



Enhancing Transparency and Community Partnership

This is Los Angeles County's (County) first-ever Unincorporated Communities Annual Report—a significant milestone for both the County and unincorporated area residents. The County is providing this comprehensive overview to help residents understand the scope of public services and impact of investments in their neighborhoods.

What is an Unincorporated Area?

County unincorporated areas are communities that are not part of any of the County's 88 incorporated cities. Instead, governance and representation are provided by the Los Angeles County Board of Supervisors—fulfilling the role that a Mayor and City Council would play in an incorporated city.

There are more than 120 unincorporated areas with a total population of approximately one million residents. One out of every 10 County residents lives in an unincorporated community. These communities also cover a significant portion of the County's geography—2,600 square miles, or about two-thirds of the County's total land area.

The Board of Supervisors establishes policies and regulations that benefit all unincorporated area residents, while County departments provide the municipal services and infrastructure—such as law enforcement, firefighting, trash collection, road maintenance, and parks—that residents depend on every day.

Report Focus

At the direction of the Board of Supervisors, the annual report provides a review of services and investments made in the previous fiscal year for each of the 28 unincorporated communities with a population of over 10,000.

The County has invested billions of dollars in these communities, including significant resources for municipal services, quality-of-life programs, and construction and maintenance of public facilities and infrastructure. The annual report captures information from numerous County departments to enhance transparency and accountability, enabling the public to track the County's progress, celebrate successes, and identify opportunities for continued improvement.

Annual reports for each community are available on the County's Municipal and Unincorporated Area Services website at lacounty.gov/muas.

Beyond local services specific to your community, the County also provides countywide services that benefit everyone—from hospitals and museums to election services and emergency management. Most of the County's \$46.7 billion budget in Fiscal Year (FY) 2023-24 funded regional services, including:



Health Services and Public Health

County clinics and hospitals (Health Services), food safety, environmental health, and vital records (Public Health), pest management, weed/brush clearance (Agricultural Commissioner/Weights and Measures)



Children and Youth Services

Foster care, child protection (Children and Family Services), youth development services/support to reduce justice system involvement (Youth Development), child support services (Child Support Services)



Mental and Behavioral Health

Comprehensive mental health services and support programs (Mental Health)



Social Services and Assistance

Support services for residents (Public Social Services, Aging & Disabilities, Military and Veterans Affairs)



Criminal Justice Services/Facilities

Law enforcement and justice services (District Attorney, Public Defender, Alternate Public Defender, Justice, Care and Opportunities, Sheriff, Probation, Medical Examiner)



Consumer Protection and Business/Workforce Services

Tenant protections, labor/wage protection, immigrant services (Consumer and Business Affairs), Office of Small Businesses, workforce services (Economic Opportunity), scanner, scale, price accuracy (Agricultural Commissioner/Weights and Measures)



Arts, Culture, Museums and Recreation

Cultural and recreational programs (Arts and Culture, Parks and Recreation, Natural History Museum, Museum of Art, Music Center, Hollywood Bowl, Ford Theatre)



Property Assessment, Tax Collection, and Apportionment

Property and tax services (Assessor, Treasurer and Tax Collector, Auditor-Controller)



Homeless and Housing Services

Housing assistance and homeless support programs (Homeless Services and Housing, Los Angeles County Development Authority)



Flood Control/Watershed Management

Water management and flood control systems (Public Works)



Voter Registration, Records, and Elections

Election services and public records (Registrar-Recorder/County Clerk)



Emergency Management/Planning

Emergency preparedness and response coordination (Office of Emergency Management)



Beach Maintenance and Lifeguards

Coastal safety and maintenance services (Beaches and Harbors, Fire)

Hacienda Heights

Unincorporated Community Investments

2023-2024 Highlights

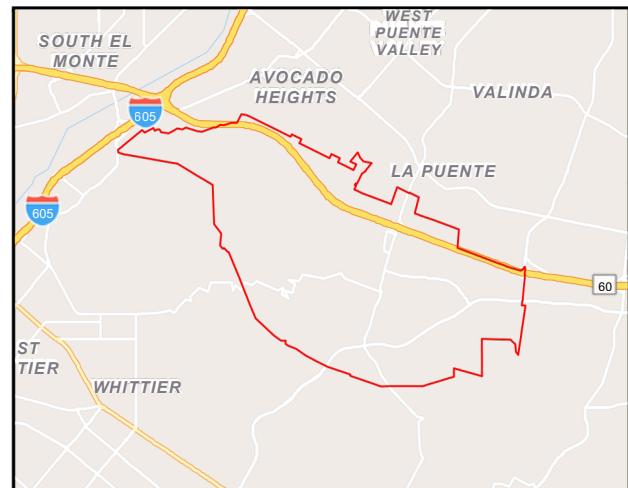
Supervisorial District: 1 (Hilda L. Solis)

Square Miles: 12.15

Total Population: 53,205



896 trees
planted & trimmed



2,341 pet adoptions
688 lost pets returned



\$213,207 in
rent relief grants



3,145 graffiti removals



712 free legal
assistance cases



248 illegal dumping
cleanups



33,502
home-delivered meals



\$312,294 in economic opportunity aid
357 residents & businesses served



**Chief
Executive
Office.**

This document reflects the latest available annual or seasonal data unless otherwise noted.



