

PUBLIC SERVICES

Adopted on January 12, 2010 by resolution 10-R-12725.

Table of Contents

Overview	445
Goals and Policies	451
PS 1 Police Services	451
PS 2 Fire Services	452
PS 3 Cultural Resources	452
PS 4 Human Services	453
PS 5 Library Facilities	454
PS 6 Library Programs and Services	455
PS 7 Collection	456
PS 8 Educational System	456
Amendments	458

Maps

Map PS1 - Police and Fire Facilities.....	447
Map PS2 – School Locations.....	449

Overview

The City of Beverly Hills is committed to sustaining the health and safety of its residents, labor force, and visitors. Protection for the risks of man-made hazards, crime, and disease are essential in establishing a sense of well-being for residents and important considerations in attracting and retaining businesses to the City that will provide quality jobs. The City of Beverly Hills also recognizes the important role that libraries play in providing a sense of community and in helping patrons meet their lifelong learning and recreational needs by providing equal access to the highest quality library services, programs and materials.



City of Beverly Hills General Plan Public Services Element

This element was adopted in 2010 to ensure the following:

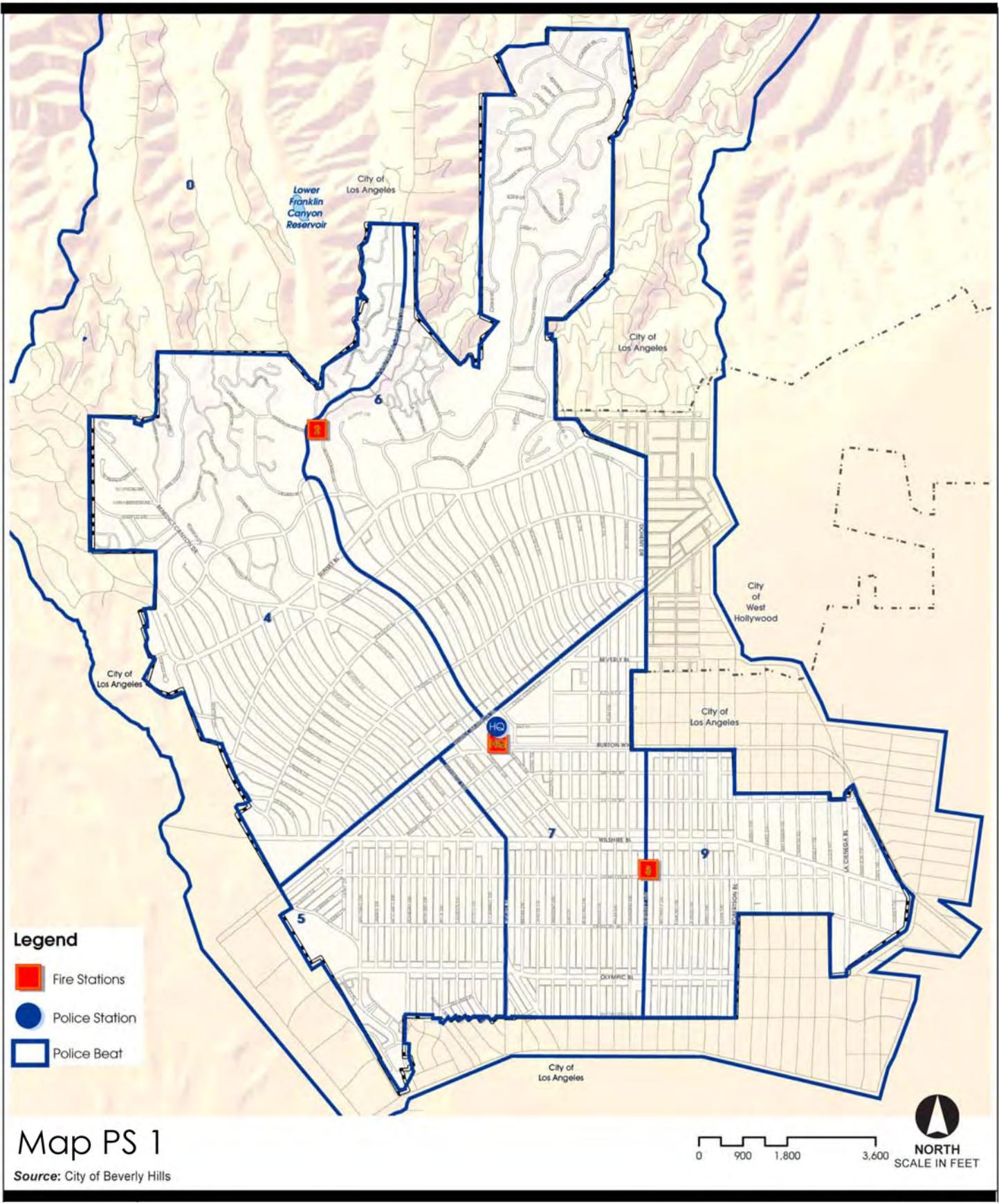
- Coordinated police fire and emergency medical services that serve all areas of the City to protect lives and property and mitigate safety and fire related emergencies, life safety hazards, and the effects of natural disasters.
- Provision of quality cultural services.
- Provision of quality human services, which includes three major functional components: information, referral, and access to service.
- Development of new programs to address unmet service needs.
- Support for the enhancement and development of library facilities, services, collections, and programs in relation to changing community needs and industry trends.



