

Emergency Safety and Shelter Task Force Letter

EXHIBIT A

Background:

The VNC Safety and Shelter Task Force was established in September, 2011 to focus on resolving the long term problems at Venice Beach. The Task Force has used the mission statement below as our guide.

Mission Statement:

To create consensus in the community around ways to foster a safer community for all Venice residents, businesses and visitors, including children, the elderly, beach visitors, tourists and the homeless) by using both public and private sector resources to address health, public safety and shelter issues in the ocean front walk area.

The VNC Emergency Safety and Shelter Task Force successfully convinced the City to fund and open a 70 bed emergency shelter in mid October, a month and a half earlier than expected. On December 1, annual Winter shelters opened around the City, serving 200 people in WLA and Inglewood alone. On December 2, the City began leafletting Ocean Front Walk with flyers indicating that OFW is a park that closes at 12:30 am (and began informing people sleeping out that sleeping will no longer be allowed).

A new City ordinance (LAMC 42.15) regulating illegal vending on Venice Beach will take effect 30 days after passage on *December 13, 2011*. The above actions, moving to install higher wattage lighting on OFW by February, 2012, and establishment of the City/County panel to study feasibility of a pilot program for year round emergency shelters targeted to specific populations (i.e. women, youth, men, families), will cumulatively serve to improve the situation on OFW.. In addition, area business have begun discussions by business owners and to research the establishment of a Business Improvement District on OFW, similar to successful efforts in other parts of the City.

and ccs : LETTER TO CITY Officials

Mayor Antonio Villaraigosa, Councilman Bill Rosendahl, City Attorney Carmen Trutanich, LAPD Chief Charlie Beck, Capt. Jon Peters, Supervisor Zev Yaroslavsky, The Los Angeles Homeless Services Authority, and social Service Agencies (St. Joseph Center, PATH, First to Serve, etc).

RE: Ocean Front Walk Neighborhood in Venice

The Venice Neighborhood Council wishes to thank Mayor Villaraigosa, Councilman Rosendahl, LA County Supervisor Zev Yaroslavsky, City Attorney Trutanich, LAPD Chief Beck and Pacific Division Captain Peters, Mike Arnold, Executive Director and members of the Los Angeles Homeless Services Authority Commission for being responsive to community concerns about the emergency situation on Ocean Front Walk and for being committed to moving towards further resolution effectively and compassionately, working in close partnership with the Venice community.

The Venice Neighborhood Council applauds the decision to actively inform people that sleeping in the park will no longer be allowed. This action coincided with the opening of the annual Winter Shelter to its full capacity. In accomplishing the closure notification by sensitively engaging people, and in cooperation with outreach by social services agencies, the City has set an example of leadership in community policing and community involvement.

The multiple issues on Venice Beach require a resolute commitment that resists hysteria and demands for instant gratification. Instead, we are steadfastly steering a steady course, and our consistent and creative efforts are showing results. The key to a non-confrontational, positive approach has been in bringing together the City and County's resources with those of non-profits for outcomes that benefit all of us. We still have plenty of work to do, but the VNC is encouraged by the forward momentum.

The VNC applauds the passage of the City's ordinance (LAMC 42.15) to regulate illegal vending on Ocean Front Walk on December 13. The VNC and the community have fought long and hard towards restoring a legally defensible law regulating the proliferation of illegal vending, while protecting free speech and artistic expression, so that the boardwalk once again becomes a welcoming environment for tourists, residents, artists and businesses to enjoy.

In expectation of a good year and in gratitude for your service,

Linda Lucks
President

cc: Herb Wesson, President, LA City Council
Mike Arnold, LAHSA
Board, Venice Neighborhood Council
VNC Emergency Safety and Shelter Task Force

Support for a letter to Improve OFW lighting and safety EXHIBIT B

November 15, 2011

To: The Honorable Councilman Bill Rosendahl, Captain Jon Peters, LAPD

RE: Improving existing lighting and safety in the commercial “T” zone on Ocean Front Walk and increased LAPD night patrols

Dear Councilman Rosendahl and Captain Peters,

The Board of the Venice Neighborhood Council is writing this letter in support of improving the existing lighting and safety on Ocean Front Walk, starting now from North Venice Blvd up to Clubhouse and upgrading the four lights on Windward near Ocean front Walk.

Venice is the number one public tourist attraction in Southern California. As such it is an important job, revenue and tax generator for the city. The historic Windward area and Ocean Front Walk are key parts of Venice. These areas have over the past few years seen marked improvements by the city including those made to the park, skate board area and muscle beach. Added to this have been investments by private groups opening and improving restaurants and hotels, restoring historic murals and making other major improvements. Now the OFW is getting busy year round and into the night! Unfortunately, this area is plagued by illicit activity during the night. This situation has a detrimental effect on the area's prosperity, the enjoyment of these aforementioned improvements and the quality of life of the residents who live there.

The VNC supports three critical improvements we need in the area to help provide safety to residents and visitors alike.

1. Improving the lighting in the commercial “T” area (noted above), which is frequented by tourists and locals is a cost effective way of helping to change these problems. This is mainly a commercial area and these improvements will improve the quality of live for all residents and visitors. I strongly support the immediate improvement of the existing lighting on Ocean front walk and along Windward Ave.
2. Venice beach and OFW now has much more activity at night, especially in the commercial area on the boardwalk from Venice north to Clubhouse. We need increased police patrols on OFW at night, year round to maintain safety.

Please help make our community safer for visitors and locals and support the three simple requests mentioned above. Thank you.

Respectfully Submitted,

Linda Lucks
President

November 15, 2011

To: The Honorable Councilman Bill Rosendahl, Captain Jon Peters, LAPD

RE: Improving existing lighting and safety in the commercial "T" zone on Ocean Front Walk and increased LAPD night patrols

Via email:

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Please help make our community safer for visitors and locals and support the three simple requests mentioned above. Thank you.

Respectfully Submitted,

Linda Lucks
President



Venice Neighborhood Council

PO Box 550, Venice, CA 90294 / www.VeniceNC.org

Email: info@VeniceNC.org



EXHIBIT C

BongWong Kim
Department of Neighborhood Empowerment
334 B East 2nd Street
Los Angeles Ca 90012

Re: Community Improvement Projects

Dear Mr. Kim:

The Venice Neighborhood Council approved the following motion at its December 20, 2011, Board meeting:

Motion: The Venice Neighborhood Council resolves that Community Improvement Projects shall continue to be paid through the use of City issued P-cards and the Demand Warrant system.

