

From: **Susan Levi** susanlevi@labids.org
Subject: Re: 924
Date: August 1, 2014 at 12:59 PM
To: John Irigoyen John.Irigoyen@universalpro.com

Ok, thanks!

On 8/1/14 11:57 AM, "John Irigoyen"
<John.Irigoyen@universalpro.com> wrote:

Not this week. They came on Wednesday (like they always do) but no set up by them (UCLA).

Happy Connecting. Sent from my Sprint Phone.

----- Original message-----

From: Susan Levi
Date: Fri, Aug 1, 2014 11:56 AM
To: John Irigoyen;
Subject:Re: 924

What about Wednesday night?

n 8/1/14 11:43 AM, "John Irigoyen"
<John.Irigoyen@universalpro.com> wrote:

Good morning Susan,
UCLA didn't have no type of set up yesterday

Sent from my iPhone

On Aug 1, 2014, at 11:30 AM, "Susan Levi"
<susanlevi@labids.org> wrote:

Re: 924 Hi John,

I just want to confirm that UCLA did not have their tent out again. Please advise.

Thanks!
Susan

On 7/30/14 6:54 PM, "John Irigoyen"
<John.Irigoyen@universalpro.com>
wrote:

Sent from my Verizon Wireless 4G LTE smartphone

----- Original message -----

From: Hector Valenzuela
Date: 07/30/2014 6:23 PM
(GMT-08:00)
To: John Irigoyen
Subject: 924

--
Susan Levi & Associates, Inc.
13300 Victory Boulevard, #319
Van Nuys, CA 91401
818 780-9100 phone
818 780-9104 fax
Susan@labids.org

From: Susan Levi susanlevi@labids.org
Subject: Re: 924
Date: August 1, 2014 at 12:55 PM
To: John Irigoyen John.Irigoyen@universalpro.com

What about Wednesday night?

n 8/1/14 11:43 AM, "John Irigoyen"
<John.Irigoyen@universalpro.com> wrote:

Good morning Susan,
UCLA didn't have no type of set up yesterday

Sent from my iPhone

On Aug 1, 2014, at 11:30 AM, "Susan Levi"
<susanlevi@labids.org> wrote:

Re: 924 Hi John,

I just want to confirm that UCLA did not have their
tent out again. Please advise.

Thanks!
Susan

On 7/30/14 6:54 PM, "John Irigoyen"
<John.Irigoyen@universalpro.com> wrote:

Sent from my Verizon Wireless 4G LTE smartphone

----- Original message -----
From: Hector Valenzuela
Date: 07/30/2014 6:23 PM (GMT-08:00)
To: John Irigoyen
Subject: 924

--

Susan Levi & Associates, Inc.
13300 Victory Boulevard, #319
Van Nuys, CA 91401
818 780-9100 phone
818 780-9104 fax
Susan@labids.org

From: Susan Levi susanlevi@labids.org
Subject: Re: Congrats and Reviews
Date: August 1, 2014 at 12:36 PM
To: Daryl Whitt Daryl.Whitt@universalpro.com

Hi Daryl,

Thanks, we completed it in record time. Now we need to start SLAIT :)

CSRs attached.

Best,
Susan

On 7/31/14 10:58 AM, "Daryl Whitt"
<Daryl.Whitt@universalpro.com> wrote:

Hello Susan,

I recently met with John and I wanted to say congratulations on the renewal of the BID. I was definitely pleased to hear that the BID was awarded 10 years on the renewal and that is unheard of these days. I definitely want to commend you and the HMD staff on making that happen.

In addition to that I once again have to ask for your time in completion of the Customer Service Reviews. I have attached them for you to complete when you have time.

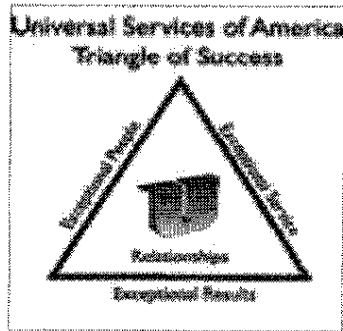
Hope all is well.

