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" < lohn.lrigoyen@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" < lohn.lrigoyen@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" < lohn.lrigoyen@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

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" < lohn.lrigoyen@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" < lohn.lrigoyen@universalpro.com wrote:

Sent from my Verlzon Wireless 4G LTE smartphone

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

From: Hector Valenzuela

Date:07/30/2014 6:23 PM (GMT-08:00)

To: John Irigoyen

Subject: 924

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



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Universal Services of America Triangle of Success

Susan Levi

Customer Acknowledgement

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Universal Services of America Triangle of Success

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CSR 2012 changes-6-ecopy

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" < lohn.lrigoyen@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

From: John Irigoyen John.Irigoyen@universalpro.com

Subject: Fwd: 924

Date: July 23, 2014 at 7:48 PM
To: Susan Levi susanlevi@labids.org

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

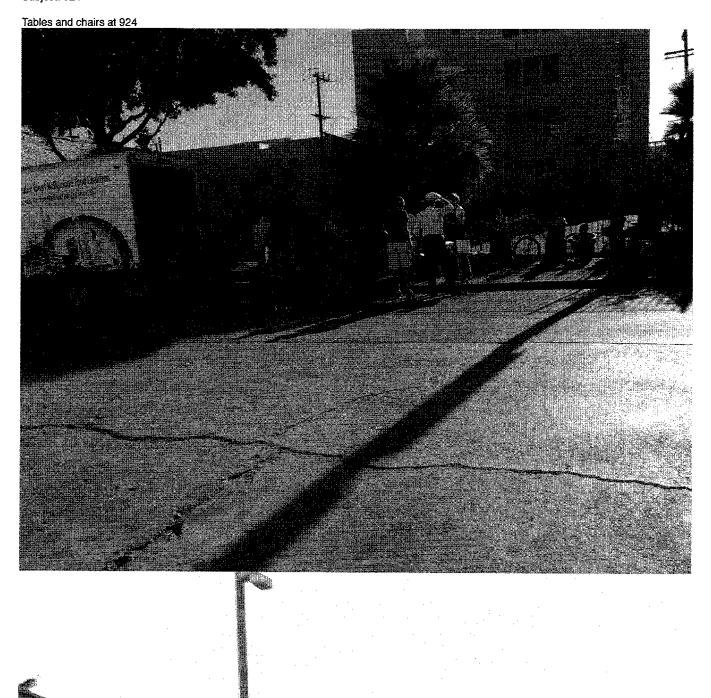
Sent from my Verizon Wireless 4G LTE smartphone

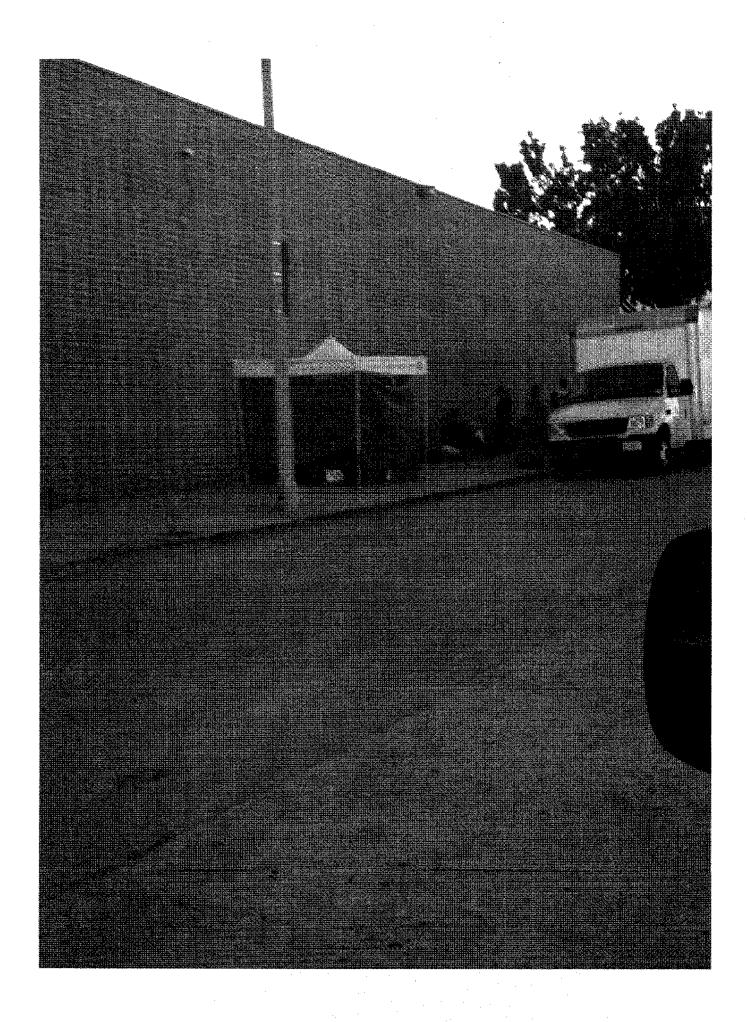
----- Original message -----

From: Marvin Cruz

Date:07/23/2014 6:47 PM (GMT-08:00)

To: John Irigoyen Subject: 924





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.

