



Locking Arms and Delivering for L.A.

2023 Year in Review

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KAREN BASS
MAYOR

Dear Los Angeles,

I have been honored and humbled to serve as your Mayor during this exhilarating year.

We have confronted challenges before us with urgency and unity. Together, we brought thousands of Angelenos inside who were suffering on our streets. Together, we invested in a comprehensive safety strategy that has resulted in a recent record of police academy applications as well as expansions of community-based safety solutions. Together, we're attracting businesses to come to our city, building a greener Los Angeles and improving city services.

When we were faced with crises – whether it was a hurricane or a disastrous fire, we got through them together – and together, with urgency, collaboration and innovation, we will continue to build a better future in every neighborhood, for every Angeleno.

This year, we've cemented a strong foundation for change. In the coming year, we will continue our work to tackle the challenges our city faces – and we will do it together, **always**.

I thank you for all you do to better this city and the people who live here.

Nothing will stop Los Angeles,

Sincerely,

A handwritten signature in blue ink that reads 'Karen Bass'. The signature is written in a cursive, flowing style.

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BRINGING ANGELENOS INSIDE AND BUILDING HOUSING FASTER

HOUSING ANGELENOS WITH URGENCY

Mayor Bass believes that thousands of Angelenos living and dying on our streets is a humanitarian crisis that impacts everyone. To address this crisis, Mayor Bass immediately declared a state of emergency, which uncovered an inadequate data collection and analysis system and relied on old bureaucratic processes that didn't bring people inside immediately.

Under the Mayor's leadership, the City has dispelled the myth that the vast majority of unhoused Angelenos are sleeping in encampments because they don't want to come inside. The Mayor has used a whole of government approach and collaborative leadership strategies to build a new coordinated and comprehensive plan that addresses the crisis citywide and delivers results.

We are urgently bringing people inside from the streets, building a housing and services continuum that includes: 1) expanding interim housing infrastructure; 2) accelerating construction of permanent affordable housing; 3) cutting through red tape to move people faster from the streets to permanent housing faster; 4) locking arms at all levels of government; and 5) in partnership with local nonprofits and the private sector to ensure people stay housed. All together, for the first time, Los Angeles is acting urgently with a comprehensive, citywide strategy to address homelessness and expand housing in the immediate and long term – and we are seeing the results.





DATA AS OF DECEMBER 2023

21,600+
BROUGHT INSIDE
THUS FAR

7,700+
VOUCHERS

3,500+
HOUSED IN PERMANENT
HOUSING

NEW STRATEGIES TO HOUSE PEOPLE & END STREET ENCAMPMENTS

INSIDE SAFE

- ◆ 32 operations to house people at encampments have been completed under the Mayor's new citywide Inside Safe initiative, which was launched to house Angelenos living in encampments, connect them to services and housing, and to prevent their return to the street.
- ◆ More than 1,900 Angelenos have voluntarily accepted Inside Safe interim housing thus far with higher retention rates than other interim housing programs in L.A. City (81% Inside Safe vs 64% other interim).
- ◆ Operations to house people at encampments have improved public and environmental health as our partners in the Los Angeles City Department of Sanitation have removed more than 503,460 lbs of waste during the operations.
- ◆ Resolving encampments has led to restoring public places to their intended use.
- ◆ The level of collaboration across the City and in partnership with the county and service providers has also shown the importance of establishing stronger service delivery standards to improve outcomes.

DATA AS OF DECEMBER 2023

32
INSIDE SAFE
OPERATIONS

503,000+
LBS OF WASTE
DISPOSED

1,900+
ANGELENOS SERVED BY INSIDE SAFE



INSIDE SAFE MAP AS OF DECEMBER 2023



INSIDE SAFE AT WILSHIRE & BURLINGTON

BEFORE



AFTER



BUILDING FASTER AND INCREASING OUR INTERIM HOUSING SUPPLY

The lack of housing affordable to Angelenos across all income levels, coupled with the bureaucratic and uncoordinated housing system has placed many Angelenos in precarious situations from housing insecurity to homelessness. Additionally, developers in Los Angeles have long been discouraged to build because of the time it takes to secure approvals for projects and the cost associated with waiting. Thanks to mayoral action, this trend is reversing and more Angelenos will be housed, faster.

To speed up the housing pipeline, the Mayor's Executive Directive 1 (ED1) has accelerated the review of more than 9,000 affordable housing units. ED 1 has cut through red tape at City Hall – permits that used to take 6-9 months now only take an average of 45 days. The number of applications to the Department of City Planning with affordable housing units has also increased by 85% compared with 2022, from 6,500 to 12,000 units overall - both ED1 and non-ED1 units. In total, 119 affordable housing projects have qualified for ED1 with the Department of City Planning and 59 project cases have received entitlements (60 are currently under review). In 2024, 27 City-financed Supportive Housing projects with 1,916 units are expected to open.

Mayor Bass believes that Angelenos should not be left on the streets to die while housing is being built. In Year One, the City has either directly acquired or is facilitating the acquisition of 481 units of interim housing, including the Mayfair Hotel (294 units). The purchases build on the early successes of Inside Safe by scaling effective interim housing solutions and service delivery while lowering the costs associated with providing interim housing in hotels and motels, with a focus on ensuring access in locations across the City.

The City currently holds contracts with 39 motels across L.A., adding 923 rooms to the City's interim housing portfolio. The City is seeking to extend the lease on the LA Grand, retaining 481 units for interim housing, with augmented services provided by the County through a State Encampment Resolution Fund award. The City also completed two interim housing projects with a total of 233 beds and a Safe Parking site for 50 cars.



Mayor Karen Bass with (L-R) Superintendent Alberto Carvalho, Councilman Hugo Soto-Martinez and parents of Larchmont Charter School in Hollywood highlighting the successes of housing 41 people who were living inside at an encampment next to the school.

DATA AS OF DECEMBER 2023

9,000+

**AFFORDABLE HOUSING UNITS ACCELERATED
THROUGH ED 1**

4,600+

AFFORDABLE HOUSING UNITS APPROVED

119

AFFORDABLE HOUSING PROJECTS QUALIFIED

EXPEDITING HOUSING VOUCHERS

In order to move more Angelenos inside, the Mayor pushed the Housing Authority of the City of Los Angeles (HACLA) to get housing vouchers into the hands of Angelenos who could use them. Housing vouchers significantly reduce homelessness and hardship among low-income households by helping them pay their rent and engaging private property owners. On February 8th, 2023, HACLA kicked off an effort with additional staff who are tasked with placing 1,700 emergency housing voucher holders into permanent housing; HACLA is over 90% leased up for these units, and quadrupled the rate of leases over last year. Overall, HACLA has leased 75% more vouchers since increasing staff capacity. In addition, the Mayor secured critical process waivers from the Department of Housing and Urban Development to streamline and expedite the process of moving people inside. 7,717 Angelenos have come inside through vouchers.