Sincerely,

Daryl Whitt
Division Manager - DTLA
Universal Protection Service
Office - 213-362-3650
Fax - 213-892-0863
Cell - 213-221-5067
DWhitt@universalpro.com <<mailto:DWhitt@universalpro.com>>
www.universalpro.com <<http://www.universalpro.com>>
PPO Lic. #14417

--

Susan Levi & Associates, Inc.
13300 Victory Boulevard, #319
Van Nuys, CA 91401
818 780-9100 phone
818 780-9104 fax
Susan@labids.org



CUSTOMER SERVICE REVIEW

Date: 07/31/14
Customer Name: Susan Levi
Account Name: Hollywood Media
Universal Manager: Daryl Whitt

Universal Office DTLA

1. How would you rate your overall satisfaction level with the services Universal Protection Service provides?

1 2 3 4 5 6 7 8 9 10

Poor Exceptional

2. If the decision was up to you, how likely is it that you would continue to use Universal Protection Service as your security provider?

1 2 3 4 5 6 7 8 9 10

Not Likely Extremely Likely

3. How likely is it that you would recommend Universal Protection Service to a friend or colleague?

1 2 3 4 5 6 7 8 9 10

Not Likely Extremely Likely

Comments

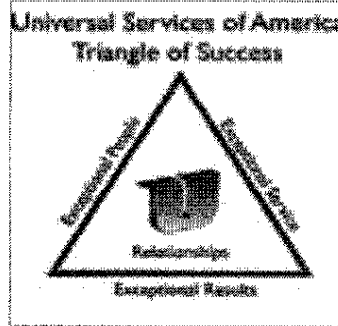
[Empty box for comments]

Susan Levi

Customer Acknowledgement

Universal Manager Acknowledgement

CGR 2012 changes-6-copy



CUSTOMER SERVICE REVIEW

Date: 07/31/14
Customer Name: Susan Levi
Account Name: SLAIT
Universal Manager: Daryl Whitt

Universal Office DTLA

1. How would you rate your overall satisfaction level with the services Universal Protection Service provides?

1-10 scale with radio buttons. 9 is selected. Labels: Poor, Exceptional

2. If the decision was up to you, how likely is it that you would continue to use Universal Protection Service as your security provider?

1-10 scale with radio buttons. 9 is selected. Labels: Not Likely, Extremely Likely

3. How likely is it that you would recommend Universal Protection Service to a friend or colleague?

1-10 scale with radio buttons. 9 is selected. Labels: Not Likely, Extremely Likely

Comments

Empty rectangular box for comments

Susan Levi

Customer Acknowledgement

Universal Manager Acknowledgement

From: **Susan Levi** susanlevi@labids.org
Subject: Re: 924
Date: August 1, 2014 at 12:30 PM
To: John Irigoyen John.Irigoyen@universalpro.com

Hi John,

I just want to confirm that UCLA did not have their tent out again.
Please advise.

Thanks!
Susan

On 7/30/14 6:54 PM, "John Irigoyen"
<John.Irigoyen@universalpro.com> wrote:

Sent from my Verizon Wireless 4G LTE smartphone

----- Original message -----

From: Hector Valenzuela
Date: 07/30/2014 6:23 PM (GMT-08:00)
To: John Irigoyen
Subject: 924

--

Susan Levi & Associates, Inc.
13300 Victory Boulevard, #319
Van Nuys, CA 91401
818 780-9100 phone
818 780-9104 fax
Susan@labids.org

From: John Irigoyen John.Irigoyen@universalpro.com
Subject: Fwd: 924
Date: July 23, 2014 at 7:48 PM
To: Susan Levi susanlevi@iabids.org

