



KAREN BASS
MAYOR

August 14, 2025

Honorable Members of the City Council
c/o City Clerk
Room 395, City Hall

Re: Extension of Appointment of Interim City Clerk: Ms. Petty Santos

Honorable Members:

Pursuant to City Charter §508(c), I am re-appointing Ms. Santos as the Interim City Clerk, subject to your confirmation, beginning August 27, 2025.

I certify that in my opinion Ms. Santos is especially qualified by reason of training and experience for the work which shall devolve upon her, and that I make the appointment solely in the interest of the City. Attached please find a copy of Ms. Santos' resume, which provides greater detail about her experience.

Sincerely,

KAREN BASS
Mayor

KB:ta

Attachment

cc: The Honorable Imelda Padilla, Chair, Government Operations Committee
Matt Szabo, City Administrative Officer Petty Santos, Interim City Clerk
Sharon Tso, Chief Legislative Analyst Malaika Billups, Personnel Department
Heather Holt, Ethics Commission Nicole Enriquez, Ethics Commission
General Managers' Association

Petty F. Santos

STRENGTHS

LEADERSHIP
STRATEGIC PLANNING
BUDGET MANAGEMENT
ORGANIZATIONAL DEVELOPMENT
PROCUREMENT/PURCHASING
CONTRACT ADMINISTRATION
GRANTS MANAGEMENT
CUSTOMER SERVICE
PUBLIC SPEAKING
WORKFORCE DEVELOPMENT
EMPLOYEE ENGAGEMENT

EDUCATION

Executive Master of Leadership (EML)
University of Southern California

Master of Public Policy and Administration
California State University at Long Beach
Directed Research – *Customer Service in the Public Sector*

Bachelor of Arts, Sociology
California State University at Long Beach
Honors - Phi Kappa Phi
Senator, Associated Students

CERTIFICATIONS

Senior Certified Professional, Public Service
Human Resources Assn.

COMMITTEES/ MEMBERSHIPS

Joint Labor-Management Benefits Committee
International Institute of Municipal Clerks
South Bay City Clerks

VOLUNTEER

**City of Los Angeles/
Greater LA Homeless Count**
Salvation Army

PROFESSIONAL SUMMARY

Tenacious public administrator with a passion for leading highly productive workgroups that deliver world-class customer service. Strong communicator and collaborator, with over 30 years of experience in multiple aspects of local governance and a reputation for bringing clarity and efficiency to complex challenges.

WORK EXPERIENCE

Interim City Clerk

City of Los Angeles

2025 – Present

Serve as General Manager of the Office of the City Clerk.

- Oversee a staff of 128 FTEs and up to 50 as-needed employees.
- Ensure all Charter-mandated responsibilities of this Office are met to include support of the City's legislative meetings, municipal and internal election responsibilities, and preserving City records and archives.
- Provide comprehensive fiscal, administrative, and human resource support for the Office of the Mayor and 15 Council Offices, as well as five City departments.
- Develop and manage the City Clerk's \$20M budget; Oversee the administration of multiple funds to include City Council's General City Purposes funding, AB 1290, the Business Improvement District Trust Fund and over 50 Special Funds.

Executive Officer

Office of the City Clerk

2019 to 2025

Assistant General Manager to the City Clerk.

- Oversaw six division managers responsible for Council and Public Services, Elections and Business Improvement Districts, Records Management, and City Archives, Neighborhood Council Elections and Funding, Systems, and Administrative Services.
- Successfully reorganized the department to better align Neighborhood Council funding and Election services.
- Developed the department's 2017/22 and 2022/27 Five-Year Strategic Plans.
- Authored and implemented the Department's Telework Operations Plan.
- Created and implemented a dynamic employee equity and engagement plan.

Division Manager (Chief Management Analyst)

Administrative Services, Office of the City Clerk

2016 to 2019

Fiscal operations, budget oversight, employee development.