CITY COORDINATION TO BUILD MORE HOUSING

Following the Mayor's lead, the LADWP Board of Water and Power Commissioners directed the department to accelerate the approval process for 100% affordable housing developments. There are now 242 projects in the expedited construction and design process; 42 projects with 2,404 units have benefitted from expedited approvals; and 61 projects have benefitted from LADWP covering the costs of public right of way power. This program has saved \$22.8 million for these projects and has cut the development review, engineering and construction timeline for affordable housing by 85%. Angelenos are moving into projects all across Los Angeles, like the Wilcox in Hollywood, months earlier than anticipated because of the Mayor's action.



The grand opening of The Wilcox, a permanent supportive housing project expedited by Executive Directive 1



Mayor Karen Bass with (L-R) Councilmember Traci Park, Ambassador Susan Rice, former Director of the Domestic Policy Council of the U.S., and LAHSA CEO Dr. Va Lecia Adams-Kellum, after a successful Inside Safe operation in Venice

UNLOCKING PUBLIC LAND FOR HOUSING

More land means more housing. Executive Directive 3 (ED3) required City agencies to comprehensively review and identify City-owned land that can be used to develop permanent affordable housing or interim shelter for those experiencing homelessness. In partnership with City departments and nonprofit partners, the Mayor's team analyzed more than 3,300 parcels of City-owned land to determine which sites can be utilized in the immediate term.

The Metro Board followed the lead set by ED3 by unanimously approving a motion to maximize and repurpose Metro property for temporary and permanent housing. Metro has identified 182 properties for housing and has begun the process for expediting the development of 12 new sites in the City that have the potential to provide more than 4,000 homes.

The LA Housing Department won a \$2.9 million grant to strategically identify more land for more housing and to implement recommendations in ED 3, including development of affordable housing on multiple city sites at once.

EXPEDITING AFFORDABLE AND SUPPORTIVE HOUSING PROJECTS

Since taking office, the Mayor has pushed to cut through red tape causing delays in affordable and supportive housing projects in order to get people off the streets and into housing.

32 Proposition HHH-funded supportive housing projects with 2,076 units had approvals accelerated due to the Mayor's leadership and were able to complete construction and start occupancy in 2023.



A PARADIGM SHIFT WHEN RESPONDING TO EMERGENCY

Mayor Bass launched a new approach to emergency shelter, offering unhoused Angelenos a path to permanent housing when temporary shelters close as opposed to returning Angelenos to the streets. In February, the Mayor directed the activation of three temporary City-facility shelters, augmenting LAHSA's Winter Shelter Program, which gave coverage to more than 140 people experiencing homelessness, protecting them from the harsh elements. Residents were then given interim housing options. In August, the Mayor's Office partnered with City departments, LAHSA and the County to provide 293 units during Tropical Storm Hilary – the most temporary emergency shelter for the unhoused during a storm since at least 2020. In November, the Mayor's office partnered with LAHSA to offer housing to unsheltered Angelenos displaced by the I-10 freeway fire.

FAST-TRACK SOLUTIONS

Some new housing projects remain incomplete because of increasing costs. At the Mayor's direction, the Housing Department created the Fast Track Solutions Program that dedicated \$20 million to funding gaps for 8 projects with 670 units. The projects would otherwise not have been able to continue construction or close on their financing and would have had immeasurable delays without the gap funding provided by Fast Track solutions. These projects have resolved their financing challenges or remain under construction thanks to Fast Track solutions and will house nearly 1,000 Angelenos.

HOUSING ACROSS ALL INCOME LEVELS

Continuing her momentum to accelerate housing production, Mayor Bass signed Executive Directive 7 to make housing more affordable and available throughout Los Angeles. The executive directive works to incentivize more housing to be built faster, with an emphasis on affordable housing and mixed income housing, as well as homeownership, to help people at all income levels get housed. It will also help convert existing non-residential buildings into housing.



The grand opening of Asante Apartments, a permanent supportive housing project expedited by Executive Directive 1

PREVENTING ANGELENOS FROM FALLING INTO HOMELESSNESS

In addition to bringing unhoused Angelenos inside, Mayor Bass has worked with the City Council and other partners to help prevent Angelenos from falling into homelessness. This year, Los Angeles experienced a wave of eviction notices due to expiring COVID-19 renter protections. Mayor Bass and leaders on the City Council like Councilwoman Nithya Raman, Chair of the City Council Housing and Homelessness Committee, acted swiftly to not only provide resources but actual services for those at risk of losing their homes.

SECURING RESOURCES

Earlier this year, the City Council approved the Measure ULA Expenditure Plan, made possible after voters passed Measure ULA last November.

- ◆ \$11,000,000 to assist landlords by providing rental subsidies and move-in assistance to low income seniors and people with disabilities, who are currently experiencing or at imminent risk of homelessness. These subsidies are paid to landlords.
- ◆ \$30,400,000 for the Short-Term Emergency Assistance Program, which included a special application portal for small landlords
- ◆ \$23,000,000 for the Eviction Defense/Prevention Program, to continue and expand the Stay Housed LA (SHLA) program, a partnership with the County, legal service providers and community organizations, that provides tenant households at risk of eviction with: 1) legal support; 2) “know your rights” education and; 3) in limited cases, rental assistance through settlements with their landlords.
- ◆ \$5,520,000 for a tenant outreach and education program and campaign to provide broad and targeted tenant education outreach services, including workshops, legal clinics, paid and earned media and targeted social media.
- ◆ \$11,219,694 for the Protections from Tenant Harassment Program. Funds will be allocated for infrastructure, technology, and community outreach, to educate tenants, as well as landlords, about their rights and obligations, and to enforce protections against tenant harassment. The City adopted the Tenant Anti-Harassment Ordinance (TAHO) (effective August 6, 2021) to protect tenants from harassment by landlords.
- ◆ \$56,860,306 for development of multifamily affordable housing to increase affordable housing units in the City with an initiative called “Accelerator Plus.” The program will fund “shovel-ready” affordable housing projects that are ready to quickly start or complete construction with an additional loan of no more than \$12 million to close a financing gap.



Mayor Karen Bass, City Council President Paul Krekorian, Councilmembers Bob Blumenfield, Eunisses Hernandez, Traci Park, and Heather Hutt meet with Director of the U.S. Office of Management and Budget, Shalanda Young, to discuss top-priority funding needs for Los Angeles



MAYOR'S FUND INITIATIVE - WE ARE LA

The Mayor's Fund Los Angeles is a separate nonprofit organization dedicated to serving LA. In partnership with Mayor Bass, it has anchored its work with a major initiative to prevent Angelenos from falling into homelessness.



Mayor Karen Bass with We Are LA outreach workers. We Are LA reaches out to vulnerable Angelenos to directly connect them to a full range of homelessness prevention services.

