



**PUBLIC REQUEST TO ADDRESS
THE BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES, CALIFORNIA**

MEMBERS OF THE BOARD

HILDA L. SOLIS
HOLLY J. MITCHELL
LINDSEY P. HORVATH
JANICE HAHN
KATHRYN BARGER

Correspondence Received

The following individuals submitted comments on agenda item:				
Agenda #	Relate To	Position	Name	Comments
CS-2.		Oppose	Alfred o Retaliation	Lisa Proft is rude and unprofessional. Every time someone tries to explain something, they get interrupted or told they're confusing. And then later they get told they should feel "comfortable" sharing things, but it doesn't feel comfortable at all. It feels like whatever they say gets twisted around. TTC has turned into a hostile work environment, and there will be a mass exodus.
			Anon Nymous	How does the Board continue to have unrealistic expectations for TTC to modernize when its IT is not only unhelpful but refuses to collaborative with the business units?! And this is allowed by EBG and LP, why?? They continue to place unrealistic expectations on the department but allow IT to give excuse after excuse!
			Anonymous Anonymous	I've worked in TTC for many years, and I've never seen morale this low. The Chief Deputy's communication style is harsh and disrespectful, and employees feel anxious speaking up. The Department Head does not step in, and the result is a workplace where people feel unsafe raising concerns. This situation needs to be investigated.
			Anonymous Anonymous	I am a resident of the LA County and also a family member of a TTC employee. I voted for Supervisor Horvath. I watched my loved one who used to love their job to now loathing going to work. I am shocked at how the County allows TTC's Department Head and the Chief Deputy to continue to lead a department that's responsible for the billing and the collection of 2.4 million property tax bills. The leadership is toxic, and Lisa Proft is a bully who creates such a toxic environment, and worse, Liz Ginsburg turns a blind eye and condons this behavior. I'm deeply disappointed at the Board and I'm saddened to see the evolution of my loved one. I will not be voting for Horvath.



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CS-2.		Oppose	Anonymous Anonymous	TTC is the department that bills, collects, and processes the 2.4 million property tax bills and the \$25 billion in tax rolls. The property taxes is a MAJOR source for the Los Angeles County that provides all the services for the 10 million residents. However, EBG and LP are reluctant to ask for resources so that staff can process the money that the County desperately needs. Why, you ask? Because EBG and LP don't want to look bad in front of the Board. Data that clearly tells the story, albeit not the one that EBG and LP want to tell, are being manipulated to paint a false narrative, creating a façade that the department has to manage on the backs of the overworked and anxiety-ridden staff. TTC needs proper resources to collect the property tax revenues. The Board needs to wake up and face the harsh reality that more services will be cut if you fail to provide proper resources to TTC so that we can get the money in.
			Anonymous Anonymous	The Board needs to investigate into how the IT unit is being managed. IT should be the supportive unit to all the business unit, but instead the business unit must justify why it needs the support of the business. Other Counties have extremely supportive and helpful IT and they are able to roll out services that benefit the taxpayers. TTC's IT gets kudos from EBG and LP for creating TTC Microsoft Teams backgrounds. It is laughable.
			Anonymous Anonymous	This vicious cycle of DH and Chief Deputy will continue for as long as the Board conducts the DH's performance reviews. The only way to ensure the DH/Chief Deputy support its employees and do the right things by the constituents is to conduct 360 degree performance reviews that include direct feedback from the employees. LA County, you will continue to encounter this issue if you continue to go about things status quo.



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Agenda #	Relate To	Position	Name	Comments
CS-2.		Oppose	anonymous anonymous	The Board continues to expect rapid modernization from TTC, but the department's technology limitations make this unrealistic. Unlike other County departments, TTC's IT does not want to collaborate with business units, and leadership allows this to continue. The head of IT is great at deflecting responsibilities and this behavior is allowed by both EBG and LP. As long as these issues remain unaddressed, the department cannot meet the expectations being set. The Board should really worry about how TTC is going to implement the \$400 million etax project with its current IT leadership.
			anonymous anonymous	Both EBG and LP have to go! They are the reason why the previous ATTC of Public Finance left TTC after 6 months!



