for NC digital communications channels and tools. This includes the use, management, design, development, and maintenance of websites, as well as social media accounts, newsletters and other platforms.  
<http://tiny.cc/DigitalCommsPolicyFinal>

**DONE** = City of Los Angeles **Department of Neighborhood Empowerment** - The primary support agency for LA's Neighborhood Council system. The Department - which is also known as **EmpowerLA** - has offices on both the 20th floor of LA City Hall and at Van Nuys City Hall. ([EmpowerLA.org](http://EmpowerLA.org))

**EmpowerLA** = the **Department of Neighborhood Empowerment** - The Department is often called "EmpowerLA" due to the mission statement: "Empower Yourself. Empower Your Community. Empower LA." ([EmpowerLA.org](http://EmpowerLA.org))

**EmpowerLA Newsletter** = The Department of Neighborhood Empowerment sends a regular newsletter with updates about Neighborhood Councils as well as community-level events and occurrences from City and other government agencies. Newsletters are sent to a mailing list that includes current NC members as well as members of the public and staff from LA-area nonprofits and government offices. Visit the EmpowerLA newsletter archive: <http://tiny.cc/NCnewsletters>

**EE = Exhaustive Efforts** - An NC is placed into Exhaustive Efforts if a board is not able to operate in its current state.

**ENS = Early Notification System** - The City of Los Angeles' agenda subscription service to receive email notices about different types of City meetings, including Neighborhood Council meetings. To subscribe to receive NC meeting agendas via ENS, visit [tiny.cc/NCagendas](http://tiny.cc/NCagendas). The links on that page can also be used to subscribe to other city meetings agendas, such as the City Council or Planning Commissions. Through ENS, anyone subscribing to your NC's agendas will be emailed the board and committee meeting agendas that you send to [NCsupport@LAcity.org](mailto:NCsupport@LAcity.org)

**EVG = Empowered Virtual Governance** - Protocols for virtual NC meetings. Visit the NC Empowered Virtual Governance portal for guidance and meeting tips at [EmpowerLA.org/EVG](http://EmpowerLA.org/EVG)

**FRF = Funding Request Form** - Part of the funding paperwork NCs use to manage their public funds. See the [City Clerk Funding](#) page for more information.

**Funding Division/NC Funding Division** = Division of the Office of the City Clerk which administers Neighborhood Councils' annual budget of public funds.

**Funding Representative** = Member of the City Clerk's Funding Division who is the primary contact for a Neighborhood Council's funding questions. Look up yours at: [tiny.cc/FundingRep](http://tiny.cc/FundingRep)

**FY = Fiscal Year** - The City of Los Angeles fiscal year runs from July 1 - June 30. NCs get their annual budgets of public funds at the beginning of each new fiscal year.

**Legal Liaison** = A member of an NC who is their board's designated contact for the City Attorney's Office. Each NC is assigned to a Deputy City Attorney in the **Neighborhood Council Advice Division (NCAD)** from whom the NC may seek legal advice on issues ranging from potential conflicts of interest to how to engage in advocacy. See the section on NCAD in this manual for details on how to consult the City Attorney's Office on NC-related issues.

**Legislative Report** = A summary of new legislation introduced by the Los Angeles City Council as well as a summary of items voted on by City Council. The report is designed to inform Neighborhood Council board members of the City Council's activity in order to allow them to take positions on legislative matters. The report is also a great tool to assist Neighborhood Council board members navigate the legislative process. New reports are issued at least once a month when City Council is in session. See an archive of these reports at: <http://tiny.cc/LegislativeReport>.

**MER = Monthly Expenditure Report** - A document NCs use to manage their public funds. See the [City Clerk Funding](#) page for more information.

**Monthly Update** = A report sent by EmpowerLA to every NC board member at the beginning of each month. The report - which was formerly called the "Monthly Profile" - is customized for each NC, and includes important news for NC members, including records of members' current training status, and a current list of authorized vendors with existing City contracts for performing services like website design and maintenance or minutes taking. Monthly Updates are sent at the beginning of each month if you missed an issue, see the archive at: <http://tiny.cc/NCMonthlyUpdates>.

**NC = Neighborhood Council**

**NEA = Neighborhood Empowerment Advocate** (aka **Field representative**) - An EmpowerLA staff member who serves as the primary liaison between an NC and the Department. Each NEA may work for multiple NCs and provides direct Neighborhood Council support to these assigned NCs. Find your NEA at [tiny.cc/NEALookup](http://tiny.cc/NEALookup).

**NCAD** = The **City Attorney's Neighborhood Council Advice Division** - A team of Deputy City Attorneys who provide legal advice on NC-related matters to NC members, EmpowerLA, BONC, and the City Clerk's NC Elections and NC Funding divisions. NCs are assigned to one of the teams of 3 City Attorneys that form NCAD.



To seek advice, NC members usually contact their City Attorney via their board's Chair or President. However, members are encouraged to contact their City Attorney directly if they have a possible personal conflict of interest issue.

**NPG = Neighborhood Purpose Grant** - An NPG is awarded when an NC votes to allocate a portion of their fund of taxpayer dollars to fund a local community benefit project, organization, or program. Only locally based nonprofits may qualify for these grants. NPGs must be approved by board vote and also by the City Clerk's NC Funding team.

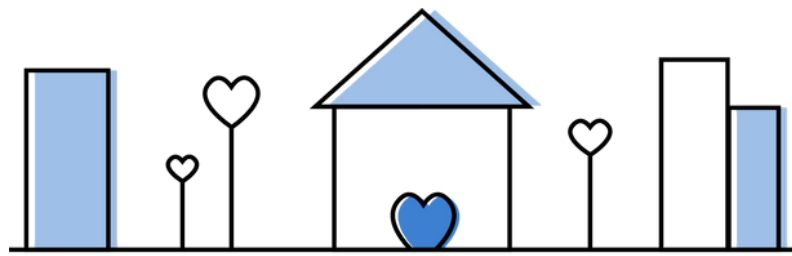
**PRA = California's Public Records Act** - PRAs are requests for information and documents which the public are allowed to make of government agencies and public officials such as NCs and NC board members. If you receive a PRA, please contact your City Attorney for advice on how to respond to the request.

**Region (or Service Region)** = Neighborhood Councils are divided into service regions [EmpowerLA.org/councils-by-service-region](https://empowerla.org/councils-by-service-region) that correspond to different parts of the City. Your NC's region determines which City Attorney, EmpowerLA staffers, and Neighborhood Commissioner serves your area. NCs within a region also share an election timeline. Please note that NC service regions are different from the service regions used by the Mayor's Office, and they also do not correspond to City Council District boundaries.

**Stakeholders** = Those served by a Neighborhood Council. Stakeholdership is defined the same way for all NCs across the entire city of Los Angeles. Unlike traditional government bodies, whose elections are only open to local residents, NCs serve all who are part of the fabric of daily life of a community. This includes all who live, work, study, worship, or own property or a business within NC boundaries. Also included are **community interest stakeholders** belonging to locally based service organizations meeting specific requirements in [Sec. 22.801.1](#) of the Los Angeles City Charter.

Neighborhood Council participation is open to everyone, including those who are not US citizens or legal residents, as well as people who are unhoused or formerly incarcerated.

**[Workshops & Info Sessions](#) page** = A web page that offers recordings and materials used during Department workshops, trainings, and information sessions. This includes content from the Department's leadership development programming, the Neighborhood Council Core Institute. The NC Core Institute implements Board of Neighborhood Commissioner Policy 2020-1, [Leadership Orientation Policy](#).



# NEIGHBORHOOD COUNCILS

## ABOUT NEIGHBORHOOD COUNCILS

### WHAT ARE NEIGHBORHOOD COUNCILS?

LA's 99 Neighborhood Councils together form the grassroots level of the Los Angeles City government. The system was created to connect LA's diverse communities to City Hall, and was established in 1999 by an amendment to the City Charter. While Neighborhood Council board members are volunteers, they are public officials elected to office by the members of their community.

The Neighborhood Council system tailors LA's municipal government to the city's communities, ensuring that recognition and accommodation of these communities' diversity is built into city governance.

Every Neighborhood Council is unique. Though every NC is held to the local, state, and federal standards that other City officials and agencies must observe, each Council has its own board structure, with seats representing the type of stakeholders that Council serves. For example, some councils have seats for renters, while some have seats for equestrians. Others have seats that represent internal districts. Boards range in size from 7 to 35 members. Most board members serve 2-year terms; but certain Councils have 4-year terms, it is designed this way so that half the board is elected every 2 years.

Neighborhood Councils advocate on issues such as homelessness, housing, land use, emergency preparedness, public safety, parks, transportation and sustainability. They also provide local expertise and a local voice on the delivery of City services to their communities.

Each council and committee associated with EmpowerLA meet once a month. Council meetings typically deal with concerns and issues impacting the general public while the committees tend to have a targeted focus on key issues. All meetings are open to the public.

## WHO CAN PARTICIPATE?

A defining feature of LA's Neighborhood Council system is its broad, inclusive definition of stakeholder. Unlike other public officials who are only elected by residents of the area they serve, Neighborhood Councils are open to participation by anyone who is part of the fabric of daily life in a community. This includes those who live, work, study, worship, or own property or a business in the area. Also included are **Community interest stakeholders** belonging to locally based service organizations meeting the requirements in [Sec. 22.801.1](#) of the Los Angeles City Charter.

Neighborhood Council participation is open to those who are not US citizens or legal residents, as well as to people who are currently unhoused or formerly incarcerated.



## HOW DO NEIGHBORHOOD COUNCILS WORK?

Since Neighborhood Councils hold their meetings in the communities they serve, they are an important avenue for public participation and civic engagement in the City of Los Angeles. NCs give the members of a community the chance to have direct personal input on decisions that affect their quality of life, and on the services they receive from the City.

Neighborhood Councils play an advisory role in the City of Los Angeles' municipal government. They discuss matters that impact their communities and deliver their official position on these issues in letters called **Community Impact Statements (CIS)**. These letters shared with city decision-makers, such as the Mayor, City Council, or City Departments such as City Planning. The actions of Neighborhood Councils often transform into improvements in city life and public policy.

Neighborhood Council members may also attend meetings of these decision-making officials in person, to advocate for their board's position on a matter. Neighborhood Councils members take action as a board, and not as individuals, so they do not take an official position or issue a CIS without a majority vote first.

Neighborhood Councils receive public funds at the beginning of each fiscal year to support their activities. Each member takes state-mandated training on the ethical management of public funds and the funds must be allocated by board consensus. The funds may be used to create events and/or programs that respond to community needs, or spent on advocating for issues that the board cares about such as crime prevention, infrastructure, safe spaces for children, help for the homeless, arts, and local economic development.

The **Neighborhood Purposes Grant (NPG)** program provides NCs with greater opportunity to benefit their communities while supporting and building partnerships with local public-benefit organizations. Eligible organizations include 501(c)(3) nonprofits and LAUSD public schools.

