# Los Angeles County Unincorporated Communities Annual Report
## Covina (Charter Oak) – Supervisorial Districts 1 and 5
## Fiscal Year: July 1, 2024 – June 30, 2025

### Advancing Transparency Across Our Communities

This is Los Angeles County's (County) Unincorporated Communities Annual Report for Fiscal Year 2024-25, continuing an important partnership between the County and unincorporated area residents. The County is providing this comprehensive overview to help residents understand the scope of public services and the 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 1 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 its 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 reviews 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.

# LA County's Regional Services

Beyond local services specific to your community, the County also delivers countywide services that benefit everyone—from hospitals and museums to election services and emergency management. Most of the County's **$49.2 billion budget** in Fiscal Year (FY) 2024-25 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, LACMA, Music Center, Hollywood Bowl, The Ford)

## Property Assessment, Tax Collection, and Apportionment

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

## Homeless and Housing Services

Housing assistance and homeless support programs (County Homeless Services & Housing, 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

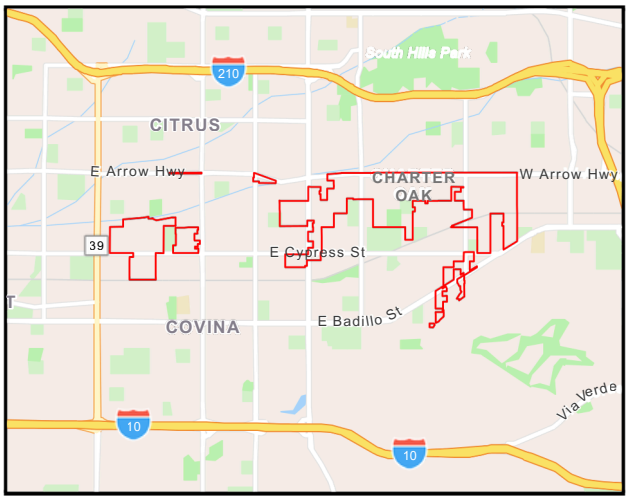
Coastal safety and maintenance services
(Beaches and Harbors, Fire)

# Covina (Charter Oak)

## Unincorporated Community Investments

### 2024-2025 Highlights

Supervisorial Districts:
1 (Hilda L. Solis) and 5 (Kathryn Barger)
Square Miles: 1.31
Total Population: 12,246



**26** trees
planted & trimmed

**3,514** pet adoptions
**611** lost pets returned

**$125,953** in foreclosure
prevention support

**129** graffiti removals

**617** free legal
assistance cases

**80** illegal dumping
cleanups

**10,272** home-delivered
& community meals

Chief Executive Office.

This document reflects the latest available annual or seasonal data unless otherwise noted. Animal Care and Control figures reflect the shelter serving this community.

# Municipal Services Expenditures and Local Revenues

## Covina (Charter Oak) – Supervisorial Districts 1 and 5

Fiscal Year: July 1, 2024 – June 30, 2025

The following figures estimate key County municipal expenditures and locally-collected revenues for Fiscal Year (FY) 2024-25, developed in coordination with related County departments and agencies. Please note that the County does not budget or track direct expenditures by specific community. These estimates are meant to be a snapshot and may fluctuate year-to-year based on the timing of projects or improvements such as road work.

