



CITY OF GLENDALE, CALIFORNIA

Community Development
Planning

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October 28, 2021

Ara Kalfayan
343 North Central Avenue
Glendale, CA 91203

**RE: 343 NORTH CENTRAL AVENUE
ADMINISTRATIVE USE PERMIT NO. PAUP1923610**

(Phoenicia Restaurant)

(SEE: PARKING REDUCTION PERMIT CASE NO. PPRP1923609)

Dear Mr. Kalfayan:

On July 14, 2021, the Planning Hearing Officer conducted and closed a public hearing, pursuant to the provisions of the Glendale Municipal Code, Title 30, Chapter 30.49. The Planning Hearing Officer has processed your application for an Administrative Use Permit to allow the sales, service and on-site consumption of all types of alcoholic beverages at an existing full-service restaurant located at **343 North Central Avenue**, in the “DSP-TD” – Downtown Specific Plan, Transitional District, and “R-1250-PS” – High Density Residential Parking Structure Overlay Zones, described as Portions of Lots 9 and 10, Glendale Home Tract Lots 11, 11A and a Portion of a Vacated Alley, Glendale Home Tract (Assessor Parcel No. 5637-005-044), in the City of Glendale, County of Los Angeles.

APPLICANT’S PROPOSAL

Administrative Use Permit

- (1) An Administrative Use Permit to continue to allow the sales, service and on-site consumption of all types of alcoholic beverages in conjunction with an expansion to the restaurant use by constructing a new 2,865 square-foot outdoor rooftop deck on the second floor of an existing outdoor covered patio. The existing outdoor patio on the ground level will be enclosed and a new second level is proposed for purposes of creating an outdoor rooftop deck.

ENVIRONMENTAL DETERMINATION

The project is exempt from CEQA review as a Class 1 “Existing Facilities” exemption pursuant to State CEQA Guidelines Section 15301 because the project involves an addition to an existing structure, which results in less than 10,000 square feet and all existing utilities are in place to serve the building and the project is not located in an environmentally sensitive area.

After considering the evidence presented with respect to this application, the Director of Community Development has **APPROVED WITH CONDITIONS** your request based on the following findings:

REQUIRED/MANDATED FINDINGS

After thorough consideration of the statements contained in the application, the plans submitted therewith, the analysis by Community Development Department staff, and any comments received from the public with respect to this application, this Administrative Use Permit application is approved based on the following:

A. That the proposed use will be consistent with the various elements and objectives of the general plan.

The use, a full-service restaurant (Phoenicia), is consistent with the various elements and objectives of the General Plan for the area. The subject site is located in the DSP/TD (Transitional District) Zone and the General Plan Land Use Element designation is Downtown Specific Plan/Transitional District. Goods and services offered in this zone generally attract clientele from adjoining residential neighborhoods as well as the surrounding community. Full-service restaurants are a permitted use in the DSP/TD zone. The request is to continue the sales, service and on-site consumption of all types of alcoholic beverages at the existing restaurant in conjunction with an expansion to the restaurant use by constructing a new 2,865 square-foot outdoor rooftop deck on the second floor of an existing outdoor covered patio. The vision of the DSP is that downtown Glendale will be an exciting, vibrant urban center, which provides a wide array of excellent shopping, dining, work, living and entertainment and cultural opportunities within a short walking distance. Phoenicia Restaurant will continue to enhance the environment desired in the DSP by providing options to enjoy both indoor and outdoor dining in an expanded capacity. Serving alcoholic beverages in conjunction with bona fide food service is a common ancillary use for restaurants and will further assist in making downtown Glendale a dynamic destination. Other elements of the General Plan, including the Open Space, Recreation, and Housing Elements, will not be impacted as a result of the project.

The Circulation Element identifies North Central Avenue as a major arterial. It is fully developed and can adequately handle the existing traffic circulation around the site. The project site is surrounded by commercially-zoned properties to the north, south and east and residential uses to the west on Wilson Avenue.

Parking for the use is provided on two off-site surface parking lots, including a 12-space lot directly west of the subject site at 310 West Lexington (owned by the applicant), and a 48-space lot across the street to the north at 315-317 West Lexington Drive, which the applicant is currently leasing. Both parking lots were approved for off-site parking by the Planning Hearing Officer via a Parking Use Permit in November, 2014. The applicant's request to continue serving alcoholic beverages at the existing restaurant with meals in conjunction with the expansion of the new rooftop deck is not anticipated to create or

exacerbate traffic-related impacts on North Central Avenue or West Lexington Drive above existing conditions.

