



City of Downey

2016 General Plan Annual Report Community Development Department



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City of Downey

11111 Brookshire Avenue
Downey, CA 90241

City Council

(at the time of adoption)

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Sean Ashton, Mayor Pro-Tem
District 2

Blanca Pacheco
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Rick Rodriguez
District 3

Alex Saab
District 5

Planning Commission

(at the time of adoption)

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City of Downey

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City of Downey

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Introduction



Executive Summary

The City of Downey's 2016 General Plan Annual Progress Report is prepared by the Community Development Department with input from various City Departments including Public Works, Fire, Police, Parks and Recreation. The report is intended to provide information on the measurable outcomes and actions associated with the implementation of all of the General Plan elements. It also reviews the activities of the Community Development Department including the Planning, Building and Safety, Economic Development & Housing, and Code Enforcement.

This City of Downey General Plan is a long range comprehensive plan that will control and regulate land uses and development in the City. The individual Elements (land use, circulation, housing, conservation, open space, noise, safety, design, and economic development) of this General Plan contain policies and programs that will guide future development in the City.

California Government Code Section 65400 et seq. requires the City to annually review the General Plan. An annual report should be prepared for review and approval by the Planning Commission/City Council and forwarded to the State Office of Planning and Research and the State Housing and Community Development office.

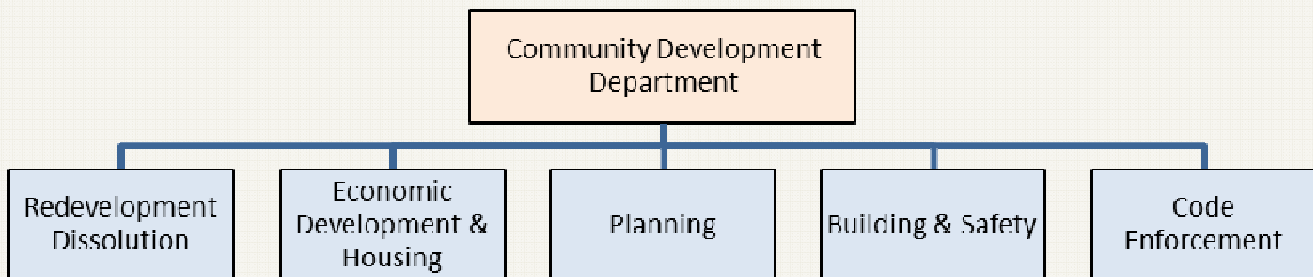
Background Information

Downey is 12.8 square miles in area. Its topography is relatively level. The City is located in the southeastern part of Los Angeles County, about 12 miles southeast of downtown Los Angeles. It is bounded by: the Rio Hondo River channel to the west; Telegraph Road to the north; the San Gabriel River channel to the east; and Gardendale Street and Foster Road to the south. Cities bordering Downey include Pico Rivera, Santa Fe Springs, Norwalk, Bellflower, Paramount, South Gate, and Commerce. The City of Downey is provided regional access by four interstate highways: the I-605 Freeway, the I-5 Freeway, the I-105 Freeway, and the I-710 Freeway. These freeways provide access to major employment centers including downtown Los Angeles and employment centers in Orange County

The City of Downey has matured from its farming roots from its founding in 1873 to become the premier city in the southeast area of Los Angeles County. Downey is one of the larger suburban cities in the region with a population of 114,219 residents (Source: American Community Survey (ACS) Demographic and Housing Estimates 2015).

The issues addressed by General Plan Vision 2025 will work towards achieving this vision by adhering to the values providing excellent housing, education, employment, and recreation opportunities plus the mission of providing a safe, convenient, and attractive community for those that live, work, or visit Downey.

Department Organizational Chart



Acceptance Date

The 2016 General Plan Annual Progress Report was reviewed by the Planning Commission on August 16, 2017, and accepted by the City Council on _____, 2017.

Community Development

Department Accomplishments



Planning Division

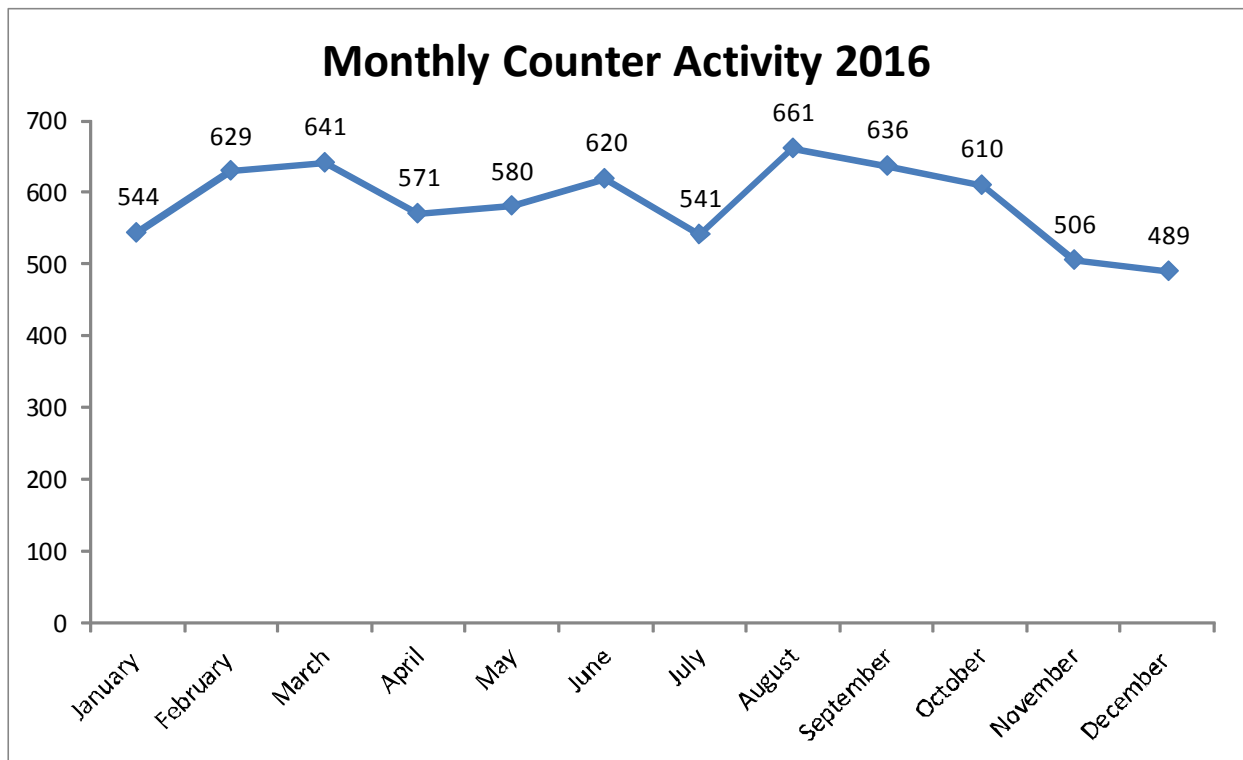
The Planning Division maintains and implements the Downey Municipal Code, Zoning Ordinance, General Plan, and prepares other specialized planning documents. The division reviews development requests for conformance with the City's planning policies and standards, and conducts environmental review under the provisions of the California Environmental Quality Act (CEQA).

