

EXECUTIVE OFFICE



BOARD OF SUPERVISORS

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EXECUTIVE OFFICER**

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EXECUTIVE OFFICE
BOARD OF SUPERVISORS

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February 7, 2022

TO: Supervisor Holly J. Mitchell, Chair
Supervisor Hilda L. Solis
Supervisor Sheila Kuehl
Supervisor Janice Hahn
Supervisor Kathryn Barger

FROM: Celia Zavala
Executive Officer

SUBJECT: LOS ANGELES COUNTY ROADMAP TO ECONOMIC RECOVERY
BOARD MOTION (APRIL 28, 2020, AGENDA ITEM 20) – PROSPER LA
BIANNUAL REPORT (AS OF DECEMBER 31, 2021)

On June 29, 2020, the Prosper LA working group first reported on its efforts on the County's Roadmap to Economic Recovery Board motion (April 28, 2020) as part of the County's reconstitution efforts. Since then, we have issued quarterly reports to the Board of Supervisors (Board) highlighting ideas submitted by County employees, businesses, and the public.

As part of the motion, the Board directed the Executive Officer of the Board to work with the Quality and Productivity Commission (QPC), in consultation with the Small Business Commission (SBC), and the Citizens' Economy & Efficiency Commission (EEC), to report back to the Board quarterly on 1) creating a working group to encourage innovative ideas from County employees, businesses and labor partners that could streamline the County's contracting process and encourage strategies to engage and assist businesses; and 2) developing a website and email contact to accept and promote innovative and thoughtful ideas from Department staff, businesses and the public to streamline contracting, assist businesses and identify potential cost-savings actions that could be taken by each department. Since June 30, 2020, we issued quarterly reports to the Board highlighting new ideas received and implementation updates from County departments. Effective June 30, 2021, we are issuing the reports biannually.

These directives were part of a comprehensive countywide effort, inclusive of partnerships with the community, businesses, and nonprofits, to identify actionable ideas to spur economic recovery and cost savings to the County.

The following are the updates on our efforts since we issued the previous quarterly report as of June 30, 2021. The report is presented in two parts:

- **New Ideas** – these ideas were received from residents, employees, businesses, etc. during the reporting period for Board and County Departments’ consideration. They are ideas to assist businesses, streamline contracting processes, and identify potential cost-savings. This effort is part of the County’s roadmap to economic recovery from the impacts of the COVID-19 pandemic.
- **Follow Up** – these ideas were previously received and forwarded to identifiable County departments for further review and evaluation on the feasibility, cost effectiveness and the potential for implementation. Departmental responses either confirm whether an idea is already in place, recently or will be implemented, or it is not feasible.

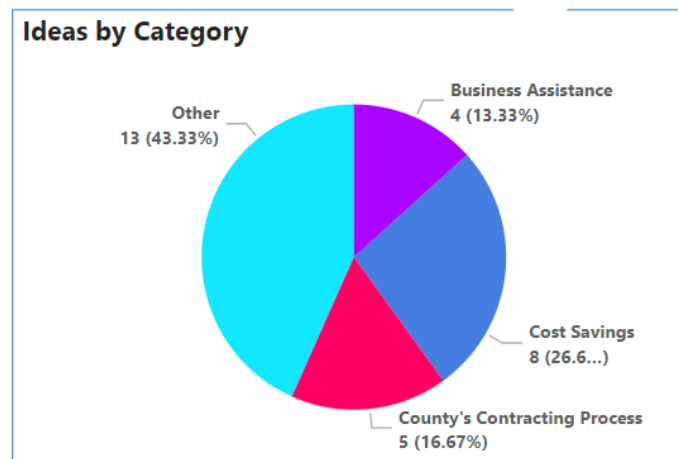
PROSPER LA (NEW IDEAS)

As previously reported, the Prosper LA working group developed a public-facing website (<https://prosperla.lacounty.gov/>) that invites the public, County employees and other interested stakeholders to submit ideas to streamline contracting, assist businesses, and identify potential cost-savings actions. We created the idea intake form to address these specific topics and categories. The website was launched on June 30, 2020 and continues to receive reportable ideas from County employees and the public.