Municipal Services Expenditures and Local Revenues

Hacienda Heights (July 1, 2023 – June 30, 2024)

The following figures estimate key County municipal expenditures and locally-collected revenues for Fiscal Year 2023-24, developed in coordination with related County departments and related agencies. Please note that the County does not budget by specific community, and these estimates exclude multi-year capital projects and regional services that benefit all residents, representing only a portion of total County investment.

Sample Estimates for County Municipal Expenditures/Investments in FY 2023-24

Department/Agency	Estimate	Notes
Aging & Disabilities	\$1,178,266	Estimated share for providing services in the six main program areas offered by the Department. Does not include all programs.
Animal Care and Control	\$520,050	Estimated share of unincorporated area costs for animal care and control services provided by the Department.
Arts and Culture	\$133,616	Estimated community share of direct spending in the form of grants and payments for local program services offered by the Department.
Consumer and Business Affairs	\$437,953	Estimated share of costs for providing Departmental services to individuals and businesses in the community.
District Attorney - Code Enforcement	\$243,686	Estimated share solely for local services related to code enforcement cases only. Does not include all programs.
Economic Opportunity	\$409,794	Estimated share of expenditures and investments for providing certain local services to individuals and businesses, and certain grants awarded to small businesses in Hacienda Heights. Does not include all programs.
Fire	\$17,174,263	Estimated cost for stations providing firefighting, fire protection, and emergency medical services in Hacienda Heights. Does not include programs budgeted at the departmentwide-level.
LA County Development Authority	\$505,617	Estimated costs for certain LA County Development Authority programs and investments in Hacienda Heights including Community Development Block Grant and homeowner programs. Does not include all programs.
LA County Library	\$2,950,874	Estimates for providing local library services. Does not include department-wide programs or special departmental programming provided to communities.
Parks and Recreation	\$12,157,978	Estimated cost share for unincorporated services related to local community parks and department services. Does not include all departmentwide special programs, events, and regional park services that also benefit Hacienda Heights residents.
Public Health - Environmental Health	\$507,633	Estimated share for unincorporated municipal services related to health code enforcement/inspections, licensing, permitting, and investigations.
Public Works-Services	\$9,380,700	Estimated community share for municipal services including building and safety, code enforcement, stormwater quality, environmental programs, survey/mapping, signage, trash/household hazardous waste collection, sediment removal, transit, bus shelters, and waterworks district maintenance. Does not include other major departmentwide operations.
Public Works - Infrastructure/Road Maintenance	\$6,297,351	Estimated share for road, pavement, traffic signals, drainage facilities, parkway tree maintenance, litter/debris removal, street sweeping, pavement patching, storm damage clean up, vegetation control, and other work.
Regional Planning	\$1,604,472	Estimate for providing general operations such as zoning enforcement, field offices, permits, community studies, environmental planning, housing policy, ordinance studies, and general plan development.
Sheriff	\$12,253,483	Estimated cost for law enforcement costs in the community including parking enforcement. Does not include certain programs which may be budgeted at the departmentwide-level.
Treasurer and Tax Collector	\$169,211	Estimated share for unincorporated services related to billing and collecting unincorporated area-specific taxes and administering the County's business license program in unincorporated areas.
Youth Development	\$18,766	Estimated share of community-level services in zip codes in Hacienda Heights. Does not include costs for general services available for residents Countywide not tracked by location.
211 LA	\$10,763	Estimated community share for the portion of the 2-1-1 contract for providing municipal service information and referrals to unincorporated areas. Does not include costs for general 2-1-1 services available for residents Countywide.
Various - Capital Projects	\$14,534	Expenditures for costs during FY 2023-24 for ongoing projects (Project Homekey Housing - Hacienda Heights).
Other County Funds	\$507,812	Estimated share of funds for the Montebello-Commerce YMCA to assist in providing a free swim program for the communities of Valinda, Bassett, Avocado Heights, West Puente Valley, and Hacienda Heights, and funding for two additional Industry Station Sheriff deputies in Hacienda Heights.
Total	\$66,476,823	Estimated share of selected municipal costs by the departments above.

How the County Funds Your Services

Most of LA County's budget is funded from state and federal sources and is tied to specific programs and services, some of which are mandated by law and not available to be used for other purposes. The County also raises money locally from property, sales, and other taxes, and by providing services that reimburse the County's costs. The following are estimated shares of some locally-generated taxes. Please note that these estimates do not include the complete listing of revenues the County generates which may include federal/state funding sources, permit fees, fines, penalties, rents, royalties, or concessions.