### Sample Estimates for County Municipal Expenditures/Investments in FY 2024-25

| Department/Agency | Estimate | Notes |
|---|---|---|
| Aging & Disabilities | $242,184 | Estimated share for providing services in the six main program areas offered by the department. Does not include all programs. |
| Animal Care and Control | $135,909 | Estimated share of unincorporated area costs for animal care and control services provided by the department. |
| Arts and Culture | $4,089 | 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 | $303,232 | Estimated share of costs for providing departmental services to individuals and businesses in the community. |
| District Attorney - Code Enforcement | $44,612 | Estimated share solely for local services related to code enforcement cases only. Does not include all programs. |
| Economic Opportunity | $6,000 | Estimated share of program grants awarded to workers, small businesses, employers, and organizations in the community. Does not include all expenditures and investments for administering programs and providing local services to individuals and businesses. |
| Fire | $11,400,141 | Estimated cost for stations providing firefighting, fire protection, and emergency medical services in the community. Does not include programs budgeted at the departmentwide-level. |
| Los Angeles County Development Authority | $73,939 | Estimated costs for certain Los Angeles County Development Authority programs and investments including Community Development Block Grants and homeowner programs. Does not include all programs. |
| Library | $610,432 | Estimated cost for providing local library services. Does not include department-wide programs or special departmental programming provided to communities. |
| Parks and Recreation | $2,946,716 | Estimated cost share for unincorporated municipal services related to local community parks and department services. Does not include all departmentwide special programs, events, and regional park services that also benefit community residents. |
| Public Health - Environmental Health | $124,521 | Estimated share for unincorporated municipal services related to health code enforcement/inspections, licensing, permitting, and investigations. |
| Public Works - Services | $2,299,169 | 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 | $1,256,753 | 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 | $460,682 | Estimate cost for providing general operations such as zoning enforcement, field offices, permits, community studies, environmental planning, housing policy, ordinance studies, and general plan development. |
| Sheriff | $2,776,055 | Estimated cost for Sheriff stations operating in the community, including Parking Enforcement. Does not include certain programs which may be budgeted at the departmentwide-level. |
| Treasurer and Tax Collector | $36,131 | 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 | $5,000 | Estimated share of community-level services in zip codes in the community. Does not include costs for general services available for residents Countywide. |
| 211 LA | $2,566 | 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. |
| Capital Projects | $5,313,000 | Expenditures for total project costs of various completed projects, and costs during FY 2024-25 for ongoing projects including the San Gabriel Valley Aquatic Center. |
| Other County Funds | $35,569 | Funds for other community projects and local services including programs/events by the YWCA of San Gabriel Valley, Pauly's Project, NCADD of East San Gabriel and Pomona Valley, and Charter Oak Education Foundation, and American Legion Charter Cove Post 755 building repairs. |
| **Total** | **$28,076,700** | Estimated share of selected municipal costs by the departments above. |

## How the County Funds Your Services

Most of the 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 2024-25 – Covina (Charter Oak)**

| Local County Revenue Source | Estimate | Notes |
|---|---|---|
| **Property Tax - General Fund** | $4,641,478 | Estimated 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** | $2,606,551 | Estimated share of the property tax levy for the Consolidated Fire District. See above description and methodology. |
| **Property Tax - Library District** | $345,667 | Estimated share of the property tax levy for the County Library District. See above description and methodology. |
| **Property Tax - Road District** | $86,836 | Estimated share of the property tax levy for the Road Maintenance District. See above description. |
| **Sales Tax** | $508,665 | Aggregate total of sales tax collected within the community boundary. |
| **Utility User Taxes (UUT)** | $758,328 | Estimated proportionate share of the UUT collected in the community. |
| **Franchise Fees - Electricity, gas, water, cable TV** | $252,857 | Estimated proportionate share of the franchise fees collected in the community. |
| **Transient Occupancy Tax (TOT)** | $9,749 | Estimated TOT collected based on addresses in the community. |
| **Library Revenues** | $1,425 | Estimated revenue collected by local libraries such as rental fees and collections for lost materials. |
| **Regional Planning Revenues** | $85,030 | Estimated fees collected for permits and planning services within the community. |
| **Rent Stabilization Program Registry Fees** | $59,109 | Estimated registry fees collected from owners of rental units in the community that are covered by the County's Rent Stabilization Program. |
| **Sheriff Parking Citation Revenue** | $137,377 | Estimated share of parking citation fees generated by Sheriff stations in the community. |
| **Total** | **$9,493,072** | Estimated share of the selected local revenues listed above. |

# Los Angeles County Departmental Services and Investments
## Covina (Charter Oak)

## 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 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 Covina dial-a-ride.
- ✓ Maintaining bus stop amenities such as benches, shelters, and trash receptacles.
- ✓ Building and Safety services including building permits, plan checks, and inspections.
- ✓ 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:**

**San Gabriel Valley Building and Safety Office**
125 S. Baldwin Ave.
Arcadia 91007
**(626) 574-0941**

**Key Stats (FY 2024-25):**

| Potholes Filled | Number of New Housing Units |
|---|---|
| 21 | 32 |
| **Streetlights/Traffic Signs Maintained** | **Building Permits Issued** |
| 3 / 153 | 120 |
| **Illegal Dumping Clean-ups** | **Dial-a-Ride Rides Given** |
| 80 | 1,916 |
| **Miles of Sewer Lines Cleaned** | **Sewer Manholes Inspected** |
| 5.27 miles | 819 |

## 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 Stats (FY 2024-25):**

| Number of Major Dams/Reservoirs | Number of Catch Basins |
|---|---|
| 14 Countywide | 186 |
| **Miles of Channels Maintained** | **Miles of Gravity Sewer Mains Maintained** |
| 0.06 | 5.54 |

# Los Angeles County Departmental Services and Investments
## Covina (Charter Oak)

## Parks and Recreation
**Website: parks.lacounty.gov**

Department of Parks and Recreation (DPR) is the municipal park and recreation department for Covina (Charter Oak). 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 unincorporated areas in FY 2024-25 included:

- ✓ 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 - A free drop-in recreation swim program that is available to the community. lacountypools.com
- ✓ Every Body Plays Sports for All – Youth program including soccer, basketball, baseball, softball, and additional sports
- ✓ Open Gym
- ✓ Parks After Dark Programs (Charter Oak Park)
- ✓ Junior Golf Program
- ✓ Seniors Programs
- ✓ Overnight Family Camping program at Santa Fe Dam Recreation Area.