- Oversaw contract administration, accounting, payroll, and human resources for over 900 City Clerk and elected office staff.
- Served as the facilities and emergency management coordinator.
- Led the establishment of the Clerk's Neighborhood Council Funding Program.
- Responsible for the accounting of the City's Business Improvement Program.

Manager, Fiscal Operations & Human Resources (Sr. Mgmt. Analyst II)

Port Police Division, Port of Los Angeles May

2006 to 2025

Budget Coordination, Human Resources, Purchasing, and Contract Administration.

- Managed the development and administration of the division's \$38M annual budget.
- Administered contracts for Police, Security, Counterterrorism, and LE Training.
- Led recruitment and hiring for civilian and sworn personnel, more than doubling staff.
- Developed the division's Four-Year Strategic Plan and Performance Dashboard.

Manager, Business Services (Senior Management Analyst II)

Workforce Development Div., Los Angeles Community Development Dept.

2002 to 2006

Identified training and job opportunities for unemployed/underemployed youth and adults with the L.A. business community.

- Managed \$8.5M annually in Federal and State grant funding.
- Directed, supervised, and managed the work of management and administrative staff.
- Implemented the division's Business Services Model, building sustainable relationships with L.A. businesses to ensure quality job opportunities for L.A. residents.
- Oversaw contract development and managed industry-specific training projects for the Mayor's targeted growth industries, including healthcare, international trade, and biotechnology.
- Managed the implementation of all Citywide First Source Hiring, "Rapid Response," job training, and Lay-off Aversion programs.
- Served as lead staff liaison to the Workforce Investment Board's (WIB) Business Services and Marketing Committee.
- Managed information and resource sharing among other business service agencies, such as the Small Business Administration, Economic Development Corporations, the Mayor's Business Team, and the Latin Business Association, among others.

Youth Operations Manager (Senior Management Analyst I)

Workforce Development Division, Los Angeles Community Development Dept.

2000 to 2002

Provided administration and monitoring for contractors delivering employment, education, and support services for Los Angeles' youth.

- Supervised a team of contract analysts and administrative staff who executed and monitored youth Workforce Investment Act contracts with community-based organizations throughout Los Angeles.
- Served as Staff Liaison to the Workforce Investment Board (WIB) and Youth Council.
- Developed program content and negotiated contracts for services to special populations, including juvenile offenders, at-risk youth, foster youth, and youth with disabilities.
- Coordinated business services/employment opportunities among youth service providers.
- Represented the Department at Workforce Investment Board (WIB), City Council, and contractor meetings.
- Served as the Continuous Quality Improvement (CQI) contract coordinator.
- Provided written and oral reports, RFP development, and statistical analysis for all youth employment programs and projects.

Landlord/Tenant Billing & Hearing Manager (Management Analyst II)

Systematic Code Enforcement Program, Los Angeles Housing Department

1998 to 2000

Instrumental in operationalizing the new Systematic Code Enforcement Program Ordinance. Responsible for \$8M in fee collection activity and administering the General Manager's Hearing process for rental property owners and tenants.

- Directed 18 management and administrative employees staffing a customer-service hotline and fee-collection public counter.
- Managed the database development process to support fee collection, billing, and tracking.
- Served as the unit's Living Wage Ordinance coordinator as well as the Systematic Code Enforcement Program and Ordinance liaison for the Office of the Mayor, Council Offices, City departments, the City Attorney's Office, and the Office of the Treasurer.
- Responsible for all program marketing and public inquiries.

Early Career History

Los Angeles Housing Department, Management Analyst, Management Assistant

- Managed complaint resolution for earthquake loan recipients.
- Provided legislative and administrative support to the Affordable Housing Commission.
- Prepared and tracked the Department's Annual Goals and Quarterly Status Reports.

Innovation Groups, Inc., Long Beach, CA, 501(c)(3), Project Manager

- Created consulting contracts for training/workshops for local government agency members in customer service, performance measurement, benchmarking, government information technology, team-building, and workforce reduction.
- Directed a team who conducted analysis and compiled research for local governments on policy issues and new technology.
- Oversaw membership marketing to cities and counties in seven western states.