Sample Estimates for Local Revenues Collected in FY 2023-24 (Hacienda Heights)

Local County Revenue Source	Estimate	Notes
Property Tax - General Fund	\$22,577,681	Estimate of the share of the property tax levy for the community based on the methodology and format used by the Auditor-Controller when preparing estimates for tax revenue exchange negotiations for jurisdictional changes. Please note that actual property tax amounts collected are apportioned to many agencies and jurisdictions including schools, local governments, and special service-providing districts on a Countywide level.
Property Tax - Fire District	\$12,454,846	Estimate of the share of the property tax levy for the Consolidated Fire District. See above description and methodology.
Property Tax - Library District	\$1,663,828	Estimate of the share of the property tax levy for the County Library District. See above description and methodology.
Property Tax - Road District	\$414,991	Estimate of the share of the property tax levy for the Road Maintenance District. See above description.
Sales Tax	\$2,112,293	Aggregated total of sales tax collected within the community boundary.
Utility User Taxes (UUT)	\$2,839,937	Estimate of the proportionate share of the Utility User Taxes (UUT) collected in the community.
Franchise Fees - Electricity, gas, water, cable TV	\$1,203,844	Estimate of the proportionate share of the franchise fees collected in the community.
Transient Occupancy Tax (TOT)	\$802,540	Estimate of the TOT collected based on addresses in the community.
Library Revenues	\$4,952	Estimate of revenue collected by local libraries in Hacienda Heights such as rental fees and collections for lost materials.
Regional Planning Revenues	\$331,691	Estimate of the fees collected for permits and planning services within the community.
Sheriff Parking Citation Revenue	\$623,822	Estimated share of parking citation fees generated in the community by the local Station.
Total	\$45,030,425	Estimated share of the selected local revenues listed above.



Public Works

Website: dpw.lacounty.gov

Department of Public Works (DPW) operations are defined within six key areas: Transportation, Water Resources, Municipal Services, Environmental Services, Construction Management, Public Contracting and Asset Management. DPW also maintains a 24/7 Dispatch Center and on-call Emergency Operations Center and provides project management services for the design and construction of the County Capital Projects Program.

Services Provided:

DPW offers a vast array of programs, services, and events for County residents. Examples of key municipal services offered in unincorporated areas include:

- ✓ Planning, design, construction, operation, and maintenance of roads, traffic signals, street signs, sidewalks, and bridges including pavement resurfacing, pothole repair, tree trimming, and debris removal.
- ✓ "The Works" free smartphone app allowing users to report and track status of issues like potholes, graffiti, overgrown trees, blocked storm drains, illegal dumping, property-related concerns and violations, and maintenance of trails and facilities in County parks.
- ✓ Maintenance and inspection of sewers.
- ✓ Addressing hazards and issues on the public right-of-way including graffiti abatement, illegal dumping, and hazardous spills.
- ✓ Public transit services available to unincorporated areas such as the Hacienda Heights dial-a-ride and Heights Hopper Shuttle Bus.
- ✓ Maintaining bus stop amenities such as benches, shelters, and trash receptacles.
- ✓ Building and Safety services including building permits, plan checks, and inspections.
- ✓ Landscape Maintenance District - There is one zone in Hacienda Heights. General services provided include irrigation, pruning/trimming of vegetation, weed control, litter/debris control, v-ditch/bench drain clean up, backflow testing, tree maintenance, and brush clearance.
- ✓ Environmental programs such as recycling, smart gardening, safe disposal of household hazardous waste and sharps, and community education.
- ✓ Managing the Franchise Trash Collection system for residential and business trash and recycling pickup.
- ✓ Project management for the design and construction of County capital projects.

Your local field office:

La Puente One-Stop Center

16005 E. Central Avenue
La Puente, CA 91744

(626) 574-0941

Key Stats (FY 2023-24):

Potholes Filled	Number of New Housing Units
197	56
Street Lights / Traffic Signs Maintained	Building Permits Issued
2 / 446	837
Illegal Dumping Clean-ups	Heights Hopper Shuttle Rides Given
249	13,935
Miles of Sewer Lines Cleaned	Dial-a-Ride Rides Given
30.77 miles	3,946



Flood Control District

Website: dpw.lacounty.gov/lacfcd

On behalf of the District, DPW constructs, operates, and maintains a regional system of flood control and water conservation facilities that provide flood protection, increase local water supply, and provide recreation and aesthetic enhancement.