Sincerely,

Linda Lucks
President, Venice Neighborhood Council

cc: Councilman Bill Rosendahl
Controller Wendy Gruel
BONC

EXHIBIT D

Marc Saltzberg answers to Vice-President Application questions
Questions:

1) Please explain why you wish to serve on the VNC Board Of Officers

Venice is my home, my community, the environment I live in. Like most people, I want to care for the place I live, and improve it if I can. I originally ran for a position on the VNC Board of Officer for just those reasons.

I wrote at the time of my first run: "[I want] to bring in new stakeholders and involve them in the issues facing our community. Making the VNC a body of stakeholders is at the heart of [the VNC's] bylaws and therefore the clear direction the Council needs to take."

I still feel the same way – I've spent four years working to involve stakeholders as the VNC's Outreach Officer; now I want to continue that work as Vice President and Chair of the Neighborhood Committee.

As Vice-President, I'll work with the VNC's Committees to continue our mission "to improve the quality of life in Venice by building community and to secure support from the City of Los Angeles for the resources needed to achieve our goals." My work in this area will be to help ensure that our committees develop the ideas and concerns of our stakeholders and present them clearly to the Board for deliberation and decision.

As Chair of the Neighborhood Committee I'll be working to involve our neighborhoods in that same process. My first goal will be expanding the Neighborhood Committee's membership to better represent the various neighborhoods and organizations in Venice. And, through the committee, to advocate for the needs of those neighborhoods as expressed by their representatives. Involving stakeholders through their neighborhoods will make us a better board and a more responsive one.

a) Have you served before on the VNC Board or other Neighborhood Council Board? If so, where and when?

I was first elected as Venice Neighborhood Council Community Outreach Officer in September, 2007, taking office in November of that year. I was re-elected in April, 2010, so have now served for 4 years.

b) Have you served on a VNC Committee? Which one and for how long?

I chair the Outreach Committee and have been a member of the Budget Committee since first elected to the Board. In 2008 I was a member of the Homelessness Taskforce, serving on it from its formation in February, 2008 until it was dissolved in May, 2008. While not a member of the Administrative Committee, I have been a regular attendee since I was elected to the Board in 2007 and frequently contribute to its deliberations under public comment.

c) Please state your professional qualifications or related experience relevant to this position.

Elected, Volunteer Positions

- Outreach Chair, Venice Neighborhood Council, 2007 to present
- Vice President, 53rd AD Democratic Congress, 2007 to 2009
- Los Angeles Area Vice President, California Democratic Council, 2005 to 2009
- President, West La Democratic Club, 2004 to 2006

Recent Political Experience

- Debra Bowen for Congress
- Ted Lieu for State Senate
- Obama for President
- Debra Bowen for Secretary of State
- Edgar Saenz for State Assembly
- Harman for Congress
- Rosendahl for City Council

Skills

- Strong background in Community organizing, committee management in volunteer organizations, Robert's Rules of Order and meeting management.
- Excellent understanding of the Neighborhood Council System, the Venice Neighborhood Council and Venice community issues.
- Plugged-in to City, County and State politics. Good understanding of City of LA services and financing.
- Demonstrated Public Relations, Community Outreach and Marketing skills.

d) How long have you been a stakeholder in the VNC area?

Over 12 years – I moved here in Feb, 1999.

2) Please list your previous and/or current neighborhood or community involvement.
See answer to Item 1, above.

3) Please list the three most pressing issues that you feel are facing the Venice Community.

The issues listed below are in no particular order of priority. And it could be argued that other issues belong in this group – issues like public safety, education, environment, visitor services, road maintenance.

- Homelessness & related issues (eg. Affordable Housing, Public Safety, Sanitation)
This issue dominates Venice. Since I started attending VNC Board meetings 5 years ago, the Board has dealt with this issue on several levels, and never without controversy. From OPDs to Roadmap to Housing, from St. Joseph's Center to Winter Shelter, from the Homeless Service Registry to PATH, from the Homelessness Task Force to the Homelessness and Vehicular Occupancy Committee, from the OPD election to VNC Officer Elections, the Venice community has been involved and engaged with the VNC, City of Los Angeles and other organizations and individuals on the issues surrounding the homeless.
- Mobility, Transportation and Parking
We face traffic gridlock every day – it's a source of frustration and stress - and represents hours of lost time. A major contributor to that gridlock is the lack of parking in Venice. Think what traffic on Abbot Kinney or Pacific might be like if we

could simply get cars off the road and into parking lots. Of course, traffic would still jam on Lincoln, Washington and Venice at rush hour. That's a tougher problem to solve; but we can work at it with better mass transit options, safer biking lanes, improved infrastructure and better land use decisions

- Land Use and Planning

The decisions we make today regarding land use are the decisions we'll have to live with tomorrow. We're fortunate to have the VNC Land Use and Planning Committee, one of the most respected in the city. But the committee has to function within a web of conflicting city and state laws and regulations that reflect the complexity of society into an ecosystem of developers, regulatory agencies, urban planning principals, guiding documents (such as the Venice Coastal Zone Specific Plan), commercial interests, and resident concerns and ambitions. The volume of proposals LUPC works with is staggering, the VCZSP is showing its age and the pressure to do more mounts. So far, the LUPC, and because of its work, the VNC, has kept its head above water. But I worry about the long term character of Venice.

4) What do you see as the primary roles of the Venice Neighborhood Council?

According to LA's City Charter, the purpose of Neighborhood Councils is: "To promote more citizen participation in government and make government more responsive to local needs... Neighborhood councils... shall have an advisory role on issues of concern to the neighborhood." The charter goes on to say that Neighborhood Councils should be enabled to provide input "prior to decisions by the City Council, City Council Committees and boards and commissions..." provide input on the City Budget, and... "monitor the delivery of City services in their respective areas."

Our roles, as defined by the City, are pretty clear. We can give advice – on a number of topics.

Typically, those topics are defined and represented by our standing and ad hoc committees. The standing committees, LUPC, Education, Neighborhood, Ocean Front Walk, and Arts (I've excluded those that are administrative or procedural in purpose) are recognized in our bylaws as representing long term issues that deserve the continual and consistent attention of the VNC. Our ad hoc committees are generally those that come together for a specific purpose for a short time.

Note: two of the three issues that I identified as being the "most pressing" facing the Venice community, Homelessness and Mobility, are not currently represented by a committee. At the same time, two of our ad hoc committees, Public Safety and Environment, deal with long-term, generalized issues that should be dealt with on a permanent basis. As Vice-President I will advocate a review of our standing committees by the board.

5) What is your Vision for Venice?

Venice is defined by its geography, its history, its culture and its residents.

Geographically we are a beach community and therefore a destination for visitors.

