



Draft Components

Hacienda Heights Community Plan Update

August 27, 2008
Community Studies I Section

Table of Contents

PART A: Process, Policies and Programs

Section 1: Purpose and Process	1
Introduction to the Plan	1
Purpose	1
Relationship to General Plan	1
Process	2
Expectations, Assumptions and Constraints	8
Planning Values	9
Collaboration	9
Participation	9
Accountability	9
Community Oversight	9
Stewardship	9
Section 2: Community Character	10
Yesterday: Community Background and History	10
Today: Community Data	13
Community Boundary	13
Population	14
Pace of Development	14
Households	14
Race and Ethnicity	15
Age Distribution	15
Educational Attainment	15
Parks	16
Population Projections	17
Tomorrow: Community Vision (2015 and beyond)	17
Section 3: Goals and Policies	19
From Vision to Action	19
Goals and Policies	20
Connect	20
Protect	21
Provide	23
Enhance	24
Evolve	25
General Plan Goal Index	27
Section 4: Program Implementation	28
Profiles in Action	29
Community Stewards Program	35
Staying Connected	35
Information	35
Collaboration	36
Periodic Review	36
Maps	37

List of Maps

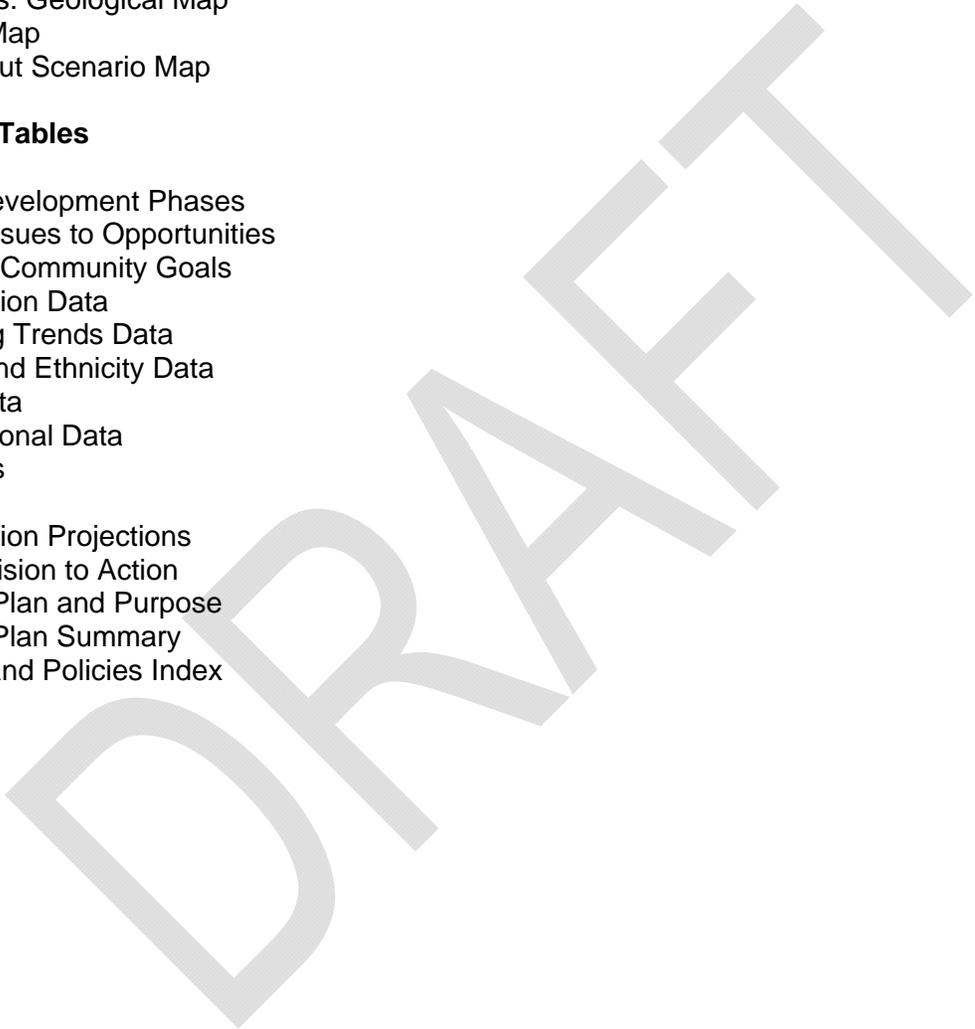
Context Map
Parks and Trails Map
Schools and Learning Facilities Map
Bike Route Map
Hazards: Flood and Fire Map
Hazards: Geological Map
Slope Map
Build-Out Scenario Map

List of Figures

Connect in Action
Protect in Action
Provide in Action
Enhance in Action
Evolve in Action

List of Tables

Plan Development Phases
From Issues to Opportunities
Priority Community Goals
Population Data
Building Trends Data
Race and Ethnicity Data
Age Data
Educational Data
Schools
Parks
Population Projections
From Vision to Action
Action Plan and Purpose
Action Plan Summary
Goals and Policies Index



Section I: Purpose and Process

"If you don't know where you are going, you can wind up someplace else."

- Yogi Berra

Introduction to the Plan

The Hacienda Heights Community Plan (the Plan) is visionary, progressive, and far-reaching. The result of an extensive and award-winning collaboration between citizens and planners, the Plan articulates the community's shared vision of the future and identifies specific, action-oriented goals and policies to achieve that vision. The process to develop the Plan was driven by the energy, enthusiasm, and dedication of the people who live, learn, work, and play in Hacienda Heights. Their insights and observations helped to identify crucial issues and assets in the community. Their foresight and values came together to create a clear vision of Hacienda Heights in 2015. Their creativity and suggestions formed the basis of the Plan's goals and policies. Finally, their commitment to making change happen drove the action plans. With continued community oversight and the commitment of service providers and elected leaders, the Plan will guide development in Hacienda Heights to meet residents' needs today and to achieve their vision of the future tomorrow.

Purpose

The purpose of the Community Plan is to guide development in Hacienda Heights to achieve the community's shared vision of the future. Through the community planning process, residents of Hacienda Heights identified where they want their community to be in 2015. Through the Plan's goals and policies they laid out a clear path to get there.

The Community Plan is a powerful statement of the community's priorities and desires. It informs decision-making at all levels to focus individual activities on achieving a shared vision of the future. It is a tool for citizens, developers, service providers, and elected officials. Each group will use the Plan in different ways, but each will be guided by the Plan's clear vision, goals, and policies. Citizens use the Plan to make decisions about their own homes and businesses. It is also a tool to voice their priorities and hold service providers and elected officials accountable. Developers look to the Plan's goals and policies when deciding what to build, how new developments should look, and where they should be located. Service providers use the Plan as a guide for deciding which infrastructure and improvement projects should be undertaken and which programs should be established or improved. Finally, elected officials use the Plan to allocate resources to address residents' most important issues and priorities.

Relationship to General Plan

A component of the Los Angeles County General Plan, the Hacienda Heights Community Plan complements the countywide goals and policies in the General Plan by addressing specific issues relevant to Hacienda Heights. The General Plan provides the land use "vision" for the County. The Community Plan allows for more detailed and issue-specific planning that builds upon the General Plan and allows communities to refine policy at a local level. While consistent with the elements found in the General Plan, such as housing, open space, and circulation, the Community Plan also deals with neighborhood-level issues such as community services and

youth planning. The General Plan provides policy guidance on all issues not dealt with in the Community Plan. The Goal Index, found in the Section 3, bridges the action-oriented goals of the Community Plan with the issue-oriented goals in the General Plan by organizing Community Plan goals according to the familiar elements found in the General Plan.

The Community Plan development process was consistent with all the components outlined in the General Plan: community participation, county participation, inter-departmental participation, and plan formulation. Consistency with the General Plan is also achieved through goals and policies that compliment and support the goals and policies found in the general Plan. For example, consistency with the General Plan’s Housing Element is achieved through policies that support housing to meet the needs of a socio-economically diverse population. Finally, the Community Plan reinforces the General Plan’s guiding principles by being dynamic, flexible, accountable, inspirational, informative, and progressive.

Process

The Plan was developed in four phases, which are summarized in the following table:

Table 1: Plan Development Phases

Phase	Steps	Timing
I: Research and Development	Preliminary Research, Community Input, Content Development	Feb 2007 – Jul 2008
II: Review and Revise	Review, Analysis, Consultation, Revisions	Jul 2008 – Dec 2008
III: Hearings and Adoption	Public Hearings, Plan Adoption	Early-2009
IV: Rollout	Dissemination, Implementation	Mid-2009

The most distinguishing feature of the Plan is that it was developed through an award-winning, community-driven process. From June 2007 to February 2008, planners worked with dedicated Hacienda Heights residents to create the basis of a Plan that truly reflects residents’ needs and priorities. The process included four main components: community meetings, activities, youth engagement, and community knowledge building.

Community Meetings

Over one hundred Hacienda Heights residents attended the first community meeting in June 2007 and received an orientation to the Community Plan Update process with an emphasis on opportunities for continued involvement. At this meeting, planners introduced the idea of a community plan and explained how it could be a powerful tool to shape the future of a community. Residents were invited to participate in a series of future meetings and activities to develop a plan specific to the needs and issues in Hacienda Heights. Planners extended themselves as “technical experts” who would help by facilitating the process. Residents were asked to serve as “community experts” to share their experiences, knowledge, and aspirations. This partnership provided a framework for collaboration that was continued throughout the process and strengthened with each subsequent meeting.

