

The Village At Sherman Oaks Business Improvement District
VILLAGE AT SHERMAN OAKS BID NEWSLETTER
4th Quarter 2023



LETTER FROM THE PRESIDENT

The BID Board wishes a healthy and Happy New Year to all of our stakeholders! The holidays came and went and the BID is already well into the New Year with new businesses, winter rains, and some ideas for future improvements.

I am absolutely thrilled to announce that our Village BID is home to not one, but TWO Los Angeles Times 101 best restaurants in Los Angeles! Both Anajak Thai and Sincerely Syria were given this distinction in the LA Times latest publication! If you haven't tried both of these award-winning restaurants yet you are missing out. Please book a table soon!

The BID is fortunate to have the new CIRCLE program as an additional resource for problems with persons experiencing homelessness in the vicinity of your businesses. Please see more information in this newsletter and avail yourselves of this 24/7 response team.

Please see the details of the last quarter in this newsletter and please be sure to share your email addresses with us and connect with us on social media so that we can help with promotion.

See you in the Village!

Warmly,
Leslie Elkan, BID President
leslie@villageatshermanoaks.com
818-326-0273

Village Improvements

Our StreetPlus Day Porters

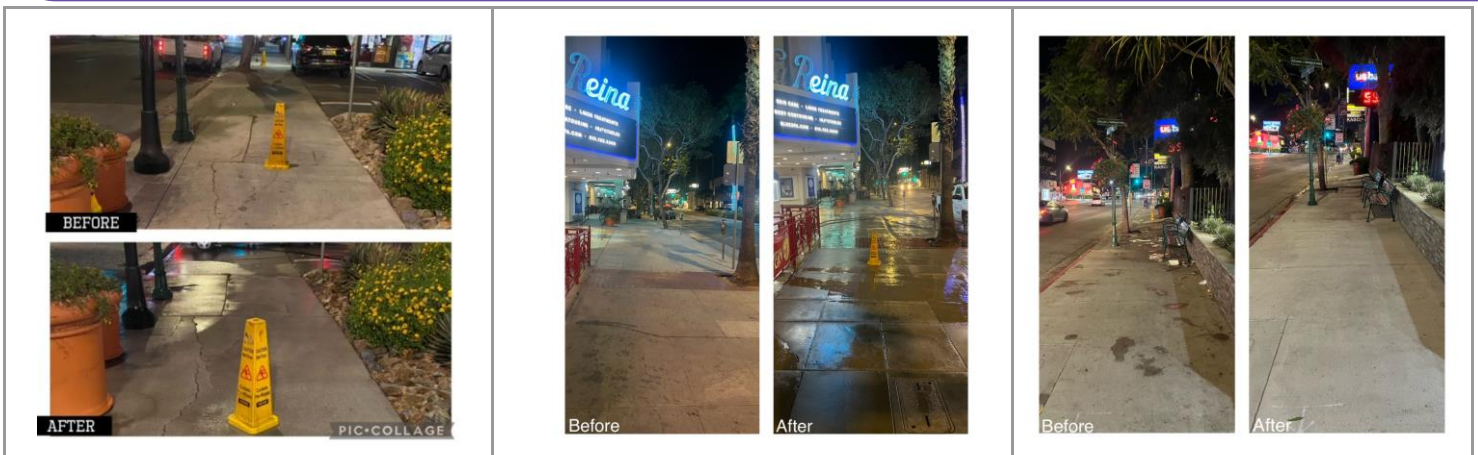
Cleaning our gutters is a priority for Aileen and her StreetPlus team. Leaves and trash block our drains and make the BID look untidy. Jorge and Yurley monitor the BID daily for any debris that has accumulated.

If you notice something that needs attention, you can call or text Aileen directly at [213-999-0108](tel:213-999-0108) or e-mail her at AMorales@streetplus.net. See the before and after pictures below to see what a terrific job they do keeping our area neat and tidy.

Please read the StreetPlus Newsletter attached for more details about this program.



The new year is here and **Property Prep's** quarterly sidewalk power-washing keeps the Village At Sherman Oaks Business Improvement District fresh and clean.



Events

SHERMAN OAKS HOMEOWNERS ASSOCIATION SAVE THE DATE

WEDNESDAY, JANUARY 17

DON'T MISS THE
SHERMAN OAKS HOMEOWNERS ASSOCIATION
COUNCIL DISTRICT 4
PRIMARY ELECTION DEBATE

THE INCUMBENT
Nithya Raman

VS

THE CHALLENGER
Ethan Weaver



OUR FUTURE IS IN THEIR HANDS

- Which candidate do you want advocating for us in City Hall?
- Be informed and join us for this critical debate.
- Either could win outright with a majority March 6th Primary win.