The list below outlines the activities of the Planning Division from January 2016 through December 2016. The day-to-day planning activities include:

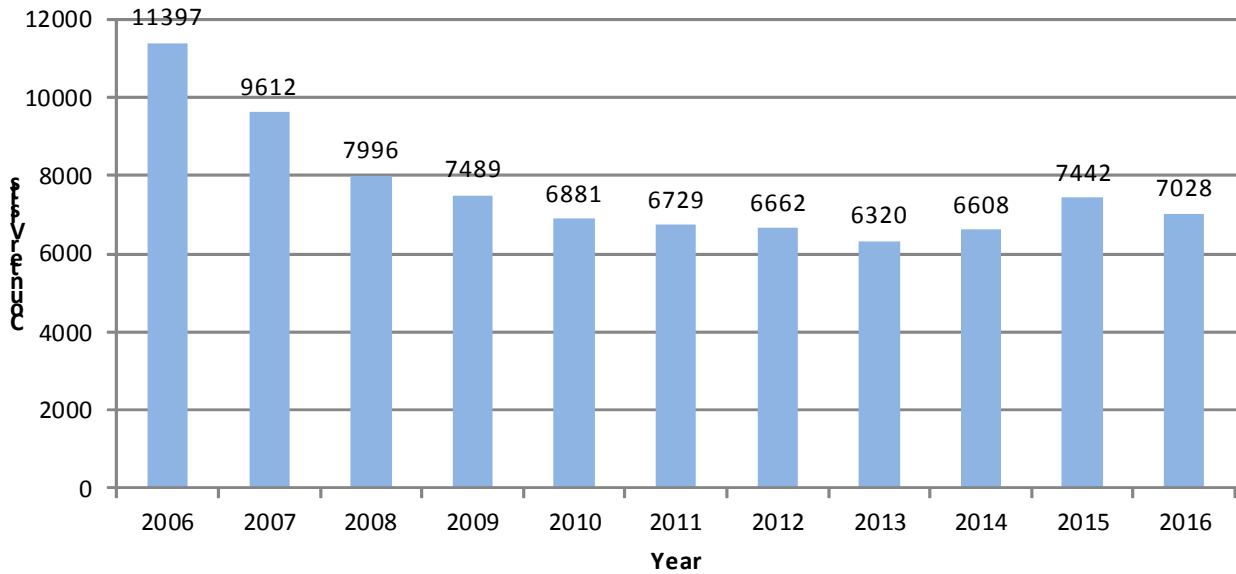
- Administrating the City's Zoning Ordinance (Development Code)
- Answering public inquiries on the telephone and over the public counter
- Processing planning applications for the Planning Commission and City Council
- Reviewing and approving business license applications for zoning compliance
- Preparing reports for the City Council
- Reviewing development plans for compliance with City standards (Plan Checks).

Counter Activity

Counter activity represents the number of counter visits recorded in the Planning Division. Records of counter visits are kept and tracked on a monthly basis. Historically, counter activity has been greater during summer, while lower in the winter. In 2016, the total counter visits were 7,028. August was the busiest month of counter activity with 661 visits.



Yearly CounterActivity (2006-2016)



Planning Applications

Planning applications in 2016, including Administrative, Planning Commission, and legislative items to the City Council, totaled 308. Also, Planning staff reviewed business licenses and conducted plan check review to ensure the proposed business, improvement and new construction are in compliance to zoning code.

Cost of Services (Fee) Study

In 2016, Planning staff participated in the “Cost of Services (Fee) Study”. The study was to provide a tool for understanding current service levels, the cost and demand for those services and what fees for service should be charged.

Biomedical Assessment & Overlay Zone

The City hired Civic Solutions to prepare an assessment and overlay zone for biomedical facilities. Civic Solutions worked with Planning staff to evaluate the current biomedical industry, research best practices in biomedical siting and assess how to retain and support existing biomedical enterprises while attracting new businesses to the City.

Planning Applications	
Temporary Signs	50
Sign Permits	109
Conditional Use Permits	21
Sidewalk/ Parking Sales	28
Fireworks Stands	16
Christmas tree Lots / Pumpkin Patches	4
Special Events	25
Minor Modifications	7
Tentative Tract Maps / Zone Change	3
Tentative Parcel Maps	2
Certificate of Compliance	1
Open Space Master Plan	1
Planned Sign Programs	1
Downtown Outdoor Dining	1
Downtown Parking Credit	2
Code Amendments	2
Lot line Adjustments	2
Miscellaneous Actions	7
Minor Conditional Use Permit	1
Variances	2
Site Plan Review	11
Temporary Use of Land Permit	1
Specific Plan Amendment	2
Final Tract/ Parcel Map	9

Review of Development Permitting Process

The City hired Matrix Consulting Group to conduct an evaluation of the development review process for the Department. This study focused on review, permitting, and inspections activities in the City's Community Development Department as well as the roles of Public Works, Fire and Police Departments in reviewing, approving, and inspecting development projects. The purpose of the study was to assess the performance, efficiency, and customer service associated with the permitting and inspection processes.

Street Faire

Community Development staff participated in the annual Street Faire on April 9, 2016, which occurred on Brookshire Avenue. Community Development staff members were on hand to provide information on City programs, policies and answer general questions in regards to development in the City.

Planning Commission

The Planning Commission conducts public hearings on most entitlements, including new buildings, conditionally permitted uses, variances, etc. On legislative items such as General Plan Amendments (GPA), Amendments to the Zoning Ordinance, and Zoning Changes, the Planning Commission acts as an advisory body to the City Council. In 2016, the Planning Commission conducted 20 meetings during which they considered 50 items.

Below is a list of some of the major projects that were approved by the City:

- ALDI Grocery (11215 Lakewood Blvd— between Citibank property and the railroad track)
- Olson Downtown Housing (8150 Third St— SW corner of Third St and La Reina Ave)
- Valvoline Instant Oil Change (7737 Firestone Blvd— NW corner of Rives Ave and Firestone Blvd)
- New drive-thru lane at the existing historical McDonalds (10207 Lakewood Blvd)
- 39-Unit Condominium Project (7940 Telegraph Rd— SW corner of Telegraph Rd and Tweedy Ln)
- Downey Oasis 24-Unit Condominium Project (9553 Firestone Blvd)

Economic Development & Housing

The Economic Development and Housing Division oversees and is responsible for facilitating the growth of the local economy in Downey. More importantly, the Division works with City staff, local business entrepreneurs, developers, contractors, and the Downey Chamber of Commerce, to attract and retain quality development projects in Downey. In 2016, the Economic Development Division staff facilitated several key projects in Downey.

Professional Services Agreement (PSA) with Downey Art Vibe

To maintain the momentum of the branding roll-out from the previous year, the City continued to use Downey Art Vibe's branding and marketing services for Phase II of the branding initiative. The proposed scope of work and deliverables associated with Phase II of this initiative included: creation of a Discover Downey Video highlighting the main retail, commercial and city attractions; and various "On-Call" services such as: strategic marketing for Discover Downey Events; Downtown Downey Branding; assistance with the design of the City's website template to match new brand; and Discover Downey Social Media.

Façade Improvement Program

In 2016, a Façade Improvement Program was implemented to assist distressed commercial properties in the City. The program is funded through CDBG monies and facilitates non-structural, aesthetic improvements at commercial properties by eliminating blight and creating full-time equivalent jobs.

Amendment to the Downtown Downey Specific Plan Allowing Off-Site Parking

Due to the unique nature of development standards within the downtown, implementation of the DDSP relies on the use of public parking to accommodate the needs of businesses. The primary scope of this amendment was to allow off-site parking agreements to be utilized to meet a business' parking requirement. As approved, off-site parking can now be located within ¼ mile (1,320 feet) of the business utilizing it. The amendment allowed the City to relax parking standards to encourage new development.

Purchase and Sale Agreement with the Olson Company

Staff successfully negotiated a Purchase and Sale Agreement with the Olson Company for the purchase of City-owned land, for the development of a 28-unit condominium complex on the southwest corner of Third St. and La Reina Ave. The agreement allowed the Olsen Company to purchase the parcel and combine it with an adjacent privately-owned land, totaling approximately one acre.