Services Provided:

- ✓ Manages regional flood risk, which includes planning; operation; maintenance; emergency storm response; storm drain rehabilitation; debris protection; floodplain management; public service; and construction of storm protection facilities, such as dams, channels, debris basins, storm drains, and pumps
- ✓ Removal of accumulated debris from reservoirs, debris basins, and debris retaining inlets

Key Countywide Stats (FY 2023-24):

Number of Major Dams/Reservoirs	Number of Catch Basins
14	97,466
Miles of Concrete/Soft-Bottom Channels	Number of Debris Basins
491	3,400



Parks and Recreation

[Website: parks.lacounty.gov](http://parks.lacounty.gov)

Department of Parks and Recreation (DPR) is the municipal park and recreation department for Hacienda Heights. In addition to operating local parks and providing core programming in unincorporated areas, DPR serves as the regional park system and infrastructure for all of LA County and its visitors. DPR manages 182 parks with over 475 sports amenities, including regional parks, neighborhood parks, community parks, wildlife sanctuaries, botanical gardens, nature centers, public swimming pools, the Hollywood Bowl and John Anson Ford Amphitheatre, more than 200 miles of multi-use trails for hiking, biking, and horseback riding, and the largest municipal golf system in the nation.

Services Provided:

DPR offers a vast array of programs, services, and events for County residents of all ages. For a complete listing, visit parks.lacounty.gov. Examples of Core Programming offered in FY 2023-24 included:

- ✓ Hacienda Heights Community and Rec Center - Includes a multi-purpose space with a stage, scene shop, green room, and dressing room with performance style seating for 500 people, or banquet style seating for 400 people. Also features a dance rehearsal room, arts and crafts room, computer room, catering kitchen, and seven acres of outdoor park amenities.
- ✓ Community Cohesion Events and Cultural Experiences – DPR supports a variety of events and experiences each year bringing communities and families together around seasonal holiday celebrations and cultural gatherings
- ✓ Every Body Plays After School and Summer Program – For children ages 7-17
- ✓ Every Body Explores – Introduces participants of all ages to the natural world – All ages.
- ✓ Every Body Swims
- ✓ Every Body Plays Sports for All – Youth program including soccer, basketball, baseball, softball, and additional sports
- ✓ Open Gym
- ✓ Parks After Dark Programs (Steinmetz Park)
- ✓ Junior Golf Program
- ✓ Seniors Programs (Steinmetz Park, Hacienda Heights Community Center)

Your local County Park:

Manzanita Park

1747 S. Kwis Ave.
Hacienda Heights, 91745

William Steinmetz Park

1545 S. Stimson Ave.
Hacienda Heights, 91745

Countrywood Park

16817 E. Copper Hill Rd.
Hacienda Heights, 91745

Peter F Schabarum

Regional County Park

17250 E. Colima Rd.
Hacienda Heights, 91745

Thomas S. Burton Park

16490 E. Santa Bianca Dr.
Hacienda Heights, 91745

Los Robles Park

14906 E. Los Robles Ave.
Hacienda Heights, 91745

Orange Grove Park

14505 Orange Grove Ave.
Hacienda Heights, 91745

Pepperbrook Park

1701 S. Countrywood Ave.
Hacienda Heights, 91745

Hacienda Heights Community and Rec Center

1234 Valencia Ave.
Hacienda Heights, 91745

Key Countywide DPR Stats (FY 2023-24):

Visits to Natural Areas/Nature Centers	Participants in Every Body Plays
Over 3.3 million	Over 80,000
Youth Afterschool Snacks/Summer Lunches Served	Participants in Every Body Swims
134,762 / 77,798	68,241



District Attorney's Office (DA)

[Website: da.lacounty.gov](http://da.lacounty.gov)

The DA's Office prosecutes felony crimes for all of LA County, and misdemeanor crimes in unincorporated areas and 78 of the 88 cities.

Services Provided:

- ✓ On a municipal level, the DA provides support for land use regulation and code enforcement for the Department of Regional Planning's Zoning Enforcement Section and the County's Nuisance Abatement Teams which are multi-agency taskforces that provide comprehensive code enforcement to abate the more difficult violations and public nuisance conditions.

Key Stats (FY 2023-24):

Total Properties Inspected with Nuisance Abatement Teams (First District)

238



Sheriff's Department Website: lasd.org

LA County Sheriff's Department provides municipal law enforcement services to all unincorporated areas and over 40 contract cities in the County. The Sheriff's Department also provides courthouse security for the Superior Court of LA County, and care, custody, and transportation of inmates within the County jail system.

Services Provided

- ✓ Law enforcement services including patrols, crime prevention, and responding to calls
- ✓ Parking enforcement - In FY 2023-24, the Industry Station had 6 parking control officers and issued 16,925 parking citations.
- ✓ Community engagement and outreach including Coffee With a Cop events
- ✓ Neighborhood Watch and Business Watch Programs
- ✓ Annual National Night Out event in August
- ✓ Youth Deputy Explorer Academy program for youth ages 14-20

Your local Station:

Industry Station

150 N. Hudson Ave.
City of Industry, CA 91744
(626) 330-3322

Key Industry Station Stats (2023):

Number of Calls (Jan-Dec 2023)	Number of Observations (Jan-Dec 2023)
22,663	21,628

Fire Department Website: fire.lacounty.gov

LA County Fire Department (LACoFD) provides 24/7 fire and life safety services to more than four million residents and business customers in all unincorporated areas and 60 cities in the County. With nearly 5,000 emergency responders and personnel, LACoFD provides emergency services out of 177 fire stations and operates on an annual budget of over \$1 billion.

