

# **Appendix C: Community Engagement**

# Community Outreach

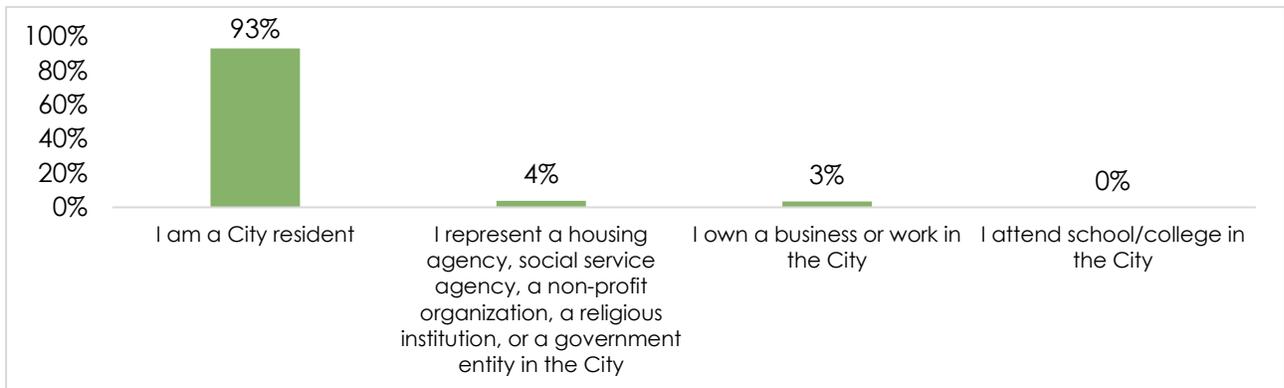
The California Government Code requires that local governments make diligent efforts to solicit public participation from all economic segments of the community, especially low-income persons, in the development of the Housing Element. During the preparation of this Housing Element update, public input was actively encouraged in a variety of ways. It should be noted that public meeting summaries, including questions and staff responses, have been summarized and edited for clarity.

## 8 EFFORTS TO ACHIEVE CITIZEN PARTICIPATION

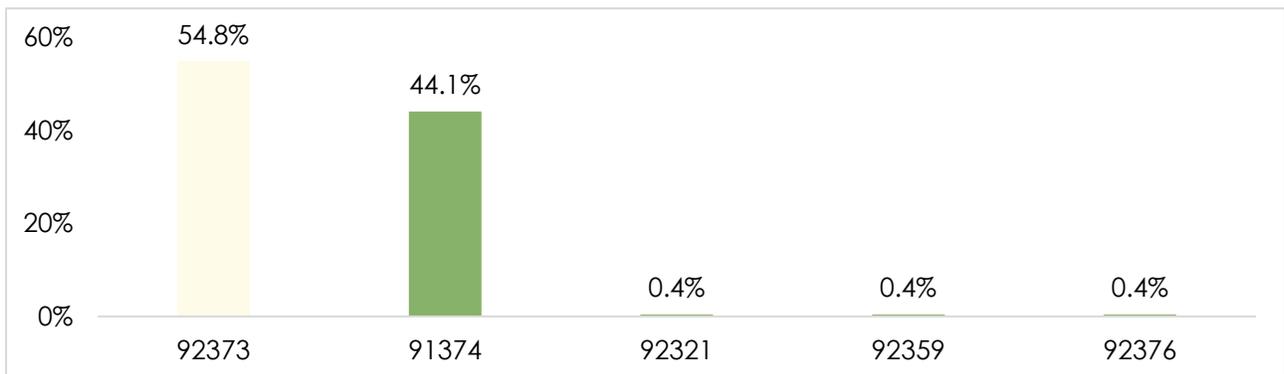
The public participation effort during the drafting of the 6th Cycle Housing Element update included an on-line public outreach survey, stakeholder interviews, and two virtual Community Workshops. Due to the COVID-19 Pandemic, the City took a new approach to meetings, which were primarily held on-line over Zoom. The first Community Workshop was held on Monday, April 26 and had 11 attendees from the public. The second was held on Thursday, May 13 and had six attendees from the public. A further 292 people participated in the on-line survey.

### 8.1 ON-LINE SURVEY RESULTS

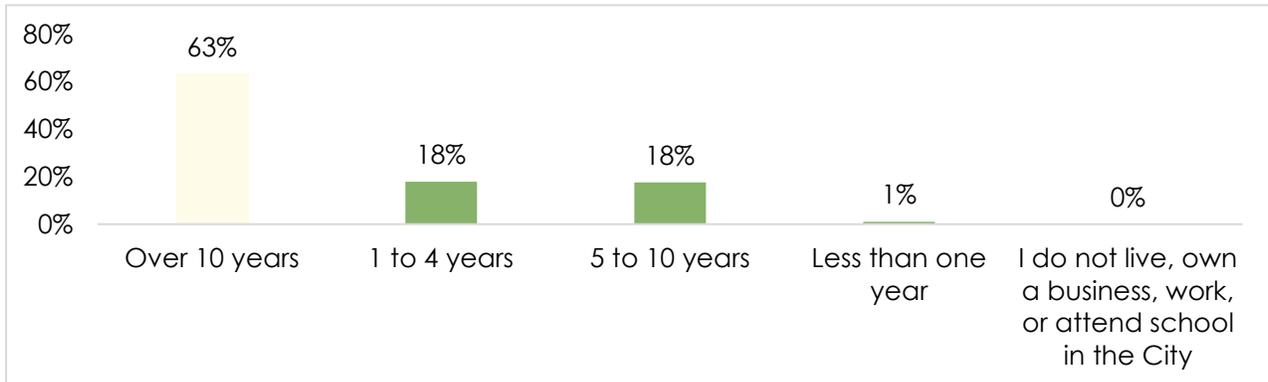
*Q1. What is your involvement with the City of Redlands?*



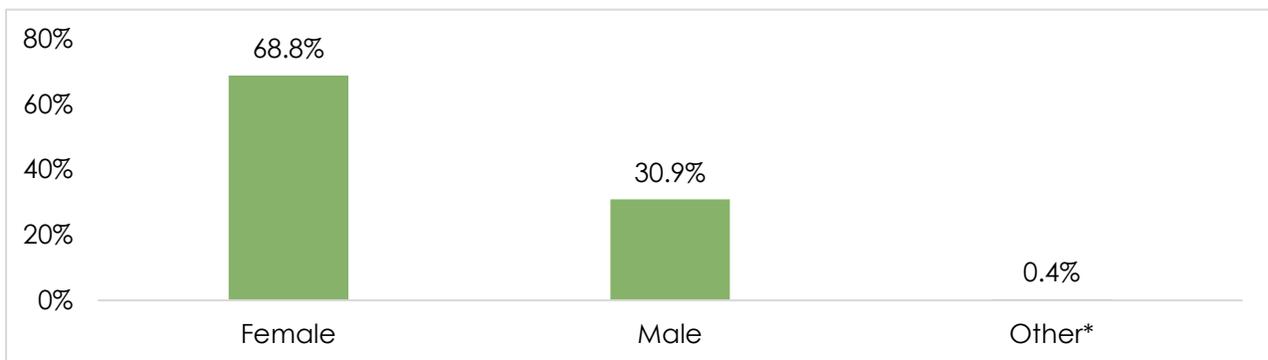
*Q2. What is the zip code of your home/business/agency/school in Redlands?*



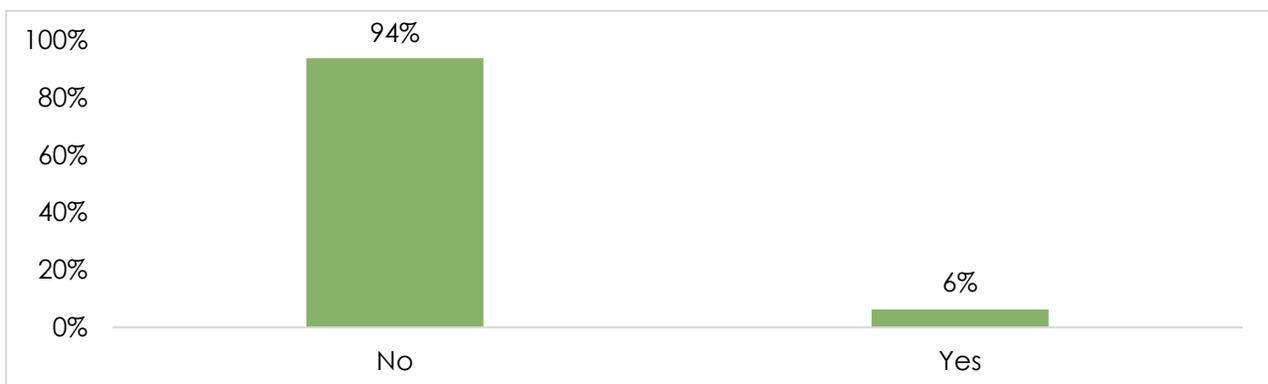
**Q3. How long have you lived, owned a business, worked, or attended school in the City?**



