

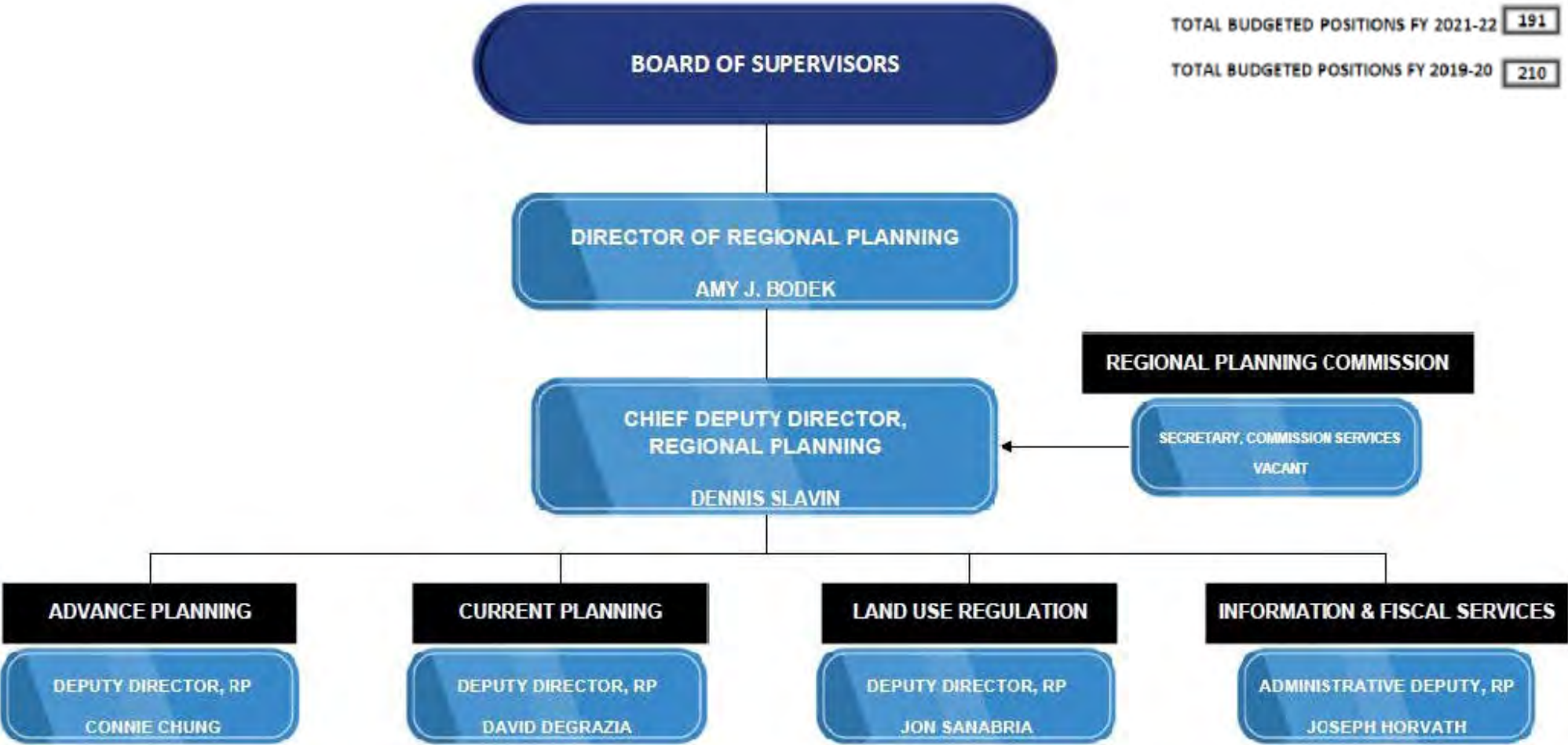
Department of Regional Planning

Community Cluster Meeting | Feb. 16, 2021

Department Overview and Key Projects/Programs



DRP: Who We Are



What We Do and Why – Mandated Functions

Regional Planning Commission (RPC) Also serves as Airport Land Use Commission (ALUC)

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. *County Code 22.220.030 and CA Government Code Sections 65101 and 65902*. ALUC implements State Law (regulated by the Public Utilities Code) to ensure consistency between all airports and land use plans within the County.