Services Provided

- ✓ Firefighting and emergency medical services.
- ✓ Community Emergency Response Team (CERT) Training
- ✓ Hazardous materials (Haz Mat) response.
- ✓ Urban Search and Rescue
- ✓ Youth Explorer Program
- ✓ Women's Fire Prep Academy
- ✓ Girls Fire Camp
- ✓ Regional Fire Service Day Events
- ✓ Spark of Love Toy Drive
- ✓ Baby Safe Surrender Program
- ✓ Public Safety & Film Unit

Your local County Fire Stations:

FS 91

2691 S. Turnbull Cyn Rd.
Hacienda Heights, 91745

FS 43 (portion)

921 S. Stimson Ave.
La Puente, 91746

FS 118 (portion)

17056 Gale Ave.
Industry, CA 91745

Key Stats in Unincorporated Areas Countywide (FY 2023-24):

Responses to Fire Incidents	Emergency Medical Responses Handled	Responses to Other Incidents
2,847	78,516	26,245



Regional Planning

Website: planning.lacounty.gov

Regional Planning performs all land use planning functions for unincorporated areas including Hacienda Heights. This includes providing equitable planning, development, and engagement for all unincorporated LA County residents and businesses to help create vibrant, sustainable, and resilient communities.

Services Provided:

- ✓ Long-range community planning – The Advance Planning Division updates, maintains, and develops plans and ordinances. These implement the General Plan, which guides the long-term vision for growth and development for unincorporated LA County.
- ✓ Zoning enforcement - The Land Use Regulation Division responds to public concerns about possible zoning violations and partners with communities to help educate residents and businesses about zoning regulations.
- ✓ Land development and permit processing and counseling – The Current Planning Division provides the public with counseling on regulations related to the use, design, and development of properties including meeting with applicants at the public counter, reviewing permitting applications, and bringing projects through the public hearing process.

Your local field office:

La Puente One-Stop Center
16005 E Central Avenue
La Puente, CA 91744
(626) 961-9611

Key Stats (FY 2023-24):

Total Number of Permits Issued	Site Plan Review Documents Processed
206	150
Zoning Conformance Reviews	Business License Referrals
12	19



LA County Library

Website: LACountyLibrary.org

LA County Library provides community responsive and dynamic collections, programs, and services to meet the literacy, information, personal enrichment, and entertainment needs of all residents across Los Angeles County. Dedicated to reducing barriers and increasing access for all, LA County Library serves 3.4 million residents across 3,000 square miles through its 86 libraries, 4 Cultural Resource Centers, and mobile fleet of 15 vehicles, including Bookmobiles, MākMō (maker mobiles), Reading Machines (early literacy vehicles), and mobile outreach vehicles.

Services Provided:

Adult/All-Ages Programs

- ✓ Trailblazers in Conversation
- ✓ Heart & Hand Virtual Talks
- ✓ Healing Library Kits
- ✓ Laptop Loans
- ✓ Connect & Go
- ✓ Park & Connect
- ✓ Public Computers
- ✓ Wireless Printing and Copies
- ✓ Digital Library Cards
- ✓ Citizenship in a Bag Toolkit
- ✓ Work Ready
- ✓ Business Resource Center
- ✓ Career Online High School
- ✓ California State Parks Passes
- ✓ BrainFuse

Youth Programs

- ✓ Early Learning and Engagement
- ✓ Self-serve Homework Center
- ✓ Books Unbanned Digital Card for Teens
- ✓ Freedom to Read Programming

Your local library and Key Stats (FY 2023-24):

Hacienda Heights Library

Physical (Books) Circulation	Digital Circulation	Estimated Gate Count	Full-Time Staff	Part-Time Staff
140,007	49,260	136,181	6	9



Arts and Culture

Website: lacountyarts.org

Department of Arts and Culture advance arts, culture, and creativity throughout LA County by providing leadership, services, and support in areas including grants and technical assistance for non-profit organizations, arts education, civic art, research and evaluation, access to creative pathways, professional development, free community programs, and cross-sector creative strategies that address civic issues.

Services Provided:

- ✓ Arts Education Advancement Grants for local school districts to provide quality arts education for students.
- ✓ Arts Education Strategic Planning: Provides customized coaching services to support implementation of arts education at school districts.
- ✓ Youth Development Programs that embed the arts within multiple systems of care among at-risk young people (and their families).
- ✓ Civic Art commissions for socially engaged civic artworks, conservation efforts, artistic and cultural services, and an array of programming.
- ✓ Organizational Grants Program: Funds local nonprofit arts organizations and fiscally sponsored organizations.
- ✓ Community Impact Arts Grants support arts projects and programming taking place in nonprofit organizations, municipal departments, local tribal governments, or at fiscally sponsored organizations.
- ✓ Arts Internship Program provides opportunities for college students to gain experience, understanding, and skills relevant to careers in the arts, the creative economy, and engagement in public life.