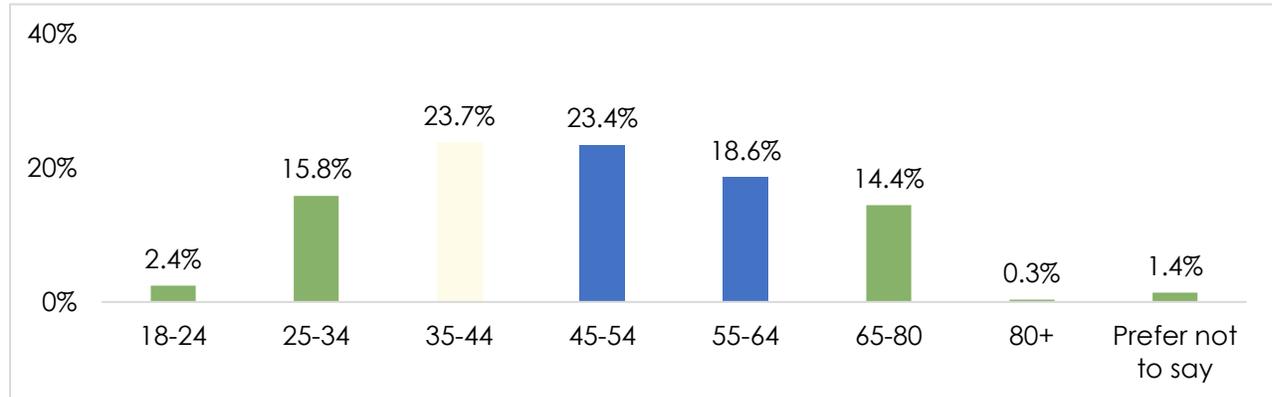
**Q4. How do you identify?**



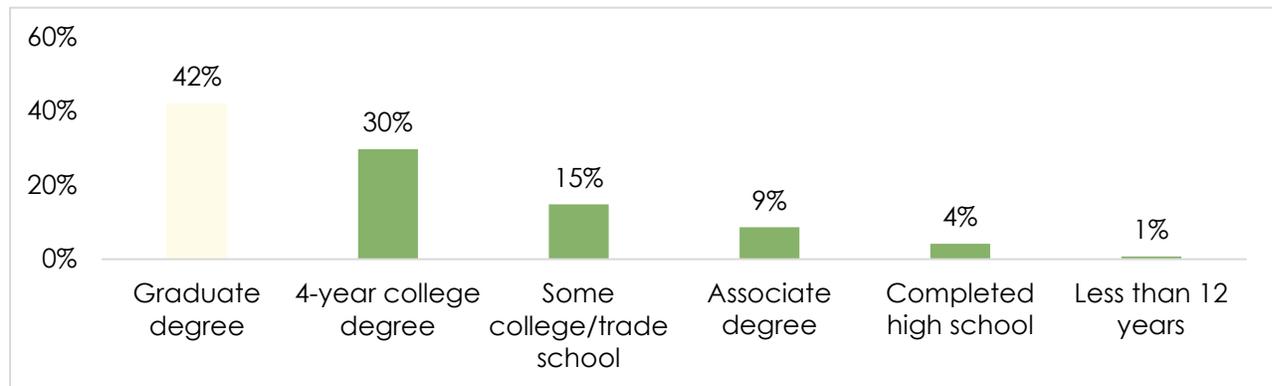
**Q5. Do you have one or more conditions subject to the Americans with Disabilities Act (ADA)?**



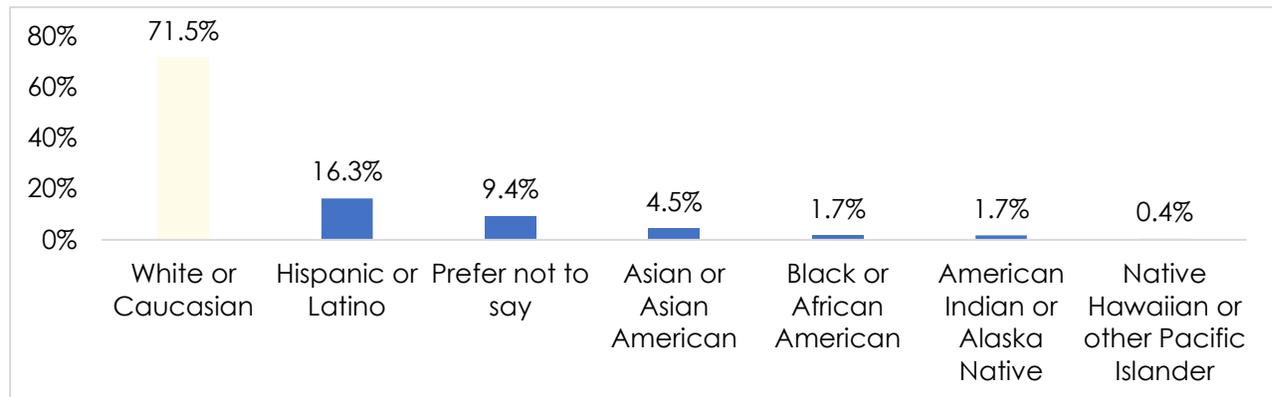
**Q6. How old are you?**



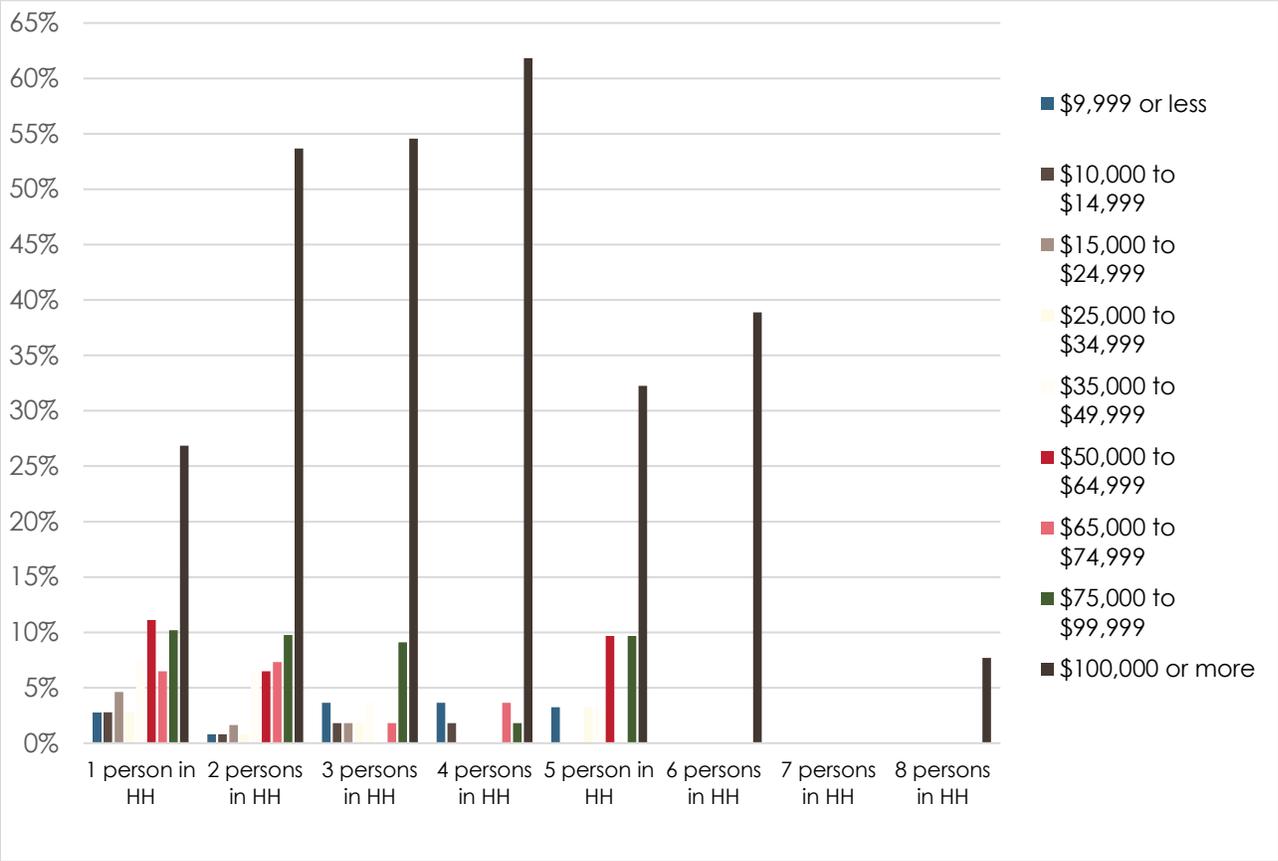
**Q7. How many years of education have you completed?**



