## LOS ANGELES COUNTY ANNUAL REPORT

## 2013



> "We are focusing on enhancing customer service by providing residents and businesses improved access to our planning and permitting services."

The Regional Planning Department provides planning services to the 1,000,000 residents of the more than 2,600 square miles of unincorporated Los Angeles County.

This year, we are focusing on enhancing customer service by providing residents and businesses improved access to our planning and permitting services. We will be implementing the department's new electronic permitting solution, which we have named EPIC-LA. This system will improve customer service by making it possible to file applications and pay fees online through a business-friendly web portal. You will also be able to independently track project status, directly communicate with County staff, and see timeframes for project completion. Once the system is active, it can be accessed from our department website, which has also been enhanced with new features and content.

You can find the zoning for your property and any specific development requirements on our site. Valuable information about projects we are processing, plans we are preparing, public hearing schedules, and how you can participate in the planning process. Live and archived broadcasts of our Planning Commission and Hearing Officer public hearings, as well as obtain meeting transcripts are also available on-line; new this year is the ability to watch these hearings on your iPhone or iPad.

Please visit us at planning.lacounty.gov and come back frequently to see what new services we are providing. Working together we can encourage investments in Los Angeles County that improve neighborhoods and expand employment opportunities.

