

**INFORMATION TECHNOLOGY AGENCY**  
 200 North Main Street, Suite 1400, CHE, Los Angeles, CA 90012  
 Internet: <http://ita.lacity.org/>

**Mail  
Stop  
232**

**General Information** ..... **213 978-3311**  
**24-Hour Emergency Number**..... **213 978-6744**  
 Receptionist Desk (14<sup>th</sup> Floor Reception Area) ..... 213 978-3351

232

**EXECUTIVE OFFICE** ..... **Room 1400, CHE**  
**Ted Ross, General Manager**..... **213 978-3311**  
 Marina Sanchez, Executive Administrative Assistant III ..... 213 978-3311  
 Joyce Edson, Assistant General Manager ..... 213 978-3311  
 Sherry Pennyjelly, Executive Administrative Assistant II ..... 213 978-3311  
 Jeanne Holm, Assistant General Manager..... 213 978-3311  
 Marina Sanchez, Executive Administrative Assistant III ..... 213 978-3311  
 Greg Steinmehl, Acting Assistant General Manager ..... 213 978-3311  
 Sherry Pennyjelly, Executive Administrative Assistant II ..... 213 978-3311  
 ..... **FAX** 213 978-3310

**Citywide Support and ITA Administrators/Coordinators**

Cable TV Consumer Complaint Hotline..... 311  
 Cell Phone Support, Joe Quan ..... 213 922-7775  
 Citywide Department Directory (CityFone) .....  
**E-mail** ..... [ita.executiveadmins@lacity.org](mailto:ita.executiveadmins@lacity.org)  
 Citywide Microwave Systems..... 213 485-3110  
 Citywide Radio System ..... 213 485-3110  
 Citywide Telcode Administrator, Dan Tinajero..... 213 978-4038  
 Citywide Voice Mail Trouble & Passcode Resets ..... 213 978-4080  
 CLA Support ..... 213 978-4080  
 Council Audio, Russ Bellenot..... 213 978-2000  
**E-mail** ..... [ita.councilaudio@lacity.org](mailto:ita.councilaudio@lacity.org)  
 Council Support ..... 213 978-4080  
 Citywide Email Support ..... 213 978-4080  
 Internet Infrastructure Support ..... 213 978-2878  
 Telephone Coordinator, Lloyd Lau ..... 213 978-2772  
 ITA Webmaster, Balmore Botero .....  
**E-mail** ..... [ita.webservices@lacity.org](mailto:ita.webservices@lacity.org)  
 LAFD & LAPD Radio Systems ..... 213 978-0863  
 Mayor Support ..... 213 978-4080  
 Network Support ..... 213 473-7614  
 Telephone Trouble and Repair..... 213 473-3281  
 24-Hour Viewer Comment Hotline (Channel 35) ..... 213 473-3978  
 Emergency Response Information  
**For access by ITA employees only during a disaster** ..... **800 734-1870**

**HELP DESKS:**  
 Central Host Computer Helpline..... 213 978-6744  
 Technology Service Center..... 213 978-4080  
 L.A. Cityview 35 ..... 213 485-7561  
 Council Phone Operation ..... 213 847-2775



**CUSTOMER ENGAGEMENT BUREAU (continued)**

	<b>Technology Solutions</b>		
	<b>Jennifer Banos, ISM II</b> .....14 <sup>th</sup> Floor, CHE	213	978-0897
	..... <b>FAX</b>	213	978-3310
232	<b>Project Management Division</b>		
	Maryam Abbassi, Information Systems Manager.....	213	473-9797
	<b>Compliance Mgmt Materials Inventory Support &amp; Digital Inclusion</b>		
	Wayne Chan, Systems Programmer III .....	213	978-6368
	Olivia Alvarez, Sr. Sys Analyst I .....	213	978-3006
	Solie Nosrat, Systems Programmer .....	213	978-2874
	<b>Material Support</b>		
	Robert Cook .....	213	978-0180
	..... <b>OR</b>	213	473-2720
	<b>IT Professional Services Contracts &amp; CPRA Requests</b>		
	Kuljeet Arora .....	213	978-3047
232	<b>Client Services &amp; Support</b> .....14 <sup>th</sup> Floor, CHE		
	<b>Roger Fernandez</b> , Director of Systems.....	213	978-3350
	<b>Help Desk / Desktop Technical Services / Elected Support</b>		
	Lonney Ferguson.....	213	978-3091
	<b>Elected Official Support</b>		
	<b>Mayor</b>		
	Jonathan Luu.....	213	978-2882
	<b>Council</b>		
	Binh Vuong .....	213	978-2715
	<b>City Attorney</b>		
	Kim Amancio.....	213	978-2952
	<b>Controller</b>		
	Kim Amancio.....	213	978-2952
	<b>General Desktop Support</b>		
	Tuan Ngo.....	213	978-3357
	<b>CityWide Helpdesk</b> .....	213	978-4080
	David Rhodes .....	213	978-4080
703	<b>Council Audio</b>		
	Russ Bellenot, Comm Elec Supervisor.....	213	978-2000
	<b>E-mail</b> ..... <a href="mailto:ita.councilaudio@lacity.org">ita.councilaudio@lacity.org</a>		
	City Hall, 200 N Spring St., Los Angeles, CA, 90012 .....		
	..... Room 163		