In July 2007, a community visioning meeting was held. This meeting employed an interactive exercise that challenged participants to identify their likes and dislikes in the community today and to envision their ideal future for Hacienda Heights in 2015. Participants worked individually and in small groups facilitated by planners to develop their vision statements. They reported the results of their activity to each other at the end of the meeting. Participants also completed a survey of their thoughts on the meeting format, content, and efficacy. The meeting results were then synthesized by planners and posted on the project website to document and share what was achieved. This format became the hallmark of the community planning process. It ensured a high level of engagement and interaction at meetings and a completely transparent and well-documented process throughout. The surveys provided a built-in feedback loop and helped the planners to continuously improve the process.

Based on areas of interest identified via a survey administered at the first community meeting, residents began to identify major community issues drawn from their observations at the Issues and Observations Meeting in September 2007. Residents self-selected priority topics on which to focus then formed topic-specific committees to identify and map the issues that were most important to them. The outputs of this meeting were Issue Statements that synthesized each committee’s key findings and concerns related to their topic.

Issues were turned into opportunities at the next community meeting in October 2007. Building on the Community Vision and committee Issue Statements, participants started developing their draft goals and policies. After the meeting, participants continued to work with their committees to develop their preliminary recommendations. These recommendations were revised and prioritized in November 2007 at the Plans and Proposals meeting. At this meeting, participants also identified what groups and resources would need to be mobilized to implement their recommendations.

Table 2: Community Issues

Community Issue Statements (September 19, 2007)	
Community Services	<p>We need to address the following for community services:</p> <ul style="list-style-type: none"> ▪ lack of meeting space, educational and fitness programs for residents of all ages ▪ lack of opportunity due to lack of personal funds ▪ lack of knowledge of cultural differences
Health & Safety	<p>[The main health and safety issues are:]</p> <ul style="list-style-type: none"> ▪ Emergency preparedness ▪ Medical clinic in the community ▪ Neighborhood watch ▪ Hazardous materials protection ▪ More opportunities for physical activity ▪ Trash cans in front yards

Housing	The critical issues in Hacienda Heights are the need for a diversity of housing types, lack of public information and lack of maintenance and property upkeep, which affects neighborhood quality and housing affordability.
Land Use & Development	Protect, preserve, and enhance community character by preserving and increasing open space, managing density, and redeveloping commercial areas to create a pleasant gathering place for residents.
Maintenance & Appearance	The main maintenance and appearance issues in Hacienda Heights are improving the appearance, cleanliness, uniformity, and landscaping of walls and public areas by raising standards and enforcing existing laws and regulations.
Open Space & Recreation	The main open space and recreation issues are matching open space with appropriate uses for all ages; maintenance/preservation; access; fire protection; and communication with the community.
Transportation	The main transportation issue in Hacienda Heights is the need for expediting the flow of traffic by enforcement of improved traffic regulations and increase in other modes of transportation.
Youth Planning	The main issues affecting youth are: <ul style="list-style-type: none"> ▪ lack of a central gathering place, ▪ graffiti and vandalism, ▪ lack of landscaping, beautification, lighting, and paving along roads and streets, and ▪ lack of choices for restaurants.

Next, participants turned their issues into opportunities by formulating specific goals and policies to address the identified issues. Their priority recommendations are listed below.

Table 3: Community Goals

Priority Community Goals (February 27, 2008)	
Community Services	<ul style="list-style-type: none"> ▪ Establish a community center for inter-cultural events ▪ Subsidize fine arts and skills enrichment ▪ Wi-Fi services for Hacienda Heights ▪ Create intercultural community-wide activities ▪ Expand library services and resident fitness programs

<p>Health & Safety</p>	<ul style="list-style-type: none"> ▪ Prepare for emergencies ▪ Establish a medical clinic/urgent care center ▪ Provide hazardous materials protection ▪ Improve physical activity ▪ Improve trash collection and sanitation
<p>Housing</p>	<ul style="list-style-type: none"> ▪ Assess housing need ▪ Identify various types of housing ▪ Support code enforcement ▪ Ensure affordability for varying levels of income and needs ▪ Raise awareness through public education ▪ Build affordable housing by using grants
<p>Land Use & Development</p>	<ul style="list-style-type: none"> ▪ Protect existing open space from impacts of new development ▪ Encourage dedication of some open space to a land preservation agency ▪ Require mandatory setbacks for buildings ▪ Allow mixed-use where appropriate ▪ Require berms and trees in commercial areas
<p>Maintenance & Appearance</p>	<ul style="list-style-type: none"> ▪ Uniform walls along major streets ▪ Clean and well-maintained commercial areas ▪ Conforming signage ▪ Fully maintained and landscaped public right of ways
<p>Open Space & Recreation</p>	<ul style="list-style-type: none"> ▪ Maintain and expand open space ▪ Create a local communication center ▪ Protect and preserve views ▪ Ensure appropriate use and access of space and facilities ▪ Create a safe and well-maintained environment ▪ Mandate a regular goal review and public reporting of results
<p>Transportation</p>	<ul style="list-style-type: none"> ▪ Establish a passenger train station, park and ride, and community transit system ▪ Promote education and enforcement of traffic laws ▪ Improve traffic flow in commercial zones ▪ Improve directional signage ▪ Maintain proper traffic signal synchronization

<p>Youth Planning</p>	<ul style="list-style-type: none"> ▪ Create a gathering place for young people with entertainment, restaurants, and places to hang out ▪ Increase street lighting for pedestrian and driver safety ▪ Increase landscaping along roads, streets, and islands ▪ Improve maintenance and appearance of school facilities ▪ Improve appearance of walls along major roads ▪ Update activities at community centers and parks ▪ Enforce laws against tagging
-----------------------	--

After taking part in a workshop and rehearsal, committee chairs presented their committees' recommendations in February 2008. Over 200 people who live, work, learn, and play in Hacienda Heights attended the Community Presentation, including Supervisor Don Knabe, along with his Planning and Field Deputies; the Director of Regional Planning, along with several members of his senior staff and multiple planners; leaders from other county agencies; local community and school leaders; and, residents from all corners of the community. The committee chairs presented their recommendations on how to address key issues in the Plan. After the presentation, attendees participated in an interactive Open House, which provided an opportunity for attendees to provide feedback, ask questions, and view committee posters depicting key recommendations.

The Community Presentation in February 2008 culminated the formal community participation phase. During this phase, community members successfully and purposefully articulated a clear vision of the future, identified their most important issues, developed draft goals and policies, prioritized their recommendations, and shared their recommendations with their friends, neighbors, elected leaders, and service providers. Through their hard work and dedication, the residents of Hacienda Heights developed the foundation of the Hacienda Heights Community Plan. Participants exceeded expectations at every step in the process and truly proved themselves to be experts on their community.

Community Activities

In addition to community meetings, two outdoor activities were held to engage community members and evaluate community issues in new and exciting ways. In August 2007, Planning in the Park was held at Los Robles Park. The purpose of this event was to allow residents who were unable to attend regularly scheduled community meetings to learn about the Community Plan Update effort, to review work that had been produced, and to make suggestions for areas of focus. This event provided residents and planners an opportunity to discuss issues on a one-on-one basis. New participants were brought into the process and planners learned about people's personal concerns and desires for the community. In October 2007, a community Walk-About was held. Participants formed two groups and took to the streets to get an "eyes-on" perspective of specific community issues through a guided walk through commercial areas, residential neighborhoods, and along major thoroughfares. Participants' observations were collected with cameras, by facilitators who took notes, and via a survey administered at the end of the walk.

These two activities took participants and planners out of the traditional community meeting setting to explore Hacienda Heights in interactive and dynamic ways. Participants' observations and activity outcomes supplemented the work conducted during the community meetings.

Youth Engagement

The Hacienda Heights Community Plan Update process sought to engage and include all residents of Hacienda Heights. As the future residents, employees, employers, and leaders of Hacienda Heights, the youth of the community played a key role in developing the Plan. Starting in November 2008, a dedicated group of high school students from Hacienda Heights began to attend community meetings and formed a Youth Planning Committee. This committee co-presented with planners on the Community Plan Update to their classmates at school and administered a survey to their fellow students to gather information on youth's issues and priorities in the community. Representatives from the Youth Planning Committee presented their results at the February 2008 Community Presentation.

The committee members' enthusiasm and creativity led them to continue to explore youth-related issues beyond the presentation. In two subsequent workshops, the committee members brainstormed possible activities to explore their issues and designed a specific, original initiative related to the issues they care about most: access to healthy foods; safe, family-friendly places to gather; and environmental stewardship. Implemented in July 2008, the Hacienda Heights Restaurant Evaluation Demonstration Project sought to explore the current restaurant situation in Hacienda Heights as it relates to food options, recycling, and ambiance. Using a survey, rating tool, maps, and cameras, Youth Planning Committee members worked with planners and a public health official to survey restaurants in the community's main commercial corridor. Participants discovered more healthy food options than they had anticipated and also identified areas that could be improved, such as recycling and reusable container use. These results were somewhat unexpected and point to a promising area for future study and exploration.

The work done with the Youth Planning Committee was ground-breaking and original. For the first time in Regional Planning history, planners partnered with students as part of a Community Plan Update for an unincorporated area. Participants gathered observations and data that were used to create useful tools to support community health now. The results of the students' work also helped develop policies that will encourage healthy, environmentally-friendly practices for the future, and ensure that Hacienda Heights continues to meet the evolving needs of its young people.

