

## 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	<b>Connect</b>	CT3 CT4	CT1 CT2 CT3 CT4 CT5		CT3 CT4 CT5				
	<b>Protect</b>	PT5 PT6			PT2 PT3 PT4 PT6 PT7	PT8	PT1		
	<b>Provide</b>	PD1 PD5 PD7			PD2 PD3			PD4 PD6	
	<b>Enhance</b>	EN2 EN4 EN6			EN3			EN4 EN5	EN1 EN2 EN3 EN5 EN6
	<b>Evolve</b>	EV1 EV2 EV5		EV6	EV1 EV3 EV4 EV6			EV3 EV6	EV2 EV4