Historically we began as an independent city and that has had a lasting impact on the character of our community. *Culturally* we are an "artists enclave" with unknowns working in the same cultural environment as nationally and internationally renowned artists. *Residentially* our inhabitants are incredibly diverse – multi-ethnic, multi-national, multi-racial individuals from every economic class.

I live in Venice because I love our community. I want to maintain what I love, its diversity, its culture, its character and its emphasis on living vigorously, reveling in our environment.

At the same time I know that Venice exists in a much larger environment that makes claims on our community. We attract new people to live here, people who need jobs and places to live. We attract visitors who want to sample what we have, visitors that make demands on us for services even as they contribute to the "Venice Vibe."

We need to strive to balance what we have with the demands of the environment we live in. To expand into and participate in that environment without losing what we love about our community. To maintain our quality of life without being overwhelmed by the societal and environmental forces that surround us. If we can achieve that balance, tomorrow's Venice will still be a place we love living in.

Matthew Schildkret Answers to the Vice-President application questions.

Questions:

- 1) Please explain why you wish to serve on the VNC Board Of Officers.
 - a) Have you served before on the VNC Board or other Neighborhood Council Board? If so, where and when? **NO**
 - b) Have you served on a VNC Committee? Which one and for how long? **I have been a leading figure in the Occupy Venice movement. We have organized for the community outside of government. The movement has several working groups that I am apart of (e.g. Civic Engagement).**
 - c) Please state your professional qualifications or related experience relevant to this position. **I have a Masters in Urban & Regional Planning from the University of Michigan (did the 2 year program in 10 months). I have a B.S. in Public Affairs from Indiana University School of Public Environmental Affairs. I worked at the White House Council on Environmental Quality negotiating federal sustainability. I was the President of my fraternity in college. I have ran an architecture firm in D.C.. I have well over a decade of leadership training.**
 - d) How long have you been a stakeholder in the VNC area? **Since December 2010**
- 2) Please list your previous and/or current neighborhood or community involvement. **OccupyVenice. Venice Vibe Tribe (Yoga House). Gorilla gardening around Venice.**
- 3) Please list the three most pressing issues that you feel are facing the Venice Community. **Homeless/vagabond culture; lack of a greenway/too much pavement; no social integration between the gentrified members and the original Venetians.**
- 4) What do you see as the primary roles of the Venice Neighborhood Council? **The role I see is for the VNC to push the limits of creative government. We are Venice not some small suburb. People from all over the world look to us for the most contemporary ideas and civic movements. Are we doing our best?**
- 5) What is your Vision for Venice? **My vision for Venice is one were there is less pavement and more fruit trees. A Venice where the rents do not jump so quickly that it pushes out the creative class (which is exactly what Richard Florida, a well known urban planner says makes a city successful). A Venice where the beach is not covered with trash and vagabonds because we ignore the real problem; which is that these people need counciling, homes, work. A Venice where bicycles are what dominates the strees. A Venice where the streets are paved not topped over with tar. A Venice where the allies are cared for not neglected. A Venice where the community can provide vegetables for itself. A Venice where tourist think of Venice of a place of sustainability and creativity. Most of all I see a Venice where we end of becoming our own city again!**

EXHIBIT E

October 18, 2011

Honorable Eric Garcetti and Los Angeles City Council Members
Los Angeles City Hall
200 North Spring Street, Room 475
Los Angeles, CA 90012

Dear Council President Garcetti and Members of the Los Angeles City Council:

The Venice Neighborhood Council opposes the City Council's proposed plan to cancel Neighborhood Council Election and requests that the Los Angeles City Council immediately draft and pass an ordinance that provides temporary suspension of Section 20.36 of Division 20, Article 1, Chapter 3 of the Los Angeles Administrative Code requiring the City Clerk to conduct Neighborhood Council Elections during the months of April, May and June of each even-numbered year.

We further request that the City Council temporarily allow Neighborhood Councils to conduct their own elections according to rules set by the Department of Neighborhood Empowerment during fall of 2012 and that the FY 2012-2013 City Budget include \$3000 for each Neighborhood Council to conduct said elections and that the city budget includes sufficient funds to pay for the elections.

Sincerely,



Linda Lucks
President, Venice Neighborhood Council

Cc: Mayor Antonio R. Villaraigosa mayor@lacity.org
City Attorney Carmen A. Trutanich Ctrutanich@lacity.org

Community Impact Statement

The Venice Neighborhood Council demands/requests that the 2012 Neighborhood Council elections not be cancelled.

EXHIBIT F

CITY OF LOS ANGELES CALIFORNIA

BOARD OF NEIGHBORHOOD COMMISSIONERS

DANIEL GATICA
PRESIDENT

CARLENE DAVIS
VICE PRESIDENT

LINDA LUCKS
KAREN MACK
PAUL PARK
LEONARD SHAFFER

JANET LINDO
Executive Administrative Assistant
TELEPHONE: (213) 465-1360



ANTONIO R. VILLARAIGOSA
MAYOR

DEPARTMENT OF NEIGHBORHOOD EMPOWERMENT

334-B EAST SECOND STREET
LOS ANGELES, CA 90012

TELEPHONE: (213) 485-1360
TOLL-FREE: 3-1-1
FAX: (213) 485-4608
E-MAIL: dome@lacity.org

BONGHWAN (BH) KIM, MPA
GENERAL MANAGER

www.EmpowerLA.org

November 22, 2011

Council File No. 11-1018

Honorable Members of the
Los Angeles City Council
Room 395, City Hall
200 North Spring Street
Los Angeles, California 90012

REPORT RE: NEIGHBORHOOD COUNCIL SYSTEM GRIEVANCE POLICY AND PROCESS

Honorable Members:

As requested by your Honorable Body, the Department of Neighborhood Empowerment (Department) has prepared and now transmits for your consideration recommendations regarding a Neighborhood Council Grievance System.

Background

Currently, under the Plan for a Citywide System of Neighborhood Councils (Plan), there are two (2) ways which stakeholders can complain about a Neighborhood Council's actions: grievances and complaints. Grievances are filed with the Neighborhood Council and handled by the Neighborhood Council through the grievance procedures in their bylaws. Complaints are filed with the Department of Neighborhood Empowerment and can cause a Neighborhood Council to be placed into exhaustive efforts, which can ultimately lead to decertification by the Board of Neighborhood Commissioners (Commission).

Each year, between twenty (20) to fifty (50) grievances are filed against Neighborhood Councils. Many of these grievances then become complaints to the Department when the filer feels that the Neighborhood Council's grievance process was unfair. The Department receives complaints weekly about various Neighborhood Councils though many are never converted into formalized complaints because the Department either handles them outright or the complainant refuses to file a formal complaint.