The project will need to comply with the Noise Element of the City's General Plan. Conditions of approval to address this and ensure that any noise emanating from Phoenicia Restaurant will not disturb nearby residences, including requiring full-height glass panels to be installed at the western edge of the second floor rooftop dining area, and limiting the hours of food service for this area to 11:00 pm. Monday through Thursday and to midnight Friday through Sunday.

B. That the use and its associated structures and facilities will not be detrimental to the public health or safety, the general welfare, or the environment.

The continued on-site sales, service, and consumption of alcoholic beverages at the expanded full-service restaurant will not be detrimental to the health, safety and public welfare or environment. According to the Glendale Police Department, Phoenicia Restaurant is located in census tract 3018.02, which recommends three on-sale establishments. There are currently 25 on-sale establishments in this tract. While there are significantly more on-sale establishments than would otherwise be allowed, Phoenicia Restaurant is already one of these establishments. The requested Administrative Use Permit application is required for renewal and expansion of the existing restaurant.

The project site is located in downtown Glendale, where a concentration of restaurants is encouraged. Additionally, restaurants frequently serve alcoholic beverages in conjunction with food service. Based on Part 1 crime statistics for this census tract, there were 262 crimes, 57 percent above the city wide average of 167. This census tract encompasses the west side of Brand Boulevard to Pacific Avenue, from Broadway to Lexington Drive. While this area has more crime than in other areas of the city, it has a high concentration of commercial businesses, including offices, entertainment uses, financial institutions, and the Glendale Galleria. Commercial areas typically have higher crime rates compared to lower density residential and smaller, neighborhood-oriented retail areas, which typify much of the city. Within the last calendar year, the Glendale Police Department received seven calls for police service at this location. Some of the calls were related to not following social distancing guidelines during the COVID-19 pandemic. No report was taken for any of the calls, and none of the calls received were related to alcohol sales/service. The Police Department and the Neighborhood Services Division did not have major concerns related to the Administrative Use Permit (or the related Parking Reduction Permit request), the number of establishments servicing alcohol or the amount of crime.

C. That the use and facilities will not adversely affect or conflict with adjacent uses or impede the normal development of surrounding property.

The continued on-site sales, service and consumption of alcoholic beverages at the expanded full-service restaurant will not adversely affect or conflict with adjacent uses or

impede the normal development of surrounding property. The project site is located on the southwest corner of Central Avenue and Lexington Drive. This street is already a densely developed commercial area, containing restaurants, mixed-use projects, and office and retail uses surrounding the project site. The sales, service and consumption of alcoholic beverages at the restaurant has not and will not conflict with the adjacent and surrounding land uses. In fact, this type of use is encouraged in this area. Further, the project will not impede the normal development along this street, since it is already fully developed and should not impede any redevelopment of this street, given the Administrative Use Permit request is for the continued on-site sales, service and consumption of alcohol service at an expanding restaurant.

No church, school, library, hospital or day care facility is located within close proximity to the project site. Given the commercial nature of Central Avenue and the fact that the administrative use permit is only for the continued on-site sales, service and consumption of alcohol service at the expanded restaurant, the project would not adversely impact public facilities. Although multi-residential uses are located west of Phoenicia Restaurant, they are separated by the parking lot used by restaurant patrons. Conditions of approval will ensure adverse impacts do not result. The consumption of alcoholic beverages with food at the expanded full-service restaurant will be ancillary to the primary restaurant use and therefore, will not conflict with the adjacent land uses. While public facilities are not abutting the site, there are a few facilities located less than one mile from the subject site. For example, two churches are located in the area; one church is located approximately 0.3 miles to the west on the northeast corner of Myrtle Street and North Pacific Avenue and another on the northwest corner of North Louise and East Wilson Avenue, approximately 0.3 miles east of the subject site. Columbus Elementary School is located approximately 0.5 miles northwest of the site and Doran Mini Park is located approximately 0.4 miles northwest of the site. It is not anticipated that the request to continue to provide ancillary service of alcoholic beverages at the expanded restaurant will be detrimental to the nearby public facilities given their distance. The proposed use fits well with the existing surrounding commercial land uses.