Certified NCs must encourage all Community Stakeholders to participate in all of their activities. They are not allowed to discriminate in any of their policies, recommendations or actions against any individual or group on the basis of race, religion, color, creed, national origin, ancestry, sex, sexual orientation, age, disability, marital status, income, homeowner status, renter status or political affiliation. Therefore, all events funded by an NPG, whether in whole or partial funding support, must be open and accessible to the public and free of charge.

Please refer to the City Clerk's [Neighborhood Council Funding Program Policies & Guidelines](http://empowerLA.org/funding) at <http://empowerLA.org/funding> for additional information and requirements.

## WHO'S ON A NEIGHBORHOOD COUNCIL?

**Executive Officers** - Serve on an NC's Executive Committee and perform the administrative duties of the board, including booking meeting locations; creating and sharing agendas; and running meetings. Depending on an NC's bylaws, officers may be elected by stakeholders on Election Day, or chosen by board members. Titles of Executive Officers vary between boards. Some boards have a President; others have a Chair.

**Board Members** - Are the members of a Neighborhood Council, which may also collectively be known as the **Board of Governors**. Most board members are voted in by the members of their community, either by election or via a process called **selection**, though some members are appointed by their boards.

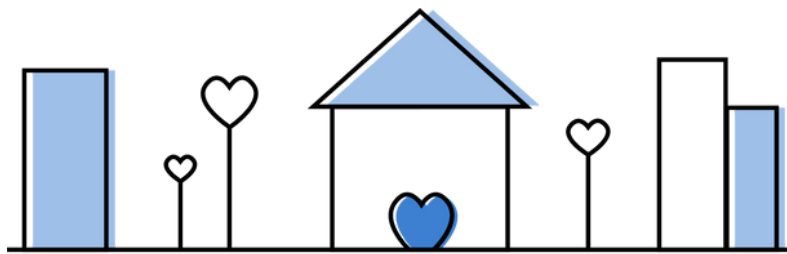
While Neighborhood Council board members are elected public servants subject to many of the same laws and regulations governing other California officials, they serve their terms as volunteers. Most NC members serve two-year terms; however, on a few NCs, members serve staggered four-year terms, so that half the board is up for election every cycle.

Each of LA's Neighborhood Councils has a unique board structure, so board seat types vary between NCs. Some Councils have seats representing different stakeholder types, such as residents or businesses; others have seats representing internal regions. Others have **at-large** board seats, which are open to candidates with any type of stakeholder within NC boundaries who meet the minimum age requirements.

**Committee Chairs** - Perform administrative duties for each committee such as preparing agendas and planning meetings; reporting on committee findings to the Board; and helping prepare Community Impact Statements on matters processed in that Committee.

**Committee Members** - Members of non-Executive NC committees may include both board members and NC stakeholders. There are both permanent committees, called **Standing Committees**, as well as **Ad Hoc Committees**, which are brought together for a particular project or purpose; then dissolved when that project is complete.





# NEIGHBORHOOD COUNCILS

## ABOUT NEIGHBORHOOD COUNCIL ELECTIONS

[EmpowerLA.org/elections](https://empowerla.org/elections)

### Who can run or vote?

Anyone who lives, works, studies, worships, or owns property or a business within NC boundaries may run or vote in an NC election. **Community interest stakeholders** belonging to locally based service organizations meeting the requirements in [Sec. 22.801.1](#) of the Los Angeles City Charter are also eligible.

Participation is open to those who are not US citizens or legal residents, as well as to individuals who are currently unhoused or formerly incarcerated.

Candidates must be 18+ on Election Day except for Youth Seat candidates, who must be 14 - 17. Voters must be 16+, with the exception of Youth Seat voters.

### When do NC Elections take place?

Neighborhood Council elections happen every 2 years. Not every NC has an election- some use an alternative method of allowing stakeholders to choose members called a **selection** - and not every NC seat is up for election each season, as some board members serve 4-year terms, and only half the seats on their board are up for election each cycle.

Every NC has unique bylaws in order to reflect the communities they serve. As a result, each also has unique election participation rules. For example, while all stakeholders may vote for at least 1 seat on an NCs board, not all stakeholders may be able to vote for every seat that an NC has up for election, depending on the NCs bylaws. As a result, some NCs allow any voter to vote for candidates for seats like Renters Representative, while other NCs may only allow other renters to vote for their Renters Representatives.

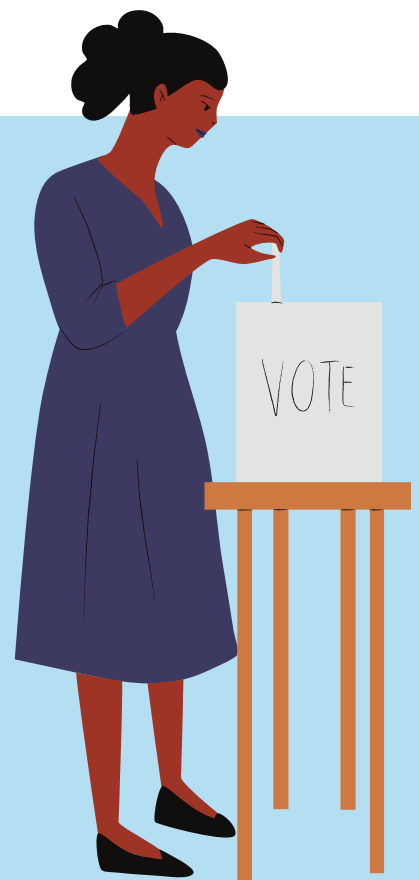
To accommodate these differences in participation rules, NC elections are held on 12 different regional dates, over a 6-month period, with NCs in the same part of the City sharing an election date. For a list of NCs by region, visit [empowerLA.org/councils-by-service-region](https://empowerLA.org/councils-by-service-region).

The order of regional elections varies every season and is determined by the City Clerk. Candidate enrollment opens for the first region during late November of even-numbered years, and the final regional Election Day is in late June of the following year.

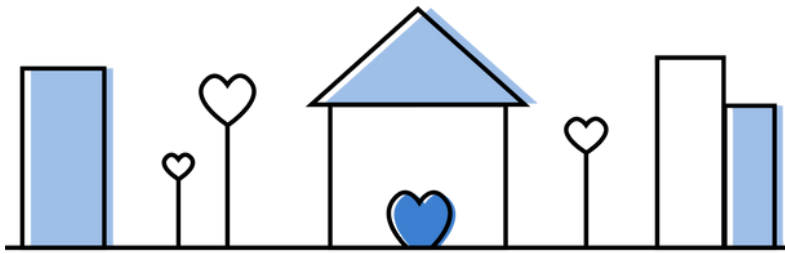
### **Who is in charge of NC Elections?**

The **City Clerk's NC Elections Division** oversees the administration of NC elections, including voter and candidate registration, ballot creation and mailing, and election challenges.

The **Department of Neighborhood Empowerment** is responsible for citywide engagement and awareness initiatives to promote NC election participation, and also supports individual NCs elections outreach efforts.







# NEIGHBORHOOD COUNCILS

## IMPORTANT CONTACTS

Though the **Department of Neighborhood Empowerment** is the City's primary support agency for Neighborhood Councils, 2 other city departments are key to supporting NCs and board members: the **Office of the City Clerk**, and the **Office of the City Attorney**.

Contact info for each department is below, along with details on the best way to receive help for any questions or concerns you may have.

### DEPARTMENT OF NEIGHBORHOOD EMPOWERMENT (aka EmpowerLA)

**[Commission@EmpowerLA.org](mailto:Commission@EmpowerLA.org)** - This email can be used to contact the Board of Neighborhood Commissioners. Mail sent to this email will be forwarded to all the Neighborhood Commissioners.

**[Communications@EmpowerLA.org](mailto:Communications@EmpowerLA.org)** - This email is for assistance with your **Cornerstone account**. This includes questions about your required board member trainings and records regarding these trainings.

**[ELA.PRA@LACity.org](mailto:ELA.PRA@LACity.org)** - If you would like to submit Public Records Act requests for information from the Department of Neighborhood Empowerment, you can use this email or submit these requests online at <https://LACity.NextRequest.com>. You may also view PRA requests that have been submitted to the Department at the link given above. If your NC receives a PRA request, please do not send it to [ELA.PRA@LACity.org](mailto:ELA.PRA@LACity.org). Instead, please forward that request to your NC's City Attorney and copy your field representative for assistance responding.

**EmpowerLA@LACity.org** - This is our department's main inbox. It serves as the primary contact email listed on our website and other materials that may concern the general public. It is also used as the sender address for our weekly newsletter, NC monthly updates, and more. If you are trying to reach your field representative or another staff member, please do not write to them at this address, as this could mean that your important, time-sensitive messages are delayed. **Please do not submit NC agendas here**, this email does not have access to the City's agenda-posting system.

Please use **NCSupport@LACity.org** for agenda submissions, to avoid any delay that could result in a Brown Act violation. The NCSupport email is also the best contact if you have a general question for the Department.

**Feedback@EmpowerLA.org** - Use this email to ask questions related to Department workshops and info sessions or NC policies.

**NCSupport@LACity.org**: Use this email to:

- **Submit NC meeting agendas**, so they may be shared with anyone subscribing to your NC's agendas through the City's Early Notification System. See BONC policy 2014-.1.1 [Agenda Posting Requirements](#).
- **Send a general inquiry**: If you are an NC board member who is not sure who to email at the Department regarding a specific issue, start here, and we will help get your request to the right people.

**Rosters@EmpowerLA.org**: This team manages back-end and forward-facing records keeping for the Department regarding board rosters and NC trainings.

Here's what they can assist with, and how to format your request to ensure you are helped as quickly as possible:

- **Submit your NC roster** - A **roster** is a record of your board members names, contact info, and roles. Creating, maintaining, and sharing the roster is the responsibility of the records-keeper for your board, such as your Secretary. A [Roster Update Form](#) is available at: <http://tiny.cc/NCRosterForm>. Fill it out, download a copy; keep one for your own records, and send a copy to [Rosters@EmpowerLA.org](mailto:Rosters@EmpowerLA.org).
- **Roster changes**: To submit new board members, seat changes, or board member removals, fill out the sheet at <http://tiny.cc/NCRosterForm>. **Please highlight and use boldface font** to call attention to any **changes** on the sheet, before downloading a copy and sending it to [Rosters@EmpowerLA.org](mailto:Rosters@EmpowerLA.org). **Please also be sure to write out a brief summary of the changes.**

- **([NCTrainings@empowerla.org](mailto:NCTrainings@empowerla.org) or [NCTrainings@lacity.org](mailto:NCTrainings@lacity.org)) Updates to board member training status:** should be sent to this address **if needed**. We do weekly updates with the information we are able to pull from the back-end, so sending in your training certificate is no longer required.
  - If you find that your training has not been updated on our website before you need it to be updated to be eligible to vote during an NC meeting, you may provide a copy of your training certificate to the board to prove your eligibility to vote. Simply follow [these steps!](#)
  - If you have previously taken your required trainings but they have expired, you will need to renew your trainings. It is important that you follow the guide on [How to Renew your Trainings](#) in order to correctly request a new training.
  - All board member training information can also be found at <https://empowerla.org/nctrainings/>.
  - If you need help accessing your Cornerstone board member training account, need a password reset, or any other account related issues, please use this email address.
  
