

## Communication from Public

**Name:** NC DO NOT TRUST RAQUEL BELTRAN  
**Date Submitted:** 09/10/2022 11:48 PM  
**Council File No:** 11-1020-S3  
**Comments for Public Posting:** NC's do not trust Raquel Beltran and do not want her in charge of how our money is spent. She has proven herself to not have the best interest of the NC system as a priority. Take a look at the responses to the DONE listening survey (attached)

	I	J	K	L	M	N
1	1	language	How likely is it that you would recommend EmpowerLA to friend or family member who needed information on how	What is EmpowerLA good at?	What could EmpowerLA do better?	Overall, how well has EmpowerLA met your needs?
2	2		Response	Open-Ended Response	Open-Ended Response	Response
3	3	en		6 Always ready to listen people's voice	Need to more organized	Fairly well
4	4	en		10 email	NA	Very well
5	5	en		7 Connection to other in the community	Stuff boards members from removing our stuff from our paid public storage.	Fairly well
6	6	en		6 not sure rules are to strict and not directed at keeping the board together	Every thing LISTEN TO WHAT WE HAVE TO SAY. STOP ACTING LIKE EVERY THING IS YOUR SAY SO	A little bit
7	7	en		7 Education and information sharing.	Maybe less email	Very well
8	8	en		10 Every time I've needed help or guidance they've helped me out yeah especially Vanessa sorano I know Adriana Mario and Karen	Be at every meetingBe at every meeting	
9	9	en		10 Every time I've needed help or guidance they've helped me out yeah especially Vanessa sorano I know Adriana Mario and Karen	Be at every meetingBe at every meeting	Very well
10	10	en		6 Trainings on how to navigate the Brown Act and ethics related to funding decisions. The NEAs provide useful assistance to NCs in applying the training and in getting our funding requests approved.	A few examples come to mind. I didn't appreciate at the NC sessions when DONE reps warned the participants at each session what would happen if participants weren't civil to one another. In addition, it appears the code of conduct training has become a tool for DONE to use in controlling NCs, for example by forcing NC board members to sign a statement saying they agree with the policy which then says DONE can remove board members based on allegations. The digital communications policy also represents a command and control approach rather than a collaborative one.	Fairly well
11	11	en		9 Admittedly I am new to being a Board member, but it appears strength is in communication and providing training/awareness opportunities.	Too new to comment here! Next go-around!	Very well
12	12	en		7 Supporting Neighborhood Councils	Help Neighborhood Councils connect with organizations and constituents in their service area	Fairly well

	I	O	P	Q	R	S	T
1	1	How often do EmpowerLA staff treat you with respect?	How connected do you feel to your Neighborhood Empowerment Advocate at EmpowerLA?	How often do you interact with EmpowerLA?	How satisfied are you with the response time of EmpowerLA when you get in touch?	How do you prefer to get in touch with EmpowerLA?	When you reach out to EmpowerLA with a question or concern, how proactive are our staff in helping you resolve the issue?
2	2	Response	Response	Response	Response	Response	Response
3	3	Usually	Fairly connected	Once every few months	Somewhat satisfied	Email	A little bit proactive
4	4	Always	Extremely connected	Once a month	Very satisfied	Email	Very proactive
5	5	Always	A little bit connected	A few times a month	Neither dissatisfied or satisfied	Text message	Fairly proactive
6	6	Usually	Very connected	Once a month	Neither dissatisfied or satisfied	Phone	Very proactive
7	7	Always	Very connected	Once a month	Very satisfied	Email	Very proactive
8	8						
9	9	Always	Extremely connected	Every day	Somewhat satisfied	Phone	Fairly proactive
10	10	Always	Very connected	A few times a month	Neither dissatisfied or satisfied	Email	Fairly proactive
11	11	Always	Fairly connected	Once every few months			
12	12	Always	Fairly connected	Once a month	Somewhat satisfied	Email	Very proactive

	I	U	V	W	X	Y	Z	AA
1		How can EmpowerLA serve 1 your NC better?						
2	2	Attend more meetings	Be involved in social media	Send more newsletters	Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
3	3	Attend more meetings						
4	4			Send more newsletters				
5	5						Schedule 1:1 sessions between EmpowerLA staff and board members	
6	6			Send more newsletters			Schedule 1:1 sessions between EmpowerLA staff and board members	
7	7						Schedule 1:1 sessions between EmpowerLA staff and board members	
8	8							
9	9	Attend more meetings					Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
10	10					Host more outreach events		
11	11							
12	12	Attend more meetings	Be involved in social media		Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats

	I	AB	AC	AD	AE	AF	AG
1	1		Based on your responses above, how much do you agree/disagree with the following statement? EmpowerLA is moving in the right direction.	What informed your rating on the previous question?	Use the dropdown to select the neighborhood council that you are a stakeholder of. Since only one option can be selected, we recommend selecting the neighborhood council to which you spend the most time supporting.	What is your age?	Gender: How do you identify?
2	2	Co-host townhalls with the NCs in different neighborhoods	Response	Open-Ended Response	Response	Response	Response
3	3		Somewhat agree	Na	Pico Union	45 - 54 years	Female
4	4		Strongly agree	na	Lincoln Heights	35 - 44 years	Male
5	5		Neither agree nor disagree	A board members did not ask for help and our stuff got removed. There must be more responsibility and accountability. So sad she did that to us when we want to improve our community . She is a great writer but let's medicine control her actions in the wrong way.	MacArthur Park	45 - 54 years	Female
6	6		Strongly disagree	the manger	North Hollywood West	65 - 74 years	Female
7	7		Somewhat agree	I think you are all doing a great job. Always room for improvement.	Valley Village	45 - 54 years	Male
8	8						
9	9	Co-host townhalls with the NCs in different neighborhoods	Somewhat agree	Everything it's a learning experience every time I talk to them	Pacoima	35 - 44 years	Female
10	10		Somewhat disagree	I don't think the relationship is collaborative. It appears that DONE isn't being proactive in general in meeting the NCs where they are. For me, there are some controversial projects going on right now that impact the NCs and where they don't have a voice in City Council, like the Housing Element Update and DONE is nowhere to be seen.	Rampart Village	65 - 74 years	Male
11	11					65 - 74 years	Female
12	12	Co-host townhalls with the NCs in different neighborhoods	Somewhat agree	I think COVID pandemic has hampered operations	Rampart Village	65 - 74 years	Female

	I	AH	AI	AJ	AK	AL	AM	AN	AO
1	1		Race/Ethnicity: How do you identify? (Check all that apply)						
2	2	Self-describe:	Asian	Asian American	Black/African American	Latino/Hispano	Multi-Ethnic	Middle Eastern or North African	Native American or Alaska Native
3	3	Na	Asian						
4	4					Latino/Hispano			
5	5								
6	6								
7	7				Black/African American				
8	8								
9	9					Latino/Hispano			
10	10								
11	11								
12	12						Multi-Ethnic		

	I	AP	AQ	AR
1	1			
2	2	Native Hawaiian or other Pacific Islander	White	Self-describe:
3	3			Na
4	4			
5	5			Mexican, American, French
6	6			what does race have to do with this survey
7	7			
8	8			
9	9			
10	10		White	
11	11		White	
12	12			

	I	J	K	L	M	N
1	1	language	How likely is it that you would recommend EmpowerLA to friend or family member who needed information on how	What is EmpowerLA good at?	What could EmpowerLA do better?	Overall, how well has EmpowerLA met your needs?
2	2		Response	Open-Ended Response	Open-Ended Response	Response
13	13	en		9 Regular, clear communications.	I'm not sure. I'm still newer to being a member of an NC and don't feel I have strong feedback to offer for improvement.	Very well
14	14	en		5		Fairly well
15	15	en		1 Because of the policies of the current General Manager: They have gotten good at making it more difficult for elected NC members to do what is described in the LA City charter defining and creating NC's. They have become good at making sure the the voices of a small group can out weight the voices of many in the community. They have become good at maligning and discarding elected seasoned NC people.	See above. ONLINE NC EDUCATION: Also, the education system is currently based on a pay per use / pay per class subscriptions system. Or so it seems from the way it is implemented and the strict system of signing up and use. The system teaching the Ethics, Roberts Rules, City funtioning, Departments and their structure / relation to the City, and other required training should be FREE and available to all stakeholders and board members. The stakeholders need to be able to understand the City's requirements of the board members to eliminate many of the misunderstandings of why board members hands are tied by policies, not that board members are being punitive or "don't like the motion". ONLINE TRAINING USE: The system loses the work that board members have done. It keeps track of things that are not important and does not keep track of things that are. It does not logically assist the "student" in its progress or "going back" , or even the proper completion of material to get credit for a section that has been completed. And that seems to be at random. GENERAL MANAGER: She supports and promotes persons of her personal agenda with total disregard for the facts of the big picture of a community. She lied and said that our community had an illegal election when she knows that it is impossible for that to happen. She never completed the study that would prove her claim is false and was propagated to harm the functionality of our council. PERSONNEL: Why was there a mass exodus of department personell during the past year ? Bad management.	Not well at all
16	16	en		5 Guiding information on what Neighborhood Council's can and can't do	Increase community outreach	A little bit
17	17	en		0 i have no idea what EmpowerLA is	Let residents & businesses DTLA what EmpowerLA is	Not well at all
18	18	en		6 Wish I knew. We get many questions of concern about issues in our community at our meetings...but when we turn to EmpowerLA for answers - we rarely receive replies.	Respond! Stop passing the buck between downtown & our rep, & back again. Frustrating when we have to face the community. Makes US look weak & worthless!	Not well at all

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2	2	Response	Response	Response	Response	Response	Response
13	13	Always	Extremely connected	Once a month	Very satisfied	Email	Extremely proactive
14	14	Usually	Fairly connected	Once a month	Somewhat satisfied	Email	Fairly proactive
15	15	Sometimes	Not at all connected	Less often than that	Very dissatisfied	Phone	A little bit proactive
16	16	Always	A little bit connected	Once every few months	Neither dissatisfied or satisfied	Email	Fairly proactive
17	17	Never	Not at all connected	Less often than that	Neither dissatisfied or satisfied	Email	
18	18	Sometimes	A little bit connected	A few times a month	Very dissatisfied	Email	Not at all

	I	U	V	W	X	Y	Z	AA
1		How can EmpowerLA serve 1 your NC better?						
2	2	Attend more meetings	Be involved in social media	Send more newsletters	Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
13	13							
14	14						Schedule 1:1 sessions between EmpowerLA staff and board members	
15	15	Attend more meetings					Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
16	16	Attend more meetings		Send more newsletters		Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	
17	17	Attend more meetings			Shorter/more digestible emails			Organize board retreats
18	18	Attend more meetings					Schedule 1:1 sessions between EmpowerLA staff and board members	

	I	AB	AC	AD	AE	AF	AG
1	1		Based on your responses above, how much do you agree/disagree with the following statement? EmpowerLA is moving in the right direction.	What informed your rating on the previous question?	Use the dropdown to select the neighborhood council that you are a stakeholder of. Since only one option can be selected, we recommend selecting the neighborhood council to which you spend the most time supporting.	What is your age?	Gender: How do you identify?
2	2	Co-host townhalls with the NCs in different neighborhoods	Response	Open-Ended Response	Response	Response	Response
13	13		Strongly agree	Our representative seems knowledgeable and helpful. He is at our GA meetings and responds to emails in a timely manner.	Palms	35 - 44 years	Male
14	14		Somewhat agree		Coastal San Pedro	35 - 44 years	Male
15	15	Co-host townhalls with the NCs in different neighborhoods	Strongly disagree	This questions is bad English, but I will try to answer what I think you are asking. Much of my responses are based on the responses based on the General Manager and the policies she is putting forth. She intentionally negatively targeted our NC because the person she wanted to become President did not win. We have been trained by her that she does not wish to help us, and actually wishes for us to quit and go away so that she can her "her people" take over our NC. It is a combination of her and Monica Rodriguez doing this. I do not wish to cast dispersion's on the DONE staff in general. I believe that they work hard and try to do a good job with the tools they are supplied.	Sunland-Tujunga	65 - 74 years	Male
16	16		Somewhat disagree	The only way I interact with Empower LA is through the NC advocate at our board meetings. We used to have an amazing NC advocate (I think his name was Julian, he was French, and spoke with a French accent.) He was incredible and had prompt responses and shared valuable insights and updates each month. The current advocate for OPNC I feel less connected with. She does not share monthly announcements, and I don't even know what her email is to be able to connect with her. I would love if she emailed this info out to the NC board so that we could have it for our reference to know who our contact is. With virtual meetings, it's not like I can go up to her after a meeting to talk to her.	Olympic Park	18 - 24 years	Male
17	17		Neither agree nor disagree	i know nothing about EmpowerLA	Downtown LA	45 - 54 years	Male
18	18	Co-host townhalls with the NCs in different neighborhoods	Strongly disagree	Our experiences.		55 - 64 years	Female

	I	AH	AI	AJ	AK	AL	AM	AN	AO
1	1	Race/Ethnicity: How do you identify? (Check all that apply)							
2	2	Self-describe:	Asian	Asian American	Black/African American	Latino/Hispano	Multi-Ethnic	Middle Eastern or North African	Native American or Alaska Native
13	13								
14	14					Latino/Hispano			
15	15	Human							
16	16		Asian				Multi-Ethnic		
17	17						Multi-Ethnic		
18	18								

	I	AP	AQ	AR
1	1			
2	2	Native Hawaiian or other Pacific Islander	White	Self-describe:
13	13		White	
14	14		White	
15	15			Adopted, cannot say for sure. I look white.
16	16		White	Half Indian / Half White
17	17			
18	18		White	

	I	J	K	L	M	N
1	1	language	How likely is it that you would recommend EmpowerLA to friend or family member who needed information on how	What is EmpowerLA good at?	What could EmpowerLA do better?	Overall, how well has EmpowerLA met your needs?
2	2		Response	Open-Ended Response	Open-Ended Response	Response
19	19	en		5 Informing NCs about what's going on in the City	Not sure	Fairly well
20	20	en		6 Lots of communications with timely information, helpful liaisons	Too much staff turnover with liaisons to neighborhood councils, too much paperwork and bureaucracy for a NC system that is volunteer-driven	Fairly well
21	21	en		7 You can ask for the information you need if you can't find it.	Better communication, especially with onboarding board members. While I did receive some training emails, I was constantly emailed trainings I'd done before. And I wasn't given access to things until I asked.	A little bit
22	22	en		5		Fairly well
23	23	en		5 My only contact with EmpowerLA is through the web site and the required training for an alternate member of a Neighborhood Council.	No suggestions	Very well
24	24	en		10 Listening to the concerns of the neighborhood	I'm new so I'm just learning about all of this myself. Perhaps visibility could be much better	Fairly well
25	25	en		5 I have only been on the governing board of my neighborhood Council for a few months so I don't know that I really have the requisite background to answer this intelligently. Empower LA does seem to be good at making sure that we got our eyes and cross our tears, but otherwise I am not clear on exactly what they are doing or not.		Fairly well
26	26	en		8 Addressing the problems of our communities and discussing solutions to solve them.	Raise the NC budgets, offer better training to the new board members, and get more involved with progressive grassroots organizations that are trying to solve the issues that affect our communities.	Fairly well
27	27	en		6	x	Very well
28	28	en		5 Not sure what to compare it to	Have a rep or two at every board meeting	Fairly well
29	29	en		7 amazing staff	Have a bigger department	Extremely well

	I	O	P	Q	R	S	T
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2	2	Response	Response	Response	Response	Response	Response
19	19	Usually	A little bit connected	Once every few months	Neither dissatisfied or satisfied	Phone	Fairly proactive
20	20	Always	A little bit connected	Once a month	Somewhat satisfied	Email	Very proactive
21	21	Always	Fairly connected	Once every few months	Very dissatisfied	Email	A little bit proactive
22	22	Always	Not at all connected	Less often than that	Neither dissatisfied or satisfied	Email	Fairly proactive
23	23	Always	Not at all connected	Less often than that	Very satisfied	Email	Very proactive
24	24	Always	Very connected	A few times a month	Neither dissatisfied or satisfied	Email	Very proactive
25	25	Usually	A little bit connected	Less often than that	Somewhat satisfied	Email	Fairly proactive
26	26	Always	A little bit connected	Once a month	Somewhat satisfied	In person (in office or in the community)	Very proactive
27	27	Usually	Not at all connected	Once every few months	Neither dissatisfied or satisfied	Phone	Fairly proactive
28	28	Always	Fairly connected	Once a month	Neither dissatisfied or satisfied	Phone	Fairly proactive
29	29	Always	Extremely connected	A few times a week	Very satisfied	In person (in office or in the community)	Extremely proactive

	I	U	V	W	X	Y	Z	AA
1		How can EmpowerLA serve 1 your NC better?						
2	2	Attend more meetings	Be involved in social media	Send more newsletters	Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
19	19	Attend more meetings				Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
20	20				Shorter/more digestible emails		Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
21	21	Attend more meetings			Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
22	22							
23	23				Shorter/more digestible emails			
24	24	Attend more meetings	Be involved in social media			Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
25	25							
26	26						Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
27	27	Attend more meetings			Shorter/more digestible emails			
28	28	Attend more meetings			Shorter/more digestible emails		Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
29	29							Organize board retreats

	I	AB	AC	AD	AE	AF	AG
1	1		Based on your responses above, how much do you agree/disagree with the following statement? EmpowerLA is moving in the right direction.	What informed your rating on the previous question?	Use the dropdown to select the neighborhood council that you are a stakeholder of. Since only one option can be selected, we recommend selecting the neighborhood council to which you spend the most time supporting.	What is your age?	Gender: How do you identify?
2	2	Co-host townhalls with the NCs in different neighborhoods	Response	Open-Ended Response	Response	Response	Response
19	19	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree	I don't feel a real connection to BONC	Mid City West	55 - 64 years	Female
20	20		Somewhat agree	I appreciate EmpowerLA's efforts to improve based on listening tours and attending meetings.	Eagle Rock	35 - 44 years	Female
21	21	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree	I can't tell from my interactions what direction they're going in	Atwater Village	35 - 44 years	Prefer not to say
22	22		Neither agree nor disagree			25 - 34 years	Female
23	23		Neither agree nor disagree	I have no idea about its mission and whether it is moving forward to accomplish it.	Greater Wilshire	75 years or older	Male
24	24	Co-host townhalls with the NCs in different neighborhoods	Strongly disagree	More things seem to be being discussed	Atwater Village	25 - 34 years	Male
25	25	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree	My own ignorance and lack of really dealing with MPower LA	Los Feliz	65 - 74 years	Male
26	26	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree	I am not very knowledgeable about the activities of Empower LA.	South Central		Male
27	27		Neither agree nor disagree	I, PERSONALLY, HAVE LITTLE INTEACTION WITH YOU	Northridge West	75 years or older	Male
28	28	Co-host townhalls with the NCs in different neighborhoods	Somewhat agree	Not sure	Silver Lake	35 - 44 years	Prefer not to say
29	29	Co-host townhalls with the NCs in different neighborhoods	Strongly agree	Experience	Mid City	18 - 24 years	Female

	I	AH	AI	AJ	AK	AL	AM	AN	AO
1	1		Race/Ethnicity: How do you identify? (Check all that apply)						
2	2	Self-describe:	Asian	Asian American	Black/African American	Latino/Hispano	Multi-Ethnic	Middle Eastern or North African	Native American or Alaska Native
19	19				Black/African American				
20	20								
21	21								
22	22			Asian American					
23	23								
24	24								
25	25								
26	26	Cis-gender.			Black/African American				
27	27								
28	28								
29	29								

	I	AP	AQ	AR
1	1			
2	2	Native Hawaiian or other Pacific Islander	White	Self-describe:
19	19			
20	20		White	
21	21		White	
22	22			
23	23		White	
24	24		White	
25	25		White	
26	26			
27	27		White	
28	28		White	
29	29		White	

	I	J	K	L	M	N
1	1	language	How likely is it that you would recommend EmpowerLA to friend or family member who needed information on how	What is EmpowerLA good at?	What could EmpowerLA do better?	Overall, how well has EmpowerLA met your needs?
2	2		Response	Open-Ended Response	Open-Ended Response	Response
30	30	en		3	Provide effective support to councils that have disruptive members who create chaos and extra work for leadership.	A little bit
31	31	en		4	Consolidated resources for board members, better on-boarding for new board members, ensuring all elected board members are included in distribution lists and receive all relevant information	A little bit
32	32	en		4 Still thinking...	Less bureaucracy, actually empower the NC, make it easier to do business, streamline access to info and resources.	A little bit
33	33	en		1 not sure	lots	Not well at all
34	34	en		8 I don't know	Community with the community better	Not well at all
35	35	en		7 Articulating rules, laws, and procedures	N/a	Fairly well
36	36	en		8 Communication and mobilization.	Be less monolithic. I know it's city government but if the entire org came across as a bit warmer, I think that would be a good thing.	Very well
37	37	en		1 I truly can't think of a single thing	Writing more concise emails	Not well at all
38	38	en		1 HONESTLY DO NOT KNOW. THEY HAVE NOT BEEN HELPFUL 2 MUCH - MAYBE IN FINDING CERTAIN CONTACTS IN THE CITY.	GIVE NCS MORE TOOLS AND FREEDOMS TO OPERATE. WE SEEM TO HAVE MORE RED TAPE THAN CITY COUNCIL.	Not well at all
39	39	en		10 Emailing	N/A	Extremely well
40	40	en		2 annoying neighborhood councils	hire more educated representatives who know parliamentary procedures, governance issues	Not well at all

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31	31	Always	Fairly connected	A few times a month	Neither dissatisfied or satisfied	Email	A little bit proactive
32	32	Usually	A little bit connected	Once a month	Neither dissatisfied or satisfied	Email	Fairly proactive
33	33	Usually	Not at all connected	Less often than that	Somewhat dissatisfied	Phone	Not at all
34	34	Never	Not at all connected	Less often than that	Very dissatisfied	Email	Not at all
35	35	Always	Fairly connected	Once every few months	Neither dissatisfied or satisfied	Email	Very proactive
36	36	Usually	A little bit connected	Once a month	Very satisfied	Email	Fairly proactive
37	37	Sometimes	Not at all connected	Less often than that	Neither dissatisfied or satisfied	Email	Not at all
38	38	Always	Not at all connected	Once a month	Neither dissatisfied or satisfied	Email	Fairly proactive
39	39	Always	Very connected	Once a month	Somewhat satisfied	Email	Very proactive
40	40	Sometimes	Not at all connected	Once a month	Very dissatisfied	Phone	Not at all

	I	U	V	W	X	Y	Z	AA
1		How can EmpowerLA serve 1 your NC better?						
2	2	Attend more meetings	Be involved in social media	Send more newsletters	Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
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2	2	Co-host townhalls with the NCs in different neighborhoods	Response	Open-Ended Response	Response	Response	Response
30	30		Somewhat disagree	While I believe in the potential of the NC concept, the barriers for board participation are so low - and maybe rightfully so - that the opportunities for disruptive members to create chaos are many, and support from Empower LA and the city attorney to deal effectively with these members is virtually zero.	North Hills West	55 - 64 years	Male
31	31		Neither agree nor disagree		Del Rey		
32	32		Neither agree nor disagree	I barely know what they do for us.	Atwater Village	35 - 44 years	Male
33	33		Strongly disagree			55 - 64 years	Female
34	34	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree	No involvement	Empowerment Congress Southeast	55 - 64 years	Female
35	35		Neither agree nor disagree	I don't interact with EmpowerLA that much	Mid City West	25 - 34 years	Male
36	36	Co-host townhalls with the NCs in different neighborhoods	Somewhat agree	Empower LA is functional and mostly does what it is intended to do so that's good.	Atwater Village	45 - 54 years	Male
37	37		Strongly disagree	I have not seen improvement in power away over the course of my entire time in the neighborhood Council system, and this is my third term.	Atwater Village	35 - 44 years	Male
38	38	Co-host townhalls with the NCs in different neighborhoods	Somewhat disagree	I DO NOT FEEL LIKE THE NCS HAVE ENOUGH CLOUT IN CITY POLITICS TO BE EFFECTIVE.	Atwater Village	25 - 34 years	Male
39	39	Co-host townhalls with the NCs in different neighborhoods	Somewhat agree	NA	Lincoln Heights	35 - 44 years	Male
40	40		Somewhat disagree	personal experience	Central San Pedro	65 - 74 years	Male

	I	AH	AI	AJ	AK	AL	AM	AN	AO
1	1	Race/Ethnicity: How do you identify? (Check all that apply)							
2	2	Self-describe:	Asian	Asian American	Black/African American	Latino/Hispano	Multi-Ethnic	Middle Eastern or North African	Native American or Alaska Native
30	30								
31	31								
32	32								
33	33								
34	34				Black/African American				
35	35								
36	36								
37	37					Latino/Hispano			
38	38								
39	39					Latino/Hispano			
40	40								

	I	AP	AQ	AR
1	1			
2	2	Native Hawaiian or other Pacific Islander	White	Self-describe:
30	30		White	
31	31			
32	32		White	
33	33		White	
34	34			
35	35		White	
36	36		White	
37	37		White	
38	38		White	
39	39			
40	40		White	

	I	J	K	L	M	N
1	1	language	How likely is it that you would recommend EmpowerLA to friend or family member who needed information on how	What is EmpowerLA good at?	What could EmpowerLA do better?	Overall, how well has EmpowerLA met your needs?
2	2		Response	Open-Ended Response	Open-Ended Response	Response
41	41	en	10	Supporting and guiding neighborhood councils	I received a spam/phishing email scam from this address and didn't hear back for days after clicking on a link.	Extremely well
42	42	en	10	Na	Na	Fairly well
43	43	en	8	Providing training and tools to help NCs understand policy and guidelines. They are good at helping with engagement.	More training to help those that are new to the Nc system, such as leadership skills and how to lead effectively.	Very well
44	44	en	5	A lot of institutional knowledge. Patience. NEAs are generally good at reminding boards of deadlines, optional trainings, etc.	Provide consistent meeting coverage to NCs. NEAs read agendas before meetings. NEAs know NCs' bylaws better than they do. Stop using terms like "table," "continue." PROVIDE THE SUPPORT NCs ASK FOR — not just what the Department has on its checklist. Allow more back and forth and not overmoderated Q&A at trainings and feedback sessions. Provide clear support for the liaison program and not have it be "the thing we don't talk about." Be clear with NCs when there will not be coverage by NEAs. Inform NCs when their members are close to being suspended or removed so Officers can try to get the message through. Spend less time on the Empowerla.org website... but list the liaisons on the website. Give NCs clearer ways to work with Rosters to fix problems. Allow NCs to see who is getting the MYNC@empowerla.org emails so they know who is NOT getting the emails. Explain whether committees have to abide by the majority-of-a-quorum rule (and why City Council committees clearly don't abide by the majority of a quorum rule in how they form their committees). Etc.	Fairly well
45	45	en	5		Update neighborhood council roster pages in a timely manner.	Fairly well
46	46	en	3	DICTATING WHAT NEIGHBORHOOD COUNCILS SHOULD DO	RETURN PHONE CALLS AND EMAILS.....	A little bit
47	47	en	5	helping NC's interface with the City Attorney	not interfere with elections based on false claims made by councilmembers	Fairly well
48	48	en	6	Notifying persons of what is going on in LA or the hottest topics citizens should be concerned about	Can't give an accurate answer now	Fairly well

