



Eric Garcetti  
Mayor



From the desk of  
Nazario Saucedo, Director  
Bureau of Street Services



### Replacement of the Living Infrastructure

There are approximately 700,000 street trees growing in the City's public right-of-way. Trees provide shade, aesthetics, positive psychological effects, and a multitude of environmental benefits that are often taken for granted.

The City's Sidewalk Repair Program (SRP) preserves many trees in place, but some trees must be removed in order to replace damaged sidewalk. Per the city's tree replacement policy, the



BSS ensures that two new trees are planted for each tree that that is removed. Our Urban Forestry Division (UFD) has taken the very important task of watering all newly planted trees in areas improved by the SRP. The goal of this important task is to ensure that all newly planted trees thrive and to make our street tree population the most sustainable in the Nation.

### City Employee Recognition

Recently, the Board of Public works (BPW) recognized staff participation in the Society of Hispanic Professional Engineers, Los Angeles Chapter (SHPE LA). The event was hosted and led by BPW Commissioner Luz Rivas and Ms. Adilia Clerk from our Engineering Division was among the honorees (third from the left).



SHPE was founded over 40 years ago by a group of engineers employed by the City of Los Angeles with the great cause of spreading awareness and access to STEM within the Hispanic community. Congratulations Adilia and to all the engineers who were recognized!

### Bureau Senior Investigators are Graduating from LAFD Leadership Academy

#### Leadership Academy

On Thursday October 5, 2017, Lt. Debra Scott and Lt. Karen Bowie of the BSS Investigation and Enforcement Division graduated from Los Angeles Fire Department Leadership Academy.

The Leadership Academy is an intensive graduate level course that lasts four months. The foundation for the Leadership program was developed at the United States Military Academy at West Point and was adapted to the leadership concerns of the fire service and other public safety entities today.



We thank our brothers and sisters of the admirable Los Angeles Fire Department for inviting our enforcement managers to participate in such an important training class.

### Methods and Standards Division: Measuring Performance

This month marks the third year anniversary of the Bureau's Methods and Standards Division which was created to optimize resource allocation and improve process flows. Since Methods and Standards has been in existence response times to pothole repairs and other key services have been drastically reduced.



Since its inception, technology has strategically been incorporated into service processing methods and a new Customer Relation Management (CRM) system has been implemented to sustain a high level of customer service response unseen for a large municipality like the City of Los Angeles.

The division continues to search for new technologies to optimize operations and to create Bureau efficiencies.



## BUREAU OF STREET SERVICES

To request services, please call 311 or visit us online at <http://bss.lacity.org/request.html>



The Department of Public Works is the City's third largest department and is responsible for the design, construction, renovation, operation, and/or maintenance of public facilities and infrastructure including: municipal buildings, water treatment facilities, streets, bridges, sidewalks, street lights, and the urban forest. To learn more about the Department of Public Works, visit [www.bpw.lacity.org](http://www.bpw.lacity.org)

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