Professional Services Agreement with New City America

New City America and City staff worked with the downtown property owners to determine the feasibility of forming a property assessment district in 2014, but required an extension on the existing professional services agreement to complete: further outreach, Community Benefit District (CBD) Steering Committee work, develop a supportable management district work plan for the Downtown Downey CBD, determine the CBD Board/Governance model/structure, and conduct a campaign to achieve the minimum 30 percent weighted petition support in order to move forward with adoption under the CBD ordinance.

Operating Covenant Agreement for Downey Nissan

In order to remain competitive and promote economic expansion, Downey Nissan and the City entered into Operating Covenant Agreement (OCA) allowing Downey Nissan to construct a new dealership and service facility on an under-utilized property. The agreement provides for a sales tax sharing structure, with an estimated \$9 million dollar gain to the General Fund for the 12-year duration of the agreement. In addition, the OCA with Downey Nissan will doubling from 85 employees to about 160 employees.

Professional Services Agreement (PSA) with Dixon Resources Unlimited

The City hired Dixon Resources Unlimited to review the downtown parking situation in response to the area's recent growth of retail and residential projects. The firm completed the Comprehensive Parking Study and concluded that "a parking shortage in Downtown was not identified". The study offered recommendations to ease congestion, including replacing current time limit signs with new signage that includes exceptions for weekends and holidays. It also recommended short-term parking throughout downtown; increased handicapped parking; directional signs to the city parking structure; the hiring of a full-time parking enforcement officer; and a shared parking agreement between downtown businesses and churches.

Economic Development & Housing

The U.S. Department of Housing and Urban Development (“HUD”) provides the City of Downey (“City”) with its annual entitlement of Community Development Block Grant (“CDBG”) and Home Investment Partnership (“HOME”) grants. These two federal grants are available to the City for a variety of community development activities including affordable housing activities, neighborhood improvement programs, economic development strategies, improvement of public facilities, and support for needed public services. The CDBG and HOME grants can be used for a wide range of eligible activities, which primarily benefit low- and moderate-income households.

During fiscal year 2016-17, the Housing Division offered a Home Improvement Rebate and Grant incentive which encouraged a higher leveraging of public funds with private investment. The Rebate Program was offered to households who fell within the 80 percent of the Annual Median Income (“AMI”) as defined by HUD. The Grant Program was offered to households who fell within the 50 percent AMI as defined by HUD. Both incentive programs were available to owner-occupied single family residential properties with the goal of processing between 20 and 30 projects during the fiscal year. In 2016, The Housing Division completed 18 home improvement projects and a total of \$341,775 worth in projects of which \$248,512 was either federal or state funding (\$185,875 was HOME, \$27,837 was CDBG, and \$34,800 was State Set-Aside funds) .

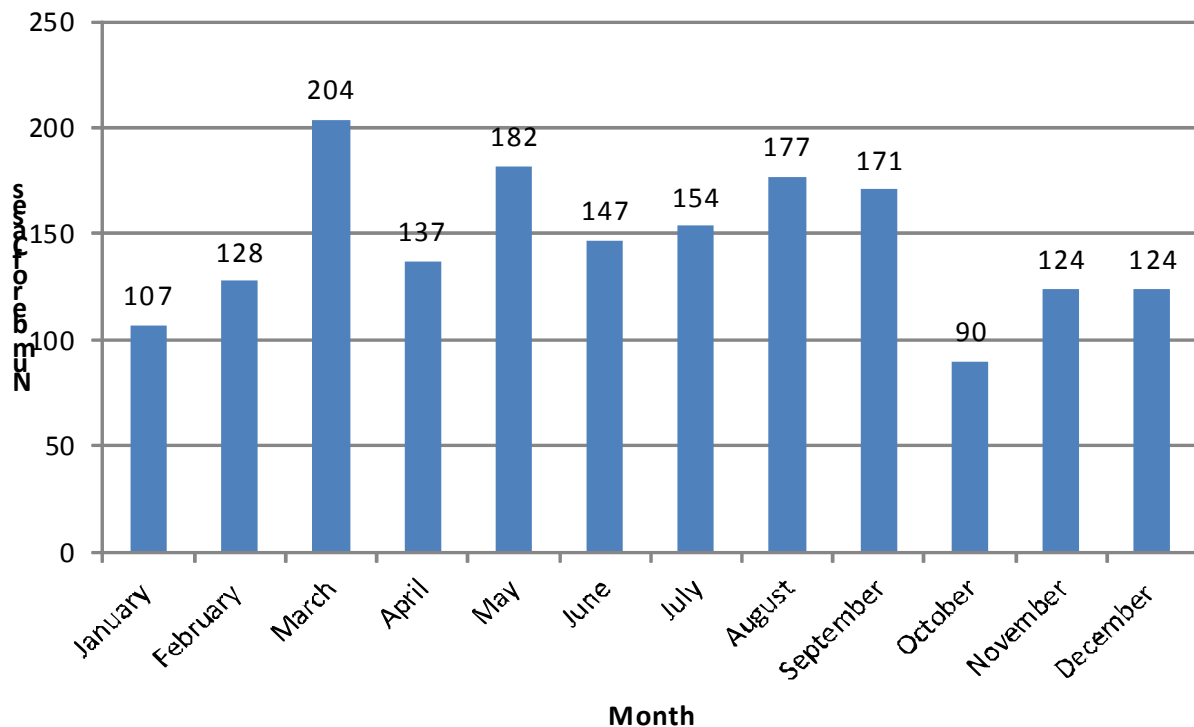
In July 2016, the City Council voted to reinstate a first-time homebuyer program to assist low-to-moderate income residents interested in purchasing home in Downey. In partnership with the Neighborhood Housing Services (NHS), Downey agreed to commit \$353,000 in federal funds over a three-year period to provide deferred loans up to \$40,000 to qualified homebuyers. The program only available to those who have not held an ownership interest in a primary residence in the past three years. Downey residents received first priority for the loans, followed by people working in Downey. The City has offered first-time homebuyer assistance program before 2012, when the state dissolved redevelopment agencies.

Code Enforcement Unit

The Code Enforcement Division is responsible for enforcing the Downey Municipal codes that relate to residential and business property maintenance standards, including business licensing. Code Enforcement also enforces building, health and safety standards related to environmental protection and neighborhood preservation. The Division works in close cooperation with all City departments and the City Prosecutor to educate the public and gain the willing compliance of violators.

Code Enforcement activity for the year of 2016 involved approximately 1,745 cases for various property violations (i.e. commercial, residential, public street, park and recreational). March had the highest number of code violation activities with 204 cases. In addition to conduct property violation inspections, Code Enforcement Officers conducted inspections on yard sale permits and were proactive in issuing administrative and parking citations.

Code Cases by month for 2016

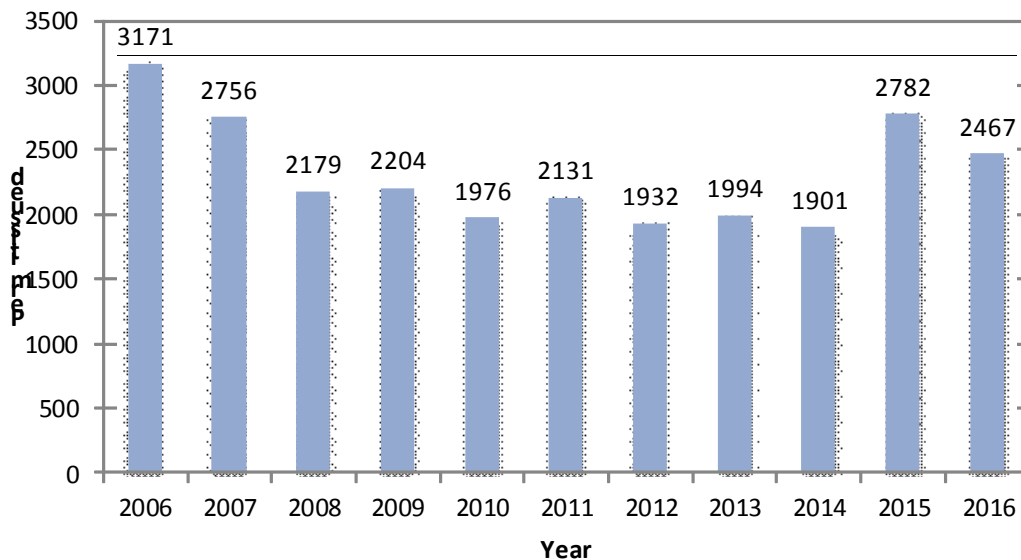


Building and Safety Division

The Building and Safety Division is responsible for a variety of tasks that include issuing permits, processing plan check submittals, and inspections. The Building and Safety Division reviews all plans and permits for compliance with the 2016 California Building Code. New building construction and a majority of tenant improvements require plan check review for Zoning and Building Code compliance. The 2016 California Building Standards Code (California Code of Regulations, Title 24) was adopted and went into effect on January 1, 2017.