Hearing Officer

Conducts Public Hearings 2x month on minor discretionary applications and renders decisions on appeals of Final Zoning Enforcement Orders. (*County Code 22.220.040*)

Historic Landmarks & Records Commission (HLRC)

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.

Significant Ecological Areas Technical Advisory Committee (SEATAC)

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). (*County Code 22.102.150*)

Environmental Review Board (ERB)

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. (*County Code 22.44.1850*)



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

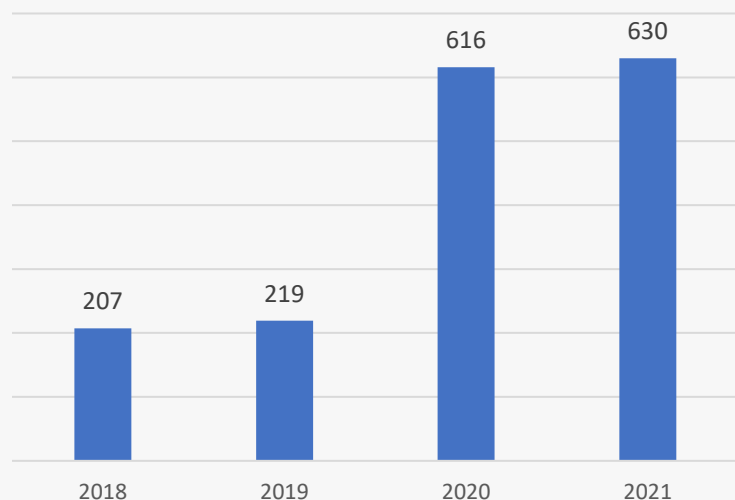
- **100th anniversary** of the Regional Planning Commission in 2023
- **Major floor remodel for HQ@HOR** - will continue to telework through construction
- **Rebranding** - new logo, website, communications, language access and engagement plans
- **Department Strategic Plan/Equity Plan**