### Your local County Park:

**Charter Oak Park**
20261 E. Covina Blvd.
Covina, CA 91724

This 12-acre park has basketball courts, baseball/softball fields, a children's play area, covered picnic areas, fitness areas, and offers many programs on a year-round basis.

**Key Countywide DPR Stats (FY 2024-25):**

| Parks After Dark Attendees | Senior Program Visits |
|---|---|
| Over 400,000 | Over 190,000 |
| **Youth Afterschool Snacks/Summer Lunches Served** | **Participants in Aquatics Programs** |
| 293,358 | 223,000 children<br>98,000 adults |

## District Attorney's Office (DA)
**Website: 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 2024-25):**

| | |
|---|---|
| **Total Properties Inspected with Nuisance Abatement Teams (First District)** | **707** |
| **Total Properties Inspected with Nuisance Abatement Teams (Fifth District)** | **774** |

Chief Executive Office.

# Los Angeles County Departmental Services and Investments
## Covina (Charter Oak)

## 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 2024-25, the San Dimas Station had 2 parking control officers and issued 5,481 parking citations
- ✓ Community engagement and outreach including Coffee With a Cop events
- ✓ Annual National Night Out event in August
- ✓ Youth Deputy Explorer Academy program for youth ages 14-20

**Your local Station:**

**San Dimas Station**
270 S. Walnut Ave.
San Dimas 91773
**(909) 450-2700**

**Key San Dimas Station Stats (2024):**

| Number of Calls (Jan-Dec 2024) | Number of Observations (Jan-Dec 2024) |
|---|---|
| 9,302 | 10,853 |

## 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:**

**Fire Station 85** (portion)
650 E. Gladstone St.
Glendora CA 91740

**Fire Station 154** (portion)
401 N. 2nd Ave.
Covina, CA 91723

**Fire Station 153** (portion)
1577 E. Cypress St.
Covina, CA 91723

**Key Community Stats (FY 2024-25):**

| Responses to Fire Incidents | Emergency Medical Responses Handled | Responses to Other Incidents |
|---|---|---|
| 15 | 1,152 | 241 |

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# Los Angeles County Departmental Services and Investments
## Covina (Charter Oak)

## Regional Planning

**Website: planning.lacounty.gov**

Regional Planning performs all land use planning functions for unincorporated areas including Covina (Charter Oak). 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 offices:**

**La Puente One-Stop**
16005 E Central Ave.
La Puente, CA 91744
**(626) 961-9611**

**San Gabriel Valley**
125 S. Baldwin Ave.
Arcadia 91007
**(626) 574-0941**

**Key Stats (FY 2024-25):**

| Total Number of Permits Issued | Site Plan Review Documents Processed |
|---|---|
| 51 | 31 |
| **Zoning Conformance Reviews** | **Business License Referrals** |
| 8 | 6 |

## 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 2024-25):**

**Charter Oak Library**

| Physical (Books) Circulation | Digital Circulation | Estimated Gate Count |
|---|---|---|
| 58,928 | 27,495 | 45,954 |

# Los Angeles County Departmental Services and Investments
## Covina (Charter Oak)

## 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 of to gain experience, understanding, and skills relevant to careers in the arts, the creative economy, and engagement in public life.

### Key Stats (FY 2024-25):

| Organizations awarded Organizational Grants serving Covina (Charter Oak) zip codes | Organizations awarded Community Impact Arts Grants serving Covina (Charter Oak) zip codes |
|---|---|
| 2 | 4 |

## 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.
- ✓ 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 2024-25):

| Number of General Counseling Calls/Cases | Consumer Protections Cases |
|---|---|
| 84 | 8 |
| **Eviction and Foreclosure Prevention Calls/Cases** | **Self-Help Legal Access Center Visits** |
| 45 | 617 |
| **Mediation Calls/Cases** | **VITA Services** |
| 4 | 1 |

Chief Executive Office.