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Agenda #	Relate To	Position	Name	Comments
CS-2.		Oppose	Anonymous Anonymous	The behavior coming from Lisa Proft has become intolerable. It is bullying, plain and simple — a sustained pattern of condescension, humiliation, and intimidation that has poisoned the work environment. The constant interruptions, the eye rolling, the sarcastic digs, the belittling comments, these are not isolated moments. They are a defining feature of how leadership chooses to interact with staff. Employees are routinely spoken to in ways that are demeaning, dismissive, and completely unacceptable in any professional setting. The behavior is controlling, erratic, and hostile. Staff are interrogated instead of consulted. They are mocked instead of coached. They are blamed instead of supported. Meetings that should be collaborative turn into public takedowns where employees are talked over, contradicted, and made to feel incompetent, even when they are following the exact instructions they were given. The leadership style is not just ineffective — it is toxic. It destroys morale. It crushes initiative. It silences honest communication. It punishes employees for telling the truth. And the worst part is the blatant manipulation: demanding “high level” information one minute, then attacking employees for not providing enough detail the next. Insisting on “positive nuggets” for the Board while ignoring the actual operational reality. Pressuring staff to reshape data to fit a narrative instead of addressing the real problems. This is not leadership, it is image management at the expense of integrity. The intimidation tactics are unmistakable. Comments about the department having a “long memory.” Accusatory questioning designed to corner and undermine. Public remarks meant to embarrass and belittle. These are not slips of the tongue. They are deliberate choices. This conduct has created an environment where employees feel anxious before meetings, afraid to speak openly, and constantly bracing for the next verbal hit. Staff are being are being broken down. No department can function under leadership that behaves this way. No employee should be subjected to this kind of treatment. And no organization should tolerate a leader who uses fear, humiliation, and manipulation as management tools. This is not strong leadership. This is abusive leadership. And it needs to be addressed , decisively and immediately.



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The following individuals submitted comments on agenda item:				
Agenda #	Relate To	Position	Name	Comments
CS-2.		Oppose	Anonymous Anonymous	Shame on you, Board of Supervisors! You continue to place unrealistic expectations so that you can look good in front of advocacy groups and your own political gain, not to mention the Board deputies expect the department to drop everything and handle the Board referrals. You do not care for staff who's faced with double or triple the workload due to the budget crisis. YOU have directly created the hostile work environment at TTC! Shame on you!!!!
			anonymous anonymous	Anxieties and low morale aptly describe the current state of TTC, thanks to the toxic leadership of EBG and LP
			Anonymous Anonymous	Lisa Proft is a bully!
			Anonymous Anonymous	Lisa Proft is ALL of the below. Workplace bullying is a repeated pattern of harmful, unreasonable, or abusive behavior by one or more employees directed at a worker. It is designed to intimidate, degrade, humiliate, or undermine the target, creating a hostile environment that can cause severe physical and psychological stress. Work Interference and Sabotage Unrealistic workloads: Setting impossible deadlines or changing rules on purpose to make a person fail. Verbal Abuse Public humiliation: Mocking, yelling, or making offensive jokes targeted at a specific employee during meetings.
			Anonymous Anonymous	I'm honestly scared to say anything at work anymore. The way we get talked to by the Chief Deputy is rough. One minute we're told to keep things high level, then when we do that, we get told it's not enough detail. Then if we give detail, we get told it's too much. It's like you can't win. And some comments feel personal, not work related. Lisa Proft is a bully.
			Anonymous Anonymous	I don't usually complain but things have gotten so bad. Meetings feel like interrogations. People get put on the spot; she asks questions in a way that feels like they're being judged. And then later LP says they want us to "share our perspective," but when we do, it gets shot down. Doesn't make sense.