In 2016, the Building and Safety Division accepted 2,683 permit applications and issued 2,467 building permits. The total valuation for all permits was \$163,881,596. These applications include all construction related projects and installation of mechanical and utility equipment. Also, there were a total of 56 new residential dwellings constructed in 2016. In addition, the Building & Safety Inspectors have conducted 13,660 inspections.

Building Permits Issued (2006-2016)



Below is a list of some of the major projects that were inspected in 2016:

- The Promenade at Downey
- Centerpointe KB Home Project (117 townhomes at the former Gallatin Medical site)
- The Commons and Downey Crossroads Developments
- Downey Nissan Dealership at 7321 Firestone Blvd
- Raising Cane's Restaurant at 9265 Firestone Blvd
- Penske Toyota of Downey at 9136 Firestone Blvd

General Plan

Implementation Status



Chapter 1 Land Use Element

The Land Use chapter establishes the policies for determining where certain land uses, such as residential, commercial, industrial, are most desirable. The Land Use chapter defines the physical areas in the City serving the needs of residents, businesses, and visitors.

- ◆ **Continue the revitalization of commercial and industrial corridors (Program 9.1.1.5.).** With the new home of Downey Nissan at 7321 Firestone Blvd (construction began in early 2016) Downey continues to grow it's new automobile sale activity in the commercial areas. In addition, the KB Home (117 townhomes) residential project is a major addition that revitalizes a vacant parcel property on the east side of Paramount Blvd, between Fifth St. and Seventh St.

The Vallarta Supermarkets and the drive-through Starbucks projects have revitalized the commercial corridor on the south side of Imperial Highway, between Paramount Boulevard and Rives Avenue. The Economic Development Division has begun a study on several development opportunity sites along Imperial Highway Corridor. A few sites have been identified for potential development feasibility for retail, office/business park and residential land uses. The selection of these sites were based on market research, interviews with stakeholders, and property owners along the Imperial Corridor.

- ◆ **Promote Downtown Downey as a destination draw for entertainment and dining uses (Program 1.1.5.2.).** Downtown Downey continues to grow with the recently approved Mi Cielo Restaurant & Lounge project at 11040 Downey Ave. Also, construction is underway for the famous Creamistry Ice Cream Store at 11146 Downey Ave. The City successfully entered a Purchase and Sale Agreement for the purchase of the Avenue Theater on Downey Avenue. This allows the City to redevelop the site into another viable project.
- ◆ **Convert paper-based information to digital-based formats to facilitate integration into interdepartmental information networks (Program 9.4.2.4.)** Staff began the process of upgrading the City's Permit Tracking System (Accela). When complete, the new system will be able to process electronic plan check, provide mobile inspections, and provide increased access to data. Also, Staff continued to scan all permits and approved entitlements into Laserfiche digital system formats. This allows various City Departments (Public Works, Fire, City Clerk) easy access to archived City documents.
- ◆ **Expand the use of the City Website for public information (Program 9.4.2.5.)** Staff continues to monitor and update the Community Development Department's webpage to provide new and important documents to the public. In addition, staff provides PDF versions of Planning Commission minutes, agendas, and staff reports on the City webpage (www.downeyca.org). This allows public access to information on various projects in the City.



Chapter 2 Circulation Element

The safe and efficient movement of people and goods through cities is provided by a circulation system ranging from sidewalks to roadways. As population and economic growth continue, cities have the challenge of improving the circulation system to deal with increased demands. Population and economic growth also impact the infrastructure needed to provide utilities and other services for those who live, work, and visit Downey.

Traffic Congestion

- ◆ **Maintain intersections and street segments at acceptable service levels and not worsen those intersections and street segments currently operating at unacceptable levels (Program 2.1.1.1.).** New median islands were installed on Firestone Boulevard between Patton Road and Marbel Avenue. The Bellflower Boulevard at Imperial Highway Intersection improvement Project involves widening each of the four approaches of the intersection to construct additional left-turn lanes in the southbound and northbound directions and exclusive right-turn lanes in the eastbound, southbound and northbound directions to maintain an acceptable level-of-service at this intersection during peak hours into the future.

The Paramount Boulevard at Firestone Boulevard Intersection Improvement Project was completed in April 2016. It involved widening each of the four approaches of the intersection to facilitate construction of additional left-turn lanes in each of the four directions and an exclusive right-turn lane and additional through lane in the eastbound direction to maintain an acceptable level-of-service at this intersection into the future. Also, the Lakewood Boulevard at Telegraph Road and Gallatin School Road Intersections Improvement Project added additional left and turn lanes on each of the four approaches at the intersection

- ◆ **Develop a signal system master plan to promote state-of-the-art intelligent transportation system (ITS) improvements to better service on-going traffic conditions. (Program 2.1.1.3.).** The City continued on further expansion of its communication system on Imperial Highway between Bellflower Boulevard and the east city limit. Additional funding was granted to further expanding the city's communication system along Woodruff Avenue between Firestone Boulevard and the south city limit (Foster Road) and Stewart and Gray Road between Old River School Road and Firestone Boulevard.
- ◆ **Encourage appropriate turn lanes and other operational improvements at major arterial intersections identified as congested (Program 2.1.1.6.).** Major capacity improvements were added to the following intersections:

The Lakewood Boulevard at Telegraph Road and Gallatin School Road Intersections Improvement Project added additional left and turn lanes on each of the four approaches at the intersection. An exclusive right-turn lane added in the eastbound direction on Lakewood Boulevard and in the northbound direction from Gallatin Road. Also, the Bellflower Boulevard at Imperial Highway Intersection Improvement Project added additional left-turn lanes in the northbound and southbound directions as well as exclusive right-turn lanes in the eastbound, southbound and northbound directions.

- ◆ **Ensure the mitigation of off-site traffic impacts by development projects to the maximum extent feasible, including the installation or upgrade of traffic signals at intersections and/or contribution of its fair-share towards mitigating impacts (Program 2.1.2.2.).** Land development projects were reviewed on a case-by-case basis for potential traffic generation. Traffic studies were completed for a proposed retail development at the southwest corner of Firestone Boulevard at Lakewood Boulevard and for the proposed 140-room Marriot Springhill Suites Hotel at 9066 Firestone Boulevard. It was determined that trip generation thresholds in accordance with the LA County Congestion Management Program of 50 vehicle trips during either AM or PM peak hour were exceeded on designated CMP facilities, a traffic impact analysis study was conducted to determine mitigation measures necessary to offset the impacts created by the development or the amount of development fee to be collected.
- ◆ **Promote site designs, street patterns, and street signalization that discourage the use of local streets as through routes (Program 2.1.2.4.).** The added traffic signal communication system projects mentioned in Program 2.1.1.3 will improve mobility along the Imperial Highway, Woodruff Avenue, and Stewart and Gray road corridors which minimize intrusion through residential neighborhoods. The City's traffic Calming Program continued to provide a framework for discouraging through traffic on local streets through a series of traffic calming measures which applied to local residential streets. The Firestone Blvd median island project, between Brookshire Ave and Lakewood Blvd, provided a safe and adequate passageways to our local community and business owners.

