

**HUMAN SERVICES COMMISSION
CITY OF WEST HOLLYWOOD
REGULAR MEETING
TUESDAY, APRIL 14, 2026
PLUMMER PARK - ROOMS 5 & 6
7377 SANTA MONICA BOULEVARD
6:00 PM**

LAND ACKNOWLEDGEMENT:

“The West Hollywood Human Services Commission acknowledges that the land on which we gather and that is currently known as the City of West Hollywood is the occupied, unceded, seized territory of the Gabrieleño Tongva and Gabrieleño Kizh peoples.”

STATEMENT OF SHARED RESPONSIBILITY FOR RESPECT:

During public meetings, community gatherings, interactions with the public, and with one another, the City endeavors for all participants and attendees to conduct City business and treat others with respect, a core value of the City. This includes being polite, professional, and thoughtful when interacting with others. Our collective commitment to West Hollywood requires intention, cooperation, courtesy, consideration, tolerance, forgiveness, acceptance, inclusiveness, kindness, compassion, and patience. Our respect is expressed not only in the words we choose, but also in our tone, our demeanor, and our actions toward one another.

To comply with the Americans with Disabilities Act of 1990, Assistive Listening Devices (ALD) will be available for check out at the meeting; If you require special assistance to participate in this meeting, (e.g. an American Sign Language interpreter for people who are Deaf or hard of hearing), you must call or submit your request in writing to the Office of the City Clerk at (323) 848-6409 at least 48 hours prior to the meeting. The City TDD line for the hearing impaired is (323) 848-6496.

Special meeting related accommodations (e.g., transportation) may be provided upon written request to the Office of the City Clerk at least 48 hours prior to the meeting. For information on public transportation, call 323.GO.METRO (323/466-3876) or go to www.metro.net.

RULES OF DECORUM

Members of the audience shall not engage in disorderly or boisterous conduct, including the utterance of loud, threatening, or abusive language, whistling, stamping of feet or other acts which disturb, disrupt, impede, or otherwise render the orderly conduct of the Commission meeting infeasible. A member of the audience repeatedly or continuously engaging in any such conduct shall, at the discretion of the Presiding Officer or a majority of the Commission, be subject to ejection from that meeting.

Any person wishing to speak in connection with any item of business on the agenda shall first complete a speaker request slip and submit the slip to the Secretary.

No person shall address the Commission without first being recognized by the Presiding Officer.

Each person addressing the Commission shall do so in an orderly manner and shall not make repetitious, slanderous or irrelevant remarks, or engage in any other disorderly conduct which disrupts, disturbs or otherwise impedes the orderly conduct of the Commission meetings. Any person who so disrupts the meeting may, at the discretion of the Presiding Officer or a majority of the Commission, be subject to ejection from that meeting.

To Participate by Listening to the Meeting Audio and Providing Public Comment by Telephone:

1. You may dial-in ten (10) minutes prior to the start of the meeting. The meeting begins at 6:00 p.m. You will be placed ON HOLD in the Virtual Meeting Room until the meeting commences. When you enter the meeting, please mute your telephone. Dial in Code: *6 = unmute. Dial in Code: *9 = lets the host know you want to speak on the current item
2. Members of the public who wish to comment by telephone are required to register to speak via Zoom by sending an email to HSCPUBLICCOMMENT@weho.org no later than 12:00 p.m. to be added to the remote public speaker list. Please include your name, phone number (for staff to identify your caller location on Zoom), and the item number(s) you would like to speak on.

1. CALL TO ORDER:

A. ROLL CALL

B. PLEDGE OF ALLEGIANCE

C. APPROVAL OF AGENDA

The Human Services Commission is requested to approve the meeting agenda for April 14, 2026.

D. APPROVAL OF MINUTES

The Human Services Commission is requested to approve the minutes of March 10, 2026. Human Services Commission meeting.

E. PUBLIC COMMENT

The Human Services Commission values your comments; however, pursuant to the Brown Act, the Human Services Commission cannot take action on items not listed on the posted agenda. Members of the public have three minutes to speak. This public comment period is to address the Human Services Commission on agenda items or items of general interest

within the jurisdiction of the Human Services Commission. An additional public comment period is offered at the end of the meeting.

2. CONSENT CALENDAR:

A. 2026 OLDER ADULTS MONTH

The Human Services Commission will receive an overview of planned activities for Older Adults Month.

Recommendation: Receive and file.

3. PUBLIC HEARING: None.

4. UNFINISHED BUSINESS: None.

5. NEW BUSINESS:

A. LACAHSR RPHP FUNDING AND PLANNED PROGRAMMING

On April 20, 2026, the West Hollywood City Council will consider accepting Renter Protection and Homelessness Prevention funds, generated through Measure A, administered by Los Angeles County Affordable Housing Solutions Agency (LACAHSR), and allocated to the City through the Westside Cities Council of Governments, to expand the West Hollywood Homelessness Prevention and Rental Assistance Program. Council will also consider approving contract amendments with current non-profit partners administering rental assistance to support program expansion using these additional funds. This report provides the Human Services Commission with an overview of the new funding source and seeks the Commission's feedback to inform future programming.

Recommendation: Receive and provide feedback on community engagement and research components for future funding phases.

B. CITY OF WEST HOLLYWOOD PUBLIC TRANSPORTATION PROGRAMS

The Human Services Commission will receive an update on the City's public transportation programs: Cityline, Dial-A-Ride/TLC, The PickUp, On-Call Transportation Subsidy, and Bus Pass Subsidy. The Commission will also receive a proposal from Transportation staff for proposed improvements to the Bus Pass Subsidy program.

Recommendation: Receive presentation and provide feedback.

C. ANNUAL RENT STABILIZATION DIVISION UPDATE

This report provides an overview of the Rent Stabilization Division activities during Calendar Year 2025 (CY 2025), including complaint and inquiry trends, dispute resolution processes and coordination with Code Enforcement related to rent-stabilized units. The data establishes a baseline for future quarterly reporting to the Rent Stabilization Division. Currently, staff are currently advancing several housing policies and program initiatives, including participation in an Ad Hoc Committee with members of the City Council to evaluate potential policy changes to strengthen the Rent Stabilization Ordinance, as well as administrative updates to the City’s Inclusionary Housing Program waiting list.

Recommendation: Receive presentation and discuss.

6. EXCLUDED CONSENT

7. ITEMS FROM STAFF

8. PUBLIC COMMENT

This time is set aside for the public to address the Human Services Commission on any item of interest within the subject matter jurisdiction of the Human Services Commission that could not be heard under Item 1.E. at the beginning of the meeting.

9. ITEMS FROM COMMISSIONERS

During this time, in accordance with Section 4.7 of the Human Services Commission bylaws, any member of the Commission may request that an item of business within the Commission's subject matter jurisdiction be added to a future agenda. Such requests are subject to the approval of the Commission.

10. ADJOURNMENT

The Human Services Commission will adjourn to its next Regular Meeting on Tuesday, May 12, 2026, at 6:00 pm at the Council Chambers.

