



# Why Human-Centered Design Matters for Cities

## League of California Cities Annual Conference

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# Today's Panel



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City of Glendale



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Righteous Design

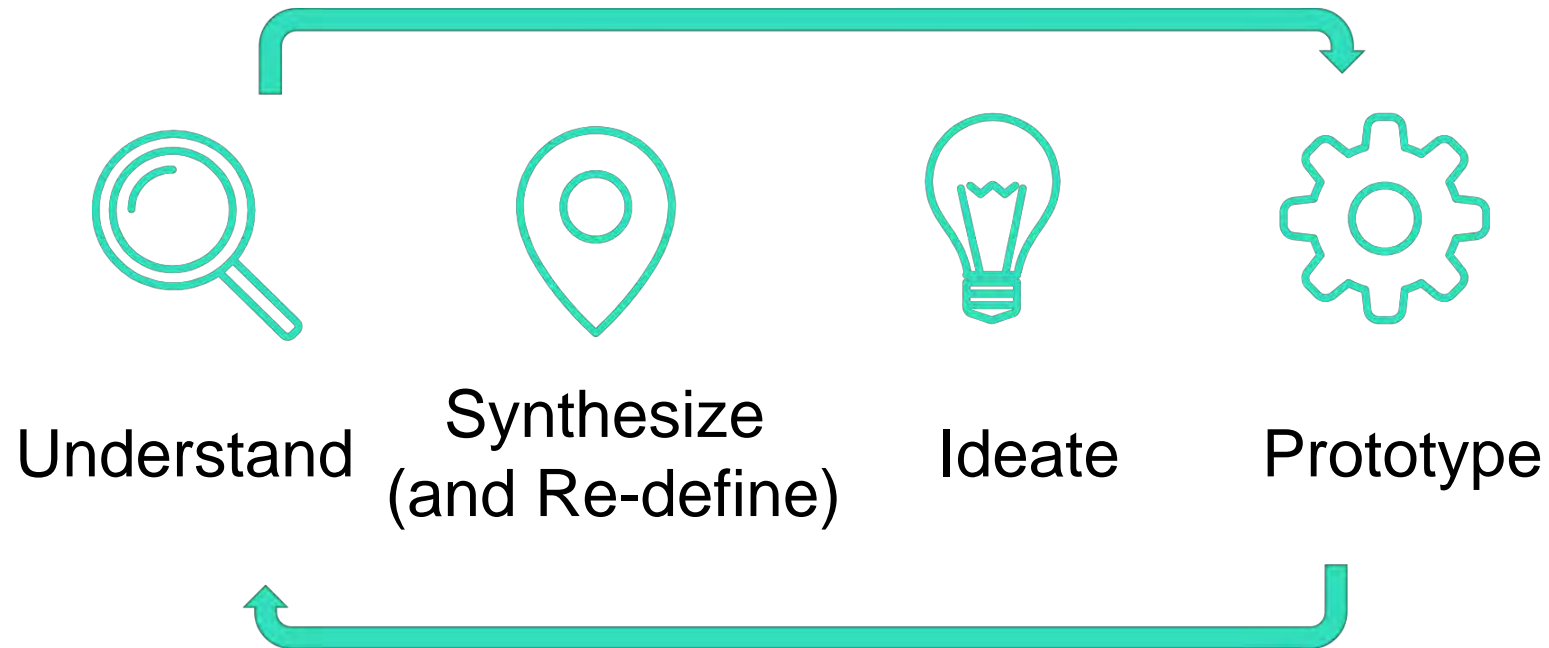
# What is Human-Centered Design (HCD)?





# The Method and a (non-Government) Example

# How We Get There



“[My friend] uses comedy in a forceful way to try to get my mind back on track...we joke about our mental health to try to make light of a situation.”

\_Savannah

“Ugh, I’m so tired of paperwork.” In-patient teen’s response to a group therapy worksheet.

\_In-patient teen

“Peer group sessions remind them that they’re kids – they can be social, loud, silly.”