Travel Alternatives

- ◆ **Encourage the use of bicycling as a form of transportation for employment commuting and business purposes, in addition to recreational purposes (Program 2.2.2.1.).** In May 2016, the City joined legions of bicycle-friendly cities and hosted an event called Ride and Stride. The four-hour event was funded through a grant from Metro. The event occurred on more than five miles of closed streets. The purpose is to bring Downey and neighboring cities together in promoting the use of bicycles, scooters, wheelchairs, skateboards, and strollers.



Truck Traffic

- ◆ **Widen street right-of-way to accommodate truck turning movements (Program 2.3.1.3).** The intersection improvement projects referenced in Programs 2.1.1.1 and 2.1.1.6 allowed the reconstruction of the curb returns at each of the four corners of the two intersections to provide larger turn radii (between 40'-50') in order to accommodate truck turning movements at the Bellflower Boulevard at Imperial Highway, Paramount Boulevard at Firestone Boulevard and Lakewood Boulevard/Rosemead Boulevard at Telegraph Road intersections.
- ◆ **Discourage truck parking on public streets (Program 2.3.2.1).** The Public Works Traffic Division continued to implement parking prohibitions of large commercial vehicles on public streets. DMC Section 3185 (b) prohibits the parking of commercial vehicles exceeding 6,000 lbs. manufacturer's unladen weight or 84 inches in height or width on all public streets with the exception of those streets located within areas zoned industrial, the vehicle is involved with the servicing of the adjacent property or for a period not to exceed eight hours if the vehicle has been involved in an accident or is disabled. The Downey Police Department's Traffic Unit continued to monitor and issue citations for those in violation.
- ◆ **Maintain landscape islands on and/or adjacent to truck routes with mature specimen fully grown landscape screens to minimize noise, dust, and visual impacts (Program 2.3.2.2).** The Lakewood Improvement Project included modification of the existing median islands between Vista Del Rosa Street and Telegraph Road. Also, mature trees were added to both sides of Lakewood Boulevard between Lubec Street and Suva Street. This helps mitigate noise, dust and visual impacts to the residents located east and west on Lakewood Boulevard.

Regional Traffic

- ◆ **Coordinate with CalTrans, METRO, SCAG, Gateway Cities COG and other agencies to promote multi-modal improvement strategies to improve the regional transportation network (Program 2.4.1.1).** City staff continued to participate in the development of the West Santa Ana Branch (WSAB) Transit Corridor Project. It is a new 20-mile light rail transit line that would connect downtown Los Angeles to southeast LA County, serving the cities and communities including Downey. Under Metro's Measure M Expenditure Plan, the project is expected to provide a direct connection to the Metro Green Line and the Los Angeles County regional transit network. Also, City successfully secured a \$425,000 grant for the study of the Transit Oriented Development. Moreover, the Gateway Cities COG recently adopted the Strategic Transportation Plan, a comprehensive multi-modal transportation plan which evaluated and will facilitate the planning of and funding for the improvement of existing and construction of new transportation infrastructure involving all modes of transportation, including transit systems and non-motorized transportation, within the Gateway Cities sub-region.

Infrastructure and Maintenance

- ◆ **Promote the expansion of communication networks to meet the needs of city residents, businesses, and other land uses (Program 2.7.1.2.)** The Public Works Department continued to maintain and update the City's traffic signal communication system on all major and primary arterials (i.e., Lakewood Blvd., Firestone Blvd., Paramount Blvd., Bellflower Blvd., Imperial Hwy. and Florence Ave.). The projects included the expansion of the city's fiberoptic communications system. It integrated with water well sites, as they recently have with the Public Works Maintenance and Utilities Yards as well as other remote City facilities, to enhance communications between City Hall and said facilities in terms of speed, capacity and reliability.
- ◆ **Develop master plans to identify needs, priorities, and cost for infrastructure maintenance and upgrades (Program 2.7.2.2).** The City prepared a park master plan to assess the needs of improving the City's parks to current standards. The Park Master Plan was adopted by the City Council in November 2016.

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Chapter 3 Housing Element

The California State Legislature has identified the “Attainment of a decent home and suitable living environment for every citizen”, as the State’s major housing goal. Accordingly, the State of California mandates that each county and city maintain a Housing Element in their General Plan. Section 65583 of the Government Code sets forth the specific components to be contained in a community’s housing element, including the City’s share of the Regional Housing Needs Assessment (RHNA).

In addition to providing assistance and guidance for the City’s Housing Element, the Housing Division administers a variety of community development activities including affordable housing activities, neighborhood improvement programs, economic development strategies, improvement of public facilities, and support for needed public services. The following is in regards to Chapter 2 (Housing Plan) of the 2014-2021 Housing Element goals administered by the Housing Division:

Program 2 – The Housing Rebate and Grant Program

Objective: Address property, structural, and energy/water conservation improvements for low-income homeowners in the City. The City anticipates that 20 projects will be assisted annually based on funding availability.

Status: 18 projects were funded in during 2016 calendar year, with a total of \$362,978.65 in improvements to residential properties occupied by low- or moderate-income households.

Program 3 – Monitor and Preserve Affordable Housing

Objective: City staff continued to maintain a list of affordable housing units throughout the City including affordability information to ensure landlords are compliant with deed restrictions and to preserve affordable units. The Housing Division will continue to pursue partnership opportunities with nonprofits to preserve and expand affordable housing in the City.

Status: In a partnership with Habitat for Humanity, a non-profit agency, the development of six (6) affordable homebuyer units is under construction in order to expand affordable housing to low- income homebuyers.

Program 8 – Mortgage Credit Certificate

Objective: Continued participation and advertise program availability through City’s website and social media.

Status: During 2016 calendar year, the City of Downey participated in the Community Development Commission of the Los Angeles County’s Mortgage Credit Certificate (“MCC”) Program. The Housing Division advertised the MCC Program by distributing fliers and publishing it on the City’s website.

Program 9 – Section 8 Rental Assistance

Objective: Continued to provide assistance to households through continued participation in the Los Angeles County Section 8 program and encourage rental property owners to register their units with the Housing Authority of the County of Los Angeles (“HACOLA”). The Housing Division will continue to monitor the number of residents accessing the program and units available for rent.

Status: During fiscal year 2016-17, the City of Downey participated in the Section 8 program offered by HACOLA to provide rental assistance to low-income households; just over 630 Section 8 vouchers were issued to Downey residents.

Program 10 – Los Angeles County Partnership

Objective: Increased resident awareness about housing programs offered by the County by advertising them on the City’s website, social media, and by offering staff assistance at City Hall.

Status: During 2016 calendar year, the City of Downey increased resident awareness about housing programs offered by the County by advertising various programs on the City’s website.

Program 15 – Prioritize Housing Program Activities

Objective: Identify housing needs and prioritize housing program activities to meet those needs through five (5) year updates to the City’s Consolidated Plan.

Status: On May 26, 2015, the City Council approved the new 5-Year Consolidated Plan which covers the time period between 2015 through 2020.



Program 21 – Fair Housing

Objective: Continued to assist households through the Fair Housing Foundation (“FHF”) and continue to refer fair housing complaints to the FHF.

Status: During fiscal year 2016-17, no less than 250 Downey residents were assisted by the FHF.

Regional Housing Need Allocation (RHNA)

Each local government in California is required to adopt a [Housing Element](#) as part of its General Plan that shows how the community plans to meet the existing and projected housing needs of people at all income levels. The Regional Housing Need Allocation (RHNA) is the state-mandated process to identify the total number of housing units (by affordability level) that each jurisdiction must accommodate in its Housing Element. In 2016, City of Downey have constructed 56 new homes. This includes all low income levels, moderate and above moderate.

