



September 1, 2015

Ms. Gail Farber
Director
Department of Public Works
900 South Fremont Avenue
Alhambra, California 91803

Dear Ms. Farber:

The Quality and Productivity Commission (QPC) thanks you for an enlightening update on several multi-year initiatives during the Department Visit on August 31, 2015. Commissioners credit your outstanding leadership and effective risk management policies with achieving \$25 million in savings and cost avoidance, and keeping the level of risk well below the County average.

Commissioners were pleased to learn that two students have completed the Youth Opportunity Program, launched with a grant from the QPC Productivity Investment Fund, and have obtained permanent employment with the Department. We look forward to hearing similar success stories from the current three program participants.

The Department's advancements in eGovernment were notable since our visit two years ago. Capital projects, solid waste management, and property development and permit fees now have online billing capabilities, and the Drought Emergency Website and Interactive Newsroom are fully operational. Maps and data sets are included in the County Open Data Portal.

In addition, the Department's mobile application, The Works, is accessible via the Google Android phone platform. Expansion of The Works App led to a 230 percent increase in requests from the public for services.

Members of the Commission also were impressed with your quality and productivity improvements in the following areas:

- Collaborating with the Departments of Internal Services and Regional Planning on the Sustainability Council to incorporate sustainability initiatives in business operations

We support plain language

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**County of Los Angeles
Quality and Productivity
Commission**

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***“To enrich lives through
effective and caring service”***

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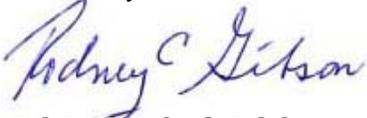
- Promoting innovation as a leadership trait, and instituting a strong Leadership Development Model that ensures managers are assigned to the level appropriate to their skills, time applications and work values
- Creating a Government Relations Group, which includes grant writing staff that is proactive in seeking out public and private resources

We look forward to working with your Department on:

- Supporting the Sustainability Council's establishment of a framework and governance structure, and identifying opportunities in such areas as water conservation, waste management and energy reduction
- Promoting the Department's new Campus Project as a best practice for sustainability and education outreach
- Seeking funding to expand the Youth Opportunity Program to more County Departments, including Animal Care and Control and the Public Library

Thank you for an engaging and informative Department Visit. We look forward to working with Productivity Managers Bob Spencer and Kimberly Lyman. Please contact Victoria Pipkin-Lane, Executive Director, at (213) 974-1361 for additional information.

Sincerely,



RODNEY C. GIBSON
Chair

RCG:VPL:LP

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