



Public Works has been honored with seven awards for excellence by the County's Quality and Productivity Commission.

The Department's innovative C.A.R.E. (Coordinated Agency Recovery Effort) program, developed by the Public Relations Group, received a prestigious Top Ten Award while the Water Resource Division's Groundwater Recharge program was named as the County's Mega Million Dollar recipient.

The Commission also recognized with special plaques and certificates five other outstanding Department programs and services.

Public Works honored with Productivity and Quality Awards

The presentations were made during the 25th Annual Productivity and Quality Awards ceremony, held recently at the Dorothy Chandler Pavilion. During the luncheon ceremony, the Commission recognized 25 County departments with awards for 74 projects.

The Program was established by the Commission in 1987 to recognize programs that take an innovative

approach to improve services and cost savings.

Since its inception, the program has recognized more than 3,400 projects that have resulted in estimated cost savings to the County of more than \$3.6 billion.

Public Works Director Gail Farber, who joined award-winning project team

members at the ceremony, said the recognition by the Quality and Productivity Commission was another example of the continuing innovation and dedication of the Department's employees.

"Once again we demonstrate excellence across the board in a diverse variety of projects," Farber said. "We all share in these awards, and we should all be proud."



Glen Joe, Sheriff's Department Productivity Manager; Nicole Nishida, Sheriff's Department; LA County Mayor Michael D. Antonovich; County CEO Bill Fujioka; Emma Ayala of PRG, Public Works Productivity Manager; Kathy Salama of PRG; Bob Spencer of PRG, Public Works Productivity Manager; Christian Garcia of PRG; William A. Sullivan, Quality and Productivity Commissioner; Captain David Silversparre, Sheriff's Department; Sheriff Lee Baca, Sheriff's Department; Fire Chief Daryl L. Osby, Fire Department; Deputy Chief Mike Metro, Fire Department; Chief Neal Tyler, Sheriff's Department; Public Works Assistant Director Mark Pestrella; Public Works Director Gail Farber; and Assistant Fire Chief Bill Niccum, Fire Department.

Productivity and Quality Top Ten Award: The Coordinated Agency Recovery Effort

When winter storms threatened foothill communities with mud and debris flows in the wake of the 2009 Station Fire, the Board of Supervisors called for the development of an effective and coordinated public outreach plan to help save property and lives.

Public Works met and exceeded that call with C.A.R.E., the Coordinated Agency Recovery Effort, an unprecedented communications effort that utilized multi-agency communications specialists and combined old fashioned public presentations and door-to-door visits with cutting-edge internet and social media technology in order to reach thousands of at-risk residents.

As a result, public support of and confidence in the County's emergency response remained high and, more importantly, not a single life was lost.

While initially deployed to manage crisis communications, C.A.R.E. was also planned and developed to evolve into a communications model capable of creating collaborative public education and outreach campaigns on the Department's role within the community and how it touches the daily lives of residents. It has already been used to develop outreach programs covering watershed management, water conservation, and capital improvement projects.



LA County Mayor Michael D. Antonovich; County CEO Bill Fujioka; Public Works Director Gail Farber; Assistant Director Mark Pestrella; Assistant Deputy Director Chris Stone; William A. Sullivan, Quality and Productivity Commissioner; Emma Ayala of PRG, Public Works Productivity Manager; Adam Walden of WRD; Eric Baul of WRD; Bob Spencer of PRG, Public Works Productivity Manager; William Saunders of WRD.

Mega Million Dollar Award: Groundwater Recharge

Water Resource Management Branch Groundwater Recharge program was recognized for their water conservation efforts during the 2009-10 storm season resulting in over \$241,100,000 in cost savings/avoidance/revenue. The group, led by program manager Adam Walden, achieved new efficiencies in their efforts with over 40 percent increase in recharge above the average annual recharge during an average rainfall year. The stormwater captured also offset costly water purchases from outside the region and translates into cost avoidance to County residents. Additionally, through collaboration with water districts, the group coordinated the recharge of treated recycled water into the aquifers. Lastly, revenue was realized by using stormwater to operate two hydro-electric power plants at the San Gabriel Dam. The group's dedication to quality, efficiency, and productivity is commendable.

Special Merit Plaque – Single Use Bag Reduction & Recycling Program

Plastic bag litter accounts for as much as 25 percent of the litter stream, and Public Works spends more than \$24 million annually for prevention, cleanup, and enforcement efforts to reduce litter, including plastic bags which are very effective at clogging storm drains. The Single-Use Bag Reduction & Recycling Program, headed by Los Angeles County and Public Works' Environmental Programs Division, collaborated with the plastic bag industry, retailers, supermarkets, environmental groups, local government, and the public to phase out plastic bags while increasing the use of reusable bags. During the County's Brag About your Bag® campaign over 50,000 reusable bags were distributed and 40,000 single-use plastic bags were collected in just 1 year.

Traditional Plaque – Building Permit Viewer

Building and Safety Division along with Information Technology Division developed a Building Permit Viewer, a web-based Geographic Information System (GIS), to access building and property records on-line. The Building Permit Viewer has improved the speed and ease of access to valuable public data, reduced the need for office space and equipment, made records more widely accessible, and allowed users to see all the data from multiple systems in one single application. The system has created a platform that will allow Public Works to expand the available information on-line for public use via the Internet. By making records available to the public, development professionals, the real estate industry, and government agencies, information is readily available and records can be viewed at their convenience eliminating the need to travel to a district office. Additionally, many of the older permits can be read more easily in the electronic format because of improved contrast and the ability to zoom into difficult-to-read text.

The Department also received Certificates of Recognition for:

- **Report a Violation** - a web-based application (<http://dpw.lacounty.gov/bsd/rav/>) for constituents to report suspected property code violations;
- **Annual Women's Leadership Conference Series** - which develops projects and promotes leadership opportunities for women; and
- **Stormwater Best Management Practices** - a standardized application and evaluation process for vendors of proprietary stormwater quality treatment devices.