Department of Regional Planning

Community Cluster Meeting | Feb. 16, 2021

Department Overview and Key Projects/Programs
DRP: Who We Are

BOARD OF SUPERVISORS

DIRECTOR OF REGIONAL PLANNING
AMY J. BODEK

CHIEF DEPUTY DIRECTOR, REGIONAL PLANNING
DENNIS SLAVIN

REGIONAL PLANNING COMMISSION
SECRETARY, COMMISSION SERVICES
VACANT

ADVANCE PLANNING
DEPUTY DIRECTOR, RP
CONNIE CHUNG

CURRENT PLANNING
DEPUTY DIRECTOR, RP
DAVID DEGRAZIA

LAND USE REGULATION
DEPUTY DIRECTOR, RP
JON SANABRIA

INFORMATION & FISCAL SERVICES
ADMINISTRATIVE DEPUTY, RP
JOSEPH HORVATH
# What We Do and Why – Mandated Functions

<table>
<thead>
<tr>
<th>Commission/Committee</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td><strong>Regional Planning Commission (RPC)</strong>&lt;br&gt;Also serves as <strong>Airport Land Use Commission (ALUC)</strong></td>
<td>Statutorily required advisory body to the Board on planning matters in the unincorporated areas of the County and administers State Planning Law, State Subdivision Map Act, CEQA, and the LA County Ordinances. <em>County Code 22.220.030 and CA Government Code Sections 65101 and 65902</em>. ALUC implements State Law (regulated by the Public Utilities Code) to ensure consistency between all airports and land use plans within the County.</td>
</tr>
<tr>
<td><strong>Hearing Officer</strong></td>
<td>Conducts Public Hearings 2x month on minor discretionary applications and renders decisions on appeals of Final Zoning Enforcement Orders. <em>(County Code 22.220.040)</em></td>
</tr>
<tr>
<td><strong>Historic Landmarks &amp; Records Commission (HLRC)</strong></td>
<td>Advisory body considers and recommends to the Board of Supervisors local historical landmarks defined to be worthy of registration by the State of California, and may consider and comment for the Board on applications relating to the National Register of Historic Places. County considered a ‘Certified Local Government’ per the U.S. Dept of Interior.</td>
</tr>
<tr>
<td><strong>Significant Ecological Areas Technical Advisory Committee (SEATAC)</strong></td>
<td>Expert advisory committee with a range of expertise in ecology and habitat restoration that assists DRP in assessing the impact of development projects on biological resources within significant ecological areas (SEAs). <em>(County Code 22.102.150)</em></td>
</tr>
<tr>
<td><strong>Environmental Review Board (ERB)</strong></td>
<td>Expert advisory committee established by the Local Coastal Program (SMMLCP) that assists in assessing impacts of proposed development on biological resources within or in proximity to sensitive environmental resource areas (SERAs) in the Coastal Zone. <em>(County Code 22.44.1850)</em></td>
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</tbody>
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### Mandated Activities and Programs*

**Advance Planning** *(policy development)*

- **Airport Land Use Commission** *(ALUC)*
- **CEQA** Review
- Climate Action Plan
- ERB/SEATAC
- **General Plan** Implementation & Maintenance
- **Req’d GP Updates** *(Housing Element, Safety Element, LUE, Mobility)*
- **Historic Preservation** Program
- **Zoning** Ordinance Updates

**Current Planning** *(permitting)*

- **Subdivision Map** Act *(Subdivisions, Lot Line Adjustments, Certificates of Compliance)*
- **Coastal Act Compliance** *(through Local Coastal Program)*
- **Affordable Housing** – compliance with State law
- **Accessory Dwelling Units**
- Case Processing – discretionary and ministerial

*Activities in bold are Federal or State-mandated functions*
Mandated Activities and Programs

Land Use Regulations

- Permit compliance and mitigation monitoring
- **Surface mine monitoring**
- Baldwin Hills CSD monitoring
- Landfill monitoring/compliance
- **CDBG** zoning enforcement (SD 1 and SD4)
Work Program 2022 and Beyond