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Agenda #	Relate To	Position	Name	Comments
CS-2.		Oppose	ANONYMOUS ANONYMOUS	The conduct displayed by Lisa Proft has crossed every line of professionalism, respect, and basic managerial competence. The behavior has been consistently dismissive, condescending, and openly hostile. Meetings that should be collaborative have instead become arenas for belittling staff, interrupting them midsentence, and reducing their contributions to punchlines. The constant eyerolling, sarcastic remarks, and cutting comments are clear violations of County policy. LP is disrespectful, plain and simple. Asking “why are you still talking,” and mocking their explanations is not coaching, it is humiliation. It is behavior that erodes trust, destroys morale, and signals to the entire department that staff is not valued here. The pattern is unmistakable: • Public embarrassment • Contradictory demands • Accusatory questioning • Dismissal of legitimate concerns • Pressure to manipulate data for optics • Intimidation disguised as “feedback” This is not leadership. It is control through fear. The repeated insistence on “positive nuggets” for external audiences, the Board Deputies, while ignoring the real operational constraints, shows a fixation on appearances rather than substance. Staff are not here to polish someone’s image. They are here to serve the public. Being told that honest data is “not good enough” because it doesn’t make leadership “look good” is not only demoralizing, it is irresponsible. The behavior has gone beyond impatience or poor communication. It has become a pattern of belittlement, gaslighting, and retaliationtinged intimidation. Employees are left anxious, demoralized, and afraid to speak up, because every attempt to raise concerns is met with hostility, sarcasm, or outright dismissal. This is toxic leadership. And it is long past time for it to be called out for exactly what it is. TTC
			Anonymous Anonymous	The way staff gets treated in meetings is incomprehensible. People get embarrassed in front of others. Also too much pressure to make reports look “positive” instead of accurate. It’s not right and definitely UNETHICAL!



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Agenda #	Relate To	Position	Name	Comments
CS-2.		Oppose	Anonymous Anonymous	I am submitting this comment to raise concerns about recurring conduct from Lisa Proft that has affected morale and psychological safety. Several meetings have included remarks that were abrupt, dismissive, or belittling toward staff. questioned in a manner that felt more like cross examination than professional dialogue. In multiple instances, staff attempting to provide operational updates were interrupted, spoken over, or bypassed entirely. Feedback sessions intended to support employee development instead shifted into personal commentary unrelated to job duties. Statements implying that the department “has a long memory” have created fear of retaliation for raising concerns. These patterns have discouraged open communication and made employees hesitant to share operational realities, especially when leadership expresses a preference for “positive narratives” rather than accurate data. This environment does not align with respectful workplace expectations
			Anonymous Anonymous	Leadership keeps talking down to staff. Happens in meetings a lot. People get interrupted, embarrassed, and questioned in a rude way.
			Anonymous Anonymous	I’m writing to raise concerns about the Department Head, Elizabeth Buenrostro Ginsberg and the Chief Deputy, Lisa Proft. LP breaks the County’s Code of Conduct policy everyday in the way she conducts herself and communicates, and EBG is complicit in allowing the behavior. LP is abusive, she talks down to the team, and she is known to roll her eyes during meetings if being presented with data she didn’t want to hear. She openly belittles meeting attendees by making statements such as “I have no idea what you’re talking about”. LP demands presentations to be “high level”; but because she’s clueless in the operations of the department, she questions the “high level” presentation for additional details or data; however, if the presentation contains details, LP would then criticize the team for being “too much in the weeds” EBG needs to be held accountable equally as LP because she allows this behavior and she turns a blind eye to what’s happening in the department. TTC Employee
			Anonymous Anonymous	Has the County not learn any lesson from the Dept. of Aging and Disability and the Dept. of Economic Opportunity? TTC is now the 3rd toxic department. When will the Board learn its lesson?