	I	O	P	Q	R	S	T
1	1	How often do EmpowerLA staff treat you with respect?	How connected do you feel to your Neighborhood Empowerment Advocate at EmpowerLA?	How often do you interact with EmpowerLA?	How satisfied are you with the response time of EmpowerLA when you get in touch?	How do you prefer to get in touch with EmpowerLA?	When you reach out to EmpowerLA with a question or concern, how proactive are our staff in helping you resolve the issue?
2	2	Response	Response	Response	Response	Response	Response
41	41	Always	Extremely connected	Once a month	Very dissatisfied	Email	Not at all
42	42	Usually	Fairly connected	Once every few months	Somewhat satisfied	Phone	Fairly proactive
43	43	Always	Very connected	Once a month	Somewhat satisfied	Email	Very proactive
44	44	Usually	Fairly connected	A few times a month	Somewhat dissatisfied	Email	A little bit proactive
45	45	Usually	Very connected	A few times a week	Neither dissatisfied or satisfied	Email	Fairly proactive
46	46	Rarely	Not at all connected	Once every few months	Very dissatisfied	Phone	Not at all
47	47	Always	Extremely connected	A few times a week	Somewhat satisfied	Email	Fairly proactive
48	48	Always	Fairly connected	Once every few months	Neither dissatisfied or satisfied	Email	Fairly proactive

	I	U	V	W	X	Y	Z	AA
1		How can EmpowerLA serve 1 your NC better?						
2	2	Attend more meetings	Be involved in social media	Send more newsletters	Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
41	41							
42	42	Attend more meetings			Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
43	43	Attend more meetings			Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	
44	44	Attend more meetings						
45	45	Attend more meetings			Shorter/more digestible emails			
46	46							
47	47	Attend more meetings						
48	48							

	I	AB	AC	AD	AE	AF	AG
1	1		Based on your responses above, how much do you agree/disagree with the following statement? EmpowerLA is moving in the right direction.	What informed your rating on the previous question?	Use the dropdown to select the neighborhood council that you are a stakeholder of. Since only one option can be selected, we recommend selecting the neighborhood council to which you spend the most time supporting.	What is your age?	Gender: How do you identify?
2	2	Co-host townhalls with the NCs in different neighborhoods	Response	Open-Ended Response	Response	Response	Response
41	41		Strongly disagree	Support from our rep	Northwest San Pedro	45 - 54 years	Female
42	42	Co-host townhalls with the NCs in different neighborhoods	Somewhat agree	Feelings	Noho	75 years or older	Male
43	43		Somewhat agree	Working groups and engaging with ncs on policy as it changes, allows them to be involved in process and transition.	Northwest San Pedro	55 - 64 years	Female
44	44		Somewhat disagree	I'm genuinely concerned DONE is a sinking ship. Morale among NEAs appears to be very low. It seems like DONE is more concerned with DONE and City Attorney priorities/fears and less concerned with helping NCs achieve their own objectives. We spend so much time talking about trainings and people abuse deadlines, so it ends up just looking like a bunch of red tape.	Greater Wilshire	45 - 54 years	Male
45	45	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree		Northwest San Pedro		Male
46	46		Strongly disagree	LACK OF RESPONSE TO EMAILS AND PHONE CALLS. SENDING EMAILS THAT DON'T SHOW RETURN ADDRESS AS EMPOWER LA... WE GOT SOMETHING THAT SAYS PRETESTING... BECAUSE OF SO MUCH SPAM IT WAS DELETED... INTERRUPTING NC MEETINGS WHEN MOTION IS ON THE FLOOR AND GIVING INCORRECT ADVISE...	Arleta		Prefer not to say
47	47		Neither agree nor disagree	empowerla could be more proactive in helping remove boardmembers who threaten and harass women, including harrasing their own female done reps. Empowerla and the city attorney should come to the aid of boardmembers who are being harrassed an bullied by other bm's; and should prosecute and remove bm's with long trackrecords of trespasses. Misogyny and racism is being allowed to run rampant.	Lincoln Heights	35 - 44 years	Prefer not to say
48	48	Co-host townhalls with the NCs in different neighborhoods	Somewhat agree		North Hills West	65 - 74 years	Female

	I	AH	AI	AJ	AK	AL	AM	AN	AO
1	1		Race/Ethnicity: How do you identify? (Check all that apply)						
2	2	Self-describe:	Asian	Asian American	Black/African American	Latino/Hispano	Multi-Ethnic	Middle Eastern or North African	Native American or Alaska Native
41	41								
42	42								
43	43								
44	44								
45	45								Native American or Alaska Native
46	46	SHOULDN'T MAKE ANY DIFFERENCE WHAT A PERSONS GENDER IS							
47	47								
48	48								

	I	AP	AQ	AR
1	1			
2	2	Native Hawaiian or other Pacific Islander	White	Self-describe:
41	41		White	
42	42		White	
43	43		White	
44	44		White	
45	45		White	
46	46			SHOULDN'T MATTER ALL SHOULD BE TREATED WITH RESPECT
47	47			prefer not to say
48	48		White	

	I	J	K	L	M	N
1	1	language	How likely is it that you would recommend EmpowerLA to friend or family member who needed information on how	What is EmpowerLA good at?	What could EmpowerLA do better?	Overall, how well has EmpowerLA met your needs?
2	2		Response	Open-Ended Response	Open-Ended Response	Response
49	49	en		8 Staff is responsive and supportive	Provide consistent coverage to neighborhood councils	Very well
50	50	en		2	Outreach in communities and support of neighborhood council members. Provide templates and funds for NC websites and digital communications.	Not well at all
51	51	en		5 Pass	Listen more to NC	A little bit
52	52	en		6 Providing info to NC board members	Inform the public at large about their existence and services.	Very well
53	53	en		3 posting agendas to the ENS; sometimes answering a procedural question in a meeting	training new board members	Fairly well
54	54	en		4 Bringing together community stakeholders interested in connecting with city of Los Angeles	Be more available, bring back trainings and meeting norms back to live and not via zoom	A little bit
55	55	en		7 Basic information.	Improve the search engine.	Fairly well
56	56	en		7 Outreach to neighborhood councils	Clearer guidelines and requirements for NCs	Fairly well
57	57	en		6 Providing some guidance, albeit belated many times, when questions arise, especially on conflict resolution.	Be more responsive, more comprehensive in judgement, and stop over burdening the VOLUNTEERS who make up the Neighborhood Councils who work diligently to serve their communities, the vast majority have full time jobs, and families. If you want to treat us with the same burdens as City Council then you should compensate us for our time. There is too much litigiousness now involved and frankly I have lost the heart for serving this City when every day I open my email box to more training, more legal hurdles, more handcuffing us in dealing with groups that main purpose is to create conflict and mistrust in NCs. Protect us and give us more expert coverage AT meetings.	Fairly well
58	58	en		9 Housing great information	Marketing	Very well

	I	O	P	Q	R	S	T
1	1	How often do EmpowerLA staff treat you with respect?	How connected do you feel to your Neighborhood Empowerment Advocate at EmpowerLA?	How often do you interact with EmpowerLA?	How satisfied are you with the response time of EmpowerLA when you get in touch?	How do you prefer to get in touch with EmpowerLA?	When you reach out to EmpowerLA with a question or concern, how proactive are our staff in helping you resolve the issue?
2	2	Response	Response	Response	Response	Response	Response
49	49	Always	Fairly connected	Once every few months	Somewhat satisfied	Phone	Very proactive
50	50	Usually	A little bit connected	A few times a month	Somewhat dissatisfied	Email	Not at all
51	51	Always	Not at all connected	Less often than that	Neither dissatisfied or satisfied	Email	A little bit proactive
52	52	Always	A little bit connected	A few times a month	Somewhat satisfied	Email	Very proactive
53	53	Always	A little bit connected	Once a month	Somewhat satisfied	Email	Fairly proactive
54	54	Always	A little bit connected	A few times a month	Somewhat dissatisfied	Email	Fairly proactive
55	55	Always	Fairly connected	Once a month	Neither dissatisfied or satisfied	Email	Fairly proactive
56	56	Always	Fairly connected	Once every few months	Somewhat satisfied	Email	Very proactive
57	57	Always	Fairly connected	Once every few months	Somewhat satisfied	Email	A little bit proactive
58	58	Always	Very connected	Less often than that	Very satisfied	Phone	Extremely proactive

	I	U	V	W	X	Y	Z	AA
1		How can EmpowerLA serve 1 your NC better?						
2	2	Attend more meetings	Be involved in social media	Send more newsletters	Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
49	49	Attend more meetings			Shorter/more digestible emails	Host more outreach events		Organize board retreats
50	50		Be involved in social media	Send more newsletters		Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
51	51	Attend more meetings			Shorter/more digestible emails	Host more outreach events		
52	52	Attend more meetings			Shorter/more digestible emails			
53	53				Shorter/more digestible emails			
54	54	Attend more meetings				Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	
55	55				Shorter/more digestible emails			
56	56				Shorter/more digestible emails	Host more outreach events		
57	57	Attend more meetings						
58	58	Attend more meetings		Send more newsletters		Host more outreach events		

	I	AB	AC	AD	AE	AF	AG
1	1		Based on your responses above, how much do you agree/disagree with the following statement? EmpowerLA is moving in the right direction.	What informed your rating on the previous question?	Use the dropdown to select the neighborhood council that you are a stakeholder of. Since only one option can be selected, we recommend selecting the neighborhood council to which you spend the most time supporting.	What is your age?	Gender: How do you identify?
2	2	Co-host townhalls with the NCs in different neighborhoods	Response	Open-Ended Response	Response	Response	Response
49	49	Co-host townhalls with the NCs in different neighborhoods	Somewhat agree	The mission is to support the neighborhood council system which quite a task given 99 neighborhood councils and different view and issues for each one.	Sherman Oaks	65 - 74 years	Male
50	50	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree		Mid City West	35 - 44 years	Female
51	51	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree	Pass	Encino	55 - 64 years	Female
52	52		Somewhat agree	They have sent more emails	Sherman Oaks	55 - 64 years	Male
53	53		Neither agree nor disagree	I think the current leadership is out of touch with the needs of NCs.		35 - 44 years	Female
54	54	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree	our current rep is often part of other assignments and lacks the time to support the needs of our board. WE are limited on how to move on when members fail to complete trainings required.	Elysian Valley Riverside	45 - 54 years	Female
55	55		Neither agree nor disagree	I do not have a long enough relationship with Empower LA to make such a judgement.	LA 32	65 - 74 years	Male
56	56	Co-host townhalls with the NCs in different neighborhoods	Somewhat agree	I think that Empower LA is working to be more accessible	Noho	18 - 24 years	Female
57	57	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree		Hollywood United	55 - 64 years	Female
58	58		Somewhat agree	They are very helpful	North Hollywood Northeast	35 - 44 years	Female

	I	AH	AI	AJ	AK	AL	AM	AN	AO
1	1	Race/Ethnicity: How do you identify? (Check all that apply)							
2	2	Self-describe:	Asian	Asian American	Black/African American	Latino/Hispano	Multi-Ethnic	Middle Eastern or North African	Native American or Alaska Native
49	49								
50	50								
51	51								
52	52								
53	53								
54	54					Latino/Hispano			
55	55								
56	56								
57	57							Middle Eastern or North African	
58	58				Black/African American				

	I	AP	AQ	AR
1	1			
2	2	Native Hawaiian or other Pacific Islander	White	Self-describe:
49	49		White	
50	50			Jewish
51	51		White	
52	52		White	
53	53			
54	54			
55	55		White	
56	56		White	
57	57			
58	58			

	I	J	K	L	M	N
1	1	language	How likely is it that you would recommend EmpowerLA to friend or family member who needed information on how	What is EmpowerLA good at?	What could EmpowerLA do better?	Overall, how well has EmpowerLA met your needs?
2	2		Response	Open-Ended Response	Open-Ended Response	Response
59	59	en		0 I feel like the department is currently pretty ineffective.	Enforce literally any Code of Conduct ever.	Not well at all
60	60	en		10 Admin.	Respond to emails	Very well
61	61	en		6 Getting out agendas for meetings	Empowering neighborhood councils instead of micromanaging them.	A little bit
62	62	en		1 My experience has been marginal, so I can't speak to this.	More transparency and clarity. Equitable and fair enforcement of rules. Actually *empower* NCs would be nice instead of trying to police what they can and can't do. Often seem to be very different standards depending on individuals, councils, etc.	Not well at all
63	63	en		5 Holding meetings	Outreach	A little bit
64	64	en		4 Sending emails	Out reached to the Spanish community.	A little bit
65	65	en		7 Giving info on NC training and activities	easier web site.	Fairly well
66	66	en		3 So far not much. I wish they had more training. I'm still at a loss as to understanding city code pertaining to developments.	Education.	A little bit
67	67	en		2	I'm not sure how to judge it as an entity. There are so many moving parts. I feel like a lot of issues are just pushed down the road.	Not well at all
68	68	en		2 I have yet to learn of anything	listen to the neighborhood councils and act more quickly to their needs	A little bit
69	69	en		8 Supporting members of the Neighborhood Council	Help to connect stakeholders with relevant city agencies	Fairly well

	I	O	P	Q	R	S	T
1	1	How often do EmpowerLA staff treat you with respect?	How connected do you feel to your Neighborhood Empowerment Advocate at EmpowerLA?	How often do you interact with EmpowerLA?	How satisfied are you with the response time of EmpowerLA when you get in touch?	How do you prefer to get in touch with EmpowerLA?	When you reach out to EmpowerLA with a question or concern, how proactive are our staff in helping you resolve the issue?
2	2	Response	Response	Response	Response	Response	Response
59	59	Always	A little bit connected	A few times a month	Somewhat dissatisfied	Email	A little bit proactive
60	60	Always	Fairly connected	Once every few months	Somewhat satisfied	Email	Fairly proactive
61	61	Always	A little bit connected	Less often than that	Somewhat dissatisfied	Phone	A little bit proactive
62	62	Sometimes	A little bit connected	A few times a month	Neither dissatisfied or satisfied		Not at all
63	63	Usually	Not at all connected	A few times a month	Somewhat dissatisfied	Phone	A little bit proactive
64	64	Usually	A little bit connected	Less often than that	Somewhat dissatisfied	Phone	Very proactive
65	65	Always	Fairly connected	A few times a month	Somewhat dissatisfied	Phone	A little bit proactive
66	66	Usually	Fairly connected	Once every few months	Somewhat dissatisfied	Text message	Fairly proactive
67	67	Always	Fairly connected	Once a month	Neither dissatisfied or satisfied	Email	A little bit proactive
68	68	Usually	A little bit connected	Once a month	Somewhat satisfied	Email	A little bit proactive
69	69	Always	Fairly connected	Once a month	Somewhat dissatisfied	Phone	A little bit proactive

	I	U	V	W	X	Y	Z	AA
1		How can EmpowerLA serve 1 your NC better?						
2	2	Attend more meetings	Be involved in social media	Send more newsletters	Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
59	59	Attend more meetings					Schedule 1:1 sessions between EmpowerLA staff and board members	
60	60	Attend more meetings				Host more outreach events		
61	61						Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
62	62							Organize board retreats
63	63		Be involved in social media			Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
64	64	Attend more meetings						
65	65				Shorter/more digestible emails			
66	66	Attend more meetings			Shorter/more digestible emails		Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
67	67	Attend more meetings			Shorter/more digestible emails			
68	68	Attend more meetings						
69	69						Schedule 1:1 sessions between EmpowerLA staff and board members	

	I	AB	AC	AD	AE	AF	AG
1	1		Based on your responses above, how much do you agree/disagree with the following statement? EmpowerLA is moving in the right direction.	What informed your rating on the previous question?	Use the dropdown to select the neighborhood council that you are a stakeholder of. Since only one option can be selected, we recommend selecting the neighborhood council to which you spend the most time supporting.	What is your age?	Gender: How do you identify?
2	2	Co-host townhalls with the NCs in different neighborhoods	Response	Open-Ended Response	Response	Response	Response
59	59	Co-host townhalls with the NCs in different neighborhoods	Strongly disagree	My NC is an authoritarian mess, where board members harass each other regularly, and I'm misgendered regularly, and nothing about that seems likely to change ever.	Mar Vista	35 - 44 years	Non-binary/Gender non-conforming/Gender fluid
60	60		Somewhat agree	I'm new	Mid City West	45 - 54 years	Female
61	61	Co-host townhalls with the NCs in different neighborhoods	Strongly disagree	They micromanage too much. They forget that the councils are elected and not city employees.	Noho	55 - 64 years	Female
62	62	Co-host townhalls with the NCs in different neighborhoods	Strongly disagree	Generally poor experience since running and being elected for NC.		35 - 44 years	Male
63	63	Co-host townhalls with the NCs in different neighborhoods	Somewhat disagree	It's not growing.	Zapata-King	55 - 64 years	Female
64	64		Neither agree nor disagree	Would not know	CANN DU	25 - 34 years	Male
65	65		Somewhat agree	emails	Boyle Heights	65 - 74 years	Male
66	66	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree	I haven't been on the board long enough to render a decision- but I don't hear from empower la very often.	Mar Vista	25 - 34 years	Male
67	67	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree	The interaction -while we'll meaning - is really a hurried dump of information that IMO lacks focus. I don't hear resolves it seems to community issues. I think the download of info would be better digested if sent to board members prior to the monthly meeting and a more interactive exchange at the meeting with questions.	Greater Valley Glen	55 - 64 years	Female
68	68		Neither agree nor disagree	it feels like Empower LA is just another layer of red tape between the public and the policy makers. the councils need more autonomy.	Mission Hills	45 - 54 years	Male
69	69	Co-host townhalls with the NCs in different neighborhoods	Somewhat agree	I appreciate the support Empower LA provides to the neighborhood council members. It is however hard to get in touch with staff. Sometimes it takes repeated emails or phone calls until I get a response.	LA 32	45 - 54 years	Female

	I	AH	AI	AJ	AK	AL	AM	AN	AO
1	1	Race/Ethnicity: How do you identify? (Check all that apply)							
2	2	Self-describe:	Asian	Asian American	Black/African American	Latino/Hispano	Multi-Ethnic	Middle Eastern or North African	Native American or Alaska Native
59	59								
60	60								
61	61								
62	62						Multi-Ethnic		
63	63				Black/African American				
64	64						Multi-Ethnic		
65	65					Latino/Hispano			
66	66								
67	67								
68	68								
69	69			Asian American					

	I	AP	AQ	AR
1	1			
2	2	Native Hawaiian or other Pacific Islander	White	Self-describe:
59	59		White	
60	60		White	
61	61		White	
62	62			
63	63			
64	64			
65	65			
66	66		White	
67	67			In a society plagued by racism why on earth is this question still being answered. It doesn't matter what color a stakeholder is. We are all people that just want the best for our communities.
68	68		White	
69	69			

	I	J	K	L	M	N
1	1	language	How likely is it that you would recommend EmpowerLA to friend or family member who needed information on how	What is EmpowerLA good at?	What could EmpowerLA do better?	Overall, how well has EmpowerLA met your needs?
2	2		Response	Open-Ended Response	Open-Ended Response	Response
70	70	en		My experience with them over the last couple of years, leads me to say organization, and containment of the NCs.	Maybe more of joining the NCs rather than seeming more like supervisory	A little bit
71	71	en		3 Emailing us consistently	n/a	A little bit
72	72	en		8 Keeping Board members informed.	Does what is does fairly well.	Fairly well
73	73	en		3 I'm not sure - there are a lot of great people, but I'm not sure what EmpowerLA does.	Advocate for the interests of NC's and work to fulfill the spirit of the Charter to insure NC input into decision-making is paramount. Present a clear and cohesive narrative about NC's.	A little bit
74	74	en		10 A go to guide to find out how to get involved in your immediate community and beyond. Learn your district, map and neighborhood and local nc and council districts	Market the NCs via mailed postcards once a year	Extremely well
75	75	en		5	Respond more quickly and with better information not just you have the wrong department.	A little bit
76	76	en		1 Working as a team	More Outreach for the community	Not well at all
77	77	en		8		Fairly well
78	78	en		8 Making sure we get our tests done to remain certified on the N.C. Boads (Ethics Test, Etc)	The Elections could be done much better than they were done in 2020. It was confusing, drawn out for 3 months, the information of how to do it was not entirely clearly set out. I tried to vote but found the voting had closed at noon on the last day instead of 6pm. This was a let down because of no information in advance when it actually closed.	Fairly well
79	79	en		7 The CORE training has been great this year	Provide simpler and clearer resources. For example, the bylaws template from the last CORE II training was helpful (but a little confusing what was required vs suggested language). Make sure that the website is up to date. Don't simply direct us to read a document if the question is about the content of that document.	Fairly well
80	80	en		10 NC Support sends agendas asap even on weekends and after hours	The assigned trainer has to be prompted several times to send the training link. The NEAs are excellent!	Very well

	I	O	P	Q	R	S	T
1	1	How often do EmpowerLA staff treat you with respect?	How connected do you feel to your Neighborhood Empowerment Advocate at EmpowerLA?	How often do you interact with EmpowerLA?	How satisfied are you with the response time of EmpowerLA when you get in touch?	How do you prefer to get in touch with EmpowerLA?	When you reach out to EmpowerLA with a question or concern, how proactive are our staff in helping you resolve the issue?
2	2	Response	Response	Response	Response	Response	Response
70	70	Always	A little bit connected	Less often than that	Somewhat dissatisfied	Email	A little bit proactive
71	71	Always	Not at all connected	A few times a month	Neither dissatisfied or satisfied	Email	Fairly proactive
72	72	Usually	Fairly connected	A few times a month	Neither dissatisfied or satisfied	Email	A little bit proactive
73	73	Always	A little bit connected	Once a month	Somewhat dissatisfied	Email	A little bit proactive
74	74	Always	Fairly connected	Less often than that	Very satisfied	Email	Very proactive
75	75	Usually	A little bit connected	A few times a week	Somewhat dissatisfied	Email	A little bit proactive
76	76	Rarely	Extremely connected	Every day	Neither dissatisfied or satisfied	Phone	A little bit proactive
77	77	Usually	Very connected	A few times a month	Somewhat satisfied	Phone	Fairly proactive
78	78	Always	A little bit connected	Once every few months	Neither dissatisfied or satisfied	Phone	Fairly proactive
79	79	Always	Fairly connected	A few times a month	Neither dissatisfied or satisfied	Email	Fairly proactive
80	80	Always	Extremely connected	A few times a week	Somewhat satisfied	Email	Extremely proactive

	I	U	V	W	X	Y	Z	AA
1		How can EmpowerLA serve 1 your NC better?						
2	2	Attend more meetings	Be involved in social media	Send more newsletters	Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
70	70						Schedule 1:1 sessions between EmpowerLA staff and board members	
71	71	Attend more meetings	Be involved in social media		Shorter/more digestible emails			
72	72	Attend more meetings						
73	73	Attend more meetings			Shorter/more digestible emails		Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
74	74		Be involved in social media		Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	
75	75	Attend more meetings			Shorter/more digestible emails			
76	76	Attend more meetings						
77	77							
78	78	Attend more meetings						
79	79				Shorter/more digestible emails		Schedule 1:1 sessions between EmpowerLA staff and board members	
80	80							Organize board retreats

	I	AB	AC	AD	AE	AF	AG
1	1		Based on your responses above, how much do you agree/disagree with the following statement? EmpowerLA is moving in the right direction.	What informed your rating on the previous question?	Use the dropdown to select the neighborhood council that you are a stakeholder of. Since only one option can be selected, we recommend selecting the neighborhood council to which you spend the most time supporting.	What is your age?	Gender: How do you identify?
2	2	Co-host townhalls with the NCs in different neighborhoods	Response	Open-Ended Response	Response	Response	Response
70	70	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree	I am not sure I know enough to evaluate where DONE is going	Historic Highland Park	45 - 54 years	Male
71	71		Neither agree nor disagree	I don't know much about EmpowerLA	Lincoln Heights	17 years or younger	Non-binary/Gender non-conforming/Gender fluid
72	72		Neither agree nor disagree	Complications with testing results.	Sherman Oaks	65 - 74 years	Male
73	73		Neither agree nor disagree	I'm not sure what direction EmpowerLA is moving.	Hollywood United	35 - 44 years	Male
74	74		Strongly agree	The war that has been done so far.	Hollywood Hills West	35 - 44 years	Male
75	75		Neither agree nor disagree	This question doesn't make sense.	Northridge South	75 years or older	Male
76	76		Neither agree nor disagree	Not very helpful	LA 32	55 - 64 years	Male
77	77	Co-host townhalls with the NCs in different neighborhoods	Somewhat agree	Periodic surveys, appearance at nc zoom meetings	Lake Balboa	65 - 74 years	Male
78	78	Co-host townhalls with the NCs in different neighborhoods	Somewhat agree	Empower LA is in communication by EMAIL		65 - 74 years	Female
79	79		Somewhat agree	I think the CORE training has been helpful	Greater Toluca Lake	25 - 34 years	Female
80	80		Strongly agree	The NEAs have many NCs assigned, yet they respond asap	LA 32	55 - 64 years	Female

	I	AH	AI	AJ	AK	AL	AM	AN	AO
1	1		Race/Ethnicity: How do you identify? (Check all that apply)						
2	2	Self-describe:	Asian	Asian American	Black/African American	Latino/Hispano	Multi-Ethnic	Middle Eastern or North African	Native American or Alaska Native
70	70					Latino/Hispano			
71	71			Asian American					
72	72								
73	73								
74	74				Black/African American				
75	75								
76	76								
77	77				Black/African American				
78	78								
79	79								
80	80								

	I	AP	AQ	AR
1	1			
2	2	Native Hawaiian or other Pacific Islander	White	Self-describe:
70	70			
71	71			
72	72		White	
73	73		White	
74	74			
75	75		White	
76	76		White	
77	77			
78	78		White	
79	79		White	
80	80			Mexican Hungarian Gypsy

	I	J	K	L	M	N
1	1	language	How likely is it that you would recommend EmpowerLA to friend or family member who needed information on how	What is EmpowerLA good at?	What could EmpowerLA do better?	Overall, how well has EmpowerLA met your needs?
2	2		Response	Open-Ended Response	Open-Ended Response	Response
81	81	en		8 Meetings	Better communication	Fairly well
82	82	en		6 Listing all of the Neighborhood Councils	Include easily searchable information on NC protocols. For example, how to lay out an agenda, social media posts, etc.	Fairly well
83	83	en		6 Providing info about the virus and activities of the city council.	EmpowerLA could do a better job in assisting in the training of new and older board members. I do undersand that the agency has increased the number of training courses. Good start.	Fairly well
84	84	en		8 collecting information and communicating what residents may be interested in.	So far so good. I like that the links are always easy to find.	Fairly well
85	85	en		0 Making rules	Advocate more FOR NCs/community members vs elected leaders	A little bit
86	86	en		2 Pushing the City super-majority's far left/Progressive/Socialist agenda. (Certainly NOT proper grammar.)	Make forms, instructions, and directives easier to find on their website...the website is difficult to transverse.	A little bit
87	87	en		8 Communication	outreach	Very well
88	88	en		2 sending newsletters	a lot!	A little bit
89	89	en		5 I'm still learning as a new member.		Fairly well
90	90	en		10 Supporting the endeavors of the Neighborhood Council.	More diversity on the team.	Extremely well
91	91	en		10 Empowering people to bridge the gap between the government and the community.	Quicker way to respond or communicate to constituents.	Fairly well