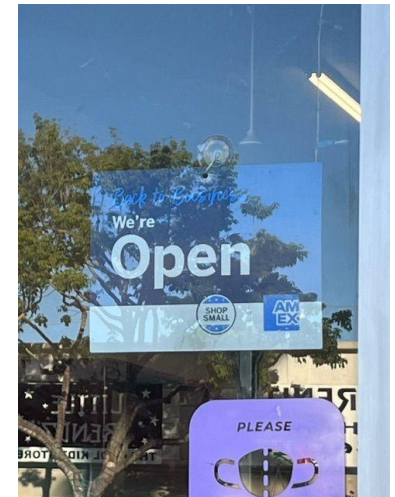
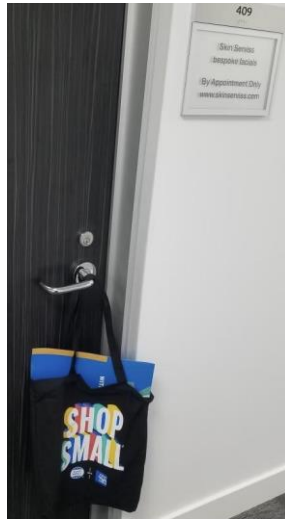
SOHA January 17th Community Meeting
7:15 pm - Social Hour at 6:15 pm
Sherman Oaks East Valley Adult Center
5056 Van Nuys Blvd, Sherman Oaks 91403
Also streamed on Zoom

▶ **THIS MIGHT BE THE MOST IMPORTANT
ELECTION FOR SHERMAN OAKS FOR YEARS** ◀

Events



As an American Express Neighborhood Champion, The Village At Sherman Oaks Business Improvement District was very excited to promote the American Express Annual Small Business Saturday ~ Shop Small event. We created several social media posts leading up to the event, spread the news through word of mouth and sent out a press release to notify our neighbors. We also delivered totes, posters, stickers and window decals to our small business.



In The News

The Village at Sherman Oaks had two of our most popular local eateries on the Los Angeles Times 101 Best Restaurants list; Anajak Thai and Sincerely Syria.





CIRCLE - Crisis & Incident Response Through Community-Led Engagement has expanded into Sherman Oaks. Here's what you need to know:

What is CIRCLE?

CIRCLE, which stands for Crisis and Incident Response through Community-led Engagement, is a **24/7 unarmed response program** that deploys trained teams to address non-urgent LAPD calls related to unhoused individuals.

The program began as a pilot in January 2022 in Hollywood and Venice and has since expanded to additional communities throughout the City of LA.

CIRCLE aims to:

- Create positive outcomes for unhoused individuals through rapport-building and connections to services; and
- Provide LAPD officers more time to focus on traditional law enforcement efforts.

How do I contact CIRCLE?

Access CIRCLE by calling the non-emergency police line

877-ASK-LAPD.

Select the "non-emergency dispatch" option.

After providing details about the situation, you may request CIRCLE. The operator will determine if the situation is appropriate for CIRCLE and within the program's operating area.

How does it work?

An LAPD operator receives a call and assesses if the incident fits the CIRCLE criteria:

- It involves an unhoused individual;
- It's within the CIRCLE program area; and
- It's not violent, criminal, or medically urgent.

Examples of incidents that are diverted to CIRCLE include **well-being checks, lack of clothing, noise disturbances, person on a substance, and loitering.**

If the incident fits the criteria, the operator transfers the incident to a CIRCLE operator who deploys a CIRCLE Response Team.

Who responds?

CIRCLE operators deploy trained **Response Teams** that include a supervisor and an outreach worker who has previous lived experience in homelessness, substance abuse, or incarceration. Team members with lived experience are able to quickly relate and connect with unhoused individuals.

The work of the Response Team is supported by a mental health counselor and by an outreach team that conducts follow-up engagement and case management.

CIRCLE teams are equipped with vehicles and supplies like water, snacks, clothing, and Narcan to reverse opioid overdoses.

Each community where CIRCLE operates has a **Decompression Center** where a CIRCLE Team can bring an unhoused individual who needs a break from the street. The facility provides a space where the individual can sit or lie down, have a snack and water, and meet with the mental health counselor or case manager in a private, calm setting.