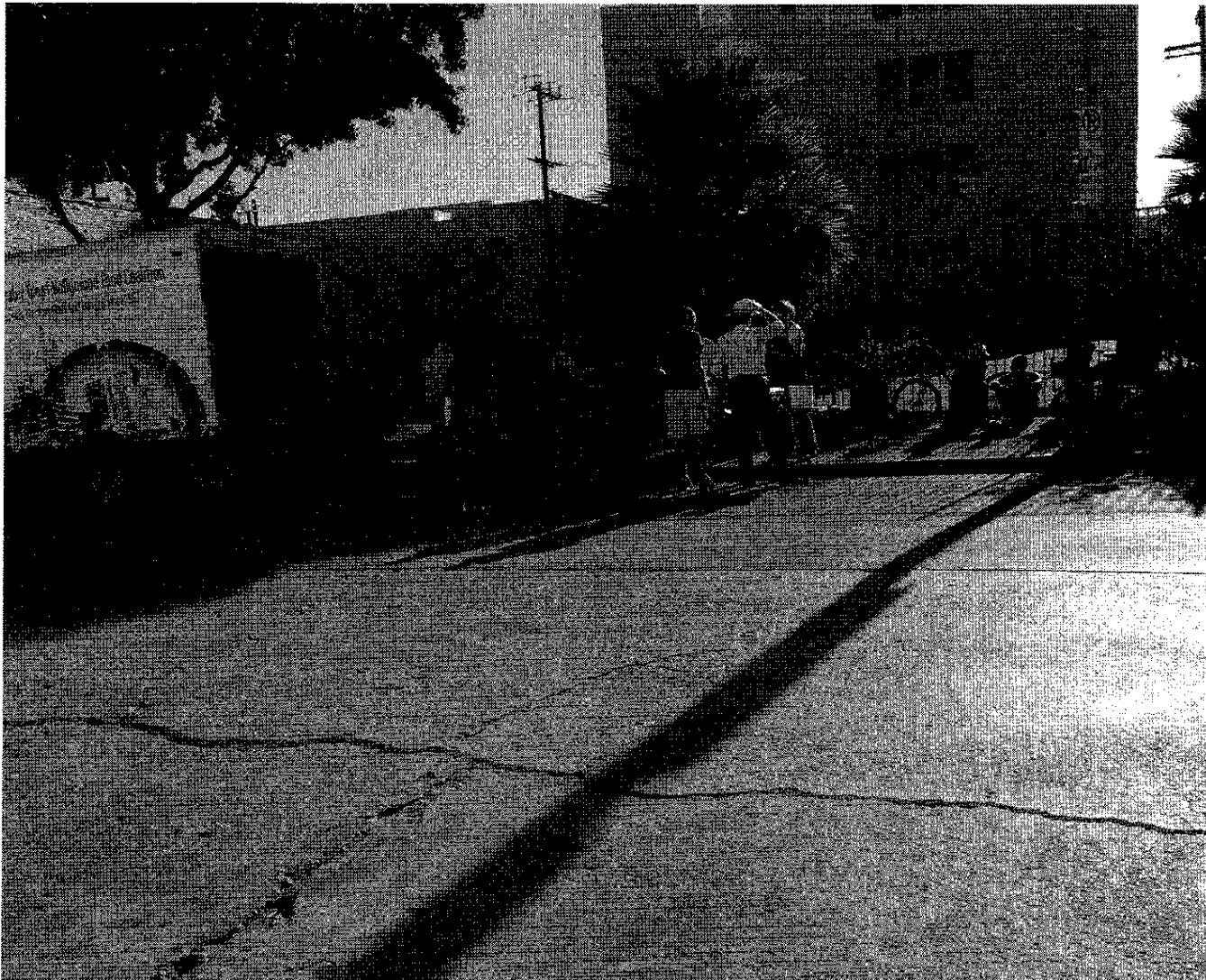
UCLA put up a tent with a chair inside. As a private examination room.