Notice: Written materials distributed to the Human Services Commission within 72 hours of this meeting are available for public inspection immediately upon distribution at the Department of Human Services and Rent Stabilization, 8300 Santa Monica Boulevard, West Hollywood, California, 90069, during normal business hours. They will also be available for inspection at the staff liaison’s table during the Commission meeting.

**HUMAN SERVICES COMMISSION
CITY OF WEST HOLLYWOOD
DRAFTED MINUTES
TUESDAY, MARCH 10, 2026
PLUMMER PARK - ROOMS 5 & 6
7377 SANTA MONICA BOULEVARD**

1. **CALL TO ORDER:** Chair Williams called the meeting to order at 6:02 pm and Commissioner Eyres read the Land Acknowledgement.

A. ROLL CALL

PRESENT: Commissioner Adolphson
Commissioner Eyres
Commissioner Palmieri
Commissioner Steele
Commissioner Wyville
Vice-Chair Borelli
Chair Williams

ABSENT: None

ALSO Teree Carter, Human Services Manager

PRESENT: Diane Kahn-Epstein, Strategic Initiatives Supervisor
Francisco Gomez, Strategic Initiatives Program Administrator
Katherine Fierro, Commission Secretary, Social Services Specialist

B. PLEDGE OF ALLEGIANCE

Chair Williams led the Pledge of Allegiance.

C. APPROVAL OF AGENDA

The Human Services Commission is requested to approve the meeting agenda for March 10, 2026.

ACTION: Approved the Agenda on March 10, 2026. Moved by Commissioner Steele, seconded by Commissioner Eyres and unanimously approved by roll call vote.

D. APPROVAL OF MINUTES

The Human Services Commission is requested to approve the minutes of February 10, 2026, Human Services Commission meeting.

ACTION: Motion by Commissioner Adolphson, seconded by Commissioner Steele, and passed by roll call vote, noting one abstention by Commissioner Wyville.

E. PUBLIC COMMENT

MICHAEL PACITTI, WEST HOLLYWOOD – Shared his experience as a volunteer for Seeds of Hope. Advocated for safer lines for older residents accessing social programs. Noted the disruption to accessible pathways by the Elton John Setup. Thanked commissioners for providing services to community

YOLA DORE, WEST HOLLYWOOD – The Disability Advisory Board (DAB) liaison thanked the commission’s ongoing work to improve the lives for disabled persons. Spoke on food insecurity and encouraged staff to attend DAB meetings.

STEPHAN POST, WEST HOLLYWOOD – Public Safety Commission liaison, provided updates from the Public Safety Commission, including upcoming City Council discussions related to public safety contracts and ICE-related concerns.

HELEN KRIEGER, WEST HOLLYWOOD – Transportation Mobility Commissioner, introduced herself as a candidate for City Council and expressed appreciation for the Commission’s work supporting residents through social services programs.

2. CONSENT CALENDAR: None.

3. PUBLIC HEARING: None.

4. UNFINISHED BUSINESS:

A. HOMELESSNESS INITIATIVE UPDATE – COORDINATED RESPONSE FRAMEWORK (CRF) IMPLEMENTATION AND CONSULTANT PROCUREMENT

The Human Services Commission received an update and presentation on the City’s Homelessness Initiative, including progress on implementing the City Council-Approved Coordinated Response Framework (CRF), work completed to date, the status of consultant procurement, and anticipated next steps. The update included the City’s selection of Andrew Henning & Associates as a consultant to assist with CRF implementation. Staff shared that the consulting engagement is expected to last 8-10 months.

Commissioners expressed excitement about the CRF and discussed escalation protocols for complex cases, coordination with Los Angeles County agencies, data sharing across providers, and privacy protections and cultural competency practices.

Action: Received and filed.

B. HOMELESS INITIATIVE DATA & REPORTING

The Human Services Commission received an overview and presentation of City-collected homelessness data to support discussion on how this information should be organized and presented through regular reporting.

Commissioners discussed additional reporting metrics and emphasized documenting qualitative data.

ACTION: Received and discussed.

5. NEW BUSINESS: .

A. PROPOSED ESTABLISHMENT OF ANNUAL GRASSROOTS MICRO-GRANT PROGRAM AND COMMUNITY CAT STABILIZATION & TNR FUNDING FRAMEWORK

The Human Services Commission received an update and presentation on the proposed framework for the establishment of an Annual Grassroots Micro-Grant Program beginning in FY 2026–27. The program includes five funding categories, including Community Cat Stabilization and Trap-Neuter-Return (TNR), and is designed to strengthen local civic infrastructure by supporting grassroots organizations and emerging community leaders.

Commissioners discussed funding structure clarity, eligibility requirements and potential program impacts and opened public comment on the item.

RENEE SOTILE, WEST HOLLYWOOD– with Community Cats expressed concern on TNR micro-grants and advocated for continued support for local trap-neuter-return and foster programs.

MJ GODGES-WEST HOLLYWOD- spoke on expanding TNR program and responsibilities.

YOLA DORA, the Disability Advisory Board (DAB) liaison, expressed support for the TNR program.

ACTION: Received and discussed.

6. EXCLUDED CONSENT: NONE.

7. ITEMS FROM STAFF

Staff shared that the Social Services team will be attending the senior nutritional lunch on March 18th from 11:00 a.m. to 12:00 p.m. at Plummer Park and invited commissioners to attend noting a suggested donation of \$7 dollars.

Staff reported that the Community Health Hub item will be presented to the City Council on March 16, 2026, under Unfinished Business. It was noted that The Abbey location has been removed from the staff-recommended locations. Recommended locations include West Hollywood Park, near the 24-hour restroom, West Hollywood Park 5-Story Parking Structure or a location in the Rainbow District on Santa Monica Boulevard. Commissioners were invited to provide individual public comment at the City Council meeting.

Staff also informed Commissioners that Program Administrators are currently conducting site visits and program audits to current Social Service Providers.

Commission and Advisory Board Members were invited to the annual Congress of Boards and Commissions on March 24, 2026 at 6:00 p.m. at the West Hollywood Library Auto Court.

8. PUBLIC COMMENT

MICHAEL PACITTI, WEST HOLLYWOOD- Thanked Commissioners and staff for data presented at meeting. Requested summaries to be shared with neighbors.

STEVEN POST, WEST HOLLYWOOD- spoke on CRF and de-escalation procedures, referenced an incident involving an Allied Universal Security Ambassador and a homeless individual, and called for a joint Human Services-Public Safety Commission study session with shared data. He also introduced himself as a candidate for City Council.

KYLE BRAZEAL, WEST HOLLYWOD- Introduced himself as a candidate for City Council. Expressed appreciation for data presentation. Encouraged deeper analysis of factors in future data reports.

MJ GODGES-WEST HOLLYWOD- spoke on expanding TNR program and fostering responsibilities in the City of West Hollywood.

RENEE SOTILE, WEST HOLLYWOOD- with Community Cats advocated for continued support for local trap-neuter-return and foster programs. Clarified costs for TNR services.

9. ITEMS FROM COMMISSIONERS

COMMISSIONER WYVILLE-Thanked staff for reports. Attended West Hollywood

Lobby Day in Sacramento.