How are CIRCLE teams trained?

CIRCLE teams complete a **rigorous training program** that prepares them to respond to crisis situations and assist our unhoused neighbors, including:

- Trauma-informed care
- De-escalation & harm reduction
- Crisis Intervention
- LGBTQ & transitional age youth cultural competency
- Homeless Management Information System
- Self-care and wellness
- Safety, CPR, and first aid.

Where is CIRCLE?

CIRCLE is currently operating from **Hollywood to Downtown** and in **South LA, Venice**, and parts of the **Valley**. You can view CIRCLE's operating areas at bit.ly/CIRCLEmap or by scanning the QR code.

SOHA Homelessness Resource Directory

Connecting with Local Support

The SOHA Homelessness Committee, along with the office of Councilmember Nithya Raman, prepared this directory to help Sherman Oaks residents deal the mentally unstable homeless.

WHAT TO DO if you come upon a homeless individual who appears to be suffering from an emotional disorder but is not threatening or acting in an erratic or dangerous manner:

1. Send an email detailing the situation and any relevant information about the individual in need.
2. Include the individual's location, observed behavior, and other relevant details to assist in identifying and helping them.
3. Include photos/videos documenting the behavior or conditions, but never put yourself at risk or in danger.
4. Email the following individuals in Councilmember Raman's Office to help them provide support.

Hayes Davenport at hayes.davenport@lacity.org Ryan Ahari at ryan.ahari@lacity.org
Josh Scarcella at josh.scarcella@lacity.org

WHAT TO DO if a homeless individual seems dangerous or unpredictable:

1. Safety first – If you encounter a threatening situation, call 911 immediately.
2. Contact the appropriate authorities or mental health professionals based on the behavior of the mentally unstable homeless individual.
3. Stay present until the police arrive and inform them if you wish to press charges. If you feel the police response is inadequate, you may consider reporting your concerns through other appropriate channels.

WHAT TO DO if a homeless individual is experiencing a psychological breakdown or behaving erratically but not posing a threat to others:

1. Call Police Non-Emergency Services at 211 or 877-ASK-LAPD (877-275-5273).
 - You may have difficulty reaching the non-emergency number and response times may be slow
2. Alternatively, text or email LAPD Senior Lead Officers and inform them of the situation.
 - Mariana Romo (north of Ventura Blvd) at 818-731-2563 or 40229@lapd.online
 - Jose Saldana (south of Ventura Blvd) at 818-731-2565 or 30853@lapd.online
3. Call Department of Mental Health (DMH) Hotline at 800-854-7771.
4. Call or text Ryan Ahari in office of Councilmember Nithya Raman at 213-424-2412.
5. Email office of County Supervisor Lindsey Horvath.
 - Mirna Ezquivel at MEzquivel@bos.lacounty.gov
 - Karen Dominguez at KDominguez@bos.lacounty.gov

It's important for city and county officials to be aware of the situation on our streets. Let's all play a part to help them protect and assist the homeless while maintaining our quality of life.

To further protect your neighborhood, consider setting up a Neighborhood Watch program with assistance from LAPD Senior Lead Officer Mariana Romo (818-731-2563 or 40229@lapd.online).

Additionally, check out the MyLA311 mobile app to request city services from your smartphone.

New Business Opening



Be on the lookout!!

**A new bar is coming to
The Village. It will be located at
14537 Ventura Blvd.
(formerly White Fog Hookah
Lounge)**

Village Improvements



**NITHYA
RAMAN**

| Los Angeles
★ City Councilmember
| 4th District

A great big THANK YOU to Nithya Raman!!

The Village at Sherman Oaks is grateful for the generosity of our Councilmember, Nithya Raman. Her office subsidized a year of quarterly pressure washing in the Village! This is a huge help to us and we are tremendously grateful! Our sidewalks get so very dirty with all of the foot traffic! The pressure washing budget that was originally established has become insufficient to keep up with our needs and rising costs, so this boost enables us to keep the sidewalks cleaner for our many visitors.

Our poles were beautifully decorated for the holidays, and our fresh flowers were in full bloom for our shoppers and diners to enjoy.



OUR BOARD MEMBERS

Leslie Elkan, President
Ed Korbel, Treasurer
Jay Friedman, Secretary
Row Zadeh, Board
Member

OUR BID TEAM

Kathleen Wood, Executive
Director
Laila In, Social Media Manager

OUR NEXT BOARD MEETINGS:

January 9th ~ February 13th
March 12th

All meetings are the second
Tuesday of the month at 9 am

Please call or e-mail for details

Please RSVP at the
number/email below

CONTACT US

www.VillageAtShermanOaks.com
(818) 326-0273

Don't forget to follow The Village at Sherman Oaks on Facebook, X, Instagram and Tik Tok!



