Community Liaison Procedure

Overview

West Los Angeles College has established a Community Liaison, the college’s Director of College Facilities, in accordance with the West Los Angeles College Facilities Master Plan Final Environmental Impact Report, State clearinghouse Number 2004051112 (FEIR) and Amendment No. 1 to the Settlement Agreement between the Los Angeles Community College District and the City of Culver City approved on October 11, 2010 (Amendment No. 1). Amendment No. 1 requires the following:

(1) The District shall identify an employee or authorized agent to serve as a Community Liaison to respond to questions and concerns from the surrounding community concerning the construction of the projects, ensure that the mitigation measures adopted by the District are implemented and the agreements contained within Amendment No. 1 to the Settlement Agreement are observed, and facilitate, to the extent feasible, the prompt resolution of any issues that may arise relating to such matters;

(2) The name, title and telephone number of the Community Liaison shall be provided on the College’s website;

(3) The Community Liaison shall be available by phone between the hours of 6:00 a.m. and 8:00 p.m. Monday through Friday when the college is open, to respond to community concerns;

(4) The Community Liaison shall have authority to initiate a response on behalf of the College and the District in all construction activity or operational matters on the campus, and shall use reasonable efforts to promptly answer questions and resolve concerns in a manner acceptable to the City; and

(5) The development of a Community Liaison Procedures Manual, in consultation with the City (and the HOAs through the City).

This document serves as this procedures manual and is intended to facilitate and ensure the Community Liaison’s compliance with the procedures outlined in Amendment No. 1. This manual does not apply to the Special Events Liaison, which is a separate position created pursuant to the FEIR and Agreement No. 1.

Community Liaison Procedures

The following procedures shall be utilized by the designated Community Liaison:

A) During Construction, the Community Liaison shall be available between 6:00 a.m. to 8:00 p.m. Monday through Friday when the college is open, to:

1) respond to community questions or concerns about the construction of the projects;

2) ensure that the mitigation measures adopted by the District are implemented;
3) ensure that the agreements contained within the Settlement Agreement are observed; and

4) facilitate, to the extent feasible, the prompt resolution of any issues that may arise relating to such matters.

B) The Community Liaison will serve as a Liaison between the City and the College, and will respond to callers from the community. The Community Liaison shall be available, during regular business hours 6:00 a.m. to 8:00 p.m. Monday through Friday when the college is open, to:

1) Respond to questions or concerns from the surrounding community concerning:
   a) campus activities and other matters relating to the College campus; and
   b) the roads surrounding the campus.

2) Facilitate, to the extent feasible, the prompt resolution of any issues that may arise relating to such matters.

C) Upon receiving a call from persons within the community, the Liaison shall respond to the caller as soon as possible, but not later than within 24-hours or on the first business day following a weekend or holiday, to advise them that the College has received the question or concern related to construction and will respond fully following a complete review of the issue.

1) The Community Liaison may make the return call to gather additional information to fully document the question or concern; but

2) The Community Liaison may not initially be able to provide any response or information regarding the steps that will be taken to address the question or concern.

D) The Community Liaison shall fully document the caller’s question or concern on the attached Question and Concern Form including:

1) the name of the caller;

2) the date and time the call was received;

3) the confirming call date and time;

4) the nature of the question or concern;

5) a complete description of the question or concern including:
   a) the date and time of the occurrence;
b) the location of the occurrence; and  
c) the nature of the occurrence.

E) The Community Liaison shall conduct a review, if necessary, of:
   a. the EIR; and/or
   b. Amendment No. 1 to the Settlement Agreement; and/or
   c. construction activities; and/or
   d. operational matters; and/or
   e. other matters, as required.

F) If necessary, the Community Liaison may consult with the college’s Vice President of Administrative Services with respect to a question or concern and present the results for review. The Vice President will keep the President informed.
   a. The President may elect to initiate additional consultation, including:
      i. legal;
      ii. construction management;
      iii. Build-LACCD; and/or
      iv. federal, state and local authorities.

G) Based on the Community Liaison’s review and, as required, guidance provided by the Vice President or any other identified consultation, the Community Liaison shall facilitate the steps necessary to promptly resolve any issues identified and use reasonable efforts to promptly answer questions and provide information back to the original caller regarding actions being taken by the College to resolve concerns.

H) A response back to the original caller regarding the steps that will be taken to address the question or concern will be provided by the Community Liaison or back-up designee no later than one month from the date that the original question or concern was raised.

I) The Community Liaison shall fully document:
   a. the results of this review;
   b. any identified issues;
   c. steps taken to resolve those issues;
   d. the outcome upon resolution; and
e. the draft of a response in writing to the caller.

J) If necessary, the Community Liaison may present the documentation and draft response to the Vice President for review prior to approval.

K) Upon approval, if required, the Community Liaison shall have authority to initiate a response on behalf of the College and the District.

L) The Community Liaison shall maintain a file containing all documentation including:
   a. Question and Concern Form; and
   b. Final Response to the caller.

M) When the Community Liaison is on vacation or out for any extended period of time a back-up Community Liaison will be designated.

N) After hours and on weekends, and when the Community Liaison is briefly unavailable or on vacation, the District may utilize a call forwarding, pager or email system to transmit a transcript of calls to the Community Liaison (and all back-up designees), the College President and the College Project Manager.

O) In general, after hours callers will be directed to the sheriff. In the event of a serious condition between 8:00 p.m. and 6:00 a.m. that cannot wait until normal business hours, the sheriff shall call a representative of College administration (Facility Director or equivalent level person and/or the College Project Manager).

Please Note:

It is West Los Angeles College’s and Los Angeles Community College District’s business records retention policy that draft materials are not retained and will be discarded upon completion of the Final Response.
Question and Concern Form

☐ Construction Question or Concern

☐ Campus Operation Question or Concern

Caller Name: ________________________________________________________________

Caller Address: ________________________________________________________________

Call Date and Time (received): ___________________________________________________

Community Liaison Confirming Call Date and Time: ________________________________

Nature of the Question or Concern: ____________________________________________

_____________________________________________________________________________

_____________________________________________________________________________

_____________________________________________________________________________

_____________________________________________________________________________

Result of Review: ______________________________________________________________

_____________________________________________________________________________

_____________________________________________________________________________

_____________________________________________________________________________

_____________________________________________________________________________

_____________________________________________________________________________
Issues Identified (if any): ________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________

Steps Taken to Resolve any Identified Issues and Outcome upon Resolution: ________________
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________

Signature: ________________________________ Date: ________________________________

Attach Response Letter