	I	O	P	Q	R	S	T
1	1	How often do EmpowerLA staff treat you with respect?	How connected do you feel to your Neighborhood Empowerment Advocate at EmpowerLA?	How often do you interact with EmpowerLA?	How satisfied are you with the response time of EmpowerLA when you get in touch?	How do you prefer to get in touch with EmpowerLA?	When you reach out to EmpowerLA with a question or concern, how proactive are our staff in helping you resolve the issue?
2	2	Response	Response	Response	Response	Response	Response
81	81	Usually	Fairly connected	Less often than that	Neither dissatisfied or satisfied	Text message	Fairly proactive
82	82	Always	A little bit connected	A few times a week	Neither dissatisfied or satisfied	Email	Very proactive
83	83	Always	Fairly connected	Once every few months	Neither dissatisfied or satisfied	Email	Very proactive
84	84			Less often than that		Phone	
85	85	Always		Less often than that	Neither dissatisfied or satisfied	Email	Very proactive
86	86	Usually	Not at all connected	Once a month	Somewhat dissatisfied	Email	A little bit proactive
87	87	Usually	Very connected	Less often than that	Somewhat satisfied	Email	Fairly proactive
88	88	Usually	A little bit connected	Once every few months	Very dissatisfied	Email	A little bit proactive
89	89	Always	Fairly connected	Less often than that	Very satisfied	Email	Extremely proactive
90	90	Always	Very connected	A few times a month	Very satisfied	Email	Very proactive
91	91	Always	Fairly connected	Once a month	Somewhat satisfied	Phone	Very proactive

	I	U	V	W	X	Y	Z	AA
1		How can EmpowerLA serve 1 your NC better?						
2	2	Attend more meetings	Be involved in social media	Send more newsletters	Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
81	81						Schedule 1:1 sessions between EmpowerLA staff and board members	
82	82				Shorter/more digestible emails		Schedule 1:1 sessions between EmpowerLA staff and board members	
83	83						Schedule 1:1 sessions between EmpowerLA staff and board members	
84	84	Attend more meetings	Be involved in social media					Organize board retreats
85	85				Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
86	86	Attend more meetings			Shorter/more digestible emails			
87	87							Organize board retreats
88	88	Attend more meetings	Be involved in social media			Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
89	89							
90	90						Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
91	91						Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats

	I	AB	AC	AD	AE	AF	AG
1	1		Based on your responses above, how much do you agree/disagree with the following statement? EmpowerLA is moving in the right direction.	What informed your rating on the previous question?	Use the dropdown to select the neighborhood council that you are a stakeholder of. Since only one option can be selected, we recommend selecting the neighborhood council to which you spend the most time supporting.	What is your age?	Gender: How do you identify?
2	2	Co-host townhalls with the NCs in different neighborhoods	Response	Open-Ended Response	Response	Response	Response
81	81	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree	My own opinion of how the Election was done.	Pacoima	75 years or older	Female
82	82		Neither agree nor disagree	I am new to the board so I am unfamiliar with the previous direction Empower LA was moving in.	Arroyo Seco	35 - 44 years	Female
83	83		Somewhat agree	EmpowerLA has began to be more sensitive to the needs of the board.	PICO	75 years or older	Male
84	84	Co-host townhalls with the NCs in different neighborhoods	Strongly agree	Reading the newsletters	Mar Vista	55 - 64 years	Female
85	85	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree	Rating: EmpowerLA doesn't seem to advocate for NC or the wider community. It is a top-down City organization vs a bottom-up community driven organization. EmpowerLA advocates (employee); they do a good job but the organizational structure isn't supportive of NCs needs and is quite burdensome.			
86	86		Strongly disagree	Your Politicization of Neighborhood Council process and actions. Your dominant over-reach in controlling the autonomy of Neighborhood Council members.			Prefer not to say
87	87		Somewhat agree			45 - 54 years	Female
88	88	Co-host townhalls with the NCs in different neighborhoods	Somewhat disagree	I don't think many of us fully understand the point of empower LA and our stakeholders often remind us that we are autonomous	Historic Highland Park	35 - 44 years	Female
89	89		Somewhat agree		Foothill Trails District	35 - 44 years	Male
90	90	Co-host townhalls with the NCs in different neighborhoods	Strongly agree	I am new board member and I love there is someone to go to with issues that may not get resolved on the neighborhood council level. Happy for your support and confidentiality. Good to know you are there to solve issues.	PICO	55 - 64 years	Female
91	91		Somewhat agree	Yes it is in the right direction but I find it moving slow.	Empowerment Congress Southeast	55 - 64 years	Female

	I	AH	AI	AJ	AK	AL	AM	AN	AO
1	1		Race/Ethnicity: How do you identify? (Check all that apply)						
2	2	Self-describe:	Asian	Asian American	Black/African American	Latino/Hispano	Multi-Ethnic	Middle Eastern or North African	Native American or Alaska Native
81	81				Black/African American				
82	82								
83	83				Black/African American				
84	84			Asian American					
85	85								
86	86						Multi-Ethnic		
87	87								
88	88								
89	89	Straight Male with all the parts given at birth.							
90	90				Black/African American				
91	91		Asian						

	I	AP	AQ	AR
1	1			
2	2	Native Hawaiian or other Pacific Islander	White	Self-describe:
81	81			
82	82		White	
83	83			
84	84			
85	85			
86	86		White	
87	87		White	
88	88		White	
89	89		White	Apparently "Other" by the redistricting comity.
90	90			
91	91			

	I	J	K	L	M	N
1	1	language	How likely is it that you would recommend EmpowerLA to friend or family member who needed information on how	What is EmpowerLA good at?	What could EmpowerLA do better?	Overall, how well has EmpowerLA met your needs?
2	2		Response	Open-Ended Response	Open-Ended Response	Response
92	92	en		7 cross checking with the city attorney re potential board actions	update all dead links on their website and clean up defunct files still active and/ or cached online- so that nc's have the most recent info to work off of and not expired points of reference	Very well
93	93	en		7 Putting out information.	Taylor the information for each neighborhood council.	Fairly well
94	94	en		8 Coordinating NC's	More outreach	Fairly well
95	95	en		5	Giving direct answers to questions without the typical civil service way of talking around the subject at hand for fear of whatever civil servants are afraid of.	A little bit
96	96	en		6 Providing a physical, personal representative to interface between Neighborhood Councils and City government.	Put more emphasis on supporting Neighborhood Council's needs (such as in digital archiving of Neighborhood Council meeting records, and facilitating the onboarding of administrative support, for example) and less emphasis on across-the-board regulation and rule-making seemingly driven by worst-case/lowest denominator scenarios.	Fairly well
97	97	en		10 I'm still getting to know the strengths.	Maybe Do more work as a group and get to know all the people involve in EmpowerLA	Fairly well
98	98	en		10 Communicating, this is the most key quality of the department in the sense that I get the most up to date information.	I wouldn't say there's anything the department could do better.	Extremely well
99	99	en		10 I've found it very helpful to find information for our community that is important to our safety and health. As a Neighborhood Council member I have had to rely on it heavily to connect constituents with services. I'm very glad to have it our toolkit.	There is so much that you offer I just need more time to take advantage of all of services. Thank you.	Very well
100	100	en		6 Providing clarity on neighborhood cancel rules	More consistency with representatives at the greater Valleyglen neighborhood council meetings	Fairly well
101	101	en		4 Standard emails to NC council members	Have more consistent presence at NC Board meetings.	A little bit

	I	O	P	Q	R	S	T
1	1	How often do EmpowerLA staff treat you with respect?	How connected do you feel to your Neighborhood Empowerment Advocate at EmpowerLA?	How often do you interact with EmpowerLA?	How satisfied are you with the response time of EmpowerLA when you get in touch?	How do you prefer to get in touch with EmpowerLA?	When you reach out to EmpowerLA with a question or concern, how proactive are our staff in helping you resolve the issue?
2	2	Response	Response	Response	Response	Response	Response
92	92	Always	Very connected	A few times a week	Somewhat satisfied	Email	Very proactive
93	93	Usually	Fairly connected	Less often than that	Neither dissatisfied or satisfied	Phone	Fairly proactive
94	94	Usually	Fairly connected	Once every few months	Neither dissatisfied or satisfied	Email	Fairly proactive
95	95	Usually	A little bit connected	Less often than that	Neither dissatisfied or satisfied	Email	A little bit proactive
96	96	Usually	Fairly connected	Less often than that	Somewhat dissatisfied	Email	A little bit proactive
97	97	Always	Fairly connected	Once a month	Neither dissatisfied or satisfied	Text message	Very proactive
98	98	Always	Extremely connected	Less often than that	Very satisfied	Email	Very proactive
99	99	Always	Very connected	Once a month	Very satisfied	Email	Extremely proactive
100	100	Always	A little bit connected	Once every few months	Very satisfied	Email	Very proactive
101	101	Usually	Not at all connected	Less often than that	Somewhat satisfied	Email	Fairly proactive

	I	U	V	W	X	Y	Z	AA
1		How can EmpowerLA serve 1 your NC better?						
2	2	Attend more meetings	Be involved in social media	Send more newsletters	Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
92	92	Attend more meetings						
93	93							
94	94							
95	95							
96	96	Attend more meetings					Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
97	97	Attend more meetings	Be involved in social media			Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
98	98						Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
99	99			Send more newsletters				
100	100	Attend more meetings						
101	101	Attend more meetings						

	I	AB	AC	AD	AE	AF	AG
1	1		Based on your responses above, how much do you agree/disagree with the following statement? EmpowerLA is moving in the right direction.	What informed your rating on the previous question?	Use the dropdown to select the neighborhood council that you are a stakeholder of. Since only one option can be selected, we recommend selecting the neighborhood council to which you spend the most time supporting.	What is your age?	Gender: How do you identify?
2	2	Co-host townhalls with the NCs in different neighborhoods	Response	Open-Ended Response	Response	Response	Response
92	92		Somewhat agree	there is an issue with empowerla overlooking the harrasment done by male boardmembers - even when it is documented and they have harassed empowerLA Done Reps as well. I wish that empowerla would be more proactive in enforcing a zero tolerance for harrasment and stalking behavior on boards.	Lincoln Heights	35 - 44 years	Female
93	93	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree	The information provided is in a general nature, instead of an NC specific nature.	West Adams	75 years or older	Male
94	94	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree	They try	North Hollywood West	65 - 74 years	Male
95	95		Neither agree nor disagree	I'm annoyed with city government.		55 - 64 years	Female
96	96	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree	Staff proposals to BONC, staff absences and other irregularities send very mixed messages about what is really going on the the Department and what management's intentions are.	Greater Wilshire	65 - 74 years	Male
97	97	Co-host townhalls with the NCs in different neighborhoods	Somewhat agree	N/A	Watts	35 - 44 years	Female
98	98		Strongly agree	Empower LA is highly involved.	Harbor Gateway South	18 - 24 years	Male
99	99		Strongly agree	While I am rather new to the Neighborhood Council and we have been suffering through this pandemic together I feel like we've all been trying as hard as we can to do the best for our neighbors. I look forward to seeing any improvements this survey brings. Thank you, Nancy Saltzman	Glassell Park	55 - 64 years	Female
100	100		Neither agree nor disagree	N	Greater Valley Glen	35 - 44 years	Male
101	101		Neither agree nor disagree	Not enough interaction to make a stronger choice.	Greater Valley Glen	45 - 54 years	Female

	I	AH	AI	AJ	AK	AL	AM	AN	AO
1	1	Race/Ethnicity: How do you identify? (Check all that apply)							
2	2	Self-describe:	Asian	Asian American	Black/African American	Latino/Hispano	Multi-Ethnic	Middle Eastern or North African	Native American or Alaska Native
92	92						Multi-Ethnic		
93	93				Black/African American				
94	94								
95	95								
96	96								
97	97					Latino/Hispano			
98	98					Latino/Hispano			
99	99								
100	100								
101	101								

	I	AP	AQ	AR
1	1			
2	2	Native Hawaiian or other Pacific Islander	White	Self-describe:
92	92			
93	93			
94	94		White	
95	95		White	
96	96		White	
97	97			
98	98			
99	99		White	
100	100		White	
101	101		White	

	I	J	K	L	M	N
1	1	language	How likely is it that you would recommend EmpowerLA to friend or family member who needed information on how	What is EmpowerLA good at?	What could EmpowerLA do better?	Overall, how well has EmpowerLA met your needs?
2	2		Response	Open-Ended Response	Open-Ended Response	Response
102	102	en		8 Bridging the gap between the community and the City.	More staffing!	Fairly well
103	103	en		7 Communication	Outreach	Fairly well
104	104	en		8 Communication	Quit changing personnel. I can't remember how many DONE reps our NC has had over the last 5years	Fairly well
105	105	en		0 Trying to tackle a seemingly impossible task.	Accept the reality of the dismal voting statistics and focus on drumming up the vote.	Not well at all
106	106	en		7 EmpowerLA is great at the education element. The summary on the website are very good regarding the NC system. Training are easy to access and take. It's also gotten increasingly easy to register and run for a council position.	NC enforcement and oversight could improve. NC advocates should be more proactive in advising councils on the Brown Act and meeting procedure in particular. Often a single voice on a given council will become the spokesperson for procedure even if they are wrong, and that should not happen.	Fairly well
107	107	en		9 Communicating information	Be more accessible	Very well
108	108	en		0 The classes can be interesting . The funding division is responsive and helpful. But is that City Clerk or Empower LA?	Listen and not be so dictatorial. Each NC has bylaws structured according to its needs. Empower LA should respect the bylaws and recognize the differences instead of trying to homogenize the NC's. We are not children but professional adults elected to represent our neighborhoods and their needs. We understand the needs of our neighborhoods, which is why we were elected. Empower LA really should listen to those needs instead of trying to impose. The election was a disaster because empower LA did not care to listen. The NC representatives were treated badly.	A little bit
109	109	en		9 Giving instructions	Ask NCs what they need	A little bit
110	110	en		9 Outbound communication	Manage email lists. I continue get EmpowerLA emails to my personal email, even after updating with the email roster with my board email.	Fairly well

	I	O	P	Q	R	S	T
1	1	How often do EmpowerLA staff treat you with respect?	How connected do you feel to your Neighborhood Empowerment Advocate at EmpowerLA?	How often do you interact with EmpowerLA?	How satisfied are you with the response time of EmpowerLA when you get in touch?	How do you prefer to get in touch with EmpowerLA?	When you reach out to EmpowerLA with a question or concern, how proactive are our staff in helping you resolve the issue?
2	2	Response	Response	Response	Response	Response	Response
102	102	Usually	Very connected	A few times a week	Somewhat satisfied	Email	Fairly proactive
103	103	Always	Very connected	A few times a week	Very satisfied	Phone	Very proactive
104	104	Always	Fairly connected	Once a month	Neither dissatisfied or satisfied	Phone	Fairly proactive
105	105	Always	Not at all connected	Once every few months		Phone	Not at all
106	106	Always	Fairly connected	Once every few months	Neither dissatisfied or satisfied	Email	Fairly proactive
107	107	Usually	A little bit connected	A few times a week	Neither dissatisfied or satisfied	Email	A little bit proactive
108	108	Sometimes	Fairly connected	A few times a month	Somewhat satisfied	Email	Very proactive
109	109	Always	Extremely connected	Once a month	Somewhat satisfied	Phone	Fairly proactive
110	110	Always	A little bit connected	Once every few months	Neither dissatisfied or satisfied	Email	Fairly proactive

	I	U	V	W	X	Y	Z	AA
1		How can EmpowerLA serve 1 your NC better?						
2	2	Attend more meetings	Be involved in social media	Send more newsletters	Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
102	102	Attend more meetings	Be involved in social media				Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
103	103						Schedule 1:1 sessions between EmpowerLA staff and board members	
104	104				Shorter/more digestible emails		Schedule 1:1 sessions between EmpowerLA staff and board members	
105	105						Schedule 1:1 sessions between EmpowerLA staff and board members	
106	106	Attend more meetings		Send more newsletters			Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
107	107				Shorter/more digestible emails			
108	108	Attend more meetings					Schedule 1:1 sessions between EmpowerLA staff and board members	
109	109					Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	
110	110				Shorter/more digestible emails		Schedule 1:1 sessions between EmpowerLA staff and board members	

	I	AB	AC	AD	AE	AF	AG
1	1		Based on your responses above, how much do you agree/disagree with the following statement? EmpowerLA is moving in the right direction.	What informed your rating on the previous question?	Use the dropdown to select the neighborhood council that you are a stakeholder of. Since only one option can be selected, we recommend selecting the neighborhood council to which you spend the most time supporting.	What is your age?	Gender: How do you identify?
2	2	Co-host townhalls with the NCs in different neighborhoods	Response	Open-Ended Response	Response	Response	Response
102	102	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree	They appear to be more receptive to overall NC needs but I do question some of the changes to protocols they seem to be suggesting, like the updated NC Code of Conduct. It seems that the City forgets we are just volunteers -- the more hoops we have to jump through and the more restrictions we face, the less likely we are to have board members who stay on. Sometimes it feels like the City is trying to gradually phase out the NC system.		25 - 34 years	Prefer not to say
103	103		Somewhat agree	Responses to my questions	Greater Toluca Lake	45 - 54 years	Male
104	104	Co-host townhalls with the NCs in different neighborhoods	Strongly agree	Very communicative	Foothill Trails District	55 - 64 years	Female
105	105	Co-host townhalls with the NCs in different neighborhoods	Somewhat disagree	This is a tough one. I love the inclusion and accountability aspects but the direction also needs to be on voting.	Foothill Trails District	55 - 64 years	Non-binary/Gender non-conforming/Gender fluid
106	106	Co-host townhalls with the NCs in different neighborhoods	Somewhat agree	I think Empower LA tries too hard to accommodate the broad diversity between councils, their structure and how they operate. I think there could be more uniformity and structure between councils. That could in turn make it easier to enforce rules and codes of conduct.	Mar Vista	25 - 34 years	Male
107	107		Somewhat agree	Taking this survey	Del Rey	45 - 54 years	Male
108	108		Somewhat disagree	Empower LA is imposing its desires on the NC's instead of listening to the individual NC needs.	Greater Wilshire		
109	109		Neither agree nor disagree	Effort	Greater Wilshire		
110	110		Neither agree nor disagree	I haven't had enough interaction with EmpowerLA to provide a deeper response	Atwater Village	45 - 54 years	Male

	I	AH	AI	AJ	AK	AL	AM	AN	AO
1	1		Race/Ethnicity: How do you identify? (Check all that apply)						
2	2	Self-describe:	Asian	Asian American	Black/African American	Latino/Hispano	Multi-Ethnic	Middle Eastern or North African	Native American or Alaska Native
102	102								
103	103								
104	104								
105	105						Multi-Ethnic		
106	106								
107	107			Asian American					
108	108								
109	109								
110	110			Asian American					

	I	AP	AQ	AR
1	1			
2	2	Native Hawaiian or other Pacific Islander	White	Self-describe:
102	102			
103	103		White	
104	104		White	
105	105			
106	106		White	
107	107			
108	108			
109	109			
110	110		White	

	I	J	K	L	M	N
1	1	language	How likely is it that you would recommend EmpowerLA to friend or family member who needed information on how	What is EmpowerLA good at?	What could EmpowerLA do better?	Overall, how well has EmpowerLA met your needs?
2	2		Response	Open-Ended Response	Open-Ended Response	Response
111	111	en		EmpowerLA (DONE) is good at communicating information to 8 Neighborhood Council members.	EmpowerLA (DONE) can improve on more transparency in what they department is doing and plans to do to support NC's. Including being more present at NC meetings. Also to support alliances that are part of the NC system.	Fairly well
112	112	en		Disseminating information to NC Boards regarding meetings, updates to requirements, tests, events, and general information. The website allows great interaction to 0 neighborhood council information.	Communicating and helping NCs interact with the City trying to get things done, as an advocate for NCs.	Fairly well
113	113	en		7		
114	114	en		5 Providing an opportunity for community activism.	Publicize itself.	Fairly well
115	115	en		overseeing administrative requirements	communicate with the neighborhood councils when they are sought out...	Not well at all
116	116	en		8 Information	Support the board members with internal problems	Fairly well
117	117	en		6 Informing neighborhood councils on the working of City governance.	Pay their neighborhood council board members a living wage.	Fairly well
118	118	en		10 Making connections	make board member specially executive board members to be transparent sending information on any budget approval	Fairly well
119	119	en		5 That is a difficult question - there seems to be more bad than good	A complete restructure is needed - one that will put NCs and their members first. More interaction with the NEA would be welcome as well as having NEAs attend committee meeting.	A little bit
120	120	en		6 ☹️	☹️	A little bit

	I	O	P	Q	R	S	T
1	1	How often do EmpowerLA staff treat you with respect?	How connected do you feel to your Neighborhood Empowerment Advocate at EmpowerLA?	How often do you interact with EmpowerLA?	How satisfied are you with the response time of EmpowerLA when you get in touch?	How do you prefer to get in touch with EmpowerLA?	When you reach out to EmpowerLA with a question or concern, how proactive are our staff in helping you resolve the issue?
2	2	Response	Response	Response	Response	Response	Response
111	111	Always	Not at all connected	Once every few months	Somewhat dissatisfied	Email	Fairly proactive
112	112	Usually	Fairly connected	Once a month	Somewhat dissatisfied	Phone	Not at all
113	113						
114	114	Always	Fairly connected	A few times a month	Neither dissatisfied or satisfied	Web portal	Fairly proactive
115	115	Rarely	Not at all connected	Once a month	Very dissatisfied	Email	Not at all
116	116	Usually	Fairly connected	Once a month	Very dissatisfied	Email	Not at all
117	117	Always	Fairly connected	A few times a month	Neither dissatisfied or satisfied	Phone	Fairly proactive
118	118	Always	Fairly connected	Once every few months			
119	119	Usually	A little bit connected	A few times a week	Somewhat satisfied	Email	A little bit proactive
120	120	Usually	Fairly connected	Once a month	Somewhat satisfied	Phone	Very proactive

	I	U	V	W	X	Y	Z	AA
1		How can EmpowerLA serve 1 your NC better?						
2	2	Attend more meetings	Be involved in social media	Send more newsletters	Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
111	111	Attend more meetings			Shorter/more digestible emails	Host more outreach events		Organize board retreats
112	112	Attend more meetings		Send more newsletters	Shorter/more digestible emails			
113	113							
114	114				Shorter/more digestible emails			
115	115	Attend more meetings					Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
116	116						Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
117	117					Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	
118	118							
119	119	Attend more meetings			Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
120	120				Shorter/more digestible emails		Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats

	I	AB	AC	AD	AE	AF	AG
1	1		Based on your responses above, how much do you agree/disagree with the following statement? EmpowerLA is moving in the right direction.	What informed your rating on the previous question?	Use the dropdown to select the neighborhood council that you are a stakeholder of. Since only one option can be selected, we recommend selecting the neighborhood council to which you spend the most time supporting.	What is your age?	Gender: How do you identify?
2	2	Co-host townhalls with the NCs in different neighborhoods	Response	Open-Ended Response	Response	Response	Response
111	111	Co-host townhalls with the NCs in different neighborhoods	Somewhat disagree	The NC system has shown little progress in supporting NC's. Many NC's have felt disconnected from EmpowerLA (DONE)	Greater Wilshire	35 - 44 years	Male
112	112		Neither agree nor disagree	I am conflicted about EmpowerLA's role. On the one hand, the City Council and BONG seems to use it to limit the effectiveness of NCs, for example by trying to all bylaws include common language and features. NCs are supposed to be grassroots organizations differentiated by their community of interest. On the other hand, NCs need a department at City Hall to help them be effective.	Greater Wilshire	65 - 74 years	Male
113	113						
114	114		Neither agree nor disagree	I have no basis to render a rating.	Encino	55 - 64 years	Male
115	115		Strongly disagree	Personal experience		55 - 64 years	Female
116	116	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree	I've emailed DONE and they were slow to respond and when they did they said they would get back with and didn't	Empowerment Congress West	55 - 64 years	Female
117	117	Co-host townhalls with the NCs in different neighborhoods	Somewhat disagree	The proposed Code of conduct amendments.	Harbor City	35 - 44 years	Female
118	118						
119	119	Co-host townhalls with the NCs in different neighborhoods	Strongly disagree	Changes have been made to Bylaws without NC communication as well as other policies have been created without the input from NCs.	Encino	45 - 54 years	Male
120	120		Neither agree nor disagree		Harbor Gateway South	45 - 54 years	Male

	I	AH	AI	AJ	AK	AL	AM	AN	AO
1	1	Race/Ethnicity: How do you identify? (Check all that apply)							
2	2	Self-describe:	Asian	Asian American	Black/African American	Latino/Hispano	Multi-Ethnic	Middle Eastern or North African	Native American or Alaska Native
111	111					Latino/Hispano			
112	112								
113	113								
114	114								
115	115				Black/African American				
116	116				Black/African American				
117	117					Latino/Hispano			
118	118								
119	119					Latino/Hispano			
120	120								

	I	AP	AQ	AR
1	1			
2	2	Native Hawaiian or other Pacific Islander	White	Self-describe:
111	111		White	
112	112		White	
113	113			
114	114		White	
115	115			
116	116			
117	117			
118	118			
119	119			
120	120		White	

	I	J	K	L	M	N
1	1	language	How likely is it that you would recommend EmpowerLA to friend or family member who needed information on how	What is EmpowerLA good at?	What could EmpowerLA do better?	Overall, how well has EmpowerLA met your needs?
2	2		Response	Open-Ended Response	Open-Ended Response	Response
121	121	en	8	Coordinating Neighborhood councils and newsletters.	Our ENC rep is often absent. Or leaves the meeting before it is over.	Very well
122	122	en	8	Updating on community activity/ improvements/ issues	Make the city work faster	Very well
123	123	en	8	Information about Neighborhood councils	Communication by staff.	Fairly well
124	124	en	2		communicate directly with stakeholders	A little bit
125	125	en	7	Providing training and information that allows NC's to fulfill their duties.	Faster communication and guidance when EmpowerLA's is contacted regarding issues affecting NC board members.	Fairly well
126	126	en	6	Gathering information, results.	Work to remove the obstacles to getting things done. Everything moves so slowly.	A little bit
127	127	en	5	Getting NC Board members trained	More interaction during training and webinars	Fairly well
128	128	en	9	They provided onsite responses to questions that come up during our meetings as well as guidance on procedure and training information.	I AM UNABLE TO ADVISE AT THIS POINT	Very well
129	129	en	0	um, i guess i admire the ELA's recent attempts at improving itself?	too much to answer in this little survey, but nc member's need better mandatory on boarding that newly elected members will legitimately learn from through relevant and engaging methods, better support for experiencing stakeholder harassment, and resources with easily accessible channels to those resources for when it DOES occur, better legal protections for NC's and NC members from lobbyists and community members seeking to manipulate NC actions for their private interests, better clarification to the community & stakeholder re: what the NC system IS, not what it "CAN BE", Land Use Committees are too vulnerable to manipulation from private interests and are overly emphasized as community's ONLY means of voicing their opinion on property development, alcohol licenses and related issues. These issues need their own separate organization unrelated to the NC that supports the neighborhoods in addressing these issues.	A little bit