## FINANCE AND ADMINISTRATIVE SERVICES

232	<b>FINANCE AND ADMINISTRATIVE SERVICES</b>	
	Laura Ito, Chief Management Analyst .....14 <sup>th</sup> Floor, CHE	213 978-3322
	..... <b>FAX</b>	213 978-3310
	<b>Accounting &amp; Payroll Services</b> .....14 <sup>th</sup> Floor, CHE	
	Mary Lee, Principal Accountant.....	213 978-3332
	Sandra Valdez, Payroll .....	213 978-3399
	<b>Budget and Contracts</b> .....14 <sup>th</sup> Floor, CHE	
	Tita Zara, Senior Management Analyst II .....	213 978-3346
	<b>Budget/CSR Work Order Desk</b>	
	Sabena Wong, Purchasing, CSR Administrator .....	213 978-3342
	Valerie Palazzolo, Access Control .....14 <sup>th</sup> Floor, CHE	213 978-3365
	Valerie Palazzolo, Physical Facilities Services.....	213 978-3365
	Eloisa Paguia, Communications Service Requests.....	213 978-6305
	Eloisa Paguia, CSR Administrator.....	213 978-6305
	..... <b>FAX</b>	213 978-3310
	<b>Contract Administration</b>	
	Irene Mayeda.....14 <sup>th</sup> Floor, CHE	213 978-3327
	..... <b>FAX</b>	213 978-3310
	<b>PERSONNEL LIAISON</b> ..... 14th Floor, CHE	
	Elba Pallais, Personnel Director.....	213 978-3390
	Regina Hernandez, Sr Personnel Analyst I.....	213 978-3394
	Susan Asuncion (Bautista), Personnel Analyst II.....	213 978-3392
	.....HR Consolidated Records	213 972-5980
	..... <b>FAX</b>	213 972-5916
	<b>E-mail</b> ..... <a href="mailto:HRConsolidatedRecords@lacity.org">HRConsolidatedRecords@lacity.org</a>	

## INFRASTRUCTURE BUREAU

232	<b>INFRASTRUCTURE BUREAU</b>	
	<b>Greg Steinmehl, Acting Assistant General Manager</b> .....	213 978-3311
	14th Floor, CHE .....	<b>FAX</b> 213 978-3310
	<b>Data Eng &amp; Ops</b> .....14 <sup>th</sup> Floor, CHE	
	Greg Steinmehl, Division Manager.....	213 922-7793
	<b>Data Network Engineering</b> .....	
	Greg Wnuck, Sr. Communications Engineer .....	213 978-4066
	<b>Public Safety Data Network Engineering</b>	
	Ramil Lopez, Communications Engineer .....	213 978-4034
	<b>Citywide Data Network Engineering</b>	
	Harry Torikian, Communications Engineer.....	213 978-3030
454	<b>CityWide Data Network Construction/Maintenance</b>	
	David Ryan, Communication Electrician Supervisor.....	213 473-2737
	..... <b>OR</b>	213 978-6623
232	<b>Transport Network Engineering</b>	
	Sr. Communications Engineer.....	213 978-2010

**INFRASTRUCTURE BUREAU (continued)**

	<b>Citywide Fiber Network Engineering</b>	
	Frank Gonzalez, Communication Engineer .....	213 978-4032
	Ken Lam, Communications Engineer .....	213 978-3000
	<b>Enterprise Systems Support &amp; Security Management</b>	
	Jim Lee, Manager .....	213 922-7702
232	<b>Technology Systems Support</b>	
	Brian McKibben .....	213 978-3374
232	<b>Voice, ENG &amp; OPS</b>	
	Anne Wu, Director of Communication Services.....	213 978-0088
	<b>CityWide Voice Network Engineering</b>	
	Lloyd Lau, Sr. Communications Engineer .....	213 978-2772
	Jacky Tran, Communications Engineer.....	213 978-2888
454	<b>CityWide Voice Installation &amp; Maintenance</b>	
	Rito Cisneros, Communication Electrician Supervisor.....	213 473-0660
232	<b>Citywide Voice/Data Billing Accounts Management</b>	
	Joe Quan, Sr. Systems Analyst II.....	213 922-7775
	<b>Proposition Q Bond Program Projects</b>	
	Thinh Dinh, Communications Engineer, Supervisor .....	213 482-7367
2951	1149 S Broadway, 8 <sup>th</sup> Flr, Los Angeles 90015 .....	<b>FAX</b> 213 482-7310
974	<b>Citywide Facilities and Systems Engineering Section</b>	
	Adel Etman, Sr. Communications Engineer, Section Manager	213 978-0855
	200 N. Main Street, 12th Floor .....	<b>FAX</b> 213 922-8386
	<b>Special Bond-Funded Projects</b>	
	Adel Etman, Sr. Communications Engineer, Section Manager	213 978-0855
2951	200 N. Main St., 12 <sup>th</sup> floor .....	<b>FAX</b> 213 978-0855
454	<b>Intrusion Alarms/Command Post</b>	
	Rito Cisneros, Sr Comm Electrician Supv .....	213 473-0660
	555 Ramirez Street, Space 140, Los Angeles 90012	
232	<b>Communication Services Division</b>	
	<b>Omotayo Ige</b> , Director of Communication Services,	
	Division Manager .....	213 978-1515
	200 N. Main St., 14th floor, Los Angeles, 90012 .....	<b>FAX</b> 213 978-3310
	Piper Technical Center - General Information .....	213 473-2711
999	<b>Voice Radio Engineering Section</b>	
	Ken Chan, Sr. Communications Engineer, Section Manager..	213 978-0872
	200 N Main. St., 12 <sup>th</sup> Floor, Los Angeles 90012. ....	<b>FAX</b> 213 978-0868
	LAPD and Citywide Radio, Nilesh Patel, Supervisor .....	213 978-0871
	LAFD Voice Radio and FCC License, Ken Mann, Supervisor	213 978-0832
	Microwave Systems, Duncan Angami, Supervisor .....	213 978-0870
232	<b>Public Safety Dispatch and Mobile Data Radio Engineering Section</b>	
	Bhavin Patel, Sr. Communications Engineer, Section Manager	213 978-0267
	200 N. Main St., 10th floor, Los Angeles, 90012 .....	
	<b>Public Safety Dispatch Engineering Unit</b>	
	Warren Dycus, Unit Supervisor .....	213 978-0853
	LAPD 911 Dispatch Centers .....	213 978-0863
	LAFD 911 Dispatch Centers .....	213 978-0863