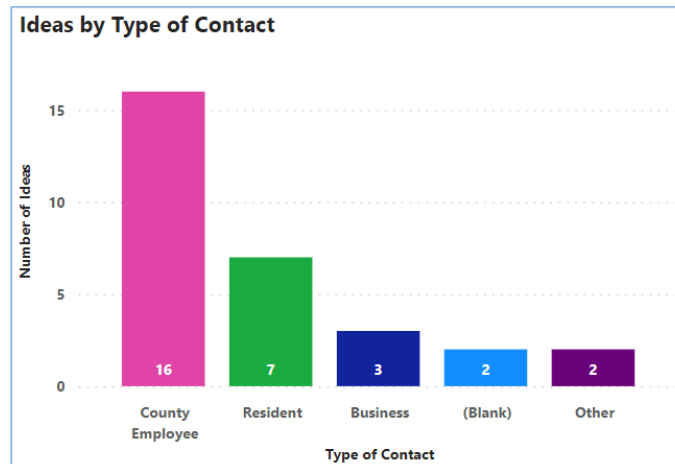
In May 2021, the National Association of Counties (NACo) awarded Los Angeles County a 2021 Achievement Award for Prosper LA in the category of County Administration and Management. Click [here](#) to view the 2021 NACo Achievement Award.

During the period covered in this report from June 1, 2021 to November 30, 2021, we received **30** new ideas from both the County workforce and the general public, categorized as follows: business assistance (4), cost savings (8), contracting process (5) and other (13).



The majority of the ideas (43%) were categorized as Other (e.g., litter/trash problems, project management, lack of community, etc.)

The idea creators identified themselves as residents (7), businesses (3), County employees (16), other (2), and two did not specify the type of contact. In addition to tracking data by category and type of contact, we are also monitoring responses by location. The five ideas originated from locations identified by zip code, including Los Angeles, Alhambra, Chatsworth, Inglewood, Long Beach and Sierra Madre.



Nineteen of the 30 ideas included either adequate descriptions of the problems/issues and proposed a solution or provided adequate information to be referred to a County department for further review and evaluation. The ideas are summarized in Attachment I of this report. However, a few of the more notable ideas include:

Business Assistance (4)

- Provide housing for women that are released from prison and find themselves without family support and lack of housing.

Cost Savings (8)

- Update County policies on sustainability, recycling, and waste management, build a network of recycling advocates and increase access to comprehensive recycling programs.
- Use Unmanned Aircraft System (UAS) or drones to effectively and more efficiently conduct inspections of dams, channels, and difficult to reach infrastructure.

Contracting Process (5)

- The internal Services Department (ISD) website is confusing and not user friendly.

Other (13)

- There are vacant homes along the proposed 710 freeway expansion through Alhambra, South Pasadena, and Pasadena—use these state-owned housing (nearly 200) to shelter people experiencing homelessness.
- Many Adult Residential Facilities (ARF) have gone out of business due to financial hardships. The County previously supported ARFs with the Supplemental Rates Program, but with the termination of this program came financial hardship and a lowered focus on the mentally ill population.

These ideas will be shared with the identified or identifiable County departments for further review, evaluation, and consideration for implementation. Departments have already submitted responses to some of these ideas, as reported on Attachment II.

DEPARTMENT RESPONSES TO PROSPER LA IDEAS (FOLLOW UP)

As of November 30, 2021, we received departmental responses on 28 of the 39 ideas received between April 1 and August 3, 2021.

Of the 28 ideas, County departments indicated that they have either implemented the ideas or programs were already in place for 681% (19) of the ideas and another 21% (6) were in the process of being reviewed for further action. Of the remaining, 11% (3) were determined as not feasible or cost effective, or too complex to be actionable by the department (e.g., create a federal agency on sustainability, transform non-County owned properties into multimedia art centers, add a recording fee calculator, etc.). The additional twelve entries were either blank submissions, incomplete ideas, public testimonials, or blanket statements regarding COVID-19 and e-commerce training.

The 28 ideas are summarized on Attachment II of this report. A few of the more notable ideas include:

Business Assistance	
<i>Recommendation</i>	<i>Proposed Solution</i>
The Prosper LA website is not widely marketed. County departments should share/acknowledge it with all their outgoing correspondence. The more widely it is known, the more ideas there will be.	The Public Information Officer (PIO) of the Executive Office of the Board regularly sends out a Public Service Announcement on Prosper LA to County PIOs. The Quality and Productivity Commission also requests Department Heads to broadcast the Prosper LA website to their employees. In addition, Commissioners share the website with community organizations and contacts. The Commission will work with the Department of Consumer and Business Affairs, Small Business Commission, Efficiency and Economy Commission, and Internal Services Department to further publicize the website.
Cost Savings	
<i>Recommendation</i>	<i>Proposed Solution</i>
Inspections on projects such as dams, channels, and other infrastructure are sometimes difficult to reach to inspect and photograph. Use Unmanned Aircraft System (UAS) or drones to conduct the inspections effectively and more efficiently.	The Department of Public Works (DPW) evaluated the use of UAS in 2016 and completed a UAS pilot study which demonstrated the potential use of UAS to improve efficiencies in structural inspections, aerial photography and videography, topographic surveys, and geologic investigations. As a result, DPW established UAS operational guidelines and implemented UAS services. Currently, UAS services are available to Public Works through an On-Call Consultant Contract managed by the Survey/Mapping & Property Management Division.

<p>All hospitals should have a recycling program with a special team focused only on recycling efforts (or outsource it). Place more recycling bins and plastic containers on every floor of the hospitals. All empty cardboard glove boxes should be recycled.</p>	<p>The Department of Health Services (DHS) is fully committed to meeting infection control standards and plan to assess for additional resources required to add recycling teams to all DHS facilities.</p>
<p style="text-align: center;">County's Contracting Process</p>	
<p style="text-align: center;"><i>Recommendation</i></p>	<p style="text-align: center;"><i>Proposed Solution</i></p>
<p>Revamp the Internal Services Department (ISD) portal/contracting website from the end user's perspective (e.g., easy to read information, tailored to small business and women, immediate certification, onsite workshops, etc.). The ISD website is confusing and not user friendly. The website should link end users to resources for women and people of color. It should also have a chat (i.e., live assistance) feature.</p>	<p>The County's <i>Doing Business</i> site (doingbusiness.lacounty.gov) was revamped in June 2019 and incorporates most, if not all, of the proposed suggestions. ISD also hosts quarterly small business events to further provide technical assistance to the public.</p>
<p style="text-align: center;">Other</p>	
<p style="text-align: center;"><i>Recommendation</i></p>	<p style="text-align: center;"><i>Proposed Solution</i></p>
<p>It is difficult to recycle single-use plastics that are normally not accepted by recycling programs, such as plastic utensils, face masks and other kinds of Personal Protective Equipment that have become more prevalent in light of COVID-19, and small plastic packaging from online shopping.</p>	<p>To address the single-use plastics, the Department of Public Works presented a draft Single-Use Plastic Ordinance to the Board of Supervisors in November 2021 that will establish requirements for County operations to eliminate the use of single use plastics and to purchase sustainable alternatives, establish guidelines for County convenings to be zero waste, and establish data collection protocols. The motion to adopt policies for reducing single-use plastics at County facilities and managing organic waste was approved by the Board on November 16, 2021 (Agenda #3).</p>
<p>Information Technology contracts are monitored using Microsoft Excel. The Kanban Board Method (project management) can assist in project timeline transparency with all involved parties of the contract process. Use Trello or Notion services to enact the Kanban method.</p>	<p>The idea was received from a Department of Health Services (DHS) employee. Per DHS, the Contracts and Grants Division is currently reviewing the proposal and evaluating the pros and cons of the proposed and similar products.</p>

We will continue to provide the Board with departmental updates to ensure the ideas received through the Prosper LA website are adequately vetted and considered for further action and possible implementation.

PROSPER LA PROMOTION

The working group continues to promote the Prosper LA website and encourage residents, County employees, business owners and the general public to submit ideas through the website. The QPC also promoted the Prosper LA website at its biennial

Department Visits—we completed 17 visits in 2020—and requests that Department Heads notify their workforce of the website. We also continue to share ideas received with Board liaisons and departmental staff, publicize Prosper LA with Productivity Managers, Board Liaisons, and Commissioners who promote the website to external organizations and colleagues.

We are grateful for the ongoing support and contribution by members of the Quality and Productivity Commission, Small Business Commission, Citizen's Economy and Efficiency Commission, Department of Consumer and Business Affairs, and the Internal Services Department. We appreciate their valuable insight, expertise, and contributions to the County's recovery efforts.

The next report will be as of June 30, 2022. Ideas received will be forwarded on a continuous basis to identifiable departments for further review, evaluation, and consideration.

Additional information on these ideas is available upon request. Please send your inquiries to idea@prosperla.lacounty.gov. If you have any questions, please call me at (213) 974-1401, or your staff may contact Jackie Guevarra at (213) 974-1361 or jguevarra@bos.lacounty.gov.

CZ:JTG

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Department Heads
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