\_Clinician



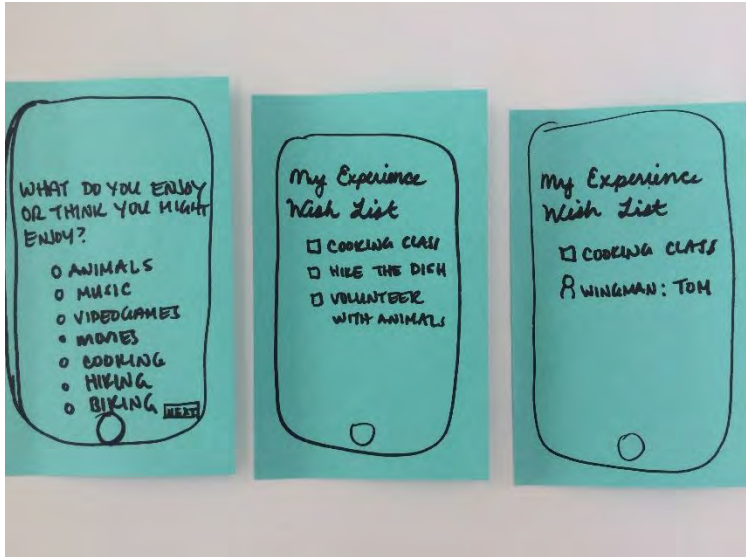
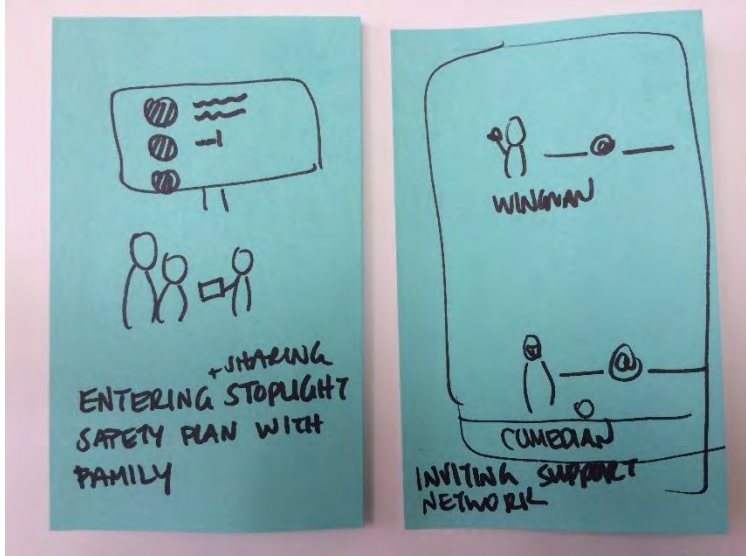
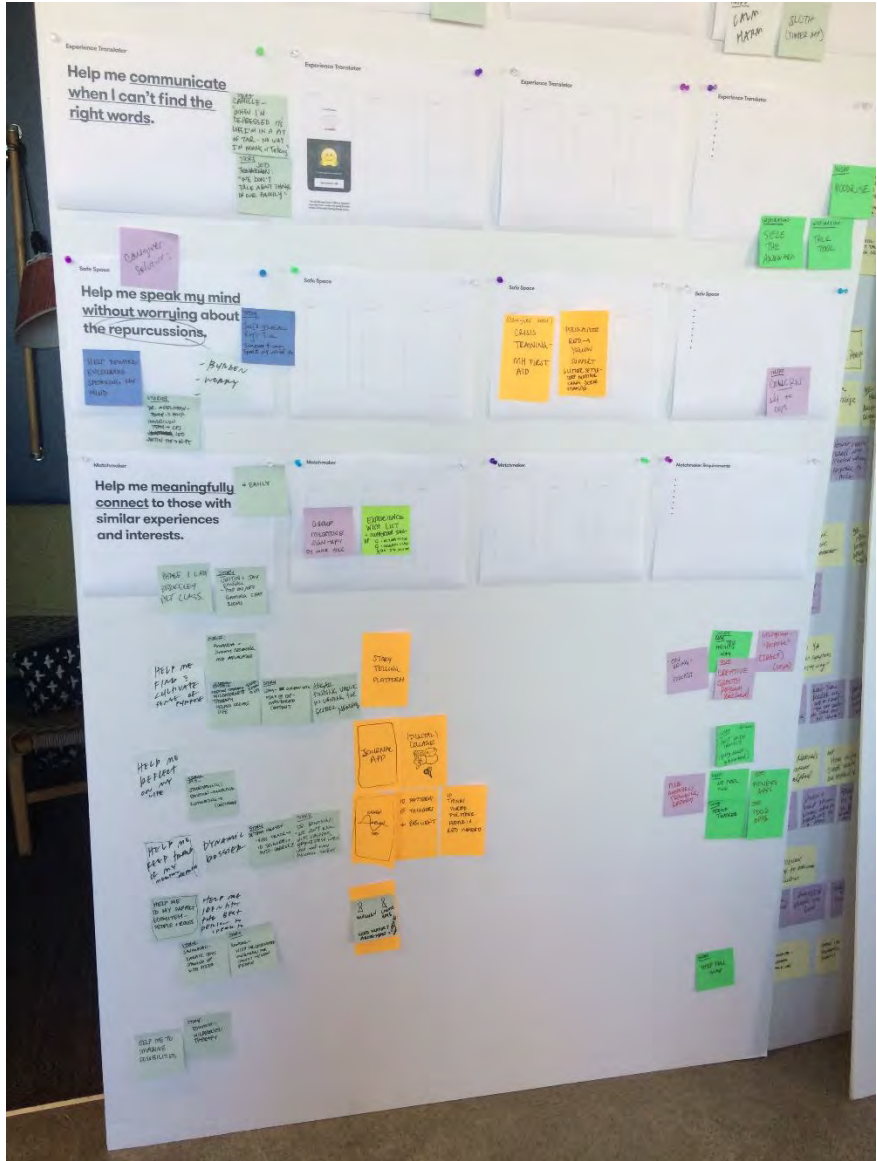