VillageAtShermanOaksBID

@villageBID

@VillageAtSherman
OaksBID

VillageAtShermanOaks

Is your business having an event or special sale? Please e-mail our Executive Director at Kathleen@VillageAtShermanOaks.com and we can promote it on our social media pages.

Newsletter printed by: **FedEx Office Print & Ship Center** Located at 4550 Van Nuys Blvd. 818-906-9701

If you prefer to have your newsletter emailed, saving in printing and mailing costs, please contact Leslie or Kathleen

The Village At Sherman Oaks Business Improvement District

Tear off Sheet

The following is provided in response to requests for instructions for who and when to contact for our particular situations:

For life threatening emergencies and crimes in progress:

Please call 911.

Note: The officers themselves must see the crime being committed. They will not make an arrest based on your photographs or videos.

If you have a long-term issue that a patrol car cannot handle, an ongoing business, property or neighbor situation or dispute:

**Please contact the Senior Lead Officer for our area; Jose Saldana (South side of Ventura Blvd.)
Cell: 1-818-731-2565 Station: 1-818-374-9500 or e-mail him at 30853@lapd.online; or Mariana Romo (North side of Ventura Blvd.) 818-731-2563 or email her at 40229@lapd.online.**

Note: They do not take police reports. Police reports should be submitted to lapdonline.org.

If you see someone experiencing homelessness, struggling with their physical and/or mental health issues:

**Please submit a request at LAHSA – Los Angeles Homeless Services Authority
<https://www.lahsa.org/portal/apps/la-hop/request> or by calling 211.**

For trash or debris in the BID:

Please contact our Street plus supervisor, Aileen Morales at 1-213-999-0108 or e-mail her at Amorales@streetplus.net and she will send over a day-porter.

Graffiti Removal:

File a 311 request at <https://www.lacity.org/myla311> or on the MyLA311 App, or call 311.

To remove unwanted persons from private property:

Post a no trespassing sign (see example below). You must ensure proper signage has been posted in accordance with Los Angeles Municipal Code Section 41.24 (a) AND file a *Trespass Arrest Authorization Form* with the Van Nuys LAPD. Please keep a copy and be prepared to show it to the responding officers to prove that you are authorized to request the arrest.



Street Report

The
Village
AT Sherman
Oaks

CLEANING AMBASSADOR SERVICES | 4TH QUARTER 2023

The following data and information is provided to The Village at Sherman Oaks Business Improvement District for tracking purposes. The information contained in this report is for activities reported for the 4th Quarter of 2023, October 1 - December 31. The data and information is obtained from Officers conducting patrols and entered in Statview.

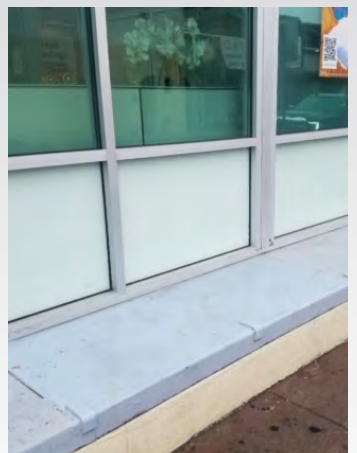
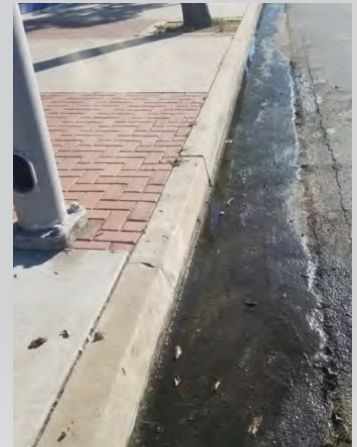
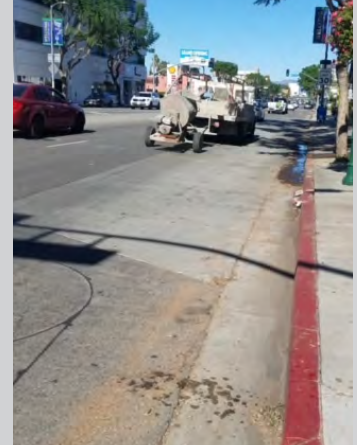