- **100th anniversary** of the Regional Planning Commission in 2023
- **Major floor remodel for HQ@HOR** - will continue to telework through construction
- Rebranding - new logo, website, communications, language access and engagement plans
- **Department Strategic Plan/Equity Plan**

*Repositioning the Department for the next 100 Years*
Current Planning – Trends in Case Management

- Significant increase in ministerial permits (ADUs, fences, Revised Site Plans, etc.) combined with decrease in staff positions.
- Ministerial permits ≠ generate sustainable fees. 1) Finalizing Fee Study 2) Add’l NCC commitment
- Land Division projects take 4-10 years to complete
# Current Planning Work Program – County Projects

<table>
<thead>
<tr>
<th>Category</th>
<th>Projects</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Improvements to Public Safety Facilities</strong></td>
<td>Del Valle Fire Training Center; LA-RICS improvements at West Hollywood Sheriff’s Station; Norwalk Library; Century, Lakewood, and Diamond Bar Sheriff’s Stations</td>
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<tr>
<td><strong>County Operated Recreational Facility</strong></td>
<td>WCA Equestrian Center, Zev Yaroslavsky Family Center, New paths along LA River, Pocket Park at Normandie and 95&lt;sup&gt;th&lt;/sup&gt;</td>
</tr>
<tr>
<td><strong>Improvements</strong></td>
<td></td>
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<tr>
<td><strong>AHSC Projects</strong></td>
<td>Willowbrook III (LA) and eight (8) new Project Homekey sites</td>
</tr>
<tr>
<td><strong>Harbor UCLA Medical Center</strong></td>
<td>$1.6B project to bring inpatient services in compliance with SB1953. Project includes 403,000 sq ft outpatient tower, 550,000 sq ft inpatient towers, and 30,000 sq ft laboratory</td>
</tr>
<tr>
<td><strong>West LA Civic Center/Courthouse</strong></td>
<td>City/County Mixed Use Housing Project – Complete environmental clearance for both City &amp; County, and handle County entitlement review</td>
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<tr>
<td><strong>LACDA Willowbrook Project</strong></td>
<td>On campus of Charles Drew University – mixed use, affordable housing, commercial space; sports fields/open space, MLK Community Hospital space</td>
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</tbody>
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# Customer Service/Operational Efficiencies

<table>
<thead>
<tr>
<th>In Progress</th>
<th>Planning/Programming Stage</th>
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<tbody>
<tr>
<td><strong>Website Redesign (December 2022)</strong></td>
<td><strong>Content Management System</strong></td>
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<tr>
<td>• Modern and mobile friendly with more graphics</td>
<td>• Will allow for destruction of paper files at File Keepers once they have been scanned</td>
</tr>
<tr>
<td>• Incorporates new style guide and logo</td>
<td>• Storage for final approved planning artifacts</td>
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<tr>
<td><strong>Virtual Call Center (April 2022)</strong></td>
<td>• Will save Department $22,000 per year on storage costs</td>
</tr>
<tr>
<td>• Stand up virtual call center for teleworking staff/maintain customer service levels</td>
<td>• Waiting for consultant to evaluate and make recommendations</td>
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<tr>
<td>• Virtual Cisco Jabber call center can answer calls in real time, capture metrics and provide performance measures</td>
<td><strong>EPIC-LA</strong></td>
</tr>
<tr>
<td><strong>BlueBeam Software Upgrade Project (April 2022)</strong></td>
<td>• County’s land development permitting and inspections system</td>
</tr>
<tr>
<td>• Allows staff to perform eReviews, mark up site plans</td>
<td>• Multiple efforts currently underway to improve departmental collaboration and customer interfaces</td>
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<tr>
<td>• Upgrade from previous version at no cost</td>
<td>• Working on response to June 2021 Board Motion, hiring a consultant to evaluate system and make recommendations for system, process and governance improvements</td>
</tr>
<tr>
<td><strong>New Laptop Deployment (April 2022)</strong></td>
<td>• Simultaneously working on improving EPIC within DRP’s operations to improve efficiency and performance measurement.</td>
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<tr>
<td>• Will provide laptop computers to 100% of the department by April 2022</td>
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<tr>
<td>• Provides redundancy and flexibility, particularly in new telework environment</td>
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Land Use Regulations Programs/Projects