- **Updates to your NCs webpage on the Department website:** The EmpowerLA.org website includes a separate webpage for each NC, which can be accessed by clicking your NC's name on the list at <http://EmpowerLA.org/councils>. Your NCs EmpowerLA webpage includes your board roster, with the role, public email address, and training status of each board member. It also includes the day, time, and address of your monthly board meeting, main NC contact info, and your board's mailing and City Planning addresses. If you need to update any information or have any questions or concerns, please feel free to email us at this address, so we can assist.

**Webmaster@EmpowerLA.org:** NCs and any member of the public may use this address to contact us about issues with the <http://EmpowerLA.org> Department website. *Use this email to: report website issues including broken links, outdated material and error messages on blank pages.*

## CITY ATTORNEY

The **Neighborhood Council Advice Division (NCAD)** of the LA City Attorney's Office can help with legal and ethical questions regarding Neighborhood Councils. Each NC is assigned to a City Attorney who serves their region.

If you need to contact your NCs City Attorney, you should contact your board's Chair or President. Presidents and Chairs, if you did not receive the name and contact info for your NCs City Attorney, please ask your NEA for assistance. If the matter you wish to discuss is a potential personal conflict of interest, or a matter that you cannot share with your board Chair or President, please ask your NEA to help you make contact directly instead.

## OFFICE OF THE CITY CLERK

The LA City Clerk has 2 divisions devoted to Neighborhood Council services: the NC Funding Program and the NC Elections Division.

1) The **Neighborhood Council Funding Division** administers the Neighborhood Council Fund, which is the City fund from which each NCs annual budget of public funds is drawn, so they manage NC funding requests, approvals, and disbursements. Each NC has a **Funding Representative**; look up yours at [tiny.cc/FundingRep](http://tiny.cc/FundingRep). For general inquiries, email the NC Funding Division at [Clerk.NCFunding@LAcity.org](mailto:Clerk.NCFunding@LAcity.org) or call (213) 978-1058, Monday - Friday, 8:30 am - 4:30 pm.

2) The City Clerk's **NC Elections Division** administers every aspect of Neighborhood Council elections except for engagement and marketing, which are managed by the Department of Neighborhood Empowerment. This includes the booking and management of polling places; registration and validation of candidates and voters; development and enforcement of NC Elections guidelines; and the creation and counting of ballots. Visit their webpage at [Clerk.LAcity.org/clerk-services/elections/nc-elections](http://Clerk.LAcity.org/clerk-services/elections/nc-elections).

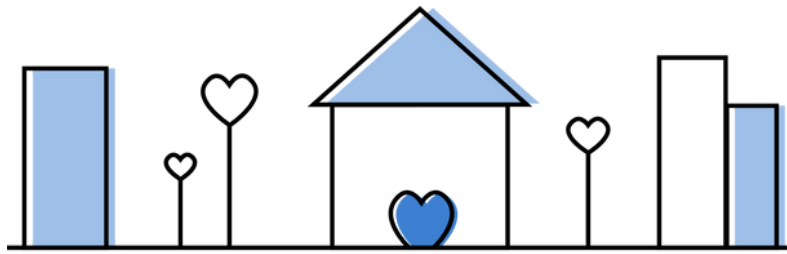
Here's how to get help for elections issues from the City Clerk's team:

- **Help for candidates:** Including help with candidate filing and questions about eligibility: Clerk.Election@LAcity.org.
- **Help for voters:** Including help with Vote-By-Mail or voter applications, contact Clerk.ElectionVBM@LAcity.org (\*\* Note that Vote-By-Mail ballot requests do not open until January 25, 2023 or later.\*\*)
- **General NC Elections questions:** Clerk.ElectionsNC@LAcity.org.

You may also call the City Clerk's Elections team at **(213) 978-0444** or toll-free **(888) 873-1000** (Monday - Friday, 8 am - 5 pm Pacific.)

Each Neighborhood Council holding an election is assigned a dedicated **City Clerk Election Administrator (EA)** for each season. Neighborhood Councils who have questions about their ballots, election bylaws, Vote-By-Mail process, or polling places should contact their NCs Election Administrator directly for assistance, using the info listed here: <http://tiny.cc/ElectionAdmins>.

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# NEIGHBORHOOD COUNCILS

## ADVICE ON SETTING UP CONTACT INFO FOR NC MEMBERS

### KEEP YOUR PRIVATE EMAIL PRIVATE: CREATE AN EMAIL ADDRESS FOR YOUR NC BUSINESS

Contact info for public officials, including Neighborhood Council members, is available to the public, so consider creating an email address dedicated solely for Neighborhood Council business. That way, if you ever get a PRA (Public Records Act request) asking for your emails, you do not have to share emails from your private inbox.

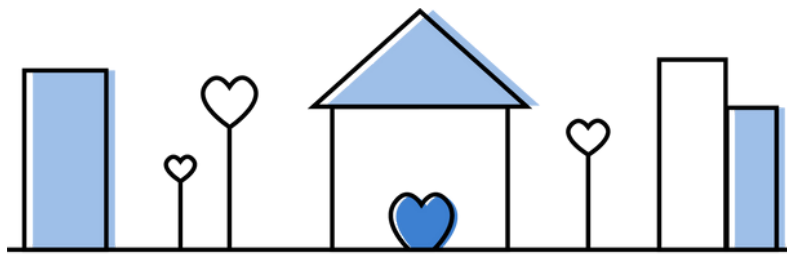
If your NC does not issue domain-based email addresses (such as [President@ABCNC.org](mailto:President@ABCNC.org)), you can use a free email provider like Gmail or Yahoo to create a public email for your NC correspondence, such as [YourNameABCNC@gmail.com](mailto:YourNameABCNC@gmail.com). Make sure to follow the instructions below under Rosters, to share your new public email with EmpowerLA so we can update our records for you.

### BOARD ROSTERS - HOW TO MAKE & MAINTAIN ONE

- **What is your Board Roster & what is it for?** Your board is required to create and maintain a roster of its members listing their names, roles, status of required trainings, and contact info. Once complete, share your roster with EmpowerLA by emailing it to [Rosters@EmpowerLA.org](mailto:Rosters@EmpowerLA.org), in order to ensure you receive essential updates, event and workshop invites and the weekly newsletter.
- **How to create & submit an NC roster:** Creating, maintaining, and sharing the roster is the responsibility of the records-keeper for your board, such as your Secretary. A [Roster Update Form](#) is available at: <http://tiny.cc/NCRosterForm>. Fill it out, download a copy, and email it to [Rosters@EmpowerLA.org](mailto:Rosters@EmpowerLA.org).
- **Roster changes:** To submit new board member names, please fill out the sheet at <http://tiny.cc/NCRosterForm>. Please highlight and use boldface font to call attention to any new names on the sheet, before downloading a copy and sending it to [Rosters@EmpowerLA.org](mailto:Rosters@EmpowerLA.org).



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# NEIGHBORHOOD COUNCILS

## ASSETS YOUR NC SHOULD HAVE

### NC WEBSITE

Every Neighborhood Council maintains its own website, at a domain of its choosing.

Many NCs hire a professional web developer or webmaster service to build or maintain their website. You may choose one of your own or hire one from our list of approved vendors. Talk to your NC for login info, and how to decide who will post meeting agendas and other updates to your website, especially if they use a professional web vendor.

If a board member serves as your NCs webmaster, make sure to obtain the login to your account from the board member who most recently occupied that role.

While the NC Digital Communications Policy allows NCs to share logins for digital channels like their websites with the Department, this was not EmpowerLA in the past, and even now is not a requirement, so EmpowerLA may not have your website's login on file. To send an inquiry, email [Communications@EmpowerLA.org](mailto:Communications@EmpowerLA.org), and include your name, your NC's name, and the link to the website you need access to.

### EmpowerLA WEBPAGE

Each NC has a dedicated webpage on the EmpowerLA website, which includes a roster of board member names, public emails, and training statuses. Also, the webpage contains your monthly meeting info, boundary map, past elections results, and link to your website and a copy of your bylaws. Search for your Neighborhood Council on the list at [EmpowerLA.org/councils](https://EmpowerLA.org/councils). If the webpage needs to be updated, please send a request to [Rosters@EmpowerLA.org](mailto:Rosters@EmpowerLA.org).

## **SOCIAL MEDIA ACCOUNTS**

An NCs social media accounts, such as their Facebook, Instagram, Twitter, YouTube, or TikTok are set up and assigned by the NC. The board must take action to open and close these accounts. No individual should set up an account without the board's prior discussion and approval.

To ensure that access to NC social media and other digital communications accounts are not lost during elections or board member transitions or emergencies, the NC Digital Communications Policy offers the option to store account credentials with the Department of Neighborhood Empowerment. However, this is not a policy requirement, and was not an option offered prior to the policy, so your credentials may not be on file.

To ask if credentials are on file for your NC, write to [Communications@EmpowerLA.org](mailto:Communications@EmpowerLA.org), and include the following:

1. Your name
2. Your NC
3. Name of the platform(s) for which access is being requested
4. Link to each account for which access is requested OR your NCs @username for each account

If your NC logins are not on file with current members of your NC or with the Department, you may need to contact former board members or account administrators to gain access to your NCs digital accounts. The Communications team may be able to use the info you submit in your login request to help you determine who the last administrator(s) may have been.

## **NEXTDOOR PUBLIC AGENCY ACCOUNT**

(<http://Nextdoor.com>) - Every Neighborhood Council has a Nextdoor Public Agency account that reaches hundreds of subscribers to that platform who live within their NCs boundaries.

Access to Neighborhood Council Nextdoor accounts is managed by EmpowerLA. An NC can have up to 3 active administrators at one time.

## NEXTDOOR PUBLIC AGENCY ACCOUNT cont.

Submit your information using the form below to request Nextdoor admin access for your NC. You should receive an email from Nextdoor with a setup link for your NC account within 2 business days: <http://tiny.cc/NCNextdoorRequest>.

Learn to use your NCs Nextdoor Public Agency account:  
<http://tiny.cc/NCNextdoorGuide>.

## CANVA TEAMS ACCOUNT

(<http://Canva.com>) - Canva is a graphic design app for desktop and mobile use that lets you design quality graphics quickly and without design experience.

EmpowerLA provides each NC with a Canva Pro account - a paid version of Canva with more features - which includes dozens of custom templates in four languages (English, Spanish, Korean, and Traditional Chinese) for promoting NC awareness and elections.

Need access to your NCs Canva account? Please ask your NEA for your login. Everyone on your NC board and committees can share the same login for your account; please do not change the password without notifying other NC board members, so that they will not lose access.