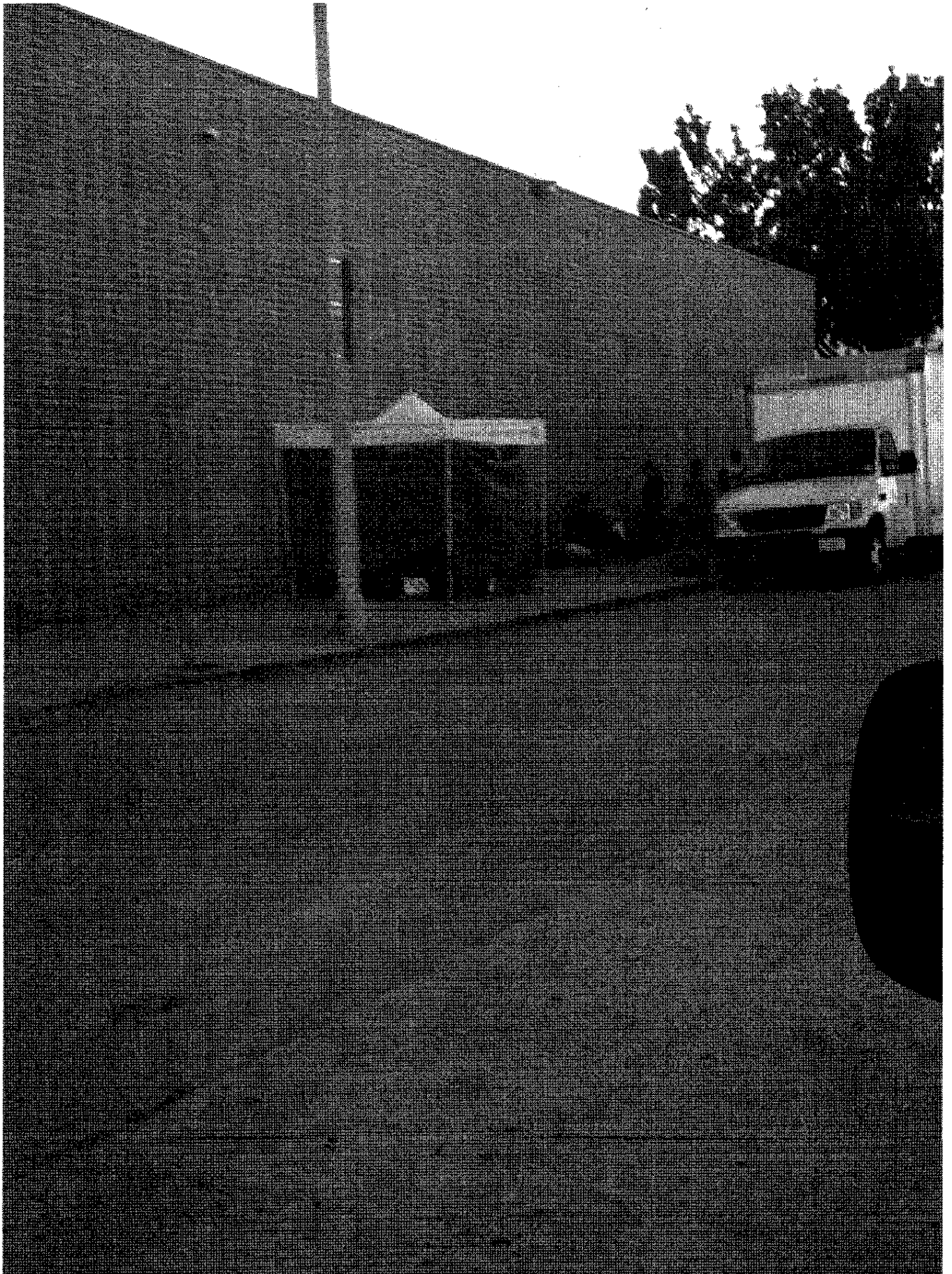
Sent from my Verizon Wireless 4G LTE smartphone

----- Original message -----

From: Marvin Cruz
Date: 07/23/2014 6:47 PM (GMT-08:00)
To: John Irigoyen
Subject: 924

Tables and chairs at 924





From: Susan Levi susanlevi@labids.org
Subject: FW: Lights update
Date: July 17, 2014 at 3:09 PM
To: John Irigoyen John.Irigoyen@universalpro.com
Cc: Jim Omahen jim@mediadistrict.org

Hi, would you please have the guys check the list and see if they're all repaired? Thanks!

--

Susan Levi & Associates, Inc.
13300 Victory Boulevard, #319
Van Nuys, CA 91401
818 780-9100 phone
818 780-9104 fax
Susan@labids.org

----- Forwarded Message

From: Jim Omahen <jim@mediadistrict.org>
Date: Thu, 17 Jul 2014 13:26:48 -0700
To: Mitch O'farrell <daniel.halden@lacity.org>
Cc: Jeanne Min <jeanne.min@lacity.org>, Marisol Salguero <marisol.salguero@lacity.org>, Sharon Shapiro <sharon.shapiro@lacity.org>, Susan Levi <susanlevi@labids.org>, John Irigoyen <jirigoyen@universalpro.com>
Subject: Re: Lights update

Dan, many thanks for following through with all this. We greatly appreciate your help and efforts. You're the best!

--

Jim Omahen, Operations Manager
Hollywood Media District BID
1304 N. Highland Ave. #200
Hollywood, CA 90028
Ph 323.860.0088
Fax 323.860.0089
www.mediadistrict.org

On 7/17/14 8:13 AM, "Daniel Halden" <daniel.halden@lacity.org> wrote:

Good morning Jim,

As of last night BSL crews have repaired 16 of the 18 locations provided in your list. 18 of the 21 light outages have been restored.