DATA AS OF DECEMBER 2023

175,000+

ANGELENOS
CONTACTED
IN DANGER OF
EVICTION

18,700+

HOUSEHOLDS
REFERRED TO
CASEWORKERS
TO HELP AVOID
HOMELESSNESS

5,000+

ADDITIONAL
HOUSEHOLDS
REACHED THAT
RECEIVED
EVICTION
NOTICES
STARTING NOV. 1

200+

PRO-BONO
ATTORNEYS
RECRUITED TO
HELP PEOPLE
STAY HOUSED

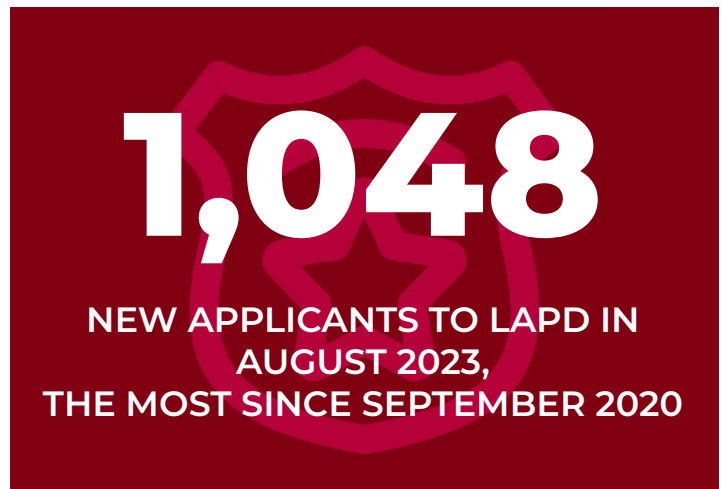
CREATING A SAFER LOS ANGELES

LEADING A COMPREHENSIVE APPROACH TO SAFETY

Mayor Karen Bass is leading the charge to create a safer Los Angeles for all by confronting, reducing and preventing crime in order for all Angelenos to feel and stay safe. This year Mayor Bass showed support to the Los Angeles Police Department (LAPD) by making a commitment to increase recruitment and hiring.

SUPPORTING THE LOS ANGELES POLICE DEPARTMENT

Mayor Bass continues to support the LAPD and provide them with needed resources to keep Los Angeles safe. As a result, in August alone, the LAPD reported 1,048 new applicants to join the force, the largest number of applications in a single month since September 2020.



The Los Angeles Police Department formed a regional Retail Theft Task Force in August. The Mayor helped secure \$15.7 million from the state to support the Los Angeles Police Department's efforts to combat organized retail crime, which has now dropped 57% since the establishment of the task force and resulted in 196 arrests further disarming large, organized groups. The Task Force will continue its work to address this issue.



Mayor Karen Bass with LAFD Chief Kristin Crowley visiting Fire Station 9

SUPPORTING THE LOS ANGELES FIRE DEPARTMENT

Mayor Bass is increasing Emergency Medical Response to address the majority of 911 calls that are medical. In order to expand the LAFD capacity, the department created the Emergency Appointed Paramedic (EAP) Program to reduce the paramedic shortage the Department has been experiencing. The Mayor is also committed to securing funding for automated chest compression devices/CPR devices for every paramedic rescue ambulance in the City.

REDUCING CRIME WITH THE OFFICE OF COMMUNITY SAFETY

The Mayor established the Mayor's Office of Community Safety to prevent crime through community-led approaches to increase safety and wellbeing. The Office has distributed \$50 million dollars to community-based organizations to provide violence prevention and intervention, as well as diversion and anti-recidivism services. This helps Angelenos successfully reenter and remain in their communities after incarceration.

INVESTING IN COMMUNITY VIOLENCE INTERVENTION

Mayor Bass increased the budget for the Gang Reduction and Youth Development (GRYD) program by \$13 million. Importantly, the Mayor raised the annual salary of community intervention workers to help ensure staff received a livable wage for critical intervention services. This has set the national standard for an entry level Community Intervention worker's salary to \$60,000. These investments increased the City's capacity to send community intervention workers into high-need areas.

SAFE COMMUNITY SPACES

This summer, the Mayor's Office of Community Safety coordinated the Summer Night Lights program through partnerships with City departments, Council district offices and community-based organizations. These programs employed 530 youth and young adults and provided recreation activities, art and cultural programming, and free meals to 397,400 Angelenos in parks and public housing developments across the City of Los Angeles.



COMBATING DRUG OVERDOSES

The Los Angeles Public Library trained staff members to administer NARCAN to patrons experiencing overdoses. The Department of Recreation and Parks is in the process of offering the same training. LA Metro continues to improve its ability to provide emergency drug treatment response.

PROVIDING AN ALTERNATIVE RESPONSE

The Mayor sustained and expanded CIRCLE (Crisis and Incident Response through Community Lead Engagement) in communities across the City. CIRCLE deploys trained mental health clinicians and civilian practitioners with lived experience. They provide an alternative, unarmed response to non-emergency LAPD calls involving unhoused individuals. In the last 14 months, CIRCLE has effectively responded to 9,978 calls for service, helping the City prevent community harm and save LAPD resources for more serious incidents.



RESPONDING TO ANGELENOS IN CRISIS

The Mayor's Crisis Response Team (CRT) Members undergo extensive training in crisis care, intervention, and working with other city departments. CRT Members volunteer to be "On Call" 24 hours per day to respond to events in the City at the request of the Los Angeles Police Department, Los Angeles Fire Department, and area hospitals. Emergency responses include homicides, suicides, death notification assistance, domestic violence support, officer-involved shootings, infant deaths and serious traffic accidents. When deployed, CRT Members liaise between surviving victims and emergency personnel such as LAPD, LAFD, the medical examiner, and hospital emergency room staff. The CRT provides immediate comfort, emotional support, and resources to survivors of traumatic events to help them process the trauma and begin their path to recovery.

This year, CRT deployed 402 volunteer CRT Members to support Angelenos in crisis after 263 critical incidents throughout Los Angeles – including in response to the mass shooting in Monterey Park at the Family Assistance Center. In addition, CRT Members provided immediate, on-scene crisis intervention to surviving victims at approximately: 45 traffic fatalities; 37 homicides; 37 suicides; 40 death investigations; 11 infant deaths; 10 officer-involved shootings; 5 fire incidents; 9 natural deaths; 4 murder suicides; 3 child deaths; and 13 non-fatal traumatic incidents. They also provided 49 follow up contacts and visits to support families within 1-2 days after a traumatic incident occurred.