Street Report

THE VILLAGE AT SHERMAN OAKS

CLEANING AMBASSADOR SERVICES | 4TH QUARTER 2023

BEFORE/AFTER

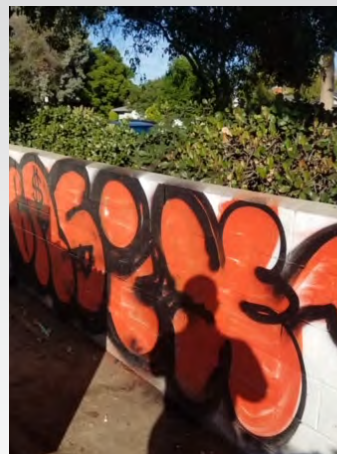
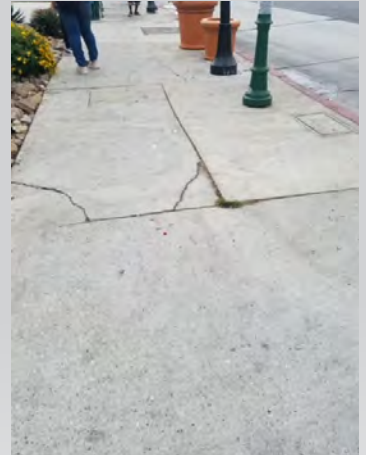
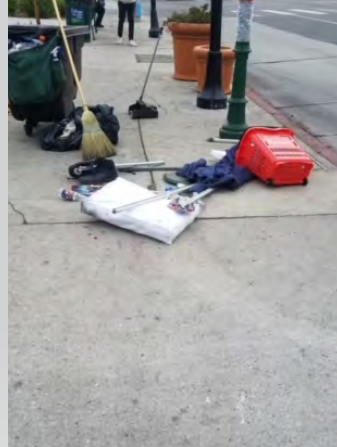


Street Report

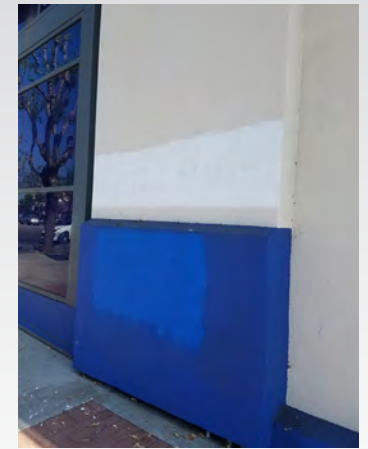
THE VILLAGE AT SHERMAN OAKS

CLEANING AMBASSADOR SERVICES | 4TH QUARTER 2023

BEFORE/AFTER



BEFORE/AFTER

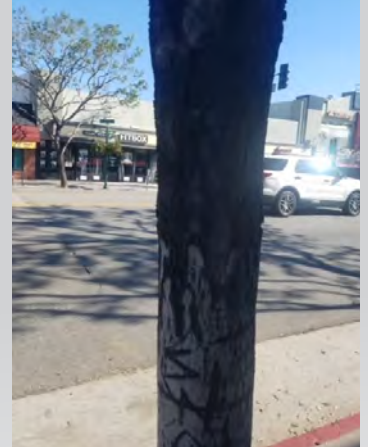


Street Report

THE VILLAGE AT SHERMAN OAKS

CLEANING AMBASSADOR SERVICES | 4TH QUARTER 2023

BEFORE/AFTER



BEFORE/AFTER



MAINTENANCE

TRASH - BAGS COLLECTED

October	317
November	336
December	354
4th Quarter	1,007

TRASH - POUNDS

October	7,925
November	8,400
December	8,850
4th Quarter	24,875

BLOCK FACES - PAN & BROOM

October	302
November	319
December	322
4th Quarter	943

HOSPITALITY - DIRECTIONS

October	17
November	12
December	23
4th Quarter	52

GRAFFITI - REMOVES

October	188
November	175
December	199
4th Quarter	562

PLANT WATERING - WORK ORDERS

October	2,315
November	2,300
December	2,308
4th Quarter	6,923

PRESSURE WASHING - GALLONS USED

October	35
November	20
December	25
4th Quarter	80

LABOR HOURS

CLEANING HOSPITALITY

October	104.00
November	96.00
December	120.00
4th Quarter	320.00

SAFETY HOSPITALITY

October	176.00
November	160.00
December	168.00
4th Quarter	504.00