This **Canva Starter Guide for NCs** includes an overview of how these accounts work (they're a bit different than the free version of Canva) as well as instructions on how to find the NC outreach templates in your Canva account:  
<http://tiny.cc/AboutCanvaForNCs>.

## CONTACT LIST(S)

Your NC should have a contact list of stakeholders subscribed to receive your meeting and event invites and newsletters. This list is kept by the NC, not the Department, but usually the members of the NCs Executive and/or Outreach Committees. There are instances in which the NCs digital services vendor has the contact list. An NCs email list is usually passed down between generations of a board to incoming members or vendors who are assigned to oversee web services or communications.

## NEWSLETTER

Most NCs also have an email marketing account or app (e.g., Constant Contact, Mailchimp) used to create and send your newsletters, and store your contacts list. Access to the account or app is held by the NC. While an NC has the option to store logins for various accounts with the Department under the Digital Communications Policy, this is not a requirement and was not previously offered, so the Department may not have your credentials on file.

To ask if credentials are on file for your NC, write to [Communications@EmpowerLA.org](mailto:Communications@EmpowerLA.org), and include the following:

1. Your name
2. Your NC
3. Name of the platform(s) for which access is being requested
4. Link to each account for which access is requested OR your NCs @username for each account

If your NC logins are not on file with current members of your NC or with the Department, you may need to contact former board members or account administrators to gain access to your NCs digital accounts. The Communications team may be able to use the info you submit in your login request to help you determine who the last administrator(s) might have been.

## TEMPLATES

Your NC may already have templates that your board or committees use for creating important documents or graphics, including agendas, newsletters, speaker cards, meeting invites, event flyers and more.

Customizable templates for easily creating print and digital graphics to promote awareness of your NC and participation in your elections are also provided by the Department through your NCs Canva Pro account. Here is a Template Table of Contents with links to all current NC outreach templates on Canva (you will need to be logged into your NC account to view): <http://tiny.cc/CanvaTableOfContents>.

Templates in the Table of Contents are organized by language. See our section on Canva above to learn more about this tool, and how to get your NC's account login.



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# CITY DIRECTORY

CITY DEPARTMENT CONTACT INFO  
FOR NEIGHBORHOOD COUNCILS

## WHO

YOUR NC  
SHOULD TALK  
TO AT EACH  
CITY DEPT

## HOW

TO USE  
THIS  
DIRECTORY

## WHAT

EACH CITY  
DEPT DOES



Neighborhood Empowerment staff reached out to all of the City agencies and departments to collect the contact information for NCs contained below. We will continue to update this list should any of the information change. You can always find the latest contact information at <http://EmpowerLA.org/manual>

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## MyLA 311

MyLA 311 is a non-emergency number residents from the City of Los Angeles can call to find information about City services, file complaints, or report issues with graffiti or road damage for example. If you're ever in need of City services, please consider the following:

- Dial 3-1-1 or (213) 473-3231
- You can also request a service online: [MyLA311.LAcity.org](https://www.lacity.org/myla311).

## MAYOR'S OFFICE

A City Mayor's overall responsibilities consist of running the City's day-to-day administration, and work with the legislative body to enact laws. The elected Mayor also precedes over City Council meetings, provides leadership, receives input from constituents, and makes business decisions. The current City of LA Mayor is Karen Bass and has been serving in office since 2022. Mayor Bass's agenda consists of creating a safe, livable, and prosperous City for all Angelenos. Under her leadership, along with her team, have worked closely with various city departments to implement executive directives that will aid the community tremendously. Her initiatives include creating programs in the following areas to aid her, and her vision for a more prosperous City for her fellow Angelenos:

- |                       |                           |
|-----------------------|---------------------------|
| 1. Education          | 8. Immigration            |
| 2. Sustainability     | 9. Transportation         |
| 3. Homelessness       | 10. Gender Equity         |
| 4. Housing            | 11. Improving Government  |
| 5. Economic Growth    | 12. International Affairs |
| 6. Safe Neighborhoods | 13. Veterans              |
| 7. Infrastructure     |                           |

For additional information on Mayor Bass's Team, as well as all the work she has fulfilled, and currently working on, please visit: [www.LAmayor.org](http://www.LAmayor.org).

If you are in need of assistance from the Mayor's Office, would like to get involved with City Government, or even volunteer, please contact the Mayor's Office Helpdesk by dialing (213) 978-1028 or email the team at: [Mayor.Helpdesk@LAcity.org](mailto:Mayor.Helpdesk@LAcity.org).

## AREA REPRESENTATIVES

### **Council District 15**

Harbor/Watts Area Representative - Jocelyn Dominguez  
(213)-400-9266 | [Jocelyn.dominguez@LAcity.org](mailto:Jocelyn.dominguez@LAcity.org)

### **Council Districts 8, 9**

Southeast Area Representative - Sandra Olmedo  
(213)-713 1986 | [Sandra.Olmedo@LAcity.org](mailto:Sandra.Olmedo@LAcity.org)

### **Council Districts 8, 10**

Southwest Area Representative - Brenda Thompson  
(213)-308-8431 | [Brenda.Thompson@LAcity.org](mailto:Brenda.Thompson@LAcity.org)

### **Council District 1,4,5,10,13,14**

Central Area Representative - Serapia Kim  
(213)-400-3790 | [Serapia.Kim@LAcity.org](mailto:Serapia.Kim@LAcity.org)

### **Council Districts 1,13, 14**

East Area Representative - Wendy Castro  
(213)-978-1705 | [Wendy.Castro@LAcity.org](mailto:Wendy.Castro@LAcity.org)

### **Council Districts 2, 3, 4, 6, 12**

West Valley Area Representative - Erin Seinfeld  
(213)-709-9823 | [Erin.Seinfeld@LAcity.org](mailto:Erin.Seinfeld@LAcity.org)

### **Council Districts 2, 4, 6, 7**

East Valley Area Representative - Michelle Vergara  
(213)-400-9816 | [Michelle.Vergara@LAcity.org](mailto:Michelle.Vergara@LAcity.org)

### **West Area Representative - Vacant**

## LOS ANGELES CITY COUNCIL

The City Council is defined as a governing body of the City and enacts ordinances subject to the approval or veto of the Mayor. City Council orders elections, levies taxes, authorizes public improvements, approves contracts, and adopts traffic regulations. The Council also adopts and/or modifies the budget proposed by the Mayor, and provides the necessary funds, equipment, and supplies for the budgetary departments. The Council also confirms or rejects appointments proposed by the Mayor and prescribes duties of board officer not defined by the charter.

The Chief Legislative Analyst's Office provides technical assistance to the City Council. The personnel from this office are assigned to work with various City Council Committees, and the Council as a whole to gather information that may be required for the passage of City legislation.

The City Council regularly meets on Tuesday, Wednesday, and Friday in the John Ferraro Council Chamber, Room 340, inside of LA City Hall at 10 AM. All meetings are open to the public. For meeting updates, and agendas, please visit: [City Council Meetings/Agendas](#).

Provided below is a list of all Council Members currently representing each LA district:

**Council Member District 1 - Eunisses Hernandez**  
(213) 473-7001 | Councilmember.Hernandez@lacity.org

**Council Member District 2 - Paul Krekorian**  
(213) 473-7002 | Councilmember.Krekorian@LAcity.org

**Council Member District 3 - Bob Blumenfield**  
(213) 473-7003 | Councilmember.Blumenfield@LAcity.org

**Council Member District 4 - Nithya Raman**  
(213) 473-7004 | ContactCD4@LAcity.org Council Member

**District 5 - Katy Yaroslavsky**  
(213) 473-7005 | Councilmember.Yaroslavsky@LAcity.org

**Council Member District 6 - Vacant**  
(213) 473-7006 | Councildistrict6@LAcity.org

**Council Member District 7 - Monica Rodriguez**  
(213) 473-7007 | Councilmember.rodriguez@LAcity.org

**Council Member District 8 - Marqueece Harris-Dawson**  
(213) 473-7008 | Councilmember.Harris-Dawson@LAcity.org

**Council Member District 9 - Curren D. Price, Jr**  
(213) 473-7009 | Councilmember.Price@LAcity.org

**Council Member District 10 - Heather Hutt**  
(213) 473-7010 | CD10ConstituentServices@LAcity.org

**Council Member District 11 - Traci Park**  
(213) 473-7011 | Councilmember.Park@LAcity.org

**Council Member District 12 - John Lee**  
(213) 473-7012 | Councilmember.Lee@LAcity.org

**Council Member District 13 - Hugo Soto-Martinez**  
(213) 473-7013 | Councilmember.Soto-Martinez@LAcity.org

**Council Member District 14 - Kevin de León**  
(213) 473-7014 | Councilmember.KevindeLeon@LAcity.org

**Council Member District 15 - Tim McOsker**  
(213) 473-7015 | Councilmember.Mcosker@lacity.org

To find out what district you live in, or want to learn who your Elected Officials are, and other resources, please visit:  
[Neighborhoodinfo.lacity.org](http://Neighborhoodinfo.lacity.org)

## **DEPARTMENT OF AGING**

The Department of Aging advocates for the interests and welfare of senior citizens by administering programs which provide services to older adults and caregivers in the City of LA. This department is also responsible for planning, contract development, and fiscal, as well as monitoring the programs delivered by their contracted service providers for their seniors. The Department also provides services directly, and through contracts with community-based agencies which serve as focal points for delivery of services throughout the City.

This department provides various services ranging from Wellness and Safety, Caregiver Options, Housing and Homeless Resources, Legal Assistance and Advocacy, Transportation, Mental Health Resources, Centenarian Programs, and much more.

For more information regarding their department's services, other resources available for older adults, please consider the following:

- Visit: [Aging.LAcity.org](http://Aging.LAcity.org)
- Dial: (213) 482-7252
- Email: [Age.webinfo@lacity.org](mailto:Age.webinfo@lacity.org)
- For Caregiver Services/Resources, please visit: [Caregiver Resources](#)

## DEPARTMENT OF ANIMAL SERVICES

The Department of Animal Services houses and cares for lost and abandoned animals in its six shelters located throughout the city. It enforces animal-related laws and regulations, and acts to prevent animal cruelty. They also provide the following services:

1. Issue dog and equine licenses
2. Collect license fees
3. Issue cat identification tags
4. Collect tag fees
5. Inspect medical research laboratories
6. Accept unwanted animals
7. Enforce the Leash Law
8. Participate in the State Rabies Control Program

For more information regarding their services, please visit their website: [www.LAAnimalServices.com](http://www.LAAnimalServices.com) or call their customer service center at (888) 452-7381.

In addition, to directly contact a specific administrative office within their department, please visit: [Contact Animal Services Offices](#).