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Mental healthcare  
is serious.

Young people are not  
(always).







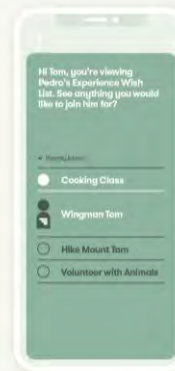
Check-in

Mid-way

Day-to-Day

Family Meeting /  
Discharge

Home





I  
LIKE

Well rounded  
questioning  
that values/  
emphasizes  
compliments  
which I like

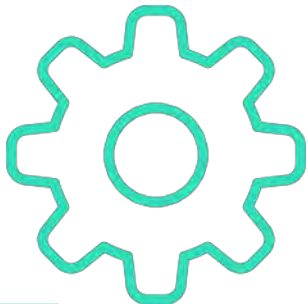
Really like  
the "boss"  
term

I like the idea  
of encouraging  
self-love

I like how  
it is easy  
to understand

I like how  
answering  
them will  
make me feel  
more positive

"The A Boss" -  
Challenges  
VALUES





# Applying HCD to City Government

# Case Study 1: Food Recovery



# The Problem

**Organic waste creates  
greenhouse gases in landfills.**





One strategy is to recover edible food.

# Stakeholder Engagement

Interviewed 67 stakeholders including residents and business owners.

Completed 21 in-person observations at food banks.



# Going Deep with Residents



# Key Insights

1. Food insecure residents ping pong across multiple resources to find out where to go, who's open and who has available food.
2. Decentralization of resources and information creates unnecessary frustration and stress for people looking for food and with limited transportation options.
3. Food insecure residents are discouraged from taking advantage of the resources available.