	I	O	P	Q	R	S	T
1	1	How often do EmpowerLA staff treat you with respect?	How connected do you feel to your Neighborhood Empowerment Advocate at EmpowerLA?	How often do you interact with EmpowerLA?	How satisfied are you with the response time of EmpowerLA when you get in touch?	How do you prefer to get in touch with EmpowerLA?	When you reach out to EmpowerLA with a question or concern, how proactive are our staff in helping you resolve the issue?
2	2	Response	Response	Response	Response	Response	Response
121	121	Always	Not at all connected	Once every few months	Somewhat satisfied	Email	Fairly proactive
122	122	Always	Very connected	A few times a month	Neither dissatisfied or satisfied	Email	Fairly proactive
123	123	Sometimes	A little bit connected	Once a month	Very dissatisfied	Phone	Not at all
124	124	Always	Not at all connected	Less often than that	Neither dissatisfied or satisfied	Email	Fairly proactive
125	125	Always	Fairly connected	A few times a month	Somewhat dissatisfied	Phone	Fairly proactive
126	126	Always	A little bit connected	Less often than that	Very satisfied	Email	A little bit proactive
127	127	Always	Very connected	Once every few months	Very satisfied	Email	Extremely proactive
128	128	Always	Fairly connected	Once a month	Neither dissatisfied or satisfied	Email	
129	129	Usually	A little bit connected	Once every few months	Very dissatisfied	Text message	Not at all

	I	U	V	W	X	Y	Z	AA
1		How can EmpowerLA serve 1 your NC better?						
2	2	Attend more meetings	Be involved in social media	Send more newsletters	Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
121	121	Attend more meetings					Schedule 1:1 sessions between EmpowerLA staff and board members	
122	122		Be involved in social media		Shorter/more digestible emails			
123	123							
124	124	Attend more meetings	Be involved in social media	Send more newsletters		Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	
125	125	Attend more meetings					Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
126	126					Host more outreach events		Organize board retreats
127	127						Schedule 1:1 sessions between EmpowerLA staff and board members	
128	128				Shorter/more digestible emails			
129	129					Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats

	I	AB	AC	AD	AE	AF	AG
1	1		Based on your responses above, how much do you agree/disagree with the following statement? EmpowerLA is moving in the right direction.	What informed your rating on the previous question?	Use the dropdown to select the neighborhood council that you are a stakeholder of. Since only one option can be selected, we recommend selecting the neighborhood council to which you spend the most time supporting.	What is your age?	Gender: How do you identify?
2	2	Co-host townhalls with the NCs in different neighborhoods	Response	Open-Ended Response	Response	Response	Response
121	121	Co-host townhalls with the NCs in different neighborhoods	Somewhat agree	Communication has improved. But I still have some issues I don't hear from DONE. I have never been notified about the password change or how I can complete anti bias training.	Encino	75 years or older	Male
122	122	Co-host townhalls with the NCs in different neighborhoods	Strongly agree	They are getting stormer in the community, more engaged and looking to fix problems	Los Feliz	45 - 54 years	Female
123	123		Strongly agree		Del Rey	45 - 54 years	Male
124	124		Somewhat disagree	dont really see much from them	Harbor Gateway North	55 - 64 years	Male
125	125	Co-host townhalls with the NCs in different neighborhoods	Somewhat agree	Responses are too slow.	Harbor Gateway North	55 - 64 years	Male
126	126	Co-host townhalls with the NCs in different neighborhoods	Somewhat agree	The fact that you're asking for input is great	United Neighborhoods	65 - 74 years	Female
127	127		Somewhat agree	I don't always agree with advice from DONE	United Neighborhoods	65 - 74 years	Female
128	128		Strongly agree	Their participation in monthly meetings is valuable and their outreach programs to educate board members have proved very valuable as well.	Granada Hills South	65 - 74 years	Female
129	129	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree	I guess y'all are trying with this survey?	Historic Highland Park	25 - 34 years	Non-binary/Gender non-conforming/Gender fluid

	I	AH	AI	AJ	AK	AL	AM	AN	AO
1	1		Race/Ethnicity: How do you identify? (Check all that apply)						
2	2	Self-describe:	Asian	Asian American	Black/African American	Latino/Hispano	Multi-Ethnic	Middle Eastern or North African	Native American or Alaska Native
121	121								
122	122								
123	123								
124	124								
125	125	He/Him			Black/African American				
126	126				Black/African American				
127	127				Black/African American				
128	128								
129	129					Latino/Hispano	Multi-Ethnic		Native American or Alaska Native

	I	AP	AQ	AR
1	1			
2	2	Native Hawaiian or other Pacific Islander	White	Self-describe:
121	121		White	
122	122		White	
123	123		White	
124	124		White	
125	125			
126	126			
127	127			
128	128			
129	129			

	I	J	K	L	M	N
1	1	language	How likely is it that you would recommend EmpowerLA to friend or family member who needed information on how	What is EmpowerLA good at?	What could EmpowerLA do better?	Overall, how well has EmpowerLA met your needs?
2	2		Response	Open-Ended Response	Open-Ended Response	Response
130	130	en		just dictating there policies and threatening the council members if they don't do as they are told they will be suspended without due process.	how about starting to listening to the councils instead of dictating to them. Due process is a good place to start.	A little bit
131	131	en		Empower has all of the networking information and knows the city policies and can instruct community members on how to accomplish tasks etc...	EmpowerLA could provide a better structure which would facilitate better relationships between city employees and community members.	Very well
132	132	en		(prior to pandemic/ ZOOM meeting requirements) Always having a representative available at NC meetings to answer questions of protocol. Providing teaching sessions for NC Board members.	D.O.N.E. representatives should not interject their own opinions about questions of legality. In a ZOOM meeting recently a representative interrupted and emphatically stated legal opinion that the City Attorney's later refuted as incorrect when our Board member requested clarification on that issue. The D.O.N.E. representative acted in a "bullying" fashion during the meeting, and so did not well represent what EmpowerLA is meant to stand for.	Fairly well
133	133	en		EmpowerLA is good at organizing the neighborhood council system.	EmpowerLA could do a better job at getting stakeholders involved, rather than just those who have already gotten themselves into the neighborhood council system.	Fairly well
134	134	en		4 IM NOT SURE	TRAINING, LISTENING...	A little bit
135	135	en		0 Disrupting our meetings	Be responsive to board members - I have sent 2 emails to Raquel Beltran with no response. I have requested DONE rep's assistance in completing training for board member. That e-mail was ignored resulting in DONE removing a board member from our board. While the president received a warning that it could happen, I feel a notice that a board member has been removed should have been sent as well.	Not well at all
136	136	en		3 monitoring the treasury activities of NC's	tracking of mandatory training is often erroneous. Need to respond to concerns about NC violations of DONE procedures. A Venice NC grievance from several months ago has still not been addressed.	A little bit
137	137	en		0 Little for NC's already functioning	Avoid interfering with NC activities. One size does not fit all	Not well at all
138	138	en		4		
139	139	en		4 Checking local elections.	Make home page less cluttered.	Fairly well

	I	O	P	Q	R	S	T
1	1	How often do EmpowerLA staff treat you with respect?	How connected do you feel to your Neighborhood Empowerment Advocate at EmpowerLA?	How often do you interact with EmpowerLA?	How satisfied are you with the response time of EmpowerLA when you get in touch?	How do you prefer to get in touch with EmpowerLA?	When you reach out to EmpowerLA with a question or concern, how proactive are our staff in helping you resolve the issue?
2	2	Response	Response	Response	Response	Response	Response
130	130	Rarely	A little bit connected	Once a month	Somewhat dissatisfied	Email	A little bit proactive
131	131	Sometimes	A little bit connected	Once a month	Very dissatisfied	Email	A little bit proactive
132	132	Usually	A little bit connected	Once every few months	Somewhat dissatisfied	Phone	Very proactive
133	133	Usually	Fairly connected	A few times a month	Neither dissatisfied or satisfied	Phone	Fairly proactive
134	134	Usually	Not at all connected	Once every few months	Very dissatisfied	Phone	Not at all
135	135	Never	Not at all connected	Less often than that	Very dissatisfied	Phone	Not at all
136	136	Usually	Not at all connected	Once every few months	Very dissatisfied	Email	A little bit proactive
137	137	Usually	Not at all connected	Less often than that	Neither dissatisfied or satisfied	Phone	A little bit proactive
138	138						
139	139	Always	Not at all connected	Less often than that	Neither dissatisfied or satisfied	Email	Extremely proactive

	I	U	V	W	X	Y	Z	AA
1		How can EmpowerLA serve 1 your NC better?						
2	2	Attend more meetings	Be involved in social media	Send more newsletters	Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
130	130	Attend more meetings						
131	131		Be involved in social media				Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
132	132				Shorter/more digestible emails			
133	133				Shorter/more digestible emails	Host more outreach events		
134	134							
135	135				Shorter/more digestible emails			
136	136				Shorter/more digestible emails		Schedule 1:1 sessions between EmpowerLA staff and board members	
137	137							
138	138							
139	139							

	I	AB	AC	AD	AE	AF	AG
1	1		Based on your responses above, how much do you agree/disagree with the following statement? EmpowerLA is moving in the right direction.	What informed your rating on the previous question?	Use the dropdown to select the neighborhood council that you are a stakeholder of. Since only one option can be selected, we recommend selecting the neighborhood council to which you spend the most time supporting.	What is your age?	Gender: How do you identify?
2	2	Co-host townhalls with the NCs in different neighborhoods	Response	Open-Ended Response	Response	Response	Response
130	130		Strongly disagree	I don't like being informed that EmpowerLA will suspended council members and or the whole council without due process. I don't like the fact that we as a council can't send CIS reports to anyone outside of the city council.	Arlleta	65 - 74 years	Male
131	131		Neither agree nor disagree	It takes too long for EmpowerLA to get back to community and board members.	Arlleta	35 - 44 years	Male
132	132	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree	EmpowerLA has some good strong points, but points of weakness as well. I feel that in some ways, the EmpowerLA department is moving toward making policies that will result in letting NC's exist, while at the same time trying to silence the effectiveness of the NC's voice to influence the L.A. City Council. It may not be the intent, but some things sure do seem to be "hinting" at that trajectory.	Arlleta	65 - 74 years	Male
133	133	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree	I didn't know what to respond to it.	Echo Park	18 - 24 years	Male
134	134	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree	TOTAL LACK OF SUPPORT AND SUGGESTIONS ON IMPORTANT NC ISSUES.	Arroyo Seco	65 - 74 years	Female
135	135		Strongly disagree	DONE reps come to our meetings, put themselves in as board members and often disrupt our meetings by intervening while a motion is on the floor, violating Robert's Rules of Order and our bylaws. We don't need them at our meetings. Any upcoming trainings and new policies can and should be sent via e-mail. We need them to respond to us when we ask for assistance and not take time out of our meetings to make announcements that should be sent in writing.	Arlleta		
136	136	Co-host townhalls with the NCs in different neighborhoods	Somewhat disagree	Lack of response to grievance filed against Venice NC and ongoing complaints about bullying and harassment.	Coastal San Pedro	55 - 64 years	Female
137	137	Co-host townhalls with the NCs in different neighborhoods	Strongly disagree	Constant interference with the by laws and activities of our NC. Voting with one ballot box is pure failure.	Bel Air-Beverly Crest	75 years or older	Male
138	138						
139	139	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree	I have not very many interactions with empower la staff.	Echo Park	35 - 44 years	Male

	I	AH	AI	AJ	AK	AL	AM	AN	AO
1	1	Race/Ethnicity: How do you identify? (Check all that apply)							
2	2	Self-describe:	Asian	Asian American	Black/African American	Latino/Hispano	Multi-Ethnic	Middle Eastern or North African	Native American or Alaska Native
130	130								
131	131								
132	132								Native American or Alaska Native
133	133								
134	134								
135	135								
136	136								
137	137								
138	138								
139	139					Latino/Hispano			

	I	AP	AQ	AR
1	1			
2	2	Native Hawaiian or other Pacific Islander	White	Self-describe:
130	130		White	
131	131		White	
132	132		White	
133	133		White	
134	134			WHY?
135	135			
136	136		White	
137	137			inappropriate
138	138			
139	139			

	I	J	K	L	M	N
1	1	language	How likely is it that you would recommend EmpowerLA to friend or family member who needed information on how	What is EmpowerLA good at?	What could EmpowerLA do better?	Overall, how well has EmpowerLA met your needs?
2	2		Response	Open-Ended Response	Open-Ended Response	Response
140	140	en		5 Providing guidance regarding rules and regulations. I really enjoyed the Neighborhood Congress and got so much out of it.	Maybe hire more NEA's so the advocates can respond more quickly.	A little bit
141	141	en		10 Not understanding how it can hurt people by listening to bullies who make loud noises and don't tell the truth and who have ulterior motives. Empower LA is good because it is the only such body in the country and like anything else in life needs updating from time to time. Leadership requires listening to both sides of a story. The goal has to be what is in the best interest of communities. When you demonstrate bias, you are not acting according to a democratic process. Hurrying processes along without the proper due course is a reminder that we are NOT acting on behalf of the whole but on the actions of a few.	Empower LA can improve and improvement starts at the top. If the top doesn't follow the proper form, it makes it very difficult for complete trust. When a directive comes down from Empower LA consideration must be taken for the fact that each NC is different. Each one is made up of unique individuals who have to be guided into understanding that the NC is for ALL community members and not just about their personal agenda. We must think about what is best for the community and not an individual. Learning how to understand that dynamic is taken for granted. Although, we have training, the training we need is to grasp how we can benefit ALL members of the community collectively.	Fairly well
142	142	en		10 It is good at engaging communities, providing neighborhood updates, and connecting the community stakeholders and NC's with the City and local City Council.	More outreach to the youth communities and more to local non-profits to serve their communities and learn the benefits of programs through their NC's	Very well
143	143	en		5		
144	144	en		5 Getting information about the Neighborhood Councils, some of the training for neighborhood councils, and information on neighborhood council bi-laws	There isn't a lot of specific information for which government departments to call with specific issues in the community such as trash collection, broken city lights, potholes, issues with permit parking, etc	Fairly well

	I	O	P	Q	R	S	T
1	1	How often do EmpowerLA staff treat you with respect?	How connected do you feel to your Neighborhood Empowerment Advocate at EmpowerLA?	How often do you interact with EmpowerLA?	How satisfied are you with the response time of EmpowerLA when you get in touch?	How do you prefer to get in touch with EmpowerLA?	When you reach out to EmpowerLA with a question or concern, how proactive are our staff in helping you resolve the issue?
2	2	Response	Response	Response	Response	Response	Response
140	140	Always	Fairly connected	Once a month	Very satisfied	Email	Extremely proactive
141	141	Always	Very connected	A few times a month	Very satisfied	Email	Very proactive
142	142	Always	Fairly connected	A few times a month	Somewhat satisfied	Email	Fairly proactive
143	143						
144	144	Always	Fairly connected	Once every few months	Very satisfied	Email	Fairly proactive

	I	U	V	W	X	Y	Z	AA
1		How can EmpowerLA serve 1 your NC better?						
2	2	Attend more meetings	Be involved in social media	Send more newsletters	Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
140	140							Organize board retreats
141	141		Be involved in social media			Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
142	142				Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	
143	143							
144	144						Schedule 1:1 sessions between EmpowerLA staff and board members	

	I	AB	AC	AD	AE	AF	AG
1	1		Based on your responses above, how much do you agree/disagree with the following statement? EmpowerLA is moving in the right direction.	What informed your rating on the previous question?	Use the dropdown to select the neighborhood council that you are a stakeholder of. Since only one option can be selected, we recommend selecting the neighborhood council to which you spend the most time supporting.	What is your age?	Gender: How do you identify?
2	2	Co-host townhalls with the NCs in different neighborhoods	Response	Open-Ended Response	Response	Response	Response
140	140		Neither agree nor disagree	I am a recently elected Board member and have not had enough interaction to determine if it's the right or wrong direction.	United Neighborhoods	55 - 64 years	Female
141	141	Co-host townhalls with the NCs in different neighborhoods	Somewhat agree	Nothing is perfect. Even when things are working there is always room for improvement.	West Adams	75 years or older	Female
142	142	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree	My belief is that Empower LA is trying to train NC board members to "think & speak the way they (you) want us to", instead of Empower LA encouraging our independent, individual thoughts that represent the community majority. Keep in mind that "a few loud people or advocates" may not necessarily represent the majority of the community. It would be helpful to be able to watch training videos on our own schedule, instead of signing up and committing to specific class times. I do know that many are posted/recorded after, which I do find helpful. We all have busy lives, and to get more NC Board members and community involved, it needs to be as quick, simple, and easy as possible. Please remember that many NC members are retired because they have the time, knowledge and experience to share, but they are not of the "digital" generation. Don't overwhelm with the NC's with too much digital info., emails, etc.. (Less is More, sometimes) I also feel like the City Council puts 818 area code callers at the "bottom" of the list when we TRY to call in to meetings with our comments. Lastly, it appears that the City & Empower LA need to address the quality of life in neighborhoods (specifically, Chatsworth and the train/bus station which is a "hub" for un-housed/homeless w/free public transportation and camping at this site). Homeless/un-housed folks need to be put into programs for emotional, abusive, mental, PTSD or addiction treatment BEFORE putting them into housing, which is the opposite of what I've been seeing with the city in general. Overall, I think this is a good program and Thank You!!!!	Chatsworth	55 - 64 years	Prefer not to say
143	143						
144	144		Somewhat disagree	Empower LA does a lot of great stuff and is sincerely trying to improve our communities but I do worry that there isn't specific enough information that describes who to call or email to resolve specific issues in the community. Government still feels very inaccessible to 99% of Los Angeles residents	East Hollywood	25 - 34 years	Male

	I	AH	AI	AJ	AK	AL	AM	AN	AO
1	1	Race/Ethnicity: How do you identify? (Check all that apply)							
2	2	Self-describe:	Asian	Asian American	Black/African American	Latino/Hispano	Multi-Ethnic	Middle Eastern or North African	Native American or Alaska Native
140	140								
141	141				Black/African American				
142	142						Multi-Ethnic		
143	143								
144	144								

	I	AP	AQ	AR
1	1			
2	2	Native Hawaiian or other Pacific Islander	White	Self-describe:
140	140			Bi-racial
141	141			Caribbean American
142	142			
143	143			
144	144		White	

	I	J	K	L	M	N
1	1	language	How likely is it that you would recommend EmpowerLA to friend or family member who needed information on how	What is EmpowerLA good at?	What could EmpowerLA do better?	Overall, how well has EmpowerLA met your needs?
2	2		Response	Open-Ended Response	Open-Ended Response	Response
145	145	en		6 monitoring NC's	returning emails or phone calls quicker	Fairly well
146	146	en		following up on bad-faith complaints to scold me about using the word "our" in regards to a NC meeting on my personal social media. 2	Actually follow up on real complaints like how several members of WHNC and other NCs have harassed and threatened members of the community.	A little bit
147	147	en		Supporting and empowering neighborhood councils. Unfortunately, neighborhood councils are usually evil and shouldn't be supported. 0	Eliminate the NC system.	Fairly well
148	148	en		0		A little bit
149	149	en		3 mmmmmmm	Notify the public about the existence of NCs. Drop the progressive agenda. Try to appear fair minded. Try to remember you are here to support NCs not run them.	A little bit
150	150	en		4 EmpowerLA does a good job of assigning a rep to each VNC.	Sometimes the website is hard to navigate.	Fairly well
151	151	en		6 Organizing	Make it easier to find what I need	Fairly well

	I	O	P	Q	R	S	T
1	1	How often do EmpowerLA staff treat you with respect?	How connected do you feel to your Neighborhood Empowerment Advocate at EmpowerLA?	How often do you interact with EmpowerLA?	How satisfied are you with the response time of EmpowerLA when you get in touch?	How do you prefer to get in touch with EmpowerLA?	When you reach out to EmpowerLA with a question or concern, how proactive are our staff in helping you resolve the issue?
2	2	Response	Response	Response	Response	Response	Response
145	145	Always	A little bit connected	Once a month	Very dissatisfied	Email	A little bit proactive
146	146	Always	A little bit connected	A few times a month	Somewhat dissatisfied	Email	Fairly proactive
147	147	Always	Extremely connected	Once a month	Very satisfied	Email	Extremely proactive
148	148	Always	Not at all connected	Less often than that	Neither dissatisfied or satisfied	Email	Fairly proactive
149	149	Sometimes	Not at all connected	A few times a month	Somewhat satisfied	Email	Not at all
150	150	Usually	A little bit connected	Once a month	Neither dissatisfied or satisfied	Email	Fairly proactive
151	151	Always	Fairly connected	A few times a month	Somewhat satisfied	Web portal	Fairly proactive

	I	U	V	W	X	Y	Z	AA
1		How can EmpowerLA serve 1 your NC better?						
2	2	Attend more meetings	Be involved in social media	Send more newsletters	Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
145	145						Schedule 1:1 sessions between EmpowerLA staff and board members	
146	146						Schedule 1:1 sessions between EmpowerLA staff and board members	
147	147							
148	148							
149	149							Organize board retreats
150	150	Attend more meetings						
151	151		Be involved in social media					

	I	AB	AC	AD	AE	AF	AG
1	1		Based on your responses above, how much do you agree/disagree with the following statement? EmpowerLA is moving in the right direction.	What informed your rating on the previous question?	Use the dropdown to select the neighborhood council that you are a stakeholder of. Since only one option can be selected, we recommend selecting the neighborhood council to which you spend the most time supporting.	What is your age?	Gender: How do you identify?
2	2	Co-host townhalls with the NCs in different neighborhoods	Response	Open-Ended Response	Response	Response	Response
145	145		Neither agree nor disagree	i'm fairly new to empowerla			
146	146		Neither agree nor disagree	The Neighborhood Council system is basically toothless and yet is bound by guidelines that are stricter than those faced by actual elected officials who wield actual power. Why is John Lee, who has admitted to being part of a bribery scandal that landed his predecessor and boss in prison, still on the PLUM committee? Yet DONE has time and resources to call me complaining about my Twitter account. Where the fuck are the city's priorities?	Chatsworth	25 - 34 years	Male
147	147		Strongly disagree	I think the NC system is warped to the core and needs to be eliminated.	United Neighborhoods	35 - 44 years	Male
148	148						
149	149	Co-host townhalls with the NCs in different neighborhoods	Strongly disagree	The grievance process, revision of the code of conduct proposing to remove elected board members based on allegations of wrong doing.	Mar Vista		Prefer not to say
150	150		Neither agree nor disagree	I feel like EmpowerLA mainly serves the training and accountability piece. Our previous rep. Brett was very helpful. The current rep. not as much.	Voices	45 - 54 years	Female
151	151		Somewhat agree	I just joined my NC but it appears you're doing a fine job	United Neighborhoods	75 years or older	Male

	I	AH	AI	AJ	AK	AL	AM	AN	AO
1	1		Race/Ethnicity: How do you identify? (Check all that apply)						
2	2	Self-describe:	Asian	Asian American	Black/African American	Latino/Hispano	Multi-Ethnic	Middle Eastern or North African	Native American or Alaska Native
145	145								
146	146								
147	147								
148	148								
149	149								
150	150				Black/African American		Multi-Ethnic		Native American or Alaska Native
151	151								

	I	AP	AQ	AR
1	1			
2	2	Native Hawaiian or other Pacific Islander	White	Self-describe:
145	145			
146	146		White	
147	147		White	
148	148			
149	149			prefer not to say
150	150		White	
151	151		White	

	I	J	K	L	M	N
1	1	language	How likely is it that you would recommend EmpowerLA to friend or family member who needed information on how	What is EmpowerLA good at?	What could EmpowerLA do better?	Overall, how well has EmpowerLA met your needs?
2	2		Response	Open-Ended Response	Open-Ended Response	Response
152	152	en		Making it more difficult for NCs to work to better their communities. For creating bureaucratic approaches to nearly all tasks.	Advocate and be on the same team as NCs rather than be a policing agent looking to reprimand and punish those Councils it is meant to be serving. Better train the staff who are meant to support NCs. They appear to be disempowered from helping and supporting NCs -- rather they are police powers assigned to tell NCs what they are doing wrong. In short, EmpowerLA could do a much better job at supporting and enabling NCs.	A little bit
153	153	en		Sending emails which means good at communicating a message. My issue is just that I have so little time and way too many emails to read. This means that EmpowerLA's message is diluted. I imagine this is the case for mothers.	Not sure. Collaboration with other groups and departments in the city?	Not well at all
154	154	en		getting out information that is important to the neighborhood	not sure.	A little bit
155	155	en		Playing the buffer between the councils and the city. EmpowerLA prevents the people from accessing any power and making any change. ELA does a great job in given the councils the illusion having power.	Do better interactive/training sessions and be a real advisory board to the councils and STOP political favors for elected officials.	A little bit
156	156	en		Organizing	More personal calls	Very well
157	157	en		SHARING INFORMATION	CONTINUE TO STAY ON TRACK	
158	158	en		SHARING INFORMATION	CONTINUE TO STAY ON TRACK	Extremely well

	I	O	P	Q	R	S	T
1	1	How often do EmpowerLA staff treat you with respect?	How connected do you feel to your Neighborhood Empowerment Advocate at EmpowerLA?	How often do you interact with EmpowerLA?	How satisfied are you with the response time of EmpowerLA when you get in touch?	How do you prefer to get in touch with EmpowerLA?	When you reach out to EmpowerLA with a question or concern, how proactive are our staff in helping you resolve the issue?
2	2	Response	Response	Response	Response	Response	Response
152	152	Sometimes	A little bit connected	Once a month	Neither dissatisfied or satisfied	Email	A little bit proactive
153	153	Usually	Not at all connected	Once every few months	Neither dissatisfied or satisfied	Email	Not at all
154	154	Always	Not at all connected	A few times a month	Very satisfied	Phone	Extremely proactive
155	155	Never	Not at all connected	A few times a month	Very dissatisfied	Email	Not at all
156	156	Always	Fairly connected	Once a month	Neither dissatisfied or satisfied	Phone	Very proactive
157	157						
158	158	Always	Extremely connected	Once a month	Very satisfied	Phone	Extremely proactive

	I	U	V	W	X	Y	Z	AA
1		How can EmpowerLA serve 1 your NC better?						
2	2	Attend more meetings	Be involved in social media	Send more newsletters	Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
152	152							
153	153		Be involved in social media		Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	
154	154			Send more newsletters				
155	155				Shorter/more digestible emails		Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
156	156	Attend more meetings						
157	157							
158	158							