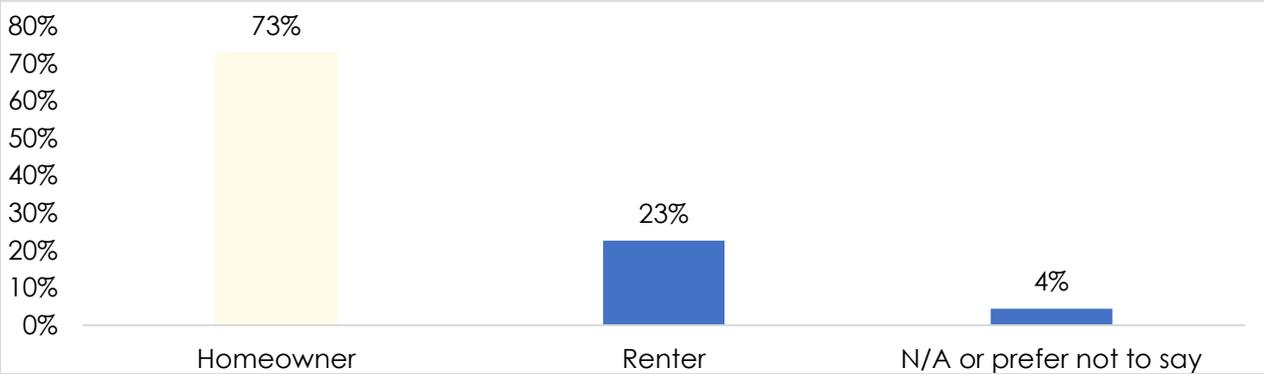
**Q8. What is your race/ethnicity?**



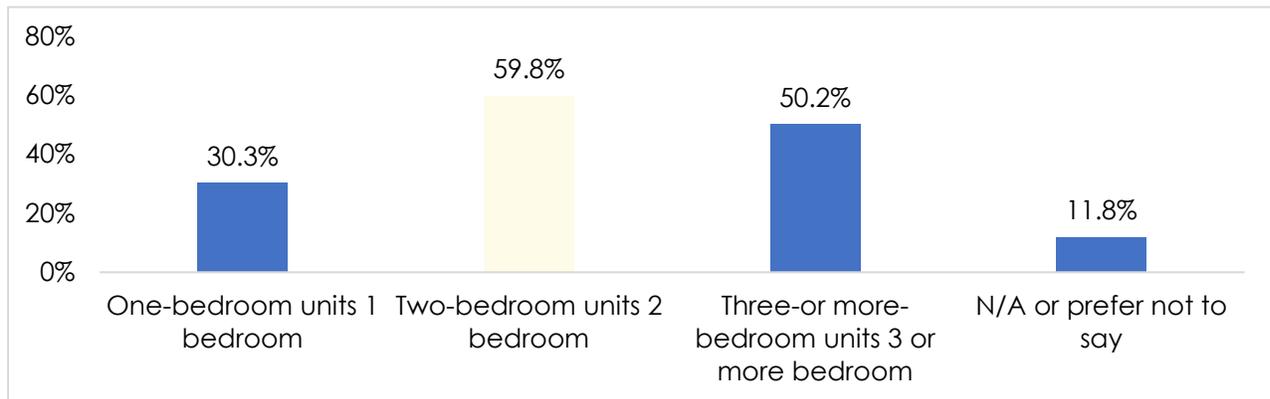
**Q9. What is the approximate total annual income for your family, based on the number of people in your household (HH)?**



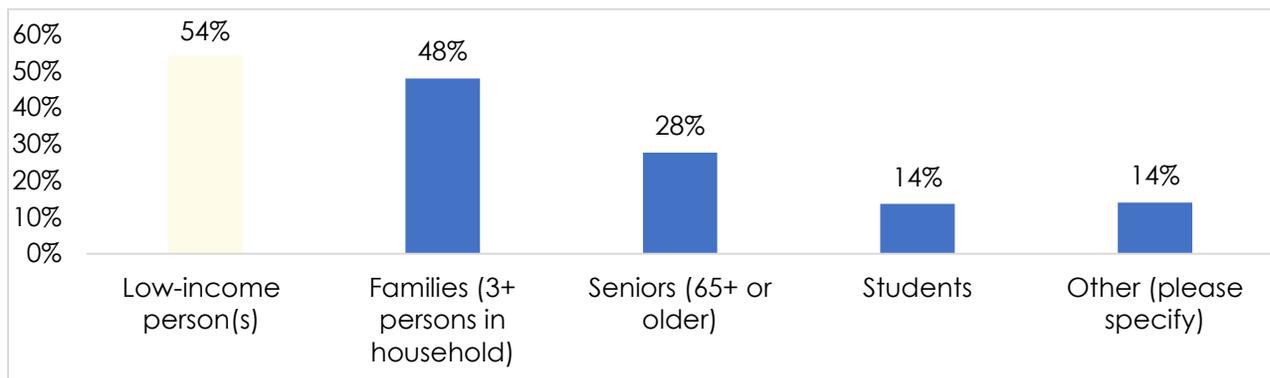
**Q10. Are you a homeowner or a renter?**



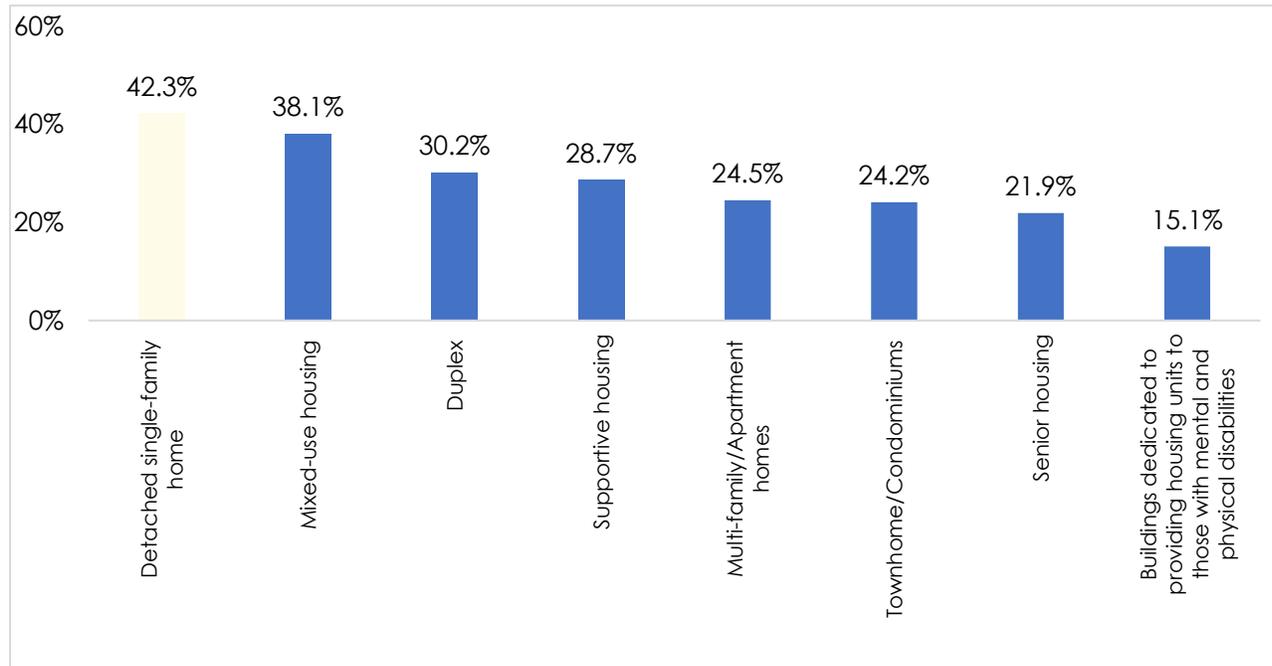
*Q11. What size of housing units are most needed in the City?*