Enter Calendar Year starting with the first year of the RHNA allocation period. See Example.		2014	2015	2016	Total Units to Date (all years)	Total Remaining RHNA by Income Level
Income Level		Year 1	Year 2	Year 3		
Very Low	Deed restricted	210	15	0	0	195
	Non-Deed restricted					
Low	Deed restricted	123	35	0	6	82
	Non-Deed restricted					
Moderate	Deed restricted	135				135
	Non-Deed restricted					
Above Moderate		346			50	296
Total RHNA by COG. Enter allocation number:		814				
Total Units ▶▶▶			50		56	106
Remaining Need for RHNA Period ▶▶▶▶▶						

Chapter 4 Conservation Element

The City of Downey, like the rest of southern California, enjoy a temperate climate, access to both beaches and mountains and many other amenities not found in many other parts of the world. The quality of life that the region offers its residents is one of the main reasons the region continues to attract visitors and newcomers. However, southern California is a semi-arid desert environment with limited natural resources. These limited resources, need to be preserved for continued use by existing residents and by future generations. Extreme drought conditions continued through much of 2016, making conservation critical.

Water Supply

- ◆ **Continue providing information to the public promoting the benefits of water conservation (Program 4.1.1.1.).** In August 2015, the City Council adopted a Resolution regulating the design and installation of drought-tolerant plants and allowing the installation of synthetic turf. Downey residents are encouraged to conserve water by replacing existing lawns with drought tolerant landscaping, which may include synthetic turf. The City continued to provide samples of synthetic turf at the Community Development Department Planning counter. Residents were encouraged to work with Planning staff for additional information and recommendation regarding installation and materials. In addition, the Public Works Department developed a handout of key water conservation tips along with a more exhaustive list of conservation ideas which included on the City's website.

- ◆ **Develop, through the municipal water company financial incentives for water users, to conserve water, including individual meters and a tiered billing structure that charges excessive water use at a higher rate (Program 4.1.1.2.).** The Public Works Department continued to require developers of multiple unit residential and business complexes to install separate meters for each unit thereby making the tenant of each unit responsible for their own water use. This method makes each tenant/owner responsible for their own water use and has been proven to promote water conservation.

- ◆ **Promote the continued use of water conservation methods at city-owned facilities, such as parks and golf courses (Program 4.1.1.3.).** The City currently maintains 28 recycled water services/meters for use at City Park and golf course ponds, and for irrigation of landscaping at parks, golf course, and medians/parkways. The City continued to look for additional opportunities to expand its use of recycled water at City-owned and other sites as recycled water becomes available. Some of the larger City locations where recycled water is currently used include: Downey Cemetery, Independence Park, Rio San Gabriel Park, Wilderness Park, Rio Hondo Golf Course, Crawford Park, and Temple Park, as well as the Columbia Memorial Space Center and Sports Park.



- ◆ **Encourage the use of reclaimed water, or re-use of water on-site, for new and redevelopment projects (Program 4.1.1.4).** Throughout the development review process, the Public Works Department continued to require contractors and developers to install recycled water services/piping and meters where recycled water is located in proximity to the development projects. Additionally, to help promote the use of recycled water, the City sells recycled water to its customers at 85 percent of the potable water rate.
- ◆ **Expand the availability of reclaimed water by extending the dual-pipe water system (Program 4.1.1.5).** The City has completed construction of several recycled water facilities through the capital improvement projects including Lakewood Boulevard, Firestone Boulevard as well as at the Downey Promenade. The project allows for use of recycled water for landscape irrigation at City medians/parkways and future developments along this corridor.

Stormwater Quality

- ◆ **Provide treatment of runoff generated by properties on-site before release into the storm drain system (Program 4.3.1.1).** In 2016, 85 development and redevelopment projects were approved for construction with infiltration systems to capture and store runoff to reduce pollutant transport and augment local water levels beneath the ground. As public, commercial and residential projects are redeveloped, runoff control measures are implemented in the form of infiltration resulting in a steady improvement in water quality and local water levels.
- ◆ **Promote effective street cleaning (Program 4.3.1.3).** The Nationwide Environmental Services continued to vacuum-swept the city streets weekly. These streets are posted with “No Parking” signs during the appointed period and Parking Enforcement Officers accompany the sweeper vehicle. Residents utilizing a Street Sweeping Parking Permit are responsible for maintaining the street area adjacent to their respective properties as a condition of being exempted from the posted parking restrictions.
- ◆ **Encourage proper storage and handling of construction materials to avoid the contact of pollutants with storm water runoff during construction (Program 4.3.1.4).** Public Works, Code Enforcement, and Building and Safety staff continued to share responsibility for implementing Program 4.3.1.4 of the 2025 General Plan. Public Works focused on construction projects in the public right of way, preparation and review of erosion control plans by developers, compliance by large state permitted construction sites and responding to complaints of materials in the municipal separate storm sewer system (MS4), which includes streets, alleys and drains. Building and Safety is primarily responsible for on-site or private property conditions, while Code Enforcement responds to resident complaints and provides more aggressive enforcement capabilities to supplement other staff efforts.

Tree Preservation

- ◆ **Promote the installation of new trees when damaged or dying trees are removed (Program 4.4.1.3.).** The Public Works Department continued to encourage planting increased tree canopy to offset the loss of significant trees on private property and to reap the maximum benefits that trees provide. Section 7605 of the Downey Municipal Code specifies that... “Any public street tree removed shall be replaced if a replacement is deemed appropriate and if it is mutually agreed to by both the City and the property owner.”

Air Quality

- ◆ **Encourage alternative modes of travel, such as walking and cycling, to vehicle use and alternative modes of employment, such as telecommuting and home-based businesses, to reduce emissions associated with vehicle use (Program 4.5.1.4.).** As previously mentioned in Program 2.7.2.2, the City previously adopted a Bicycle Master Plan (BMP) and the city is currently implementing the BMP, including the recent addition of bike lanes on Gardendale Street as well as proposed bike lanes on Old River School Road between Imperial Highway and Arnett Street. The City also received grant funding through the Active Transportation Funding Program, Cycle 2 for the implementation of a Bike Sharing Program, Citywide Pedestrian Circulation Study and the South Downey Safe Routes to School Project.
- ◆ **Promote the use of alternative fuel vehicles, including clean diesel, compressed natural gas, hydrogen, that result in reduced emissions, including in instances involving City operations (Program 4.5.1.5.).** With the growing number of electric and hybrid vehicles, there have been several charging stations installed in public and private facilities (the Civic Center, Promenade at Downey, and LA Fitness) to promote the use of natural gas and pure electric vehicles.

Energy Resources

- ◆ **Ensure the installation of energy efficient fixtures, computers and appliances at all public buildings (Program 4.6.2.2.).** The City installed new heating ventilation and air conditioning systems at the City Library and the Civic Theatre. The project resulted in a more energy/efficient system that provides better climate control throughout the buildings.



Chapter 5 Safety Element

Natural and non-natural hazards present a variety of risks to persons who live, work, and visit the City. The aim of the City is to reduce the potential risk of death, injuries, property damage, and the economic and social dislocation resulting from hazards.

Disaster Response

- ◆ **Monitor the location, type of facility, and amount of hazardous materials kept at properties (Program 5.2.1.2.).** The Fire Department continued to monitor and inspect all facilities that handle hazardous materials at or above the reportable quantities as set forth in the California Health & Safety Code (§25503.5). Inspections are conducted every other year to ensure compliance with both the Fire and Health & Safety Codes. These inspections frequency exceed the State's requirement for hazardous materials inspection to occur once every three years.
- ◆ **Promote public information regarding the types of hazardous materials, which may include common household items, and the proper method of disposal (Program 5.2.1.3.).** The Downey Fire Department continued to update its website to provide the up-to-date information on the safe handling and disposal of hazardous materials. The website's Emergency Preparedness section contains information on hazardous material awareness and safety, in addition to educational information on fire safety.