# Portfolio of Ideas

## Easy Ideas

information  
guide

little  
refrigerators

## Curious Ideas

community  
events

community  
food court

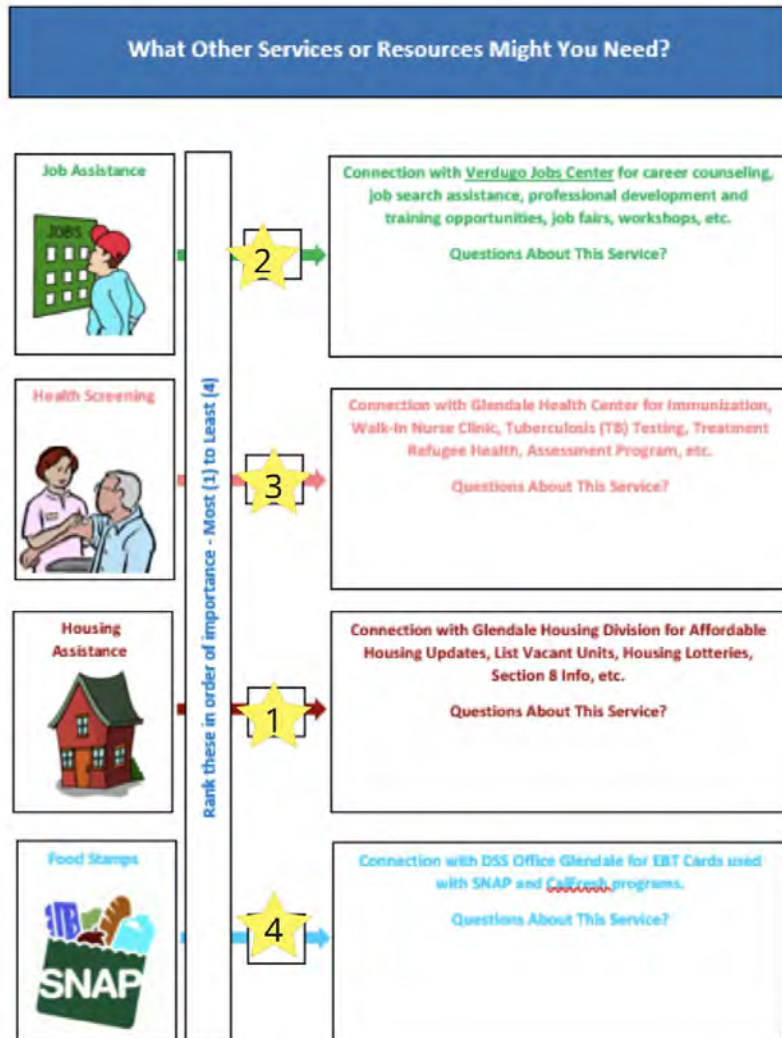
## Bold Ideas

food mobile  
vehicles


Uber/Lyft  
partnership



# Prototyping – Idea Cards & Flyers



DRAFT



## GLENDALE HUNGER FREE ZONE

Location: Glendale Adult Recreation Center  
201 E. Colorado Street


*Conveniently located near Central Library and The Americana  
Easily accessible via Glendale BeeLine Route 6 and Route 11  
Free Parking Also Available*

Open everyday!!  
Accessible Hours: TBD  
Anytime – Grab and Go

Contact Name: TBD  
Contact Ph: 818-546-xxxxx

- **Friendly Service**
- **Clean Facility**
- **Safe Food**
- **Hot & Cold Meals**


*Complementary Services Provided:  
Food Conservation Info  
Nutritional classes  
Meal Planning*



Community Partners: TBD



[www.glendaleca.gov](http://www.glendaleca.gov)
[facebook.com/glendaleHFZ](https://facebook.com/glendaleHFZ)
[instagram.com/glendaleHFZ](https://instagram.com/glendaleHFZ)
[twitter.com/glendaleHFZ](https://twitter.com/glendaleHFZ)



# Key Lessons Learned

- Practice empathy by taking off our “City hats”.
- Deeply understand the problem from our community’s perspective before proposing a solution. Get out and talk to people.
- Prototype and test proposed solution with the community before finalizing.

# Case Study 2: Police Recruiting



- Towing & Impound
- Services & Fees
  - Burglar Alarm Permits
- Specialized Units
  - K-9 Unit
- Public Information
- Verdugo Regional Crime Lab
- Contact Us
- Glendale Police Officers' Association (GPOA)

## Police Officer Recruit - Bilingual (English & Armenian)

**SALARY:** \$6,665.17 - \$8,711.75 / Month

Qualifies for \$175.00/month interpreters pay

Medical, dental, vision, and 2.7% at 57 retirement plan

## Police Officer Recruit - Bilingual (English & Korean)

**SALARY:** \$6,665.17 - \$8,711.75 / Month

Qualifies for \$175.00/month interpreters pay

Medical, dental, vision, and 2.7% at 57 retirement plan

## Police Officer Recruit (Pre Service/Academy Graduate)

The above testing dates do not apply to this position.