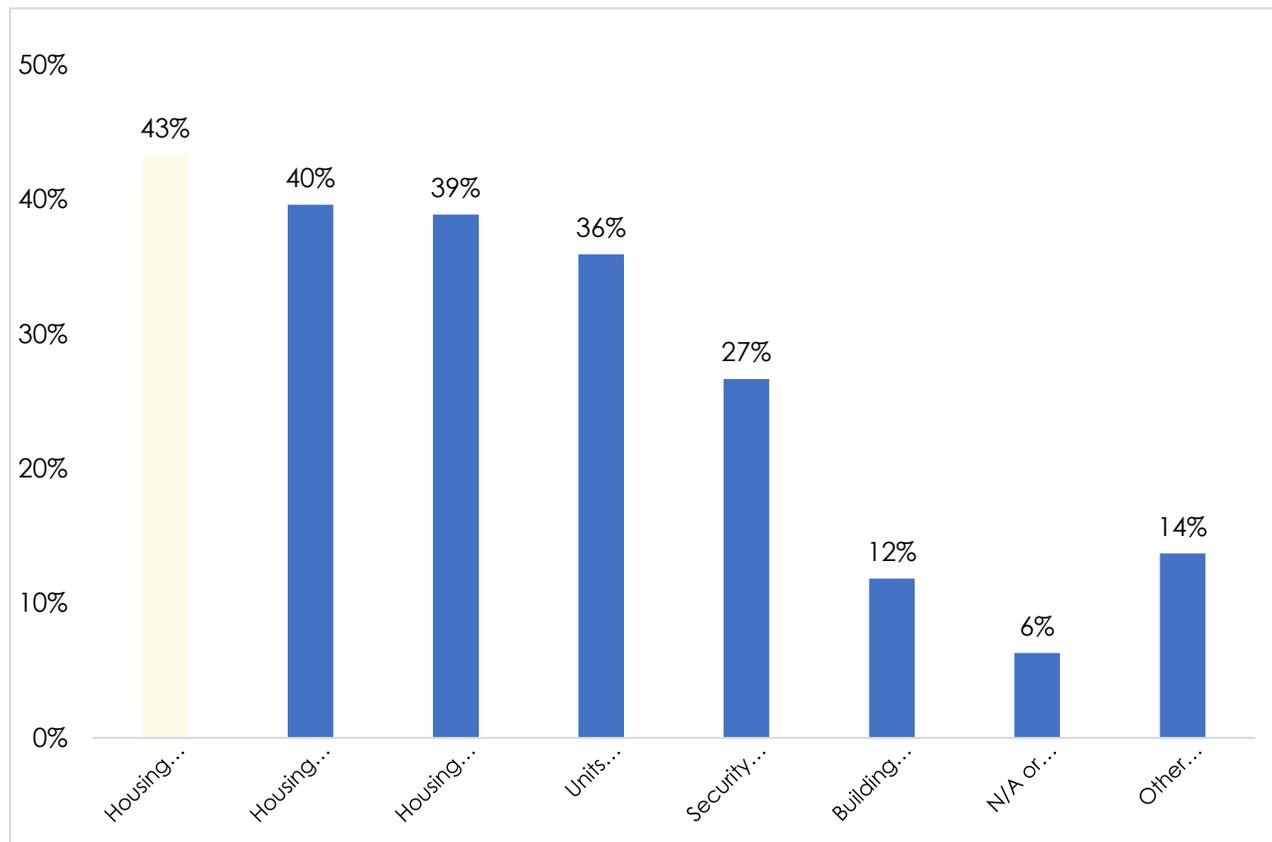
*Q12. What demographic do you believe need housing the most in the City of Redlands?*



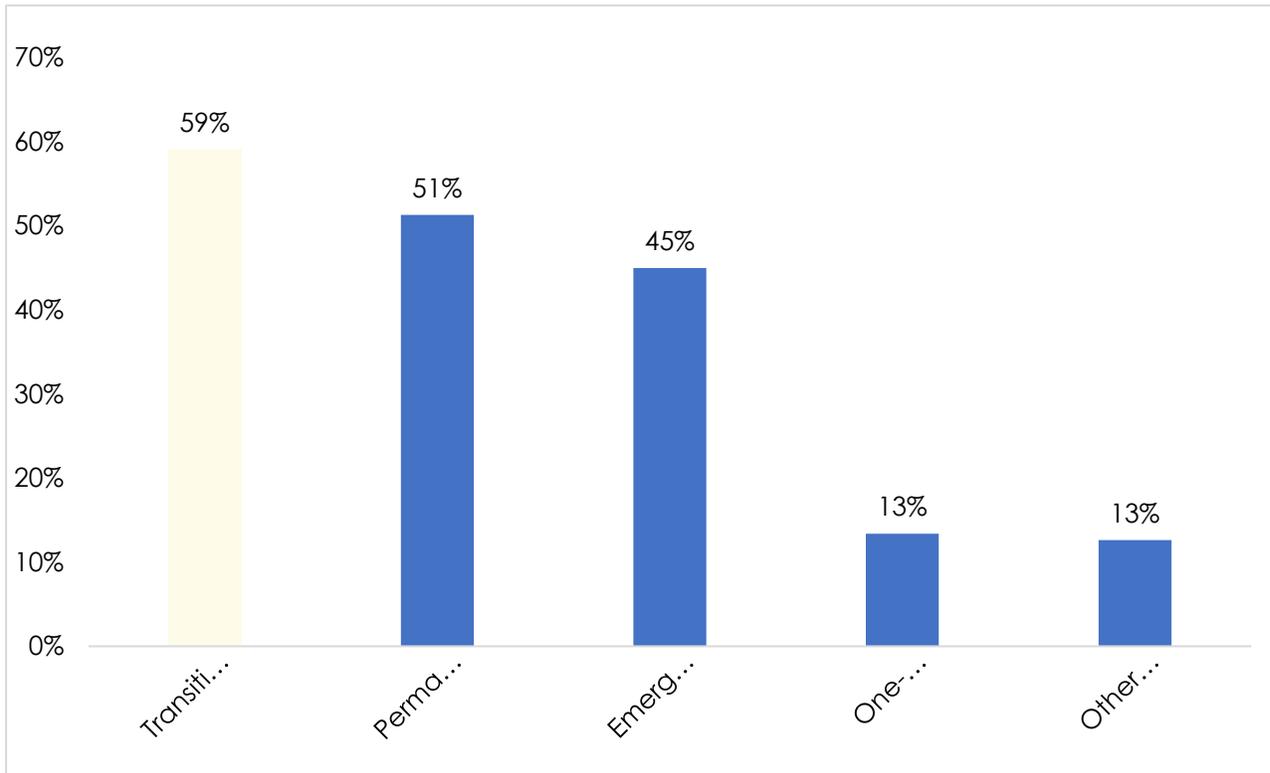
**Q13. What type of housing units are most needed in the City?**



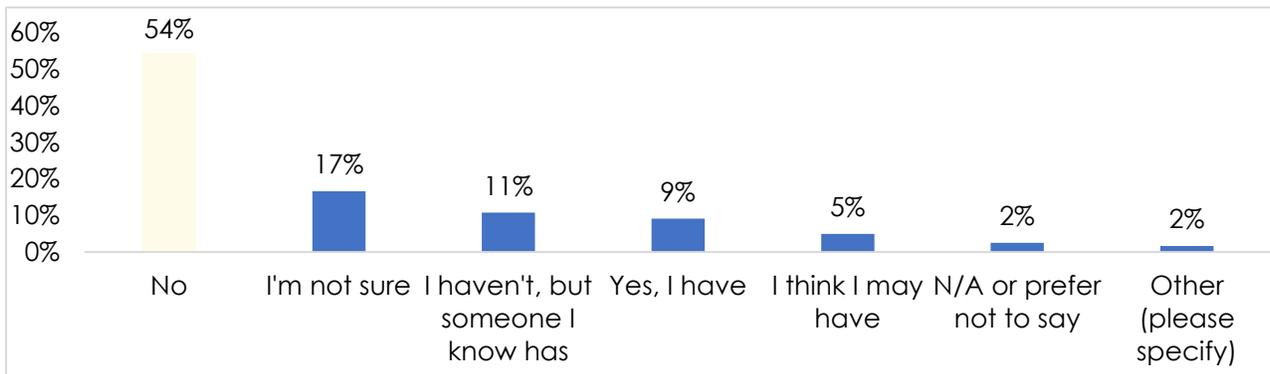
**Q14. What housing amenities do you think are needed in the City?**