COMMISSIONER EYERS – Spoke about Better Angels, a non-profit that is assembling a data base to assist with shelter and housing in LA County. Recommended staff investigate the organization.

COMMISSIONER ADOLPHSON- Thanked staff, inquired about volunteer activity suggestions for Congress of Commissioners and suggested assembling WeHo Life packets. Introduced Sunset Club concept for older adults and shared that a funder was interested in bringing it to West Hollywood.

COMMISSIONER STEELE- Thanked staff and asked for clarification on whether commissioners can attend site visits to contracted service providers. Acknowledged accessibility and safety during events for food providers and volunteers.

COMMISSIONER PALMIERI – Expressed support for removing The Abbey from Community Health Hub sites. Stated support for Security Ambassador program.

VICE-CHAIR BORELLI – Thanked staff and attendees for input. Attended K-Line Extension Rally in West Hollywood. Met with Teree Carter, Human Services Manager, and found the meeting helpful. Wished Chair Williams a Happy Birthday.

Chair Williams – Attended K-Line Rally with other commissioners. Cheered on LA Marathon runners in West Hollywood noting community engagement with out-of-area participants. Raised concerns on a potential Human trafficking incident at Mics bar in West Hollywood. Suggested a joint effort with Public Safety to educate and empower bar owners and staff on recognition and help protocols. Thanked attendees and expressed luck to candidates.

10. **ADJOURNMENT**

The Human Services adjourned at 8:10 pm to its next Regular Meeting on Tuesday, April 14, 2026, at 6:00 pm at Plummer Park Community Center, Rooms 5&6.

Notice: Written materials distributed to the Human Services Commission within 72 hours of this meeting are available for public inspection immediately upon distribution at the Department of Human Services and Rent Stabilization, 8300 Santa Monica Boulevard, West Hollywood, California, 90069, during normal business hours. They will also be available for inspection at the staff liaison's table during the Commission meeting.

SUBJECT: 2026 OLDER ADULTS MONTH

PREPARED BY: HUMAN SERVICES & RENT STABILIZATION DEPARTMENT
(Teree Carter, Human Services Manager)
(Diane Kahn Epstein, Strategic Initiatives Supervisor)
(Derek Murray, Social Services Supervisor)
(Becca Lubin, Strategic Initiatives Program Administrator)
(Maribel Ulloa, Social Services Program Administrator)
(Katherine Fierro, Social Service Specialist)

STATEMENT ON THE SUBJECT:

This Human Services Commission will receive an overview of planned activities for Older Adults Month.

RECOMMENDATION:

Receive and file.

BACKGROUND / ANALYSIS:

May is nationally recognized as Older Adult Month to honor older adults and promote healthy aging. The City's annual programming for Older Adult Month focuses on wellness and community engagement and includes an Older Adult Community Health Fair, Older Adults Services Awards, a televised Older Adult Advisory Board meeting and, newly added this year, an Older Adults Arts Showcase. The goal of these events is to share information, as well as provide an opportunity for community members to connect with non-profit service providers in the City and with each other. The City also utilizes Older Adult Month as an opportunity to uplift activities hosted by community partners working with older adults, including the Los Angeles LGBT Center and Jewish Family Service LA, and spotlight social services and resources that are available to older adult community members year-round.

Older Adults Arts and Health Fair

Each year, the City collaborates with the Older Adult Advisory Board, Cedars-Sinai Medical Center, and non-profit partners to plan and host a health fair. This year's health fair will take place on May 7th from 10am – 1pm at the Plummer Park Community Center. Participants will have the opportunity to participate in free health screenings, get vaccinations, interact with local non-profit providers, and receive a complimentary lunch.

In alignment with City Council Agenda Item B.19. (F.4.) from the February 2, 2026 City Council meeting, which directed staff to partner with the Older Adult Advisory Board to organize an Older Adult Art Showcase in May 2026, the City is excited to announce that an Older Adults Art Showcase will take place during the health fair. The City is partnering with the Entertainment Community Fund to highlight various mediums of artwork created by West Hollywood older adult artists and offer attendees a gallery-style viewing experience.

The Arts Showcase promotes connection and creativity by allowing older adults a unique opportunity to share their perspectives and their lived experiences – all while providing another way for the City to uplift older adults as valuable contributors to the West Hollywood community.

Older Adults Advisory Board Televised Meeting

The Older Adults Advisory Board will host a special televised meeting on Wednesday, May 6, 2026, at 2 p.m. in the City's Council Chambers/Public Meeting Room located at 625 N. San Vicente Boulevard. During the meeting, the Board will present the 21st Annual Older Adults Service Award to an older adult community member who has demonstrated leadership, advocacy, and a commitment to improving the lives of older adults in West Hollywood.

Communication

Human Services staff will work with the City's Communications Department to promote the health fair, Art Showcase, and the Older Adult Advisory Board televised May meeting through the City's website, a press release, and social media.

OFFICE OF PRIMARY RESPONSIBILITY:

HUMAN SERVICES & RENT STABILIZATION DEPT. / HUMAN SERVICES DIVISION

ATTACHMENT: None.

SUBJECT: WEST HOLLYWOOD EXPANDED RENTER PROTECTION AND HOMELESSNESS PREVENTION PROGRAMMING

PREPARED BY: HUMAN SERVICES & RENT STABILIZATION DEPARTMENT

(Yvonne Quarker, Acting Director)

(Teree Carter, Human Services Manager)

(Diane Kahn-Epstein, Strategic Initiatives Supervisor)

(Becca Lubin, Strategic Initiatives Program Administrator)

STATEMENT ON THE SUBJECT:

On April 20, 2026, the West Hollywood City Council will consider accepting Renter Protection and Homelessness Prevention funds, generated through Measure A, administered by Los Angeles County Affordable Housing Solutions Agency (LACAHS), and allocated to the City through the Westside Cities Council of Governments, to expand the West Hollywood Homelessness Prevention and Rental Assistance Program. Council will also consider approving contract amendments with current non-profit partners administering rental assistance to support program expansion using these additional funds. This report provides the Human Services Commission with an overview of the new funding source and seeks the Commission's feedback to inform future programming.

RECOMMENDATIONS:

Receive and provide feedback on community engagement and research components for future funding phases.

BACKGROUND / ANALYSIS:

This report introduces Los Angeles County Measure A funding, reviews the City's current rental assistance programs, and presents an expanded FY26 Renter Protection and

Homelessness Prevention Funding Plan utilizing allocated Measure A dollars to strengthen homelessness prevention and housing stability for West Hollywood community members.

Specifically, this report includes:

1. Background of Measure A – Los Angeles County Affordable Housing Solutions Agency Renter Protection and Homelessness Prevention Funds
2. Allocation of Measure A Funding Aligns with City Priorities and Expanding Existing Rental Assistance and Homelessness Prevention Services
3. Community Engagement and Phased Implementation Approach
4. Regional Context and County Collaboration
5. Next Steps

1. Background on Measure A – Los Angeles County Affordable Housing Solutions Agency Renter Protection and Homelessness Prevention (RPHP) Funds

In November 2024, Los Angeles County voters approved Measure A, a 0.5% sales tax to increase funding for homelessness prevention, affordable housing development, mental health and substance use treatment, and social services. The Los Angeles County Affordable Housing Solutions Agency was tasked with allocating funds for renter protection and homelessness prevention and for the prevention, production, and ownership of housing (PPO) in LA County. LACAHSAs allocated \$5,879,775 in Renter Protection and Homelessness Prevention (RPHP) funds to the Westside Cities Council of Governments, which includes West Hollywood, Santa Monica, Culver City, and Beverly Hills.