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CS-2.		Oppose	Anonymous Anonymous	Dear Board of Supervisors, Non Elected Department Heads should not be rated by the Board or its Deputies. This creates an environment of managing by desperation and fear as the DH makes decisions based not on how to better the department and its team, but how to please the Board. The 2 objectives often do not go hand in hand. The DH loses sight on the people, and focuses singularly on what they can do to appease the Board. DH's performance evaluations should include a component of 360 degree feedback from the staff. This is evident at TTC, EBG and LP are hell bent on how to look good in front of the Board that they have forgotten who's working in the trenches day in and day out. We're being told all the time that elected department heads have more autonomy while department heads who are appointed capitulate, these department heads put their interest above the departments so that they can secure a good performance review.
			Anonymous Anonymous	Employees have repeatedly shared concerns about leadership's communication style and its impact on morale. Despite raising these issues in multiple meetings, no corrective action has been taken. Staff continue to experience dismissive comments, abrupt interruptions, and accusatory questioning.
			Anonymous Anonymous	There is increasing pressure to frame operational data in a way that appears favorable rather than accurate. Staff have been asked by LP what can we "tell the Board" and encouraged to highlight only "positive nuggets," even when those do not reflect actual workload or performance constraints. This pressure has made it difficult to communicate real challenges such as staffing shortages, technology limitations, and competing priorities. When employees attempt to explain bandwidth issues or project timelines, they are sometimes met with accusatory questioning or told they don't know how to manage priorities. This environment discourages honest reporting and undermines informed decision making
			Anonymous Anonymous	Lisa Proft is a bully and she's toxic! EBG is an enabler! I feel sad for this department.



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CS-2.		Oppose	Anonymous Anonymous	A good leader is someone who listens to the voice of the team, a good leader is someone who walks in the shoes of the team and tries to understand the challenges of the team, a good leader is someone who motivates the team, a good leader is someone who advocates for the team, a good leader is someone who does not lead with fear and intimidation, a good leader does not bark out orders, a good leader earns trust and buy in from the team, and a good leader comes from the place of support, and not from the place of "what can you do to make ME and my boss look good?" Lisa Proft and Elizabeth Ginsberg are NONE of the above. It is a shame that after what we have already witnessed from 2 other County departments of "what not to do", that we're back in the place where the leadership is destroying the department right before our eyes.
			Anonymous Anonymous	Dear Members of the Board of Supervisors, I am submitting this complaint anonymously due to concern about potential retaliation. That concern is based on repeated statements made by the Chief Deputy that "the department has a "long memory" a veil thread that if we make one wrong move then our career at the department may be over. I respectfully ask the Board to initiate an independent review of the leadership culture within the Treasurer and Tax Collector Department. This complaint is not about a single disagreement or isolated incident. It concerns a pattern of conduct that employees have described as abusive, intimidating, and dismissive, as well as the failure of senior leadership to address those concerns despite repeated opportunities to do so. Employees have been interrupted, publicly criticized, spoken over, and subjected to belittling and dismissive comments made by the Chief Deputy, Lisa Proft. In some cases, discussion has shifted from substantive exchange to extended questioning, when LP did not hear the answers that she wanted to hear. The Department Head, Elizabeth Buenrostro Ginsburg, is well aware of the abusive behavior but chooses to do nothing While leaders have the authority to hold staff accountable, accountability should be communicated through clear expectations and respectful feedback. Repeated use of dismissive language has significantly affected morale. Employees have reported statements made by LP such as: • "Why are you still talking?" • "You're losing me."

As of: 9/25/2026 9:00:10 PM



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• "Too much in the weeds, keep things at a high level", but she would comment "I don't understand, you should explain things better" when information were presented at a high level,
• "You've been talking for 15 minutes and I don't know what you're trying to say"
• "That's not a difficult question" while rolling her eyes
Employees have also described being publicly embarrassed during meetings through comments unrelated to work performance.