- Enhanced field safety protocols
- LUR 2.0: Reimagining equitable delivery of services
- Enhanced language access via call centers
- Expansion of field offices
- Special BOS programs: cannabis; hemp, NAT, industrial use task force, CDBG inspections, landfill monitoring
Department-wide Equity and ARDI Initiatives

Strategic Planning/Operations
• ARDI Equity Action Team
• Language Access and Inclusive Community Engagement Policies
• Department Strategic Plan/Equity Plan

Environmental Justice through zoning updates
• Green Zones Program; Oil Well Ordinance

Historic and Cultural Preservation
• Jackie Robinson Park (Sun Village); Unique Theatre (East Los Angeles)
• Racial covenant mapping pilot program

Sustainability Planning
• Climate Action Plan Update; Wildfire Planning

Affordable Housing Expansion
• Residential Parking Study and Ordinance; State law implementation; Anti-displacement policies

Subdivision Planning
• Requiring a mix of unit types for single family; no gated communities; net zero energy
Thank you!
Los Angeles County - Animal Care and Control

Board of Supervisors Contract Cities Outreach Brief

February 16, 2022
TODAY’S AGENDA

• Introduction
• Goal of DACC Outreach to Contract Cities
• How the BOS Can Help
• Next Steps
The Operational Assessment (from 2019) identified that both DACC and Contract Cities can improve their situations.

Themes guiding DACC Improvements:

1. Improvements to Online Presence
   - Web payments for licenses and fees
   - Delivery of appointments, content, and animals for adoption
   - Web analytics

2. Revenue Generation- improvements to licensing compliance processes

3. Business Intelligence-strengthens data collection and reports

4. Contract Cities Support (see right)

Two critical ways the Contract Cities can help:
- Tailored updates to Contract Cities Web Content
- Specific updates to links pointing to the DACC Web site
Contract Cities Outreach Brief – Goal of DACC Outreach to Contract Cities

**Contract Cities Are Important to Online Presence**

Contract Cities represent a significant part of the collective online existence of DACC.

<table>
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<tr>
<th>Full Control</th>
<th>Mix of Influence and Control</th>
<th>Little Influence or Control</th>
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</thead>
<tbody>
<tr>
<td>DACC Main Web Site</td>
<td>Social Media</td>
<td>Mainstream Media</td>
</tr>
<tr>
<td></td>
<td>21 ACCs / 3 Main</td>
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<tr>
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<td>(i.e. Facebook, Instagram, Twitter)</td>
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<tr>
<td>Animal Care Foundation Web Site</td>
<td><strong>Contract Cities</strong></td>
<td></td>
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<td>47 Web sites</td>
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<td></td>
<td>(e.g. Yelp, Next Door, Google Reviews)</td>
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<tr>
<td>Influencer Sites</td>
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<td></td>
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<tr>
<td></td>
<td>(e.g. Adoption Partners, and other Influencers)</td>
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Note:
- **Bold** = Current DACC Focus
- *Italic* = Potential key partnerships
Contract Cities Outreach Brief – Goal of DACC Outreach to Contract Cities

**DACC AND CONTRACT CITIES ARE INTERTWINED ONLINE**

Contract Cities Websites help DACC collect data consisting of licenses, adoptions, volunteers, donations, and foster.