The City of West Hollywood has been allocated \$631,449 in Measure A pass-through funds specifically for the Renter Protection and Homelessness Prevention (RPHP) Program from the Los Angeles County Affordable Housing Solutions Agency (LACAHSAs), administered via the Westside Cities Council of Governments (WSCCOG) for Fiscal Year 2026. Within LACAHSAs guidelines, cities have the flexibility to design programs to best

meet local needs. One of LACAHSAs priorities is the timely distribution of funds to expand rental assistance and strengthen housing stability across Los Angeles County.

2. Allocation of Measure A Funding Aligns with City Priorities and Expanding Existing Rental Assistance and Homelessness Prevention Services

The City of West Hollywood was founded, in large part, to allow renters to age in their community and live free from discrimination. Since its incorporation in 1984, the City has advanced this mission by adopting a rent stabilization ordinance, prohibiting discrimination based on sexual orientation and HIV status, investing in affordable housing, and contracting with non-profit agencies to provide social services. Currently, the City's continuum of supportive services includes rental assistance and eviction defense.

The City initially contracted with the Alliance for Housing and Healing (later APLA Health-AHH) to provide emergency financial assistance, rent subsidies, and deposits for low-income residents living with HIV/AIDS. In 2009, the City expanded rental assistance by adding support for older adults (55+) through APLA Health-AHH and for younger residents through NCJW|LA, in response to eviction and homelessness risks following the economic downturn. The Measure A funding aligns with the City's longstanding commitment to housing and community stability and further expands the City's ability to support long-term West Hollywood residents.

3. Community Engagement and Phased Implementation Approach

Community engagement conducted from November 2025 to January 2026 included Human Services staff meetings with Rent Stabilization and the City's current rental assistance providers to identify program needs and gaps. Feedback consistently emphasized the need for timely financial assistance to prevent eviction and housing loss, including gap rent, back rent, and short-term income support.

The City's existing rental assistance programs have limitations that leave some residents ineligible or insufficiently served. Providers cite high rental arrears, assistance needs that exceed current grant limits, and rising utility costs as key challenges that Measure A funds

can help to address. City Councilmembers have also identified the need for additional support for families facing high childcare costs and tenants displaced under the Ellis Act. The expanded funding plan is designed to respond to these gaps and strengthen housing stability.

To meet LACAHSAs goals for timely distribution and to dedicate at least 40 percent of funds to rental assistance, staff structured Measure A programming into two phases: (1) Emergency Rental Assistance and (2) Short-Term Income Support.

Phase 1	DESCRIPTION
Program	
Costs	
\$300,000	Direct client rental assistance funds
\$50,000	Nonprofit program administration funds
Phase 2	DESCRIPTION
Program	
Costs	
\$220,000	Direct client short-term income support funds
\$61,449	Consultant research and engagement funds

Phase 1: Emergency Rental Assistance

Phase 1 for FY 26 prioritizes fund deployment by expanding existing rental assistance programs through the City’s contracted non-profit partners. LACAHSAs RPHP allows broader eligibility than current programs, enabling assistance for residents at high risk of eviction due to significant arrears. Phase 1 allocates \$350,000 for emergency rental assistance, including \$300,000 in direct client assistance (paid to landlord, utility company, or other verified third-party entity) and \$50,000 for program administrative costs to cover outreach, intake, and case management. Implementation will begin immediately following the Council’s approval of the amended contracts. Utilizing existing providers and current programming infrastructure allows the City to meet the LACAHSAs goal of distributing funds quickly.

Phase 2: Short-Term Income Support and Program Development

Phase 2 allocates \$220,000 for short-term income support programs, including possible funding for residents who lose their housing due to the Ellis Act and for community members working in West Hollywood facing financial strain related to childcare or eldercare. Supporting the West Hollywood workforce helps stabilize the local economy, sustain small businesses, and prevent displacement of workers who are essential to the City's service and hospitality sectors. As this portion focuses on addressing underlying income instability through targeted, short-term income support directly to tenants, final program design will be informed by broader community engagement and research. To support this work and expedite implementation, staff anticipate using approximately \$61,449 of Measure A funds to engage a consultant to assess these needs through research and community engagement. Staff will return to the City Council with recommended program design and implementation strategies

4. Regional Context and County Collaboration

The City's FY26 RPHP Funding Plan is developed within the broader regional and countywide homelessness prevention framework led by LACAHS, including the development of a countywide Integrated Service Model (ISM) intended to streamline access to emergency rental assistance, legal services, and outreach. While City staff continue participating in regional planning discussions, certain activities - including short-term income support and locally tailored prevention programs – fall outside the ISM and must be administered locally. For FY26, City staff recommend continued regional coordination while maintaining local administration of programs that address identified community needs, acknowledge existing City service delivery infrastructure, and allow for timely, flexible intervention.

5. Next Steps

As the City advances its FY26 Measure A Renter Protection and Homelessness Prevention programs, staff are implementing program expansion in phases to balance urgent needs with thoughtful program development. Phase 1 delivers immediate emergency rental assistance to residents with high arrears and elevated eviction risk who

were previously ineligible, as identified by the City's service providers. Phase 2 deepens community engagement and analyzes local needs, including potential support for residents displaced by the Ellis Act and West Hollywood workers facing childcare or eldercare-related financial challenges. This two-phase approach allows the City to respond quickly while ensuring longer-term prevention strategies reflect local conditions and community input.

By expanding access to prevention services and exploring short-term income support strategies, this expanded programming will strengthen the City's ability to prevent homelessness, promote housing stability, and improve quality of life for West Hollywood community members.

OFFICE OF PRIMARY RESPONSIBILITY:

HUMAN SERVICES & RENT STABILIZATION DEPARTMENT / HUMAN SERVICES
DIVISION

SUBJECT: CITY OF WEST HOLLYWOOD PUBLIC TRANSPORTATION
PROGRAMS

PREPARED BY: PUBLIC WORKS DEPARTMENT
(Tamar Fuhrer, AICP, Transportation and Mobility Manager)
(Christian Vasquez, Transportation Program Administrator)

HUMAN SERVICE AND RENT STABILIZATION DEPARTMENT
(Michelle Liberman, Social Services Program Administrator)

STATEMENT ON THE SUBJECT:

The Human Services Commission will receive an update on the City's public transportation programs: Cityline, Dial-A-Ride/TLC, The PickUp, On-Call Transportation Subsidy, and Bus Pass Subsidy. The Commission will also receive a proposal from Transportation staff for proposed improvements to the Bus Pass Subsidy program.

RECOMMENDATION:

Receive presentation and provide feedback.