Key Stats (FY 2023-24):

Organizations awarded Organizational Grants serving Hacienda Heights zip codes	Organizations awarded Community Impact Arts Grants serving Hacienda Heights zip codes	Civic Art Projects
4	1	1



Consumer and Business Affairs

Website: dcba.lacounty.gov

Department of Consumer and Business Affairs serves communities through education, advocacy, and complaint resolution. DCBA also operates and oversees several specialized programs and offices including the LA County Office of Immigrant Affairs and Office of Cannabis Management.

Services Provided:

- ✓ Counseling on consumer-related matters, real estate, worker protection, wage and work hours, and small claims forms.
- ✓ Stay Housed LA - Offers free legal services to tenants facing eviction.
- ✓ Rent Relief Grants Program – Financial assistance to landlords due to the COVID-19 pandemic.
- ✓ Enforcing the County's rent stabilization ordinances and operating the Rent Registry online service portal where owners can register their rental properties in unincorporated areas.
- ✓ Self-Help Legal Access Center Program – Provides information and resources to patrons so that they can effectively represent themselves in court proceedings.
- ✓ Volunteer Income Tax Assistance (VITA) – Free tax help services to individuals filing simple returns and making less than \$67,000/year.
- ✓ Foreclosure Prevention assistance program
- ✓ Dispute Resolution programs - Provides neutral mediators to help individuals and businesses.
- ✓ Office of Immigrant Affairs – Services for immigrants and their families including events, counseling, legal representation, and information about resources.
- ✓ South Whittier Community Resource Center – One-stop center open to all County residents that offers comprehensive, integrated, and accessible services.

Key Stats (FY 2023-24):

Number of General Counseling Calls/Cases	Consumer Protections Cases
91	7
Eviction and Foreclosure Prevention Calls/Cases	Rent Relief Grants Program Cases
29	8
Mediation Calls/Cases	VITA Services
5	21



Animal Care and Control

Website: animalcare.lacounty.gov

The LA County Department of Animal Care and Control provides animal control and rescue services 24 hours a day, 7 days a week to all unincorporated areas in the County and 45 contract cities with a combined total population of over three million residents. The Department also maintains a 24-hour communication center to receive and respond to calls from residents.

Services Provided:

- ✓ Animal housing and adoption programs
- ✓ 24/7 neighborhood field services
- ✓ Pet licensing and business licensing
- ✓ Emergency response
- ✓ Abuse/cruelty investigations
- ✓ Spay/neuter clinics
- ✓ Microchip and vaccination clinics
- ✓ Behavioral Training programs
- ✓ Public outreach and adoption events including the "Read to Rover" adoption events.

Your local animal care center:

Baldwin Park Shelter

4275 N. Elton St.
Baldwin Park, CA 91706
(626) 962-3577

Key Stats for Shelter (FY 2023-24):

Cat and Dog Admissions*	Other Animal Admissions*
6,152	620
Adoptions*	Return to Owner*
2,240	681

* Please note, these are stats for the entire shelter serving the community, not limited to within the community boundaries.



Aging and Disabilities

Website: ad.lacounty.gov

The Aging & Disabilities Department serves the growing population of older adults, dependent adults, and individuals with disabilities in Los Angeles County. The department offers a broad range of services aimed at fostering dignity, independence, and overall well-being.

Services Provided:

- ✓ Adult Protective Services
- ✓ LA Found – Provides tracking bracelets and support to help caregivers of those living with Alzheimer's, dementia, or other cognitive impairments.
- ✓ New Freedom Transportation Program – Provides transportation options for individuals unable to use public transportation such as mileage reimbursements for volunteer drivers to provide trips or free taxi rides.
- ✓ Congregate and home-delivered meals
- ✓ Family caregiver support services
- ✓ Nutrition counseling
- ✓ Senior Supportive Services Program
- ✓ Linkages – Comprehensive care case management

Key Stats (FY 2023-24):

APS Caseload Clients Served	LA Found Clients Served
236	2
Transportation Clients Served	Congregate and Home-Delivered Meals Served
8	33,502



Economic Opportunity

Website: opportunity.lacounty.gov

The Department leads LA County's economic and workforce development efforts by helping job seekers, businesses, and employers connect to career pathways, start businesses, and access life-changing opportunities.

Services Provided:

For a complete listing, visit opportunity.lacounty.gov.