--

Here are two locations left to address:

1. 6180 Willoughby St <x-apple-data-detectors://0> - out due to private construction at the location which damaged the circuit. BSL district supervisor is coordinating repairs with those working at the site.
2. Two bus stop lights at 6457 Santa Monica Blvd. <x-apple-data-detectors://1> At this location the street light controlling the bus stop lights was replaced with a new LED fixture. BSL is sending a crew to install a new pe cell control for the two bus stop lights today.

Please let me know if you have any questions.

Sincerely,

Dan Halden
Hollywood Field Deputy
Councilmember Mitch O'Farrell
City of Los Angeles, 13th District
daniel.halden@lacity.org
(323) 957-4500
www.cd13.com <<http://www.cd13.com>>

----- End of Forwarded Message

From: Susan Levi susanlevi@labids.org
Subject: Re: Los Angeles BID Operations Meeting - August 7
Date: July 16, 2014 at 5:41 PM
To: John Irigoyen John.Irigoyen@universalpro.com

Not sure yet. I'll let you know.

On 7/16/14 3:55 PM, "John Irigoyen" <John.Irigoyen@universalpro.com> wrote:

If you want me to go representing HMD. I will, when is it? Seems universal is hosting the food already.

Sent on the new Sprint Network.

----- Original message-----

From: Susan Levi
Date: Wed, Jul 16, 2014 3:52 PM
To: Jim Omaha;
Cc: John Irigoyen; Oscar Avina;
Subject: FW: Los Angeles BID Operations Meeting - August 7

Do you guys want to go to this?

--

Susan Levi & Associates, Inc.
13300 Victory Boulevard, #319
Van Nuys, CA 91401
818 780-9100 phone
818 780-9104 fax
Susan@labids.org

----- Forwarded Message

From: Laurie Hughes <lhughes@gatewaytola.org>
Date: Mon, 14 Jul 2014 12:04:12 -0700
To: Kerry Morrison <kerry@hollywoodbid.org>, Sarah MacPherson
<sarah@hollywoodbid.org>, 'Randall Tampa' <rtampa@fashiondistrict.org>, 'Ken
Nakano' <knakano@downtownla.org>, Susan Levi <susan@labids.org>, 'Lynn Myers'
<lmyers@fashiondistrict.org>, 'Andrew Thomas'
<andrew@westwoodvillagedistrict.com>
Cc: 'Jessica Lall' <jessica@southpark.la>, <miranda.paster@lacity.org>,
<stoffr@changelives.org>
Subject: Los Angeles BID Operations Meeting - August 7

Greetings:

As was mentioned at our BID Consortium meeting last week, we are planning a meeting for our Safe & Clean management and teams. The idea is for operations management and staff to attend, to share best practices, new techniques, common issues, problem solving and recommended vendors.

Here is where we are so far:

€ Miranda is trying to book a meeting room at LAPD HQ. Once that is confirmed, we will have a time frame for the meeting (3 hrs.)

• Universal Protection Services will host the lunch

• Kerry Morrison will speak on Homeless issues

Many members will speak on homeless issues

I am trying to put together a list of topics and need your help with ideas and lining up speakers.

Suggested topics so far include:

- € Homeless
- Coordinated Entry System
- Graffiti Removal Techniques
- Equipment comparison
- 24 hour patrolling vs. 12 or other
- LAPD Comstat reporting
- Location Checks
- Water Restrictions sidewalk pressure washing
- Trash removal

Please let me know your thoughts and ideas for topics.

Laurie Hughes
Executive Director
Gateway to L.A.
6151 W. Century Blvd., #121
Los Angeles, CA 90045
www.gatewaytola.org <<http://www.gatewaytola.org>>

(310) 216-7328 Office
(310) 418-2661 Mobile

[cid:3488370747_137203]

----- End of Forwarded Message

--
Susan Levi & Associates, Inc.
13300 Victory Boulevard, #319
Van Nuys, CA 91401
818 780-9100 phone
818 780-9104 fax
Susan@labids.org

From: **Susan Levi** susanlevi@labids.org
Subject: Re: Lights on Cole st.
Date: June 25, 2014 at 3:45 PM
To: John Irigoyen John.Irigoyen@universalpro.com, Jim Omahan jim@mediadistrict.org

Not sure if there is much we can do with about this. But in the attached picture it looks like one of the lights is out. If so, can we call 311 and report that one and any others that might be out?

On 6/25/14 12:29 PM, "John Irigoyen" <John.Irigoyen@universalpro.com> wrote:

This are the lights and not very bright. it's on Cole street where the incident occurred so I really recommend the like to be brighter if this is city lights.