Collaboration Process for Feedback

The Department collaborated with the Neighborhood Council regional alliances across the City to solicit feedback from Board members and stakeholders on this motion. Starting in September and continuing through the beginning of October, the Department cosponsored mini town halls with the Los Angeles Neighborhood Councils Coalition, the Harbor Alliance of Neighborhood Councils, the Valley Alliance of Neighborhood Councils, the Northeast Los Angeles Coalition, the Westside Regional Alliance of Councils and the South Los Angeles Alliance of Neighborhood Councils. Approximately, one hundred and fifty (150) Board members and stakeholders provided their feedback at the town halls. In addition, the Department created an online survey for feedback on the motion where seventeen (17) Board members and stakeholders provided detailed input. We invited Board members and stakeholders via our bi-monthly eblast to participate in the town halls, survey, blog and work group meetings.

In October, the Department held three (3) work group meetings on Regional Governance and Grievances to delve further into the details of a grievance process. Between five (5) to six (6) Board members participated in each of these work group meetings. All of the minutes for the town halls and work groups meetings were uploaded to a blog for further comments though we did not receive any.

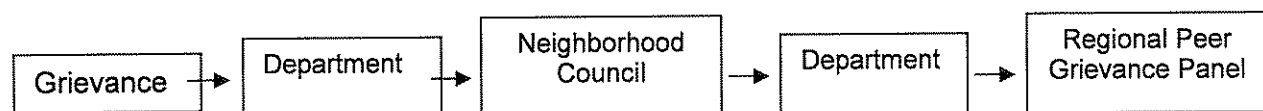
Proposals

The proposals presented here are a compilation of the feedback we received in the town halls, online survey and work group process. In addition, the Commission and the South Los Angeles Alliance of Neighborhood Councils provided their own recommendations on the grievance system, which are attached to this report for your consideration as well.

While we did receive feedback that total elimination of the grievance process through a robust elections system was the best way to handle grievances, the general input we received was that there should be some type of effective grievance system that has an appeal process, but still allows Neighborhood Councils the first opportunity to address the matter.

Based on this premise, the work group developed a regional peer grievance panel that combined the grievance and complaint process into one (1) system, which starts at the Department, and would take approximately ninety (90) days to resolve. The Department would play an administrative role in tracking and sending the grievances to the Neighborhood Council and the Regional Peer Grievance Panel as well as recording and executing final determinations or recommendations of the Regional Peer Grievance Panel.

Grievance Process Flow Chart



The Commission's recommendation adds a secondary appeal process beyond the Regional Peer Grievance Panel whereby the Commission or another neutral entity could review the grievance if the Department determined "intentional malfeasance on

the part of a Regional Grievance Panel.” Once the Commission or neutral entity makes a final determination, an appeal can then be filed with the City Council as well.

The recommendation of the South Los Angeles Alliance of Neighborhood Councils keeps grievance resolution at the Neighborhood Council with the ability to appeal for review to the Commission. Any Commission review could then be appealed to the City Council, too.

A valid grievance that would be accepted for processing by the Department would have the following components:

1. Filed by a stakeholder against the Board for a procedural violation of the Neighborhood Council bylaws and/or standing rules on a grievance form identifying the rule violated and the remedy sought; and
2. Addressed an act within one hundred and twenty (120) days from the date of occurrence of a funding violation or sixty (60) days from the date of occurrence of any non-funding violations.

The work group believed if Regional Peer Grievances Panels were created, they should have the authority to make a determination which:

1. Identified what occurred and which rule was involved;
2. Recommended what action the Neighborhood Council needed to take to make a correction and also provided a time frame for the Neighborhood Council action; and
3. As an option, could state that if the Neighborhood Council did not make the correction, then the Department would then follow up with a consequence that the Panel could choose off a list of recommended consequences based on the type and severity of the grievance and how often the Neighborhood Council has acted in the same manner in the past. This list would be to ensure the same consequences citywide.

A list of proposed types of consequences was also put forth by the work group:

1. Freeze Neighborhood Council funds.
2. Financial penalty against a Neighborhood Council.
3. Reversal of Board action taken or reholding a meeting.
4. Mandatory training for the Board or a specific person.
5. Sanctions against the Board or individuals who took action in their Neighborhood Council capacity via censure, removal, suspension of Board member or of voting rights, or a warning. This authority can also include preventing Board members from running for the Board for a certain time period, too, if they are removed.
6. Facilitation/receivership of Board meetings by the Department or a mentor.
7. Required changes to the Neighborhood Council bylaws and/or standing rules to create more checks and balances.
8. Referral to the District or City Attorney for prosecution.
9. Vacating the Board.
10. Exhaustive Efforts by the Department, which could lead to decertification by the Board of Neighborhood Commissioners.

Honorable Members of the
Los Angeles City Council
November 22, 2011
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Regional Peer Grievance Panelists could be selected by the Neighborhood Councils in a specific region and can be Board members or stakeholders. They would be trained in conflict resolution skills as well as Neighborhood Council policies and procedures. The work group also entertained the possibility that the panel could have a member of the Commission or City Councilmember staff on it. The Department and City Attorney staff should be present, too.

Implementation Costs

The current staffing of the Department cannot support the administrative function of reviewing, tracking and recording the grievances as developed by the work group, the Commission or the South Los Angeles Alliance of Neighborhood Councils. This work would require at least one Project Coordinator level position and costs associated with a web-based case management system that can process and track all grievances as well as for records retention purposes.

In addition, staffing time of the Department and the Office of the City Attorney would be necessary to prepare the changes to the Plan and ordinances for implementation.

Conclusion

Although the work group did develop detailed time lines for the grievance process, more meetings are required by the Department, Board members, Commission and the Office of the City Attorney to establish the exact type of consequences available should Neighborhood Councils not attend to grievances as well as how the existence of the Regional Peer Grievance Panels are authorized. The type of authorization would affect whether these panels would be subject to the Ralph M. Brown Act. While the Department supports fully open and transparent meetings for the Regional Peer Grievance Panels, staffing for Brown Acted panels would likely not be possible at the current staffing levels.

If you have any questions regarding this matter, please contact me at (213) 485-1360. I will be available when you consider this matter in order to answer any questions you may have.

Sincerely,



BONGHWAN (BH) KIM
General Manager

Attachments

RESOLUTION

Be it resolved that the Board of Neighborhood Commissioners is endorsing and making a formal recommendation to the Department of Neighborhood Empowerment and the Los Angeles City Council related to the establishment of a standard and system-wide Grievance Policy and Process for Neighborhood Councils.