Community Knowledge Building

In addition to the meetings and activities in which Hacienda Heights residents directly participated to shape the future of their community, specific products and tools were created throughout the Community Plan Update process to provide information to people outside of meeting times.

You Spoke, We Listened was released after each community meeting in order to provide prompt and thorough answers to questions raised during the meetings. Published in five installments, the documents provided information on activities and resources throughout the community and county. Issues included wireless internet networks, incorporation, graffiti, home loans, water maintenance, and trash collection. The last installment provided information on community plan implementation, funding, and next steps, which was specifically requested at the Community Presentation. *You Spoke, We Listened* became a valuable means through which to answer questions and provide information on community issues.

The Community Plan Update Poster provided a “snapshot” of the entire community participation phase of the Community Plan Update. The purpose of the poster plan was to synthesize the work completed during the community participation phase, generate enthusiasm for the Plan Update, and provide information on important next steps. The poster included a timeline of the award-winning community participation phase, key committee recommendations, and the action plan that serves as the organizational framework for the Plan. The poster was distributed throughout the community in both a small and large-format to increase awareness about opportunities for involvement and to provide information on the planning process.

Expectations, Assumptions and Constraints

The Hacienda Heights Community Plan articulates a clear vision of the future and lays out a path to get there. While visionary and progressive, the Plan takes into consideration certain expectations, assumptions, and constraints. The Community Plan will be implemented in the context of the political, economic, and social realities of Los Angeles County. Recognizing this will help to ensure that the Plan is a real, workable, and actionable tool for change, grounded in the realities of the environment in which it will be implemented.

The Plan is expected to be used as a blueprint for future growth and development in the community. It is expected that:

- Community members will use the Plan to gauge the success of growth and development in their community and to hold service providers and elected leaders accountable to their commitments over time;
- Private individuals will use the Plan when making decisions about what to build and provide to ensure a high quality of life;
- Planners will use the Plan to determine whether new proposed projects are in line with the community’s priorities and values;
- Service providers will look to the Plan to decide which projects are priorities for the community; and,
- Elected leaders will use the Plan to guide their decisions about where, how, and when to allocate resources.

Most importantly, it is expected that community members and other stakeholders will continue to play an active role in shaping their future by working with service providers to evaluate and monitor the Plan’s success on an ongoing basis. This strong partnership will continue to serve the community during Plan implementation and evaluation over time.

In addition to these expectations, the Plan assumes continued availability of County resources and support. While additional funding sources are identified within the Plan for specific programs and projects, political and financial support, plus strong leadership on the part of the County, will all be required to harness existing resources and acquire additional ones to implement the Plan. The Plan also assumes the consistent and continuous interest of community members. Residents, business owners, and community leaders in Hacienda Heights will need to serve as stewards to help guide and monitor the Plan’s implementation, and to communicate with elected officials and service providers about their wishes and concerns.

Finally, the Plan recognizes several constraints that could affect implementation, including fluctuations in available funding and staff resources from the County. Recognizing these

constraints, the Plan identifies potential sources for supplemental funding and partners for each action area. The Plan also creates a program to institutionalize collaborative monitoring, evaluation, and stewardship. With these mechanisms in place, the Plan has the best possible chance of guiding growth and development to meet the community's needs today and realize its vision in the future.

Planning Values

All aspects of the Community Plan are informed by a set of core values that ground and guide the Plan. The core values of the Hacienda Heights Community Plan are:

Collaboration

The issues and actions identified in the Community Plan are multi-dimensional and complex. As such, it takes a collaborative effort to accomplish the Plan's goals. Working in partnership with like-minded individuals from public agencies, private organizations, and throughout the community, participants in planning and implementation of the Plan can come together to achieve the community's vision.

Participation

The dedicated commitment and ongoing participation of community members, service providers and elected officials will ensure that the Plan's implementation over time remains in line with what they envision. Community participation also demonstrates to elected leaders and service providers that constituents support the implementation of the Plan and expect results.

Accountability

By adopting this Plan, elected leaders have expressed their commitment to achieving the community's vision by adhering to the Plan's goals and policies and by implementing the action plan. Accountability among individuals and organizations means that everyone is aware of and takes responsibility for what they have committed to in this Plan.

Community Oversight

This Plan was guided by and created for community members. Their oversight is critical to ensuring that the Plan remains true to their collective vision. Community oversight is built into the Plan to achieve this through continued partnerships and open communication between citizens and service providers.

Stewardship

In order for the Community Plan to be effective in achieving the community's goals, people who live, learn, work, and play in Hacienda Heights will have to take an active role in ensuring the Plan's timely and thorough implementation. The Community Stewards Program formally establishes a role for community volunteers to serve as liaisons between the community and the service providers and to provide insights into the community's perspective of the Plan's effectiveness.

Section 2: Community Character

“Planning is bringing the future into the present so that you can do something about it now.”

- Alan Lakein

Yesterday: Community Background and History

As far back as the mid-eighteenth century, the San Gabriel Valley was occupied by Awigna Indians. In 1769, explorer Gaspar de Portola led the first expedition into the region and named the area La Puente (“the bridge”) after the bridge he had built to cross the San Jose Creek. A couple of years later, Fathers Cambon and Somero followed Portola’s trail and founded the San Gabriel Mission which gave its name to the valley. In the 1770s, the San Gabriel Mission became the wealthiest mission in the state of California. Known for its good soil, plentiful water and native labor, the area attracted numerous settlers over the next half-century.

In 1822, Mexico proclaimed its independence from Spain and sought to destroy all vestiges of Spanish rule in Mexico and California. Missions, which always supported the throne, were secularized, and District governors were given power to make grants of former mission lands. The vast ranchos made ideal settlements for enterprising businessmen and their families.

The area known today as Hacienda Heights was first settled in the early 1840s by John Rowland and William Workman, European businessmen who had settled in New Mexico and ran a successful trading post there. The entrepreneurs were attracted to southern California by the Gold Rush and newly available mission lands following Mexico’s independence from Spain. The men initially raised cattle and later grew wheat and wine grapes, and by the late 1840s they grew their rancho into a self-sufficient agricultural enterprise. Rancho La Puente, as it was known, became renowned for raising cattle and sheep, growing and milling wheat, and cultivating grapes and fruits for brandies and wines. In fact, Rowland was the first large commercial wine manufacturer in California. In 1851, La Puente Rancho was split between Rowland on the east side and Workman on the west side, but both men continued their agricultural pursuits.

In the 1870s, new railroad lines attracted numerous settlers to La Puente Valley. During that time, Rowland and Workman allowed the railroad to be built across their property. Southern Pacific Railroad completed its first trunk line through La Puente Valley in 1876. Santa Fe Railroad opened its competing line in 1881. The resulting rate war brought thousands of settlers to the area, and land subdividing began.

By the early 1900s, La Puente Valley was known for its abundance of citrus, walnut, and avocado crops, and maintained its agricultural character—mixed with growing industrial development of oil, banking, and communications—through the middle of the twentieth century. The new Salt Lake Line came through the area, making it possible to ship fruit to larger markets. In 1912, Anita Baldwin sold a 1,826-acre tract to Edwin G. Hart and Jed Torrance, who subdivided that land, located on the northern side of Puente Hills, into small citrus and avocado groves and called it North Whittier Heights. The following year, Turnbull Canyon Road was carved out of the Puente Hills to connect with the development in Whittier.

Around 1914, settlers began planting orange, lemon, avocado and walnut trees. When they were big enough to bear fruit, the growers organized into the North Whittier Heights Citrus Association and opened a packing plant near Clark and Ninth Avenues. Prior to that, fruit was hauled to Whittier. Also in 1914, the community's oldest club, the Monday Club (later the North Whittier Heights Club and later still the Hacienda Heights Woman's Club), was formed for helping "people who need help and providing social activities for women in local communities." In 1915, a small settlement called Hillgrove sprung up around the new packing plant, and a railroad station named Hillgrove was built nearby. As told to *The Highlander* newspaper in 1990, "Hillgrove was a settlement that existed mostly on paper. The settlement featured only the freight station, a telegraph office and a general store."

Water reached the area in quantity in 1921 when the reservoir at Hacienda and East Road was completed. And as the distribution system crawled upward over the hills, so did the blanket of green groves. The early 1920s also saw the peak of avocado development. Hundreds of people were employed, including engineering crews, mule skinnners, nursery men, and laborers, building roads and pipelines, contouring the hills and planting avocados all throughout the area. Agriculture in the early days was not limited to avocados, however. Flowers and vegetables such as rhubarb, cucumbers, tomatoes and string beans also abounded, and oranges and lemons were planted in the valley lands.

Some magnificent homes were built in the area in the late 1920s and early 1930s. Homes ranged from summer cottages and modest farm houses to dreamlike structures and spectacular view sites. Nearly all homes were individually designed. Many were hidden in the irregular tree covered terrain and accessible only by private roads, which remains a distinguishing characteristic in the hilly parts of the community today.

In the early 1940s, the citrus fruit producing area became known as North Whittier Heights, where farmhouses were scattered throughout a countryside dominated by orange and walnut groves. The citrus packing house, at that time a division of Sunkist, gave the area its identity. But by the mid-1940s, walnut and citrus growing in California became unprofitable due to pests, diseases and the Depression. While the slump was only temporary, with production rebounding during and after the war, the region underwent a building boom after World War II that eventually edged out crops in favor of development. In 1948, the Hacienda Heights Improvement Association (HHIA) was founded, and Robert Craig was the first president.