Sent from my Verizon Wireless 4G LTE smartphone

--
Susan Levi & Associates, Inc.
13300 Victory Boulevard, #319
Van Nuys, CA 91401
818 780-9100 phone
818 780-9104 fax
Susan@labids.org



From: Susan Levi susanlevi@labids.org
Subject: Re: 415 f
Date: June 25, 2014 at 10:30 AM
To: John Irigoyen John.Irigoyen@universalpro.com

Hi John,

Please call me when you have a chance.

Thanks!
Susan

On 6/24/14 7:42 PM, "John Irigoyen" <John.Irigoyen@universalpro.com> wrote:

There was 5 fights in our present. We had to call LAPD to back us up. One white male was taking in custody for punching a female.

Sent from my Verizon Wireless 4G LTE smartphone

----- Original message -----

From: Hector Valenzuela
Date: 06/24/2014 7:33 PM (GMT-08:00)
To: John Irigoyen
Subject: 415 f

Multiple fights

--
Susan Levi & Associates, Inc.
13300 Victory Boulevard, #319
Van Nuys, CA 91401
818 780-9100 phone
818 780-9104 fax
Susan@labids.org

From: Susan Levi susanlevi@labids.org
Subject: Re: 924 food line
Date: June 24, 2014 at 12:14 PM
To: John Irigoyen John.Irigoyen@universalpro.com

Good morning John,

Do we have any pictures of the food line from last night?

On 6/21/14 8:27 PM, "John Irigoyen" <John.Irigoyen@universalpro.com> wrote:

Sent from my Verizon Wireless 4G LTE smartphone

----- Original message -----

From: Miguel Garcia
Date: 06/21/2014 6:24 PM (GMT-08:00)
To: John Irigoyen
Subject: 924 food line

--
Susan Levi & Associates, Inc.
13300 Victory Boulevard, #319
Van Nuys, CA 91401
818 780-9100 phone
818 780-9104 fax
Susan@labids.org

From: Daryl Whitt Daryl.Whitt@universalpro.com
Subject: RE: Commline Quote for Hollywood Media Bid
Date: June 12, 2014 at 4:47 PM
To: Young Oh Young.oh@commlineinc.com
Cc: John Irigoyen John.Irigoyen@universalpro.com, Abraham Torres Abraham.Torres@commlineinc.com, Service Coordinator
svc@commlineinc.com, Susan Levi (susan@labids.org) susan@labids.org

Hello Young,

Thank you for the quote. I will speak with Susan as this is not a responsibility of Universal Protection.

Sincerely,

Daryl Whitt
Division Manager - DTLA
Universal Protection Service
Office - 213-362-3650
Fax - 213-892-0863
Cell - 213-221-5067
DWhitt@universalpro.com
www.universalpro.com
PPO Lic. #14417

From: Young Oh [mailto:Young.Oh@commlineinc.com]
Sent: Thursday, June 12, 2014 4:43 PM
To: Daryl Whitt
Cc: John Irigoyen; Abraham Torres; Service Coordinator; Susan Levi (susan@labids.org)
Subject: Re: Commline Quote for Hollywood Media Bid

Hi Daryl,

Attached is a quote to run new coax cable and install a new antenna for Hollywood Media BID. Your cable and antenna have been in place for over 7 years and are beyond the product life expectancy. No longer performing at optimal levels, resulting in loss of power and coverage. Let me know if you have any questions and also if you are closer to signing the Service Contract that has been sent out to you.

Best Regards,

Young Oh
COMMLine inc.
5563 Sepulveda Blvd., Suite D
Culver City, CA 90230
M: (310) 946-9542
T: (310) 390-8003 x129
F: (866) 557-5196
E: young.oh@commlineinc.com
www.commlineinc.com

From: **John Irigoyen** John.Irigoyen@universalpro.com
 Subject: Fw: Commline Quote for Hollywood Media Bid
 Date: June 12, 2014 at 4:47 PM
 To: Susan Levi susanlevi@iabids.org

FYI....this is for the antenna at Hollywood Center Studios. And why we are receiving poor reception on our radio traffic.

Sent on the new Sprint Network.