BACKGROUND / ANALYSIS:

The City of West Hollywood is committed to providing efficient, accessible, and sustainable transit options for its community members. The City's transportation programs aim to reduce traffic congestion, promote environmental sustainability, and enhance overall quality of life. A summary table of the transportation programs is provided in Attachment A.

Cityline Local and Cityline Commuter

Cityline is a free, fixed-route local shuttle service that connects key destinations within West Hollywood, including residential areas, commercial centers, and public facilities. Cityline operates two routes: Cityline Local and Cityline Commuter. Cityline route maps are included in Attachment B.

- **Cityline Local:** Operates with up to four vehicles, providing circulator service within West Hollywood approximately every 30 minutes, Monday through Saturday, from

9:00 AM to 5:30 PM.

- **Cityline Commuter:** Offers a limited-stop connection between West Hollywood and the Metro B Line (formerly the Red Line) subway station at Hollywood and Highland in the City of Los Angeles. This service runs approximately every 15 minutes, Monday through Friday from 7:00 AM to 9:00 AM, and Monday through Saturday from 5:00 PM to 8:00 PM.

Cityline Dial-A-Ride Flex and Tender Loving Care (TLC) Services

The Cityline Dial-A-Ride Flex and TLC services offer demand-response transportation by advance reservation and subscription for West Hollywood residents aged 62 and older, or those with a documented disability. The Dial-A-Ride Flex service provides curb-to-curb transportation, while the TLC service offers door-to-door assistance for those needing extra help getting to and from vehicles. For TLC program riders, an attendant is present on the vehicle to assist with wayfinding, groceries, mobility devices, doors, and stairs. The Dial-A-Ride Flex and TLC services operate Monday through Friday from 7:30 AM to 5:00 PM.

To participate in the Dial-A-Ride Flex and TLC services, eligible residents must first register by completing an application form available online at weho.org/transit or by calling (800) 447-2189. Once enrolled, participants can book a ride through the Cityline Flex mobile app or by calling the call center at (800) 447-2189.

The PickUp

The PickUp is a free, convenient, and fun transportation option for residents and visitors during weekends and special events such as WeHo Pride weekend and Halloween Carnival. It operates approximately every 15 minutes along Santa Monica Boulevard between La Brea Avenue and Robertson Boulevard on Friday and Saturday evenings, as well as Sunday afternoons. A service map is provided in Attachment C. This service connects residents and visitors to bars, clubs, restaurants, and entertainment venues in and around the City's Rainbow District, Center City, and Eastside. In April 2025, the City Council directed staff to expand The PickUp service by adding Thursday evening service during daylight savings time. The PickUp schedule is outlined below:

- Thursdays: 8:00 p.m. to 3:00 a.m., March to October

- Fridays: 8:00 p.m. to 3:00 a.m.
- Saturdays: 8:00 p.m. to 3:00 a.m.
- Sundays: 2:00 p.m. to 10:00 p.m.

On-Call Transportation Subsidy Program

The On-Call Transportation Subsidy Program is designed to complement the City's existing transportation services by offering flexible, on-demand rides for West Hollywood residents aged 62 and older, as well as residents of any age with disabilities. The program ensures access to prompt trips during evenings, weekends, and to destinations up to a 10-mile radius from the City's borders, extending beyond the reach of the City's current transit services. Available 24/7, rides can be booked through Ambiance's call center or, more recently, through Lyft integration. Participants are also able to manage their account balance, review trip history, and add funds easily through AmbianceTrips.com. The program brochure is provided in Attachment D.

First-time enrollment must be completed in person at West Hollywood City Hall. To enroll, participants are required to provide a valid photo ID, proof of residency such as a utility bill, and an initial payment by check or money order. Once enrolled, participants can conveniently add credits over the phone with a credit card directly through the program. Each month, subsidized fare credits are available for purchase at discounted rates, with \$50 in fare credits offered for \$8.00, and \$100 in fare credits for \$16.00.

Transportation is provided through both Lyft vehicles and Ambiance's ADA-accessible fleet. In addition to general trips, Ambiance offers non-emergency medical rides, helping participants get to and from healthcare appointments.

Bus Pass Subsidy Program

The West Hollywood Bus Pass Subsidy Program offers monthly transit assistance to West Hollywood residents aged 62 and older, as well as residents of any age with disabilities. Participants receive \$20 in Stored Value each month at no cost, which, due to Metro's fare capping policy, is enough to cover unlimited Metro bus and rail rides for the entire month.

To be eligible, applicants must be a resident of West Hollywood and must have an active

Senior/Disabled Orange TAP card. Those who do not already have a TAP card may apply online through Metro's website or in person at West Hollywood City Hall.

Program participants are able to request funds to be reloaded onto their cards through the following methods:

- In-person at City Hall during City Hall opening hours
- By phone during City Hall opening hours
- By mail
- By web form

Currently, staff is unable to see participants' fund balances, so are only alerted that additional funds are needed when a participant takes action. This can result in a delay in participants receiving new fund balances until after they try boarding a transit vehicle and realizing that they have insufficient funds. Metro has meanwhile developed a "Go TAP Program Participant Waiver" to allow participating agencies to see fund balances and add funds remotely. To date, 28 participants have opted into the waiver, and are automatically receiving additional TAP funds when their balances dip below \$10. Staff is recommending that all Bus Pass Subsidy Program participants complete the participant waiver as a condition of program participation. This will ensure that all participants have sufficient TAP card balances at all times, and can reduce staff time since fund additions could be completed in batches rather than ad hoc.

Additionally, staff is proposing to develop a comprehensive Bus Pass Program enrollment package to include the Metro application, West Hollywood application, instruction sheet, and postage-paid envelopes. This package, offered in multiple languages, would be distributed at key City and partner agency facilities, including Plummer Park, West Hollywood Library, and JFS. In doing so, staff would be able to increase enrollment for the community, rather than requiring in-person visits. Staff would also work with Metro to deploy their mobile Customer Center on a periodic basis for on-site new enrollments into Metro's program. With these additional options, the need for in-person counter service will be substantially reduced. Staff recommends offering counter service hours during pre-scheduled windows of approximately four hours per week.

FISCAL ANALYSIS:

The proposed changes to the Bus Pass Subsidy Program would result in a cost savings of approximately \$2,000 per year in postage and mailing. It would also save approximately 0.3 FTE of transportation staff time, which would be redeployed for other initiatives to support transportation programs for the community.

NEXT STEPS:

Feedback from the Transportation & Mobility Commission, Human Services Commission, Older Adult Advisory Board, and Disability Advisory Board will inform any refinements to the Bus Pass Subsidy Program proposal. The proposal will then be socialized with City Council; Council approval is not required.

Following feedback and any adjustments, staff anticipate implementing the changes in Spring 2026, with full transition completed by the end of June 2026.