In the early 1950s, subdivisions started around Kwis Avenue. Post-war growth in the valley spurred growth in the school system and, in 1951, four new school buildings were built for about half a million dollars. In 1957, the City of Industry was incorporated with the goal of providing a welcome environment for business and industries, thereby isolating Hacienda Heights and cementing its role as a bedroom community.

In 1960, the 269th Branch of the Los Angeles County Public Library opened in Hacienda Heights. Soon after, developers started pulling orange trees and developing along Hacienda Boulevard. In 1961, following efforts driven by HHIA, the name was changed from North Whittier Heights to Hacienda Heights. In 1964, *The Highlander* newspaper started, and around that time the 60 Freeway was extended past the 605. Also during the 1960s, the fruit packing house barracks for seasonal workers were sold and turned into the first school in North Whittier Heights (while Hillgrove School was being built) and the area's first Methodist Church (while St. Matthew's was being built).

Development in Hacienda Heights reached a fever pitch in the 1970s and the community began experiencing the growing pains that accompany rapid growth, leaving residents without adequate services, particularly police and parks. These troubles prompted a push for incorporation, which ultimately failed. In 1978, the Community General Plan was developed by the Hacienda Heights Improvement Association and adopted by the Los Angeles County Board of Supervisors. The Community General Plan has been and will remain the regulatory document for Hacienda Heights until this updated Draft Community Plan is adopted by the Board of Supervisors.

Despite the adoption of policies intended to control growth, the 1980s brought a series of substantial changes with irreversible long-term consequences. First, in January of 1980, the Medicine Lodge, a 29 acre property in the hills south of the residential development at the southwest corner of Hacienda and Colima, was sold to Coast Construction Company for approximately \$325,000. Despite objections from Hacienda Heights, Rowland Heights and Diamond Bar, the Local Agency Formation Commission (LAFCO) adopted its staff's recommendation to include the ridgeline of the Puente Hills, bordering Hacienda Heights and Whittier, in the "spheres of influence" for the cities of Whittier (1,200 acres of HH) and Industry (1,000 acres of HH). Concerns over "quality growth," "reasonable density," "general and community plan compatibility," and "land grabbing" were cited by the unincorporated communities, which felt they were ignored in the process. Soon after, talk of incorporation surfaced again.

In the fall of 1980, HHIA led the drive for incorporation and conducted an extensive community survey, studying the area's physical features, planning, housing and revenue. In 1982, the proposal to incorporate was reviewed by LAFCO. Proponents argued that a new city would be better able to control development and provide increased police and fire service, but opponents worried about an ample tax base given the community's lack of commerce. In 1985, the attempt at incorporation was nullified when signatures on a petition were found to be forged.

Into the 1980s, more difficulties fell on the community in rapid succession. In 1983, a landslide triggered by new construction uprooted three houses on Montellano Avenue, threatened 11 more, and caused residual damage to sewer systems and roads. Legal disputes between 11 additional hilltop homeowners whose properties were at risk of being demolished, the developer and Los Angeles County, resulted in multiple lawsuits alleging that the original developer did not adhere to building and grading regulations. Multiple plans for excavating and reinforcing the hillside were proposed, but Los Angeles County was blamed for delays in approving a final plan. In 1989, a fire destroyed 13 houses, damaged another 18, and contributed to losses estimated at over \$4.3 million.

When the Puente Hills Landfill opened in the 1980s, Hacienda Heights was nearly fully developed. The landfill, which is the largest landfill in the nation, was sited south of the intersection of the Pomona (60) and San Gabriel (605) Freeways. Owned and operated by the Los Angeles County Sanitation Districts, the Puente Hills Landfill today includes a solid waste disposal facility, an energy recovery facility, a recycle center, a materials recovery facility (MRF), a clean fuels facility, a liquefied natural gas fueling facility, and a gas-to-energy facility. The landfill was also designated a protected watershed, which means it is prohibited, by the Sanitation District's Board of Directors' ordinance, from accepting waste generated within the City of Los Angeles and Orange County.

The early 1990s were also difficult in Hacienda Heights. The Puente Hills Landfill expanded in 1990 and encroached to within half a mile of homes. The controversial site was excavated for soil to cover trash, as allowed by the then current contract. The landfill's permit for expansion and the environmental review were both pending at the time. A couple of years later, another attempt to incorporate failed; lack of a single "rallying cry" was cited as the reason. By this time, the historic citrus packing house was converted into a warehouse for a trucking company, and few relics from the bygone agricultural era remained. However, some of the original homes from Rancho La Puente still stand on a 92-acre tract of land between Gale Avenue and Valley Boulevard. Other homes of early settlers are sprinkled around or near Hacienda Heights, some of them the dwellings of descendants of Rowland and Workman.

Today, residents of Hacienda Heights face many challenges familiar to their predecessors—continuing population growth, the need for additional and affordable housing, and natural and social constraints on development, to name a few. Still, the community has a rich history of overcoming adversity and maintaining a small-town feel rich with picturesque residential areas, beautiful views, excellent schools and parks, and a wealth of cultural and religious institutions, including one of the largest Buddhist temples in America, the His Lai Temple. Neighbors from diverse cultural backgrounds know and respect each other, children are provided for at home and challenged at school, and newcomers can partake in the same benefits residents have long enjoyed, such as open spaces, scenic vistas, and a well-earned sense of community.

Today: Community Data

Community Boundary

Nestled in southern Los Angeles County's Puente Hills, Hacienda Heights is an 11.38 square mile area located approximately 20 miles east of downtown Los Angeles at an elevation of 460 feet. The community is bounded on the north by the City of Industry, on the south by the cities of Whittier and La Habra Heights, on the west by the unincorporated area of North Whittier, and on the east by the unincorporated community of Rowland Heights.

On the north Hacienda Heights is generally bounded by Wildwood Drive, Clark Ave, Gale Avenue, and the 60 Freeway. On the south the boundary generally runs next to Skyline Drive and Skyline fire roads. On the west the community includes the Puente Hills Landfill and a small portion of the Rose Hills Memorial Park. On the east Azusa Avenue serves as the boundary between Hacienda Heights and Rowland Heights until Colima Road. The boundary continues south along the western edge of Schabarum Regional Park. At the end of Azusa Avenue the boundary between the two communities cuts through the Park, roughly bisecting the southern portion of the Park between the two communities.

The once agricultural community is known today, as it has been since the 1960s, as a bedroom community, meaning that the majority of residents commute to their places of work for over 30 minutes per day, on average. An attractive and mature community, Hacienda Heights is home to approximately 60,000 residents. The quiet residential community is both ethnically and economically diverse, and residents value a peaceful way of life, scenic views, lovely parks and excellent schools.

The following data provide a snapshot of the community demographics, which will help inform Plan proposals and priorities.

Population

In recent years, Hacienda Heights has experienced significant population increases. The following 2000 US Census data show the steady increase in population over the past 50 years and percent change from decade to decade.

Table 4: Population Data

Census Year	Population	Increase
1950	6,831	
1960	16,667	144%
1970	35,969	116%
1980	49,422	37%
1990	52,354	6%
2000	53,122	1%

Pace of Development

According to Los Angeles County Assessor data, the pace of development in Hacienda Heights increased dramatically and rapidly beginning in the 1950s. The intensity of development, characterized by the number of buildings built in a given decade, peaked in the 1960s, continued through the 1970s, and leveled off in the 1980s, by which time the community was almost entirely built out. The following data show the sharp increase, continued growth, and eventual tapering off of development activities.

Table 5: Building Trends

Year Built	Total Parcels
1900 - 1909	1
1910 - 1919	10
1920 - 1929	74
1930 - 1939	67
1940 - 1949	170
1950 - 1959	3,808
1960 - 1969	5,076
1970 - 1979	4,816
1980 - 1989	1,184
1990 - 1999	153
2000 - 2007	80

Households

According to the 2000 US Census, Hacienda Heights contains 16,356 houses, with housing accounting for 98% of all buildings. In 2000, the average household size was roughly 3.25 people and the housing density was 1,438 housing units per square mile. In that same year, the median household income was \$59,485 annually, and the per capita income was \$21,893. Nearly 80% of the housing units are owner-occupied, which is higher than County and State-wide averages.

According to an analysis of Assessor Use Codes, the Los Angeles County Department of Regional Planning estimates that the overwhelming majority (upwards of 95%) are single family residences, accounting for 85% of the total properties in Hacienda Heights. The same study also shows that 91% of the total acreage in Hacienda Heights is residential.

Race and Ethnicity

The once predominantly Caucasian suburb is now a roughly even mix of White, Hispanic or Latino, and Asian residents. The 2000 US Census data follow.

Table 6: Race and Ethnicity Data

Race	Population	Percent
White	21,797	41%
Hispanic/Latino ¹	20,320	38%
Asian	19,174	36%
African American	825	2%
Two or more	2,063	4%
Other	8,883	17%

Compared with California as a whole, Hacienda Heights has an African American population significantly below the state average, and Hispanic and foreign-born populations significantly above the state average.

Age Distribution

In 2000, the average age of residents was 37. The age distribution, according the 2000 US Census, follows.

Table 7: Age Data

Years	Population	Percent
15 or less	10,877	20.5%
16 to 24	7,499	14.1%
25 to 44	14,820	27.9%
45 to 64	13,607	25.6%
65 or more	6,319	11.9%

As is true across the United States, there is a growing senior population. Additionally, decreasing school enrollments indicate fewer young children year after year.

Educational Attainment

The education level of the community's adult population (25 years and older) is consistent with the County and State overall. The levels of educational attainment are:

¹ Hispanics could be counted in other races, as well, so total can be greater than 100%.