Beverly Hills Library

...

Police and Fire Facilities Beverly Hills General Plan



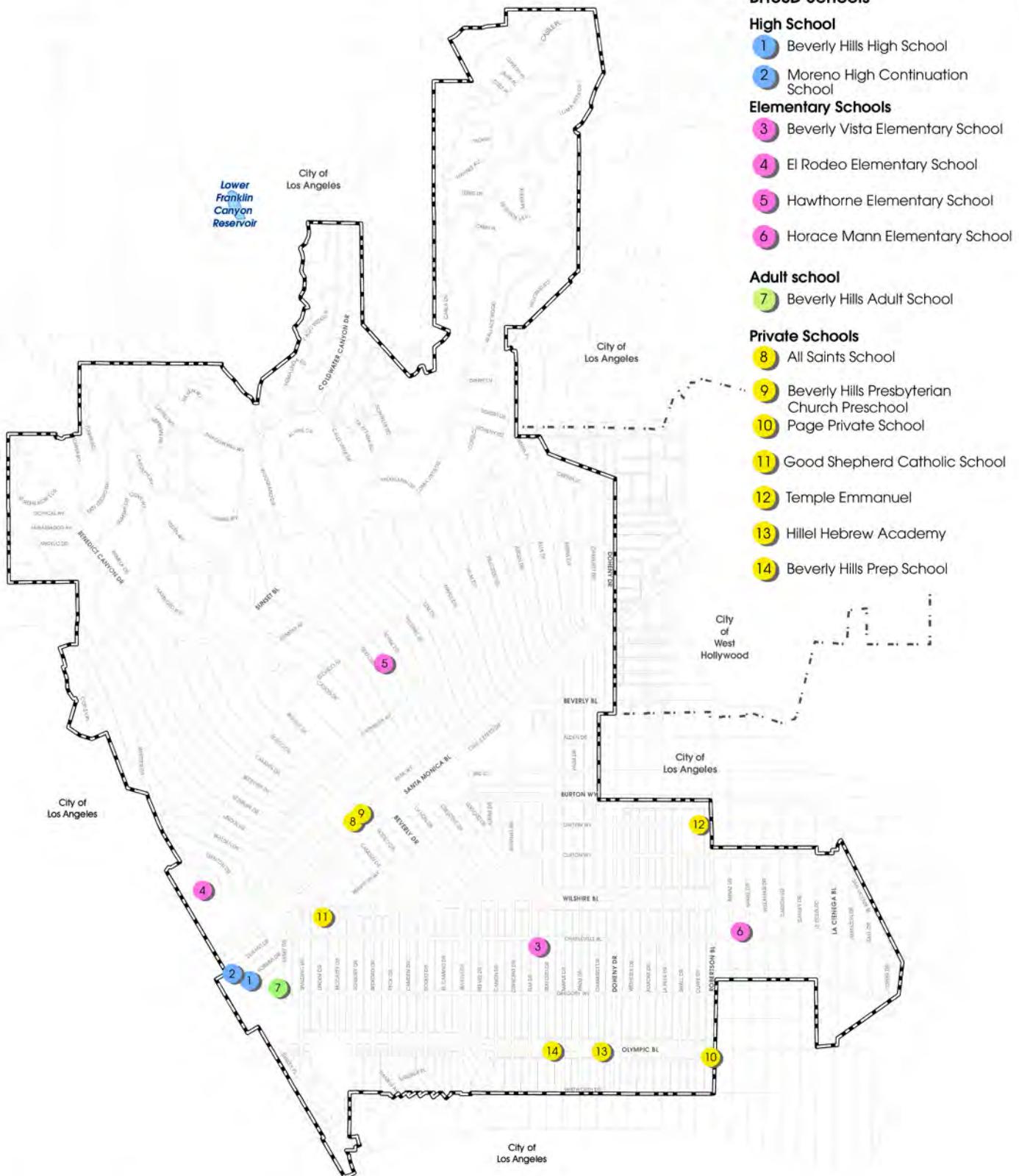
City of Beverly Hills General Plan
Public Services Element

...