Neighborhood Council System Grievance Policy and Process

WHEREAS, Section 902 (b) Article IX of the new Charter and Section 22.805 of the Los Angeles Administrative Code provides that the Board of Neighborhood Commissioners shall be responsible for setting and overseeing policy, approving contracts and leases and promulgating rules and regulations,

WHEREAS, it is the responsibility of the Board of Neighborhood Commissioners to periodically review the citywide system of Neighborhood Councils, conduct public hearings to seek input from the various constituencies regarding various concerns, issue and problems to be addressed, and to develop policies to improve the program,

WHEREAS, the Plan for a Citywide System of Neighborhood Councils calls for Neighborhood Councils to include a grievance procedure within their bylaws, but does not provide any uniform guidelines for the implementation of a grievance procedure,

WHEREAS, at the direction of Los Angeles City Council, the Neighborhood Council Review Commission was established and charged with reviewing the system of Neighborhood Councils and to recommend changes that would improve the workings of the system,

WHEREAS, in 2007, the Neighborhood Council Review Commission transmitted to Los Angeles City Council its final report, including a proposed model for a Regional Mediation Authority Grievance and Conflict Resolution Process,

WHEREAS, the Los Angeles City Council has directed the Department of Neighborhood Empowerment to present the Council with a plan for implementing a system-wide standardized process for handling grievances,

WHEREAS, it is the intention of the Board of Neighborhood Commissioners to fully exercise its advisory role as it relates to the establishment of a standard and system-wide process for handling grievances,

NOW, THEREFORE, IT BE RESOLVED that the Board of Neighborhood Commissioners endorses and recommends that the Neighborhood Council grievance process should be standardized by City Council ordinance and should, at a minimum, include the requirements set forth herein:

BOARD OF NEIGHBORHOOD COMMISSIONERS ENDORCEMENTS AND RECOMMENDATIONS ON A STANDARD AND SYSTEM-WIDE NEIGHBORHOOD COUNCIL GREIVANCE PROCESS

Definition of a Grievance— Grievances are intended to address only those Neighborhood Council Board actions that are in violation of the official rules and regulations that govern and apply to Neighborhood Councils. Disputes by Stakeholders who simply disagree with official actions taken by the Board or have complaints against individual Board Members are not considered grievances.

Neighborhood Council Resolution of Grievances – Neighborhood Councils shall have 60 days to resolve a grievance; if a Neighborhood Council does not resolve a grievance matter within 60 days, the matter may be forwarded to a Regional Grievance Panel for final resolution; furthermore, if a Neighborhood Council fails to respond or take any actions towards the resolution of a grievance within 30 days, the matter may be forwarded to a Regional Grievance Panel for final resolution.

Establishment and Authority of Regional Grievance Panels— Grievances that cannot be resolved at the Neighborhood Council level shall be forwarded to Regional Grievance Panels who will be authorized to hear and adjudicate grievances. City Planning areas shall be used to determine the boundaries for each of the Regional Grievance Panels.

Membership of Regional Grievance Panels— To promote system-wide inclusion, diversity and participation, each Neighborhood Council shall elect one Board Member or Stakeholder from their area to serve as the pool of representatives that will sit on the Regional Grievance Panels. No selected representative of a Regional Grievance Panel shall hear or act upon a grievance matter related to their Neighborhood Council or to the Neighborhood Council that selected them to be a Grievance Panel representative.

Training Program for Regional Grievance Panels— A mediation and dispute resolution training program must be developed for the Regional Grievance Panel process and all representatives must complete the training before being allowed to hear or act upon a grievance matter.

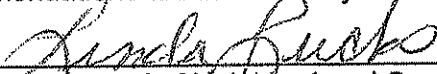
Resolution Timeline for Regional Grievance Panels – Regional Grievance Panels shall have 45 days to resolve and make a final determination on grievances filed with a Regional Grievance Panel. Regional Grievance Panels cannot hear any matters that have not first been submitted to Neighborhood Councils for resolution; Regional Grievance Panels shall not hear matters that have not gone through a grievance process at the Neighborhood Council level, unless the Neighborhood Council has failed to respond or take any action on a grievance within 30 days.

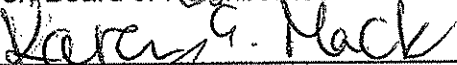
Resolution and Enforcement of Grievance Panel Findings – The determination of the Regional Grievance Panel shall be considered final and the Department of Neighborhood Empowerment shall be given the authority to monitor and ensure that Neighborhood Councils comply with the final determination of the Regional Grievance Panel.

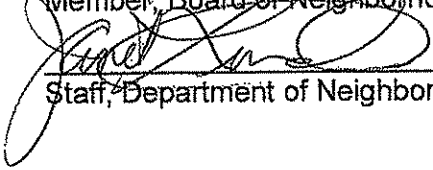
Role of Board of Neighborhood Commissioners – In almost all cases, the determination of the Regional Panel shall be considered final. Appeals to the Board of Neighborhood Commissioners will only be considered upon the Department of Neighborhood Empowerment confirmation of intentional malfeasance on the part of a Regional Grievance Panel; The Department of Neighborhood Empowerment is authorized to determine whether an appeal will be forwarded to the Board of Neighborhood Commissioners and the Board of Neighborhood Commissioners reserves the right to hear or not hear appeals; The Board of Neighborhood Commissioners will be authorized to establish a third-party or process (e.g. administrative judge, mediator, ad-hoc hearing council, etc.) to hear and adjudicate the appeal on behalf of the Board of Neighborhood Commissioners based on policy guidelines approved by the Board of Neighborhood Commissioners and the City Council.

Grievance Process Bylaws Incorporation - Upon approval and adoption of a standard and system-wide Neighborhood Council grievance process, Neighborhood Councils shall have 45 days to incorporate the grievance language into their bylaws through their amendment process.

These endorsements and recommendations are immediately official upon adoption

Moved by: 
Member, Board of Neighborhood Commissioners

Seconded by: 
Member, Board of Neighborhood Commissioners

Witnessed by: 
Staff, Department of Neighborhood Empowerment

VOTES:

Ayes: 5

Nays: 0

DATE: 9/6/11

EXHIBIT G

CITY OF LOS ANGELES CALIFORNIA

BOARD OF NEIGHBORHOOD COMMISSIONERS

DANIEL GATICA
PRESIDENT

CARLENE DAVIS
VICE PRESIDENT

LINDA LUCKS
KAREN MACK
PAUL PARK
LEONARD SHAFFER

JANET LINDO
Executive Administrative Assistant
TELEPHONE: (213) 485-1360



ANTONIO R. VILLARAIGOSA
MAYOR

DEPARTMENT OF NEIGHBORHOOD EMPOWERMENT

334-B EAST SECOND STREET
LOS ANGELES, CA 90012

TELEPHONE: (213) 485-1360
TOLL-FREE: 3-1-1
FAX: (213) 485-4808
E-MAIL: done@lacity.org

BONGHWAN (BH) KIM, MPA
GENERAL MANAGER

www.EmpowerLA.org

November 22, 2011

Council File No. 11-1017

Honorable Members of the
Los Angeles City Council
Room 395, City Hall
200 North Spring Street
Los Angeles, California 90012

REPORT RE: NEIGHBORHOOD COUNCIL SYSTEM TRAINING PROGRAM

Honorable Members:

As requested by your Honorable Body, the Department of Neighborhood Empowerment (Department) has prepared and now transmits for your consideration recommendations regarding a Neighborhood Council System Training Program.

