

August 17, 2015

Mr. Richard J. Bruckner  
Director of Planning  
Regional Planning Department  
320 West Temple Street, Room 1390  
13<sup>th</sup> Floor, Hall of Records  
Los Angeles, California 90012

Dear Mr. Bruckner:

The Quality and Productivity Commission thanks you for an informative update on current and future projects during the Department Visit on August 13, 2015. You and your team have done an outstanding job developing Electronic Permitting & Inspections for the County or (EPIC), a system that will replace the current permit tracking software.

EPIC's user-friendly program encompasses a GIS foundation, dashboards, a dynamic search engine, public access portal, and eReview. County Departments involved in the planning process, such as Fire, Public Health and Public Works, will all have access to EPIC when it rolls out later this year. We believe the new system will make the planning process more efficient and transparent, while also increasing employee productivity.

Members of the Commission were impressed with the progress made on the County General Plan, which was last updated in the 1980s. Adopted by the Board of Supervisors, the County General Plan balances growth with the need for good environmental stewardship and transit mobility.

Commissioners also took note of your quality and productivity improvements in the following areas:

- Improving the relationship with the Coastal Commission, which resulted in its unanimous approval of the Santa Monica Mountains Coastal Plan
- Adoption of the East Los Angeles General Plan
- Department-wide input in and support of the Strategic Plan, which offers a vision for better serving its one million customers
- Collaborating with METRO, which has provided funding for transit-oriented development around three local stations

*We support plain language*

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

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*"To enrich lives through  
effective and caring service"*

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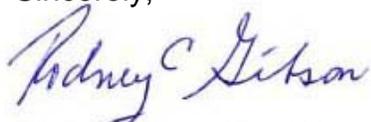
- Developing a list of standards for an Historic Preservation Ordinance to cover the unincorporated areas of the County

We look forward to working with your Department on:

- Identifying funding to digitize historic planning documents and the Zoning Code
- Exploring ways to absorb the administrative costs associated with online payments
- Implementing a One-Stop Permit Center
- Assessing the impact two new areas of focus, historic preservation and urban architecture, will have on the planning process

Thank you for a productive discussion. We look forward to working closely with the Productivity Mangers Hsiao-Ching Chen and Ania Onley. Please contact Victoria Pipkin-Lane, Executive Director, at (213) 974-1361 for additional information.

Sincerely,



RODNEY C. GIBSON  
Chair

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