**Social Media**
- **21 ACCs / 3 Main** (i.e. Facebook, Instagram, Twitter)
- **Contract Cities**
  - **47 Web sites** (e.g. City + New Resident + Numerous Social Media)

**Animal Care Foundation Web Site**
- Donations
- Feel Good Content

**DACC eNewsletter** (GovDelivery)
- Donations
- Site Traffic
- Targeted Showcase

**Mainstream Media**
- Site Traffic
- Targeted Showcase

**Review Sites** (e.g. Yelp, Next Door, Google Reviews)
- Site Traffic
- Targeted Showcase

**Influencer Sites** (e.g. Adoption Partners, and other Influences)
- Site Traffic
- Targeted Showcase

**DACC Main Web Site**
- "The Hub"
- Site Traffic
- Targeted Engagement

**Posts & Traffic**
- Posts & Traffic

**Targeted Showcase**
- Targeted Showcase

**Donations**
- Donations

**Feel Good Content**
- Feel Good Content

**Site Traffic**
- Site Traffic

**News & Info**
- News & Info

**Targeted Traffic**
- Targeted Traffic

**Traffic Targeted Showcase**
- Traffic Targeted Showcase

**Operational Effectiveness Assessment Implementation FINAL**
TWO GOALS: HELP RAISE REVENUE & REDUCE COSTS

When the inter-related online presence is strengthened, everyone can “win.”

Raising Revenue = When more Contract Cities improve their websites, residents will be able to find that information themselves and take voluntary, self-directed action. (e.g. license, adopt, rehome, etc.)

Reduce Costs = Increasing residents ability to self-service on the Contract City website would allow increased resources for other competing priorities.

DACC improves it’s services by reducing call center volumes and on-site visits.
Contract Cities Outreach Brief – Goal of DACC Outreach to Contract Cities

**CONTRACT CITIES IMPROVEMENTS ON THE HORIZON**

DACC is targeting that each Contact City receive its own dashboard for reporting purposes.

**What DACC is targeting**
- Resident Rollup Activity Reporting
  - Statistics that can be provided in aggregate format
  - Automated reporting (only)
- Resource Folder
  - Content Resources (master)
  - Image Resources (as issued)
- Document Folder
  - Billing materials
  - Supplemental documents (as required)

**How it will work (technically)**
- Every resident will have two attributes (City and Supervisor District)
- City Profile is separate and secure from an individual customer profile
Contract Cities need to become more aware that their own Web content impacts the cost of DACC services and decide to act.

Animal Care Board Deputies can help by requesting Contract City time to meet with DACC, CEO, and a consultant to discuss how each Contract City’s website can interact with DACC’s website to the mutual benefit of both parties.

Sample email below:

(Salutation to an individual Contract City)-

The Los Angeles County Department of Animal Care and Control (DACC) has been evolving its services to better meet community needs. As part of that effort, DACC has reviewed how its services are represented on each Contract City’s website, so that the City’s residents can more easily and best understand how to take advantage of DACC services.

DACC has developed some specific areas of your website that we would like to review with the appropriate person from your Contact City. These are not generic suggestions, but rather are specific to each Contract City and situation. In addition, to make the process as seamless as possible for each Contract City, we have developed a Web Content toolkit that a City Communication lead or Webmaster can use as a template to post content on their website.

--(Signature)
CONSIDERING AND SCOPING NEXT STEPS

Here is what we anticipate a successful DACC-Contract Cities interaction would look like:

1. Animal Care Board Deputy facilitates the calendaring of the Contract City-DACC discussion via email.
2. Contract City representative, DACC, CEO, and a consultant discuss how the Contract City’s website can interact with DACC’s website to the mutual benefit of both parties in 1 or 2 discussions.
3. DACC provides Contract City with supporting materials.
   - Suggested updates to Contract City website navigation.
   - Suggested specific content for Web pages.
   - Suggested Web links to DACC pages.
4. Contract City determines what actions to take and shares with group.
THANK YOU, EVERYONE, FOR YOUR TIME AND PARTICIPATION

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