While residential uses exist in the area, including multi-family residential uses located west of the project site along Lexington Avenue and mixed use developments along Central Avenue, these residential uses have not and will not be impacted by the restaurant's request to continue its ancillary service of alcoholic beverages. There are similar uses in the vicinity that have alcohol beverage service that have proven not to be disruptive or detrimental to nearby residential and commercial uses. In addition, certain conditions of approval will ensure the use will not adversely impact nearby residential uses.

D. That adequate public and private facilities such as utilities, landscaping, parking spaces and traffic circulation measures are or will be provided for the proposed use.

The applicant's request to continue selling and serving alcoholic beverages at the expanded restaurant has not and will not result in inadequate public or private facilities. Public and private facilities such as utilities, landscaping, parking spaces and traffic circulation measures

are existing and provided for the use. North Central Avenue is a fully developed major arterial and can adequately handle the existing traffic circulation adjacent to the site. No additional parking is required as a result of the continued on-site sales, service and consumption of alcoholic beverages at the restaurant. Expansion of the restaurant by constructing a new 2,865 square-foot outdoor rooftop deck on the second floor of an existing covered patio will require 15 parking spaces. Phoenicia Restaurant has secured off-site parking and received approval for two parking use permits totally 60 parking spaces associated with the restaurant's off-site parking at 310 West Lexington Drive and 315-317 West Lexington Drive. Both locations are and will continue to provide accessible parking for restaurant patrons and employees. Also, a Parking Reduction Permit to secure both off-site parking lots is being requested along with this Administrative Use Permit application. Overall, the applicant's request to allow the continued on-site sales, service and consumption of all types of alcoholic beverages at the expanded full-service restaurant, is supportable based on the facts surrounding this application and the findings.

REQUIRED ADDITIONAL FINDINGS OF FACT FOR AN AUP FOR ALCOHOL SALES, SERVICE AND CONSUMPTION

That all the criteria set forth in Section 30.49.030 (E) to be considered in making the findings in subsection a. through d. above have all been met and thoroughly considered:

- 1) That where an existing or proposed continued use is located in a census tract with more than the recommended maximum concentration of on-site uses or that where an existing or proposed off-site use is located in a census tract with more than the recommended maximum concentration of off-site uses, both as recommended by the California Department of Alcoholic Beverage Control, such use does not or will not tend to intensify or otherwise contribute to the adverse impacts on the surrounding area caused by such over concentration based on the comments submitted by the City of Glendale Police Department. The continued on-site sales, service and consumption of all types of alcoholic beverages incidental to food service at the expanded restaurant, does not or will not, tend to encourage or intensify crime within this reporting district as noted in Finding B above.
- 2) That where the existing or proposed use is located in a crime reporting district with a crime rate which exceeds 20 percent of the city average for Part 1 crimes, as reported by the Glendale Police Department, such use does not or will not tend to encourage or intensify crime within the district because conditions have been included in the approval of this application to ensure that any potential negative impacts will be appropriately mitigated. As noted in Finding B above, the project site is located in downtown Glendale, where a concentration of restaurants is encouraged. Additionally, restaurants frequently serve alcoholic beverages as part of their food service. Based on Part 1 crime statistics for this census tract, there were 262 crimes, 57 percent above the city wide average of 167. The census tract where the restaurant is located has more crime than in many other areas of the city since it has a high concentration of commercial uses, areas which tend to have a higher crime rate, compared to lower density

residential and smaller, neighborhood retail areas. No evidence has been presented that would indicate that the on-site sales, service and consumption of beer, wine and distilled spirits at the subject site would encourage or intensify crime within the district.

