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DATE: February 9, 2005

TO: All Neighborhood Council Governing Boards

FROM: Claudia Dunn, Assistant General Manager
Department of Neighborhood Empowerment

SUBJECT: **FACILITIES INFORMATION BULLETIN NO. 04-003**
**TELECOMMUNICATION SERVICES FOR NEIGHBORHOOD COUNCIL
OFFICES**

The number of Neighborhood Councils acquiring office space is growing, and the Department of Neighborhood Empowerment (Department) continues its commitment to assist Neighborhood Councils in the acquisition of office and meeting space. As you are aware, Neighborhood Councils may obtain office space in one of three ways: (1) leasing space a privately-owned facility, (2) obtaining donated space in a privately-owned facility, and, (3) sharing office space in a City-owned or leased facility.

The purpose of this Information Bulletin is to provide specific details with respect to the method of obtaining telecommunication services¹ for Neighborhood Councils that have office space. Neighborhood Councils have the option of receiving telecommunication services either through the City's Information Technology Agency (ITA), OR by directly contacting a local telecommunications provider (SBC, Verizon, Sprint, etc.)

Neighborhood Councils occupying office space in a City facility also have the same option of independently establishing communication services directly from an outside provider. It is important to note that any telecommunication services obtained directly through a local provider will not be supported or maintained by ITA, which means that the Neighborhood Council assumes responsibility for any maintenance, repair, or additional charges involved with the service.

When the Neighborhood Council Office Space Program was implemented, the Department initially assisted the Neighborhood Councils by utilizing ITA to obtain telecommunication services in their role as the City's service provider. Due to the volume of citywide ITA clients, the requests for Neighborhood Council telecommunication services could not be handled expeditiously. As a result, both the Department and ITA agreed that Neighborhood Councils should be able to decide how and where to obtain their telecommunication services.

¹ Telecommunication services pertain to telephone, facsimile, and Internet connection.

In the event that a Neighborhood Council decides to utilize ITA for service installation, completion dates range between 1-3 months from the date of the service request. Because the City of Los Angeles has a contract with SBC and Verizon, and City employees also perform some of the work, ITA's telecommunications rate charges are substantially lower than services obtained from an outside service provider.

When deciding to use ITA for telecommunications services installation, the following procedures are applicable:

1. The Department conducts a site visit with the Neighborhood Council representative to identify the specific location of the "lines" to be activated. *(If the site visit cannot occur, the Department will make a reasonable decision as to the most appropriate line location.)* The Neighborhood Council representative will also inform the Department as to the types of telecommunication services desired for the office. (For example: two phone lines, one fax line, and two Internet lines.)
2. The Department submits a Communications Service Request to ITA, on behalf of the Neighborhood Council.
3. ITA makes an on-site visit to assess and verify type of work needed, the cost and complexity. In some instances, lines are already in place and require simple activation. In other situations, phone or data lines must be pulled which can increase both the time and cost of installation.
4. ITA submits a work estimate to the Department and the Neighborhood Council's funding source is verified.
5. ITA contacts SBC or Verizon for activation. Again, because the City has contracts with both SBC and Verizon, the actual telecommunication charges are less than that charged by a local independent telephone company for the same services.
6. Shortly after the funding source is verified, ITA will schedule the installation date and complete the order.
7. Any problems with the telecommunications services needs to be reported to NC Facilities Program Administrator who works with the ITA Help Desk to solve the problem.

Should any questions arise regarding the contents of this information bulletin, please contact the NC Facilities Program Administrator, Jackie Mendez at (213) 485-4278, or electronically: jmendez@mailbox.lacity.org.

CD:JM