----- Original message-----

From: Young Oh
 Date: Thu, Jun 12, 2014 4:44 PM
 To: Daryl Whitt;
 Cc: John Irigoyen; Abraham Torres; Service Coordinator; Susan Levi (susan@iabids.org);
 Subject: Re: Commline Quote for Hollywood Media Bid

Hi Daryl,

Attached is a quote to run new coax cable and install a new antenna for Hollywood Media BID. Your cable and antenna have been in place for over 7 years and are beyond the product life expectancy. No longer performing at optimal levels, resulting in loss of power and coverage. Let me know if you have any questions and also if you are closer to signing the Service Contract that has been sent out to you.

Best Regards,

Young Oh
 [cid:image001.jpg@01CF865D.965950B0]
 5563 Sepulveda Blvd., Suite D
 Culver City, CA 90230
 M: (310) 946-9542
 T: (310) 390-8003 x129
 F: (866) 557-5196
 E: young.oh@commlineinc.com<mailto:young.oh@commlineinc.com>
 www.commlineinc.com<http://www.commlineinc.com>

COMMLine inc.

5563 Sepulveda Blvd., Suite D, Culver City, CA 90230
 (Main) 310.390.8003 (Fax) 310.390.4398
 www.Commlineinc.com

Quote		
DATE:	6/9/2014	Service Rep: Abraham Torres

COMPANY:	Hollywood Media Bid	COMPANY:	
ATTENTION:		ATTENTION:	
ADDRESS:	6775 Santa Monica Blvd.	ADDRESS:	
CITY/ST/ZIP:	Los Angeles, Ca	CITY/ST/ZIP:	
PHONE:		PHONE:	
EMAIL:		EMAIL:	

QTY	DESCRIPTION	UNIT PRICE	TOTAL PRICE
100	Thru Microwave	3/8" braided foam dielectric 50ohm cable	\$ 1.50 \$ 150.00
1	PG4505	450-460MHz 4.5db fiberplastic remote base station antenna	\$ 265.00 \$ 265.00
1	misc	brackets and connectors	\$ 75.00 \$ 75.00
			\$ -
			\$ -

From: Susan Levi susanlevi@labids.org
Subject: FW: Foodline
Date: June 10, 2014 at 9:50 AM
To: John Irigoyen John.Irigoyen@universalpro.com

--
Susan Levi & Associates, Inc.
13300 Victory Boulevard, #319
Van Nuys, CA 91401
818 780-9100 phone
818 780-9104 fax
Susan@labids.org

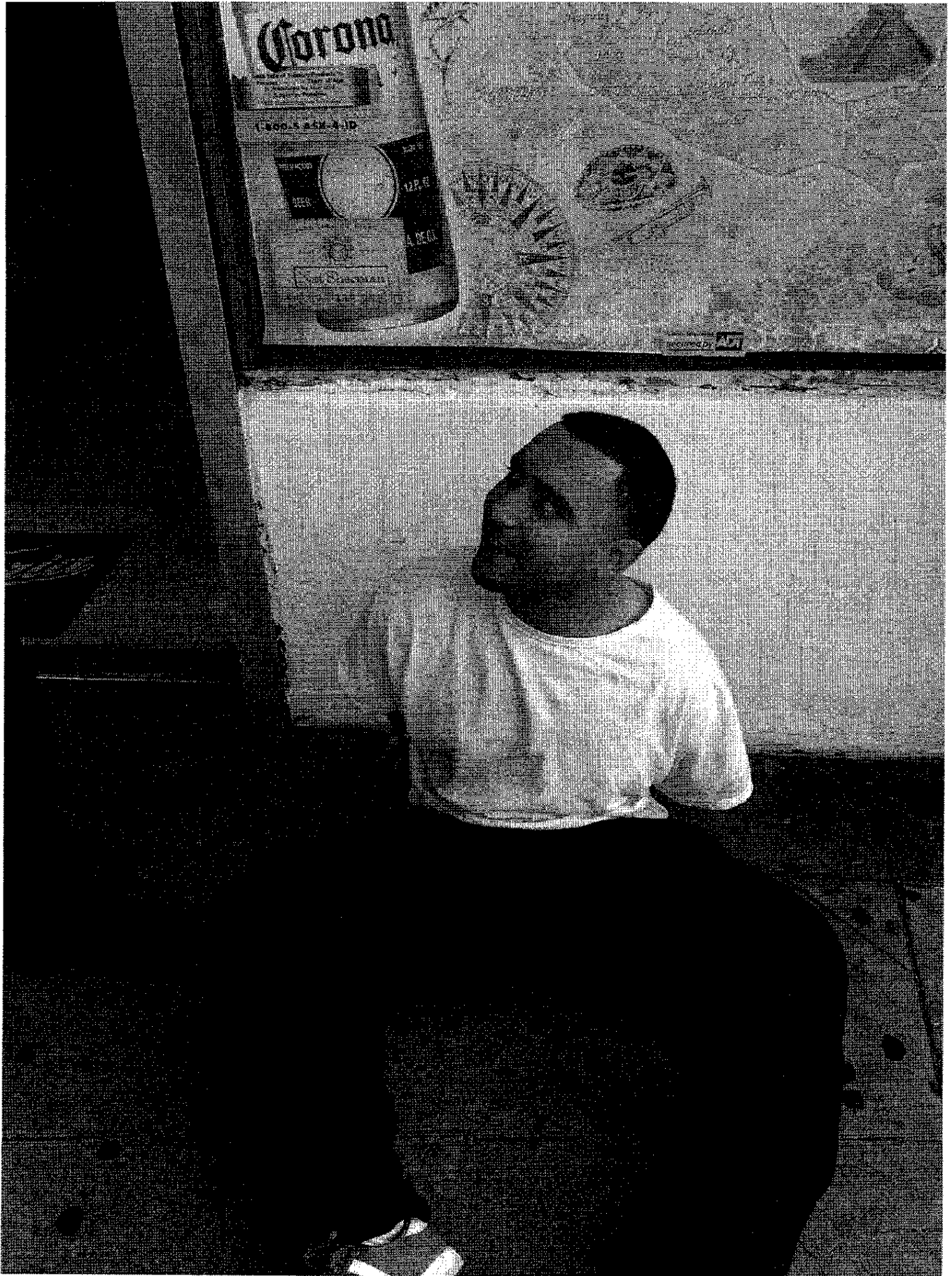
----- Forwarded Message
From: jirigoyen <jirigoyen@universalpro.com>
Date: Mon, 9 Jun 2014 20:59:11 -0700
To: Susan Levi <susanlevi@labids.org>
Subject: Fwd: Foodline