**INFRASTRUCTURE BUREAU (continued)**

	<b>Mobile Data Radio Engineering Unit</b>		
	Samar Das, Unit Supervisor.....	213	922-8305
	LAPD Mobile Data Radio System .....	213	978-0862
	LAFD Mobile Data Radio System.....	213	978-0862
400	<b>Next Generation Wireless Network Engineering Section</b>		
	Mehrdad Larijaniha, Sr. Communications Engineer, Section Mgr	213	486-0207
	100 W. 1 <sup>st</sup> St., 8 <sup>th</sup> floor, Los Angeles, 90012 ..... <b>FAX</b>	213	486-0280
454	<b>Field Services Section</b>		
	Bob Aune, Acting Sr. Communications Electrician Supervisor	213	473-0671
	Section Manager.....		
	555 Ramirez Street, Space 140, Los Angeles 90012 ..... <b>FAX</b>	213	485-8719
	Mt. Lee - Monitor, 3800 Mt. Lee Drive, Los Angeles 90068		
	<b>Note: Mt. Lee does not have mail delivery service</b>		
	(Radio, Microwave, Intrusion Alarms, Weekends, Holidays		
	& Off-hour Emergencies) .....	213	485-3110
	Field Radio (Base Stations) .....	213	473-2750
	Field Microwave (Remote Sites) .....	213	473-2755
454	<b>Shop Services Section</b>		
	Peter Benjamins, Sr. Communications Electrician Supervisor,		
	Section Manager.....	213	473-2771
	555 Ramirez Street, Space 140, Los Angeles 90012 ..... <b>FAX</b>	213	473-2791
	Mobile Services (vehicle mounted communication equipment)	213	473-0681
	Mobile Installations .....	213	473-2728
	Portable Labs (Hand held radios).....	213	473-2761
	For portable radio pick-up, call.....	213	473-2761
	MDC Lab (Mobile Data Radios).....	213	473-2761
602	<b>Avionics/Van Nuys Heliport</b> .....	818	756-9452
	16621 Armin Street, Van Nuys 91406..... <b>FAX</b>	818	756-9994
454	Hooper Heliport .....	213	473-7892
	555 Ramirez Street, Space 475, Los Angeles 90012		
458	Valley Radio Shop .....	818	756-8510
	6165 Tyrone Street, Van Nuys 91401 ..... <b>FAX</b>	818	756-9453
	For repairs, call .....	213	485-3110
232	<b>Enterprise Systems &amp; Operations</b>		
	Sung Kim, ISM II.....	213	978-6333
	<b>Enterprise Network Operations Center</b>		
	James Lee, Operations Manager .....	213	978-2872
	<b>Network Operations</b>		
	(Day) Casey Riggs.....	213	978-6706
	(Swing) Marita Saul.....	213	978-6744
	..... <b>OR</b>	213	978-6722
	Val Alicante (Graveyard) .....	213	978-6744
	<b>Production Control/Doc/Tape Lib/Security Admin</b>		
	Casey Riggs, Manager.....	213	978-7312
	..... <b>OR</b>	213	978-7572
	<b>Enterprise Services Management</b>		
	Nee Truong, Manager.....	213	978-6783
	<b>Mainframe Systems Operations</b>		
	Jon Hoang, Manager .....	213	978-6332

**INFRASTRUCTURE BUREAU (continued)**

**Citywide LAN & Server Support**

Bill Lau, Manager ..... 213 978-6708

**Identity Management Support**

Heather Jenoure, Manager ..... 213 978-3187

**DBA Support**

Ernest Banh ..... 213 978-0207