ATTACHMENTS:

Attachment A – Transportation Programs Summary Table

Attachment B – Cityline Route Maps

Attachment C – The PickUp Route Map

Attachment D – On-Call Transportation Program Brochure

CITY OF WEST HOLLYWOOD

Transportation Programs Summary

Program	Eligibility	Registration Required	Cost
Cityline Local	Open to general public	No	Free
Cityline Commuter	Open to general public	No	Free
The PickUp	Open to general public	No	Free
Cityline Flex (Dial-A-Ride and TLC)	<ul style="list-style-type: none"> • West Hollywood residents over 62 • West Hollywood residents of any age with disabilities • TLC program is available to those that need extra assistance 	Yes	Free
On-Call Transportation (currently operated by Ambiance)	<ul style="list-style-type: none"> • West Hollywood residents over 62 • West Hollywood residents of any age with disabilities 	Yes	Each month: • \$50.00 of fare credits for \$8.00 or • \$100.00 fare credits for \$16.00
Bus Pass Subsidy	<ul style="list-style-type: none"> • West Hollywood residents over 62 • West Hollywood residents of any age with disabilities 	Yes	Free

La Brea

Local - East



MAP KEY AND SIGNAGE

- Stop
- 1 Time Point
- Route
- ↔ East/West Stop

Gracie Allen / Cedars-Sinai 1	820 San Vicente 2	959 N. Palm Ave 3	Pavilions 4	838 N. West Knoll Dr 5	801 N. Kings Rd 6	Santa Monica / Fairfax 7	Santa Monica / Sierra Bonita 8	Plummer Park / Fuller 9	La Brea / Fountain 10
9:00 am	9:05 am	9:09 am	9:15 am	9:19 am	9:26 am	9:35 am	9:37 am	9:45 am	9:49 am
9:30 am	9:36 am	9:40 am	9:45 am	9:49 am	9:57 am	10:07 am	10:08 am	10:15 am	10:20 am
10:12 am	10:18 am	10:22 am	10:28 am	10:30 am	10:37 am	10:46 am	10:47 am	10:54 am	10:59 am
10:40 am	10:45 am	10:48 am	10:55 am	10:58 am	11:05 am	11:14 am	11:16 am	11:22 am	11:26 am
11:05 am	11:10 am	11:13 am	11:19 am	11:23 am	11:31 am	11:40 am	11:41 am	11:49 pm	11:54 pm
11:37 am	11:41 am	11:45 am	11:51 am	11:56 pm	12:03 pm	12:12 pm	12:14 pm	12:21 pm	12:26 pm
12:18 pm	12:33 pm	12:38 pm	12:43 pm	12:52 pm	1:01 pm	1:11 pm	1:12 pm	1:19 pm	1:25 pm
12:48 pm	1:02 pm	1:07 pm	1:14 pm	1:22 pm	1:30 pm	1:41 pm	1:42 pm	1:50 pm	1:54 pm
1:04 pm	1:17 pm	1:22 pm	1:29 pm	1:34 pm	1:42 pm	1:52 pm	1:53 pm	2:01 pm	2:06 pm
1:36 pm	1:49 pm	1:54 pm	2:01 pm	2:07 pm	2:16 pm	2:25 pm	2:27 pm	2:35 pm	2:39 pm
2:34 pm	2:40 pm	2:44 pm	2:51 pm	2:55 pm	3:03 pm	3:12 pm	3:14 pm	3:19 pm	3:24 pm
3:05 pm	3:10 pm	3:14 pm	3:20 pm	3:25 pm	3:33 pm	3:44 pm	3:46 pm	3:53 pm	3:58 pm
3:27 pm	3:32 pm	3:36 pm	3:42 pm	3:47 pm	3:57 pm	4:05 pm	4:07 pm	4:13 pm	4:19 pm
4:02 pm	4:07 pm	4:11 pm	4:16 pm	4:22 pm	4:30 pm	4:39 pm	4:41 pm	4:49 pm	4:53 pm
4:43 pm	4:47 pm	4:52 pm	4:56 pm	5:03 pm	5:11 pm	5:22 pm	5:23 pm	5:30 pm	5:35 pm

Free daytime service around West Hollywood

**Monday – Saturday
9am – 5pm
Every 30 minutes**

(800) 447-2189
www.weho.org/cityline

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f i t

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Visit
rider.umoIQ.com

PHONE
Call (323) 503-1378
then enter stop #

TEXT
Text "WEHOCL
Stop ###" to 41411

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Racks conveniently
located on the front
of shuttle