Background

Currently, the only mandated training courses for Neighborhood Council Board members are the ethics course for all Board members and funding program administration for Treasurers and funding second signatories. Ethics training is a mandated state law, but unless a Neighborhood Council's bylaws has consequences for not taking training, there is currently no way to ensure that Board members take the training. The ethics training is good for two (2) years after completion.

In regards to funding training, the Department will not release or will freeze a Neighborhood Council's funds if the Treasurer and second signatory do not take the training. Funding training is good for as long as the individuals are Treasurers or second signatories though yearly refresher courses are encouraged due to changing policies and procedures.

For Neighborhood Councils in exhaustive efforts under the Plan for a Citywide System of Neighborhood Councils (Plan), the Department will mandate training if the staff determines that a lack of training in the fundamentals of how to run a Neighborhood Council is a main component for the Neighborhood Council's struggles. These trainings can include:

1. Ethics and Legal Issues
2. Funding Program
3. Neighborhood Council and City Government Basics
4. Parliamentary Procedures

5. Community Leadership

Trainings are currently available in the following manner and are conducted by staff or other seasoned Board members recruited by the Department:

1. Regionally on a monthly basis
2. Board retreats
3. One-on-one mentoring
4. Online videos

Neighborhood Council leaders also utilized the Citywide Congress for Neighborhood Councils this year as a vehicle to provide trainings to the Board members.

Aside from the funding consequences noted above, there are no other consequences for Board members who do not take trainings, including the state mandated ethics course, unless the Neighborhood Council has changed their bylaws to include consequences such as a loss in voting rights if the training is not completed within a specified amount of time.

The Department tracks the ethics and funding training on an internal database though we are trying to make this information readily available on our website.

Collaboration Process for Feedback

The Department collaborated with the Neighborhood Council regional alliances across the City to solicit feedback from Board members and stakeholders on this motion. Starting in September and continuing through the beginning of October, the Department co-sponsored mini town halls with the Los Angeles Neighborhood Councils Coalition, the Harbor Alliance of Neighborhood Councils, the Valley Alliance of Neighborhood Councils, the Northeast Los Angeles Coalition, the Westside Regional Alliance of Councils and the South Los Angeles Alliance of Neighborhood Councils. Approximately, one hundred and fifty (150) Board members and stakeholders provided their feedback at the town halls. In addition, the Department created an online survey for feedback on the motion where seventeen (17) Board members and stakeholders provided detailed input. We invited Board members and stakeholders via our bi-monthly eblast to participate in the town halls, survey, blog and work group meetings.

In October, the Department held two (2) work group meetings on Training to delve further into the details of a training program. One (1) of the meetings was cancelled due to poor attendance. Input was received at the second Training work group meeting as well as a final work group review meeting. Between five (5) to six (6) Board members participated in each of these meetings. All of the minutes for the town halls and work groups meetings were uploaded to a blog for further comments though we did not receive any.

Proposals

The proposals presented here are a compilation of the feedback we received in the town halls, online survey and work group process. In addition, South Los Angeles Alliance of Neighborhood Councils provided its own recommendation on the training program, which is attached to this report for your consideration as well.

The viewpoints were wide ranging regarding mandated trainings in particular with some stating that no training should be mandated because Board members are volunteers to the other end where Board members demanded mandated training in courses beyond ethics and funding. These trainings included the courses listed above for those Neighborhood Councils in exhaustive efforts.

The work group focused on two (2) questions:

1. Should any other courses be mandated?

The work group generally agreed that only sexual harassment and work place violence training should be added to the mandated courses. Even though other types of classes should be taken by Board members for the betterment of Neighborhood Council, such as leadership, how to run meetings, etc., the work group decided that these classes should be offered in a fun and engaging manner so Board members would want to learn more. Another suggestion was to have Executive Officers mandated to take additional classes since they have more responsibilities.

2. What should the consequences be for those who do not take the mandated classes?

There was a range of suggestions, and the work group did not decide on any one (1) answer. These options included:

- The Plan should be rewritten to allow for the Department to determine consequences.
- The consequences should be determined by the Commission via policy.
- Neighborhood Councils should determine consequences in their bylaws.

Another possible proposal could allow the Commission or Department to determine a menu of different types of consequences with the Neighborhood Councils input. Neighborhood Councils would then choose from and incorporate a choice into their bylaws.

The types of consequences that Neighborhood Councils have imposed on their Board members to take the mandated ethics training range from withholding business cards to changing the bylaws to suspend Board member voting rights entirely or for matters involving funding and land use.

Training Accessibility and Quality

The accessibility and quality of the trainings offered by the Department was a common theme in the feedback we received. Board members stated that the more ways training could be offered to make them convenient for them, the more likely Board members would take the trainings. Suggestions included increased training videos provided online and in a DVD format and a simple Board member manual. In addition, the quality of the trainings was commented upon with Board members requesting entertaining and relevant trainings that would help them run more effective Neighborhood Councils.

Neighborhood Council leaders have recognized the need for Board training, and the Department has worked with experienced Board members with expertise in running meetings or funding to provide direct support and training to struggling Neighborhood Councils this past year. We have also worked in partnership with Neighborhood Council leaders to develop a peer mentoring program, Councils 4 Councils, to assist with building Board members' capacities. The Valley Alliance of Neighborhood Councils recently launched a voluntary Resource Board to assist Neighborhood Councils in the Valley in a variety of ways, including training and mentoring. Accessibility and a high quality of trainings were offered at the Congress by the Neighborhood Councils, and this should continue along with the option of adding in a regional Congress, too.

Implementation Costs

The current staff of the Department maintains a regular training schedule, and trainings are also offered on demand on our website via video. We are also working in collaboration with the Office of the City Attorney to offer more live ethics training sessions. The costs of maintaining and increasing these trainings should be factored in as well as the cost of revamping trainings to increase the quality of them. In addition, the costs of co-hosting citywide and regional Congresses should also be included in the cost assessment for the Department and Neighborhood Councils.

