

July 31, 2015

Mr. Gary Jones
Director
Department of Beaches and Harbors
13837 Fiji Way
Marina del Rey, California 90292

Dear Mr. Jones:

The Quality and Productivity Commission thanks you for sharing the operational complexities and regulatory oversight challenges you face during our Department Visit on July 30, 2015. Commissioners commend you for maintaining a high quality of customer service, without an increase in staff, despite the growing number of visitors.

Marina del Rey, Dockweiler Beach, Burton Chace Park and other beach areas under the Department's jurisdiction have seen a steady growth in visitors, from 60 million to more than 75 million over the past two years. These clearly remain strong tourist destinations.

The Department continues to grow its revenue sources and Commissioners noted the 80 percent occupancy rate across the 21 marinas. Leasehold, parking and one-time funds are used to support important outreach programs and other County initiatives that benefit the public.

The Commission is pleased that public outreach and education are top priorities, and that partnerships with local, non-profit marine education institutions will enable expansion of the WATER (Water Awareness, Training, Education and Recreation) program.

WATER's valuable and life-changing education and recreation instruction, conducted in a marine environment, will reach even more underserved youth with the reopening of the boathouse at Burton Chace Park.

The Commission also was impressed with quality and productivity improvements in the following areas:

- Bringing efficiency to capital projects by increasing project management oversight, and working collaboratively with the Departments of Public Works, Regional Planning, Chief Executive Office and private companies



**County of Los Angeles
Quality and Productivity
Commission**

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- Utilizing rePortfolio and other software applications for property management, permitting, internal cost-accounting and work order requests
- Improving communication with regulatory agencies, including the California Coastal Commission and the State Water Resources Control Board; and strengthening the emergency response process by working closely with the Office of Emergency Management

We look forward to working with your Department on:

- Identifying funding for much needed infrastructure improvements
- Monitoring and assessing the impact of climate change and sea-level rises
- Expanding the use of social media to respond to the public's demand for accurate, "real time" information
- Promoting the Department's innovative "quality of life" mandates in the leasehold agreements, which require developers to renovate and improve properties

On behalf of the Commissioners, thank you for an engaging Department Visit. We will continue to work closely with your Productivity Managers, Nicolette Taylor and Stefan Popescu. Please contact Victoria Pipkin-Lane, our Executive Director, at (213) 974-1361 or at vpipkin@ceo.lacounty.gov for additional information.

Sincerely,



RODNEY C. GIBSON

Chair

RCG:VPL:LP

c: Sachi Hamai, Interim Chief Executive Officer
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