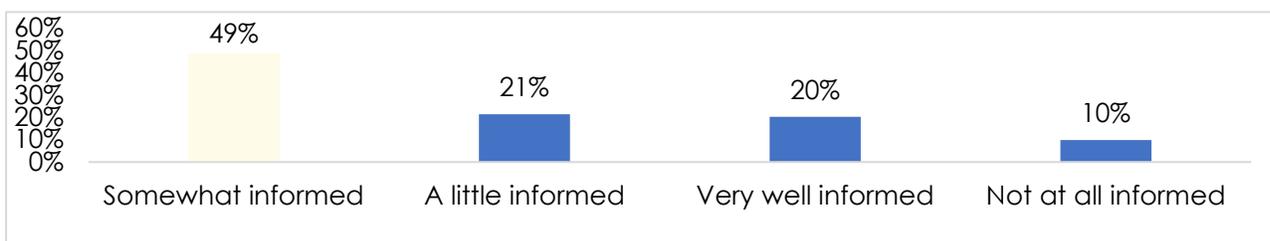
**Q15. What are the most critical homeless needs in your community?**



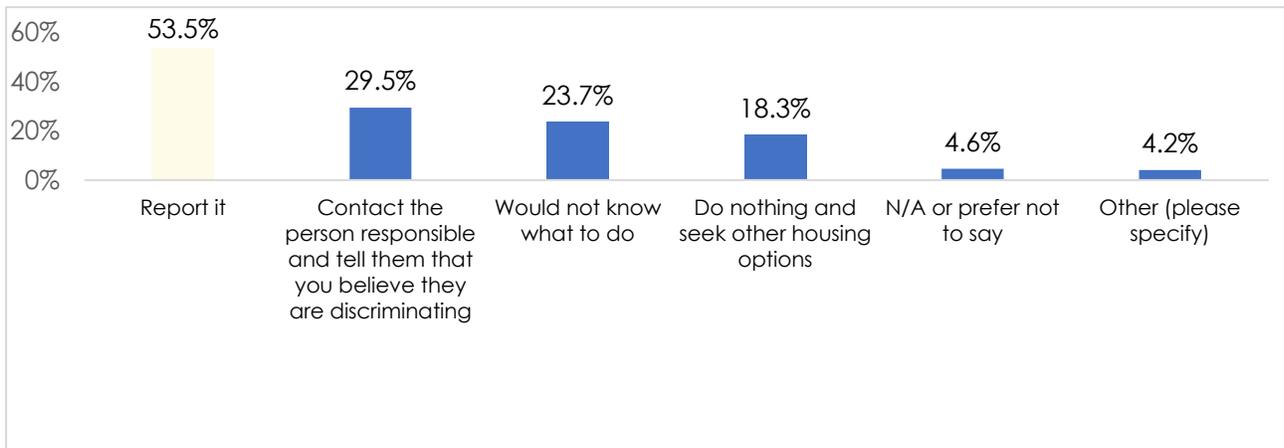
**Q16. Have you or someone you know ever encountered any of the forms of housing discrimination?**



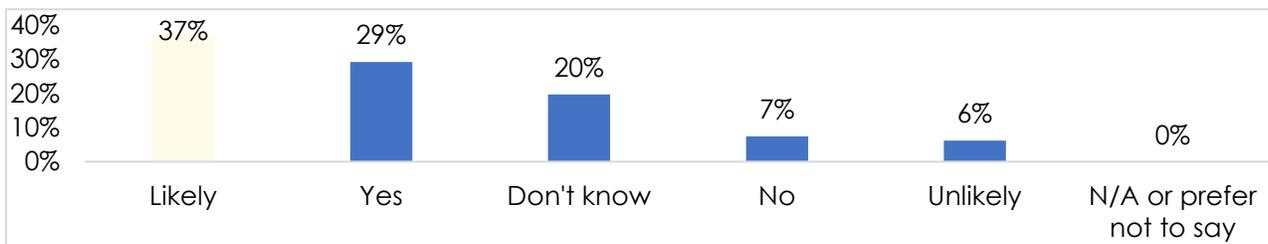
**Q18. How well informed would you say you are about housing discrimination?**



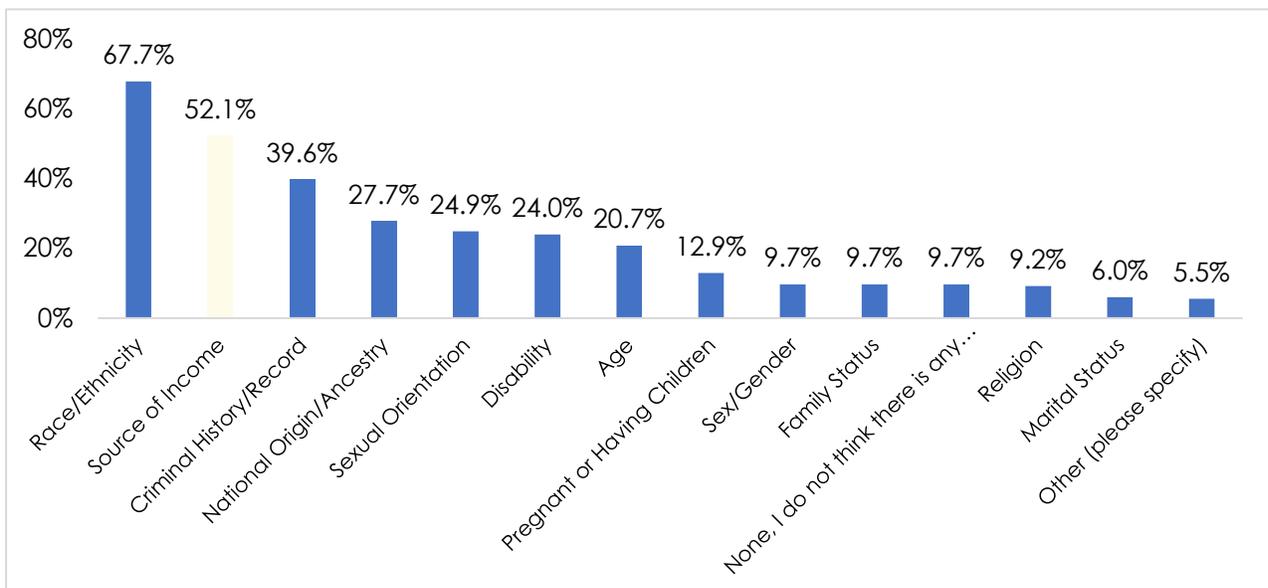
**Q19. What would you do if you encountered housing discrimination?**



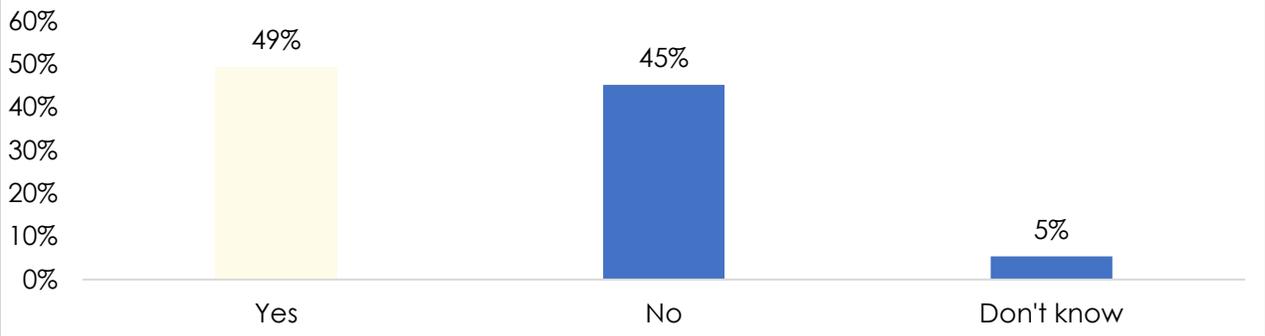
**Q21. Do you believe housing discrimination occurs in the City?**