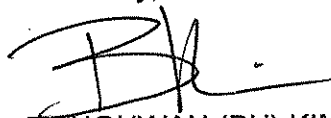
There are more training videos and manuals that can be developed and distributed for the Board members. Although these would cost additional funding for the Department to develop itself, there may be resources within the City that could assist in the creation of such training tools. If there is a possibility to partner with the Personnel Department and/or Information Technology Agency, these materials could be developed for little additional resources. In addition, the tracking of Board member training requires a build out in the database that these agencies may already have or can develop at a lower cost.

Conclusion

We expect to develop further details about the training program in partnership with Neighborhood Council leaders in the upcoming months once the Councils 4 Councils program is up and running.

If you have any questions regarding this matter, please contact me at (213) 485-1360. I will be available when you consider this matter in order to answer any questions you may have.

Sincerely,



BONGHWAN (BH) KIM
General Manager

Attachment

EXHIBIT H

VNC approve letter requesting LAUSD maintain current Adult Division funding, accept public input and provide transparency regarding Career Tech Ed programs

Community Impact:

Whereas, the California Education Code (Sections 8500, 12050-12060) specifically states that all adults in California are entitled to certain rights that include the opportunity to acquire the knowledge and skills necessary to participate effectively in today's economy and society; and, participate in courses designed to meet the particular needs of the local community; and,

Whereas, adult education serves as a vital job training, enhancement and networking resource within all our communities especially during an economic downturn;

It is hereby resolved the VNC write and send a letter to the appropriate decision makers at the LAUSD including Ed Morris, Steve Zimmer and the LAUSD Board of Education; Mayor Villaraigosa and the Los City Council.

Letter:

December 20, 2011

Mr. Ed Morris, Director of Adult Education, LAUSD

Mr. Steve Zimmer, Board of Education, District 4

Ms. Mónica Garcia, President, Board of Education

Ms. Marguerite LaMotte, Board of Education, District 1

Ms. Tamar Galatzan, Board of Education, District 3

Mr. Bennett Kayser, Board of Education, District 5

Ms. Nury Martinez, Board of Education, District 6

Mr. Richard Vladovic, Board of Education, District 7

Mayor Antonio Villaraigosa

Councilmember Bill Rosendahl

Councilmember Ed Reyes

Councilmember Paul Krekorian

Councilmember Dennis Zine

Councilmember Tom LaBonge

Councilmember Paul Koretz

Councilmember Tony Cardenas

Councilmember Richard Alarcon

Councilmember Bernard Parks

Councilmember Jan Perry

Councilmember Herb Wesson

Councilmember Mitchell Englander

Councilmember Eric Garcetti

Councilmember Jose Huizar

Dear Elected Officials & Staff:

RE: LAUSD Maintain Current Adult Division Program & Funding & Provide Open, Transparent Discussions & Decisionmaking

On December 20, 2011, the Venice Neighborhood Council (VNC) passed a motion to oppose the Los Angeles Unified School District's (LAUSD) plan to terminate the Adult Program. The VNC requests that LAUSD maintain the current Adult Program; and, that LAUSD host public forums throughout the City to gain vital community input and provide transparency of all discussions and decisions relating to this and all education issues.

The California Education Code (Sections 8500, 12050-12060) specifically states that all adults in California are entitled to certain rights that include the opportunity to acquire the knowledge and skills necessary to participate effectively in today's economy and society; and, participate in courses designed to meet the particular needs of the local community. Further, the law states that the people (elected officials and staff) comply with the provisions and reserve all the requirements associated with the acts as specified in the California Education Code as it pertains to vocational education, of which adult education is a part.

Adult education serves as a vital job training, enhancement and networking resource within all our communities especially during an unprecedented economic downturn as witnessed in our current history. Dismantling such a program is not only shortsighted and illegal, but it is also an unconscionable act that could result in leaving many individuals and families without access to much needed resources. We urge you to abandon this decision, guarantee job programs and open your discussions and criteria for such a decision to the public immediately.

Sincerely,

Linda Lucks
President

West Los Angeles Neighborhood Council

Western Regional Alliance of Councils



Venice Neighborhood Council

PO Box 550, Venice, CA 90294 / www.VeniceNC.org

Email: info@VeniceNC.org



EXHIBIT I

2011 - 2012 Expenditures to Budget October 22, 2011 - November 21, 2011

	DONE Category	Current Yr Budget by Acct	% of Bdgt	Amt spent Current Month	Amt Spent Current Fiscal Year	Amt Available to Spend	% Budget Remain
Annual Allocation		\$40,500.00					
Rollover							
Sub Unallocated Budget		\$40,500.00					
Neighborhood Comm. Projects 10-11		16,000.00					
Total		56,500.00					

Budget

100 Operations

Office Supplies	OFF	\$500.00		\$0.00	\$0.00	\$500.00	100%
Copies	OFF	\$400.00		\$37.56	\$198.52	\$201.48	50%
Office Equipment	OFF	\$750.00		\$0.00	\$0.00	\$750.00	100%
Staffing/Apple One	TAC	\$250.00		\$0.00	\$0.00	\$250.00	100%
Telephone Expense	MIS	\$0.00		\$0.00	\$0.00	\$0.00	100%
Storage	FAC	\$400.00		\$0.00	\$0.00	\$400.00	100%
Board Retreat	EDU	\$400.00		\$0.00	\$0.00	\$400.00	100%
General Operations	MIS	\$1,000.00		\$181.80	\$186.36	\$813.64	81%
sub Total Operations		\$3,700.00	7%	\$219.36	\$384.88	\$3,315.12	90%

200 Outreach

Copies / Printing	POS	\$500.00		\$0.00	\$92.99	\$407.01	81%
Facilities For Public	FAC	\$2,200.00		\$0.00	\$1,096.96	\$1,103.04	50%
Refreshments	EVE	\$400.00		\$52.70	\$272.31	\$127.69	32%
Web Site & e-mail	WEB	\$3,000.00		\$50.00	\$349.34	\$2,650.66	88%
Advertising & Promotions	ADV	\$0.00		\$0.00	\$0.00	\$0.00	0%
Newsletter Production	NEW	\$1,030.00		\$0.00	\$0.00	\$1,030.00	100%
Newsletter Printing	NEW	\$3,800.00		\$0.00	\$0.00	\$3,800.00	100%
Newsletter Delivery	NEW	\$2,800.00		\$0.00	\$0.00	\$2,800.00	100%
Elections	ELE	\$440.00		\$0.00	\$0.00	\$440.00	100%
General Outreach	EVE	\$1,000.00		\$0.00	\$0.00	\$1,000.00	100%
sub Total Outreach		\$15,170.00	27%	\$102.70	\$1,811.60	\$13,358.40	88%

