

# Problem Properties: The Process

## 1. Identify the Problem

- do some good investigation to all possible problems as this helps open up more opportunities ( the more problems, the more amo for your attack)
- solicit the help of neighbors who may see more than you when you aren't around

## 2. Come up with a Goal (What would you like to see happen)

- envision what the ideal solution would look like
- prepare some potential compromises if they are acceptable ones

## 3. Educate yourself On Available Resources

- Health Dept. (562) 570-4000
- Fire Dept. (562) 570-5233
- Police 911 or from a cell phone (562) 436-8211, or non-emergency (562)435-6711
- Code Enforcement (562) 570-CODE
- Housing Authority (562) 570-6985
- City Prosecutor (562) 570-5600
- Nuisance Abatement (562) 733-5097
- Other?

## 4. Mobilize your Army

- Willmore Community Police Center
- Neighbors
- Block Captains
- Create a Phone Call Tree

## 5. Collect your Data / Documentation

- Call County Tax Assessor to get Owner name and Address.  
In a few cases, getting the owner involved may be enough to get a good start  
( Inquire city offices whether or not your particular issue can be safely or satisfactorily resolved by contacting the owner)
- Collect call numbers, citation numbers, names of persons spoken to, etc.

## 6. Be Persistent and Patient

- it takes time to build a case, some issues will not be resolved overnight
- give a consistent, full force effort for maximum result possibility

### HELPFUL HINTS

- if more than three neighbors call regarding a vehicle problem, this record will give police probable cause to search the car if pulled over for any reason, even License Plate recognition by patrolling officers
- the more complaints from multiple persons, the more attention given to a particular issue, and thus building a case
- for a complete list of info and city offices, visit <http://www.ci.long-beach.ca.us/>
- if multiple offices need to be involved, and a case is building, ask for a Team Inspection