Table 8: Educational Data

Level Completed	Population	Percent
High school / equivalency	7,558	21.8%
Associate's / Some college	10,071	29.1%
Bachelor's	7,186	20.7%
Master's / Doctorate / Professional	3,454	10.0%

Hacienda Heights is part of the Hacienda La Puente Unified School District. The community has two public high schools, five public primary/middle schools, and nine public and two private elementary schools. A table summarizing the schools follows.

Table 9: Schools

	School	Location
High Schools	Glen A. Wilson	16455 Wedgeworth Dr.
	Los Altos	15325 E. Los Robles Ave.
Middle and Primary Schools	Cedarlane	16333 Cedarlane Dr.
	Cedarlane	16333 Cedarlane
	Mesa Robles	16060 Mesa Robles Dr.
	Newton	15616 Newton Ave.
	Orange Grove	14505 Orange Grove
Elementary Schools	Bixby	16446 Wedgeworth Dr.
	Glenelder	16234 Folger
	Grazide	2850 Leopold Ave.
	Kwis	1925 S. Kwis
	Los Altos	15565 Los Altos Dr.
	Los Molinos	3112 Las Marias
	Los Robles Academy	1530 S. Ridley
	Molokan Christian	16222 E. Soriano
	Palm	14740 E. Palm Ave.
	Shadybend	15430 Shadybend
Wedgeworth	16949 Wedgeworth Dr.	

Parks

Hacienda Heights is proud to have six beautiful parks. From west to east, the parks are: Los Robles, Manzanita, Steinmetz, Burton, Pepperbrook and Countrywood. Nearby Schabaram Regional County Park is also enjoyed by Hacienda Heights Residents of all ages. A table summarizing the parks within Hacienda Heights follows.

Table 10: Parks

Name	Location
County Wood Park	16817 E. Cooper Hills Drive
Los Robles County Park	14906 E. Los Robles Avenue
Manzanita Park	1747 S. Kwis Avenue
Pepperbrook Park	1701 S. Countrywood Avenue
Steinmetz Park	1545 S. Stimson Avenue
Burton Park	16490 E. Santa Bianca Drive

Population Projections

Population projections by Los Angeles County Department of Regional Planning indicate that growth trends will continue into the future and that the population could reach over 80,000 in 20 years, a 33% increase over the current count.

The specific projections that follow are based on the Southern California Association of Governments (SCAG) calculations and are intended to be indicative of future trends rather than precise estimates.

Table 11: Population Projections

Census Year	Population	Increase
2005	60,925	
2010	66,929	10%
2015	71,847	7%
2020	76,691	7%
2025	81,398	6%

As indicated in the data above, Hacienda Heights is a highly diverse community. The Community Plan serves to build on the community's assets while addressing its challenges to ensure a continued high quality of life. While the Plan is supported by technical analyses and data, the community vision serves as the touchstone to move from today's realities to tomorrow's ideal future.

Tomorrow: Community Vision (2015 and beyond)

At the heart of the County's approach to community planning is the idea that the Plan is a codified version of the community's wishes for the future. Collectively, those wishes amount to a community vision, based on shared values and common goals. While a traditional approach to community planning often organizes resources according to a problem-solving paradigm, the Hacienda Heights Community Plan Update was initiated on a different premise: that by painting a best-possible-scenario picture of the future, the community and service providers would be best positioned to maximize opportunities and leverage resources to make that vision a reality.

The purpose of a community-wide vision is to inspire, motivate and guide the community. The vision statement was the first task in the planning process completed by the community participants. In July 2007 a visioning meeting was held where participants actively envisioned Hacienda Heights in the year 2015 during an interactive group exercise. The objective of this exercise was to: (a) initiate the visioning process and to "get the creative juices flowing;" (b) stimulate dialogue between neighbors, many of whom had never met previously; and (c) begin to identify common themes among the range of responses.

Through the interactive exercise facilitated by Regional Planning staff, the following sentiments were offered for what "**Hacienda Height is known for in the year 2015**":

- . New community arts center/auditorium
- . Beautiful views of the hills and terrain
- . Activities for all residents
- . Easy access to LA and OC

- . Excellent schools
- . No crime or gangs
- . Convenient shopping and services
- . Parks and open spaces
- . Safe
- . Community focus
- . Unique retail plan
- . Well planned housing
- . Buddhist Temple
- . Lack of graffiti
- . Community cooperation
- . Beauty
- . Resident participation and activism
- . Beautiful green acres, trees
- . Wireless technology
- . Bedroom community
- . Multicultural
- . Slow pace
- . Respect for nature
- . Pride of ownership
- . Community involvement
- . Communication amongst neighbors
- . Support from County government
- . Neighborliness
- . Close-knit community
- . Upgrading to meet new needs

Building on these sentiments and additional input received in the following weeks, DRP staff analyzed the full collection of results and formulated a draft vision. The draft statement was shared at the following community meeting where the participants responded to and built upon it. The community reached a consensus on the following vision statement:

Hacienda Heights is a **safe, clean** bedroom community where residents from **diverse** cultural and religious backgrounds **co-exist** and **cooperate**. We are **proud** of our homes and value our natural surroundings, especially the view of our hills and our wildlife areas. Our **well-designed** and **maintained** commercial areas, streets, and public spaces provide residents of all ages with a diversity of activities, products and services. The community is **well-planned** and **well-connected**, and the **efficient** transportation network makes getting around easy. Our great schools, new healthcare facilities, state-of-the-art multipurpose center and many parks make our community **ideal for families**.

The vision statement provides the foundation for the entire Plan. Throughout the life of the Plan, the vision provides the community with a shared sense of direction and destiny. By framing the future in the best possible light, community members commit themselves to being part of the solutions, and service providers can make decisions confidently when they understand the community's deepest wishes.

Section 3: Goals and Policies

“Setting goals is the first step in turning the invisible into the visible.”

- Anthony Robbins

From Vision to Action

The community vision articulates a shared ideal future for Hacienda Heights. In order actualize the community’s vision, the Community Plan is organized around five action themes. Each action theme is derived directly from the vision statement. The action themes focus the Plan’s goals, policies, and implementation measures on achieving the community vision.

Table 12: From Vision to Action

Vision Statement		Action Theme
Hacienda Heights is a safe, clean bedroom community where residents from diverse cultural and religious backgrounds co-exist and cooperate.	→	Provide (PD)
We are proud of our homes and value our natural surroundings, especially the view of our hills and our wildlife areas.	→	Protect (PT)
Our well-designed and maintained commercial areas, streets, and public spaces provide residents of all ages with a diversity of activities, products, and services.	→	Enhance (EN)
The community is well-planned and well-connected, and the efficient transportation network makes getting around easy.	→	Connect (CT)
Our great schools, new healthcare facilities, state-of-the-art multipurpose center and many parks make our community ideal for families.	→	Evolve (EV)

These action themes guide the transition of the Vision Statement into a Plan of Action. The interconnectedness and complexity of community issues requires a comprehensive planning approach. The following table illustrates the Plan of Action derived from the vision statement and defines the purpose for each action area.

Table 13: Action Plan and Purpose

Action	Plan of Action	Action Purpose
Provide (PD)	We provide services and opportunities to meet our diverse residents’ physical, social, health and educational needs.	The purpose of PROVIDE is to meet residents physical, health, and educational needs. Providing a diversity of activities, products, and services will enable residents to live fuller, richer lives.
Protect (PT)	We protect our residents, wildlife, views and natural environments to preserve these assets for future generations to enjoy.	The purpose of PROTECT is to keep residents, wildlife, the built and natural environments safe over time. These policies help us feel comfortable and secure now and ensure that the quality of life and natural resources in Hacienda Heights are maintained for future generations.

Enhance (EN)	We enhance community life to create a shared sense of place that is safe, clean, attractive and appealing.	The purpose of ENHANCE is to create a shared sense of place—one that is safe, clean, attractive and appealing. These policies not only enhance our quality of life, but they have the additional potential for increasing community pride, stewardship, and even property values.
Connect (CT)	We connect by linking people to places and providing a range of circulation options for all residents.	The purpose of CONNECT is to link people to places by providing a range of circulation options for all residents. The priorities for creating an efficient, well-connected community are to relieve traffic congestion, increase street safety, and promote a variety of transportation options.
Evolve (EV)	We evolve to ensure that Hacienda Heights matures and develops along with the multiple cultures and people who call it home.	The purpose of EVOLVE is to ensure that Hacienda Heights matures and develops with the needs of future generations. By evolving in a sustainable way that supports the needs of all present and future residents, Hacienda Heights will realize its potential as a great, well-rounded and cohesive community.

Goals and Policies

Goals are the ideal end states that describe the desires and necessities of the community. Policies define and implement goals by linking them to action. Organized according to the five action themes, the goals and policies of the Hacienda Heights Community Plan will guide development in Hacienda Heights to achieve the community’s vision.

Connect

The purpose of CONNECT is to link people to places by providing a range of circulation options for all residents. The priorities for creating an efficient, well-connected community are to relieve traffic congestion, increase street safety, and promote a variety of transportation options.

Goal CT1 Inter-community Mobility

- Policy CT1.1 Open a local passenger train station.
- Policy CT1.2 Promote and expand the “park and ride” for bus system, including providing bike parking facilities at “park and ride” locations.
- Policy CT1.3 Improve egress and ingress from the 60 FWY onto local arterials.
- Policy CT1.4 Coordinate with neighboring municipalities regarding inter-jurisdictional traffic flow.
- Policy CT1.5 Improve accessibility to local bus stops by ensuring that the stops are easily and safely accessible by foot, bicycle or automobile.