Hazardous Materials

- ◆ **Ensure proper disclosure of amounts of hazardous materials by existing uses and proposed uses, during the business review process (Program 5.2.1.4.).** The Downey Fire Prevention Bureau continued to conduct inspections during the business license application process. Once identified as a handler of hazardous materials, these businesses receive an inspection from Downey Fire Department's Hazardous Material Section to ensure accurate disclosure of the hazardous substances, and the safe handling and storage of the materials. The facilities are then entered into the Fire Department's database, issued an operational permit, and placed on a routine inspection frequency.
- ◆ **Ensure that properties involving hazardous materials dispose of waste properly (Program 5.2.2.1).** The Public Works Integrated Waste Coordinator continued to monitor and manage hazardous waste disposal from residential properties. Businesses handling hazardous waste are permitted and inspected by the County of Los Angeles Fire Department Health-Hazardous Materials Division.

Hazardous Materials

- ◆ **Promote the convenient “drop-off” collection for the disposal of hazardous waste generated by residential households and other land uses (Program 5.2.2.2).** The City continued to offer programs that encourages residents to dispose hazardous waste materials (i.e. electronic devices) to both the Sanitation Districts of Los Angeles County Household Hazardous Waste Collection Program and the Los Angeles County Sheriff’s Safe Drug Drop-off Program, which accepts expired prescription medications and sharps (i.e., needles).

In April 2016, Downey Police Department and members of the Drug Enforcement Administration (D.E.A.), Downey Police Explorers and Downey C.E.R.T members participated in the National Prescription Drug-Take Back Initiative. As a result, community members dropped off over 384 pounds of potentially dangerous expired, unused and unwanted prescription drugs. All of the collected items were turned over to the D.E.A for disposal.

Fire Protection

- ◆ **Promote adequate widths on travel lanes along street and alleys to accommodate emergency vehicles (Program 5.3.1.2.).** The Fire Prevention Bureau personnel, under the direction of the Fire Chief, continued to review plans diligently to ensure emergency vehicle access through private driveways, public streets and alleys will be accommodated. This review is completed early in the Planning application process to ensure proper site layout is achieved.
- ◆ **Ensure that development projects install fire hydrants, water mains, or otherwise contribute its fair share towards mitigating impacts on the fire flow system (Program 5.3.2.3.).** The Fire and Public Works Departments continued to enforce the requirements for additional fire hydrants for development projects through the plan check process. The Community Development Department continued to conduct Development Review Committee (DRC) to allow various City Departments to offer comments and conditions for a proposed project.
- ◆ **Promote the use of fire sprinklers for new, expanded, and remodeled developments (Program 5.3.2.4.).** The Fire Prevention Bureau continued to require sprinkler systems for new commercial development over 3,600 sq. ft. and tenant improvements of commercial properties, whose permit valuations exceed 50 percent of the value of the building.
- ◆ **Ensure access for emergency vehicles through security pedestrian and vehicular gates (Program 5.3.2.6.).** The Fire Prevention Bureau continued to require emergency lighting, exit signs, Knox box, and 2A-10BC fire extinguishers for all commercial and industrial projects.



Police Protection

- ◆ **Keep crime rates and property loss rates at the lowest levels feasible (Program 5.4.1.1.).** In an effort to keep crime and property loss rates low, the Police Department increased staffing by hiring 12 Police Officers. In addition, the Department added, 4 Park Rangers, 3 Police Aides, and 2 Dispatchers.
- ◆ **Maintain an acceptable response time for police emergency service calls (Program 5.4.1.2.).** The Police Department continued to maintain a swift response time to high priority emergency calls that require immediate assistance to ensure the public's safety.
- ◆ **Coordinate with Federal, State, and County agencies to address illegal activities (Program 5.4.1.7.).** The Police Department's Special Enforcement Team (SET) continued to work in conjunction with the State's Alcohol Beverage Control (ABC) to monitor and enforce applicable liquor laws at alcohol establishments throughout the City. The IMPACT (Informed Merchants Preventing Alcohol-Related Crime Tendencies) and Decoy Operations, under the supervision of SET are designed to test the compliance of establishments that have been granted liquor licenses by Alcoholic Beverage Control.

In 2016, the Downey Police Department conducted over 20 IMPACT Inspections at liquor stores, bars and restaurants throughout the city. Licensees were provided with literature from Alcoholic Beverage Control to further their knowledge about alcohol-related laws and regulations. Minor violations were documented at several locations. In addition to the IMPACT Inspections, Downey Officer's conducted Minor Decoy and Shoulder Tap operations at over 30 locations, targeting businesses and patrons that furnish alcohol to minors. Downey Officer's issued eight citations to retail store clerks and patrons of ABC licensed businesses for furnishing alcohol to minors.

The department also worked closely with the county probation office to conduct weekly compliance checks of subjects releases from that are currently on "AB109" probation. We are also fortunate enough to have members of the Los Angeles Mental Health Team working closely with our officers to provide assistance to those individuals we contact in the field that may suffer from mental illness.

- ◆ **Promote the increased visibility of police in neighborhoods (Program 5.4.2.1.).** The Neighborhood Preservation Unit continued to proactively patrol areas in need of upkeep and maintenance. The unit consists of officers and a Sergeant assigned to specific target areas of the City. The goal of the program is to assist the community with quality of life issues such as trash, graffiti, and abandoned vehicles.
- ◆ **Support community organizations and neighborhood awareness programs that promote crime prevention, including preventing gang activity (Program 5.4.2.2.).** The Police Department continued to participate in awareness programs, such as Gangs Out of Downey, and promotes crime prevention through its participation in Neighborhood Watch. In addition, the Police Department is involved in other programs such as School Resource Officers and Robbery & Burglary Suppression. These programs allow officers to work closely with school administrators dealing with various issues on campuses and provide extra support for patrol personnel.

Earthquake Safety

- ◆ **Monitor groundwater table levels as they relate to liquefaction hazards (Program 5.5.1.3.).** Public Works regularly observed ground water levels at well sites around the City. The ground water table is typically about 50' below the soil surface, which limits the risk of liquefaction to residential and typical commercial structures. Larger structures and those with significant subterranean components may be requested to provide additional seismic evaluations during the development process or as a condition of Site Plan Review (SPR) approval.
- ◆ **Ensure the placement of utility lines underground (Program 5.5.1.6.).** Public Works Department continued to implement Underground Utility Districts for all development projects. In addition, Southern California Edison Company continued to prohibit the use of vaults installed above ground to protect the equipment and electrical lines from the intrusion of moisture.



Floods

- ◆ **Continue to participate in the Federal Emergency Management Agency flood program (Program 5.6.1.1.).** City staff have been required to participate in the on-line independent study course with the Emergency Management Institute, a Division of Federal Management Agency. The training program helped city staff understand their responsibility in preparing for disaster. It also increases their ability to safely help themselves, their family and their neighbors.
- ◆ **Educate the public that the City is located in an “X” flood zone where flood insurance is no longer mandatory (Program 5.6.1.2.).** During the report period, the Public Works Department provided handouts at the public counter regarding the current FIRM (Flood Insurance Rate Map) and flood zoning . FIRM information can be found at www.fema.gov website.
- ◆ **Minimize increases in the amount of stormwater generated by existing and proposed land uses (Program 5.6.2.1.).** The Public Works Department continued to enforce National Pollutant Discharge Elimination System (NPDES) requirements, during plan check review for new and redevelopment projects with 5,000 square feet or more of new or replacement impervious surfaces, which are generally required to provide infiltration volume commensurate with an instantaneous 0.85” storm falling on the new or replacement impervious surface. Larger developments are required to prepare a Standard Urban Stormwater Mitigation Plan and demonstrate that no increase in peak runoff rate will be observed as a result of the development and that at least the instantaneous first 0.85” of projected runoff can be infiltrated.