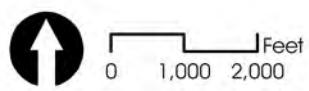
SCHOOL LOCATIONS

Beverly Hills General Plan



Map PS2

Source: PBS&J, 2005



City of Beverly Hills General Plan
Public Services Element

...

Goals and Policies

PS 1 Police Services. A police department with a high-quality service level to protect residents, visitors, and businesses.

PS 1.1 **Staff Recruitment.** Continue aggressive recruitment efforts to hire exceptional sworn personnel in a competitive environment from a limited pool of candidates. (Imp. 6.1)

PS 1.2 **Technology.** Ensure that changes and upgrades in equipment and policing activities keep pace with changing technology. (Imp. 6.1, 3.1)

PS 1.3 **Funding.** Continue to seek outside funding sources to maintain a high-quality technologically advanced police department. (Imp. 3.1, 4.1)

PS 1.4 **Terrorism.** Foster a high level of preparedness and responsiveness to terrorism by building strong inter-jurisdictional relationships and coordination with Federal, State, and regional policing agencies. (Imp. 6.1)

PS 1.5 **Communication with the Community.** Maintain a dialogue with the community to improve relationships and customer service, while continually exploring innovative means of communicating with the public on police services and responsibilities. (Imp. 8.1)

PS 1.6 **Crime Prevention through Environmental Design Concepts.** Encourage the use of Crime Prevention through Environmental Design Concepts (CPTED) to increase public safety and decrease the opportunity for crime and terrorist attacks. (Imp. 6.1)

Goals and Policies

PS 2 Fire Services. A fire department with a high-quality service level for residents, visitors, and businesses.

PS 2.1 **Emergency Medical Service (EMS) Calls.** Periodically evaluate call and response times to determine if service improvements such as additional EMS resources and personnel are needed. (Imp. 1.1, 6.1)

PS 2.2 **Emergency Response.** Periodically evaluate emergency response to citywide disasters to determine if service improvements are needed. (Imp. 1.1, 6.1)

PS 2.3 **Adequate Infrastructure.** Continue to assure that appropriate levels of water pressure are present throughout the City's fire hydrant system, and implement appropriate upgrades as needed and feasible. (Imp. 6.1)

PS 3 Cultural Resources. The provision of cultural resources that meet the needs residents of the community.

PS 3.1 **Programming Coordination.** Continue the coordination of logistics and programming among various organizations throughout the community, including the Wallis Annenberg Center for the Performing Arts. (Imp. 6.1)

PS 3.2 **Additional Performance Space.** Seek additional performance space to accommodate and enhance the cultural offerings available in the community, such as the adaptive reuse of the former Post Office Site. (Imp. 6.1)

PS 3.3 **Grants and Donations.** Support efforts of nonprofit, private, and community based organizations to apply for public and private grants and donations for the arts and cultural activities. (Imp. 6.1)

Goals and Policies

- PS 3.4 **Public Art in New Development.** Encourage private commercial development to include public art in new buildings. (Imp. 6.1)
- PS 3.5 **Survey.** Periodically survey public art providers, artists, galleries, nonprofits, cultural groups and other entities and persons involved in the arts to assess the City's cultural needs. (Imp. 6.1)
- PS 4 Human Services.** The provision of human services that meet the needs of residents of the community.
-
- PS 4.1 **Social Services Safety Net.** Continue to prevent crises through benefits advocacy, legal assistance, and services that address food, shelter, health maintenance, and transportation. (Imp. 6.1)
- PS 4.2 **Diversity Awareness/Education.** Maintain a sense of community and increase public awareness of, and respect for, the cultural diversity of the City. Promote a positive social environment between the members of individual neighborhoods and the community at large. (Imp. 6.1)
- PS 4.3 **Elderly Assistance/Education.** Continue to provide educational and human services to the City's active and frail elderly residents, to maintain and improve their quality of life, personal growth, and enrichment. (Imp. 6.1)
- PS 4.4 **Regional Social Responsibility.** Collaborate with other communities to develop programs, resources, and outreach for the prevention of and intervention for emerging local and regional issues such as homelessness. (Imp. 6.1)

Goals and Policies

PS 5 Library Facilities. Provision of state-of-the-art library facilities which meet the learning and recreational needs of residents of the community.