LOS ANGELES IS OPEN FOR BUSINESS

HELPING BUSINESSES OPEN, EXPAND, AND THRIVE

With new businesses launching since taking office and Mayor Bass' actions to speed up housing approvals and construction, Mayor Bass has begun to reverse City Hall's perception and reputation in the business community. Mayor Bass has taken strong, consistent action, inclusive of the business community, to chart a new path where businesses are supported to thrive.

PROMOTING SMALL BUSINESSES

Mayor Bass established a small business policy team right away and issued Executive Directive 4 to support small business creation, development and growth in Los Angeles. The Executive Directive surfaced existing barriers within City departments and bureaus to doing business in and with the City.

The Mayor issued the first progress report in September and announced actions already being taken, including: 1) enactment of departmental action plans to address process delays and enhance constituent experience; 2) provision of virtual and in-person counter services for businesses looking to open or expand to help businesses receive the assistance they need to open faster; 3) adoption of strategies to immediately help expedite contract payments, helping departments establish and achieve 45-day payment goals; and 4) elimination of Local Business Enterprise (LBE) Certification backlog to help qualified businesses acquire certifications in less than 30 days to take advantage of time-sensitive opportunities and bidding preferences provided to local businesses.

As defined in Executive Directive 4, Mayor Bass also established and convened her Small Business Cabinet and Executive Business Cabinet this year to hold the City accountable to the business community and to ensure that the City is in alignment with the priorities and concerns of the private sector. For example, the Mayor made the Restaurants and Small Business Express Program available to Studios and Sound Stages regardless of project valuation so that they would be able to open on time and on budget. The Program streamlines the approval process, providing the assistance needed to help enhance the coordination throughout the permitting, construction and inspection processes. Since its launch in the beginning of 2023, 7 projects have been supported. Citywide, and the City has in the pipeline over 8.1 million square feet in soundstage, media production and associated creative offices!



Mayor Karen Bass with (L-R) Council President Paul Krekorian, Banc of California Chairman and CEO Jared Wolff, Councilmember Traci Park and Deputy Mayor Rachel Freeman, announcing that Banc of California will relocate their headquarters from Orange County to Los Angeles. Banc of California has contributed \$1M to the Contract Financing Assistance Program.



FOSTERING ENTREPRENEURSHIP & BUSINESS SUPPORT

Mayor Bass began bringing the business community together at the start of her term to hear policy requests directly from leaders. The first convening was held with U.S. Small Business Administrator Isabel Guzman where business leaders made clear the importance of fostering procurement opportunities with the City.

In response to business leaders' requests, the Mayor's Office launched the Contract ReadyLA program to help local small businesses build capacity and attain the knowledge needed to procure government contracts. Mayor Bass believes that L.A.'s businesses should have tangible opportunities to do business with the City and is working to make that a reality. Mayor Bass is working with the City's Economic and Workforce Development Department and Office of Procurement to launch a support program under this initiative and has allocated \$1 million of American Rescue Plan Act (ARPA) funds towards technical assistance.

Mayor Bass's Office increased access to that support by opening the City's newest BusinessSource Center in Watts. BusinessSource Centers provide startup ventures and current small business owners with various cost-effective tools to make their businesses a success. Through these tools, small businesses can grow and remain competitive within the City of Los Angeles. Services are provided at no cost to LA City business owners and resident entrepreneurs. Mayor Bass will next open a BusinessSource Center in Boyle Heights. Since December 2022, the Business Source Center has assisted 1289 businesses and helped businesses acquire \$9.6M in funding. To address unaffordability, every level of government needs to be at the table. This year, on National Small Business Week and in partnership with the County, the Mayor hosted the first-ever L.A. Region Small Business Summit, bringing together local resource providers that work with businesses and all levels of government into a single event in support of our business community.

On October 14, the Mayor's Office hosted the Los Angeles Business and Financial Empowerment Summit in collaboration with BMO Bank to provide much needed financial resources and education to thousands of businesses looking for opportunities to access capital and grow.

MAKING AL FRESCO SUCCESSFUL

During the COVID-19 pandemic, the City enacted temporary local emergency orders that allowed for the establishment of the L.A. Al Fresco program in May 2020. This program authorized restaurants to temporarily utilize sidewalks, private parking lots, street parking spaces, and lane closures for outdoor dining. It also suspended regulations and requirements that would otherwise govern outdoor dining, including zoning regulations, fees, and permitting procedures.

The Mayor's Office of Business and Economic Development worked with City Departments and City Council to streamline and facilitate the adoption of a permanent Al Fresco Program. The Office worked on facilitating transition for businesses with existing temporary authorization, limiting the cost where possible, and ensuring the program can be adopted with guidelines that are respectful of neighboring residents.

RESPONDING DURING EMERGENCIES

Mayor Bass' emergency responses prioritize impacted businesses. During the I-10 freeway closure, Mayor Bass met with business owners and leaders from the Downtown and Boyle Heights areas to share updates and assistance available. The Economic Workforce and Development Department launched a micro-enterprise grant program and helped establish a resource center dedicated to supporting impacted businesses. Also, during the tropical storm, the Mayor's team held an Emergency Business Resource Webinar to discuss available resources and support available through City departments, legal aid and local BusinessSource Centers.



Mayor Karen Bass with (L-R) LAPD Chief Michel Moore, Councilmembers Imelda Padilla and John Lee and LAFD Chief Kristin Crowley at the United Chambers of Commerce 17th Annual Mayors Luncheon in the San Fernando Valley

COVID RECOVERY AND COMMERCIAL RENT SUPPORT

The City launched the third round of the Small Business Rental Assistance Grant Program to offer grants up to \$15,000 to help in their recovery from the COVID-19 pandemic.



BUSINESSSOURCE CENTERS

BusinessSource Centers provide startup ventures and current small business owners with various cost-effective tools to make their businesses a success. Through these tools, small businesses can grow and remain competitive within the City of Los Angeles. Services are provided at no cost to LA City business owners and resident entrepreneurs. Bilingual advisors are available to help complete the required forms to secure assistance and permits from the City and County of L.A. and the State of California.

Services and Programs include:

- ◆ One-on-one consulting
- ◆ Entrepreneur Training Program (ETP) for training start-ups
- ◆ Access to capital
- ◆ Business education, training, and workshops for developing and managing a business
- ◆ Hiring and workforce development for retaining and training existing employees, as well as creating new positions
- ◆ Economic incentive and development programs to support local businesses and revitalize distressed urban communities.