CLEAN FUEL
Natural gas minimizes
environmental impact

CITYLINE
Free
City
Shuttle

Cedars-Sinai
La Brea

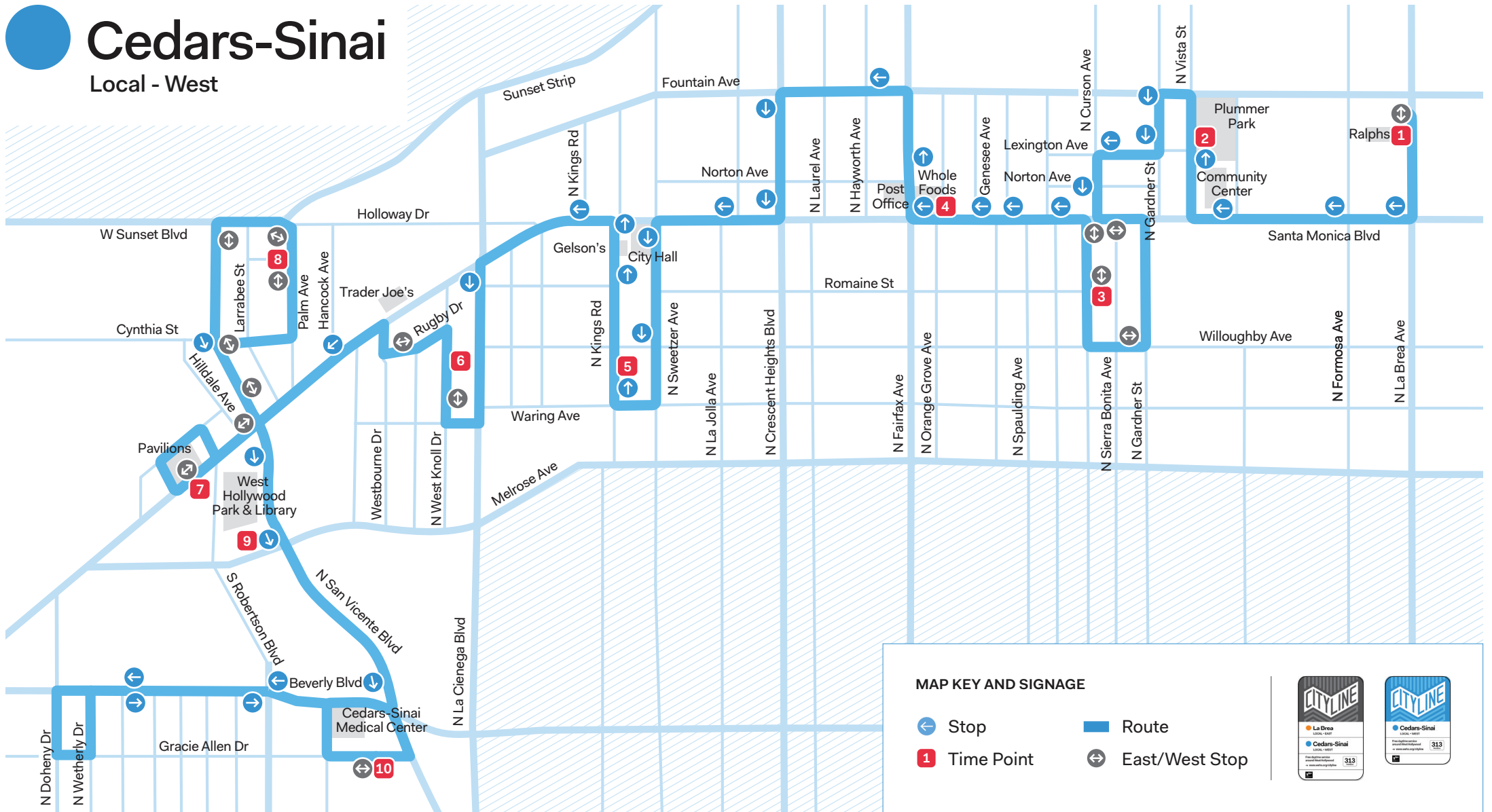
East to La Brea
West to Cedars-Sinai

EFFECTIVE 7/1/2025



Cedars-Sinai

Local - West



1 La Brea / Fountain	2 Vista / Lexington	3 Curson / Romaine	4 Santa Monica / Fairfax	5 800 N. Kings Rd	6 838 N. West Knoll Dr	7 Pavilions	8 959 N. Palm Ave	9 Library	10 Gracie Allen / Cedars-Sinai
9:00 am	9:04 am	9:11 am	9:14 am	9:24 am	9:34 am	9:42 am	9:47 am	9:58 am	10:12 am
9:30 am	9:34 am	9:41 am	9:44 am	9:53 am	10:03 am	10:09 am	10:15 am	10:26 am	10:40 am
10:04 am	10:09 am	10:16 am	10:19 am	10:27 am	10:36 am	10:43 am	10:48 am	10:51 am	11:05 am
10:35 am	10:40 am	10:47 am	10:49 am	10:57 am	11:07 am	11:13 am	11:19 am	11:22 am	11:37 am
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West Hollywood Arts

The City of West Hollywood is committed to providing accessible public art for residents and visitors.

Art featured on the exterior of Cityline vehicles has been selected from the City's roster of mural artists.

For more information about the City of West Hollywood Arts Division programs, please visit:

www.weho.org/wehoarts




Hollywood/Highland

Commuter - East



MAP KEY AND SIGNAGE

- Commuter Stop
- Detour Stop for Hollywood Blvd Closures
- Commuter Route
- Metro Stop



Library	Santa Monica / San Vicente	Santa Monica / Westbourne	Santa Monica / La Cienega	Santa Monica / Sweetzer	Santa Monica / Crescent Heights	Santa Monica / Fairfax	Santa Monica / Sierra Bonita	Santa Monica / Fuller	Santa Monica / La Brea	La Brea / Fountain	Hollywood / Highland
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MORNING - MONDAY TO FRIDAY

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EVENING - MONDAY TO SATURDAY

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* Shuttle departs from Cedars-Sinai Hospital at 5:15 pm and 5:32 pm

Free rush hour service to and from Hollywood/Highland Every 15-20 minutes Monday to Friday 7am - 9:00am Monday to Saturday 5pm - 8pm
See schedule for details
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www.weho.org/cityline

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SMARTPHONE
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PHONE
Call (323) 503-1378 then enter stop #
TEXT
Text "WEHOCL Stop ###" to 41411

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BIKE RACKS
Racks conveniently located on the front of shuttle
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Natural gas minimizes environmental impact



Free City Shuttle

Hollywood/Highland West Hollywood

East to Hollywood/Highland West to West Hollywood **COMMUTER**

EFFECTIVE 7/1/2025



West Hollywood

Commuter - West



Hollywood / Highland	La Brea / Fountain	Santa Monica / La Brea	Santa Monica / Gardner	Santa Monica / Fairfax	Santa Monica / Crescent Heights	Santa Monica / Sweetzer	Santa Monica / La Cienega	Santa Monica / Westbourne	Santa Monica / San Vicente	Library
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8:45 am	8:48 am	8:52 am										

EVENING - MONDAY TO SATURDAY

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West Hollywood Arts

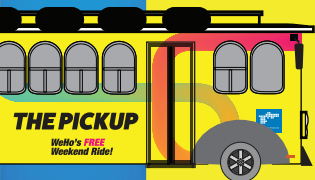
The City of West Hollywood is committed to providing accessible public art for residents and visitors.

Art featured on the exterior of Cityline vehicles has been selected from the City's roster of mural artists.

For more information about the City of West Hollywood Arts Division programs, please visit: www.weho.org/wehoarts



THE PICKUP



WEST HOLLYWOOD'S **FREE** WEEKEND RIDE! -----

ROUNDTRIP
ROBERTSON ↔ LA BREA

EVERY 15 MINS

THURSDAY (MAR-OCT) — 8 PM - 3 AM
FRIDAY — 8 PM - 3 AM
SATURDAY — 8 PM - 3 AM
SUNDAY — 2 PM - 10 PM

WEHOPICKUP.COM | [@WEHOPICKUP](https://twitter.com/WEHOPICKUP)



WESTBOUND

- | | | | | |
|-------------|----------------|---------------|----------------|-----------|
| 1 La Brea | 5 Curson | 9 La Jolla | 13 Ramada | 17 Ramage |
| 2 Formosa | 6 Genesee | 10 Sweetzer | 14 Westbourne | |
| 3 Greenacre | 7 Fairfax | 11 Kings | 15 Hancock | |
| 4 Gardner | 8 Crescent Hts | 12 La Cienega | 16 San Vicente | |

EASTBOUND

- | | | | |
|-----------------------|---------------|------------------|------------|
| 18 La Peer/Robertston | 22 La Cienega | 26 Crescent Hts | 30 Vista |
| 19 San Vicente | 23 Orlando | 27 Fairfax | 31 Fuller |
| 20 Hancock | 24 Sweetzer | 28 Spaulding | 32 Formosa |
| 21 Westbourne | 25 La Jolla | 29 Sierra Bonita | 33 La Brea |

The City of West Hollywood's

ON-CALL TRANSPORTATION PROGRAM

- **Book rides with a phone, smartphone, app, or online**
- **Get updates about pickups and trips by text message or app**
- **The program is low cost with short wait times**



City of West Hollywood
California 1984

City of West Hollywood
Social Services Division
8300 Santa Monica Boulevard
West Hollywood, CA 90069
(323) 848-6510



The City of West Hollywood's **ON-CALL TRANSPORTATION PROGRAM**

Rides are completed by our transportation partner, Ambiance Transportation, or by a Lyft vehicle



How the program works

Each month, participants may purchase:

\$50.00 of program credits for **\$8.00**

OR

\$100.00 program credits for **\$16.00**.

Participants may travel to and from locations that are within 10 miles of the borders of the City of West Hollywood.