- ✓ **Small Business Support:** Through the Office of Small Business and East LA Entrepreneur Center, DEO offers free counseling, workshops, trainings, referrals to legal aid/business services, help accessing capital and securing government contracts (APEX Accelerator), certification/preference programs for County contracting, street vendor program, Shop Local LA County marketing campaign, and individualized technical assistance.
- ✓ **Workforce Development:** America's Job Centers of California (AJCCs) offer career coaching, job matching, and training programs; Youth@Work provides job experiences, enrichment, and mentorship to young adults; High Road Training Partnerships (HRTPS) program for careers in high-growth industries; Targeted hiring, training, and supportive service programs; Support for employers including Rapid Response and Layoff Aversion.
- ✓ **Community Development:** Community revitalization efforts, including the RENOVATE Program (Business and commercial corridor façade improvements); Leveraging underutilized County property and developing affordable housing and mixed-use sites; Capital access for vacant or underutilized properties through the Commercial Acquisition Fund.

Your local America Jobs Center:

East San Gabriel Valley AJCC

14101 E. Nelson Ave.

La Puente, CA 91746

(626-667-2601)

Key Stats (FY 2023-24):

Number of Small Businesses Certified & Served	Economic Opportunity Grants Issued & Amount
3	20 / \$97,500
Individuals Served by AJCC in Region	Businesses Served by AJCC in Region
1,637 adults / 1,165 youth	449



Youth Development

Website: dyd.lacounty.gov

Department of Youth Development (DYD) was launched in July 2022 to support youth in LA County by coordinating and building capacity for a wide range of youth development services, opportunities, supports, and other care-first efforts with a goal of reducing youth justice system involvement.

Services Provided:

- ✓ Diversion support and programming - DYD funds community-based organizations throughout Los Angeles County to provide youth with services in their community for healing, support, and development opportunities.
- ✓ Reentry support for system-impacted youth – Including the Credible Messenger Program (mentorship), Reentry Action for Youth program including case management, resources, and financial support, and Programming and Care Coordination program in partnership with community-based organizations.
- ✓ Paid internship programs.

Key Departmental Stats Countywide (FY 2023-24):

Number of Youth Countywide served in Youth Development, Diversion, and Transformative Mentorship programs	4,050+
Number of organizations Countywide receiving funding to advance community-centered programs and research	64
Number of youth Countywide reached in Youth Diversion programs	2,600



LA County Development Authority Website: lacda.org

LA County Development Authority (LACDA) administers the County's housing and community development programs. LACDA's core pillars include affordable housing, and community and economic development. The agency's wide-ranging programs benefit residents and business owners in the unincorporated Los Angeles County areas and in various cities that participate in different programs.

Services Provided:

- ✓ Operates low-income housing programs including more than 3,000 public and affordable rental units; approximately 28,000 Housing Choice Vouchers (Section 8) for rent subsidies; and financing and technical assistance to nonprofit and for-profit developers of affordable housing.
- ✓ Administers the federal Community Development Block Grant (CDBG) fund for projects and programs for a broad array of community needs. Projects in Hacienda Heights in FY 2023-24 include: Community Business Revitalization Program, F.I.E.S.T.A. (Family Incentive Equals Students Taking Action) program provided emergency food, educational information/incentives, and free backpacks and school supplies to low-income families with at-risk students; Handyworker Program providing grants for minor home repairs to eligible low-and moderate-income households; Senior programming at the Hacienda Heights Community Center; Senior grant program for home modifications; Enhanced Code Enforcement and Nuisance Abatement Programs; Community clean-up and graffiti prevention projects; Taper Foundation Shelter Resource Bank.
- ✓ Offers assistance to first-time homebuyers and to low-income homeowners to rehabilitate their properties.

Key Stats (FY 2023-24):

Number of CDBG Projects
Serving Hacienda Heights

13



2-1-1 LA County Website: 211la.org

LA County contracts with 211 LA to deliver free, comprehensive, multilingual information and referral services to all County residents twenty-four hours, seven days a week (24/7) through 211 LA's 2-1-1 call line or through its website and chat at www.211la.org. 211 LA provides information and referrals for all types of health and human services, including municipal service information to unincorporated areas.

Services Provided:

Specific to unincorporated areas, including Hacienda Heights, 211 LA provides:

- ✓ Resource and referral services for residents to report potential code violations.
- ✓ Receive information on the enforcement of various County enforced codes and regulations.
- ✓ Receive referrals to appropriate County departments/other government agencies that provide municipal services to unincorporated communities.

Key Stats for Hacienda Heights Zip Codes (FY 2023-24):

Number of Calls to 2-1-1

1,648

Estimated Number of Calls for Zoning/Code Enforcement

45

Estimated Number Calls for Emergency Shelter

187



Public Health

Website: publichealth.lacounty.gov

Department of Public Health (DPH) protects health, prevents disease, and promotes the health and well-being for all persons in LA County. On the municipal level, the Environmental Health Division enhances County residents' quality of life by protecting public health and safeguarding environmental quality, educating the public about environmental health issues, and implementing and enforcing local, state and federal environmental laws. Environmental Health investigates complaints, conducts inspections, issues various permits and licenses, and provides consultations to a wide variety of facilities and businesses.