City BusinessSource Centers are operating in:

- ◆ Watts - 1513 E. 103rd Street
- ◆ Hollywood - 1370 N St. Andrews Place
- ◆ Pico Union/Westland - 1055 Wilshire Boulevard
- ◆ East Los Angeles - 1780 E First Street
- ◆ Southeast Los Angeles - 2415 S Central Avenue
- ◆ South Los Angeles - 1130 W Slauson Avenue
- ◆ San Pedro / Harbor - 222 W 6th Street
- ◆ West San Fernando Valley - 18645 Sherman Way
- ◆ South San Fernando Valley - 14553 Delano Street
- ◆ North San Fernando Valley - 13168 Van Nuys Boulevard
- ◆ For more information, visit business.lacity.gov/resources/business-source-centers

STREAMLINING HOUSING & COMMERCIAL DEVELOPMENT

Mayor Bass signed Executive Directive 7 to make housing more affordable and available throughout Los Angeles. The executive directive works to incentivize more housing to be built faster for people of all income levels, with an emphasis on affordable and mixed income housing. ED7 also aims to help convert existing buildings into housing and to address barriers to home ownership. Qualified commercial, mixed-use projects can benefit through this package of initiatives.

BUILDING A GREENER LOS ANGELES

ENTERING AN ERA OF SUSTAINABILITY

Mayor Bass is leading community stakeholders and elected partners to deliver on the promise of a green Los Angeles. Mayor Bass will continue to lead Los Angeles to a new era of sustainability that supports frontline communities while making major investments in energy efficiency and creating thousands of good-paying jobs in the process.

SECURING RESOURCES TO CONFRONT THIS CRISIS

Mayor Bass helped secure \$48 million from the U.S. Department of Energy's Grid Deployment Office to enhance the flexibility of L.A.'s electrical grid and improve its resilience against growing threats of extreme weather and climate change. This funding will help the Los Angeles Department of Water and Power (LADWP) create a single platform where distributed energy resources like Electric Vehicles and chargers, energy storage, solar photovoltaic systems, and demand response infrastructure can be controlled and deployed in response to electrical needs. Doing so will enable LADWP to quickly rebalance the electrical system after extreme climate events like wildfires, heatwaves or tropical storms.

Mayor Bass helped secure \$19 million in state funding to support climate resiliency and the LADWP's turf replacement program. \$15 million of this award will fund a free lawn replacement program for homes in underserved communities that could save 77 million gallons of water each year.

The City was awarded \$1 million in state funding to support integrated regional water management for the Whitsett Fields Park North Stormwater Capture Project. It is projected that this project will capture 60 million gallons of stormwater annually.

The City of L.A. played an integral role in securing \$1.2 billion in federal funding for California to expedite the growth and implementation of clean renewable hydrogen, which is essential for reducing pollution and advancing the clean energy sector across the state. Much of this award will be given to Los Angeles to kickstart major decarbonization projects at the Port of Los Angeles and at LADWP's Scattergood Generating Facility.



CREATING A MORE EQUITABLE LOS ANGELES FOR ALL

LADWP Board of Commissioners approved a motion suspending water and power shut-offs for non-payment during L.A. extreme heat waves and cold weather. LADWP launched the Project Powerhouse proposal to cut infrastructure costs, speed construction of affordable and permanent supportive housing. LADWP released its LA100 Equity Strategies with the National Renewable Energy Laboratory (NREL) and UCLA. The strategy provides City-owned battery electric vehicle charging infrastructure in communities where EV charging capacity currently lags behind that found in affluent communities. To support the transition to EVs for Angelenos, LADWP is also increasing its Used EV Rebate from \$2,500 to \$4,000 for customers participating in the lifeline or ez-save discount rate programs. The L.A. City/County Just Transition Task Force earned the climate protection award at the annual US Conference of Mayors when convening for its work to transition oil workers to green jobs.



In July, LAX eliminated single-use plastic water bottle sales, becoming the second airport in the world to institute a ban.

PURIFYING LOS ANGELES WATER

The City approved the “Donald Tillman Water Recycling Facility” in Van Nuys – the San Fernando Valley home to one of the largest potable water reuse projects in the country. With construction starting in less than a year from now (October 2024), the project will provide benefits to all of Los Angeles by establishing a new, resilient and sustainable drought-proof supply of water for more than 250,000 Angelenos. The \$700 million project is a joint partnership between LADWP and L.A. Department of Sanitation, and represents the City’s proactive steps to mitigate water supply challenges due to climate change.

ELECTRIFYING THE TRANSPORTATION SYSTEM

Mayor Bass is moving Los Angeles toward a greener future through strategic infrastructure improvements. In August, the City launched the first 100% electric full-size street sweeper in the United States. The City itself has installed nearly 100 Level 2 chargers and 12 Fast Chargers for electric vehicles throughout City facilities in Los Angeles. There are more than 27,000 electric vehicle chargers in Los Angeles. In line with the City's efforts to reduce carbon emissions, 28% of new cars sold in Los Angeles County are Electric Vehicles. The Los Angeles Department of Transportation (LADOT) added 26 electric DASH buses across Los Angeles this year bringing the total to 56. The fleet continues to grow. The City released a Request for Proposal to create a 100% public EV truck charging depot at the Port of Los Angeles, receiving significant interest from bidders. The site is expected to be in service by 2025. The Bureau of Street Lighting was awarded a grant from the California Energy Commission to install 120 curbside EV chargers in the Lincoln Heights and Boyle Heights neighborhoods.

INCREASING ENERGY AFFORDABILITY WITH ENERGY EFFICIENCY AND BUILDING IN A CLEANER WAY

LADWP created the Comprehensive Affordable Multifamily Retrofits (CAMR) Program to support low-income, multifamily property owners and residents who want to install rooftop solar and increase energy efficiency. The CAMR program now has more than 100 projects and 9,500 housing units in the pipeline. In the face of extreme heat expected due to climate change, LADWP also re-launched the Cool LA program. It targets rebates for energy-efficient air conditioning units to those in most need – older adults, income-qualified families and those living in under-served communities – where extreme heat can create public health problems. So far in 2023 the program has provided more than 7,000 customers, purchasing 8,300 AC units, with more than \$2 million in rebates.



45.59 billion gallons of rainwater have been captured since Mayor Bass took office.

PROGRESS TOWARDS RUNNING ON 100% CLEAN POWER

LADWP became the first municipal utility to establish science-based targets for greenhouse gas (GHG) reduction as work continues to limit climate change throughout the world. The City also completed six major transmission infrastructure upgrades that will allow for Los Angeles to import more renewable power. Just this year, Los Angeles added 35 megawatts of rooftop solar power, which now totals the equivalent of 77,000 homes and businesses participating in LADWP solar programs, or 665 megawatts of new solar power installed. LADWP continues to work on the Green Meadows project, which will serve as a resiliency hub for the community of Watts. The project will feature solar power generation, energy storage and EV chargers. It will provide grid resiliency and a cooling center during heat storm events. The estimated project completion is August of 2024.