## DEPARTMENT OF BUILDING AND SAFETY

The Department of Building and Safety advises, guides, and assists customers to achieve compliance with the building, zoning, plumbing, mechanical, electrical, disabled access, energy, green codes, local and state laws to build safe, well, and fast. Their mission is to protect the lives and safety of residents and visitors of the City of Los Angeles, as well as enhance the quality of life, housing, economic prosperity, and job creation citywide.



This department offers various services and resources for homeowners, and landlords within the City. If you are in need of any forms or assistance with the construction process, code permits services, service statuses and records, request services, pay fees, check zoning and property info, and more - please visit: [Building and Safety Forms.](#)

For additional information or assistance, please visit: [www.LADBS.org](http://www.LADBS.org) or dial 3-1-1 to be directed to their department.

To submit an online service request please visit: [Building and Safety Online Services.](#)

Online Service Requests Include:

- |                               |   |
|-------------------------------|---|
| 1. Permit & Inspection Report | 9. Residential Property Report                        |
| 2. Request for Inspection     | 10. Extra Inspection Trip Fee                         |
| 3. Online Permit              | 11. Prevailing Setback Calculator                     |
| 4. Parcel Profile Report      | 12. Temporary Certificate of Occupancy Payment        |
| 5. Rebuild Letter             | 13. Existing Building Energy & Water Existing Program |
| 6. Pay/View an Invoice        |   |
| 7. Report a Violation         |   |
| 8. Zoning Information Letter  |   |

To submit a complaint, request for an inspection, ask general questions or report code violations, please send a message to the department here: [Contact Building and Safety](#) or dial 3-1-1.

## **DEPARTMENT OF CANNABIS REGULATION**

The Department of Cannabis Regulation administers the commercial cannabis licensing and regulatory program established by the Los Angeles City Council. They are also in charge of:

1. Processing all applications for commercial cannabis licenses in the City of LA
2. Makes licensing decisions or licensing recommendations to the Cannabis Regulation Commission
3. Regulates the operations of licensed commercial cannabis businesses in the City

If you are in need of any resources provided from this department, please visit: [Dept. of Cannabis Resources](#). Here you will find about the Legal Do's & Don'ts, Guide for Adult-Use Cannabis Sales and Consumption, County and State resources, as well as Health & Safety Information.

To report a complaint against an unlicensed commercial cannabis business, please use this link: [Dept. of Cannabis Regulation Complaint Portal](#)

For additional services or more information on this department, any updates, and commission meetings/updates, please consider the following:

- Visit: [Cannabis.LAcity.org](#)
- Dial: (213) 978-0738
- Email: Cannabis@LAcity.org

## DEPARTMENT OF CITY PLANNING

The Department of City Planning reviews project applications, process entitlements, and approvals to ensure that future decisions about development are aligned with the City's land use policies and proposed land use regulations. City Planning is also responsible for the following:

1. Administering the Zoning Code
2. Promoting Urban Design Principles
3. Manage the City's historic resources
4. Managing Environmental Review Projects

For any Zoning Code Regulations, Development Services, Plans and Policies forms, guides, quick links and other resources, please visit: [planning.lacity.org](#) or call 3-1-1 to get connected to their department.

To contact a staff member within the City Planning's department, or get connected with one of their Development Services Centers please visit: [City Planning Staff Directory](#).

## DEPARTMENT OF CIVIL + HUMAN RIGHTS AND EQUITY

The Civil + Human Rights and Equity Department, or LA Civil Rights for short, is focused on reducing bias and injustices while leveling the playing field. They do this work through [Equity and Empowerment \(E2\)](#), through their [Office of Racial Equity](#), hate prevention, upward mobility programming, youth programming and through the Commissions and Advisory Councils.

This Department oversees citywide initiatives such as the RENEW Program, LA REPAIR Program, and the LA For All campaign. They believe that the goals of equity and inclusion for all people can be achieved through hard work and collective action. They achieve this through four core pillars:

- Outreach and Community Engagement
- Faith-Based Unity Events
- Community Diversity Events
- Discrimination/Bias Awareness Training
- Hate Crime Prevention
- Discrimination Enforcement Outreach
- Discrimination Enforcement

The Discrimination Enforcement division of LA Civil Rights is being built and will launch as soon as possible. LA Civil Rights is responsible for enforcing Los Angeles' Civil and Human Rights Law, and has investigative powers and quasi-judicial authority to address the long-standing discrimination impacting underserved communities which denies equal treatment in private commerce, education, employment, and housing.

LA Civil Rights partners with community-based organizations, faith-based institutions, business groups, Neighborhood Councils, philanthropic leaders, and academic institutions along with our three commissions and two advisory boards to create equity initiatives that level the playing field through work in the following areas:

- **Policy Equity Lens:** LA Civil Rights applies a policy equity lens to assess health disparities, inequities in City planning, and community policing through collaborations with non-governmental and city entities, including with the Office of Immigrant Affairs.

- **Upward Mobility Programming:** LA Civil Rights engages Angelenos and community-based organizations for community events and career pipelines for people from underserved communities. LA Civil Rights works to develop college readiness and career readiness, financial literacy workshops, homeowner seminars, and entrepreneurial training sessions.
- **Corporate Diversity Metrics:** LA Civil Rights assesses, track, and monitor the hiring, promotion, and retention of people from underserved communities in various high-earning potential industries. It's mission is to promote diversity and inclusion, especially through the [RENEW Task Force](#).
- **COVID-19 Equity:** Since the Summer of 2020, LA Civil Rights has been a key stakeholder in COVID-19 equity planning with the City and County of Los Angeles. Our work has resulted in expanded access to testing and vaccines, increased language access to public health services, community outreach and engagement, and more.

LA Civil Rights manages and supports the Commission on Civil Rights (CCR), The Commission on the Status of Women (CSW), the Human Relations Commission (HRC), The Reparations Advisory Commission, as well as the Transgender Advisory Council and various ad-hoc committees.

For more information on their services, commission updates, and publications, please consider the following:

- Visit: [CivilandHumanRights.LAcity.org](http://CivilandHumanRights.LAcity.org)
- Dial: (213) 978-1845
- Email: [CivilandHumanrights@LAcity.org](mailto:CivilandHumanrights@LAcity.org)

## DEPARTMENT OF CONVENTION AND TOURISM

The Department of Convention and Tourism's mission is to attract and host conventions at a world class facility with world class service, and to drive economic development and job creation by marketing the City's unique cultural, sports, entertainment, and leisure attractions that make visiting the City of LA an unparalleled experience.

This department also serves as a hub for the City's convention and tourism development and works to grow the local economy through

benefits the City receives in such areas as increased jobs, tax revenue, and spending at local businesses derived from out-of-town visitors. This department achieves their goals by managing contracts with:

1. Anschutz Entertainment Group (AEG) Facilities
2. Los Angeles Convention Center (LACC) private operator
3. Los Angeles Tourism and Convention Board (LATCB)
4. Carries out the directives of the CTD Board of Commissioners

For more information on their services, commission updates, and publications, please consider the following:

- Visit: [CTD.LAcity.org](http://CTD.LAcity.org)
- Dial: (213) 765-4601
- Email: [Tourism@LAcity.org](mailto:Tourism@LAcity.org)

## DEPARTMENT OF CULTURAL AFFAIRS

The Department of Cultural Affairs promotes the arts and culture as a way to ignite a powerful dialogue, engage LA's residents and visitors, and ensure LA's varied cultures are recognized, acknowledged, and experienced. This department is also responsible for:

1. Grantmaking
2. Public Art
3. Community Arts
4. Performing Arts
5. Marketing, Development, Design, and Digital Research

For more information regarding their services, commission updates, and more, please consider the following:

- Visit: <https://CultureLA.org/>
- Dial: (213) 202-5500
- Send a message/email on their website at: [Contact Culture LA](#)

## DEPARTMENT ON DISABILITY

The Department on Disability is committed to ensuring full access to employment, programs, facilities and services for the benefit of persons with disabilities, providers of essential resources, and policymakers through:

1. Strategic management
2. Partnership education
3. Advocacy
4. Training
5. Research
6. Improved service delivery

For more information on the department's services, please consider the following:

- Visit: [Disability.LAcity.org](http://Disability.LAcity.org)
- Dial: (213) 202-2764
- TTY: (213) 202-3452
- Email: [DOD.contact@LAcity.org](mailto:DOD.contact@LAcity.org)

## DEPARTMENT OF NEIGHBORHOOD EMPOWERMENT

The Department of Neighborhood Empowerment, also known as DONE or EmpowerLA, is the support agency for LA's Neighborhood Council system citywide. Their mission is to promote civic engagement and make local government more responsive to local needs by supporting their Neighborhood Councils all throughout LA. Neighborhood Councils are comprised of volunteer elected officials who serve on boards to monitor City services within their communities.

To find your local Neighborhood Council, please visit: [EmpowerLA City Map](#)

For additional information on a specific Neighborhood Council, please visit: [EmpowerLA-All Councils](#) and select the one you wish to know more about. For more information on the department's roles and responsibilities, department and commission updates, or more about Neighborhood Councils in general, please consider the following:

- Visit: [EmpowerLA.org](http://EmpowerLA.org)
- Dial: (213) 978-1551
- Email: [EmpowerLA@LAcity.org](mailto:EmpowerLA@LAcity.org)

## DEPARTMENT OF PUBLIC WORKS

The Department of Public Works is responsible for the design, construction, renovation, and operation of public projects ranging from bridges to wastewater treatment plants as well as the following:

- |                           |                 |
|---------------------------|-----------------|
| 1. Libraries              | 5. Sidewalks    |
| 2. Curbside collection    | 6. Sewers       |
| 3. Graffiti Removal       | 7. Streetlights |
| 4. Maintenance of Streets | 8. Street Trees |

This department is governed by the Board of Public Works, and are committed to deliver projects and programs that enhance the quality of life, economic growth, public health, and the environment to all Angelenos.

For more information on the Board of Public Works Commissioners, the Department's various Offices, and Department Bureaus, please consider the following:

1. Office of Accounting: [About Office of Accounting & Contact Information](#)
2. Offices of Board Secretariat: [About Board Secretariat](#)
3. Office of Citywide Filming: [About Citywide Filming](#)
4. Office of Community Beautification: [About C.B. & Contact Information](#)
5. Office of Community Forest Advisory Committee: [About CFAC](#)
6. Office of Petroleum Administration: [Petroleum Administration Responsibilities](#)
7. Office of Public Restore: [About Public Restore & Contact Information](#)

In addition, to find more information about their board meetings, agendas, minutes, and other services, please visit their website: [Commissioners Boardroom](#) or dial 3-1-1 to be directed to their offices or obtain contact information.

## **DEPARTMENT OF PUBLIC WORKS - BUREAU OF CONTRACT ADMINISTRATION**

The Bureau of Contract Administration is responsible for providing assurance that all Public Works projects are constructed and administered in accordance with plans, specifications, agreements for work, contract provisions, state and federal laws, and safety provisions as necessary to protect the public and achieve the desired product.

