

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