WORKING INTERNATIONALLY TO CONFRONT CLIMATE CHANGE

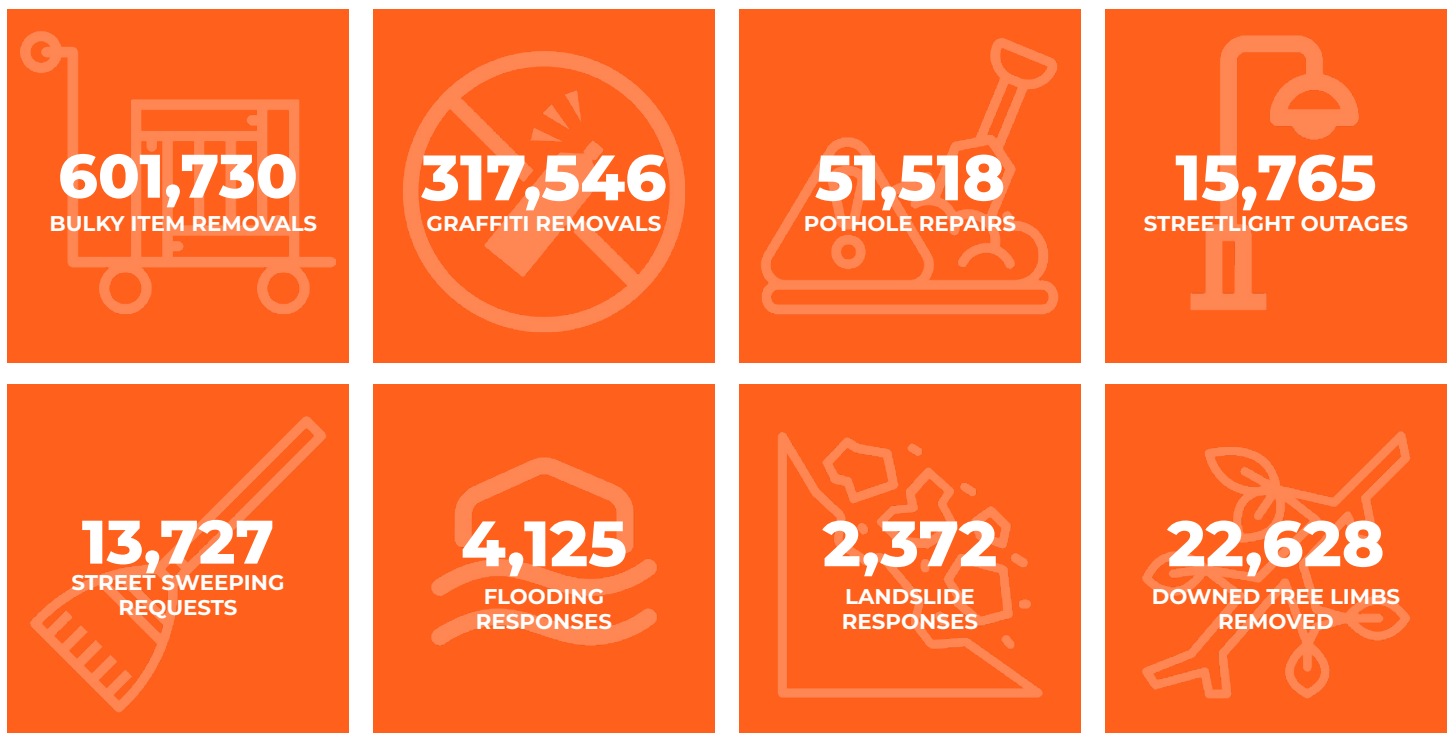
Deputy Mayor Nancy Sutley participated in a California Trade Mission to Japan in March 2023 that led to the launch of Green Shipping Corridors with the Port of Tokyo and Port of Yokohama. Sutley also traveled to Jordan to conduct high-level meetings with the Government of Jordan and the City of Amman regarding collaboration on climate change. She also participated in an International Water Reuse Convention in Cape Town, South Africa to share Los Angeles's achievements and future plans in water recycling with other nations.

LEADING WITH CITY SERVICES

SERVING ANGELENOS THROUGH 311

City Departments have completed approximately 2.5 million 311 service requests since Mayor Bass took office. The majority of these actions are made possible by our Public Works Bureaus, who have addressed these critical tasks since Mayor Bass took office.

REQUEST COMPLETIONS AS OF DECEMBER 2023



UPGRADING CITY SERVICES

Mayor Karen Bass signed her fifth executive directive to improve the customer experience of Angelenos requesting City services by decreasing wait times, enhancing the quality of the service and better communicating the result of service requests. The Office of Mayor Bass is also working with departments to clear the backlog of City service requests and to provide more timely services to all Angelenos.



Mayor Karen Bass with (L-R) Representative Tony Cardenas, City Councilmembers Bob Blumenfield, Imelda Padilla, Metro CEO Stephanie Wiggins, Supervisor Lindsay Horvath and Councilmember Nithya Raman announce \$2.5M secured for new bus shelters and projects that help address severe heat

CLEAN LA GREEN JOBS TRAINEES

The Board of Public Works' Office of Community Beautification graduated 55 Clean LA green jobs trainees who completed 1,000+ hours of litter and weed abatement service work, making them eligible for a City job with the Bureau of Sanitation (LASAN). Thanks to an agreement with SEIU, 17 of those graduates are currently employed by LASAN.

L.A. SANITATION CURBSIDE FOOD SCRAP RECYCLING

L.A. Sanitation expanded its services in January 2023, allowing more than 750,000 homes to recycle food scraps along with yard trimmings using curbside green bins. The California Governor's Office of Volunteers has placed 6 Climate Action Fellows at LASAN to support curbside food scrap recycling outreach.



TRAFFIC SAFETY SPRINT

The Los Angeles Department of Transportation worked over the summer to install traffic safety improvements to ensure students returned to school on safer streets. Improvements including investments in 10 "quick build" street redesigns, 78 speed humps installed across 28 schools, establishing school slow speed limit zones at 45 schools, and hiring/funding increased crossing guard hiring. The City continues to monitor traffic incident rates to ensure safety is improved. LADOT will continue to implement street safety projects throughout the school year. By June 30, 2024, LADOT will complete "quick-build" street improvements at a total of 41 schools, speed humps at a total of 70 schools, and School Slow Zones at a total of 250 schools.

EXPANDING ECONOMIC OPPORTUNITY FOR ANGELENOS

EQUIPPING YOUTH WITH SKILLS AND EXPERIENCE

The Mayor's Office secured \$53 million in state funding to equip over 4,000 young people with jobs and training by May 1, 2024. More than 2,700 young people have participated in the program, thanks in part to a strong focus on summer recruitment. The Mayor's Office has already secured more than \$20 million to continue the program.



Mayor Karen Bass with LAUSD Superintendent Alberto Carvalho, Metro CEO Stephanie Wiggins, staff and students at the LAUSD Metro GoPass Event, announcing fareless transit for K-12 and community college students.