300 Community Improvement

Venice Community BBQ	CIP	\$1,830.00		\$0.00	\$1,393.08	\$436.92	24%
Neighborhood Commun Proj 2011-12	CIP	\$13,200.00		\$0.00	\$0.00	\$13,200.00	100%
General Community Projects 2011-12	CIP	\$6,600.00		\$0.00	\$0.00	\$6,600.00	100%
sub Total Comm Improvement		\$21,630.00	38%	\$0.00	\$1,393.08	\$20,236.92	94%

Total		\$40,500.00		\$322.06	\$3,589.56	\$20,236.92	\$0.94
Neighborhood Commun Proj 2010 - 2011	CIP	\$16,000.00		\$0.00	\$2,963.91	\$13,036.09	



Venice Neighborhood Council

PO Box 550, Venice, CA 90294 / www.VeniceNC.org

Email: info@VeniceNC.org



Community Improvement Projects

		Current Yr Budget by Acct	% of Bdgt	Amt spent Current Month	Amt Spent in Current Fiscal Year	Amt Available to Spend	% Budget Remain
Neighborhood Comm Projects		2010 -2011					
Masters in the Chapel-Concert	CIP	\$1,900.00		\$0.00	\$900.00	\$1,000.00	53%
Walgrove Elem-Cafeteria Beautification	CIP	\$1,325.00		\$0.00	\$1,422.77	-\$97.77	-7%
Venice Canals Found.-Coastal Access Path	CIP	\$1,900.00		\$0.00	\$0.00	\$1,900.00	100%
Venice Historical Society-Venice Workbook	CIP	\$1,900.00		\$0.00	\$0.00	\$1,900.00	100%
Venice Canals Association-Bridges	CIP	\$1,700.00		\$0.00	\$0.00	\$1,700.00	100%
Carnevale	CIP	\$1,400.00		\$0.00	\$0.00	\$1,400.00	100%
Couer d'Alene-Wildlife mural	CIP	\$1,400.00		\$0.00	\$641.14	\$758.86	54%
Beethoven Elem-Learning Garden	CIP	\$1,400.00		\$0.00	\$0.00	\$1,400.00	100%
Venice Vintage Motorcycle Rally	CIP	\$500.00		\$0.00	\$0.00	\$500.00	100%
Venice Art Crawl	CIP	\$1,000.00		\$0.00	\$0.00	\$1,000.00	100%
Venice Japanese-American-Marker	CIP	\$1,300.00		\$0.00	\$0.00	\$1,300.00	100%
Spring Fling	CIP	\$275.00		\$0.00	\$0.00	\$275.00	100%
Total		\$16,000.00		\$0.00	\$2,963.91	\$13,036.09	81%

General Comm Improvement		2009-2010					
Total Available		\$6,600.00				\$6,600.00	
Oakwood Toy Drive		\$2,000.00				\$2,000.00	100%
Holiday turkeys		\$500.00					100%
May Your Neighborhood		\$1,000.00					0%
Neighborhood watch		\$2,000.00					0%
							#DIV/0!

Total Allocated \$5,500.00

Total To be Allocated \$1,100.00

Total Spent \$0.00 \$0.00 \$6,600.00 100%



CITY OF LA - DONE

U.S. BANCORP SERVICE CENTER
P. O. Box 6343
Fargo, ND 58125-6343



ACCOUNT NUMBER XXXX-XXXX-XXXX-1949

STATEMENT DATE 11-21-11

TOTAL ACTIVITY \$ 322.06

000014095 1 MB 0.390 106481345841269 P

"MEMO STATEMENT ONLY"
DO NOT REMIT PAYMENT

HUGH HARRISON
VENICE NC
2808 GRAYSON AVE
VENICE CA 90291-4648

NEW ACCOUNT ACTIVITY

POST DATE	TRAN DATE	TRANSACTION DESCRIPTION	REFERENCE NUMBER	MCC	AMOUNT
10-31	10-28	USPS 05810603031807506 VENICE CA PUR ID: 427 TAX: 0.00	24164071301418215094270	9402	176.00
11-03	10-31	OFFICE DEPOT #838 PASADENA CA PUR ID: 083820111031 TAX: 0.27	24445741306100214245434	5943	3.33
11-03	10-31	OFFICE DEPOT #838 PASADENA CA PUR ID: 083820111031 TAX: 0.00	24445741306100214245509	5943	3.04
11-07	07-13	MERRIWETHER & WILLIAMS SAN FRANCISCO CA PUR ID: 1 TAX: 0.00	24071051310987104407663	6300	398.00
11-07	11-05	USPS 05811003031807688 MARINA DEL RE CA PUR ID: 820 TAX: 0.00	24164071310418206868202	9402	5.80
11-07	11-05	EIG*IPOWER 866-5392854 MA PUR ID: 28902105 TAX: 0.00	24351781309374592208208	5968	20.00
11-14	11-12	CTC*CONSTANTCONTACT.COM 866-2892101 MA PUR ID: 1101280714767 TAX: 0.00	24351781316877408975480	5968	30.00
11-15	07-13	MERRIWETHER & WILLIAMS SAN FRANCISCO CA PUR ID: TAX: 0.00	74071051318123180455072	6300	398.00CR
11-15	11-14	SMARTNFINAL33210303329 VENICE CA PUR ID: 001318577670423 TAX: 0.00	24164071318929070010970	5411	52.70
11-16	11-14	OFFICE DEPOT #951 CULVER CITY CA PUR ID: 095120111114 TAX: 1.31	24445741319100215445632	5943	16.31
11-16	11-14	OFFICE DEPOT #951 CULVER CITY CA PUR ID: 095120111114 TAX: 1.20	24445741319100215445715	5943	14.88

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 WEB BSB
 WEB E-MAIL
 CIP BOR IN'S
 EVE Refreshments
 OFF Copies
 OFF Copies

Default Accounting Code:

CUSTOMER SERVICE CALL
800-344-5696

ACCOUNT NUMBER

XXXX-XXXX-XXXX-1949

ACCOUNT SUMMARY

PREVIOUS BALANCE \$.00

STATEMENT DATE

11-21-11

DISPUTED AMOUNT

\$.00

PURCHASES & OTHER CHARGES \$720.06

SEND BILLING INQUIRIES TO:

C/O U.S. BANCORP SERVICE CENTER, INC
U.S. BANK NATIONAL ASSOCIATION ND
P.O. BOX 6335
FARGO, ND 58125-6335

AMOUNT DUE

\$ 0.00

DO NOT REMIT

CASH ADVANCES \$.00

CASH ADVANCE FEE \$.00

CREDITS \$398.00

TOTAL ACTIVITY \$322.06