Goal CT2 Intra-community Mobility

- Policy CT2.1 Create a community shuttle service and designate shuttle routes to link residential to commercial areas.
- Policy CT2.2 Promote Dial-a-Ride or other senior paratransit service.
- Policy CT2.3 Require improved directional traffic signage into and out of commercial areas.
- Policy CT2.4 Implement traffic calming measures in congested areas.

- Policy CT2.5 Promote streets that safely accommodate people traveling by foot, bicycle or automobile.
- Policy CT2.6 Coordinate local mobility efforts with regional transportation systems and providers.
- Policy CT2.7 Promote the integration of walkways, bicycle paths, transit stops and local destinations, including trails and parks.

Goal CT3 Bike Lanes

- Policy CT3.1 Upgrade bike lane designation from Class III to Class II.
- Policy CT3.2 Expand bike routes.
- Policy CT3.3 Add and maintain new bike racks and lockers.
- Policy CT3.4 Promote ridership and educate riders and motorists on how to safely share the road.
- Policy CT3.5 Provide linkages between bicycle routes and local and regional trails.

Goal CT4 Walkways

- Policy CT4.1 Maintain all sidewalks, crosswalks, paths and overpasses in a clean, safe and sustainable manner.
- Policy CT4.2 Maintain sidewalks, including re-cementing, removing weeds and repairing utility boxes, and use sustainable paving materials, when possible.
- Policy CT4.3 Establish and maintain a hotline for reporting sidewalk problems or obstructions.
- Policy CT4.4 In residential areas where sidewalks do not exist, require visual indicators, such as safety striping and signs to delineate driving areas from non-vehicular areas.
- Policy CT4.5 Provide adequate street lighting along arterials and collector streets.
- Policy CT4.6 Provide highly visible and safe crosswalks with well-marked indicators that are visible to both pedestrians and drivers, and provide adequate time for people of all ages to cross.

Goal CT5 Trails

- Policy CT5.1 Maintain trails and trailheads in a clean and safe manner.
- Policy CT5.2 Create connection from trails to parks.
- Policy CT5.3 Create new trailheads and access points onto the local trail system.
- Policy CT5.4 Incorporate educational and historical signage.

Protect

The purpose of PROTECT is to keep residents, wildlife, the built and natural environments safe over time. These policies help us feel comfortable and secure now and ensure that the quality of life and natural resources in Hacienda Heights are maintained for future generations.

Goal PT1 Protect People

- Policy PT1.1 Promote Emergency Preparedness.
- Policy PT1.2 Protect against hazardous materials from industrial uses (such as factories) and commercial uses (such as dry cleaners).
- Policy PT1.3 Minimize risk of fire through fuel modification and other measures.
- Policy PT1.4 Locate new uses with potentially hazardous emissions away from sensitive receptors, such as housing and schools.
- Policy PT1.5 Limit development in hazard areas, including landslide and liquefaction areas.

Goal PT2 Protect Open Space

- Policy PT2.1 Maintain public access to open spaces.
- Policy PT2.2 Ensure access points are available and in good condition and accessible by non-motorized forms of transport.
- Policy PT2.3 Encourage dedication of open space, including trails, ridges and hillsides, to a public or private land preservation agency.
- Policy PT2.4 Limit the kinds of vegetation allowed in areas adjoining public open space to minimize the spread of invasive plant species.
- Policy PT2.5 Prevent new development that would deny access to or reduce net acreage of any existing public recreational facility.
- Policy PT2.6 Preserve open space for recreation or land preservation, particularly for areas north of the 60 Freeway.

Goal PT3 Protect Views

- Policy PT3.1 Preserve views of ridgelines and mountain ranges.

Goal PT4 Protect Wildlife

- Policy PT4.1 Require a Conditional Use Permit for any development not exempted by the zoning code within established Significant Ecological Areas to ensure that such development does not negatively impact the area.
- Policy PT4.2 Ensure continuity of wildlife corridors and wildlife access to corridors.
- Policy PT4.3 Protect streams and riparian habitat.
- Policy PT4.4 Screen wildlife areas from direct and spillover lighting from adjoining uses.
- Policy PT4.5 Require permeable fencing and limit other potential blockages adjacent to habitat areas.

Goal PT5 Protect the Spacious Residential Character

- Policy PT5.1 Maintain single-family residential as the predominant housing type in existing single-family neighborhoods.
- Policy PT5.2 Limit the bulk, height and coverage of single-family residences relative to the lot size and immediate context.

Goal PT6 Protect Hillsides and Ridgelines

- Policy PT6.1 Minimize alteration of the hillside.
- Policy PT6.2 Utilize contour grading in hillside areas to mimic the appearance of a natural hillside.
- Policy PT6.3 Locate new structures a minimum of 50 feet from the top of a ridge, when determined by the reviewing agency to be possible.
- Policy PT6.4 Encourage architectural styles and design which are compatible with the natural landscape in hillside areas.
- Policy PT6.5 Preserve undeveloped ridges.

Goal PT7 Protect unique cultural, archeological, and other historic resources

- Policy PT7.1 Preserve potential historic sites and structures.
- Policy PT7.2 Conserve significant archaeological artifacts and paleontological resources.

Goal PT8 Protect the Quite, Peaceful Setting

- Policy PT8.1 Encourage the use of walls, earth berms, landscaping, special setbacks, or a combination of these, to mitigate noise problems.

Policy PT8.2 Discourage the construction of schools, medical facilities or other noise sensitive features within the 65 dBA contour (as measured or calculated on the Ldn Scale).

Provide

The purpose of PROVIDE is to meet residents physical, health, and educational needs. Providing a diversity of activities, products, and services will enable residents to live fuller, richer lives.

Goal PD1 Housing

- Policy PD1.1 Promote development of affordable housing that is safe and accessible to local amenities and community resources.
- Policy PD1.2 Site senior housing and other higher-density developments near amenities such as shopping and public transportation.
- Policy PD1.3 Provide a range of housing types to accommodate all income levels.
- Policy PD1.4 Promote mixed-use development in existing commercial areas.
- Policy PD1.5 Encourage the allocation of housing subsidies to the Hacienda Heights Community.
- Policy PD1.6 Distribute low and moderate income units equitably throughout the community.

Goal PD2 Recreational Facilities

- Policy PD2.1 Ensure equitable access for all users, including residents and organizations
- Policy PD2.2 Promote individual and community use of facilities.
- Policy PD2.3 Offer free and low-fee continuing education opportunities in the arts, music, education, cultural, health.
- Policy PD2.4 Establish and maintain a coordinated reservation system for County parks and facilities.
- Policy PD2.5 Encourage use of recreational facilities by local sports leagues and organizations.
- Policy PD2.6 Ensure that all public parks and facilities are smoke-free.

Goal PD3 Opportunities for Physical Activity

- Policy PD3.1 Install and maintain permanent moderate exercise equipment and facilities in parks, including those especially designed for physical rehabilitation and therapy.
- Policy PD3.2 Offer free and low-fee continuing enrichment opportunities in physical fitness, exercise and other healthy habits.
- Policy PD3.3 Promote the creation of new parks in neighborhoods that currently have no parks, particularly those neighborhoods north of the 60 Freeway.
- Policy PD3.4 Ensure new park sites are fully remediated to the most stringent applicable standard prior to the introduction of new uses.

Goal PD4 Library Services

- Policy PD4.1 Expand Library access via a mobile van.
- Policy PD4.2 Offer educational and developmental programs for residents of all ages.
- Policy PD4.3 Expand Library services.

Goal PD5 Medical Services

- Policy PD5.1 Provide local access to medical professionals and services such as a clinic and urgent care center.
- Policy PD5.2 Offer preventive services, including immunizations, smoking cessation, and recommended health screenings, at local clinics.

Goal PD6 Quality Information

- Policy PD6.1 Create and maintain an “online community center/communications center” for information on local jobs, services and resources.
- Policy PD6.2 Create a mechanism for promptly submitting and routing questions, complaints and suggestions to the appropriate entities.
- Policy PD6.3 Provide and educate on WiFi and other available technologies.
- Policy PD6.4 Promote graffiti hotline, 211, and other phone-based systems.
- Policy PD6.5 Offer up-to-date information on environmental conservation.

Goal PD7 Access to Healthy Food

- Policy PD7.1 Encourage family restaurants with healthy food options.
- Policy PD7.2 Prohibit mobile ice cream and candy vendors within 500 feet of schools.
- Policy PD7.3 Encourage local fresh fruit produce vendors, community gardens, and farmers’ markets.

Enhance

The purpose of ENHANCE is to create a shared sense of place—one that is safe, clean, attractive and appealing. These policies not only enhance our quality of life, but they have the additional potential for increasing community pride, stewardship, and even property values.

Goal EN1 Uniform Walls Along Major Streets

- Policy EN1.1 Promote visual continuity through the use of uniform paint or other Director approved devices or materials.
- Policy EN1.2 Establish a wall maintenance program.

Goal EN2 Clean and Well-Maintained Commercial Areas

- Policy EN2.1 Comply with design guidelines for commercial lots, structures and signage.
- Policy EN2.2 Maintain buildings, parking areas, and landscaping in a clean and orderly manner.
- Policy EN2.3 Require a setback of at least 5 feet to prohibit structures from building out to the right-of-way or sidewalk.
- Policy EN2.4 Require parking lots with over 20 spaces to contain shade trees or other natural elements as part of the design.