IMPROVING LOS ANGELES THROUGH SERVICE

The Angeleno Corps helps young people gain experience at community-based organizations. The Core welcomed 421 students who made a 10-month commitment to provide at least 10 service hours each week at local nonprofits, providing direct service in high-need communities. These Angeleno Corps members engaged in over 5,600 service hours in September alone, including 4,700 worksite hours and 880 professional development / coaching hours.

SUPPORTING OUR YOUNG PEOPLE

Student 2 Student, a program that helps youth earn wages for tutoring younger students, concluded its enrollment with 647 Los Angeles Unified School District high school tutors. Part of the statewide "California 4 All" programs, these tutors provided 57,000 hours of tutoring to younger students. Their work marked 80% of the overall state goal in just the first year of the program.



Mayor Karen Bass with SEIU Local 99 Executive Director Max Arias and LAUSD Superintendent Alberto Carvalho after a new labor contract had been negotiated to end a strike in March 2023.

CONNECTING RECENTLY HOUSED PEOPLE TO JOBS AND RESOURCES

The Job Connector Initiative assists participants in the Mayor's Inside Safe program to connect with employment. Job Connectors help these recently housed individuals, many of whom are ready and willing to work, with pre-employment support, placement assistance, and ongoing mentorship.



Mayor Karen Bass, flanked by Councilmember Katy Yaroslavsky and Dept. of Recreation and Parks General Manager Jimmy Kim, celebrate the re-opening of one of the Pan Pacific Park toddler playgrounds, together with commissioners, staff and young park goers.

SERVING YOUNG ANGELENOS AND FAMILIES

ADVANCING EARLY CHILDHOOD EDUCATION (ECE)

The City launched the ECE CoGenerational Connection Program (ECE-CCPro) with the Sesame Street 3G Team to help decrease isolation and loneliness among children and develop relationships between young children and expert early childhood educators.

EXPANDING FAMILY SOURCE CENTERS

Mayor Bass allocated additional funds in this year's budget to expand Family Source Centers, LA's Best after-school programs, and made new investments in child care facilities. Expanded services focused on the highest need in South Los Angeles, Panorama City, North Hollywood, Koreatown, and Central City.



Mayor Karen Bass with staff and clients at the All Peoples Community Center launching the GIVEN direct cash assistance program to families in need.



Mayor Karen Bass and Los Angeles City Council President pro-tempore Marqueece Harris-Dawson in South Los Angeles at an opening ceremony for a new permanent supportive housing.

STRENGTHENING PLACE-BASED SERVICES

The Mayor's Office Watts Rising project aims to make targeted investments in an underserved part of the City. The Mayor's Office helped secure \$10 million in supplemental funding for the next phase of redevelopment for Jordan Downs public housing. The Mayor's Office also secured \$7 million in federal funding to complete streets improvements and increase traffic safety in Watts. Watts Rising also launched the MegaWatts Electric Vehicle Car Sharing Program to bring clean transportation options and to introduce a new mode of transportation to the area.

MAKING LA METRO SAFER AND MORE ACCESSIBLE



SERVING AS CHAIR OF METRO BOARD

In July 2023, Mayor Bass began her term as Chair of the LA Metro Board of Directors, a 14-member body which oversees L.A. County's largest public transportation system. During her five months as Chair, and in her first year serving on the Metro Board, Mayor Bass has worked closely with her fellow Board members as and with Metro CEO Stephanie Wiggins to address pressing issues.

IMPROVING SERVICE AND RELIABILITY

Metro ridership has increased every month since Mayor Bass joined the Metro Board. During her chairship, Metro opened nearly 3 miles of bus-priority lanes on La Brea Avenue, Venice Boulevard and Sepulveda Boulevard, surpassing 50 miles of bus-only lanes across the region. Metro has also hired 1,000 bus operators to resolve staff shortages. As a result, Metro has reduced trip cancellations to less than 1%.

INCREASING SAFETY FOR RIDERS

Mayor Bass instituted additional cleaning, inspections and use of technology to secure areas under the Metro B (Red) Line to help curb trespassing in non-public areas. The Agency also implemented pilot solutions at Westlake / MacArthur Park which has led to a decrease in loitering, elevator repair needs and instances of graffiti.



MAKING METRO AFFORDABLE

Fare Capping began July 1 and has resulted in more than 1.2 million free trips for riders as of November 28. The GoPass Pilot has provided almost 17 million free trips for students, which is also an increase compared to 2022. The Low Income Fair is Easy (LIFE) Program has enrolled 95,266 new riders who received 90 days of free trips followed by deep fare discounts. Mayor Bass will continue to make Metro affordable to Angelenos.

INVESTING IN METRO AMBASSADORS

The Mayor supported Supervisor Holly Mitchell's effort to increase the number of Metro Ambassadors on Metro. In February, Director Bass requested that Transit Ambassadors be trained on the use of NARCAN in response to the increase in opioid related deaths on the Metro system. As a result, Ambassadors saved 84 lives through administering Narcan between April 17 and November 24.

SUPPORTING UNHOUSED RIDERS

The Mayor's Office is coordinating with Metro's homeless services liaison to strategically coordinate housing and resources and help ensure that Metro is included in the annual homeless count and has access to resources. Metro added 16 new homelessness outreach teams for a total of 24 teams. Since July, Metro teams have helped place 527 people experiencing homelessness into housing. 90% of safety related issues on Metro are due to unaddressed mental health and substance abuse issues.



EXPANDING SERVICE IN LOS ANGELES

The City worked closely with Metro to open the Regional Connector in June which added three new stations in Downtown L.A. and created a one-seat ride for riders traveling from Long Beach to Azusa and from Santa Monica to East L.A. Metro bike share reached an important milestone of 2,000,000 rides at the beginning of November.

INCREASING ETHICAL ACCOUNTABILITY IN CITY HALL

APPOINTMENT OF ETHICS OFFICER TO THE MAYOR

In May, Mayor Bass appointed Ruth Kwon to serve as the Deputy Counsel to the Mayor and the first-ever Ethics Officer for the Mayor of Los Angeles. As the Mayor's Ethics Officer, Ms. Kwon assists the Mayor to develop policies relating to ethics, transparency, and other initiatives for this Office and the City as a whole. Ms. Kwon has more than 18 years of legal experience, 13 years of which involved advising and representing public entities and their officials, having served as an Assistant United States Attorney for the Civil Division of the U.S. Attorney's Office in Los Angeles and as a Deputy City Attorney for the City Attorney's Office.

COLLABORATION WITH NORM EISEN, WHITE HOUSE SPECIAL COUNSEL FOR ETHICS AND GOVERNMENT REFORM FOR THE OBAMA ADMINISTRATION

Ambassador Eisen and Mayor Bass are working together with other peer U.S. and international cities as part of the Brookings Institution's Sustainable Development Goals (SDG) Leadership Cities Network to share learnings and best practices in promoting ethics and integrity at the municipal level. As part of that research, the Ambassador has continued to provide the Mayor and her staff with his feedback on ways to make institutions like City Hall more ethically sound – including during a visit in February.