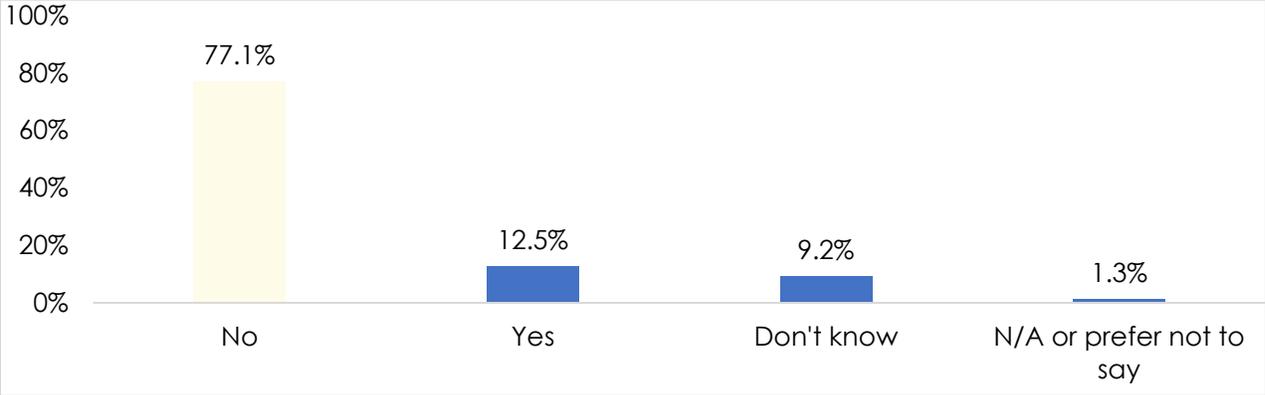
**Q22. If you think housing discrimination is occurring, what types of discrimination do you think are most prevalent?**



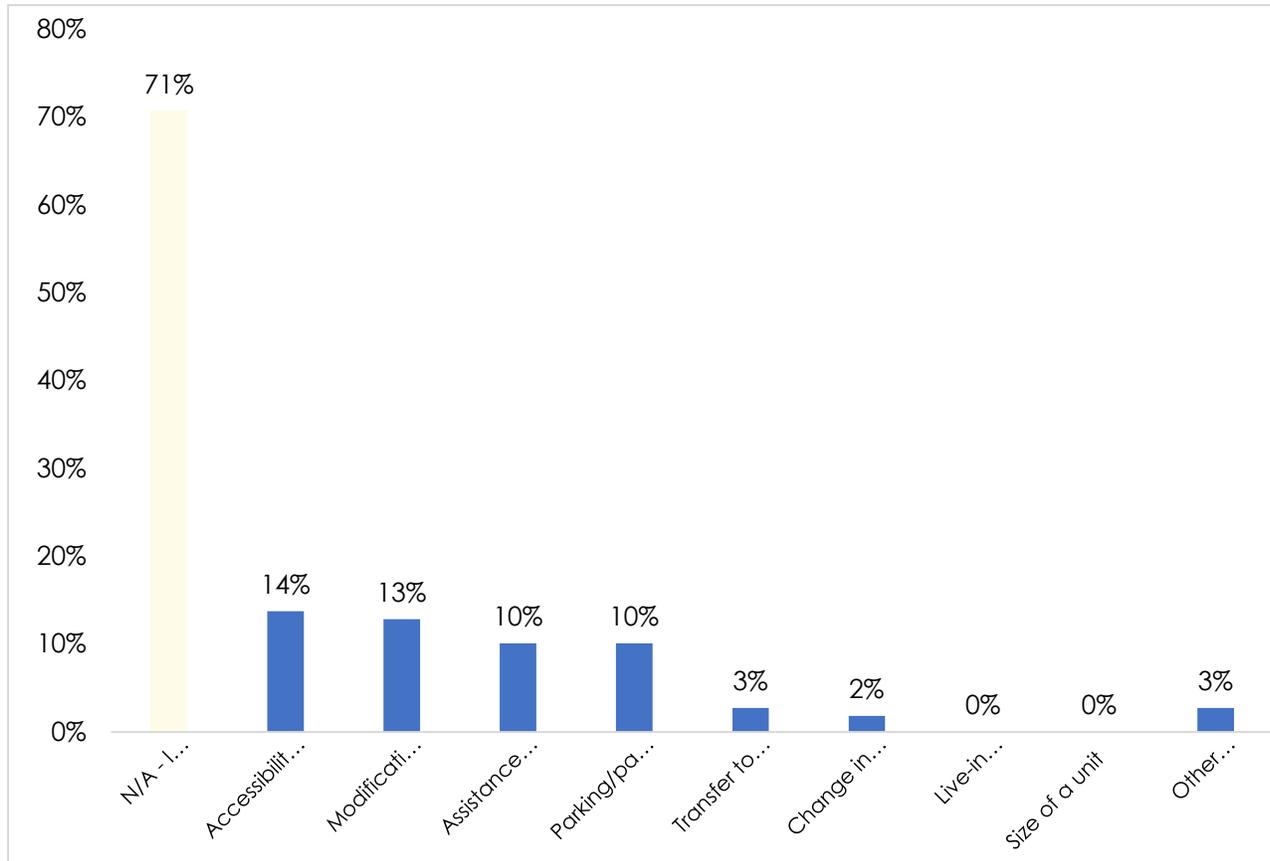
*Q23. Were you aware of a tenant's right to request, from a landlord, a physical change to make a home more accessible if necessary due to a disability?*



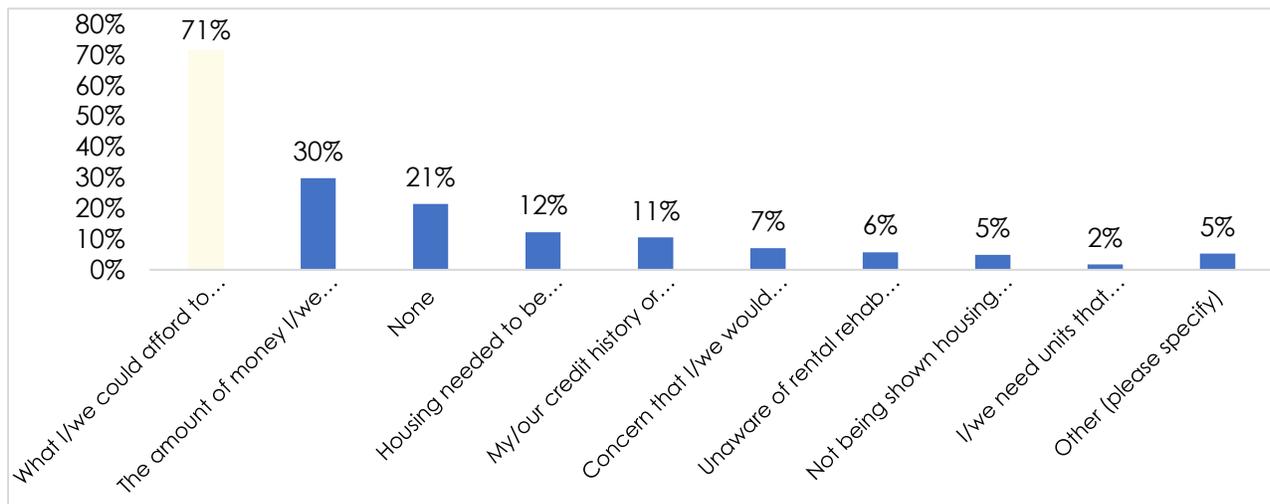
*Q24. Have you, or someone you know, ever made a request for a reasonable accommodation?*