**SALARY:** \$6,665.17 - \$8,711.75 / Month

Qualifies for \$175.00/month interpreters pay

Medical, dental, vision, and 2.7% at 57 retirement plan

## Police Officer / Lateral

OPEN AND CONTINUOUS

**SALARY:** \$6,665.17 - \$8,711.75 / Month

Qualifies for \$175.00/month interpreters pay

Medical, dental, vision, and 2.7% at 57 retirement plan

## Reserve Police Officer

OPEN AND CONTINUOUS

## Police Communications Operator

CLOSED

**Salary:** \$3,789.00 - \$5,812.92

Written examination





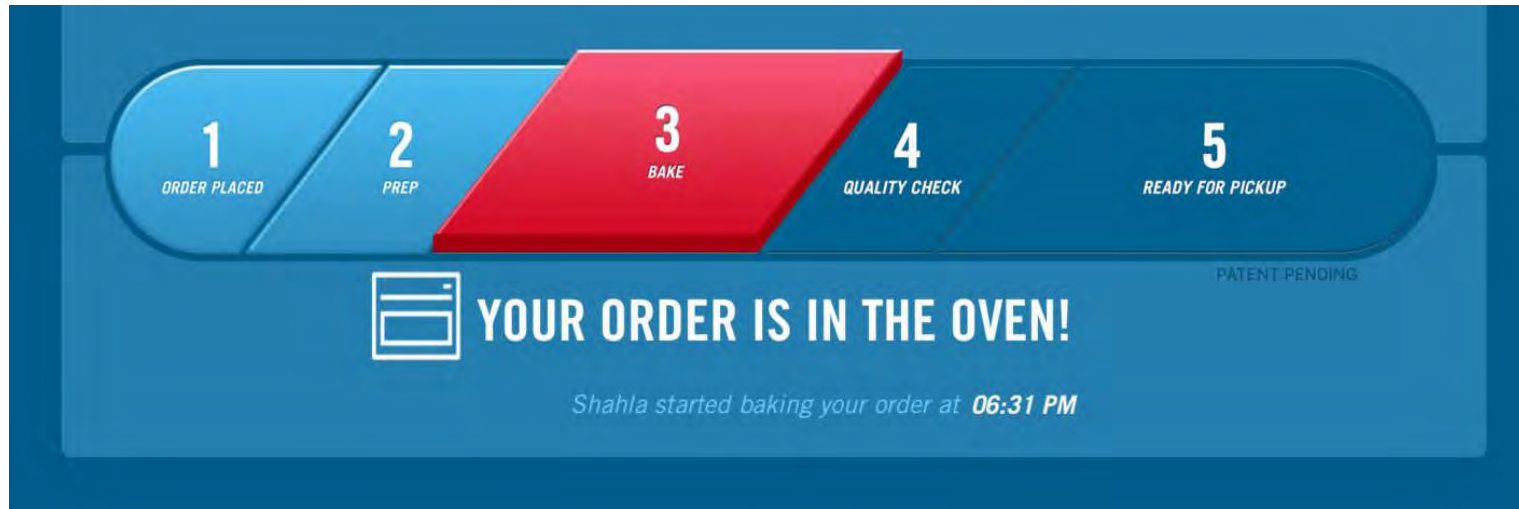


**APPLY NOW**

이중언어

Բազմալեզու

Español



# Case Study 3: ADU Infographic

Glendale Municipal Code							
Up	Previous	Next	Main		Search	Print	No Frames
<a href="#">Title 30 ZONING</a>							
<a href="#">Chapter 30.34 STANDARDS FOR SPECIFIC USES</a>							

## 30.34.080 Accessory dwelling units and junior accessory dwelling units.

**A. Intent and Purpose.** This section is intended to provide for the creation of accessory dwelling units and junior accessory dwelling units in a manner that is ministerial and nondiscretionary consistent with state law.

1. Accessory dwelling units and/or junior accessory dwelling units, as applicable, are located on lots developed or proposed with dwelling units in areas zoned for single family and multifamily residential (including mixed-use residential) uses and can provide an important source of affordable housing. For purposes of this section, the existing one residential dwelling on property zoned single family residential or property with an existing single-family dwelling on it shall also be known as the primary dwelling.
2. Accessory dwelling units and junior accessory dwelling units, when appropriately sized and located, have little impact on neighborhood quality of life or upon real property that is listed, or identified on a historic survey as potentially eligible on the National Register of Historic Places, California Register of Historical Resources, Glendale Register of Historic Resources, and in a city of Glendale designated or nominated historic district.
3. Establishing reasonable regulations for accessory dwelling units and junior accessory dwelling units is an appropriate mechanism to properly balance the need for additional affordable housing with the need to maintain existing architectural character, community character and neighborhood quality of life.
4. Accessory dwelling units and junior accessory dwelling units are not considered for purposes of General Plan density calculation.
5. Accessory dwelling unit and junior accessory dwelling unit permits are necessary to enable tracking of affordable housing and to ensure review and compliance with zoning, fire, and life safety standards contained in state and local law.