This bureau provides contract and construction administration services to ensure quality construction for street improvements, sewer and storm drain construction, bridges, tunnels and more. They also serve as the Public Witness to monitor and authorize payments to the contractor for acceptable progress, minimize public liability, ensure public safety and convenience, and certify the quality of the finished product meets the design standards. This helps to reduce and avoid future maintenance costs.

For more information on the Bureau of Contract Administration's services, contracting, inspections, and other resources, please consider the following:

- Visit: [BCA.LAcity.org](http://BCA.LAcity.org)
- Dial: (213) 847-1922
- To contact a specific office, please visit: [Contact BCA](#)
- Quick Links and Bureau Services (Resources) links are available on their website's homepage.

## **DEPARTMENT OF PUBLIC WORKS- BUREAU OF ENGINEERING**

The Bureau of Engineering is the City's lead agency for the planning, designing and construction management of public buildings, infrastructure and open space projects. A few of these projects include the development and management of:

- |  |   |
|--|---|
| 1. Municipal Buildings<br>For example: Police and Fire<br>Stations, Convention Centers,<br>and Recreational and Cultural<br>Facilities | 2. Bridges<br>3. Street and Transit Projects<br>4. Storm and Wastewater Systems<br>5. Parks<br>6. Restoration of Wetlands |
|--|---|

This Bureau is also in charge of managing permits for construction in the public right-of-way, and the City's state-of-the-art mapping system. All these efforts are made in hopes of creating a prosperous, livable, and safe city for all residents and businesses.

For more information on the Bureau of Engineering's strategic plans, permits, project information, contractors, etc., please visit: [ENG.LAcity.org](http://ENG.LAcity.org) or dial 3-1-1 to be connected to their offices.



## DEPARTMENT OF PUBLIC WORKS- BUREAU OF SANITATION

The Bureau of Sanitation (Also known as “LASAN”) mission is to protect the public health and environment through the administration and management of the following 3 program areas:

1. Clean Water (Wastewater)
2. Solid Resources (Solid Waste Management)
3. Watershed Protection (Stormwater)

Their infrastructure programs collect, treat, recycle, and dispose of the solid and liquid waste generated from homes and businesses throughout the Greater Los Angeles Metropolitan Area. The Bureau of Sanitation also works with 27 other cities and agencies on a contractual basis. Through these essential public service programs, LASAN delivers a triple bottom line of economic, environmental, and social benefits that sustain the quality of life in Los Angeles.

For more information on LASAN’s services, resources, strategic plans, and more, please consider the following:

- Visit: [www.LAcitysan.org](http://www.LAcitysan.org)
- To submit a service request, please contact their Customer Service Center at (800) 773-2489 or submit a request online here: [LASAN Service Request](#)
  - Their service requests include Animal Related Services, Public Right-of-Way Investigation (Homeless Encampment & Illegal Dumping), Refuse and Pickups, Sanitation Billing, and Street Problem/Repair
- For Educational and Sustainability resources, and free places to visit or tour, please visit: [LASAN Education and Sustainability](#)

## DEPARTMENT OF PUBLIC WORKS- BUREAU OF STREET LIGHTING

The Bureau of Street Lighting is responsible for the design, construction, operation, and maintenance and repair of the street lighting system within the City of Los Angeles.

The main purpose of street lighting designs is to provide comfortable visibility, and illumination for the City’s roadways and sidewalk areas. This is all in efforts to encourage vehicular and pedestrian traffic. All the lighting in the city is designed to also meet National Lighting standards to provide visibility and reduce sky glow and glare. All streetlights are installed and tested for efficiency, safety, and maintainability.

For more information about the services and resources provided by the Bureau of Street Lighting for both residents and businesses please consider the following:

- Visit: [BSL.LAcity.org](http://BSL.LAcity.org)
- To report a broken streetlight or outage, please dial 3-1-1 or visit: [Online Services for Residents](#)
- Email: [BSL.StreetLighting@LAcity.org](mailto:BSL.StreetLighting@LAcity.org)
- To contact a specific office within this bureau, please visit: [Contact BSL](#)

## **DEPARTMENT OF PUBLIC WORKS- BUREAU OF STREET SERVICES**

The Bureau of Street Services (also known as “StreetsLA”) is responsible for preserving, protecting, maintaining, and renewing the City’s street network and urban forest. This includes our streets’ sidewalks, bikeways, trees, and medians. StreetsLA is committed to providing high-quality, efficient, and equitable services across our city and communities. This bureau strives to build services around integration, innovation, and inclusion. A few of their key programs include:

- |                                     |   |
|-------------------------------------|---|
| 1. Pavement Preservation            | 6. Street Maintenance                   |
| 2. Street Tree & Median Maintenance | 7. Complete Streets                     |
| 3. Street Improvement Construction  | 8. Great Streets                        |
| 4. Street Sweeping                  | 9. Investigation and Enforcement        |
| 5. Sidewalk Repair                  | 10. Cooling LA’s Neighborhood (Cool LA) |

Through these programs, StreetsLA is able to maintain and repair our streets, alleys, bridges, tunnels, pedestrian subways, and related structures. They also maintain street trees and landscape median islands and embankments, issue permits for tree removals, and administer tree maintenance contracts with private contractors.

For more information on the services provided by StreetsLA, their programs, and service divisions, please consider the following:

- Visit: [StreetsLA.LAcity.org](http://StreetsLA.LAcity.org)
- Dial: (800) 996-2489
- To contact a specific office within this bureau, please visit: [Contact Streets LA](#)

## DEPARTMENT OF RECREATION AND PARKS

The Department of Recreation and Parks operates and maintains a vast majority of locations scattered all throughout Los Angeles. Starting with over 420 parks on more than 15,000 acres of parkland, as well as 184 recreation centers, two state licensed child-care centers, and 31 senior centers. Some of the regional parks include Griffith, Sepulveda Basin, Hansen Dam, Ken Malloy, and Ernest Debs.

The department's facilities also include:

1. 13 Golf Courses and a Youth Golf Academy
2. 368 Children's Play Area- including 19 that are specifically designed for children of all abilities
3. 256 Ball Fields
4. 56 Soccer Fields
5. 321 Tennis Courts
6. 61 Swimming Pools
7. 92 Miles of Hiking Trails
8. 18 Skate Parks
9. An Outdoor Roller Hockey Rink

In addition, the Department is also in charge of the operation and maintenance of Venice and Cabrillo Beaches, as well as Balboa, Echo Park, Hansen Dam, Hollenbeck, Lincoln, MacArthur, and Harbor Regional Lakes.

Lastly, the Recreation and Parks department also maintains and oversees museums, historic sites, and horticultural locations such as:

- |                                   |                                  |
|-----------------------------------|----------------------------------|
| 1. Griffith Observatory           | 7. Exposition Park Rose Garden - |
| 2. Los Angeles Maritime Museum    | and other community gardens      |
| 3. Banning Residence Museum       | 8. Orcutt Ranch                  |
| 4. Cabrillo Marine Aquarium       | 9. Campo de Cahuenga             |
| 5. Travel Town (in Griffith Park) | 10. Barnsdall Art Park           |
| 6. Fort MacArthur                 | 11. Drum Barracks Museum         |

Due to the number of locations this department oversees, they are able to offer a wide range of recreational, educational, and cultural programs. They also provide plenty of entertainment opportunities in different locations during the winter and summer time.

For more information on the Department of Recreation and Park's facilities, services, events, and activity registration, please consider the following:

- Visit: [www.LAparks.org](http://www.LAparks.org)
- Dial: (213) 202-2700
- Email: [RAP.Publicinfo@LACity.org](mailto:RAP.Publicinfo@LACity.org)

## **DEPARTMENT OF TRANSPORTATION**

The Department of Transportation is responsible for the development of plans to meet the ground transportation needs of the traveling public and commerce. This department also has authority over the conceptual planning and operation of the City's streets and highways system. This department is also responsible for the following duties:

1. Studies traffic problems
2. Designs, installs and maintains traffic signs, signals, parking meters, street name signs, line stripping, and other transportation controls
3. Develops and operates bus transit programs for the general public, the elderly, and the disabled
4. Coordinates the development of off-street parking
5. Enforces parking regulations

6. Collects parking violation revenues
7. Collects meter parking revenue
8. Provides for intersection control
9. Provides crossing guard services at public and parochial schools

For more information regarding the department's services, duties, projects, and more, please consider the following:

- Visit: [ladot.lacity.org](http://ladot.lacity.org)
- Dial: (213) 972-8470
- TDD: (213) 977-7032
- Email: [ladot@lacity.org](mailto:ladot@lacity.org)

## **DEPARTMENT OF YOUTH DEVELOPMENT**

The Olivia Mitchell LA City Youth Council has established its first citywide cohort. The council seats 30 empowered youth from across the City who will serve a 1-year term. During their term, members learn about the inner working of local government, drive special community projects and civic events, and make policy and budget recommendations to elected and civic leaders of the City. The council is dedicated to improving the well-being, safety and achievement of young Angelenos.

The City's Youth Development Department (YDD) and Department of Neighborhood Empowerment (EmpowerLA) oversee the LA City Youth Council, which honors the legacy of a public servant and living icon, Olivia Mitchell. Her passion for mentoring young Angelenos and love for our city has inspired countless government and community leaders over several decades.

- Visit: [YouthCouncil.LAcity.org](http://YouthCouncil.LAcity.org)
- Dial: 3-1-1
- Email: [YDD@LAcity.org](mailto:YDD@LAcity.org)

## **FIRE AND POLICE PENSIONS DEPARTMENT**

The Fire and Police Pensions Department administers the Fire and Police pension system for all uniformed fire, paramedic, and police employees. The department is responsible for the investment of pension funds in stocks, bonds, real estate and money market instruments.

To find more information on this department's resources and services available for all members, commission updates, forms and publications, investments, and more please consider the following:

- Visit: [www.LAFPP.com](http://www.LAFPP.com)
- Dial: (213) 279-3000
- Email: Pensions@LAFPP.com

## DEPARTMENT OF WATER AND POWER

The Department of Water and Power is responsible for supplying the city and its inhabitants with water and electric energy. They are also responsible for various educational programs provided for schools and the community, developing various projects regarding fresh water and power, as well as provide support to the neighborhood council system and more.

For residential and commercial customers, or business partners please visit: [www.LADWP.com](http://www.LADWP.com) to log into your account to pay your bills, sign up for rebates, start or turn off services, and more.

For additional information on the projects and resources available for the community regarding water, power, upcoming community events, educational programs, sustainability projects, finances and reports, careers, and more. Please consider the following:

- Visit: [About LADWP](#)
- Dial: (800) 342-5397
- To submit a service request, send an email, or visit a DWP Customer Service Center, please visit: [Contact LADWP](#)
  - Their service requests include Billing/Account Issues, Water Conservation, Power Outage/Water Trouble, Website Issues, Payments, and more.

## ECONOMIC WORKFORCE DEVELOPMENT

The Economic and Workforce Development Department's goal is to steer economic development in a manner that yields thriving businesses, creates job training, and career opportunities for the City of LA.

