

REVISED MOTION BY SUPERVISORS HOLLY J. MITCHELL AND KATHRYN BARGER September 12, 2023

Enhancing Services to the County’s Unincorporated Areas and Providing Online Resources and Printed Materials for Residents

Los Angeles County (County) is comprised of 88 cities and over 120 unincorporated areas. Unincorporated areas are communities and areas that fall outside of city jurisdictional boundaries. Unincorporated areas are not represented by a local mayor or city council. These communities rely on the County Board of Supervisors for local municipal political representation and on County departments and contractors to provide municipal services such as fire protection, law enforcement, zoning enforcement, sanitation, recreational programs, and street maintenance. The lack of city government representatives in these communities creates differences in how unincorporated area residents experience political representation and may create confusion that can impact their quality of life.

County government has a responsibility to guarantee service delivery and political representation to its unincorporated areas on the same level as any city within the County. Part of this responsibility involves ensuring residents are aware of the myriad County resources that are available. The County has made recent strides and progress in making information and resources more accessible online. However, unincorporated area residents still find it difficult to locate comprehensive information about County services and programs. Department directories are overwhelmingly long and may require opening

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many different websites to locate information. Residents should be able to access useful resources tailored to their specific needs and community. Making this information available online and in print will empower unincorporated area residents to access County resources that may have been previously unknown.

I WE THEREFORE MOVE THAT THE BOARD OF SUPERVISORS:

Direct the Chief Executive Officer (CEO) to report back to the Board in writing within 90 days on the following:

- Recommendations on a design for a new County website for unincorporated area residents that provides municipal services information offered by the County and County contractors that would ideally provide information to a resident based on the unincorporated community where they live;
- Recommendations for a timeline for the launch of the initial website and any upcoming enhancements that will provide additional functionality to unincorporated area residents;
- Recommendations on the development of printed materials for unincorporated area residents about municipal services in their area and other areas of interest that will provide information access to residents that prefer or require printed materials;
- Development of an outreach plan to help notify unincorporated area residents about this resource so that they can access this information. The outreach plan should include recommendations on how language access will be incorporated into the plan so that the information can reach the County's diverse population; and
- Recommendations for developing and implementing strategies to address systemic service delivery issues and chronic quality of life issues within the unincorporated communities.

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(TW/KS)