	I	AB	AC	AD	AE	AF	AG	
1	1		Based on your responses above, how much do you agree/disagree with the following statement? EmpowerLA is moving in the right direction.	What informed your rating on the previous question?	Use the dropdown to select the neighborhood council that you are a stakeholder of. Since only one option can be selected, we recommend selecting the neighborhood council to which you spend the most time supporting.	What is your age?	Gender: How do you identify?	
2	2	Co-host townhalls with the NCs in different neighborhoods	Response	Open-Ended Response	Response	Response	Response	
152	152		Strongly disagree	EmpowerLA can better serve our NC and others by truly embracing the mission that is its name -- empowering NCs and helping them to accomplish their programs and goals. Some of this survey's earlier questions should offer additional choices for answers. Specifically - Regarding respect: I believe the assigned staff to our NC respect me personally, but I am not certain that the higher's up in EmpowerLA respect the individual NCs or their members. They seem to feel a need to muzzle and limit not only the NC members' freedoms as seen in the recent code of conduct discussions/proposal and the social media rules which take away an NC member's free speech rights. They have failed to make NCs work better and instead in some cases have actively supported breaking up NCs in order to form new Councils when a stronger community would be achieved by mediating and facilitating the bringing together of any differing factions into one entity. Discussions over bylaws are always difficult and the revision process is too bureaucratic. The policy that prohibits NCs from talking with their elected representatives beyond LA City Council is completely ridiculous and counter-productive. Representatives of electeds frequently attend our meetings and we work with them on community projects. Of course we should be able to communicate with them to represent our stakeholders. WHY NOT? We agendize discussions and take public votes and do our business in a transparent manner (much more transparent and inclusive than the City Council). We should have had every right to communicate with the redistricting commissions for the County and State in order to advocate that our neighborhood council areas be treated as communities of interest and kept whole. Instead, our member groups had to take on that role. There are many examples of how EmpowerLA makes our life difficult. Why should we need to find an outside non-profit group to use when special events are presented? Why? Because doing the accounting through the City is impossibly difficult. Why shouldn't NCs be able to fundraise to seek grants to accomplish bigger and better goals instead of being limited by the City's meager budget offering?			65 - 74 years	Female
153	153	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree	I am pretty unaware of what EmpowerLA does and how it fits into the NCs.	United Neighborhoods	17 years or younger	Prefer not to say	
154	154		Neither agree nor disagree	i just think that	Empowerment Congress West	75 years or older	Female	
155	155		Strongly disagree	To my knowledge empowerment LA was an advisory board to the councils. Instead I have not experienced "advisory" since Brett Shears left. Nobody ever knows anything and always has to get back to me and never follow up. I've considered leaving my post multiple times because of the lack of leadership, support from ELA.	Empowerment Congress Southeast	35 - 44 years	Female	
156	156		Somewhat agree	Experience	Voices	35 - 44 years	Male	
157	157							
158	158		Strongly agree	NO COMPLAINTS	Park Mesa Heights	55 - 64 years	Male	

	I	AH	AI	AJ	AK	AL	AM	AN	AO
1	1		Race/Ethnicity: How do you identify? (Check all that apply)						
2	2	Self-describe:	Asian	Asian American	Black/African American	Latino/Hispano	Multi-Ethnic	Middle Eastern or North African	Native American or Alaska Native
152	152								
153	153						Multi-Ethnic		
154	154				Black/African American				
155	155				Black/African American				
156	156								Native American or Alaska Native
157	157								
158	158				Black/African American				

	I	AP	AQ	AR
1	1			
2	2	Native Hawaiian or other Pacific Islander	White	Self-describe:
152	152		White	
153	153			
154	154			
155	155			
156	156			
157	157			
158	158			

	I	J	K	L	M	N
1	1	language	How likely is it that you would recommend EmpowerLA to friend or family member who needed information on how	What is EmpowerLA good at?	What could EmpowerLA do better?	Overall, how well has EmpowerLA met your needs?
2	2		Response	Open-Ended Response	Open-Ended Response	Response
159	159	en		EmpowerLA provides opportunities to learn and grow as a leader.	More training, especially for new board members and others who may be interested in serving.	Fairly well
160	160	en		Being a contact and resource for NC members. Navigating gov't can be hard without guidance.	Folks seem worn a bit thin. This is a tough job that people should be compensated for.	Very well
161	161	en		Providing information on how DONE, BONC, and City Attorney want Neighborhood Councils to function.	Convince the City Council to return NC Financials back to DONE. New website. Would like to be able to put something in search and receive a response that is appropriate and useful. Hire more staff. I would love to get answers to questions within 24 - 48 hours instead of a week, if lucky. Remedial data training. Especially ArcGis.	Fairly well
162	162	en		Identifying compliance requirements	Helping NCs identifying and strategize about how to solve issues impacting their communities.	A little bit
163	163	en		Empower LA is good at connecting folks to departments that can answer their questions and also field any questions community members may have.	Empower LA could do better in taking harassment disputes seriously.	Fairly well
164	164	en		providing how-to information	stream lining there are so many departments	Fairly well
165	165	en		I am still learning I am new so the one thing that I feel they are good at is really dealing with what is going on in the neighborhood	At this point I'm not sure what they could be better at I'm still learning on what it is they do	Very well
166	166	en				
167	167	en		In the past, promoting Neighborhood Councils to the various City departments. Not certain if that is still happening. The information sessions on the Digital Communications and Code of Conduct proposed policies are an excellent best practice.	A one-time "listening tour" conducted during NC Board meetings was a good first step but it was NOT an adequate engagement effort. Every major topic should engage NCs whenever possible and feasible.	Fairly well

	I	O	P	Q	R	S	T
1	1	How often do EmpowerLA staff treat you with respect?	How connected do you feel to your Neighborhood Empowerment Advocate at EmpowerLA?	How often do you interact with EmpowerLA?	How satisfied are you with the response time of EmpowerLA when you get in touch?	How do you prefer to get in touch with EmpowerLA?	When you reach out to EmpowerLA with a question or concern, how proactive are our staff in helping you resolve the issue?
2	2	Response	Response	Response	Response	Response	Response
159	159	Always	Fairly connected	A few times a month	Very satisfied	Text message	Very proactive
160	160	Always	Fairly connected	A few times a month	Very satisfied	Email	Very proactive
161	161	Always	Fairly connected	Once a month	Very dissatisfied	Email	Fairly proactive
162	162	Always	A little bit connected	Once every few months	Neither dissatisfied or satisfied	Email	Fairly proactive
163	163	Always	Fairly connected	Once every few months	Somewhat satisfied	Email	Very proactive
164	164	Always	Fairly connected	Once a month	Somewhat dissatisfied	Email	Not at all
165	165	Sometimes	A little bit connected	Every day	Neither dissatisfied or satisfied	Email	A little bit proactive
166	166						
167	167	Usually	Very connected	A few times a week	Somewhat dissatisfied	Email	Fairly proactive

	I	U	V	W	X	Y	Z	AA
1		How can EmpowerLA serve 1 your NC better?						
2	2	Attend more meetings	Be involved in social media	Send more newsletters	Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
159	159	Attend more meetings	Be involved in social media				Schedule 1:1 sessions between EmpowerLA staff and board members	
160	160				Shorter/more digestible emails		Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
161	161				Shorter/more digestible emails			
162	162						Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
163	163				Shorter/more digestible emails		Schedule 1:1 sessions between EmpowerLA staff and board members	
164	164						Schedule 1:1 sessions between EmpowerLA staff and board members	
165	165						Schedule 1:1 sessions between EmpowerLA staff and board members	
166	166							
167	167	Attend more meetings		Send more newsletters		Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats

	I	AB	AC	AD	AE	AF	AG
1	1		Based on your responses above, how much do you agree/disagree with the following statement? EmpowerLA is moving in the right direction.	What informed your rating on the previous question?	Use the dropdown to select the neighborhood council that you are a stakeholder of. Since only one option can be selected, we recommend selecting the neighborhood council to which you spend the most time supporting.	What is your age?	Gender: How do you identify?
2	2	Co-host townhalls with the NCs in different neighborhoods	Response	Open-Ended Response	Response	Response	Response
159	159	Co-host townhalls with the NCs in different neighborhoods	Strongly agree	Hosting this survey to get feedback.	Empowerment Congress Southwest	65 - 74 years	Female
160	160	Co-host townhalls with the NCs in different neighborhoods	Somewhat agree	***These answers go from 'somewhat agree' to 'strongly agree' and in the middle is just agree... That would be a great option for a lot of these questions for me. I can't see that the organization is going in the right direction. I wish there was more collective action as described above... meeting of different communities, communication across different NCs. The retreat would be great if it was facilitated by EmpowerLA. While my board is mostly respectful, it would be great to have an 'outsider' help as a set of neutral eyes. I do wish there was more funding for NPGs and generally from the city to highlight the NC system to residents. We have to spend our funds to market the NC system which seems like a misallocation of resources.	Mid City	35 - 44 years	Female
161	161		Somewhat disagree	Attempts have been made to listen more and act upon concerns.	Empowerment Congress Southwest	55 - 64 years	Female
162	162	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree		Mid City	35 - 44 years	Female
163	163	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree	I think there are folks at Empower LA that work very hard to serve our community, but unfortunately the bad eggs are highlighted more than the people doing good work. I feel very fortunate to have had good experiences with Empower LA but at the same time cannot look past the stories I've heard that other community members share about Empower LA and chose to stand in solidarity with them.	Mid City	25 - 34 years	Female
164	164		Somewhat agree	My experience with Empower LA	Empowerment Congress Southwest	55 - 64 years	Female
165	165		Neither agree nor disagree	I am still new I'm not really knowledgeable of everything that I'm power how late does I'm learning	Empowerment Congress West	65 - 74 years	Female
166	166						
167	167	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree	There have been too many errors, omissions and lack of responsiveness during the past two years. No one ever takes responsibility, apologizes or make affirmative efforts to improve.	Encino	65 - 74 years	Prefer not to say

	I	AH	AI	AJ	AK	AL	AM	AN	AO
1	1		Race/Ethnicity: How do you identify? (Check all that apply)						
2	2	Self-describe:	Asian	Asian American	Black/African American	Latino/Hispano	Multi-Ethnic	Middle Eastern or North African	Native American or Alaska Native
159	159				Black/African American				
160	160								
161	161				Black/African American				
162	162								
163	163					Latino/Hispano			
164	164				Black/African American				
165	165				Black/African American				
166	166								
167	167						Multi-Ethnic		

	I	AP	AQ	AR
1	1			
2	2	Native Hawaiian or other Pacific Islander	White	Self-describe:
159	159			
160	160		White	
161	161			
162	162			
163	163			
164	164			
165	165			
166	166			
167	167			

	I	J	K	L	M	N
1	1	language	How likely is it that you would recommend EmpowerLA to friend or family member who needed information on how	What is EmpowerLA good at?	What could EmpowerLA do better?	Overall, how well has EmpowerLA met your needs?
2	2		Response	Open-Ended Response	Open-Ended Response	Response
168	168	en		EmpowerLA = DONE. I not sure. There are efforts that appear to be a good idea when presented but never seem to be fully implemented.	Support the NCs. It's hard to help 99 different NCs with limited staff and resources. DONE has been around for 20-something years and basic SOPs don't seem to exist. Training isn't easily available to all; and some of the useful training offered can't be easily found on the DONE website. It seems like every question asked is being asked for the first time. Having supportive well documented SOPs in place would allow DONE staff to actually help the elected/appointed/volunteer NC board members to focus on issue of public policy. It isn't clear what the goals and motivations of DONE are, at least based on how the various support efforts are implemented.	A little bit
169	169	en		8 Navigating the system of neighborhood councils.	A more direct with its links, had a problem finding the trainings.	Fairly well
170	170	en		EmpowerLA did a great job putting procedures in place for online meetings. Other than that EmpowerLA is good at making decisions that effect Neighborhood Council without talking to the Councils, which has caused a great us and them environment.	EmpowerLA should be an advocate for Neighborhood Councils. I just watched the video on the mission of EmpowerLA and see that this mission has been totally lost. Some training is now being provided but too little too late.	A little bit
171	171	en		0	Empower LA could be more responsive and supportive of NC being volunteers when creating new rules and requirements that take up members time and energy on non-community items. The website interface should be more intuitive and organized for ease of use by NC and community members.	Fairly well
172	172	en		4	Remember we're volunteers. We don't get paid to try to make our community a better place to live.	Not well at all
173	173	en		4 Making us too bureaucratic	Better respect the individuality of the various NC communities and give us credit for knowing what works in our neighborhoods. Conformity seems to be the mantra.	Fairly well
174	174	en		10 Staying in touch	No legal language	Very well
175	175	en			Tell Stakeholders what NC's are. Let NC's Running Elections.	A little bit
176	176	en		1		Not well at all
177	177	en		6 Our NEA is amazing. The website that supports NCs is excellent.	TOO MUCH BUREAUCRACY. I really don't think we are empowered at the local level to help our stakeholders and we spend way more than half of our time dealing with rules, some DONE, some city, and some state. The NC system worked much better in the early 2000s when we spent more time with our stakeholders.	Very well

	I	O	P	Q	R	S	T
1	1	How often do EmpowerLA staff treat you with respect?	How connected do you feel to your Neighborhood Empowerment Advocate at EmpowerLA?	How often do you interact with EmpowerLA?	How satisfied are you with the response time of EmpowerLA when you get in touch?	How do you prefer to get in touch with EmpowerLA?	When you reach out to EmpowerLA with a question or concern, how proactive are our staff in helping you resolve the issue?
2	2	Response	Response	Response	Response	Response	Response
168	168		Not at all connected	A few times a month	Somewhat dissatisfied	Email	A little bit proactive
169	169	Always	Fairly connected	A few times a week	Somewhat satisfied	Email	Fairly proactive
170	170	Usually	Not at all connected	Less often than that	Somewhat satisfied	Email	A little bit proactive
171	171	Always	Fairly connected		Neither dissatisfied or satisfied		Very proactive
172	172	Always	Fairly connected	Once a month	Neither dissatisfied or satisfied	Email	Fairly proactive
173	173	Usually	Fairly connected	Once a month	Somewhat dissatisfied	Email	Fairly proactive
174	174	Always	Extremely connected	Once every few months	Very satisfied	Email	Very proactive
175	175	Rarely	Not at all connected	Once a month	Somewhat dissatisfied	Phone	Not at all
176	176	Never	Not at all connected	Once a month			
177	177	Always	Extremely connected	A few times a week	Very satisfied	Email	Extremely proactive

	I	U	V	W	X	Y	Z	AA
1		How can EmpowerLA serve 1 your NC better?						
2	2	Attend more meetings	Be involved in social media	Send more newsletters	Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
168	168	Attend more meetings				Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
169	169						Schedule 1:1 sessions between EmpowerLA staff and board members	
170	170			Send more newsletters			Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
171	171				Shorter/more digestible emails			Organize board retreats
172	172				Shorter/more digestible emails		Schedule 1:1 sessions between EmpowerLA staff and board members	
173	173			Send more newsletters	Shorter/more digestible emails			
174	174			Send more newsletters				
175	175						Schedule 1:1 sessions between EmpowerLA staff and board members	
176	176							
177	177				Shorter/more digestible emails			

	I	AB	AC	AD	AE	AF	AG
1	1		Based on your responses above, how much do you agree/disagree with the following statement? EmpowerLA is moving in the right direction.	What informed your rating on the previous question?	Use the dropdown to select the neighborhood council that you are a stakeholder of. Since only one option can be selected, we recommend selecting the neighborhood council to which you spend the most time supporting.	What is your age?	Gender: How do you identify?
2	2	Co-host townhalls with the NCs in different neighborhoods	Response	Open-Ended Response	Response	Response	Response
168	168	Co-host townhalls with the NCs in different neighborhoods	Somewhat disagree	EmpowerLA is not routinely responsive. SOPs are not well established/documented. Rules are more often hurdles to be overcome and added levels of bureaucracy. DONE is risk adverse, NCs should embrace risk in their efforts to advocate for their communities.			
169	169		Strongly agree	The access piece and training.	Watts	35 - 44 years	Male
170	170		Somewhat disagree	After watching the mission video on the empowerla website, I realize I have seen very little of what is stated.	Winnetka	55 - 64 years	Female
171	171		Neither agree nor disagree	EmpowerLA is one piece of the process - Support/interaction is based on need.			
172	172	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree			55 - 64 years	Female
173	173		Somewhat disagree	I feel there is a move to standardize most NC functions; it's becoming more bureaucratic. We're not city employees but volunteers and the more it becomes like city government, the more you are going to turn folks off on participating in the system.		65 - 74 years	Female
174	174		Strongly agree		10 Valley Village	55 - 64 years	Male
175	175		Neither agree nor disagree		Valley Village	55 - 64 years	Female
176	176						
177	177		Somewhat disagree	First I'd like to say that question 11 required an answer but I'd have preferred to not give one. ELA and my NEA do a great job serving our Board and community. The reason for my rating on twelve is same as my answer before, too much cumbersome bureaucracy. We all have day jobs and we don't get to spend enough time with our stakeholders.	Valley Village	55 - 64 years	Male

	I	AH	AI	AJ	AK	AL	AM	AN	AO
1	1		Race/Ethnicity: How do you identify? (Check all that apply)						
2	2	Self-describe:	Asian	Asian American	Black/African American	Latino/Hispano	Multi-Ethnic	Middle Eastern or North African	Native American or Alaska Native
168	168								
169	169				Black/African American				
170	170								
171	171								
172	172								
173	173								
174	174								
175	175						Multi-Ethnic		
176	176								
177	177								

	I	AP	AQ	AR
1	1			
2	2	Native Hawaiian or other Pacific Islander	White	Self-describe:
168	168			
169	169			
170	170		White	
171	171			
172	172		White	
173	173		White	
174	174		White	
175	175			
176	176			
177	177		White	

	I	J	K	L	M	N
1	1	language	How likely is it that you would recommend EmpowerLA to friend or family member who needed information on how	What is EmpowerLA good at?	What could EmpowerLA do better?	Overall, how well has EmpowerLA met your needs?
2	2		Response	Open-Ended Response	Open-Ended Response	Response
178	178	en		Helping guide neighborhood councils through challenging 5 meeting issues.	Provide more training materials and be a stronger advocate to help neighborhood councils correct course. I am sure practically every scenario has been experienced - violations of Brown Act, disrespectful behavior by a board member or the public, etc. In addition to training for this, it would be good to provide real world use cases and ways to address them.	A little bit
179	179	en		10 Sharing information	Have less stringent rules regarding councils decision making process	Extremely well
180	180	en		10 Education, Accountability	Figure out how we could achieve more civility at public meetings	Very well
181	181	en		8		Very well
182	182	en		5 Brown Act enforcement, the law	More active role in effective operation if NC based on their Bylaws and Standing Rules	A little bit
183	183	en		10 Learning how Los Angeles work, and limitation they place on the Neighbor Council,	Neighborhood Council is a hard job, try to make it easier for us	Very well
184	184	en		8 Networking	Have more representation help the councils with mailers to let the entire community know that the council exists and how it functions	Very well
185	185	en		10 Providing information and services	Direct mail to get more eyes on the website/community involvement.	Extremely well
186	186	en		8	They help out the community	Extremely well
187	187	en		5 Getting info out but not follow thru	more interesting subjects where you feel you are actually getting meaningful information	A little bit
188	188	en		10 too soon to answer	they need bigger brand awareness - every resident in LA should know who they are. i have been a resident of los Angeles for over 35 years and 2020 was the first year i heard of EmpowerLA. they should actively follow hashtags like #losangeles and engaged with accounts that are promoting community awareness	Not well at all

	I	O	P	Q	R	S	T
1	1	How often do EmpowerLA staff treat you with respect?	How connected do you feel to your Neighborhood Empowerment Advocate at EmpowerLA?	How often do you interact with EmpowerLA?	How satisfied are you with the response time of EmpowerLA when you get in touch?	How do you prefer to get in touch with EmpowerLA?	When you reach out to EmpowerLA with a question or concern, how proactive are our staff in helping you resolve the issue?
2	2	Response	Response	Response	Response	Response	Response
178	178	Always	Fairly connected	Once every few months	Somewhat dissatisfied	Email	Fairly proactive
179	179	Always	Extremely connected	Once every few months	Very dissatisfied	Email	Very proactive
180	180	Usually	Not at all connected	A few times a month	Neither dissatisfied or satisfied	Web portal	Very proactive
181	181	Always	Very connected	Once every few months	Very satisfied	Email	Very proactive
182	182	Always	Fairly connected	A few times a month	Somewhat satisfied	Phone	Fairly proactive
183	183	Sometimes	Fairly connected	Once a month	Somewhat dissatisfied	Email	Very proactive
184	184	Always	Very connected	Once a month	Very satisfied	Text message	Very proactive
185	185	Always	Fairly connected	Once a month	Somewhat satisfied	Email	Fairly proactive
186	186	Always	Extremely connected	A few times a week	Very satisfied	Email	Extremely proactive
187	187	Rarely	Not at all connected	A few times a week	Very dissatisfied	Email	Not at all
188	188	Always	A little bit connected	A few times a month	Very satisfied	Email	Very proactive

	I	U	V	W	X	Y	Z	AA
1		How can EmpowerLA serve 1 your NC better?						
2	2	Attend more meetings	Be involved in social media	Send more newsletters	Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
178	178				Shorter/more digestible emails			Organize board retreats
179	179							
180	180				Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
181	181					Host more outreach events		Organize board retreats
182	182						Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
183	183							
184	184						Schedule 1:1 sessions between EmpowerLA staff and board members	
185	185		Be involved in social media		Shorter/more digestible emails			
186	186	Attend more meetings	Be involved in social media					
187	187	Attend more meetings	Be involved in social media		Shorter/more digestible emails	Host more outreach events		
188	188		Be involved in social media		Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	

	I	AB	AC	AD	AE	AF	AG
1	1		Based on your responses above, how much do you agree/disagree with the following statement? EmpowerLA is moving in the right direction.	What informed your rating on the previous question?	Use the dropdown to select the neighborhood council that you are a stakeholder of. Since only one option can be selected, we recommend selecting the neighborhood council to which you spend the most time supporting.	What is your age?	Gender: How do you identify?
2	2	Co-host townhalls with the NCs in different neighborhoods	Response	Open-Ended Response	Response	Response	Response
178	178	Co-host townhalls with the NCs in different neighborhoods	Somewhat agree	I really appreciate the efforts of our current NEA. What's unclear is where he spends his time. It would be nice to hear about a "day-in-the-life" of an NEA. Now many NCs do they cover, how do they spend the bulk of their time, what are their biggest challenges. Also would be nice to be assured that each inquiry will be addressed. Some have gone ignored unfortunately.	Westchester-Playa	45 - 54 years	Male
179	179	Co-host townhalls with the NCs in different neighborhoods	Strongly agree	I'm learning more about my community now that I'm involved	Westchester-Playa	45 - 54 years	Female
180	180	Co-host townhalls with the NCs in different neighborhoods	Somewhat agree	I believe we need to move to more public facing, not Covid fearing meetings.	Studio City	45 - 54 years	Female
181	181		Somewhat agree		North Westwood	18 - 24 years	Male
182	182		Neither agree nor disagree	Wishing NEA had more active role re: accountability of NC	Westchester-Playa	65 - 74 years	Female
183	183	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree	sometime we are block to do the right thing	Westchester-Playa	65 - 74 years	Male
184	184		Somewhat agree	There is a lot more communication and information coming from empower la then before we like that	Valley Village	45 - 54 years	Female
185	185		Strongly agree	Great service!	West Los Angeles Sawtelle	45 - 54 years	Female
186	186		Strongly agree	Their making good choices	Panorama City	55 - 64 years	Female
187	187	Co-host townhalls with the NCs in different neighborhoods	Somewhat disagree	I have reached out to a rep of your company, more than once and I am STILL waiting for a response	Central San Pedro	65 - 74 years	Female
188	188		Strongly agree	i see the effort they are taking with the NCs	Northridge West	35 - 44 years	Female

	I	AH	AI	AJ	AK	AL	AM	AN	AO
1	1		Race/Ethnicity: How do you identify? (Check all that apply)						
2	2	Self-describe:	Asian	Asian American	Black/African American	Latino/Hispano	Multi-Ethnic	Middle Eastern or North African	Native American or Alaska Native
178	178								
179	179								
180	180								
181	181								
182	182		Asian						
183	183				Black/African American				
184	184					Latino/Hispano			
185	185								
186	186					Latino/Hispano			
187	187								
188	188				Black/African American				

	I	AP	AQ	AR
1	1			
2	2	Native Hawaiian or other Pacific Islander	White	Self-describe:
178	178		White	
179	179			Mediterranean
180	180		White	
181	181		White	
182	182		White	
183	183			
184	184			
185	185		White	
186	186			
187	187		White	
188	188			

	I	J	K	L	M	N
1	1	language	How likely is it that you would recommend EmpowerLA to friend or family member who needed information on how	What is EmpowerLA good at?	What could EmpowerLA do better?	Overall, how well has EmpowerLA met your needs?
2	2		Response	Open-Ended Response	Open-Ended Response	Response
189	189	en	10	In the training of members of the Councils.	Have a better relationship with the members of the Councils and be impartial.	A little bit
190	190	en	1	Information for NCs	Just support NCs and not get in the way	A little bit
191	191	en	0	Allowing chair to run their own personal agenda, Play favorites. Ignore legitimate concerns of board members.	Respond	A little bit
192	192	en	10	In their trainings for members of the Neighborhood Councils	Be more sensitive and impartial	A little bit
193	193	en	10	Keeping communication frequent and easy to follow.	Assist new board members with speedy training	Very well
194	194	en	2	Not sure	Be more supportive. I'm grateful for the support I have been given but some of the NCs have significant problems which is why the community is so needy. They are very incompetent at running NCs.	Fairly well
195	195	en	5	Upon responding, providing good information	Responding promptly, being available for followup, being more proactive in finding answers to situations that they create (i.e., in training advising that stakeholders needs training but having no idea how or when), doing more thought process on consequences, attending	Fairly well
196	196	en	10	Very good at constraining conversation and communication with each other. More rules and rules. It's good if you want to suppress creativity.	Recognizing the achievements of those who fostered the NC Congress pioneers. Mainly Cindy Cleghorn. To ignore her and to make her out to be difficult was really un professional on the part of Empower LA. Cindy was given mixed signals from Raquel Beltran who spent 7 hours talking with those who opposed Cindy and her style of working. As a creative body of volunteers, the rules were not necessary. The Congress uses these rules as a form of control. If you want to complain, the rules don't apply. So, what's it going to be. Either you make it a part of Empower LA or you don't use the rules because there is a difference. Speak to your lawyers about it. You are sending mixed signals and you need to be fair. You snatched away a project in a violent way. No one is perfect, however, if you are going to change the ballgame rules, play fair and not just be one sided. You could outreach to underserved communities in a better way. In addition to creating opportunities for Forums of discussion with people from all neighborhoods so we can learn about each other. We are only self focused. This is an opportunity to bring people together	Very well
197	197	en	10	WNC	N/A	Extremely well