Vehicular Traffic

- ◆ **Require street lights for new developments (Program 5.7.1.2.).** The City continued to require developers to install new street lights adjacent to the development within the public-right-of-way as a condition of approval where streetlights currently do not exist. In addition, as a condition of approval through the development plan review process, properties are annexed into the City of Downey Lighting Maintenance District in accordance with Division 15 of the Streets and Highways Code.
- ◆ **Adopt a Master Plan for installation of sidewalks for major arterials, secondary arterials, collector streets and school routes (Program 5.7.2.1.).** 2,330 linear feet of sidewalks have been reconstructed, modified, and repaired along major arterials, secondary arterials, collector streets, as-needed basis as funding will allow. In addition, 2,645 linear feet of sidewalks was

constructed along school frontages.

- ◆ **Encourage the installation of sidewalks in new developments and major remodeling consistent with the sidewalk Master Plan (Program 5.7.2.2).** The City continued to require the construction of new sidewalks and the repair of existing sidewalks and disabled ramps for new developments (i.e., The Promenade at Downey, Nissan Automobile Dealership, and Centerpointe) as a condition of approval through the development plan review process.
- ◆ **Promote street intersection design and signalization that are safe and convenient to pedestrians and bicyclists (Program 5.7.2.3).** Signalized and un-signalized intersections were designed to function in a safe and convenient manner for pedestrians and bicyclists to the extent possible through the implementation of Capital Improvement Projects and through the Development Review Committee and plan checking process when such improvements are constructed by private development.

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Chapter 6 Noise Element

Noise can be defined as unwanted sound and is known to have several adverse effects on people. The most critical impact of noise exposure is hearing loss. Other effects are speech interference, sleep interference and annoyance.

- ◆ The City continued to enforce its noise ordinance (Section 4600 of the Downey Municipal Code). This involves the permitted hours for construction. For projects that involved amplified music, the City continued to strictly enforcing businesses to mitigate noise impacts by imposing conditions of approval through a conditional use permit application process. Also, the Downey Police Department Special Enforcement Team conducted IMPACT inspections to ensure businesses are operating at an acceptable noise level.
- ◆ In addition, the City continued to require projects that involve live entertainment activities and projects that have the potential to generate noise from machinery equipment or amplified music to comply with City's noise ordinance. This can be regulated by imposing conditions of approval through the entitlement process.

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Chapter 7 Open Space Element

Typical of most communities located within mature urbanized settings, Downey has a limited amount of open space areas. Open space areas are important not only to provide recreational activities for residents but also as a visual break from the built environment.

Updates:

- ◆ **Maintain an adequate level of recreational staffing at park facilities (Program 7.2.2.1).** The Parks & Recreation Department continues to monitor recreation staffing to ensure adequate levels of recreation staffing at park facilities. Part-time staff was hired as needed to fill vacancies throughout the year.
- ◆ **Develop a Park Maintenance Master Plan to identify needed upgrades to existing park facilities (Program 7.2.2.2).** The Parks & Recreation Master Plan was adopted by the City Council in November 2016.
- ◆ **Secure alternative means of funding, such as grants, donations, user fees and public/private partnerships, for park upgrades (Program 7.2.2.5).** The City was awarded \$15,000 from Kaiser Permanente for fitness equipment at Golden Park and \$69,979 for fitness equipment as part of the larger \$300,000 walking trail project at Apollo Park from Los Angeles County Regional Park and Open Space. The City also received funds for new playgrounds at Apollo Park and Independence Park in the amount of \$150,000 each from Los Angeles County Regional Park and Open Space.
- ◆ **Develop an open space area or plaza in the Downtown area (Program 7.3.1.3).** Phase I of the Civic Park, a passive use plaza, adjacent to Library was completed in the winter of 2016.
- ◆ **Actively work with private, non-profit and public community services organizations to provide educational and community services including child care, English translation, after school programs and recreational activities (Program 7.4.1.5.)** Parks and Recreation staff continue to work Downey Unified School District to bring the ASPIRE after school program to 12 school campuses. Also continuing is the use of contract instructors to bring recreational classes and programs to the community. The City received \$10,000 from Kaiser Permanente for 4 weeks of camp (spring and summer) in 2016 for the Mobile Fit and Rec Program. In December 2016, the YMCA moved into an under-utilized building in Furman Park, providing recreational opportunities to the community. Lastly, Parks and Recreation staff continues to support TLC, a branch of DUSD that supports children and their families including access to child care, English translation, programs, and other necessities.



Chapter 8 Design Element

Most residents, visitors, and businesses in Downey recognize the City as the premiere city in the southeast area of Los Angeles County. However, others less familiar with the City's history may not share this perception and judge Downey solely on the physical appearance of the area. For this reason, it is important that the visual appearance of the community portray a positive image and that the community image display the distinct and numerous resources it has to offer.

- ◆ **Promote quality design for new, expanded, and remodeled construction (Goal 8.1).** The City contracted with the Architectural Peer Review Services to provide technical review and a comprehensive range of integrated design services for a variety of buildings. In addition, the City continues to implement the Site Plan Review process that requires Planning Commission review and approval of site plans, landscaping, lighting (except single family homes and apartments) for new constructions and additions to townhome, commercial and industrial projects in the City.
- ◆ **Lack of property maintenance may exhibit a negative image of the City (Issue 8.2).** The Code Enforcement Division continues monitoring and working with a significant number of property owners, including residential properties, commercial and industrial businesses, in an effort to keep these properties maintained.
- ◆ **Promote compliance with code regulations (Policy 8.2.1.).** The Code Enforcement Division continues to enforce Citywide temporary sign enforcement program and continues issuing notices of violations. In 2016, Code Enforcement Officers issued 42 notices of violation to businesses and residences regarding illegal and unpermitted signs.

Chapter 9 Economic Development Element

A strong community owes much to the spirit and involvement of its residents. However, community pride and civic-mindedness are not enough for a city to provide all necessary and desired services to maintain the local quality of life. A city needs a variety of employment and shopping opportunities to create balance, make it a desirable place to live, and enhance its image.

- ◆ **Develop economic strategies for business attraction and retention (Program 9.1.1.1).** In an effort to stimulate economic growth and create jobs within the City's Downtown Downey Specific Plan (DDSP) area, a small business forgivable loan program was created in early 2015. The Program provides affordable, non-conventional financing to eligible businesses and development projects. Also, staff successfully negotiated a Purchase and Sale Agreement with the Olson Company for the purchase of City-owned land, for the development of a 28-unit condominium complex on the southwest corner of Third St. and La Reina Ave.
- ◆ **Continue the revitalization of commercial and industrial corridors (Program 9.1.1.5).** With the addition of the Commons and Crossroads Projects, the southwest and southeast corners of Lakewood Boulevard and Gallatin Road will signify new retail activity in this commercial corridor. In addition, the Promenade at Downey commercial project is a major addition that revitalizes the area north of Steve Horn Way, between Lakewood Boulevard and Bellflower Boulevard.
- ◆ **Promote through public information the benefits of businesses locating in Downey (Program 9.1.1.7).** Economic Development staff continues to update the "Opportunity Sites" and "Redevelopment Areas" web pages to help attract and retain quality businesses in Downey. The pages contain information materials for businesses coming to the City and includes a guide to start up a business and links to view maps of different redevelopment project areas.
- ◆ **Expand the use of the city Internet web site for public information (Program 9.4.2.5).** City Departments continue to work toward improved customer service by maintaining the on-line business license application process, which enables customers to submit business license renewals or applications for a new license and to allow Downey residents to pay their water bills on-line. In addition, the City continues to update its website periodically and provide more information to the public via the Internet.