Goal EN3 Aesthetically Pleasing Rights of Way

- Policy EN3.1 Maintain public rights of way and medians with non-invasive landscaping or other natural-elements.
- Policy EN3.2 Replace dead landscaping and remove weeds and invasive plants immediately.
- Policy EN3.3 Remove trash and debris regularly.
- Policy EN3.4 Promote the installation of shade trees along major corridors.

Goal EN4 Picturesque Residential Areas

- Policy EN4.1 Require that parking and trash areas of multiple family residential complexes be effectively screened by landscaping, berms, compatible structures, or a combination of these.
- Policy EN4.2 Encourage property tax incentives for the maintenance and rehabilitation of dwellings.

Goal EN5 Safe and Well-Maintained Public Spaces

- Policy EN5.1 Promptly remove outdated signs and notices on public rights-of-way.
- Policy EN5.2 Encourage community members to report on negative activity, such as through 211 and the Graffiti Hotline.
- Policy EN5.3 Provide garbage and recycling receptacles in public places throughout the community.
- Policy EN5.4 Ensure continuous funding of public streets and sidewalk maintenance, including repairs and re-paving.

Goal EN6 Enhance Street Identity

- Policy EN6.1 Promote a shared sense of place on the streets.
- Policy EN6.2 Replace and repair dilapidated street furniture, including bus shelters, benches, and newspaper racks promptly.
- Policy EN6.3 Maintain in good condition all street furniture, including bus shelters, benches, and newspaper racks.
- Policy EN6.4 Require street furniture and community signs to be consistent with community character.
- Policy EN6.5 Install additional new benches and outdoor furniture to create open space nodes.
- Policy EN6.6 Enhance local walkways with landscaping and other beautification.

Evolve

The purpose of EVOLVE is to ensure that Hacienda Heights matures and develops with the needs of future generations. By evolving in a sustainable way that supports the needs of all present and future residents, Hacienda Heights will realize its potential as a great, well-rounded and cohesive community.

Goal EV1 Expand open space

- Policy EV1.1 Promote the creation of pocket parks, non-traditional parks, and parks with a mix of environments, such as ponds, paths, playgrounds and gardens.
- Policy EV1.2 Ensure remediation of landfill site prior to any reuse.
- Policy EV1.3 Upon closure and following remediation, convert the Puente Hills Landfill to open space.
- Policy EV 1.4 Ensure that both passive and active recreational opportunities are included in the reuse of the landfill.
- Policy EV 1.5 Promote the creation of multi-use trails throughout the community including walking loops along streets.

Goal EV2 Mix of Commercial Establishments

- Policy EV2.1 Encourage mixed-use in commercial areas.
- Policy EV2.2 Promote a mix of retail options.
- Policy EV2.3 Promote a mix of restaurant types, especially healthy family-style restaurants.

Goal EV3 Infrastructure to Support Increased Growth

- Policy EV3.1 Ensure adequate water supply and quality.
- Policy EV3.2 Ensure adequate sewage or septic.
- Policy EV3.3 Ensure adequate energy from traditional and alternative sources.
- Policy EV3.4 Require underground utilities and the unobtrusive placement of service boxes for all new developments.

Policy EV3.5 Promote water conservation, including the use of reclaimed water, in future development.

Goal EV4 Activities for All Ages

Policy EV4.1 Offer age-appropriate programs for seniors, adults and youth.

Policy EV4.2 Ensure the affordability of community programs, such as through subsidies.

Policy EV4.3 Offer jobs and activities for young people at community businesses, facilities, and parks.

Goal EV5 Multi-use Community Center

Policy EV5.1 Create and maintain a facility for community members of all ages and cultures to convene, recreate, learn, and interact.

Policy EV5.2 Ensure community participation in the design and planning of the center.

Policy EV5.3 Acknowledge and celebrate the community's multiculturalism through facility design and programming.

Goal EV6 A Green Community

Policy EV6.1 Encourage drought-tolerant, non-invasive landscaping.

Policy EV6.2 Encourage energy efficiency and use alternative energy sources.

Policy EV6.3 Encourage eco-friendly construction and business operating practices.

Policy EV6.4 Encourage community members to reduce waste and conserve energy and water at home.

Policy EV6.5 Encourage low impact development.

Policy EV6.6 Promote the introduction of best management practices to improve water quality on streets, sidewalks and parking lots.

Policy EV6.7 Encourage efforts to reduce greenhouse gas emissions and promote air resource management best practices.

Policy EV6.8 Promote permeable paving for public and private parking lots.

General Plan Goal Index

A component of the Los Angeles County General Plan, the Hacienda Heights Community Plan compliments the countywide goals and policies in the General Plan by addressing specific local-level issues. While the goals and policies in the Community Plan are focused on achieving the community’s vision through actions, the General Plan is organized around addressing particular state-mandated issues, or elements. The following table indexes the goals found in this Plan with the elements found in the countywide General Plan for cross-referencing purposes. Policy guidance on all issues not addressed in the Community Plan is found in the General Plan

Table 14: Goals Index

		Los Angeles County Draft General Plan (2008)							
		Land Use	Mobility	Air Resources	Conservation and Open Space	Noise	Safety	Public Services and Facilities	Economic Development
Hacienda Heights Draft Community Plan	Connect	CT3 CT4	CT1 CT2 CT3 CT4 CT5		CT3 CT4 CT5				
	Protect	PT5 PT6			PT2 PT3 PT4 PT6 PT7	PT8	PT1		
	Provide	PD1 PD5 PD7			PD2 PD3			PD4 PD6	
	Enhance	EN2 EN4 EN6			EN3			EN4 EN5	EN1 EN2 EN3 EN5 EN6
	Evolve	EV1 EV2 EV5		EV6	EV1 EV3 EV4 EV6			EV3 EV6	EV2 EV4

Section 4: Program Implementation

“There are risks and costs to a program of action. But they are far less than the long range risks and costs of comfortable inaction.”

- John Fitzgerald Kennedy

The premise of this Plan is that planning for the future is about making changes today so that the future we want is the one that we get. This section lays out a “starter kit” for initiating action among planners, service providers, decision makers, local leaders and the community. This Plan defines action as a unique and dynamic combination of programs, projects, evaluations and studies which, taken together, constitute the Action Plan. The Action Plan, which provides a sharp focus, clear purpose, and careful objectives, will be the starting point for subsequent projects. This section demonstrates the Plan’s intent to go farther than other community plans to move together from vision to action.

Table 15: Action Plan Summary

Action Area	Purpose Statement	Objective	Partners
Connect	To link people to places by providing a range of circulation options for all residents. Create an efficient, well-connected community.	<ul style="list-style-type: none"> ▪ Relieve traffic congestion ▪ Increase street safety ▪ Promote a variety of transportation options 	<ul style="list-style-type: none"> ▪ Public Works ▪ Regional Planning ▪ Public Health ▪ Parks ▪ CalTrans ▪ HHIA ▪ Metro ▪ Community Members
Protect	To keep residents, wildlife, and the built and natural environments safe over time.	<ul style="list-style-type: none"> ▪ Safeguard natural resources ▪ Prepare for emergencies ▪ Preserve community character 	<ul style="list-style-type: none"> ▪ Regional Planning ▪ Public Health ▪ Hacienda-La Puente School District ▪ Habitat Preservation Authority ▪ Sherriff ▪ Fire ▪ Parks ▪ Community Members
Provide	To meet residents’ physical, health, and educational needs.	Increase access to opportunities for housing, recreation, activities, products, services, and information	<ul style="list-style-type: none"> ▪ Board Office ▪ Library ▪ Public Health ▪ Parks ▪ HHIA ▪ Public Works ▪ Community Monitors ▪ Hacienda-La Puente School District ▪ Universities ▪ Community Members

Enhance	To create a shared sense of place that is safe, clean, and attractive	Focus on improving the appearance and comfort of the community’s main corridor and commercial center	<ul style="list-style-type: none"> ▪ Public Works ▪ Regional Planning ▪ Business Owners ▪ HHIA ▪ Community Monitors ▪ LA County Arts Commission ▪ Community Members
Evolve	To ensure that Hacienda Heights matures and develops with the needs of future generations.	Expand open space, commercial offerings, infrastructure and facilities	<ul style="list-style-type: none"> ▪ Sanitation Districts ▪ Regional Planning ▪ Board Office ▪ Parks ▪ Public Health ▪ Community Action Network ▪ Community Members

Profiles in Action

To help ready the partners to “jump into action” as quickly as possible, the Plan contains a unique feature called *Profiles in Action*. Each action area has a customized profile designed to clearly and concisely convey the community’s priorities by presenting a statement of purpose, measurable objectives, and additional resource opportunities in a user-friendly format. The Profiles offer guidance and parameters to help the partners with Plan implementation.

CONNECT *in action*

Purpose:

The purpose of Connect is to link people to places by providing a range of circulation options for all residents. The priorities for creating an efficient, well-connected community are to relieve traffic congestion, increase street safety, and promote a variety of transportation options.