ELIGIBILITY REQUIREMENTS

- Must live in the City of West Hollywood
- Aged 62 or over, or
- Have documented evidence of a disability

How to enroll by mail

- Complete a signed application form
- Include a copy of your CA ID card, passport, or other government-issued photo ID
- Include a copy of your current utility bill or proof of residency
- If you are disabled, please enclose documented evidence of your disability (copy of current SSI, Disability Approval Letter, letter from doctor, or SSI check stub)
- Include a check or money order for \$8.00 or \$16.00 (DO NOT send cash) payable to **West Hollywood On-Call Transportation**

MAIL THE ABOVE TO:

**West Hollywood On-Call
Transportation Program
P.O. Box 5043
Glendale, CA 91221**

How to enroll online

- Go to **<http://ambianceoncall.com>**
- Complete the application and follow the instructions
- Upload photos or scans of your government-issued photo ID and utility bill
- If you are disabled, upload documented evidence of your disability (copy of current SSI, Disability Approval Letter, letter from doctor, or SSI check stub)
- After your application is approved, you will receive instructions on how to log into your account and purchase Program Credits using a credit card

How to use your program credits

Book your rides in one of three ways:

- **Phone:** Call (310) 981-9303
- **Online:** Log into your account at <https://ambianceoncall.com>
- **Mobile app:** Log into your account via your smartphone mobile app

If you do not have enough credit to book a ride, you will be asked to purchase additional credits.

How do I know my current program credit balance?

Fares will be deducted from your account after each ride is completed.

Check your balance:

- **Phone:** Call (310) 981-9303
- **Online:** Log into your account at <https://ambianceoncall.com>
- **Ambiance On-Call iPhone/Android mobile app:** Your balance should appear on the left.

How to reorder fare credits

- **Online or mobile app:**
Log into your account at <https://ambianceoncall.com>
- **Ambiance On-Call iPhone/Android mobile app:**
Select “Purchase Credits.”
- **Mail:**
Send a check or money order (DO NOT send cash) with your name and Member ID code and made payable to:
**West Hollywood On-Call Transportation Program
P.O. Box 5043
Glendale, CA 91221**

GENERAL RULES

All Program Credits will be valid until June 30 of each year. Credits expire on June 30 and are not refundable or exchangeable.

Program Credits are not transferable. They are valid only for the client on the account.

Trips can be booked for immediate pickup or pre-scheduled up to 14 days in advance.

**WE VALUE
YOUR OPINION!**

Let us know what you think!

To share your opinion or
for general information or
to check fare balance,
please call:

(310) 981-9303



City of West Hollywood
California 1984

City of West Hollywood
Social Services Division
8300 Santa Monica Boulevard
West Hollywood, CA 90069
(323) 848-6510
www.weho.org/transit

SUBJECT: **ANNUAL RENT STABILIZATION DIVISION UPDATE**

PREPARED BY: **HUMAN SERVICES & RENT STABILIZATION DEPARTMENT**
(Leona Rollins, Rent Stabilization Manager)

STATEMENT ON THE SUBJECT:

This report provides an overview of the Rent Stabilization Division activities during Calendar Year 2025 (CY 2025), including complaint and inquiry trends, dispute resolution processes and coordination with Code Enforcement related to rent-stabilized units. The data establishes a baseline for future quarterly reporting to the Rent Stabilization Division. Currently, staff are currently advancing several housing policies and program initiatives, including participation in an Ad Hoc Committee with members of the City Council to evaluate potential policy changes to strengthen the Rent Stabilization Ordinance, as well as administrative updates to the City's Inclusionary Housing Program waiting list.

RECOMMENDATIONS:

Receive presentation and discuss.

BACKGROUND / ANALYSIS:

At its January 22, 2026, meeting, the Rent Stabilization Commission requested periodic updates regarding complaints received by the Rent Stabilization Division, including outcomes such as mediation, hearings, and coordination with Code Enforcement. This report provides a summary of CY 2025 data to establish a baseline for ongoing reporting to the Rent Stabilization Commission and for annual reporting to the Human Services Commission.

Complaint and Inquiry Volume

During CY 2025, the Rent Stabilization Division responded to 8,360 inquiries and complaints from tenants, landlords, and other stakeholders. The contact distribution included:

- Tenants: 4,514
- Landlords: 2,926
- Other Stakeholders: 920

The data reflects continued reliance on the Rent Stabilization Division for regulatory guidance, dispute resolution, and ordinance interpretation.

Methods of Community Engagement

The residents accessed services through several channels:

- Phone: 2,766
- Voicemail: 1,984
- Email: 1,811
- In-Person Counter Visits: 1,671
- Virtual Appointments: 128

The phone and in-person contacts remain the most common service channels, highlighting the importance of maintaining accessible public service options.

Common Inquiry Topics

The most frequent inquiry categories included:

- Maintenance/Housing Services: 1,058
- Lease/Maximum Allowable Rent: 910
- General Rent Stabilization Ordinance Inquiries: 779
- Hearing-Related Matters: 705
- Evictions/Temporary Displacement: 650
- Annual Registration Fee: 571
- Affordable/Inclusionary Housing: 553

These inquiries reflect the Rent Stabilization Division's role in providing compliance guidance, rent calculations, ordinance interpretation, and assistance with dispute resolution.

Resolution of Inquiries

Most inquiries were resolved through direct staff assistance:

- 7,022 inquiries were resolved in less than 15 minutes
- 1,338 inquiries required more than 15 minutes of staff time

The more complex matters often involve documentation review, mediation, or coordination with other City departments.

Administrative Hearings

During CY 2025, the Rent Stabilization Division held 83 administrative hearings to resolve rent stabilization-related disputes.

Staff utilizes a tiered approach to dispute resolution that prioritizes:

- Informal staff assistance
- Mediation and early resolution
- Administrative hearings when necessary

This approach supports efficient resolution while maintaining due process and regulatory consistency.

Coordination with Code Enforcement

The Rent Stabilization Division coordinates with Code Enforcement on complaints related to habitability and housing conditions in rent-stabilized units. These matters may originate within Code Enforcement or be referred through the Rent Stabilization Division inquiries. This interdepartmental coordination helps ensure that tenants residing in regulated units have access to both rent stabilization protections and safe, habitable living environments.

Next Steps

Beginning in 2026, staff will provide quarterly updates to the Rent Stabilization Commission to monitor trends in complaints, operational workload, resolution outcomes, and community impacts. Staff will also work with an Ad Hoc Committee composed of Mayor John Heilman and Councilmember Chelsea Byers to evaluate potential policy changes that could further strengthen the City's Rent Stabilization Ordinance and enhance the effectiveness of tenant protections.

In addition, staff are currently updating the Inclusionary Housing Program Waiting List. Since the waiting list has been closed since 2019, staff are contacting applicants to obtain updated contact and income information to ensure that the list accurately reflects current eligibility and demand for affordable housing opportunities. These efforts will help ensure that the City's housing programs remain responsive to community needs while

maintaining transparency and administrative efficiency.

OFFICE OF PRIMARY RESPONSIBILITY:

HUMAN SERVICES & RENT STABILIZATION DEPARTMENT / RENT
STABILIZATION & HOUSING DIVISION

FISCAL IMPACT:

There are no fiscal impacts at this time.

ATTACHMENTS:

None