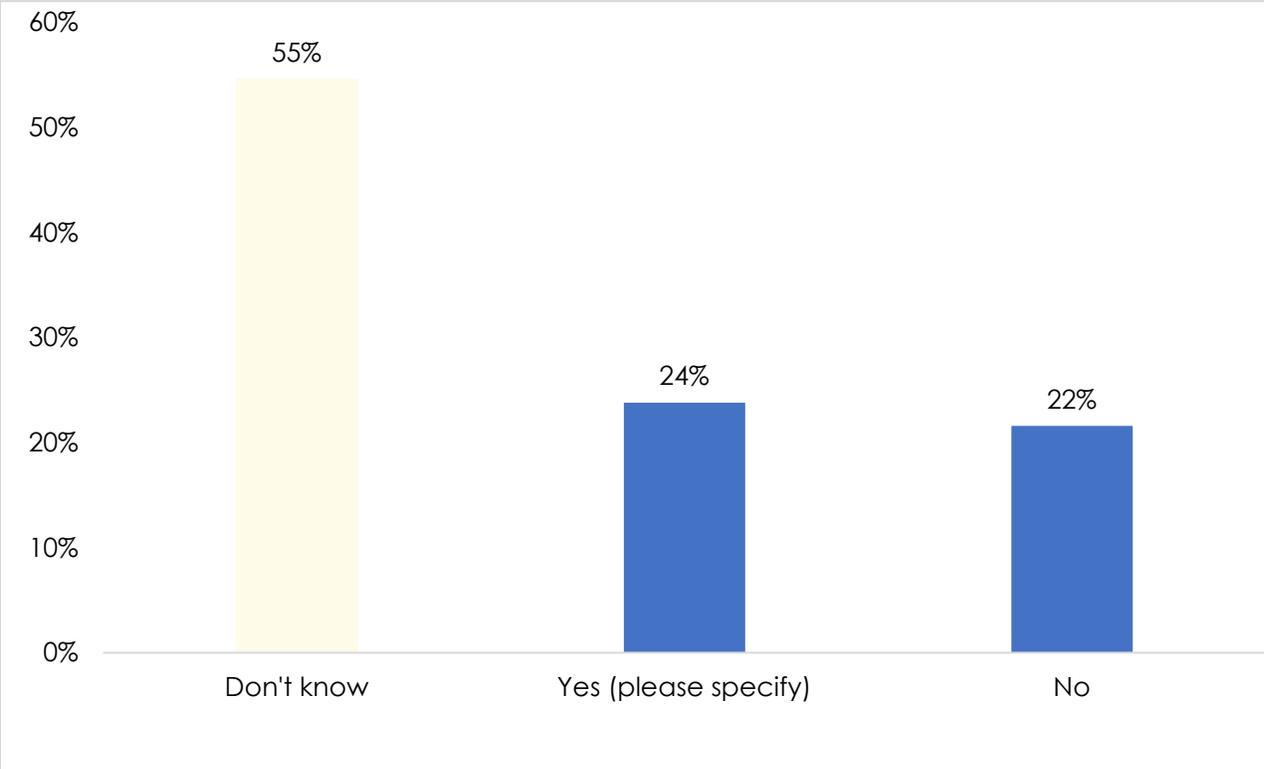
**Q25. If yes, what type of accommodation and/or modification did you or the person you know request?**



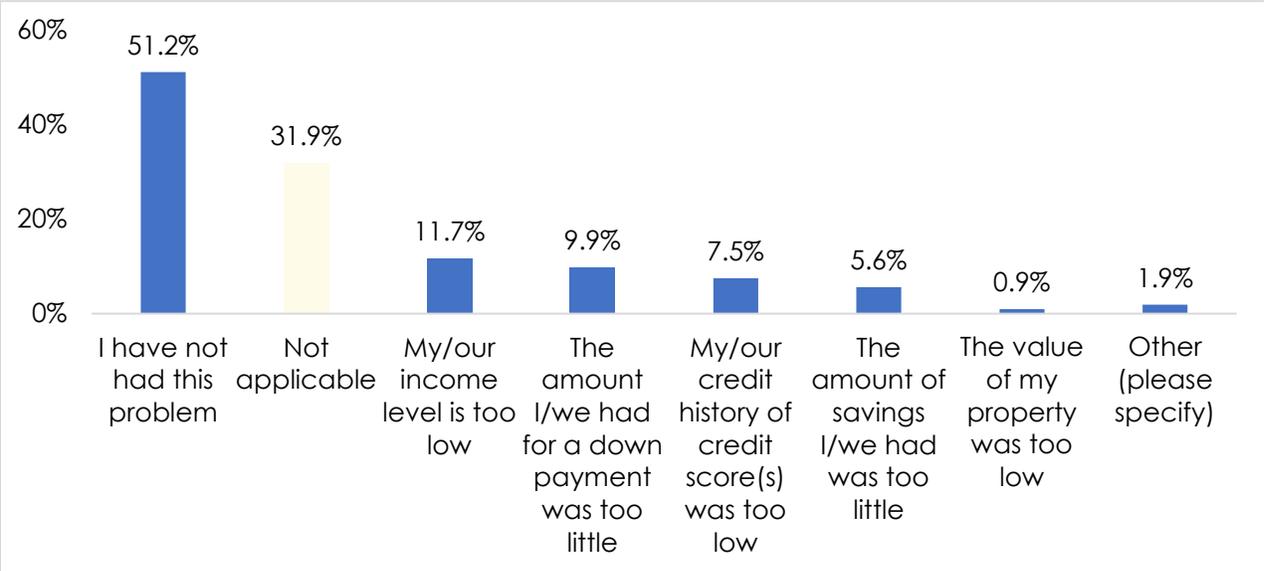
**Q27. Which of the following issues, if any, have limited the housing options you were able to consider?**



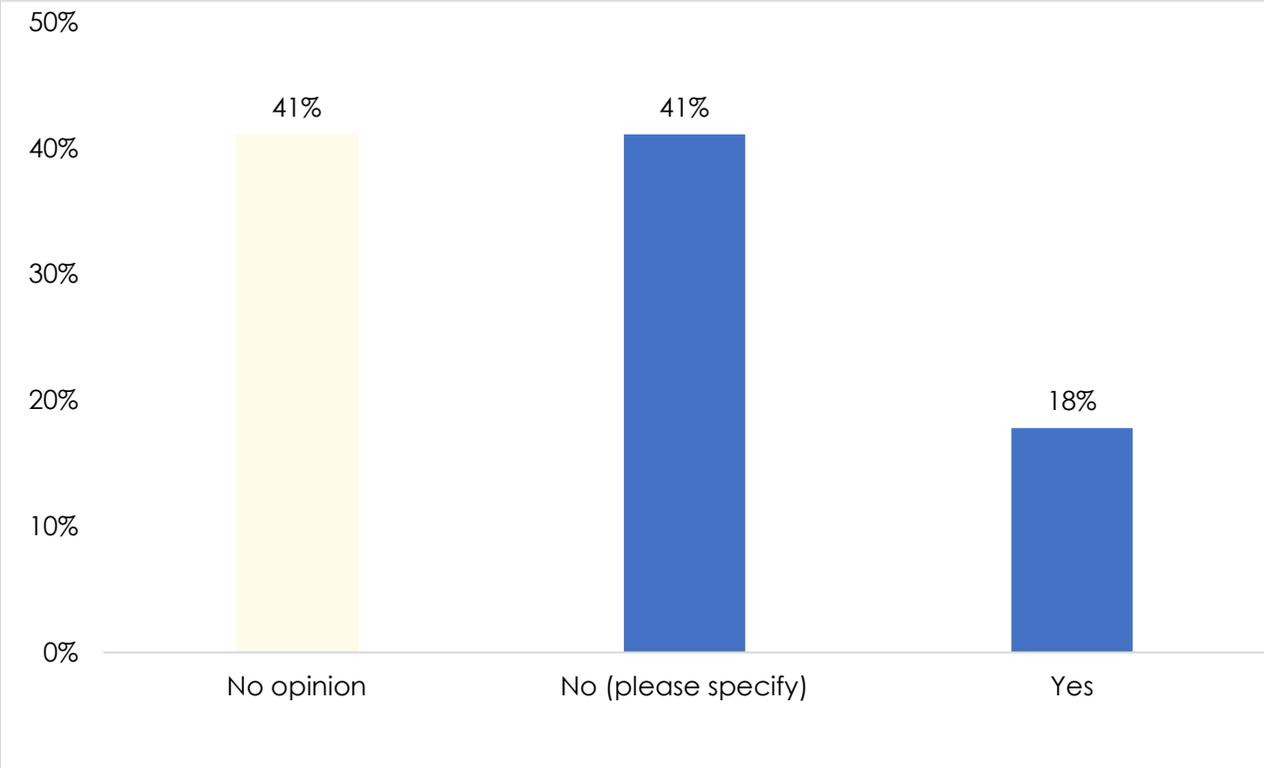
**Q28. Are there any housing programs or services needed that you feel would reduce housing issues described in previous question?**



**Q29. If you think housing discrimination is occurring, what types of discrimination do you think are most prevalent?**



*Q30. Do you feel local land use regulations support the development of affordable housing?*



**8.2 STAKEHOLDER INTERVIEWS**

As part of the 6<sup>th</sup> Cycle Housing Element, the following stakeholder groups were contacted as part of the public outreach process:

- Redlands Unified School District – March 4
- San Bernardino County Homeless Partnership – March 11
- Redlands Area Interfaith Council – March 11
- Family Service Association of Redlands – March 12
- Northside Redlands Visioning Committee – March 12
- Inland Valley Association of Realtors – March 12
- Building Industry Association –March 16
- Inland SoCal United Way – March 18
- Inland Temporary Homes – March 18
- University of Redlands – March 25

- Redlands Chamber of Commerce – March 30

In each stakeholder interview, the stakeholders were asked the following questions:

- Please describe your agency or role in the City?
- What would you say are your agency's top priorities in the next:
  - 1-2 years?
  - 3-5 years?
  - 6 years onward?
- What do you think is the best strategy to build more housing to meet City of Redlands' RHNA goals?
- What segment of the City's population do you think is most vulnerable in terms of having affordable housing?
- How do you think the City can assist those/those population segment?
- What do you think the greatest challenge may be in terms of housing needs for the City?