- 3) That the existing or proposed use does not or will not adversely impact any other uses within the surrounding area (church, public or private school or college, day care facility, public park, library, hospital or residential use). As noted in Finding C above, there are two churches, a public elementary school and a park within the surrounding area of the subject site. While these facilities and uses are within proximity, given the location of these uses in relation to the subject property, northwest and northeast of the subject site, it is not anticipated that the applicant's request will impede their operations. While residential uses exist in the area, the multi-family residential uses located west of the project site along Lexington Avenue and mixed use developments along Central Avenue will not be impacted as a result of the applicant's request to continue serving alcoholic beverages with meals at the expanded restaurant given the conditions of approval.
- 4) That adequate parking and loading facilities are or will be provided for the existing or proposed use or other reasonable alternatives satisfy the transportation and parking needs of the existing or proposed use. As noted in Findings C and D above, the applicant's request is not anticipated to increase the need for public or private facilities. The continued ancillary sales, service and consumption of alcoholic beverages at the expanded full-service restaurant, is not anticipated to intensify traffic circulation or parking demand. The site is fully developed and adequate parking and loading facilities are currently provided.
- 5) That, notwithstanding consideration of the criteria in subsections 1 through 4 above, alcoholic beverage sales, service and on-site consumption does serve a public convenience for the area. The applicant's request to allow the continued on-site sales, service and consumption of alcoholic beverages at an expanded full service restaurant serves a public convenience because it serves local residents, businesses, and the surrounding community. Conditions placed on the approval of the project will ensure that it will not adversely impact nearby businesses and residential uses.

CONDITIONS OF APPROVAL

APPROVAL of this Administrative Use Permit shall be subject to the following conditions:

1. That the development shall be in substantial accord with the plans submitted with the application except for any modifications as may be required to meet specific code standards or other conditions stipulated herein to the satisfaction of the Director of Community Development.

2. That all necessary licenses, approvals and permits as required from Federal, State, County or City authorities, including the City Clerk, shall be obtained and kept current at all times.
3. That sufficient measures shall be enforced to effectively eliminate interior and exterior loitering, parking congestion, disturbing noise, disturbing light, loud conversation, and criminal activities.
4. That any proposed exterior lighting shall be directed on the driveways, walkways, and parking areas within the development and away from adjacent properties and the public right-of-way to the satisfaction of the Planning Hearing Officer.
5. That the parking area shall be kept adequately illuminated for security purposes during all hours of darkness. Lighting fixtures shall be installed and maintained in the parking area in those areas where street lights do not effectively illuminate the premises.
6. That sale of alcoholic beverages at the restaurant shall be incidental to the selling of food to be consumed on the premises. No alcohol shall be served without the service of food from the restaurant kitchen.
7. That alcohol service shall cease one-half hour before closing the restaurant.
8. That the premises shall maintain a bona fide restaurant and shall provide a menu containing an assortment of foods normally offered in such restaurant. Food service shall be available at all times and in all areas of the premises during normal operating hours.
9. That hours of operation of the restaurant shall be restricted to the following:
 - i. 11:00 a.m. – 12:00 a.m. Sunday through Thursday, and
 - ii. 11:00 a.m. – 2:00 a.m. Friday and Saturday.
10. That the hours of operation of the new outdoor roof deck shall be restricted to the following:
 - i. 11:00 a.m. to 11:00 p.m. Monday through Thursday, and
 - ii. 11:00 a.m. to 12:00 a.m. Friday and Sunday.While food and beverage service shall cease at these times, occupancy of this space shall be consistent with the hours of operation for the restaurant.
11. That there shall be no bar or lounge area upon the premises maintained solely for the purpose of sales, service or consumption of alcoholic beverages by patrons.
12. That the service of alcoholic beverages shall be in full accord with the regulations and conditions established by the State Department of Alcoholic Beverage Control (ABC).
13. That the premises shall be maintained in a clean and orderly condition, free of weeds, trash, and graffiti.

14. That all signs displayed shall conform to the requirements of the Glendale Municipal Code.
15. That any expansion or modification of the facility or use which intensifies the existing business shall require a new Administrative Use Permit application. Expansion shall constitute adding floor area, increased hours of operation, changes to the use or operation, or any physical change as determined by the Director of Community Development.
16. That no alcoholic beverages sold shall be taken from the premises by patrons for off-site consumption.
17. That no patrons of the restaurant shall be allowed to bring into the establishment any alcoholic beverages that were purchased from outside of the establishment, unless the facility has an established corkage policy allowing and regulating such.
18. That at all times when the premises are open for business, the service of alcoholic beverages shall be made only in the areas as designated with the ABC license.
19. That the restaurant shall remain open to the public during business hours.
20. That the front and back doors to the restaurant shall be kept closed at all times while the location is open for business, except in case of emergency.
21. That there shall be no video machine(s) maintained on the premises.
22. That design review approval shall be obtained prior to the issuance of a building permit for the construction of the new outdoor roof deck structure.
23. That music or noise shall be contained within the edifice of the establishment. The business shall comply with the state and local noise ordinances concerning excessive noise and disturbing the peace. The Planning Hearing Officer's opinion shall prevail to arbitrate any conflicts.
24. That the facilities shall not be rented, leased or otherwise occupied for purposes not specified in this application.
25. That all music, lighting, noise and odors shall be confined to the occupancy so as not to disturb occupants of other businesses or properties and patrons on the public right-of-way. No music is allowed in the outdoor seating areas including the new deck above the existing outdoor covered patio.
26. That no speaker systems shall be installed in the parking area or the new deck above the existing outdoor covered patio.