There 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

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 Omahen;

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 </br>
fhughes@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' </myers@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
- Karry Marriena will enask on Hamalage iseriae

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

Subject: Re: Lights on Cole st. Date: June 25, 2014 at 3:45 PM

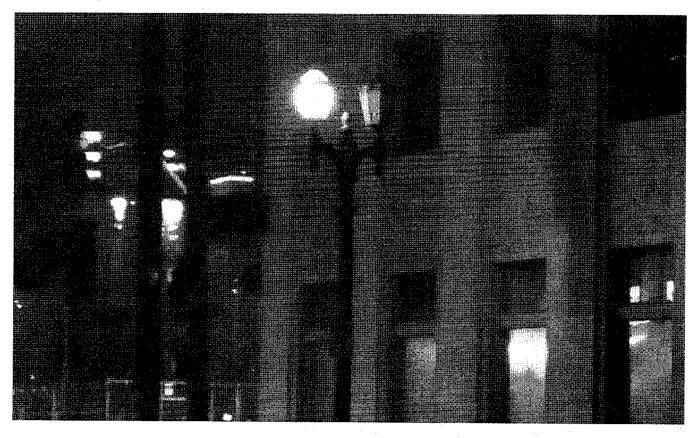
To: John Irigoyen John Irigoyen@universalpro.com, Jim Omahan jim@mediadistrict.org

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



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

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

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@labids.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@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
[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/>

COMMLine Inc.

5563 Semilyeda 9746, Suite G. Culver Otz, CA 90230 [Math.] 310.350.3503 (Fee] 310.350.495

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Page 1 of 1

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>

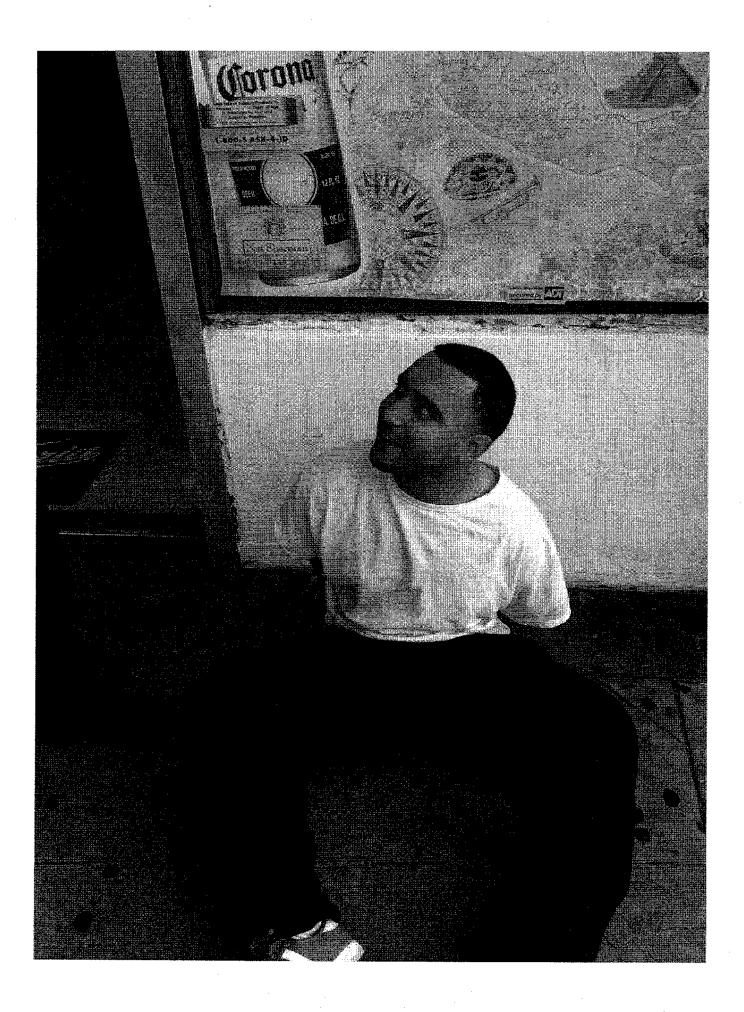
Subject: Fwd: Foodline

Sent from my Sprint tablet

From: Miguel Garcia

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

To: John Irigoyen Subject: Foodline



Subject: Re: Foodline
Date: June 10, 2014 at 9:29 AM
To: 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

From: Susan Levi susantevi@tabids.org
Subject: Re: Foodline
Date: June 10, 2014 at 9:48 AM
To: John frigoyen John.frigoyen@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 Elemet

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