# Los Angeles County Departmental Services and Investments
## Covina (Charter Oak)

## 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 43 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
- ✓ Pet food pantry

### Your local animal care center:

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

**Key Stats for Center (FY 2024-25):**

| Cat and Dog Admissions* | Other Animal Admissions* |
|---|---|
| 5,821 | 753 |
| **Adoptions*** | **Return to Owner*** |
| 3,514 | 611 |

* Please note, these are stats for the entire Center 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 2024-25):**

| APS Caseload Clients Served | LA Found Clients Served |
|---|---|
| 135 | 2 |
| **Transportation Clients Served** | **Congregate and Home-Delivered Meals Served** |
| 4 | 10,272 |

# Los Angeles County Departmental Services and Investments
## Covina (Charter Oak)

## Economic Opportunity
**Website: opportunity.lacounty.gov**

The Department leads LA County's economic and workforce development efforts with a mission to create quality jobs, help small businesses and employers start and grow, and build vibrant local communities and spaces.

### 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 Centers:**

**Pomona Valley Comprehensive AJCC**
1460 E. Holt Ave. Entrance #3
Pomona, CA 91767
**(909) 242-7999**

**Key Stats (FY 2024-25):**

| Number of Small Businesses Certified & Served | LA Region Worker Relief Fund Awards & Amount |
|---|---|
| 4 | 3 / $6,000 |
| **Number of Workers Served** | **Workers Hired into Unsubsidized Jobs** |
| 39 | 24 |

## 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.
- ✓ Youth Summit and Resource Fair.

**Key Departmental Stats Countywide (FY 2024-25):**

| Number of youth engagements through Youth Development Network program activities |
|---|
| 35,000+ |
| **Number of organizations serving as Youth Development Network providing community-centered & culturally responsive resources** |
| 34 |
| **Number of youth Countywide reached in Youth Diversion programs** |
| 1,500+ |

Chief Executive Office.

# Los Angeles County Departmental Services and Investments
## Covina (Charter Oak)

## 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, including, but not limited to, infrastructure improvements, major and minor home repairs, homelessness, drug intervention, domestic violence programs, business loans, community and senior services, and youth services. Projects in FY 2024-25 include: Lead Remediation and Repairs Program, Bringing Families Home, Purposeful Aging Los Angeles 2.0, Fair Housing Assistance, Federal Emergency Solutions Grant Shelter Operations programs, State Emergency Solutions Grant Rapid Re-Housing Assistance, COVID-Safer Virtual and In-Person Activities for Public Housing Seniors.
- ✓ Offers assistance to first-time homebuyers and to low-income homeowners to rehabilitate their properties.

**Key Stats (FY 2024-25):**

| Number of CDBG Projects Serving Covina (Charter Oak) |
|---|
| 9 |

## 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 211LA'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 Covina (Charter Oak), 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 Covina (Charter Oak) Zip Codes (FY 2024-25):**

| Number of Calls to 2-1-1 |
|---|
| 1,951 |
| **Estimated Number of Calls for Zoning/Code Enforcement** |
| 21 |
| **Estimated Number Calls for Emergency Shelter** |
| 553 |

# Los Angeles County Departmental Services and Investments
## Covina (Charter Oak)

## 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 Countywide in Unincorporated Areas with Populations of 10,000+(FY 2024-25):**

| Permit and Plan Check Applications Submitted | Total Routine Inspections |
|---|---|
| 747 | 372 |
| **Inspections of Complaints** | **Active Restaurant Health Permits** |
| 47 | 301 |

## 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 Covina (Charter Oak), TTC provides:

- ✓ Processing and issuing licenses to any business located in Covina (Charter Oak) 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 Covina (Charter Oak) Zip Codes (FY 2024-25):**

| Number of Business Licenses |
|---|
| 83 |
| **Number of Public Eating/Food Establishment Business Licenses** |
| 34 |

Chief Executive Office.

# Current and Upcoming Community Projects Fiscal Year 2024-2025

## Covina-Charter Oak

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.

### Bikeway Access Improvements

Construction of dedicated bicycle lanes, curb, gutter, asphalt pavement modifications, and river rock installations along Arrow Hwy to improve multi-modal commuter safety.

**$525,000**

**Completed Oct. 2024**

### Charter Oak Park Security Lighting

Installation of new energy-efficient LED light poles and fixtures across public parking lots, sport courts, and community building exteriors.

**$450,000**

**In construction**

### Covina Hills Road Pavement

Extensive asphalt overlay, crack-sealing, and roadway resurfacing across residential neighborhood corridors.

**$2.2 million**

**In development**

### Charter Oak Park Renovation Project

Renovation of the 12-acre park, including rebuilding parking lots damaged by tree roots, repairing walking paths, and replacing public signage.

**$630,000**

**In development**

### 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 2024-25:

- 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