27. That the glass railing at the west elevation shall be extended from 3.5 feet to the full height of the opening.
28. That adequate means shall be provided for the collection of solid waste generated at the site and that all recyclable items shall be collected and properly disposed of to the satisfaction of the Integrated Waste Administrator of the City of Glendale. No trash containers shall be stored in any parking, driveway, or landscaping area.
29. That the proprietor and his/her employees shall make an active and conscientious effort to keep customers and employees from trespassing on other nearby properties or otherwise making disturbances in the area.
30. That sufficient measures be enforced to effectively eliminate interior and exterior loitering, parking congestion, disturbing noise, disturbing light, loud conversation and criminal activities.
31. That access to the premises shall be made available to all City of Glendale Planning and Neighborhood Services Division, Police Department, and Fire Department staff upon request for the purpose of verifying compliance with all laws and conditions of this approval.
32. That the restaurant adheres to the City's Fresh Air Ordinance, Title 15, Chapter 8.52 of the Glendale Municipal Code.
33. That no exterior signs advertising the service of alcoholic beverages shall be permitted.
34. That live entertainment is permitted with the exception that no karaoke, no bikini activities or events, no lingerie activities or events, no swimwear activities or events, nor any similar activities or events shall be allowed where partial clothing of male or female entertainment is provided. A Live Entertainment permit must be obtained in accordance with G.M.C 5.60.
35. That no live entertainment be allowed on the roof top of the new deck.
36. That a Business Registration Certificate be applied for and issued for a full-service restaurant with the on-site sales, service and consumption of alcoholic beverages, subject to the findings and conditions outlined in this decision letter.
37. That the applicant shall comply with all applicable conditions of Parking Use Permit Case No. PPUP 1419225.
38. That the applicant shall comply with all applicable conditions of the Administrative Exception Permit Case No. PAE 1423887.

39. That the applicant shall comply with all applicable conditions of the Parking Reduction Permit Case No. PPRP 2019203.
40. That valet service be provided for restaurant patrons. The use of speaker systems and walkie-talkies in off-site parking lots is prohibited. Patrons shall remain at the restaurant site for delivery of their vehicles.
41. That evidence of a State-approved license issued by the Alcoholic Beverage Control (ABC) shall be presented to the Permit Services Center upon application for a Zoning Use Certificate (ZUC).

APPEAL PERIOD

The applicant's attention is called to the fact that this grant is not a permit or license and that any permits and licenses required by law must be obtained from the proper City and public agency.

Under the provisions of the Glendale Municipal Code, Title 30, Chapter 30.62, any person affected by the above decision has the right to appeal said decision to the Planning Commission if it is believed that the decision is in error or that procedural errors have occurred, or if there is substantial new evidence which could not have been reasonably presented. It is strongly advised that appeals be filed early during the appeal period and in person so that imperfections/incompleteness may be corrected before the appeal period expires. Any appeal must be filed on the prescribed forms within fifteen (15) days following the actual date of the decision.

Due to the current COVID-19 social distancing and work from home orders issued by federal, state and local governmental agencies, in order for any appeal to be considered timely, **the appeal must be postmarked by the NOVEMBER 15, 2021 deadline (mailed to Community Development Department – Planning Division, Attention: Milca Toledo, 633 East Broadway, Room 103, Glendale, CA 91206) OR emailed to the case planner (MilcaToledo at MiToledo@glendaleca.gov) prior to the close of said business day.** The prescribed fee must be included along with the appeal application and may be submitted either in the form of a check or credit card payment. For credit card payment, please contact the case planner to make arrangements with the cashier. *Note:* The standard 2.5% fee for credit card payment applies.