	I	O	P	Q	R	S	T
1	1	How often do EmpowerLA staff treat you with respect?	How connected do you feel to your Neighborhood Empowerment Advocate at EmpowerLA?	How often do you interact with EmpowerLA?	How satisfied are you with the response time of EmpowerLA when you get in touch?	How do you prefer to get in touch with EmpowerLA?	When you reach out to EmpowerLA with a question or concern, how proactive are our staff in helping you resolve the issue?
2	2	Response	Response	Response	Response	Response	Response
189	189	Usually	Fairly connected	Less often than that	Very dissatisfied	Email	A little bit proactive
190	190	Usually	A little bit connected	A few times a month	Very dissatisfied	Email	A little bit proactive
191	191	Sometimes	Not at all connected	Every day	Very dissatisfied	Email	Not at all
192	192	Usually	Extremely connected	A few times a month			
193	193	Usually	Fairly connected	A few times a week	Somewhat satisfied	Email	Fairly proactive
194	194	Usually	A little bit connected	A few times a month	Neither dissatisfied or satisfied	Email	A little bit proactive
195	195	Usually	Very connected	A few times a week	Somewhat dissatisfied	Email	Fairly proactive
196	196	Always	Fairly connected	A few times a month	Very dissatisfied	Email	Very proactive
197	197	Always	Extremely connected	Every day	Very satisfied	Email	Extremely proactive

	I	U	V	W	X	Y	Z	AA
1		How can EmpowerLA serve 1 your NC better?						
2	2	Attend more meetings	Be involved in social media	Send more newsletters	Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
189	189		Be involved in social media			Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	
190	190	Attend more meetings					Schedule 1:1 sessions between EmpowerLA staff and board members	
191	191						Schedule 1:1 sessions between EmpowerLA staff and board members	
192	192							
193	193		Be involved in social media			Host more outreach events		
194	194							
195	195	Attend more meetings					Schedule 1:1 sessions between EmpowerLA staff and board members	
196	196		Be involved in social media			Host more outreach events		Organize board retreats
197	197	Attend more meetings						

	I	AB	AC	AD	AE	AF	AG
1	1		Based on your responses above, how much do you agree/disagree with the following statement? EmpowerLA is moving in the right direction.	What informed your rating on the previous question?	Use the dropdown to select the neighborhood council that you are a stakeholder of. Since only one option can be selected, we recommend selecting the neighborhood council to which you spend the most time supporting.	What is your age?	Gender: How do you identify?
2	2	Co-host townhalls with the NCs in different neighborhoods	Response	Open-Ended Response	Response	Response	Response
189	189	Co-host townhalls with the NCs in different neighborhoods	Somewhat disagree	We have not had a satisfactory response when there is a conflict between members or the code of conduct has been violated, there is no procedure to follow. Null responses	MacArthur Park	45 - 54 years	Female
190	190	Co-host townhalls with the NCs in different neighborhoods	Somewhat disagree	Our rep has not attended meetings regularly. Many questions I ask are not answered. Responses are slow. In the meantime, EmpowerLA is creating problems by trying to control and create policies to restrict the NCs - such as Social Media and Betrans's amendment to punish NC members for code of conduct accusations	Northridge West	45 - 54 years	Prefer not to say
191	191	Co-host townhalls with the NCs in different neighborhoods	Strongly agree	I informed myself.	Empowerment Congress West	55 - 64 years	Female
192	192						
193	193	Co-host townhalls with the NCs in different neighborhoods	Somewhat agree	I'm not really clear on the direction	Empowerment Congress Southwest	65 - 74 years	Female
194	194		Somewhat disagree	I am on the board of a NC where the people are there to fill a void and for a feather in their cap. I'm there to help the community. What can Empower LA do about that?	Mission Hills	45 - 54 years	Female
195	195		Somewhat disagree	Less staff, cut hours means even less likely to get a rapid response. Phone calls go unanswered. Currently training is behind. Election support was almost non-existent.	Hollywood United		
196	196	Co-host townhalls with the NCs in different neighborhoods	Somewhat agree	There is always room for improvement in any organization and with new board members sometimes it takes a little longer to feel comfortable.	West Adams	75 years or older	Female
197	197		Strongly agree	10 Watts		45 - 54 years	Female

	I	AH	AI	AJ	AK	AL	AM	AN	AO
1	1		Race/Ethnicity: How do you identify? (Check all that apply)						
2	2	Self-describe:	Asian	Asian American	Black/African American	Latino/Hispano	Multi-Ethnic	Middle Eastern or North African	Native American or Alaska Native
189	189					Latino/Hispano			
190	190								
191	191				Black/African American				
192	192								
193	193				Black/African American				
194	194				Black/African American				
195	195								
196	196				Black/African American				
197	197				Black/African American				

	I	AP	AQ	AR
1	1			
2	2	Native Hawaiian or other Pacific Islander	White	Self-describe:
189	189			
190	190			prefer not to say
191	191		White	
192	192			
193	193			
194	194			
195	195			
196	196			
197	197			

	I	J	K	L	M	N
1	1	language	How likely is it that you would recommend EmpowerLA to friend or family member who needed information on how	What is EmpowerLA good at?	What could EmpowerLA do better?	Overall, how well has EmpowerLA met your needs?
2	2		Response	Open-Ended Response	Open-Ended Response	Response
198	198	en	10			Very well
199	199	en	3			A little bit
200	200	en	7	a	b	Fairly well
201	201	en	1	Liaising with city departments	connect stakeholders with community partners, faster response times	Fairly well
202	202	en		sending news letters and communication that is too long to read	Simplify. Bullet points highlights + dates. We're all volunteers here. We don't have time to sift through long text	A little bit
203	203	en	0	They are great dividers and hide behind the advisory position with threats.	Leave the Neighborhood Councils to their autonomy and aid them when called upon.	Not well at all
204	204	en	3	Talking about issues - but not actually getting anything done.	Produce real results.	A little bit
205	205	en	7	I don't know really. I'd say gathering information about the city of Los Angeles departments.	Get the word out to the community about who they are and the services they offer to the community at large.	Fairly well
206	206	en	10	Empower LA is good at providing stakeholders with an opportunity to be involved in local government.	Empower LA can do better by hiring more staff to accommodate the requests from stakeholders and board members.	Fairly well
207	207	en	10	Keeping the rules in place for our NC meetings.	Reduce red tape in all areas of NC governance.	Extremely well
208	208	en	0	I have been a council member for many years and empowerla has always made being a council member more difficult with their internal politics.	Stay Advisory and allow the neighborhood councils to have their own autonomy from the city.	Not well at all

	I	O	P	Q	R	S	T
1	1	How often do EmpowerLA staff treat you with respect?	How connected do you feel to your Neighborhood Empowerment Advocate at EmpowerLA?	How often do you interact with EmpowerLA?	How satisfied are you with the response time of EmpowerLA when you get in touch?	How do you prefer to get in touch with EmpowerLA?	When you reach out to EmpowerLA with a question or concern, how proactive are our staff in helping you resolve the issue?
2	2	Response	Response	Response	Response	Response	Response
198	198	Usually	Not at all connected	A few times a month			
199	199	Usually	Not at all connected	Once every few months	Neither dissatisfied or satisfied	Email	Fairly proactive
200	200	Usually	A little bit connected	Every day	Somewhat dissatisfied	Email	Fairly proactive
201	201	Usually	A little bit connected	Once every few months	Very dissatisfied	Email	A little bit proactive
202	202	Always	Fairly connected	Less often than that		Web portal	
203	203	Rarely	A little bit connected	A few times a month	Very dissatisfied	Phone	A little bit proactive
204	204	Sometimes	Not at all connected	Once every few months	Neither dissatisfied or satisfied	Email	A little bit proactive
205	205	Usually	Very connected	A few times a month	Very satisfied	Email	Very proactive
206	206	Always	Very connected	Every day	Somewhat satisfied	Phone	Fairly proactive
207	207	Always	Very connected	Once a month	Very satisfied	Email	Extremely proactive
208	208	Rarely	A little bit connected	A few times a week			

	I	U	V	W	X	Y	Z	AA
1		How can EmpowerLA serve 1 your NC better?						
2	2	Attend more meetings	Be involved in social media	Send more newsletters	Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
198	198							
199	199						Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
200	200		Be involved in social media					
201	201						Schedule 1:1 sessions between EmpowerLA staff and board members	
202	202		Be involved in social media		Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	
203	203	Attend more meetings						
204	204	Attend more meetings						
205	205							Organize board retreats
206	206					Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	
207	207					Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
208	208							

	I	AB	AC	AD	AE	AF	AG
1	1		Based on your responses above, how much do you agree/disagree with the following statement? EmpowerLA is moving in the right direction.	What informed your rating on the previous question?	Use the dropdown to select the neighborhood council that you are a stakeholder of. Since only one option can be selected, we recommend selecting the neighborhood council to which you spend the most time supporting.	What is your age?	Gender: How do you identify?
2	2	Co-host townhalls with the NCs in different neighborhoods	Response	Open-Ended Response	Response	Response	Response
198	198						
199	199	Co-host townhalls with the NCs in different neighborhoods	Somewhat disagree			55 - 64 years	Male
200	200		Neither agree nor disagree	f	CANNDU		
201	201		Somewhat agree	Budget restoration	Del Rey	25 - 34 years	Male
202	202	Co-host townhalls with the NCs in different neighborhoods			Hollywood Hills West	35 - 44 years	Female
203	203		Strongly disagree	I am a current council member and it is a nightmare to deal with empowerla.	Lincoln Heights	45 - 54 years	Male
204	204		Somewhat disagree	You accomplish nothing and you fail to help volunteers who are simply trying to make their neighborhoods and this failed city of ours better.	PICO	45 - 54 years	Male
205	205		Neither agree nor disagree	Our EmpowerLA contact is great. He always answers our questions in a timely manner. I can't speak to what EmpowerLA is doing as an organization.	Palms		
206	206	Co-host townhalls with the NCs in different neighborhoods	Somewhat agree	I have witnessed effort being made toward moving in the right direction.	North Hollywood Northeast	35 - 44 years	Female
207	207	Co-host townhalls with the NCs in different neighborhoods	Strongly disagree	How Jose Galdamez attends and helps at our Echo Park NC meetings.	Echo Park	35 - 44 years	Male
208	208						

	I	AH	AI	AJ	AK	AL	AM	AN	AO
1	1	Race/Ethnicity: How do you identify? (Check all that apply)							
2	2	Self-describe:	Asian	Asian American	Black/African American	Latino/Hispano	Multi-Ethnic	Middle Eastern or North African	Native American or Alaska Native
198	198								
199	199								
200	200								
201	201					Latino/Hispano			
202	202								
203	203					Latino/Hispano			
204	204								
205	205								
206	206				Black/African American				
207	207								
208	208								

	I	AP	AQ	AR
1	1			
2	2	Native Hawaiian or other Pacific Islander	White	Self-describe:
198	198			
199	199		White	
200	200			
201	201			
202	202		White	
203	203			
204	204		White	
205	205			
206	206			
207	207		White	
208	208			

	I	J	K	L	M	N
1	1	language	How likely is it that you would recommend EmpowerLA to friend or family member who needed information on how	What is EmpowerLA good at?	What could EmpowerLA do better?	Overall, how well has EmpowerLA met your needs?
2	2		Response	Open-Ended Response	Open-Ended Response	Response
209	209	en		8 Getting neighbors active i the community.	Outreach to neighbors.	A little bit
210	210	en		0 Not much of anything.	Be supportive of Neighborhood Council elected leaders. DONE is supposed to support the work of NCs, not be a dictator and demand what elected should do. There has been an attempt to stifle the power of NCs and tell them what to do and what to promote. NCs are supposed to be independent and because of DONE we are losing good, quality people to volunteer for boards and committees. There is constant dissent and fighting, and DONE has made that worse and has created an environment where death threats are made, people are harassed and bullied. And DONE does nothing about the situation they created with their arbitrary rules. To further demonstrate how DONE wants to control those that serve the community, a new removal policy was proposed. The DONE has no authority to remove any elected leader, voted in an election by local stakeholders. It's this type of power grab that demonstrates that DONE doesn't understand their role in NCs - which is to provide supportive services to enable NC leaders to do their work. As a result, many communities (mine included) want nothing to do with the NC system or DONE. We can have our voice heard at the ballot box and hopefully the next Mayor will remove Raquel Beltran and reshape this department to do the job they were charged with, and stop with the power grab and alienation that has resulted in the last few years.	Not well at all
211	211	en		4 It does provide board member trainings online and other events for community engagement. This is helpful. There have been problems with the online platform for the NC board member trainings, but when access is working, it is good.	Something needs to be done to make voting for neighborhood council board candidates in NC elections much simpler. Such as mailing ballots directly to all residents, business owners and non-profits within the boundaries of the NC. The present system is very onerous and burdensome for the voters and for the candidates both. Automatically mailing out ballots with an explanation about the neighborhood council system and how to vote, and allowing people to mail the ballots back would be the most democratic method and also help spread awareness about NCs - most people have never even heard of neighborhood councils. This would help change that.	Fairly well
212	212	en		0 letting white supremacists, homophobes, and misogynists thrive	removing hateful people from power, ending harassment on NCs	A little bit
213	213	en		6 Getting out information on city government.	EmpowerLa could share more information about each NC in the city.	Fairly well
214	214	en		1 Sadly the DONE group is over extended and under resourced so the level of service to the NC's are non existent	More resources, better trained NEA staff, better response time, more community outreach, better communication, better training portals and technology tools, consistent and accurate interpretation on BONC and Brown Act policies. Needs an overall RE BOOT	Not well at all

	I	O	P	Q	R	S	T
1	1	How often do EmpowerLA staff treat you with respect?	How connected do you feel to your Neighborhood Empowerment Advocate at EmpowerLA?	How often do you interact with EmpowerLA?	How satisfied are you with the response time of EmpowerLA when you get in touch?	How do you prefer to get in touch with EmpowerLA?	When you reach out to EmpowerLA with a question or concern, how proactive are our staff in helping you resolve the issue?
2	2	Response	Response	Response	Response	Response	Response
209	209	Sometimes	A little bit connected	Less often than that	Somewhat dissatisfied	Phone	A little bit proactive
210	210	Rarely	Not at all connected	Less often than that	Very dissatisfied	Email	Not at all
211	211	Usually	A little bit connected	Once a month	Neither dissatisfied or satisfied	Email	A little bit proactive
212	212	Usually	Fairly connected	A few times a month	Very dissatisfied	Email	Not at all
213	213	Always	Fairly connected	Once a month	Somewhat satisfied	Email	Fairly proactive
214	214	Sometimes	Not at all connected	A few times a week	Very dissatisfied	Email	Not at all

	I	U	V	W	X	Y	Z	AA
1		How can EmpowerLA serve 1 your NC better?						
2	2	Attend more meetings	Be involved in social media	Send more newsletters	Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
209	209		Be involved in social media					
210	210	Attend more meetings						
211	211	Attend more meetings					Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
212	212	Attend more meetings						
213	213					Host more outreach events		
214	214	Attend more meetings			Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	

	I	AB	AC	AD	AE	AF	AG
1	1		Based on your responses above, how much do you agree/disagree with the following statement? EmpowerLA is moving in the right direction.	What informed your rating on the previous question?	Use the dropdown to select the neighborhood council that you are a stakeholder of. Since only one option can be selected, we recommend selecting the neighborhood council to which you spend the most time supporting.	What is your age?	Gender: How do you identify?
2	2	Co-host townhalls with the NCs in different neighborhoods	Response	Open-Ended Response	Response	Response	Response
209	209		Somewhat disagree		PICO		
210	210		Strongly disagree	Raquel Beltran and her incompetent staff.	Mar Vista	55 - 64 years	Prefer not to say
211	211	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree	Previous experience with the empowerment reps at board meetings.	PICO	65 - 74 years	Male
212	212		Neither agree nor disagree	i mean, has empower LA always done this little to end abuse from NC board members?	South Robertson	25 - 34 years	Prefer not to say
213	213		Somewhat agree	The increase connection between DONE and the Board.	PICO	75 years or older	Male
214	214		Strongly disagree	My recent interactions with the EMPOWER LA DONE team has been sub-par, biased, retaliatory towards other board members. They have been generally non-responsive and ill prepared to handle conflict, address concerns and proactively inform and comply with rules and policies they are supposedly responsible for enforcing. Sadly this group has lost its focus, purpose and vision and a complete reorganization of the team needs to occur with qualified and competent leadership at the helm	PICO	45 - 54 years	Female

	I	AH	AI	AJ	AK	AL	AM	AN	AO
1	1	Race/Ethnicity: How do you identify? (Check all that apply)							
2	2	Self-describe:	Asian	Asian American	Black/African American	Latino/Hispano	Multi-Ethnic	Middle Eastern or North African	Native American or Alaska Native
209	209								
210	210								
211	211					Latino/Hispano			Native American or Alaska Native
212	212								
213	213				Black/African American				
214	214						Multi-Ethnic		

	I	AP	AQ	AR
1	1			
2	2	Native Hawaiian or other Pacific Islander	White	Self-describe:
209	209			
210	210			Other
211	211			
212	212		White	
213	213			
214	214			

	I	J	K	L	M	N
			How likely is it that you would recommend EmpowerLA to friend or family member who needed information on how	What is EmpowerLA good at?	What could EmpowerLA do better?	Overall, how well has EmpowerLA met your needs?
1	1	language				
2	2		Response	Open-Ended Response	Open-Ended Response	Response
215	215	en		Wasting money. DONE has become more autocratic and arrogant over the last few years. The Department is not good at communicating, hires outside consultants, in most instances consultants that are not even in LA, for ineffective busy work and treats elected members of our NCs as employees or children to be corrected.	Accuracy, transparency, accountability, responsiveness.	Not well at all
216	216	en		1 creating chaos	everything.	Not well at all
217	217	en		3 Not doing what they should.	Better? What did the Charter ask for? Empowering NC's at City Hall. Instead it is a police force aimed at NC's, removing, not responding timely, and trafficking in bad NEA's	Not well at all
218	218	en		4 Bureaucracy	Invest in councils that are diverse, equitable. and make a positive impact in their communities. Work to increase an NC's power to more directly affect planning and land use (although this only works if councils are diverse and equitable)	A little bit
219	219	en		0 No idea	Not sure what they do at all.	
220	220	en		0 Good at making things needlessly worse.	Empowered employees that are well-trained to remain objective and well-versed in policies and procedures. Most of our liaisons are insecure in their role and eventually get bossed around.	Not well at all
221	221	en		10 Listening to concerns and making recommendations on who to contact to deal with the concern		Very well
222	222	en		New community Leaders it's time for change give back the city to the people one community at a time	lapse of service's the city council and we need to all come together to better the city. the lack of repairs and more	Not well at all

	I	O	P	Q	R	S	T
1	1	How often do EmpowerLA staff treat you with respect?	How connected do you feel to your Neighborhood Empowerment Advocate at EmpowerLA?	How often do you interact with EmpowerLA?	How satisfied are you with the response time of EmpowerLA when you get in touch?	How do you prefer to get in touch with EmpowerLA?	When you reach out to EmpowerLA with a question or concern, how proactive are our staff in helping you resolve the issue?
2	2	Response	Response	Response	Response	Response	Response
215	215	Rarely	Not at all connected	Once every few months	Very dissatisfied	Phone	Not at all
216	216	Rarely	Not at all connected	Every day	Very dissatisfied	Email	Not at all
217	217	Sometimes	A little bit connected	Every day	Very dissatisfied	Email	Not at all
218	218	Sometimes	A little bit connected	Once a month	Somewhat dissatisfied	Email	A little bit proactive
219	219						
220	220	Always	Fairly connected	A few times a week	Somewhat satisfied	Phone	Very proactive
221	221	Always	Extremely connected	A few times a month	Neither dissatisfied or satisfied	Email	Fairly proactive
222	222	Rarely	Very connected	Every day	Very dissatisfied	Phone	Not at all

	I	U	V	W	X	Y	Z	AA
1		How can EmpowerLA serve 1 your NC better?						
2	2	Attend more meetings	Be involved in social media	Send more newsletters	Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
215	215				Shorter/more digestible emails			
216	216							
217	217	Attend more meetings						
218	218					Host more outreach events		
219	219							
220	220	Attend more meetings		Send more newsletters	Shorter/more digestible emails		Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
221	221	Attend more meetings				Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
222	222	Attend more meetings				Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats

	I	AB	AC	AD	AE	AF	AG
1	1		Based on your responses above, how much do you agree/disagree with the following statement? EmpowerLA is moving in the right direction.	What informed your rating on the previous question?	Use the dropdown to select the neighborhood council that you are a stakeholder of. Since only one option can be selected, we recommend selecting the neighborhood council to which you spend the most time supporting.	What is your age?	Gender: How do you identify?
2	2	Co-host townhalls with the NCs in different neighborhoods	Response	Open-Ended Response	Response	Response	Response
215	215		Strongly disagree	DONE has really overstepped its bounds over the last couple of years. DONE needs to stop: bureaucratic "I know better" approach power grabs, outside "consulting" contracts for friends, arrogance in tone, demeanor and substance, replacement of board members, back room decisions, bureaucratic top down mandates, hours of additional online training that is useless and expensive, perceived lack of fairness, failing to communicate the reasoning behind decisions (and making decisions which appear to exceed the powers of DONE). I could go on but this administration has been a real problem. #11 was multiple choice and I wanted to say none of the above. I ultimately checked off "shorter more digestible emails". Attending meetings not a problem. I do not want DONE more involved in social media, newsletters, outreach, retreats, town halls etc. The whole point of NCs is decentralized, local point of contact and governance, NOT yet another out of touch centralized bureaucracy.	PICO		
216	216		Strongly disagree	The endless complaining emails from board members and stakeholders of refusal to respond...ever. Failure to follow the requirements of the plan, abject incompetence, and failure to do anything except disrupt and torture communities.		25 - 34 years	Prefer not to say
217	217		Strongly disagree	It is hindering the original intention of the Charter. If Mayor Hahn were here, he would fire the Director immediately and redirect it back to what it is supposed to do, Advise. Not Chastise, not remove, and not hinder and ignore responsibilities. Major course correction is in store.	Lincoln Heights		Male
218	218	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree	I haven't been on a council long enough to fully answer that		35 - 44 years	Male
219	219						
220	220	Co-host townhalls with the NCs in different neighborhoods	Strongly agree	I know navigating the NC system is incredible tough, especially with the various personalities of high-strung board members. Nevertheless, I do know that there are those in your rank (shoutout to Mario) that know what they're doing and are willing to learn, grow, and stand firm. That man should be given a more influential role, more pay, and promotion.	PICO	25 - 34 years	Male
221	221		Neither agree nor disagree	From what I see so far, it seems EmpowerLA is doing well. However, I don't think I'm informed on enough to give a definite answer.	Harbor City	45 - 54 years	Female
222	222	Co-host townhalls with the NCs in different neighborhoods	Strongly disagree	I have been asking for street and sidewalk's repairs for many years in my Boyle Height's, your lack of services has taken away are legacy from my community	Boyle Heights	55 - 64 years	Male

	I	AH	AI	AJ	AK	AL	AM	AN	AO
1	1	Race/Ethnicity: How do you identify? (Check all that apply)							
2	2	Self-describe:	Asian	Asian American	Black/African American	Latino/Hispano	Multi-Ethnic	Middle Eastern or North African	Native American or Alaska Native
215	215								
216	216								
217	217								
218	218								
219	219								
220	220					Latino/Hispano			
221	221								
222	222					Latino/Hispano			

	I	AP	AQ	AR
1	1			
2	2	Native Hawaiian or other Pacific Islander	White	Self-describe:
215	215			
216	216			prefer not to say
217	217		White	
218	218		White	
219	219			
220	220			
221	221	Native Hawaiian or other Pacific Islander	White	
222	222			Jamaican

	I	J	K	L	M	N
1	1	language	How likely is it that you would recommend EmpowerLA to friend or family member who needed information on how	What is EmpowerLA good at?	What could EmpowerLA do better?	Overall, how well has EmpowerLA met your needs?
2	2		Response	Open-Ended Response	Open-Ended Response	Response
223	223	en		5 Running and overseeing neighborhood councils.	I think more Angelenos need to be aware of the fact that EmpowerLA exists.	A little bit
224	224	en		2 Providing trainings such as civic 101	1. Support neighborhood councils who have acquired orphan areas with extra Outreach to those newly acquired areas. 2. Provide interactive trainings around parliamentary procedures and strengthening bylaws with detail 3. Provide more dialog and notice to presidents and or executive board about their members prior to taking departmental adverse actions such as suspensions and removals. 4. Assist NC with the development of surveys and the collection of data.	A little bit
225	225	en		1 Allowing the chair people to hijack the board meetings. Ecwa	A lot	Not well at all
226	226	en		5 Providing information pertinent to processes and procedures	Inconsistent application of rules and procedures among neighborhood councils. As a relatively new board member this is concerning.	Fairly well
227	227	en		10 When you have a good resource person, their information is very helpful	Train their staff better, and monitor performance	A little bit
228	228	en		2 Not very much	just about everything	Not well at all
229	229	en		5 I really have no idea.	Again, I have no idea as I don't know what you actually do.	Not well at all
230	230	en		10 Helping to identify community leaders and providing access to them to address needs of each neighborhood.	The trainings are very helpful. But those do not help when there is a contentious agenda item that creates a heated debate. Not everyone on the boards has group management skills to curb this, so I think that it could be a new topic to provide training/support in.	Extremely well
231	231	en		5 I suppose making sure neighborhood councils have the tools and info needed to function properly.	Not sure	Fairly well
232	232	en		8 ensuring consistent operation of NCs across the city	provide rules and other determinations on ethics, finances, etc. on the empowerLA website	

	I	O	P	Q	R	S	T
1	1	How often do EmpowerLA staff treat you with respect?	How connected do you feel to your Neighborhood Empowerment Advocate at EmpowerLA?	How often do you interact with EmpowerLA?	How satisfied are you with the response time of EmpowerLA when you get in touch?	How do you prefer to get in touch with EmpowerLA?	When you reach out to EmpowerLA with a question or concern, how proactive are our staff in helping you resolve the issue?
2	2	Response	Response	Response	Response	Response	Response
223	223	Always	Fairly connected	A few times a month	Somewhat satisfied	Email	Fairly proactive
224	224	Usually	Fairly connected	A few times a week	Very satisfied	Email	Fairly proactive
225	225	Rarely	Not at all connected	Every day	Very dissatisfied	Email	Not at all
226	226	Usually	Fairly connected	Once every few months	Neither dissatisfied or satisfied	Email	Fairly proactive
227	227	Usually	Not at all connected	Once a month	Very dissatisfied	Phone	Not at all
228	228	Sometimes	A little bit connected	Once every few months	Somewhat dissatisfied	Email	Not at all
229	229	Sometimes	Not at all connected	Less often than that	Neither dissatisfied or satisfied	Email	Not at all
230	230	Always	Very connected	A few times a month	Somewhat satisfied	Text message	Extremely proactive
231	231	Always	Extremely connected	Once a month	Somewhat satisfied	Email	Fairly proactive
232	232						

	I	U	V	W	X	Y	Z	AA
1		How can EmpowerLA serve 1 your NC better?						
2	2	Attend more meetings	Be involved in social media	Send more newsletters	Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
223	223					Host more outreach events		
224	224	Attend more meetings					Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
225	225							
226	226						Schedule 1:1 sessions between EmpowerLA staff and board members	
227	227							Organize board retreats
228	228	Attend more meetings			Shorter/more digestible emails	Host more outreach events		
229	229	Attend more meetings						Organize board retreats
230	230							Organize board retreats
231	231						Schedule 1:1 sessions between EmpowerLA staff and board members	
232	232							