Repositioning the Department for the next 100 Years

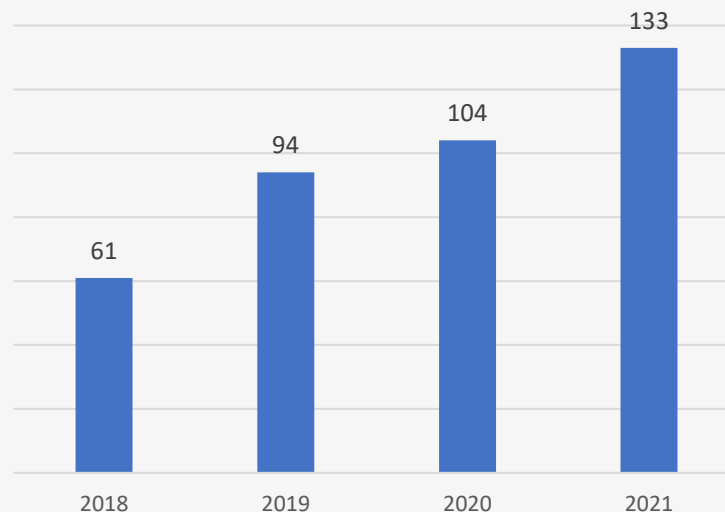


Current Planning – Trends in Case Management

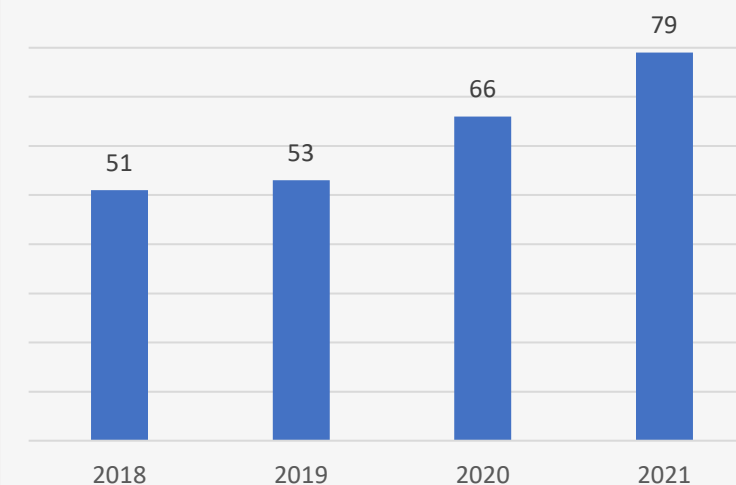
**Ministerial – 204% increase
2018-2021**



**Discretionary – 118% increase
2018-2021**



**Land Divisions – 55% increase
2018-2021**



- 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

Improvements to Public Safety Facilities	Del Valle Fire Training Center; LA-RICS improvements at West Hollywood Sheriff's Station; Norwalk Library; Century, Lakewood, and Diamond Bar Stations Sheriff's Stations
County Operated Recreational Facility Improvements	WCA Equestrian Center, Zev Yaroslavsky Family Center, New paths along LA River, Pocket Park at Normandie and 95 th
AHSC Projects	Willowbrook III (LA) and eight (8) new Project Homekey sites
Harbor UCLA Medical Center	\$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
West LA Civic Center/Courthouse	City/County Mixed Use Housing Project – Complete environmental clearance for both City & County, and handle County entitlement review
LACDA Willowbrook Project	On campus of Charles Drew University – mixed use, affordable housing, commercial space; sports fields/open space, MLK Community Hospital space



Customer Service/Operational Efficiencies

In Progress

Website Redesign (December 2022)

- Modern and mobile friendly with more graphics
- Incorporates new style guide and logo

Virtual Call Center (April 2022)

- Stand up virtual call center for teleworking staff/maintain customer service levels
- Virtual Cisco Jabber call center can answer calls in real time, capture metrics and provide performance measures

BlueBeam Software Upgrade Project (April 2022)

- Allows staff to perform eReviews, mark up site plans
- Upgrade from previous version at no cost

New Laptop Deployment (April 2022)

- Will provide laptop computers to 100% of the department by April 2022
- Provides redundancy and flexibility, particularly in new telework environment

Planning/Programming Stage

Content Management System

- Will allow for destruction of paper files at File Keepers once they have been scanned
- Storage for final approved planning artifacts
- Will save Department \$22,000 per year on storage costs
- Waiting for consultant to evaluate and make recommendations

EPIC-LA

- County's land development permitting and inspections system
- Multiple efforts currently underway to improve departmental collaboration and customer interfaces
- Working on response to June 2021 Board Motion, hiring a consultant to evaluate system and make recommendations for system, process and governance improvements
- Simultaneously working on improving EPIC within DRP's operations to improve efficiency and performance measurement.



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



DACC OPERATIONAL IMPROVEMENTS IN PROGRESS



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 ARE IMPORTANT TO ONLINE PRESENCE



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

Full
Control

**DACC Main
Web Site**

**Animal Care
Foundation
Web Site**

Mix of Influence
and Control

Social Media
21 ACCs / 3 Main
(i.e. Facebook, Instagram, Twitter)

Contract Cities
47 Web sites
(e.g. City + New Resident)

Review Sites
(e.g. Yelp, Next Door, Google Reviews)

Influencer Sites
(e.g. Adoption Partners, and other Influencers)

Little Influence
or Control

Mainstream
Media

Note:

Bold = Current DACC Focus

Italics -= Potential key partnerships



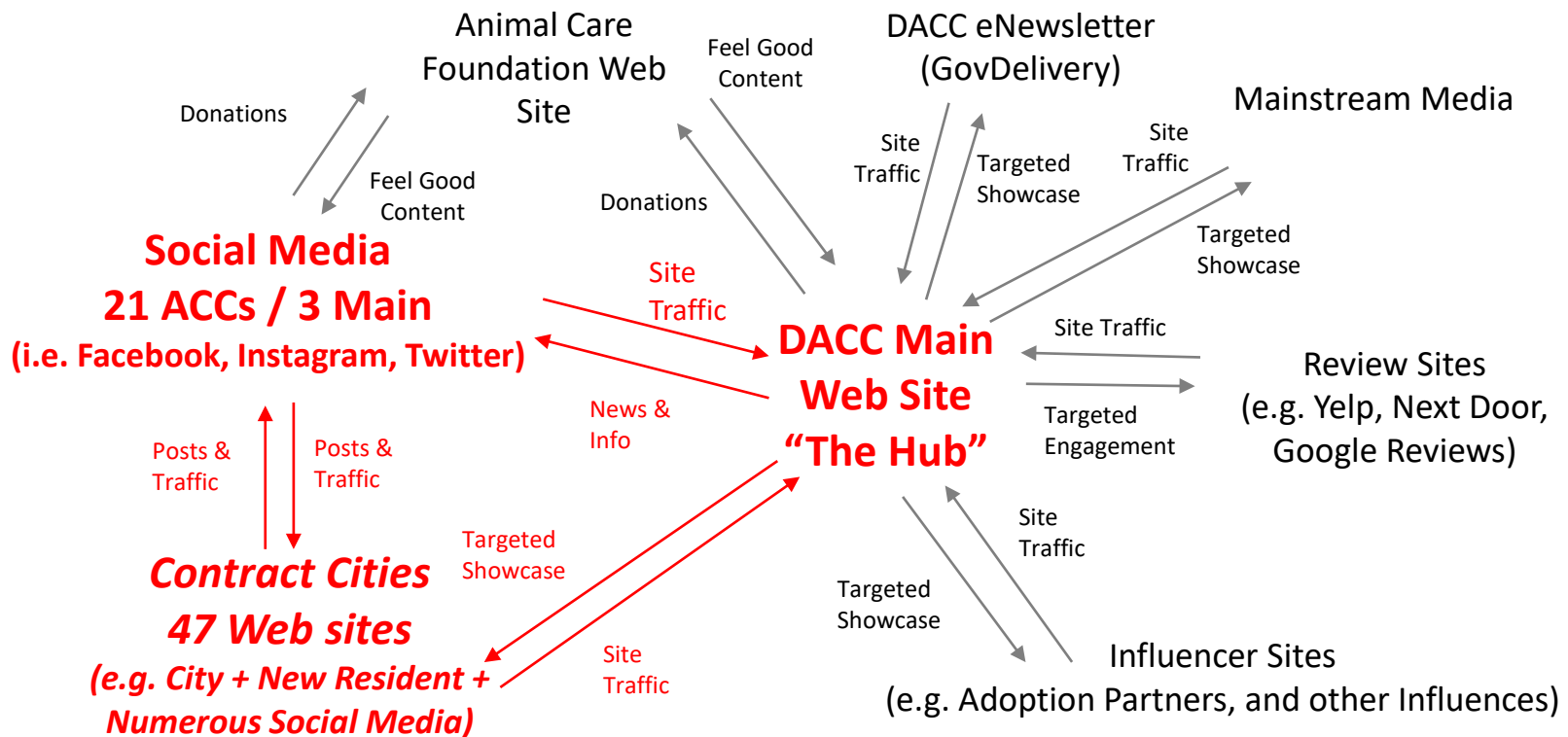
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& CONTROL** | **redefining
CARE**



DACC AND CONTRACT CITIES ARE INTERTWINED ONLINE



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



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 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

RE-IMAGINING DACC-CONTRACT CITY RELATIONS



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 Contract 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)



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& CONTROL** | redefining
CARE

Operational Effectiveness Assessment Implementation
FINAL



Kashiwa
Corporate
Services

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 web site 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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