Objectives:

- Relieve traffic congestion
- Increase street safety
- Promote a variety of transportation options

Action Partners:

- Public Works
- Regional Planning
- Public Health
- Parks
- CalTrans
- HHIA
- Faith Based, Historic, and Cultural Institutions
- Metro
- Community Members



Potential Funding Sources:

(TBD)

*well-planned
well-connected
efficient*



	Program/Study	Potential Location	Corresponding Goals
NOW	Traffic Calming Study- focus	Hacienda and 7th (on-off 60), Azusa	CT1
	Enhance Walkways (pavement treatments)	Hacienda Blvd (Main Corridor)	CT4
	Restore Pedestrian Overpass on 60 w/ Enhanced Safety	60, between Turnbull & Hacienda Blvd (Near Kawis)	CT2
	Promote Existing Park & Rides	(1) Hacienda & Salt Lake Ave (2) Puente Hills Mall	CT1
SOON	Transportation Node	Hacienda and Stafford St.	CT1, CT2
	Bike Route Upgrade and Expansion	See Bike Route Map (Halliburton & Stimson)	CT3
	Community Shuttle	From parks to schools and other community facilities	CT2
	Commercial Area Traffic Study	Hacienda Blvd, between Halliburton and La Monde	CT1, CT2
LATER	Traffic Calming Implementation	Hacienda and 7th (on-off 60)	CT1
	Establish New Trails and Connections	Communitywide	CT5

PROTECT *in action*

Purpose:

The purpose of Protect is to keep residents, wildlife, and the built and natural environments safe over time.

Objectives:

- Safeguard natural resources
- Prepare for emergencies



Action Partners:

- Regional Planning
- Public Health
- Hacienda-La Puente School District
- Habitat Preservation Authority
- Sherriff
- Fire
- Parks
- Community Members



Potential Funding Sources:

(TBD)

*homes
natural surroundings
views of hills
wildlife areas*



	Program/Study	Potential Location	Corresponding Goals
N O W	Emergency Plan and Training	Communitywide	PT1
	Hazardous Material Warning System	Communitywide emergency communication system (reverse 911)	PT1
	Promote Safe Routes to School	Between schools and residential areas	PT1
	Open Space Inventory/Protection	Communitywide	PT2
	Establish Cultural Resources Education Program	Communitywide	PT7
S O O N	Hillside Management Program	Hillsides	PT3, PT6
	Designate New Open Space	TBD by Inventory	PT2

PROVIDE *in action*

Purpose:

The purpose of PROVIDE is to meet residents' physical, health, and educational needs.

Objectives:

- Increase access to opportunities for housing, recreation, activities, products, services, and information

Action Partners:

- Board Office
- Library
- Public Health
- Parks
- HHIA
- Public Works
- Community Monitors
- Hacienda-La Puente School District
- Community Members

Potential Funding Sources:

(TBD)

*diversity of activities
housing
opportunities
information*



	Study/Program	Potential Location	Corresponding Goals
NOW	Community Website	Online	PD2, PD6
	Free WiFi	Public facilities Schools Main corridor Communitywide	PD6
	Housing Information Forum	Public facilities & schools	PD1
	Affordable Housing Inventory	Communitywide	PD1
	Nutrition and Cooking Classes	Community Center	PD7
SOON	Medical Clinic	Available commercial space community center	PD5
	Community Garden	Community park	PD7
	Mobile Library	Communitywide (stops at parks and schools; see diagram)	PD4
	Exercise Equipment	Parks	PD3
	Promote Affordable Housing Incentives	Countywide – targeted at developers	PD1

ENHANCE *in action*

Purpose:

The purpose of ENHANCE is to create a shared sense of place that is safe, clean, and attractive

Objectives:

- Focus on improving the appearance and comfort of the community's main corridor and commercial center

Action Partners:

- Public Works
- Regional Planning
- Business Owners
- HHIA
- Community Members

Potential Funding Sources:

(TBD)



*commercial areas
main corridor*

	Study/Program	Potential Location	Corresponding Goals
N O W	Sign Audit	Communitywide; commercial	EN2
	Implement Design Guidelines	Commercial areas	EN2, EN6
	Street Wall Beautification	Main corridor	EN1, EN3, EN6
	Bus Shelter Improvements	Communitywide	EN5
	Develop Street Node Program	Along major corridors	EN3, EN6
	Home Improvement Financing Workshops	Communitywide	EN4
S O O N	Project Pick-Up with Pride	Communitywide; residential	EN3, EN4, EN5
L A T E R	Implement Street Node Program	Along major corridors	EN3, EN6

EVOLVE *in action*

Purpose:

The purpose of EVOLVE is to ensure that Hacienda Heights matures and develops with the needs of future generations.

Objectives:

- Expand open space, commercial offerings, infrastructure and facilities

Action Partners:

- Sanitation Districts
- Regional Planning
- Board Office
- Parks
- Public Health
- Community Members

Potential Funding Sources:

(TBD)



*open space
community center
health care*

	Program/Study	Potential Location	Corresponding Goals
N O W	Mentoring Program	Middle-High school student community service projects	EV4
	Landfill Re-Use Planning	Puente Hills Landfill	EV1
	Recycling Receptacles	Commercial areas, rights of way	EV6
	Community Utility Capacity Study	Communitywide	EV3
	Alternative Energy Workshops	Communitywide	EV6
S O O N	Landfill Remediation	Puente Hills Landfill	EV1
	Community Center	TBD	EV5
	Restaurant and commercial area mix evaluation	Commercial areas	EV2
L A T E R	Landfill Re-Use	Puente Hills Landfill	EV1

Community Stewards Program

The Hacienda Heights Community Stewards Program (the Stewards Program) is established to institutionalize the active participation of community members in overseeing the Plan's implementation, monitoring, and evaluation. The Stewards Program is a citizen-led effort to oversee Plan implementation and ensure that the community's wishes and priorities are being honored in a manner consistent with the Plan's origins and ambitions. The Program is fueled by the hard work and enthusiasm of Stewards, volunteers who either work or reside in Hacienda Heights, who are dedicated to make a difference in a specific action area for which they have an expressed interest. One or two Steward(s) per action area are nominated by the community and selected by the Office of the Supervisor of the 4th Supervisorial District to serve a one-year term with an option to run again the following year. Stewards can serve up to a maximum of two consecutive one-year terms.

Stewards monitor and report on the status of their respective action areas. Stewards monitor the progress of the projects outlined in the Action Plan by regularly corresponding with Action Team members/partners and attending Action Team meetings. Based on their evaluations and observations concerning Plan implementation relating to their specific action area, Community Stewards will report their findings to the community via the community website and report to designated Plan Liaisons at Regional Planning on a quarterly basis. Annual reports/updates are delivered to the Supervisorial District.

County staff will support the work of Stewards by providing the data, statistics, and technical support needed for Stewards to conduct their monitoring and evaluation. Additionally, staff members from the Department of Regional Planning will be designated as Plan Liaisons. These Liaisons will facilitate the flow of information between Stewards and the Department of Regional Planning and will act to guide proactive planning efforts to address community needs.

The purpose of this Program is to create an established, ongoing, and institutionalized link between the community, Department of Regional Planning, elected officials, and other County service providers. Through this program, the collaboration that was established during the Plan formation can be continued to ensure its implementation and sustainability.

Staying Connected

Information

Collaboration and open communication are hallmarks of the planning process. These core values will guide residents, planners, elected officials, and local leaders as the Plan moves from the drafting table to the field. As the policies, projects, and programs in the Plan begin to take shape and take hold in the community, stakeholders will need to stay informed, stay involved, and stay on track. To do so will require quality information, clear lines of communication, as well as frank and frequent discussion about how it's going, what's working, and what's not.

A comprehensive and extensive communications network is key to bind together all individuals and groups with an ongoing interest in the progress of the Plan. Implementing the optimal mix of the following tools and techniques will help keep everyone connected:

- Community website
- Email blasts
- Community newsletters or *LA County Community Connection* publications
- Hacienda Heights Improvement Association meetings
- Hacienda La Puente Unified School District schools and meetings
- Annual community meetings

Hacienda Heights also offers several opportunities for sharing information at community events, such as the annual summer concert series and 4th of July parade. Additionally, new communication tools and techniques should be considered as they become available.

Collaboration

The partners identified in the Action Profiles keep service providers connected to one another through a collaborative, task-oriented team approach. This framework institutionalizes inter-agency and citizen collaboration and ensures that county service providers, community leaders, Stewards, and other organizations share resources and responsibility in implementing the Plan. Agencies providing services in Hacienda Heights will share information related to permits, subdivision activity, capital improvements, and other large partnerships to ensure that decisions are made based on the best possible information and to encourage collaboration. Collaboration between county agencies, citizens, and other key stakeholders will help to keep service providers connected to the constituents they serve and to one another. By connecting resources in this way and through this multi-disciplinary approach the complex issues raised in the Plan have the best chance of being addressed.

Periodic Review

In addition to staying connected through information and collaboration, this Plan must stay connected to the changing realities in Hacienda Heights. With that in mind, the Plan is required to be periodically and regularly reviewed. Periodic needs assessments, progress reports and re-evaluation of the Plan based on the results of these analyses will be needed to keep the Plan relevant and on track to achieving the community's vision. The goals and policies must be reaffirmed every 5 years. Finally, the community vision must be evaluated every 10 years so that it continues to serve as the touchstone for all development in Hacienda Heights.

END PART A

Maps

The following series of maps is intended to aid in decision-making regarding development in Hacienda Heights by providing information on community context, assets, and hazard areas. (See individual Map PDFs at <http://planning.lacounty.gov/hacienda>)

- **Map 1:** Community Context and Boundary
- **Map 2:** Parks and Trails
- **Map 3:** Schools and Learning Facilities
- **Map 4:** Bike Route Map
- **Map 5:** Hazards: Flood and Fire
- **Map 6:** Hazards: Geological
- **Map 7:** Slope

DRAFT