Employees who have attempted to raise concerns have reported being advised instead to improve how they communicate with Ms. Proft or simply learn to work through it.

According to employees, the result is a workplace where they believe there are limited avenues to raise concerns without worrying for retaliation or impact on future promotional opportunities.

Employees have reported repeated instructions to develop reports and presentations based on what leadership can communicate to the Board of Supervisors rather than on operational challenges. Statements emphasizing questions such as:

- "What can our boss tell the Supervisors?"
- "How do we make our boss look good?"
- "Give me positive nuggets."

have been described by employees as recurring themes.

The Board must bear responsibility because they created the environment to which motions upon motions are being handed down to the departments, and Board referrals have created exorbitant workloads for the staff, but the expectation from the Board for a quick turnaround has not eased.

Employees have expressed concern that there is pressure to present a positive narrative for Board briefings even when staffing shortages, technology limitations, or other operational conditions do not support that narrative. Rather than encouraging candid reporting, this environment has discouraged discussion of risks and operational constraints.

Many employees believe this pressure originates from expectations placed on department executives by the Board and the desire to present favorable information to the Board. Whether intentional or not, that pressure appears to influence executive leadership and, in turn, managers and staff.

The consequence is a culture in which employees believe that accurate analysis is less valued than information aligned with a predetermined narrative. This does not serve employees or the taxpayers.

The Board benefits from accurate information about operational challenges so that informed policy and budget decisions can be made. Employees



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should not feel pressured to frame data primarily to avoid difficult conversations.

Taxpayers deserve better.

EBG and LP do not understand what their staff do and the challenges of doing the good work with limited resources, and everything they do is from the perspective of how they can appease the Board, and not because they care about the staff.

Most employees remain committed to serving Los Angeles County taxpayers. They continue performing difficult work despite declining morale because they care about public service. However, many now describe the department as a workplace marked by anxiety, reduced trust in leadership, and uncertainty about whether concerns can be raised safely.

I respectfully request that the Board consider:

- Conducting an independent climate assessment of the Treasurer and Tax Collector Department.
- Providing employees with confidential opportunities to speak with investigators outside the department.
- Reviewing whether executive leadership practices comply with County policies regarding respectful workplace expectations.
- Evaluating whether concerns about retaliation are discouraging employees from using existing reporting channels.
- Assessing whether operational reporting is being influenced by pressure to prioritize favorable messaging over objective representation of departmental conditions.

This complaint is submitted anonymously because employees have expressed concern about potential retaliation.

I hope the Board recognizes that anonymous complaints may indicate that employees do not believe they can safely speak openly.

Thank you for your attention to this matter and for your commitment to ensuring that Los Angeles County employees can work in an environment built on professionalism, accountability, and mutual respect.

Respectfully,

A Concerned Employee

Anonymous
ANONYMOUS

Shame on you, Board of Supervisors! You continue to place unrealistic expectations so that you can look good in front of advocacy groups and your own political gain, not to mention the Board deputies expect the department to drop everything and handle the Board referrals. You do not care for staff who's faced with double or triple the workload due to the budget crisis. YOU have directly created the hostile work environment at TTC! Shame on you!!!!

			Anonymous Anonymous	In several meetings, LP has used a tone that was demeaning. Employees have been told their explanations were unintelligible, asked why they "couldn't just say that earlier," and criticized for providing either too much detail or not enough detail — even when following prior instructions
			being bullied	LP needs to be investigated for breaking County's policy, Courtesy and Respect in the Workplace. TTC is going up in flames.
			Retired Retired	This is to report the toxic environment at TTC due to the leadership under EBG and Lisa Profit. Employees have been sounding alarms for 2 years and nothing happened. And this is the department that has the responsibilities of collecting and processing \$28 billion of property taxes! Good luck!
		Item Total	32	
Grand Total			32	