Services Provided:

- ✓ Operates the Environmental Health Customer Call Center at (888) 700-9995 where individuals can obtain information, request a service, report a violation, or make a complaint.
- ✓ Monitors food safety at various locations such as restaurants, bakeries, bars, markets/groceries, farmers markets, food trucks and street food vending, food commissaries and commercial kitchens, and school cafeterias.
- ✓ Health investigations and inspections for rental housing and other living institutions like apartments, hotels/motels, boarding homes, and dormitories.
- ✓ Health investigations and inspections for various types of businesses including public swimming pools, body art, commercial cannabis, camps, laundromats, and massage establishments.
- ✓ Issues Public Health permits/licenses to ensure businesses are in compliance with appropriate health and safety codes.

Key Stats in Unincorporated Areas Countywide (FY 2023-24):

Permit Applications Submitted	Total Routine Inspections
1,387	4,055
Inspections of Restaurant and Food Market Complaints	Active Restaurant Health Permits
248	905



Treasurer and Tax Collector

Website: ttc.lacounty.gov

LA County Treasurer and Tax Collector (TTC) administers and manages the County treasury, providing for the collection, custody and investment of all County funds. TTC also bills and collects property taxes throughout the County. In the unincorporated areas, TTC bills and collects transient occupancy and utility user taxes and administers the County's business license program.

Services Provided:

Specific to unincorporated areas, including Hacienda Heights, TTC provides:

- ✓ Processing and issuing licenses to any business located in Hacienda Heights that conducts a certain type of business activity as determined by the County code.
- ✓ Providing instructions and assistance to help businesses determine if they require a license, whether they require approval from other County agencies or the Business License Commission, and steps for applying for a license.

Key Stats for Hacienda Heights Zip Codes (FY 2023-24):

Number of Business Licenses
115
Number of Public Eating/Food Establishment Business Licenses
92



Current and Upcoming Community Projects Hacienda Heights

Los Angeles County continues to make meaningful investments that enhance quality of life and strengthen community connections. Project details reflect the most current information available. Investment amounts, estimated timelines, and/or work status are indicated where finalized.

Project Homekey – 7th Avenue Village

Former motel transformed into 142 studio apartments for people experiencing homelessness including mental health services, a community garden, a dog run, and on-site security staff

\$12.4 million

Completed Nov. 2024

Puente Hills Regional Park – Phase 1

The first phase of the new park 140-acre park will include an environmental justice center, dog park, playgrounds, an amphitheater, trails, native landscaping, and more

\$157.3 million

In construction

Community Roadway Reconstruction

Reconstruction of 5.8 miles of residential roads, including tree maintenance, sidewalk and driveway apron repair, curb ramp upgrades and median landscaping

\$11.9 million

Beginning in 2027

Hacienda Boulevard Improvements

Roadway improvements to reduce road noise for residents and lessen wear and tear on vehicles

\$6.3 million

Beginning in 2027

Stay Informed

Learn more about these and other infrastructure projects in your community:

[LA County Infrastructure Projects Dashboard website](#)



Report Data Sources

This report includes data from the following Los Angeles County departments and agencies for Fiscal Year 2023-24:

- Aging and Disabilities – ad.lacounty.gov
- Animal Care and Control – animalcare.lacounty.gov
- Arts and Culture – arts.lacounty.gov
- Beaches and Harbors – beaches.lacounty.gov
- Chief Executive Office – ceo.lacounty.gov
- Consumer and Business Affairs – dcba.lacounty.gov
- District Attorney – da.lacounty.gov
- Economic Opportunity – opportunity.lacounty.gov
- Executive Office of the Board of Supervisors – bos.lacounty.gov/executive-office
- Fire Department – fire.lacounty.gov
- LA County Development Authority – lacda.org
- Library – lacountylibrary.org
- Parks and Recreation – parks.lacounty.gov
- Public Health – publichealth.lacounty.gov
- Public Works – dpw.lacounty.gov
 - Community Profiles Catalog: experience.arcgis.com/experience
 - LA County Infrastructure Projects Dashboard: arcgis.com/apps/dashboards
- Regional Planning – planning.lacounty.gov
- Sheriff's Department – lasd.org
- Treasurer and Tax Collector – ttc.lacounty.gov
- Youth Development – dyd.lacounty.gov

Los Angeles County Municipal and Unincorporated Area Services – lacounty.gov/muas

Find Your Los Angeles County Supervisor and Supervisorial District – bos.lacounty.gov

General Information

- LA County Operator: (213) 974-1234
- 2-1-1 LA
 - 211la.org
 - Dial 2-1-1 or (800) 339-6993
 - TTY/TDD# (for hearing impaired) - (800) 660-4026