PS 5.1 **Needs Assessment and Improvements.**

Complete a facility needs analysis for the improvements needed at the main and Roxbury libraries. Examine strategic placement of existing libraries and determine whether additional physical outlets (i.e., facilities, automatic book dispensers, bookmobiles, partnerships with City departments or school libraries, etc.) are necessary to meet community needs. Evaluate and reassess on a regular basis. (Imp. 1.3, 6.1)

PS 5.2 **Expansion of "Friends of the Library" organizations or development of Library Foundation.**

Work with City staff and community members to develop appropriate vehicles for implementing capital campaigns, large donations and bequests, and acquiring grant and foundation funding. (Imp. 4.3, 7.3)

PS 5.3 **Development Impact Fees.**

Investigate requiring developers of large scale commercial or residential projects to contribute fees for the impact that their projects will have on library facilities due to increased population or daytime traffic. This requirement would be over and above current City assessment fees. (Imp. 4.1)

PS 5.4 **Sustainable Libraries.**

Use sustainable concepts and practices in the design and operation of library facilities, whether existing or new. (Imp. 1.3, 3.6)

Goals and Policies

PS 6 Library Programs and Services. Provision of a variety of educational and recreational programs to meet the needs of patrons of all ages. Evaluate and reassess on a regular basis.

- PS 6.1 **Assess Programs and Service Offerings.** Assess patron needs for different or new programs and services in relation to professional trends. Establish standards by which library services and programs can be measured. (Imp. 1.3, 6.1)
- PS 6.2 **Comprehensive Programs and Services.** Provide learning opportunities for patrons of all ages based upon the City's assessed needs. Train, retool, and establish expectations for staff to provide new services and programs. (Imp. 6.1)
- PS 6.3 **Relationships with Other Systems.** Maintain and enhance relationships with other library systems such as the existing relationship with the Beverly Hills Unified School District. (Imp 6.1)
- PS 6.4 **Customer Service.** Establish customer service standards and expectations for staff. Provide continual training for staff so that they have the tools to provide outstanding customer service. (Imp. 1.3, 6.1)
- PS 6.5 **Outreach and Marketing.** Develop a comprehensive marketing and outreach campaign to make the community aware of the services that the library offers, and gather input from the community on current and future services. (Imp. 8.1)
- PS 6.6 **Accessibility.** Provide a range of tools for patrons with disabilities to interact with library services, programs, and collections. (Imp. 6.1)

Goals and Policies

PS 6.7 **e-Government.** Develop a plan for implementing state-of-the-art technologies that provide for efficiencies, improve services, and make library programs available as broadly as possible. Provide training for staff in these technologies. (Imp. 6.1)

PS 6.8 **Program/Service for Fee Opportunities.** Examine fees or charges to offset the cost of providing new services and programs where appropriate. (Imp. 4.1)

PS 7 Collection. Provision of a broad and deep collection that is appropriate to a public library and specifically meets the needs of the City's residents.

PS 7.1 **Collection Development and Maintenance.** Focus on popular materials as well as those needed for lifelong learning and for the City's residents. Continue the centralization and streamlining of collection development to maximize the use and availability of resources. (Imp. 6.1)

PS 7.2 **Resources in Multiple Languages and Formats.** Provide resources in multiple languages and formats where appropriate. Evaluate the impact that electronic formats will have on the collection and library services in general. (Imp. 6.1)

PS 8 Educational System. The provision of high-quality education in facilities that support the community and neighborhood environment.

PS 8.1 **Cooperative Relationship with the Beverly Hills Unified School District (BHUSD).** Continue the City's cooperative relationship with the BHUSD to facilitate well-operated schools that provide quality education and minimize impacts to the neighborhoods in which they are located. (Imp. 7.3)

Goals and Policies

- | | |
|--------|--|
| PS 8.2 | Upgrade and Improve BHUSD Facilities. Support the BHUSD in efforts to upgrade and improve school facilities using design and siting to mitigate impacts to adjacent properties. (Imp. 1.3, 7.3) |
| PS 8.3 | Neighborhood Impacts. Continue cooperation with the BHUSD on issues of mutual concern such as traffic safety, circulation, congestion, and parking related to travel to and from school by students and staff, especially as related to student drop-off and pick-up. (Imp. 7.3) |
| PS 8.4 | Joint-Use Opportunities. Review the current Joint Powers Agreement between the City and the District to identify opportunities for additional resource sharing that may enhance the educational experience of students or provide a community benefit to City residents. (Imp. 7.3) |
| PS 8.5 | Sharing Resources. Explore possible joint efforts to share emerging technology, particularly in the area of security enhancements and the development of a "Walk to School Program" for student residents attending local schools. (Imp. 7.3) |
-
- ...
-

City of Beverly Hills General Plan
Public Services Element

Amendments

<u>Date</u>	<u>Resolution</u>	<u>Description</u>
January 12, 2010	10-R-12725	Adoption of element

...