This department works hard to deliver strong and committed workforce, sustainable neighborhoods, and profitable communities through LA. A few other key functions of this department include:

1. Business-Source Centers
2. Economic Development
3. Work-Source Centers
4. Youth-Source Centers
5. Hire LA's Youth, Summer Youth Employment Program
6. Day Labor Centers

To find your nearest service center, please use the following links:

1. WorkSource Centers: [WorkSource Centers Location Map](#)
2. BusinessSource Centers: [BusinessSource Centers](#)
3. YouthSource Centers: [YouthSource Centers](#)

For more information on the department's services and resources available for businesses & real estate, bid opportunities, quick links, programs, and projects, please consider the following:

- Visit: [EWDDLAcity.com](#)
- Dial: (213) 744-7300
- Send an email here: [Contact EWDD](#)
- Employment Resources: [EWDD Employment](#)

## **EL PUEBLO DE LOS ANGELES HISTORICAL MONUMENT AUTHORITY**

The Department of El Pueblo de Los Angeles Historical Monument Authority manages 27 historic buildings all around the Old Historic Plaza site. Las Angelitas del Pueblo offer free docent-led walking tours of El Pueblo de Los Angeles Historical Monument, home to the Pico House, Olvera Street, the Avila Adobe and other remnants of the City's past.

To schedule a free tour, please visit: [Las Angelitas Tours](#). For special reservation requests or groups of 10 or more, please call (213)628-1274 or email [EPTours@LAcity.org](mailto:EPTours@LAcity.org)

For more information on this department's commission, events and activities, please consider the following:

- Visit: [Elpueblo.LAcity.org](#)
- Dial: (213) 485-6855

## EMERGENCY MANAGEMENT DEPARTMENT

The Emergency Management Department coordinates the interdepartmental preparedness, planning, training, and recovery activities of the City's Emergency Operations Organizations, its divisions, and all City departments. They also serve as the City emergency preparedness liaison with other municipalities, state and federal agencies, and the private sector.

EMD has five divisions which consists of administrative staff and specialists who works with City departments, municipalities, and a vast majority of community-based organizations. All these efforts are made to ensure that the City and its residents have the resources and information needed to prepare and respond from emergencies, disasters and significant events.

To sign up for free City of LA Emergency Alerts, please visit: [NotifyLA](#).

To find out more information and resources about this department, as well as the trainings and emergency alerts they provide, please consider the following:

- Visit: [Emergency.LAcity.org](#)
- Dial: (213) 484-4800
- Email: [EmdCommunications@LAcity.org](mailto:EmdCommunications@LAcity.org)
- Ready Your LA Neighborhood Program: [RYLAN](#)
- EMD Training and Exercise Resources: [City of LA Training and Exercise](#)
- Fire Recovery Resources: [Recovery Information](#)

## GENERAL SERVICES DEPARTMENT

The Department of General Services provides centralized support services to City departments, elected officials, and non-City organizations, as directed by the Mayor and City Council.



The department's responsibilities include:

1. Purchasing
2. Materials Management & Warehousing
3. Maintenance and repair of the City's vehicle and helicopter fleets
4. Testing of soils, asphalt, and building construction materials
5. Printing and duplication services
6. Construction and maintenance of City-owned buildings
7. Property leasing and management
8. Custodial, recycling & moving services, security, and parking services for City facilities
9. Coordination of and logistical support for:
  - a. Special Events
  - b. Mayor's Inauguration
  - c. Fundraisers for Charitable Organizations

To do business with the city, use the GSD service portal, or access any of their other services and resources provided online please visit: [GSD.LAcity.org](http://GSD.LAcity.org) or dial 3-1-1 to get connected to their department.

## **HOUSING AND COMMUNITY INVESTMENT DEPARTMENT**

HCIDLA is committed to building sustainable neighborhoods through affordable housing development and preservation, code enforcement, rent stabilization, human and community services. HCIDLA administers the following community service programs previously operated by the former Community Development Department:

- |                                      |  |
|--------------------------------------|--|
| 1. Family Source Centers             | 6. Human Relations Commission                  |
| 2. Office of Traffic Safety          | 7. Commission on Community and Family Services |
| 3. Domestic Violence Services        | 8. Administration of the Consolidated Plan     |
| 4. Community Action Board            | 9. Environmental Review                        |
| 5. Commission on the Status of Women |  |

HCIDLA also manages the entire portfolio of programs and services managed by the previous Los Angeles Housing Department (LAHD) such as the following:

- |                                    |                                       |
|------------------------------------|---------------------------------------|
| 1. Rent Stabilization              | 6. Neighborhood Stabilization Program |
| 2. Compliance                      | 7. Lead Abatement                     |
| 3. Code Enforcement                | 8. Affordable Housing Trust Fund      |
| 4. Housing Finance and Development | 9. Asset Management                   |
| 5. Homeownership Program           | 10. HOPWA                             |
|                                    | 11. Handyworker Program               |

To find more information on the resources and services provided by HCIDLA on matters ranging from Supportive Housing, Accessible Housing, Community Services for Residents, Property Owners, and Business Partners, please visit: [HCIDLA2.LAcity.org](https://www.hcidla2.lacity.org) or dial (866) 577-7368 to get connected to their department.

## HOUSING AUTHORITY DEPARTMENT

The Housing Authority Department is one of the nation’s largest public housings authorities, and is the largest provider of affordable housing and rent assistance to low and very low-income households in the City of Los Angeles. The Housing Authority department owns and operates housing units and administers Section 8 Rent Assistance vouchers through a variety of programs. They also provide extensive economic development, employment, education, and social programs as a part of a commitment to foster healthy communities and promote economic self-sufficiency.

To find out more information about their housing programs, landlord information, new and department updates, please visit: [www.HACLA.org](https://www.HACLA.org) or contact this department’s main office by calling (833) 422-5248.

If you would like to contact a different division in charge of specific programs within this department, please visit: [Contact HACLA](#).

## INFORMATION TECHNOLOGY AGENCY

The Information Technology Agency is responsible for planning, designing, implementing, operating and coordinating the City’s information technology systems and networks.

They are responsible for the delivery of information processing and communications services. This department provides all telecommunications regulatory services, cable television licensing and franchise enforcement, municipal cable programming and utilization, operates the City's cable channel, and related matters.

For more information on ITA, please consider the following:

- Visit: [ITA.LAcity.org](http://ITA.LAcity.org)
- Dial: (213) 978-3311
- Submit a request/message here: ITA-eExecutiveAdmins@LAcity.org
- To view ITA's news, please visit: [ITA News](#)

## **LOS ANGELES CITY EMPLOYEES' RETIREMENT SYSTEM (LACERS)**

The LACERS's City department is vested with the exclusive management control of the investments of Los Angeles City Employees' Retirement Fund. This department is also charged with the administration of provisions of the City Charter and Administrative Code relative to the retirement, disability, and death benefits provided for all City employees, with the exception of the sworn forces of the Fire and Police departments, and the employees of the Department of Water and Power. LACERS provides retirement benefits for over 60% of City employees, both active and retired. Their duty is to prudently manage the pension fund portfolio to offset payment costs of the pension benefits and retiree health care premiums of members.

To access your LACER's account, please visit: [LACERS Login](#)

For additional member information, resources, and services provided by LACERS, please consider the following:

- Visit: [www.LACERS.org](http://www.LACERS.org)
- Dial: (800) 779-8328
- For General Information email: LACERS.services@LACERS.org
- For Health Benefits email: LACERS.Health@LACERS.org
- To obtain specific forms and sheets, please visit: [LACERS Info Sheets](#).

## LOS ANGELES FIRE DEPARTMENT

The Fire Department provides fire protection, rescue, and emergency medical services for nearly four million Los Angeles citizens, and for the City of San Fernando. Under this department, high level of professional service is conducted through 5 main bureaus which perform separate vital functions:

1. Administrative Services Bureau
2. Training and Support Bureau
3. Bureau of Emergency Operations
4. Bureau of Fire Prevention and Public Safety
5. Emergency Services Bureau

To find your local fire station with their address and telephone number, please visit: [Find Your Station](#)

For more information on disaster readiness and preparedness, services, and resources provided for the community by the LA Fire Department, please consider the following:

- Visit: [www.LAFD.org](http://www.LAFD.org)
- For emergencies, please dial 9-1-1.
- For the latest LAFD alerts, please visit: [LAFD Alerts](#)
- Quick links for fire prevention, local community resources, and safety alerts are available on their website.

## LOS ANGELES MEMORIAL COLISEUM

The LA Memorial Coliseum is the home of the LA Rams and USC Trojans's football team. This location hosts different types of events and sports games throughout the year. If you would like to take a tour of this location, host an event, or purchase event tickets, please consider the following:

- Visit: [www.LAColiseum.com](http://www.LAColiseum.com)
- Dial: (213) 747-7111
- Email: LAMCinfo@usc.edu
- Their staff directory can also be found here: [Contact LAMC](#)

# LOS ANGELES POLICE DEPARTMENT

The Police Department has the duty and power to enforce the penal divisions on the City Charter, the ordinances of the City, and the Laws of the state and the nation for the purpose of protecting people and property for the preservation of peace within the community. This department is in charge of the following duties:

- |   |                                       |
|---|---------------------------------------|
| 1. Engages in patrol                      | 6. Detentions of arraigned persons    |
| 2. Prevention of crime                    | 7. Regulation of traffic              |
| 3. Investigation of reported crimes       | 8. Investigation of traffic accidents |
| 4. Apprehension of suspects               | 9. Custody of property                |
| 5. Gathering and presentation of evidence | 10. Staff services as necessary       |

In addition to the previously mentioned services, LAPD also investigates and regulates solicitations for charitable agencies, and determines eligibility of charitable organizations for exemption from payment of license and permit fees. They also investigate applicants, issue licenses, and regulate the conduct of bingo games in the City.

For more information on the endless resources provided for the community, crime information, and how to get involved with LAPD please consider the following:

- Visit: [LAPDonline.org](http://LAPDonline.org).
- For emergencies, please dial: 9-1-1
- For non-emergencies, please dial: (877) 275-5273 (877-ASK-LAPD)
- Find your local Police Station here: [Community Police Station Address Directory](#)
- To file a complaint or commendation, please visit: [Report Employee Misconduct](#)

## LOS ANGELES PUBLIC LIBRARY

The Los Angeles Public Library provides free and easy access to information and opportunities to life-long learning. These opportunities include a variety of programs and services for infants, children, teens, and adults. The LAPL is one library that can be accessed through a Central Library downtown, 8 regional branch libraries, 55 community branches, 4 bookmobiles, and the internet. All LAPL provide state-of-the-art technology that includes the following:

1. Computerized catalog of library materials
2. Internet access
3. Databases for a wide range of topics
4. Information about library locations
5. Hours of service
6. Events

You can also reserve materials and have them delivered from anywhere in the system to your local LAPL facility.