APPEAL FORMS available on-line:

<https://www.glendaleca.gov/home/showdocument?id=11926>

If you have any questions, please do not hesitate to call Milca Toledo at (818) 937-8181 (email: MiToledo@glendaleca.gov)

Anyone wishing to appeal must contact the case planner to obtain forms and information regarding the appeal process and submittal.

TRANSFERABILITY

This authorization runs with the land or the use for which it was intended for and approved. In the event the property is to be leased, rented, or occupied by any person or corporation other than yourself, it is incumbent that you advise them regarding the conditions and/or limitations of this grant.

VIOLATIONS OF THESE CONDITIONS

Violations of conditions required by this determination may constitute a misdemeanor or infraction under section 1.20.010 of the Glendale Municipal Code (GMC) and/or a violation of other local, State or Federal laws or regulations. Unless a specific penalty is provided, any person convicted of a misdemeanor shall be punished by a fine not to exceed one thousand dollars (\$1,000.00), or imprisonment for a term not to exceed six (6) months, or by both fine and imprisonment. Infractions are punishable by a fine not exceeding the sum of five hundred dollars (\$500.00) for each violation. Violations of conditions required by this determination may be grounds for a revocation.

REVOCAION, CONTINUING JURISDICTION

Section 30.64.020 – Revocation – The Community Development Department shall have continuing jurisdiction over Administrative Use Permits. To consider the revocation, the Planning Hearing Officer shall hold a public hearing after giving notice by the same procedure as for consideration of an Administrative Use Permit at least ten (10) days' notice by mail to the applicant or permittee. Continuing jurisdiction over any case is the purview of the Planning Hearing Officer, with concurrence by the Director of Community Development.

GMC CHAPTER 30.41 PROVIDES FOR

TERMINATION

Every right or privilege authorized by an Administrative Use Permit shall terminate two years after the granting of such, unless the exercise of such right or privilege has commenced in good faith prior to such time, except as otherwise provided for.

CESSATION

An Administrative Use Permit may be terminated by the review authority upon any interruption or cessation of the use permitted by the Administrative Use Permit for one year or more in the continuous exercise in good faith of such right and privilege.

EXTENSION

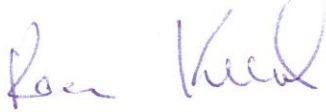
Permits granted by such right or privilege may be requested one time and extended for up to a maximum of one additional year upon receipt of a written request from the applicant and demonstration that a reasonable effort to act on such right and privilege has commenced within the two years of the approval date. In granting such extension the applicable review authority shall make a written finding that neighborhood conditions have not substantially changed since the granting of the administrative exception.

NOTICE – subsequent contacts with this office

The Applicant is further advised that all subsequent contacts with this office regarding this determination must be with the Case Planner first and then, the Hearing Officer who acted on this case. This would include clarification, verification of condition compliance and plans or building permit applications, etc., and shall be accomplished **By Appointment Only**, in order to assure that you receive service with a minimum amount of waiting. You should advise any consultant representing you of this requirement as well.

Should you have any questions regarding this issue, please do not hesitate to contact the case planner, Milca Toledo during normal business hours at her direct line (818) 937-8181 or MiToledo@glendaleca.gov between 8:30 a.m. to 5:30 p.m. weekdays.

Sincerely,
Philip Lanzafame
Director of Community Development



Roger Kiesel
Planning Hearing Officer
RK:AC:MT:sm

cc: City Clerk (K.Cruz); Police Dept. (J.Newton/Z.Avila); City Attorney's Dept. (G. van Muyden/Y.Neukian); Fire Prevention Engineering Section-(J.Halpert); Traffic & Transportation Section (P.Casanova/Mark Bueno-Traffic Engineer Assoc.); General Manager for Glendale Water and Power (S.Zurn); Glendale Water & Power--Water Section (G. Tom/S. Boghosian/R.Takidin/C.Babakhanlou/D.Scorza); Glendale Water & Power--Electric Section (B. B.Ortiz/E.Olsen/ M.Navareete/M.Kouassi); Parks, Recreation and Community Services Dept. (T. Aleksanian); Neighborhood Services Division (R.Sada/J.Jouharian/); Integrated Waste Management Admin. (D. Hartwell); Maintenance Services Section Admin. (D. Hardgrove); Street and Field Services Admin.; Engineering and Environmental Management (R. Villaluna); and case planners –Allen Castillo and Milca Toledo.