	I	AB	AC	AD	AE	AF	AG
1	1		Based on your responses above, how much do you agree/disagree with the following statement? EmpowerLA is moving in the right direction.	What informed your rating on the previous question?	Use the dropdown to select the neighborhood council that you are a stakeholder of. Since only one option can be selected, we recommend selecting the neighborhood council to which you spend the most time supporting.	What is your age?	Gender: How do you identify?
2	2	Co-host townhalls with the NCs in different neighborhoods	Response	Open-Ended Response	Response	Response	Response
223	223	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree		Echo Park	18 - 24 years	Male
224	224	Co-host townhalls with the NCs in different neighborhoods	Somewhat agree	I have been around for awhile and I can clearly see the direction in which the department is going	Empowerment Congress Central	35 - 44 years	Male
225	225		Neither agree nor disagree	In our area board members and stakeholders are at the liberty of the chair, many issues are ignored by the chair who has her own agenda. The chair does not seem to be remotely interested in the other two areas just her own. Leimert park. She lies also.	Empowerment Congress West	55 - 64 years	Female
226	226		Neither agree nor disagree	Don't have enough interaction to evaluate	Westwood	55 - 64 years	Female
227	227		Neither agree nor disagree	New grievance and social media policies	Arroyo Seco	65 - 74 years	Female
228	228	Co-host townhalls with the NCs in different neighborhoods	Strongly disagree	EmpowerLA (along with DONE) is not doing their job(s)	Lake Balboa	55 - 64 years	Female
229	229		Neither agree nor disagree	Ignorance	Reseda	55 - 64 years	Male
230	230		Strongly agree	I think EmpowerLA makes an earnest effort to give neighborhood council members the tools to successfully meet the needs of their community.	Glassell Park	35 - 44 years	Male
231	231		Neither agree nor disagree	Still unclear as to what EmpowerLA does at times. Nothing to do with them. I haven't been on the board for awhile.	Mid City West	55 - 64 years	Female
232	232						

	I	AH	AI	AJ	AK	AL	AM	AN	AO
1	1	Race/Ethnicity: How do you identify? (Check all that apply)							
2	2	Self-describe:	Asian	Asian American	Black/African American	Latino/Hispano	Multi-Ethnic	Middle Eastern or North African	Native American or Alaska Native
223	223								
224	224				Black/African American				
225	225								
226	226								
227	227								
228	228								
229	229								
230	230					Latino/Hispano			
231	231				Black/African American				
232	232								

	I	AP	AQ	AR
1	1			
2	2	Native Hawaiian or other Pacific Islander	White	Self-describe:
223	223		White	
224	224			
225	225			
226	226		White	
227	227			Other
228	228		White	
229	229		White	
230	230			
231	231			
232	232			

	I	J	K	L	M	N
1	1	language	How likely is it that you would recommend EmpowerLA to friend or family member who needed information on how	What is EmpowerLA good at?	What could EmpowerLA do better?	Overall, how well has EmpowerLA met your needs?
2	2		Response	Open-Ended Response	Open-Ended Response	Response
233	233	en		Inventing new rules, new required training, and new ways to make the job of being a Neighborhood Council Board member more difficult.	Encourage Board Members to find ways to engage more people with government and to improve government services beyond being just a debating society to generate resolutions.	A little bit
234	234	en		5 Providing detailed information	Not seem as boring- making is user friendlier and more attractive	Fairly well
235	235	en		6 providing training for the NC	Communicate more, give more online classes and trainings. Help first time board members get the most out being on the NC.	Fairly well
236	236	en		8 Interfacing with Neighborhood Councils.	Be more visible in the community, i.e., areas served by the 99 Neighborhood Councils.	Fairly well
237	237	en		5 broadcasting volumes of information in a one-way method, that is bloated and long winded	listening - this survey is a good start at that. Communication is a two way mechanism, not a one way street	A little bit
238	238	en		8 Empower LA is good at bringing the community together to talk about what are the issues in the community and how they can work together to fix them.	i think at this time empowerLA needs to make sure all members of the neighborhood councils know what it is and how to use the resources	Fairly well
239	239	en		7 communication, administration.	responding to emails	Fairly well
240	240	en		5 I felt the NC election forums were great for new candidates. The 2021 Congress was excellent.	Not sure.	Very well
241	241	en		5 I felt the NC election forums were great for new candidates. The 2021 Congress was excellent.	Not sure.	Fairly well
242	242	en		7		Fairly well
243	243	en		9 Suppressing the voice of the community by allowing board members to serve excessively lengthy term. We need firm Term limits	Outreach. People do not know about their NCs or what they do.	Not well at all

	I	O	P	Q	R	S	T
1	1	How often do EmpowerLA staff treat you with respect?	How connected do you feel to your Neighborhood Empowerment Advocate at EmpowerLA?	How often do you interact with EmpowerLA?	How satisfied are you with the response time of EmpowerLA when you get in touch?	How do you prefer to get in touch with EmpowerLA?	When you reach out to EmpowerLA with a question or concern, how proactive are our staff in helping you resolve the issue?
2	2	Response	Response	Response	Response	Response	Response
233	233	Always	Fairly connected	A few times a month	Somewhat dissatisfied	Email	Not at all
234	234	Always	A little bit connected	Once a month	Neither dissatisfied or satisfied	In person (in office or in the community)	Fairly proactive
235	235	Always	Fairly connected	Once a month	Neither dissatisfied or satisfied	Email	Very proactive
236	236	Usually	A little bit connected	Once every few months			
237	237	Usually	Not at all connected	Once every few months	Neither dissatisfied or satisfied	Phone	A little bit proactive
238	238	Usually	A little bit connected	Less often than that	Neither dissatisfied or satisfied	Email	Fairly proactive
239	239	Always	Fairly connected	Once a month	Somewhat satisfied	Email	Fairly proactive
240	240	Always	Very connected	Once a month	Very satisfied	Email	Very proactive
241	241	Always	Very connected	Once a month			
242	242	Usually	Fairly connected	Once a month	Neither dissatisfied or satisfied	Email	Not at all
243	243	Rarely	A little bit connected	Once a month	Somewhat dissatisfied	Phone	A little bit proactive

	I	U	V	W	X	Y	Z	AA
1		How can EmpowerLA serve 1 your NC better?						
2	2	Attend more meetings	Be involved in social media	Send more newsletters	Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
233	233			Send more newsletters				
234	234	Attend more meetings	Be involved in social media	Send more newsletters	Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
235	235	Attend more meetings			Shorter/more digestible emails		Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
236	236							
237	237	Attend more meetings			Shorter/more digestible emails			Organize board retreats
238	238				Shorter/more digestible emails			
239	239						Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
240	240					Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	
241	241							
242	242					Host more outreach events		
243	243					Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	

	I	AB	AC	AD	AE	AF	AG
1	1		Based on your responses above, how much do you agree/disagree with the following statement? EmpowerLA is moving in the right direction.	What informed your rating on the previous question?	Use the dropdown to select the neighborhood council that you are a stakeholder of. Since only one option can be selected, we recommend selecting the neighborhood council to which you spend the most time supporting.	What is your age?	Gender: How do you identify?
2	2	Co-host townhalls with the NCs in different neighborhoods	Response	Open-Ended Response	Response	Response	Response
233	233		Strongly disagree	This signature of the Department under this General Manager has been a series of initiatives to increase control over how NCs operate, developed in a top-down manner.	Panorama City		
234	234	Co-host townhalls with the NCs in different neighborhoods	Somewhat agree	I see progress over time.	Empowerment Congress North	25 - 34 years	Female
235	235	Co-host townhalls with the NCs in different neighborhoods	Somewhat agree		Mid City West	35 - 44 years	Female
236	236						
237	237		Neither agree nor disagree	Our neighborhood council had a Neighborhood Empowerment Analyst from DONE for many years who was terrific at communicating - she sent us a weekly update via email and knew every council member's name. Unfortunately, she retired earlier this year and since then her replacement has been totally invisible, has participated in only a few meetings, and has provided absolutely no guidance for our NC.	Sherman Oaks	65 - 74 years	Male
238	238		Somewhat agree	i think empowerla is working to be more proactive with the community	North Hills East	35 - 44 years	Female
239	239	Co-host townhalls with the NCs in different neighborhoods	Somewhat agree	Need more timely responses to emails	Mid City West	45 - 54 years	Female
240	240	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree	no comment	United Neighborhoods	55 - 64 years	Female
241	241						
242	242		Somewhat disagree			55 - 64 years	Male
243	243	Co-host townhalls with the NCs in different neighborhoods	Strongly disagree	The NCs are controlled by sane group since it's inception 20 years ago. Voting for candidates is extremely difficult and onerous.	Woodland Hills-Warner Center	45 - 54 years	Female

	I	AH	AI	AJ	AK	AL	AM	AN	AO
1	1		Race/Ethnicity: How do you identify? (Check all that apply)						
2	2	Self-describe:	Asian	Asian American	Black/African American	Latino/Hispano	Multi-Ethnic	Middle Eastern or North African	Native American or Alaska Native
233	233								
234	234					Latino/Hispano			
235	235								
236	236								
237	237								
238	238					Latino/Hispano			
239	239								
240	240				Black/African American				
241	241								
242	242								
243	243					Latino/Hispano			

	I	AP	AQ	AR
1	1			
2	2	Native Hawaiian or other Pacific Islander	White	Self-describe:
233	233			
234	234			
235	235		White	
236	236			
237	237		White	
238	238			
239	239		White	
240	240		White	Bi-racial
241	241			
242	242		White	
243	243			

	I	J	K	L	M	N
1	1	language	How likely is it that you would recommend EmpowerLA to friend or family member who needed information on how	What is EmpowerLA good at?	What could EmpowerLA do better?	Overall, how well has EmpowerLA met your needs?
2	2		Response	Open-Ended Response	Open-Ended Response	Response
244	244	en		0 Nothing	everything	Not well at all
245	245	en		1 Honestly, as a first time board member this year my experience with EmpowerLA has been mostly unsatisfactory when it comes to its overall purpose. I don't have a single example here.	Everything! I don't say that to be coy. That is an honest response after dealing with multiple individuals over several months on various tasks. Two main issues: the agency seems to think it's job is to police NCs not support them, and second, the ability of the team to contribute to tasks in a productive and efficient manner to move projects forward is sorely lacking.	Not well at all
246	246	en		7 enforcing rules	don't know	A little bit
247	247	en		2 ???	Take less time at our Board meetings	Not well at all
248	248	en		2 policing NCs	SUPPORT NCs,	A little bit
249	249	en		0 Making rules and then not enforcing or following them	Everything!!!	Not well at all
250	250	en		6 Passing information along to Neighborhood Councils so they can disseminate it to their stakeholders.	I was really disappointed with the lack of support for the elections earlier this year. When the decision was made to go all vote by mail, NC members and candidates were promised that the City would help to get the word out about the elections. I saw zero effort at this, and in our community the only promotion of the election came from our NC. As a result, we had a third of the voters that we had in our last election, despite constant efforts to get the word out. If the City is going to do vote by mail again in two years, it needs to be promoted better. I would also like to see EmpowerLA advocate for the NCs to get additional funding since all of our funding got cut after the pandemic. It needs to go back to where it was in 2019.	A little bit
251	251	en		1 Dictating	Empower LA could look at itself and allow councils to have their own personalities. Each is unique yet you want them to all be the same little soldiers.	A little bit
252	252	en		4		A little bit
253	253	en		6 Providing training		A little bit

	I	O	P	Q	R	S	T
1	1	How often do EmpowerLA staff treat you with respect?	How connected do you feel to your Neighborhood Empowerment Advocate at EmpowerLA?	How often do you interact with EmpowerLA?	How satisfied are you with the response time of EmpowerLA when you get in touch?	How do you prefer to get in touch with EmpowerLA?	When you reach out to EmpowerLA with a question or concern, how proactive are our staff in helping you resolve the issue?
2	2	Response	Response	Response	Response	Response	Response
244	244	Rarely	Not at all connected	Less often than that	Very dissatisfied	Email	Not at all
245	245	Sometimes	Fairly connected	A few times a week	Very dissatisfied	Email	A little bit proactive
246	246	Always	A little bit connected	Less often than that	Somewhat satisfied	Phone	Fairly proactive
247	247		Not at all connected	Less often than that			
248	248	Usually	Very connected	Once a month	Neither dissatisfied or satisfied	Phone	Fairly proactive
249	249	Never	Extremely connected	A few times a week	Very dissatisfied	Email	Not at all
250	250	Usually	Fairly connected	A few times a month	Somewhat dissatisfied	Phone	A little bit proactive
251	251	Sometimes	Not at all connected	A few times a month	Very dissatisfied	Phone	A little bit proactive
252	252	Sometimes	Very connected	Once every few months			
253	253	Usually	Not at all connected	Once a month	Neither dissatisfied or satisfied	Email	Fairly proactive

	I	U	V	W	X	Y	Z	AA
1		How can EmpowerLA serve 1 your NC better?						
2	2	Attend more meetings	Be involved in social media	Send more newsletters	Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
244	244				Shorter/more digestible emails			
245	245						Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
246	246							
247	247				Shorter/more digestible emails			
248	248							
249	249	Attend more meetings	Be involved in social media				Schedule 1:1 sessions between EmpowerLA staff and board members	
250	250					Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	
251	251				Shorter/more digestible emails		Schedule 1:1 sessions between EmpowerLA staff and board members	
252	252							
253	253	Attend more meetings						Organize board retreats

	I	AB	AC	AD	AE	AF	AG
1	1		Based on your responses above, how much do you agree/disagree with the following statement? EmpowerLA is moving in the right direction.	What informed your rating on the previous question?	Use the dropdown to select the neighborhood council that you are a stakeholder of. Since only one option can be selected, we recommend selecting the neighborhood council to which you spend the most time supporting.	What is your age?	Gender: How do you identify?
2	2	Co-host townhalls with the NCs in different neighborhoods	Response	Open-Ended Response	Response	Response	Response
244	244		Strongly disagree			55 - 64 years	Female
245	245		Strongly disagree	Failure of leadership to respond to my email about specific barriers to achieving tasks	Westlake South	45 - 54 years	Male
246	246	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree	Not seeing much change. Not moving in either direction	South Robertson	65 - 74 years	Male
247	247		Somewhat disagree	They take up too much band width	Venice	75 years or older	Female
248	248		Strongly disagree	GM holds SECRET meetings	Lake Balboa		
249	249	Co-host townhalls with the NCs in different neighborhoods	Strongly disagree	Empower LA is a horrible organization, with one of the absolute worst general managers ever.	Westwood	45 - 54 years	Male
250	250		Somewhat agree	It seems like our NEA is overburdened and is slow to respond to our inquiries because they are busy keeping up with other NCs. I would appreciate a direct phone number to contact them and more NEAs to share the load so that NCs can get help more quickly.	Palms	35 - 44 years	Female
251	251		Strongly disagree	DONE and EmpowerLA behave like dictators. Sorry. Some of you are nice people. Some of you aren't at all.	Encino	55 - 64 years	Female
252	252						
253	253	Co-host townhalls with the NCs in different neighborhoods	Somewhat agree	They helped me with my training	Woodland Hills-Warner Center	65 - 74 years	Male

	I	AH	AI	AJ	AK	AL	AM	AN	AO
1	1	Race/Ethnicity: How do you identify? (Check all that apply)							
2	2	Self-describe:	Asian	Asian American	Black/African American	Latino/Hispano	Multi-Ethnic	Middle Eastern or North African	Native American or Alaska Native
244	244						Multi-Ethnic		
245	245								
246	246								
247	247								
248	248								
249	249					Latino/Hispano			
250	250								
251	251								
252	252								
253	253								

	I	AP	AQ	AR
1	1			
2	2	Native Hawaiian or other Pacific Islander	White	Self-describe:
244	244			
245	245		White	
246	246		White	
247	247		White	
248	248			
249	249			
250	250		White	
251	251		White	
252	252			
253	253			

	I	J	K	L	M	N
1	1	language	How likely is it that you would recommend EmpowerLA to friend or family member who needed information on how	What is EmpowerLA good at?	What could EmpowerLA do better?	Overall, how well has EmpowerLA met your needs?
2	2		Response	Open-Ended Response	Open-Ended Response	Response
254	254	en	0	Empowering staff to allow them to insult NC volunteers	Replace the general manager and the real person in charge	Not well at all
255	255	en	6	Over complicating policies.	Letting the neighborhood councils lead their communities, and providing support rather than dictating how we can operate.	A little bit
256	256	en	0	Protecting racists, bigots, and abusers, and shielding abusers from accountability	Everything. The only thing the Department does well is protect the worst people involved in the NC system. The Department's communication with Stakeholders is especially egregious, as it routinely ignores and fails to respond to complaints about Board/Board Members made by stakeholders.	Not well at all
257	257	en	2	Avoiding and evading	Helping board members.	Not well at all
258	258	en	0	The training via cornerstone provided you can get access.	Respond to board members emails. Our NEA generally fails to respond to email and the NEAs are not particularly knowledgeable and consistent in their opinions.	Not well at all
259	259	en	10		1	1 Extremely well
260	260	en	4	Providing an NEA to help guide the NC's	Have a better system for updating rosters.	Fairly well
261	261	en	3	They are skilled in navigating the City's bureaucracy	Staff seem overloaded with too many people to serve and too many tasks	Fairly well
262	262	en	7	Communicating about training and events, answering questions and educating candidates and elected board members about rules and responsibilities.	Provide more examples about some of the rules and regulations.	Very well
263	263	en	2	Identifying compliance requirements	Coaching NC on how to identify and achieve actionable goals for their communities.	Fairly well
264	264	en	2	Identifying compliance requirements	Coaching NC on how to identify and achieve actionable goals for their communities.	

	I	O	P	Q	R	S	T
1	1	How often do EmpowerLA staff treat you with respect?	How connected do you feel to your Neighborhood Empowerment Advocate at EmpowerLA?	How often do you interact with EmpowerLA?	How satisfied are you with the response time of EmpowerLA when you get in touch?	How do you prefer to get in touch with EmpowerLA?	When you reach out to EmpowerLA with a question or concern, how proactive are our staff in helping you resolve the issue?
2	2	Response	Response	Response	Response	Response	Response
254	254	Sometimes	Very connected	Once every few months	Very dissatisfied	Phone	Fairly proactive
255	255	Sometimes	Very connected	A few times a month	Very satisfied	Email	Very proactive
256	256	Rarely	A little bit connected	A few times a month	Very dissatisfied	Email	Not at all
257	257	Rarely	Fairly connected	A few times a month	Very dissatisfied	Email	Not at all
258	258	Rarely	Not at all connected	A few times a month	Very dissatisfied	Email	Not at all
259	259	Always	Extremely connected	Less often than that	Very satisfied	Social Media	Extremely proactive
260	260	Always	Very connected	A few times a month	Somewhat satisfied	Email	Fairly proactive
261	261	Always	A little bit connected	Once a month	Somewhat satisfied	Email	Fairly proactive
262	262	Always	Very connected	A few times a month	Somewhat satisfied	Email	Fairly proactive
263	263	Always	Fairly connected	Once every few months	Somewhat satisfied	Email	Fairly proactive
264	264						

	I	U	V	W	X	Y	Z	AA
1		How can EmpowerLA serve 1 your NC better?						
2	2	Attend more meetings	Be involved in social media	Send more newsletters	Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
254	254	Attend more meetings					Schedule 1:1 sessions between EmpowerLA staff and board members	
255	255				Shorter/more digestible emails		Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
256	256	Attend more meetings						
257	257							
258	258				Shorter/more digestible emails			Organize board retreats
259	259							
260	260							Organize board retreats
261	261	Attend more meetings			Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
262	262						Schedule 1:1 sessions between EmpowerLA staff and board members	
263	263						Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
264	264							

	I	AB	AC	AD	AE	AF	AG
1	1		Based on your responses above, how much do you agree/disagree with the following statement? EmpowerLA is moving in the right direction.	What informed your rating on the previous question?	Use the dropdown to select the neighborhood council that you are a stakeholder of. Since only one option can be selected, we recommend selecting the neighborhood council to which you spend the most time supporting.	What is your age?	Gender: How do you identify?
2	2	Co-host townhalls with the NCs in different neighborhoods	Response	Open-Ended Response	Response	Response	Response
254	254	Co-host townhalls with the NCs in different neighborhoods	Strongly disagree	Experience with incompetent management			Prefer not to say
255	255	Co-host townhalls with the NCs in different neighborhoods	Somewhat disagree	I love my NEA, but the department as a whole has struggled to grasp what NCs want from them.	North Hollywood Northeast	35 - 44 years	Female
256	256		Strongly disagree	There has been zero change in DONE's performance from it's dreadful historical performance. The agency's entire propose is to shield abusers from accountability.	West Hills	35 - 44 years	Male
257	257		Strongly disagree	I often feel like going to you guys for help makes the problem worse, less clear, or the answer takes so long as to be essentially pointless			Prefer not to say
258	258		Strongly disagree	My interactions with Empowerla staff. They are often opinionated without being informed; biased in handling board conflict and non-responsive to important email		55 - 64 years	Male
259	259		Strongly agree	v	Arlota		
260	260		Somewhat agree	As long as they're reenforcing the NEA system, its a step in the right direction. Having to access a online system for support is ineffective.	Boyle Heights	35 - 44 years	Male
261	261	Co-host townhalls with the NCs in different neighborhoods	Somewhat agree	My interactions with EmpowerLA staff	Lincoln Heights	55 - 64 years	Female
262	262		Somewhat agree	I did feel that the training on bullying was very elementary. I feel that it should contain different vocabulary and put in more of an adult context. I recognize that poor behavior is a real issue/concern, but I felt like I was at my daughter's school and not taking an adult session.	Westchester-Playa	45 - 54 years	Female
263	263		Neither agree nor disagree	Empower LA is understaffed to fully meet the needs of the NCs it supports.	Mid City		
264	264						

	I	AH	AI	AJ	AK	AL	AM	AN	AO
1	1	Race/Ethnicity: How do you identify? (Check all that apply)							
2	2	Self-describe:	Asian	Asian American	Black/African American	Latino/Hispano	Multi-Ethnic	Middle Eastern or North African	Native American or Alaska Native
254	254								
255	255								
256	256								
257	257								
258	258								
259	259								
260	260					Latino/Hispano			
261	261								
262	262								
263	263								
264	264								

	I	AP	AQ	AR
1	1			
2	2	Native Hawaiian or other Pacific Islander	White	Self-describe:
254	254			
255	255		White	
256	256		White	
257	257			
258	258		White	
259	259			
260	260			
261	261		White	
262	262		White	
263	263			
264	264			

	I	J	K	L	M	N
1	1	language	How likely is it that you would recommend EmpowerLA to friend or family member who needed information on how	What is EmpowerLA good at?	What could EmpowerLA do better?	Overall, how well has EmpowerLA met your needs?
2	2		Response	Open-Ended Response	Open-Ended Response	Response
265	265	en	10	At giving information	N/a	Very well
266	266	en	2	Providing a conduit between the public at large and respective Neighborhood Councils. Supporting Neighborhood Council elections.	Shift more of its focus from regulations and rule-making to providing critical support services; would most particularly cite the need for digital record archiving and IT support. Also need to simplify and make it easier to onboard support for administration and website support.	Fairly well
267	267	en	2	The Department is good at protecting itself.	The NEA system needs improvement. There is wild inconsistency between NEAs. Some are great. Some not so much. There needs to be a way to get more consistency. The Department is emotional. It plays favorites. It must have a thicker skin and treat all NCs and alliances equally and fairly. This is definitely not the case today. The Department allows itself to be a bottleneck. For example, why does the grievance process take so long? Why can't the Department appoint some NC members to take more control and get things moving more expeditiously? The Department needs to work more collaboratively with the NCs. Instead of developing policies and leaving the NCs to react, why aren't NC members brought into the policy-making process? The Department acts like the NCs work for it. It works for the NCs, or at least it should. It should be supporting the NCs instead of trying to manage them. At town halls where NCs are given voice, the Department tries to control the discussion to limit blow back. Sometimes it is successful. Sometimes not. This goes to the question of thin skin. If the NC community is upset or unhappy, it needs to be given its full voice and the Department needs to listen.	A little bit
268	268	en	0	Not much. It's very hard to connect with EmpowerLA. Always busy.	More training for staff. Also, having staff feel more empowered to say no and pushing back against NC Board Members. Also, being more responsive and process things quicker.	Not well at all
269	269	en	10	engaging with constituents once they discover empower la and providing training programs	outreach to citizens who are not aware of local government and how they can get involved.	A little bit
270	270	en	10	Explaining how the City government works and how our neighborhood Councils relate to that body	Perhaps have a more robust transparent Q&A with City Council members about the areas where the neighborhoods feel they have no power to affect change in their communities	Very well
271	271	en		Keep board members informed and update the latest information	To inform not only board members but stakeholders in general at all communication label. Special in low income communities where people spend more time working than in social media.	Very well
272	272	en	0	Promoting itself	Its job under the Charter. to support Neighborhood Councils	

	I	O	P	Q	R	S	T
1	1	How often do EmpowerLA staff treat you with respect?	How connected do you feel to your Neighborhood Empowerment Advocate at EmpowerLA?	How often do you interact with EmpowerLA?	How satisfied are you with the response time of EmpowerLA when you get in touch?	How do you prefer to get in touch with EmpowerLA?	When you reach out to EmpowerLA with a question or concern, how proactive are our staff in helping you resolve the issue?
2	2	Response	Response	Response	Response	Response	Response
265	265	Always	Extremely connected	A few times a week	Very satisfied	Email	Very proactive
266	266	Always	Fairly connected	Once a month	Somewhat satisfied	Email	Fairly proactive
267	267	Usually	Fairly connected	A few times a month	Neither dissatisfied or satisfied	Email	Fairly proactive
268	268	Always	Not at all connected	A few times a month	Very dissatisfied	Phone	A little bit proactive
269	269	Always	Fairly connected	A few times a month	Very satisfied	Email	Fairly proactive
270	270	Always	Very connected	Once a month	Very satisfied	Email	Very proactive
271	271	Always	Fairly connected	Once every few months	Very dissatisfied	Email	Extremely proactive
272	272	Rarely	Not at all connected	A few times a week	Very dissatisfied	Phone	Not at all

	I	U	V	W	X	Y	Z	AA
1		How can EmpowerLA serve 1 your NC better?						
2	2	Attend more meetings	Be involved in social media	Send more newsletters	Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
265	265	Attend more meetings		Send more newsletters	Shorter/more digestible emails			Organize board retreats
266	266	Attend more meetings				Host more outreach events		Organize board retreats
267	267							
268	268	Attend more meetings					Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
269	269		Be involved in social media		Shorter/more digestible emails			Organize board retreats
270	270						Schedule 1:1 sessions between EmpowerLA staff and board members	
271	271							
272	272	Attend more meetings						