For more information on e-card registration, all their resources, and programs available for all ages, please consider the following:

- Visit: [www.LAPL.org](http://www.LAPL.org)
- Find your local library and their contact info at: [LA Public Library Branches](#)
- To send a message regarding general comments or suggestions, please visit: [Contact LAPB](#)
- Dial: (213)-228-7000

## LOS ANGELES WORLD AIRPORTS

The Los Angeles World Airports is responsible for the management, supervision, and control of all airports and airport facilities under the jurisdiction of the City of Los Angeles. These airports are the following, and among the busiest in the world:

1. Los Angeles International Airport (LAX)
2. Ontario International Airport (ONT)
3. Van Nuys Airport (VNY)
4. Palmdale Regional Airport (PMD)

To find information about doing business with LA Airports, Environment updates and programs, employment opportunities, and governance all forms, agendas, management, and updates please consider the following:

- Visit: [www.LAWA.org](http://www.LAWA.org)
- Dial: (855) 463-5252
- Email: [Infoline@LAWA.org](mailto:Infoline@LAWA.org)

## **LOS ANGELES ZOO**

The Los Angeles Zoo nurtures wildlife and enriches the human spirit. Accessible to everyone who lives in or visits the Los Angeles area, the Zoo is a great place to explore with family and friends. The Zoo is committed to education and conservation of all exotic animals. This location offers the following:

1. LA Zoo educational tours led by volunteer docents
2. Educational Programs for all ages
3. Host different types of events
4. Community Outreach
5. Volunteer and Internship Opportunities

For more information on how to get involved with the LA Zoo, visit, host an event, or check out their resources and educational opportunities, please consider the following:

- Visit: [www.LAZoo.org](http://www.LAZoo.org)
- Dial: (323) 644-4200
- Email: [info@LAZoo.org](mailto:info@LAZoo.org)
- Submit a request or inquiry here: [Contact LA Zoo](#)

## **OFFICE OF THE CITY ADMINISTRATIVE OFFICER**

The City Administrative Officer (CAO) is the chief financial advisor to the Mayor and the Council. The CAO's mission is to provide sound advice and recommendations to the Mayor and Council on the fiscal condition, financial status, and future needs of the City to promote productivity, economy, and efficiency in the conduct of City government so the available resources provide the greatest benefit possible to the residents of the City.



The CAO primary responsibilities include:

1. Budgets, grants, and financial analysis
2. Debt management and investor relations
3. Employee relations
4. Asset management
5. Municipal facilities and physical plant capital project oversight
6. Disaster grant administration

To find helpful links to forms and resources, or more information about the CAO and their various services, plans, presentations, programs, and projects, please consider the following:

- Visit: [CAO.LAcity.org](http://CAO.LAcity.org)
- Dial: (213) 473-7500
- Send the CAO an email here: [Contact CAO](#)
- To directly contact one of the multiple CAO's offices, please refer to their directory here: [Contact Us](#).

## OFFICE OF THE CITY ATTORNEY

The City Attorney (As of 2022, Hydee Feldstein Soto) is elected by the people of Los Angeles to represent the City, and serves as a legal advisor to the Mayor, City Council, all City boards, departments, officers, and entities. The City Attorney provides advice and opinions on the matters of:

1. Municipal concerns
2. Examines contracts
3. Ordinances as to form and legality
4. Interprets City Charter, federal and state statutes, and other laws that govern LA

As the City Attorney, they prosecute all misdemeanor criminal offences and infractions that occur in the city. This includes domestic violence, child abuse, driving under the influence of alcohol or drugs, theft, and assault. The City Attorney is also a resource for victims and witnesses of crimes, provides a network of referral services, as well as crisis intervention and support.

Additionally, the City Attorney administers several citywide crime prevention initiatives focused on preserving the quality of life throughout Los Angeles' neighborhoods, including the Neighborhood Prosecutor Program and the Citywide Nuisance Abatement Program.

For more information about how the City Attorney plays an important role for our city, please consider the following:

- Visit: [www.LACityAttorney.org](http://www.LACityAttorney.org)
- Dial: (213) 978-8100
- Send an email/message to the City Attorney Office here: [City Attorney - Get Help](#)

## OFFICE OF THE CITY CLERK

The Office of the City Clerk promotes and facilitates programs in support of the Mayor and City Council's economic development initiatives. They are also responsible for the following:

1. Maintaining a record of all Council proceedings
2. Maintaining the official City records and archives
3. Administer City elections
4. Provides special presentations for the Council and the public
5. Special administrative and personnel services to the Council and Mayor
6. Provide staff assistance to Council committees
7. Provide a records management service for all City departments
8. Receive and record all claims filed against the City

For more information regarding their election services, resources, BIDS, and more, please consider the following:

- Visit: [Clerk.LAcity.org](http://Clerk.LAcity.org)
- Dial: (213) 978-1133
- Email: [Clerk.CPS@lacity.org](mailto:Clerk.CPS@lacity.org)
- For an office directory and emails, please visit: [Contact City Clerk](#)
- For information on the NC Funding program, please visit: [NC Funding Program](#).

## OFFICE OF THE CITY CONTROLLER

The City Charter establishes the Controller as an elected official and gives the Controller the responsibility for serving as the auditor and chief accounting officer of the City. The Controller is required to exercise general supervision over the accounts of all officers and departments of the city, including the independent departments of Airports, Water and Power, and Harbor. The Controller also prepares the official financial reports for the City and is responsible for financial and performance audits of all City Departments and programs. The current Controller is Kenneth Mejia, as he was elected in 2022.

To review the Controller's office reports and data, or find more information on doing business with the city or general services, please consider the following:

- Visit: [LAController.org](https://www.lacounty.gov/ctr)
- Dial: (213) 978-7200
- For general inquiries, email: [Controller.Mejia@LAcity.org](mailto:Controller.Mejia@LAcity.org)
- For scheduling inquiries, email: [CTR.scheduling@LAcity.org](mailto:CTR.scheduling@LAcity.org)

## OFFICE OF FINANCE

The Office of Finance carries an important responsibility to ensure the 4-million entrepreneurs, visionaries, and leaders of LA have the necessary services and the city infrastructure to thrive. As the City of LA's primary revenue generator, the Office of Finance engages in pursuit of excellence in financial management for the city, its residents, and its businesses. They also collect taxes and revenue licenses, permits, and fees other than those administered directly by other city departments.

Finance serves as the custodian of all money deposited in the City Treasury, including managing the City's investment portfolio and cash debt management programs. They also collect City taxes and revenue licenses, permits, and fees other than those administered directly by other City departments.

Overall, they aim to provide efficient, effective, and responsible revenue collection and treasury services through a customer focused environment to taxpayers and City departments through management, assessment and application of best practices.

For more information on the Office of Finance's tax collection, treasury, online services, and more, please consider the following:

- Visit: [Finance.LAcity.org](http://Finance.LAcity.org)
- Dial: (844) 663-4411
- Email: [Finance.customerservice@LAcity.org](mailto:Finance.customerservice@LAcity.org)
- To view or request online services, please visit: [Online Taxpayer Services](#)
  - Online services include Business Registration, Renew Permits, Online Bill Pay, Tax Forms, Penalty Waiver Request, Paperless Statements, Update your Taxpayer Information, and Reports.

## **OFFICE OF PUBLIC ACCOUNTABILITY**

The Office of Public Accountability is a city department established by voter approved Charter Amendment I (adopted March 8, 2011) in order to shed greater light on the DWP's operations and finances. They also serve as an independent watchdog, charged with analyzing proposed increases in water and power rates on a timely and continuous basis.

To access all their reports and useful links, please visit: [OPA.LAcity.org](http://OPA.LAcity.org) or dial (213) 978-0220 for further assistance.

## **PERSONNEL DEPARTMENT**

The Personnel Department is mainly responsible for all things related to employment and offering various resources to City employees. For starters, they oversee recruiting employees, administering competitive examinations, and establishing eligible lists for employment. This department also recruits and examines sworn police and fire candidates, as well as conduct their background investigations. The Personnel Department establishes the rules and regulations governing the promotion, transfer, leave of absence, removal, and reinstatement of City employees.

In addition, they also administer the following:

1. The City's classification plan and affirmative action
2. Equal employment programs
3. Pre-employment health examinations
4. Workers' compensation program
5. Vocational rehabilitation for City employees
6. Provides medical care for persons in custody of the Police Department
7. City's Trip Reduction/Commuter Services Program
  - a. Includes ridesharing, vanpooling, mass transit subsidies, and employee parking.

The Personnel Department assists other departments with:

1. Maintaining a variety of employment records for all City employees
2. In-service training, placement, and counseling
3. Administers employee health and dental insurance, and other benefit programs
4. Investigates grounds for removal or suspension of employees
5. Investigates discrimination complaints
6. Conduct hearings

For additional information on the many resources available from the Personnel Department, services provided, employment, and more, please consider the following:

- Visit: [Personnel.Lacity.org](http://Personnel.Lacity.org)
- Dial: (213) 473-9311
- To contact a specific division via email, please refer to their website's home page.
- To apply for a position in the City of LA, please visit: [Government Jobs - LA City](#)
- Please view "Job Seeker" tab on the website for additional info and resources.

## **PORT OF LOS ANGELES**

The Port of Los Angeles encompasses 7,500 acres of land and water along 43 miles of waterfront. With both passenger and cargo terminals including automobile, breakbulk, container, dry and liquid bulk, and warehouse facilities the Port handles billions of dollars' worth of cargo each year.

This thriving seaport not only sustains its competitive edge with record-setting cargo operations, but is also known for groundbreaking environmental initiatives, progressive security measures, and diverse recreational and educational facilities along the LA Waterfront.

The Port's mission is to deliver value to customers by providing superior infrastructure and promoting efficient operations that maintain our essential role in the nation's economy and transportation network as North America's preferred gateway and catalyst for job growth.

For more information regarding the Port's operations, Environmental projects, business and community resources, please consider the following:

- Visit: [www.PortofLosAngeles.org](http://www.PortofLosAngeles.org)
- Dial: (310) 732-3508
- Email: [Community@PortLA.org](mailto:Community@PortLA.org)

## **PROJECT RESTORE**

Project Restore is a 501(c)(3) organization dedicated to the restoration and maintenance of valuable City buildings, preserving these landmarks in order to maintain the culture and history that reside in them. This organization is a broad coalition of community, labor and industry representatives, preservationists committed to rehabilitating the buildings, monuments and public spaces which define our communities' rich cultural heritage. They also work in close cooperation with the elected leadership of the City of Los Angeles and the public employers who construct, operate, and maintain facilities.

For more information on Project Restores events and ongoing projects - please consider the following:

- Visit: [www.Projectrestorela.org](http://www.Projectrestorela.org)
- Dial: (213) 978-0283
- Email: [Project.Restore@LAcity.org](mailto:Project.Restore@LAcity.org)
- To make a donation, please visit: [Donate to Project Restore](#)