**B. Applicability.** This section shall apply to all zones that allow single-family or multifamily residential use(s).

**C. Definitions.** The following definitions shall apply to the requirements of this section any term not defined herein shall have the same meaning as defined in Chapter [30.70](#):

“Accessory dwelling unit” means an attached or a detached residential dwelling unit that provides complete independent living facilities for one or more persons and is located on a lot with a proposed or existing primary residence. It shall include permanent provisions for living, sleeping eating, cooking, and sanitation on the same parcel as the single-family or multifamily dwelling is or will be situated. An accessory dwelling unit also includes the following:

- a. An efficiency unit as defined in Section 17958.1 of the [Health and Safety Code](#).
- b. A manufactured home, as defined in Section 18007 of the [Health and Safety Code](#).

“Junior accessory dwelling unit” means a unit that is no more than five hundred (500) square feet in size and contained entirely within a single-family residence, and shall in no event be contained within a detached accessory building or structure. A junior accessory dwelling unit may include

# 14

## THINGS YOU NEED TO KNOW WHEN CONSIDERING AN ACCESSORY DWELLING UNIT (ADU)



# 14 THINGS YOU NEED TO KNOW BEFORE CONSIDERING AN ADU !

## 1 IS MY PROPERTY ELIGIBLE FOR AN ADU?

ADUs can only be constructed on sites with one dwelling unit, such as a single family home.

## 2 WHERE CAN I LOCATE IT?

- New addition, attached to primary house
- New detached addition
- Conversion of existing floor area
- Conversion of garage (this option requires replacement of parking spaces on site 8' wide by 18' long)

## 3 WHAT SIZE CAN IT BE?

150 to 600 square feet (sf)

## 4 WHAT MUST IT INCLUDE?

- A bathroom
- A kitchen
- Independent entrance/access
- Service from utilities, including sewer, water and electric

## 5 HOW MUCH WILL IT COST?

**Permit fees:** Approximately \$9,000 - \$13,000 (based on building valuation and type of construction).

**Covenant fees:** \$2,348 (a legal document that will tie primary house to ADU. See #12).

**Construction fees:** Obtain from your general contractor.

## 6 WHAT ARE THE PARKING REQUIREMENTS?

One parking space is required for an ADU unless one or more conditions can be satisfied:

- ADU is within 1/2 mile radius of public bus/train stop.
- ADU is located within a historically significant district.
- ADU is part of existing primary residence or an existing accessory living quarter.
- See code for two additional exceptions.

## 7 DO I HAVE TO INSTALL FIRE SPRINKLERS?

It depends on the type of ADU. Check with Building & Safety for specifics.

## 8 WILL IT HAVE A SEPARATE ADDRESS?

Yes, the ADU will have its own address.

## 9 WHAT ABOUT UTILITIES?

Separate water and electric meters are not required. If an owner wants a separate bill for the ADU, then separating meters will be required.

## 10 WHAT DEVELOPMENT STANDARDS APPLY?

ADUs are subject to all relevant zoning regulations including maximum floor area and maximum lot coverage.

## 11 CAN I RENT IT?

The owner must reside in either the primary dwelling unit or the ADU, or the entire property must be rented as one. Short term rentals are prohibited.

## 12 CAN I SELL IT?

No, you can only sell your house and ADU together. A covenant and agreement must be recorded on the property (see #5) to prevent separate sale.

## 13 WHAT ABOUT THE DESIGN OF MY ADU?

ADUs must be architecturally compatible with the existing primary structure.

## 14 WILL IT AFFECT FUTURE ADDITIONS?

If future addition of floor area is planned for the site, it should be completed *before* any garage conversion to an ADU, because addition of any new floor area requires all required parking to be provided.

# Questions?



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