	I	AB	AC	AD	AE	AF	AG
1	1		Based on your responses above, how much do you agree/disagree with the following statement? EmpowerLA is moving in the right direction.	What informed your rating on the previous question?	Use the dropdown to select the neighborhood council that you are a stakeholder of. Since only one option can be selected, we recommend selecting the neighborhood council to which you spend the most time supporting.	What is your age?	Gender: How do you identify?
2	2	Co-host townhalls with the NCs in different neighborhoods	Response	Open-Ended Response	Response	Response	Response
265	265		Strongly agree	10 MacArthur Park		35 - 44 years	Female
266	266	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree	Current experiences with policies such as the Digital Media Policy send, at best, very mixed signals as to where the real orientation of BONC and DONE management really is.	Greater Wilshire	65 - 74 years	Male
267	267		Strongly disagree	The Department clearly favors some NCs, some board members, and some alliances. It is tone-deaf to what the NCs want/need. Look at question 11. My answer is none of the above. Look at question 14. It might be interesting to you, but it makes the survey less anonymous. The Department is more of a dictator than a supporter. In order to control some bad actors, it puts the squeeze on all of us.	Palms		
268	268	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree	Feels like things aren't changing fast enough	PICO	25 - 34 years	Male
269	269	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree	I base my response on the actual power NCs hold in city politics to sway decision making which feels like not at all.	Noho	45 - 54 years	Female
270	270		Somewhat agree	Just not sure how much power our rep has to change the status quote	Venice	65 - 74 years	Female
271	271	Co-host townhalls with the NCs in different neighborhoods	Strongly agree		Empowerment Congress Southeast	45 - 54 years	Female
272	272		Strongly disagree	The Department Manager is pushing her political agenda and trying to control the system	Sunland-Tujunga	55 - 64 years	Female

	I	AH	AI	AJ	AK	AL	AM	AN	AO
1	1	Race/Ethnicity: How do you identify? (Check all that apply)							
2	2	Self-describe:	Asian	Asian American	Black/African American	Latino/Hispano	Multi-Ethnic	Middle Eastern or North African	Native American or Alaska Native
265	265					Latino/Hispano			
266	266								
267	267								
268	268					Latino/Hispano			
269	269								
270	270								
271	271					Latino/Hispano			
272	272								

	I	AP	AQ	AR
1	1			
2	2	Native Hawaiian or other Pacific Islander	White	Self-describe:
265	265			
266	266		White	
267	267			I just want to say that I find all of the questions on this page offensive.
268	268			Ecuadorian
269	269			Italian American
270	270		White	
271	271			
272	272		White	

	I	J	K	L	M	N
1	1	language	How likely is it that you would recommend EmpowerLA to friend or family member who needed information on how	What is EmpowerLA good at?	What could EmpowerLA do better?	Overall, how well has EmpowerLA met your needs?
2	2		Response	Open-Ended Response	Open-Ended Response	Response
273	273	en		10 Keeping the neighborhood council members informed and trained.	I really wish there would be a better way to make the transition from one election officers to another. Elections of officers should take place at least three months before they begin their fiscal year so they can learn from the leaving officers what needs to get done, they can make changes on all the financial accounts. There should be specific trainings pertaining to committees and their responsibilities.	Fairly well
274	274	en		1 Seeking Control, power and division.	Back off from the controlling regulations, and protect NCs from the wolves trying to intimidate and overpower NC's decisions.	Not well at all
275	275	en		5 Presenting knowledge	Guiding individuals to success	A little bit
276	276	en		8 Making sure the City of Los Angeles does not get sued.	Actually help NCs to reach city elected office. In 3 years we have not had a visit from our council member. Congress members and county supervisors visited us but not out local city council member. NCs are not empowered that is the reason the city of Los Angeles ignores them.	A little bit
277	277	en		0 Pursuing its own agenda without regard to NC's needs.	Involve the NCs at every level and at the start of any initiatives, especially those involving rulemaking and policies.	Not well at all
278	278	en		3 Providing learning opportunities for NC board members.	Be more responsive to NC board member needs/problems, especially in a timely manner.	A little bit
279	279	en		4	I understand the need for people to voice their opinion, but time is a VERY valuable asset. There must be a better way than to allow folks to "drone on and on" about nothing in particular as well as to make comments that others have made	Not well at all
280	280	en		5 Information	Advocate for independents for councils	A little bit
281	281	en		5 I haven't the foggiest.	What you can do for taxpaying constituents.	Not well at all
282	282	en		5 Adding red tape and complexity	Spend less money, less red tape, more actual helping	Not well at all
283	283	en		6 Knowledge	Outreach	A little bit

	I	O	P	Q	R	S	T
1	1	How often do EmpowerLA staff treat you with respect?	How connected do you feel to your Neighborhood Empowerment Advocate at EmpowerLA?	How often do you interact with EmpowerLA?	How satisfied are you with the response time of EmpowerLA when you get in touch?	How do you prefer to get in touch with EmpowerLA?	When you reach out to EmpowerLA with a question or concern, how proactive are our staff in helping you resolve the issue?
2	2	Response	Response	Response	Response	Response	Response
273	273	Always	Very connected	A few times a week	Somewhat dissatisfied	Email	Very proactive
274	274	Never	Not at all connected	A few times a month	Very dissatisfied	Email	Not at all
275	275	Always	Fairly connected	A few times a month	Somewhat dissatisfied	Email	Fairly proactive
276	276	Usually	A little bit connected	A few times a week	Somewhat dissatisfied	Email	Not at all
277	277	Sometimes	A little bit connected	A few times a month	Somewhat dissatisfied	Phone	A little bit proactive
278	278	Always	A little bit connected	Once every few months	Somewhat dissatisfied	Email	A little bit proactive
279	279	Always	A little bit connected	Less often than that	Neither dissatisfied or satisfied	Email	Fairly proactive
280	280	Sometimes	Not at all connected	Once a month	Very dissatisfied	Email	Not at all
281	281	Sometimes	Not at all connected	Once a month	Neither dissatisfied or satisfied	Email	Not at all
282	282	Always	Not at all connected	Once a month	Very dissatisfied	Email	Not at all
283	283	Usually	A little bit connected	A few times a month	Very dissatisfied	Email	Fairly proactive

	I	U	V	W	X	Y	Z	AA
1		How can EmpowerLA serve 1 your NC better?						
2	2	Attend more meetings	Be involved in social media	Send more newsletters	Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
273	273	Attend more meetings					Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
274	274	Attend more meetings			Shorter/more digestible emails			
275	275							Organize board retreats
276	276					Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	
277	277				Shorter/more digestible emails		Schedule 1:1 sessions between EmpowerLA staff and board members	
278	278					Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	
279	279					Host more outreach events		
280	280						Schedule 1:1 sessions between EmpowerLA staff and board members	
281	281	Attend more meetings						
282	282							
283	283	Attend more meetings			Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	

	I	AB	AC	AD	AE	AF	AG
1	1		Based on your responses above, how much do you agree/disagree with the following statement? EmpowerLA is moving in the right direction.	What informed your rating on the previous question?	Use the dropdown to select the neighborhood council that you are a stakeholder of. Since only one option can be selected, we recommend selecting the neighborhood council to which you spend the most time supporting.	What is your age?	Gender: How do you identify?
2	2	Co-host townhalls with the NCs in different neighborhoods	Response	Open-Ended Response	Response	Response	Response
273	273		Somewhat agree	I still feel Empower LA needs improvement with transitioning between officers per fiscal year, there should be more ENAs so we can get more help, NCs need to know ahead of time when the Empower LA members will be furloughed so that we can plan ahead of time when we contact them. It is very annoying to send an important email and get one back stating that the person will not be available for 2 or 3 days, and then the weekends.	Sun Valley Area	45 - 54 years	Female
274	274		Strongly disagree	DONE's overreach, bias, pushing political agendas, and regulations that make serving on a board an unsafe and fearful endeavor.		65 - 74 years	Prefer not to say
275	275		Somewhat disagree	My participation in retreats			
276	276		Somewhat disagree	Some empowerla reps are very good at their jobs and some are just bureaucratic. Bureaucracy is the death of progress.	Echo Park	45 - 54 years	Prefer not to say
277	277		Strongly disagree	Failure to consult NCs.	Coastal San Pedro	65 - 74 years	Male
278	278	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree	Improvement efforts are being made, but have not happened yet.	Northridge South	55 - 64 years	Female
279	279		Neither agree nor disagree		Park Mesa Heights	55 - 64 years	Female
280	280		Neither agree nor disagree	New policies trying to be implemented	Arleta	45 - 54 years	Male
281	281		Strongly disagree	Experience	Woodland Hills-Warner Center	45 - 54 years	Prefer not to say
282	282		Strongly disagree	The options you provided in Q11 are horrid. The answer isn't to send more email. The answer is to streamline what you have, offer useful information and a way for us to do our elected jobs without making it overly complex.		35 - 44 years	Male
283	283	Co-host townhalls with the NCs in different neighborhoods	Somewhat agree	I can tell they are trying but they are restricted in what is allowed for NCs.	Hollywood United	25 - 34 years	Female

	I	AH	AI	AJ	AK	AL	AM	AN	AO
1	1		Race/Ethnicity: How do you identify? (Check all that apply)						
2	2	Self-describe:	Asian	Asian American	Black/African American	Latino/Hispano	Multi-Ethnic	Middle Eastern or North African	Native American or Alaska Native
273	273					Latino/Hispano			
274	274								
275	275				Black/African American				
276	276						Multi-Ethnic		
277	277								
278	278								
279	279				Black/African American				
280	280					Latino/Hispano			
281	281								
282	282								
283	283			Asian American					

	I	AP	AQ	AR
1	1			
2	2	Native Hawaiian or other Pacific Islander	White	Self-describe:
273	273			
274	274			
275	275			
276	276			None
277	277		White	
278	278		White	
279	279			
280	280			
281	281			Honestly, this categorizing people based on color is ridiculous
282	282		White	
283	283		White	

	I	J	K	L	M	N
1	1	language	How likely is it that you would recommend EmpowerLA to friend or family member who needed information on how	What is EmpowerLA good at?	What could EmpowerLA do better?	Overall, how well has EmpowerLA met your needs?
2	2		Response	Open-Ended Response	Open-Ended Response	Response
284	284	en		1 We can't have the BS that the real elected officials don't want to hear.	Give us some REAL power	Not well at all
285	285	en		6		Fairly well
286	286	en		5 politics?	stop making politicians look good and concentrating on the communities to become tight communities supporting good causes to make a solid, conservative clear future for the children	Not well at all
287	287	en		10 Listening and solving problems and making us understand how things work.	Answer to us and listen more. Somethings are confusing abd I don't know what to do, especially now days that we use zoom. However I have to say everyone in Empower LA work very hard to solve our problems and for tgat I am thankful.	Very well
288	288	en		5 Providing on their time schedule the items of importance to which neighborhood councils must pay attention and to also provide educational opportunities and training when necessary	Provide responses within a day when inquiries are made especially when time sensitive or related to a possible legal issue or liability. Maintain accurate training records. Provide the infrastructure to back up the requests that are asked for. Implement changes based on the consistent feedback received across neighborhood councils such as with elections.	Fairly well
289	289	en		4		A little bit
290	290	en		4 Very disappointed with most of the many contacts I have had with EmpowerLA. Jose Galdamez is terrific but that's where it ends. No one, I repeat, no one, follows thru on enforcement.	Stop imposing on NC's and let them reflect their community. Throw that cookie cutter away!	Not well at all
291	291	en		0	Public outreach. Support of NC participants.	A little bit
292	292	en		1 So far, not sure.	Get rid of the overwhelming bureaucracy that has been added. Let the NC's work independently.	Not well at all
293	293	en		4 Appoints Fieldworkers to each district. Used to be better when funding was under DONE as could forge relationships with many in department. Last time I was there, before the pandemic, the 2 people who came to front desk were unhelpful, unfriendly and dismissive. It seemed that Tey had not realised that the only reason the Department exists is to serve the NCs. Such also, at times, seems to be the attitude of the Department manager	Change their attitude to the NCS .	Fairly well

	I	O	P	Q	R	S	T
1	1	How often do EmpowerLA staff treat you with respect?	How connected do you feel to your Neighborhood Empowerment Advocate at EmpowerLA?	How often do you interact with EmpowerLA?	How satisfied are you with the response time of EmpowerLA when you get in touch?	How do you prefer to get in touch with EmpowerLA?	When you reach out to EmpowerLA with a question or concern, how proactive are our staff in helping you resolve the issue?
2	2	Response	Response	Response	Response	Response	Response
284	284	Always	A little bit connected	Once a month	Somewhat dissatisfied	Email	A little bit proactive
285	285	Always	Not at all connected	A few times a month			
286	286	Sometimes	Not at all connected	Less often than that	Neither dissatisfied or satisfied	Email	A little bit proactive
287	287	Always	Extremely connected	Once a month	Somewhat satisfied	Email	Extremely proactive
288	288	Always	Fairly connected	A few times a week	Somewhat dissatisfied	In person (in office or in the community)	Not at all
289	289	Sometimes	Fairly connected	Once a month	Somewhat dissatisfied	Text message	A little bit proactive
290	290	Never	Very connected	Once a month	Very dissatisfied	Email	Not at all
291	291	Always	Fairly connected	Once a month	Very dissatisfied	Email	A little bit proactive
292	292	Sometimes	A little bit connected	A few times a month	Neither dissatisfied or satisfied	Phone	
293	293	Sometimes	Very connected	A few times a month	Somewhat dissatisfied	Phone	Fairly proactive

	I	U	V	W	X	Y	Z	AA
1		How can EmpowerLA serve 1 your NC better?						
2	2	Attend more meetings	Be involved in social media	Send more newsletters	Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
284	284	Attend more meetings	Be involved in social media				Schedule 1:1 sessions between EmpowerLA staff and board members	
285	285							
286	286							
287	287							
288	288	Attend more meetings			Shorter/more digestible emails		Schedule 1:1 sessions between EmpowerLA staff and board members	
289	289	Attend more meetings			Shorter/more digestible emails		Schedule 1:1 sessions between EmpowerLA staff and board members	
290	290				Shorter/more digestible emails			
291	291							Organize board retreats
292	292				Shorter/more digestible emails			
293	293					Host more outreach events		

	I	AB	AC	AD	AE	AF	AG
1	1		Based on your responses above, how much do you agree/disagree with the following statement? EmpowerLA is moving in the right direction.	What informed your rating on the previous question?	Use the dropdown to select the neighborhood council that you are a stakeholder of. Since only one option can be selected, we recommend selecting the neighborhood council to which you spend the most time supporting.	What is your age?	Gender: How do you identify?
2	2	Co-host townhalls with the NCs in different neighborhoods	Response	Open-Ended Response	Response	Response	Response
284	284	Co-host townhalls with the NCs in different neighborhoods	Strongly disagree	This whole things seems a waste of time, because nothing every really happens!	Van Nuys	75 years or older	Male
285	285						
286	286	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree	I don't see empowerLA connected with the communities, NC knows about them because they are all part of the same group, but if you ask the constituencies of the community they will not be familiar		65 - 74 years	Female
287	287	Co-host townhalls with the NCs in different neighborhoods	Strongly agree	Whenever we need to get in touch with anyone at Empower LA they are always available. Then being available is very important. Everyone there treats us from the NCs with respect and help us.	West Hills	65 - 74 years	Female
288	288		Neither agree nor disagree	I cannot say whether or not it's going in the right direction. Interaction is only with a few people and on specific items that are requested. It often feels like the type of support requested is out of the hands of Empower la.	Hollywood United	45 - 54 years	Female
289	289	Co-host townhalls with the NCs in different neighborhoods	Somewhat disagree		Greater Wilshire	45 - 54 years	Female
290	290		Strongly disagree	It needs to let NC's do their thing and reflect their stakeholders. We are not dummies. Too many rules. Trying to make every council the same.	Westwood	75 years or older	Female
291	291	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree		Hollywood Studio District	35 - 44 years	Male
292	292		Somewhat disagree	I think Empower LA should be dissolved and the money used for other purposes.		35 - 44 years	Prefer not to say
293	293	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree	See answer to previous questions			

	I	AH	AI	AJ	AK	AL	AM	AN	AO
1	1	Race/Ethnicity: How do you identify? (Check all that apply)							
2	2	Self-describe:	Asian	Asian American	Black/African American	Latino/Hispano	Multi-Ethnic	Middle Eastern or North African	Native American or Alaska Native
284	284								
285	285								
286	286					Latino/Hispano			
287	287								
288	288								
289	289								
290	290								
291	291				Black/African American				
292	292								
293	293								

	I	AP	AQ	AR
1	1			
2	2	Native Hawaiian or other Pacific Islander	White	Self-describe:
284	284		White	
285	285			
286	286			
287	287		White	
288	288		White	
289	289		White	
290	290		White	
291	291			
292	292			Member of the human race.
293	293			

	I	J	K	L	M	N
1	1	language	How likely is it that you would recommend EmpowerLA to friend or family member who needed information on how	What is EmpowerLA good at?	What could EmpowerLA do better?	Overall, how well has EmpowerLA met your needs?
2	2		Response	Open-Ended Response	Open-Ended Response	Response
294	294	en		7 Data Liaison Program	Bring back the Data liaison program	A little bit
295	295	en		0 Absolutely nothing! Unless it's creating rules that they have no intention of enforcing!	Everything!!!!	Not well at all
296	296	en		0 Taxpayer waste	Eliminate management positions and hire more field staff	Not well at all
297	297	en		10 Simple explanations	Nothing right now	Extremely well
298	298	en		6 Keeping the NCs up to date.	Provide more and ongoing education to NCs enabling them to be fruitful participants in city government.	
299	299	en		10 Communicating their mission and vision with the NCs and the public.	I believe they are doing an excellent job.	Extremely well
300	300	en		3 Having email addresses	Respond to emails and communicate quicker	A little bit
301	301	en		5 I'm not sure they are good at anything!	Find ways to Engage the community, even with Covid	A little bit
302	302	en		5 BS	everything start the change at the top	Not well at all
303	303	en		5 Website, cornerstone training	1- all webmaster/website/admin functions should be centralized under DONE. Ludicrous and ludicrously expensive to have 100 NCs hiring own staff to do all these functions. Crazy waste of money. 2- communication should be improved abd each NC should have a point iof contact who actually responds to emails 3- voting. Online voting was disastrous and disenfranchising. 4- mission - DONE should be devoted to supporting NCs, not setting the agenda. The head of DONE should not view the job as a stepping stone to political power. 5- training. NCs should have specialized training for what we are- neighborhood volunteers. Not given training for city employees.	A little bit

	I	O	P	Q	R	S	T
1	1	How often do EmpowerLA staff treat you with respect?	How connected do you feel to your Neighborhood Empowerment Advocate at EmpowerLA?	How often do you interact with EmpowerLA?	How satisfied are you with the response time of EmpowerLA when you get in touch?	How do you prefer to get in touch with EmpowerLA?	When you reach out to EmpowerLA with a question or concern, how proactive are our staff in helping you resolve the issue?
2	2	Response	Response	Response	Response	Response	Response
294	294	Usually	Not at all connected	A few times a month	Somewhat satisfied	Email	Not at all
295	295	Rarely	Very connected	A few times a month	Somewhat satisfied	Email	Not at all
296	296	Sometimes	A little bit connected	A few times a month	Somewhat dissatisfied	Email	Fairly proactive
297	297	Always	Fairly connected	Less often than that	Somewhat satisfied	Email	Fairly proactive
298	298	Usually	Not at all connected	Once a month	Very satisfied	Email	Fairly proactive
299	299	Always	Extremely connected	Once every few months	Very satisfied	Email	Extremely proactive
300	300	Always	A little bit connected	Less often than that	Very dissatisfied	Email	A little bit proactive
301	301	Sometimes	Not at all connected	Once a month	Somewhat dissatisfied	Phone	Not at all
302	302	Sometimes	Fairly connected	A few times a week			
303	303	Usually	A little bit connected	A few times a week	Very dissatisfied	Email	A little bit proactive

	I	U	V	W	X	Y	Z	AA
1		How can EmpowerLA serve 1 your NC better?						
2	2	Attend more meetings	Be involved in social media	Send more newsletters	Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
294	294	Attend more meetings						
295	295						Schedule 1:1 sessions between EmpowerLA staff and board members	
296	296				Shorter/more digestible emails			
297	297	Attend more meetings						
298	298						Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
299	299							Organize board retreats
300	300		Be involved in social media		Shorter/more digestible emails		Schedule 1:1 sessions between EmpowerLA staff and board members	
301	301	Attend more meetings						Organize board retreats
302	302							
303	303	Attend more meetings						Organize board retreats

	I	AB	AC	AD	AE	AF	AG
1	1		Based on your responses above, how much do you agree/disagree with the following statement? EmpowerLA is moving in the right direction.	What informed your rating on the previous question?	Use the dropdown to select the neighborhood council that you are a stakeholder of. Since only one option can be selected, we recommend selecting the neighborhood council to which you spend the most time supporting.	What is your age?	Gender: How do you identify?
2	2	Co-host townhalls with the NCs in different neighborhoods	Response	Open-Ended Response	Response	Response	Response
294	294		Somewhat disagree	I just didn't feel that the NEA guided the chair of the NC or the board from violating the code of conduct	Mar Vista	45 - 54 years	Female
295	295	Co-host townhalls with the NCs in different neighborhoods	Strongly disagree	Our council has had a terrible experience with Raquel, Julien, and Mario Hernandez. Our NEA Freddy, is amazing, but he is clearly an anomaly at Empower LA / DoNE	Westwood	55 - 64 years	Female
296	296		Strongly disagree	Proposed policy changes	Zapata-King	25 - 34 years	Prefer not to say
297	297		Strongly disagree	I believe they are really trying to get us involved	Chatsworth	65 - 74 years	Female
298	298	Co-host townhalls with the NCs in different neighborhoods	Somewhat disagree	Empower LA does not do enough to empower the NCs to represent the people living within NC environs. Empower is part of the city power structure, not the voice of city residents.	Arroyo Seco	65 - 74 years	Male
299	299	Co-host townhalls with the NCs in different neighborhoods	Strongly agree	The updates we receive show that the general manager is implementing innovative ways to do outreach and improve the NCs.	Woodland Hills-Warner Center	35 - 44 years	Female
300	300	Co-host townhalls with the NCs in different neighborhoods	Somewhat disagree	Communication	PICO	35 - 44 years	Male
301	301	Co-host townhalls with the NCs in different neighborhoods	Neither agree nor disagree	I'm not aware of any positive movements	Arroyo Seco	65 - 74 years	Female
302	302						
303	303	Co-host townhalls with the NCs in different neighborhoods	Somewhat disagree	See my response to what DONE can do better. DONE needs to centralize support/admin/web functions. And just realize their role is SUPPORT.	Greater Wilshire	55 - 64 years	Female

	I	AH	AI	AJ	AK	AL	AM	AN	AO
1	1		Race/Ethnicity: How do you identify? (Check all that apply)						
2	2	Self-describe:	Asian	Asian American	Black/African American	Latino/Hispano	Multi-Ethnic	Middle Eastern or North African	Native American or Alaska Native
294	294						Multi-Ethnic		
295	295								
296	296								Native American or Alaska Native
297	297								
298	298						Multi-Ethnic		
299	299				Black/African American				Native American or Alaska Native
300	300								
301	301								
302	302								
303	303								

	I	AP	AQ	AR
1	1			
2	2	Native Hawaiian or other Pacific Islander	White	Self-describe:
294	294			
295	295		White	
296	296			
297	297		White	
298	298			
299	299			
300	300		White	
301	301			None
302	302			
303	303		White	

	I	J	K	L	M	N
1	1	language	How likely is it that you would recommend EmpowerLA to friend or family member who needed information on how	What is EmpowerLA good at?	What could EmpowerLA do better?	Overall, how well has EmpowerLA met your needs?
2	2		Response	Open-Ended Response	Open-Ended Response	Response
304	304	en		3 Some news and different views from different parts of LA.	Review by independent directors and revise where needed...it is needed.	A little bit
305	305	en		10 reaching all comunity	expanding its executive board	Very well
306	306	en		???	???	Not well at all
307	307	en		10 Explains how LA City government works to the average stakeholder	Primary emphasis should be on promoting the NC System and growing system wide membership, such that NCs all have 100+ stakeholders in attendance for GAs	Extremely well

	I	O	P	Q	R	S	T
1	1	How often do EmpowerLA staff treat you with respect?	How connected do you feel to your Neighborhood Empowerment Advocate at EmpowerLA?	How often do you interact with EmpowerLA?	How satisfied are you with the response time of EmpowerLA when you get in touch?	How do you prefer to get in touch with EmpowerLA?	When you reach out to EmpowerLA with a question or concern, how proactive are our staff in helping you resolve the issue?
2	2	Response	Response	Response	Response	Response	Response
304	304	Usually	A little bit connected	Once every few months	Somewhat dissatisfied	Email	A little bit proactive
305	305	Sometimes	Fairly connected		Very dissatisfied	Email	Very proactive
306	306		A little bit connected	Once a month			
307	307	Always	Extremely connected	Every day	Very satisfied	In person (in office or in the community)	Extremely proactive

	I	U	V	W	X	Y	Z	AA
1		How can EmpowerLA serve 1 your NC better?						
2	2	Attend more meetings	Be involved in social media	Send more newsletters	Shorter/more digestible emails	Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats
304	304	Attend more meetings		Send more newsletters	Shorter/more digestible emails	Host more outreach events		Organize board retreats
305	305						Schedule 1:1 sessions between EmpowerLA staff and board members	
306	306							
307	307		Be involved in social media			Host more outreach events	Schedule 1:1 sessions between EmpowerLA staff and board members	Organize board retreats

	I	AB	AC	AD	AE	AF	AG
1	1		Based on your responses above, how much do you agree/disagree with the following statement? EmpowerLA is moving in the right direction.	What informed your rating on the previous question?	Use the dropdown to select the neighborhood council that you are a stakeholder of. Since only one option can be selected, we recommend selecting the neighborhood council to which you spend the most time supporting.	What is your age?	Gender: How do you identify?
2	2	Co-host townhalls with the NCs in different neighborhoods	Response	Open-Ended Response	Response	Response	Response
304	304	Co-host townhalls with the NCs in different neighborhoods	Somewhat disagree	6 years participating in terrible NCs	LA 32	75 years or older	Prefer not to say
305	305		Somewhat agree			55 - 64 years	Female
306	306		Neither agree nor disagree	I don't know what they are supposed to do for me. Freddy talks too much/long at our Board meetings. His report can be done by email ... Not of interest by the general public.	Venice	75 years or older	Female
307	307	Co-host townhalls with the NCs in different neighborhoods	Somewhat agree	Too much time used up on NEA functions. They're nice but membership is terribly low everywhere and that needs to change	Palms	35 - 44 years	Male

	I	AH	AI	AJ	AK	AL	AM	AN	AO
1	1	Race/Ethnicity: How do you identify? (Check all that apply)							
2	2	Self-describe:	Asian	Asian American	Black/African American	Latino/Hispano	Multi-Ethnic	Middle Eastern or North African	Native American or Alaska Native
304	304			Asian American			Multi-Ethnic		
305	305				Black/African American				
306	306								
307	307					Latino/Hispano			

	I	AP	AQ	AR
1	1			
2	2	Native Hawaiian or other Pacific Islander	White	Self-describe:
304	304		White	
305	305			
306	306		White	
307	307		White	