Sent from my Sprint tablet

----- Original message -----
From: Miguel Garcia
Date: 06/09/2014 8:26 PM (GMT-08:00)
To: John Irigoyen
Subject: Foodline

----- End of Forwarded Message





From: Susan Levi susanlevi@labids.org
Subject: Re: Foodline
Date: June 10, 2014 at 9:29 AM
To: jirigoyen jirigoyen@universalpro.com

Good morning John,

What happened here?

Best,
Susan

On 6/9/14 8:59 PM, "jirigoyen" <jirigoyen@universalpro.com>
wrote:

Sent from my Sprint tablet

----- Original message -----

From: Miguel Garcia

Date:06/09/2014 8:26 PM (GMT-08:00)

To: John Irigoyen

Subject: Foodline

--

Susan Levi & Associates, Inc.
13300 Victory Boulevard, #319
Van Nuys, CA 91401
818 780-9100 phone
818 780-9104 fax
Susan@labids.org

From: Susan Levi susanlevi@labids.org
Subject: Re: Foodline
Date: June 10, 2014 at 9:48 AM
To: John Irigoyen John.Irigoyen@universalpro.com

Ok, let me know how it goes

On 6/10/14 8:44 AM, "John Irigoyen" <John.Irigoyen@universalpro.com> wrote:

Susan in case am going to the Wilshire police station and see who I can talk about 816 N Highland st.
On the alley there trans and people cause problems for our HMD officers.
Making treats about being physical with HMD officers and property of HMD like the Emetel

Sent from my iPhone

On Jun 10, 2014, at 8:29 AM, "Susan Levi"
<susanlevi@labids.org<mailto:susanlevi@labids.org>> wrote:

Good morning John,

What happened here?

Best,
Susan

On 6/9/14 8:59 PM, "jirigoyen" <jirigoyen@universalpro.com> wrote:

Sent from my Sprint tablet

----- Original message -----

From: Miguel Garcia
Date:06/09/2014 8:26 PM (GMT-08:00)
To: John Irigoyen
Subject: Foodline

--
Susan Levi & Associates, Inc.
13300 Victory Boulevard, #319
Van Nuys, CA 91401
818 780-9100 phone
818 780-9104 fax
Susan@labids.org

--
Susan Levi & Associates, Inc.
13300 Victory Boulevard, #319
Van Nuys, CA 91401
818 780-9100 phone
818 780-9104 fax
Susan@labids.org