IMPLEMENTING NEW ETHICAL STANDARDS

Mayor Karen Bass announced new rules for City staff working in the Mayor's Office. The Mayor also voiced her support for new steps taken by both the Mayor's Fund of Los Angeles and the Getty House Foundation to restrict the types of donations accepted.

UNPRECEDENTED LEADERSHIP DURING UNPRECEDENTED CRISIS



WINTER STORMS & TROPICAL STORM HILARY

The Mayor provided steady leadership during emergencies this year. When Los Angeles braced for a hurricane in August, Mayor Bass and LAFD Kristin Crowley led a series of emergency declarations enabling the City to coordinate responses and secure federal and state resources for significant impacts to the City's power system, infrastructure and more. The Mayor also collaborated and coordinated a regional approach with former Chair of the LA County Board of Supervisors Janice Hahn. The Mayor's preparedness efforts proved to be life-saving, and resulted in zero deaths or injuries related to the storm.



I-10 FREEWAY

In November, Mayor Bass brought together all levels of government to make urgent, continuous efforts to expedite the repair and alleviate the traffic impacts of the 10 freeway closure on communities and commuters. Mayor Bass activated the Emergency Operations Center and took action to continue to respond with urgency to the impacts of the traffic closure during the ongoing construction. The Mayor worked closely with California Governor Gavin Newsom and Los Angeles County Supervisor Hilda Solis to ensure an urgent and coordinated response.

CONNECTING LOS ANGELES TO THE WORLD

BRINGING THE WORLD TO LOS ANGELES

Mayor Bass welcomed U.S. Ambassador to the United Nations, Linda Thomas-Greenfield to address the Los Angeles Consular Corps. More than 450 representatives of the diplomatic community, local elected officials, and community and faith leaders were in attendance to hear Ambassador Thomas-Greenfield speak on the most pressing international issues of the day: food and water security, the climate crisis, protracted conflicts, and attacks on universal human rights. Mayor Bass also hosted the first-ever annual celebration of Africa Day at the Getty House, bringing together L.A.'s African diaspora communities to mark the 60th anniversary of the African Union and its predecessor.



ATTRACTING INTERNATIONAL BUSINESSES AND INVESTMENT TO L.A.

The Mayor's Office welcomed 29 foreign-government-led business delegations to Los Angeles and engaged with more than 700 international companies from 30 countries to promote L.A. for job-creating foreign investment.



BUILDING GLOBAL MOMENTUM FOR GREEN SUPPLY CHAINS WITH GREEN SHIPPING CORRIDORS

Under Mayor Bass, the LA-Long Beach-Shanghai Green Shipping Corridor Partnership developed an Implementation Plan with major shipping lines and cargo owners. The LA-Shanghai Corridor, with support from C40 Cities and its Green Ports Forum established by former Mayor Eric Garcetti, is the first in the world to publicly release its definitions, goals, and plans to decarbonize shipping and port operations. The Port of LA is also leading the development of Green Shipping Corridors with ports in Singapore, Vietnam, China, and Japan, including our Sister Cities of Guangzhou and Nagoya.



DEVELOPING AND EXPANDING TRADE WITH L.A.

In October the Mayor's Office, in partnership with Carnegie California, launched a series of roundtable discussions to inform a strategy to strengthen economic ties between L.A., our African diaspora communities, and the continent of Africa. The Mayor's Office also conveyed the Mayor's intent to lead a trade mission to Vietnam during a meeting with President Võ Văn Thưởng, which was held alongside the Asia Pacific Economic Cooperation summit in November.

GROWING L.A.'S GLOBAL CONNECTIONS

Mayor Bass has engaged with 48 consuls general and honorary consuls (out of 94 in total), recognizing the important role these foreign missions play as partners in providing community services, facilitating trade and investment, and employing Angelenos. Mayor Bass has personally met with more than 30 delegations representing 25 countries as well as 14 ambassadors and cabinet ministers, welcoming to City Hall foreign government partners from across 6 continents (all except Antarctica). In total, the Mayor's Office has met with an additional 8 ambassadors and welcomed 54 international delegations and almost 1000 official visitors from 59 countries to Los Angeles. This highlights her leadership across borders to lock arms on shared priorities, to bring jobs and investment to Los Angeles, and to learn from innovative local and national governments around the world.

GROWING THE CITY FAMILY

JOB FAIRS & STREAMLINED HIRING

More than 2,500 Angelenos have been hired since December 2022.

- ◆ To fill critical City positions, the Board of Public Works has hosted four career fairs, each increasing attendance and job opportunities over the last. These citywide strategic events, held in South L.A., Baldwin Hills, Watts, and Elysian Park, aim to make sure that Angelenos have the resources and support to successfully apply for City positions.
- ◆ The most recent hiring fair in Elysian Park included jobs offered by 15 City Departments including DWP, LASAN, and Bureau of Street Services. More than 800 Angelenos attended and more than 200 Angelenos signed up to stay in contact about future job opportunities. 68 Angelenos attended job application workshops.
- ◆ 15 new Animal Care Technicians (ACTs) joined LA Animal Services (LAAS) on November 11 from the Targeted Local Hire program. LAAS plans to bring on as many as 30 more ACTs from that program within the next 6 weeks.
- ◆ LA Animal Services has streamlined volunteer sign-up and onboarding: sign-up now takes just minutes, and volunteers will begin serving in shelters within one week instead of 6-8 weeks.
- ◆ Based on Mayor Bass' priorities, the EWDD Workforce Development Board (WDB) has begun creating a five year strategic plan with the goal of assisting all Angelenos to achieve a livable wage. The WDB annually manages over \$50 million in public funds aimed at improving the quality of life for every community member. The new strategic plan will include significant investments in training and education, and will have a specific focus on filling City vacancies and on Angelenos facing employment barriers.



Mayor Karen Bass and Councilmember Eunisses Hernandez at the LA City Public Works Career Fair

ENGAGING LOS ANGELES IN NEW WAYS

IMPROVING CONSTITUENT SERVICES

Since the launch of the Mayor's new constituent services portal, the Mayor's Office has supported more than 1,000 constituents through casework to resolve issues in the City.



REACHING ANGELENOS WHERE THEY ARE

Mayor Bass hosted a telephone town hall with nearly 2,000 Angelenos and provided resources including information on renter protections, small business assistance and street services. Mayor Bass directly answered dozen of questions from constituents.

CONVENING OUR FAITH LEADERS

Mayor Bass has convened six regional clergy gatherings that brought together multi-faith leaders to discuss critical issues and collaborate on solutions to homelessness. As a result, multiple congregations coordinated hygiene kit donations for distribution through programs serving people experiencing homelessness.