The responses of each participating organization were as follows:

### **8.2.1 Redlands Unified School District**

The Redlands Unified School District (the District) is an educational partner of the City of Redlands. The District believes the best strategy to meet RHNA goals is to look back on past Measures/Ordinances and review its impact on the local community. For example, Measure U affects the District the most. This measure focuses on growth control, but this is a burden on school district because of a decline in enrollment. It is difficult for the District to maintain budgets while meeting enrollment. The District suggests that City Council focus on the socioeconomic status of population and outdated ordinances. The language written in Measure U (specifically Section 1.a.0.b and 1.a.0.c) hinders the District.

The District notes there is a lack of opportunity for young families to move to Redlands. Housing prices as well as single-family developments are too high for young families. The District states there must be more options for young families, such as 3-bedroom apartments.

The District states that the City can assist vulnerable populations through a good socioeconomic plan, and through rezoning or zoning certain areas as multi-use for young families. At present, development pressure is concentrated on the outskirts of town due to a lack of infill development opportunities. The District states that the Planning Department will have to change some of the current zoning. If there are no land use changes, there will be no opportunities for various options. The District understands that Measure U presents challenges but is prepared to address those challenges with the City.

### **8.2.2 San Bernardino County Homeless Partnership**

The County of San Bernardino (County) Homeless Partnership manages and invests entitlement monies, such as HOME and ESG funds, and allocates them throughout participating jurisdictions. Participating cities may apply for these funds or be assisted through County-funded programs.

The County states that any City should appropriately zone for multi-family uses. Jurisdictions should also be willing to look at non-traditional housing types (smaller units, ADUs, manufactured homes) that may be more cost-effective. For City of Redlands, the County suggests the apply land use while taking into consideration neighborhood characteristics. The City should also be familiar with different partnerships that are available for various funding sources. There are other methods to meet RHNA goals beyond single-family homes with single-family lots (traditional housing).

The County stated that partnerships can assist these populations. There are limited housing resources and partnerships can assist. The County would like jurisdictions lead housing projects (affordable housing or additional housing units), which includes partnering with the developer, partner with the community through the process to add affordable housing stock (community outreach) and provide financial support (alleviate economic burden). The City can apply what they used to do with the Redevelopment Agency. Instead of treating affordable housing like “any other development project”, they have the ability to guide it through the system.

Finding a balance between new mandates to provide housing and what land is available to absorb these new housing units. This may be met by assisting elected officials and residents explore different types of housing developments that are not considered “traditional”. Through community outreach, similarly to this stakeholder interview, the City can identify areas and places that may be best for new housing units. ADUs may help meet housing goals and provide alternative living situations for various circumstances. There should also be a mutual understanding that housing does not pay for services, so the City should be understanding of the economics associated with units, such as fire, police, etc.

### **8.2.3 Redlands Area Interfaith Council**

The Redlands Area Interfaith Council (RAIC) brings groups of people together to interact with one another, acting as an educational group. RAIC also brings in various speakers to these members to inform them what is happening in their community.

RAIC believes the real challenge to building more housing is due to local opposition to low-income housing units. RAIC recognizes that affordable housing plans are needed and has noticed that many lower-income housing units are placed in one area, specifically the West Area, which exacerbates problems there.

RAIC suggests spreading affordable housing units throughout Redlands but is unsure if voters would pass this. RAIC mentions that there are no shelters or active shelters in the City of Redlands. RAIC believes the most vulnerable population are people experiencing homelessness, low-income households, and young families/single-family households. RAIC occasionally works with nonprofits, who are directly engaged with these communities, and knows it is difficult to find affordable housing for these populations. RAIC notes that there is no support system for these individuals and also mentions veterans as a vulnerable population.

RAIC believes apartments are the most affordable way for families to live. However, most of the apartment complexes in Redlands have been controversial. RAIC notes the geographic spread of new apartments, and also states that having walkable neighborhoods would help. RAIC notes that residents of North-west Redlands do not live close to a grocery store, and that transit opportunities would also be beneficial.

RAIC also believes that the homeless population should be a priority, especially in regard to semi-permanent housing, and states that the greatest challenge will be working with the residents. It has been difficult to bring them on board for housing growth. Redlands residents enjoy the characteristics of a “slow growth” and “small-time feel town”. RAIC suggests focusing on the bigger picture, utilizing more intensive focus groups, increased community outreach, and in-person education. It is also important to remove the image of “outsiders” coming and telling the community what to do—local developers should be involved with development.

#### **8.2.4 Family Service Association of Redlands**

Family Service Association of Redlands (Family Service) is a small to midsize nonprofit that provides emergency housing support, emergency food, transportation assistance, daily meals, bus passes, and education assistance. Their emergency rental assistance program helps fight and prevent homelessness by providing emergency financial assistance to families facing eviction or who are behind on rent.

Family Service states that the core problem is affordability of homes. For minimum wage workers, if they experience a financial crisis (sickness, caregiving, funeral, etc.), it will affect their paycheck and send them “down a spiral.” There is a need for more affordable housing stock. Family Service recognizes that affordable housing is costly and not cost-effective, and states it may be helpful to find a developer to create construction for affordable housing.

The most vulnerable populations are households with children under 18 with fixed income at, below, or slightly above poverty line; people experiencing homelessness; and elderly and disabled individuals with fixed incomes. A recent point-in-time count shows a 95% increase in elderly/disabled individuals experiencing homelessness.

Family Service believes that focusing efforts on creating affordable stock by working with HUD or other partnerships can assist these populations. Another way to assist would be providing resources, such as land or financial support. Family Service does not have land, so they work with landlords to get their clients into housing. However, finding housing that aligns with the individual’s budget is difficult due to rising costs of apartments. Thus, families are sharing homes, which leads to overcrowded homes and makes children more vulnerable to sex abuse. Currently, Family Service is in the process of creating the tiny homes and hopes both the City and residents supports this project.

Family Service believes resident perception and resident push back may be the greatest challenge. Currently, the perception amongst residents is that affordable housing will be an eyesore to the community, and that there is a stigma of lower incomes being correlated with “bad people.” Family Service would like to encourage the City to continue to push forward with their efforts for development, especially for vulnerable families. With the COVID-19 pandemic, there is a need for change to develop and have housing stock.

#### **8.2.5 Northside Redlands Visioning Committee**

The Northside Redlands Visioning Committee (Committee) is a grassroots organization formed after the termination of the Redevelopment Agencies. The Committee believes that, through policy, it may be possible to develop tax credits for developers. This creates an incentive for developers to build affordable

units. The Committee also believes easing conditions for approval for housing tracts that are being considered will help build more housing. For example, a percentage of units should be dedicated to affordable units or for various income levels. The Committee urges for new, innovative methods to address housing crisis. For example, creating a First-Time Home Buyer Program will assist in building homes as well as be a starting investment for young families.

The Committee believes the wage earners (blue collar, service industry), unhoused seniors, and people experiencing homelessness are the most vulnerable populations. The Committee feels it should be easier for blue collar workers to live and work in the same city. The Committee would like to see consideration for workforce housing, housing that accommodates regional transportation, and different incentives for First-time Homebuyers.

The Committee feels that the greatest challenge is a lack of access to affordable housing. Another challenge is that developers are not invested in the community. They are tasked to develop and receive fee waivers/incentives. The Committee would like to see investment in the community that is directly applicable to the community rather than for the sake of investment.

### **8.2.6 East Valley Association of Realtors**

The East Valley Association of Realtors (EVAR) is a collective association that is engaged in policy making and advocacy, focusing on State and local policies. EVAR would like to focus density in the downtown core area of Redlands. He recognizes that it is not possible to build affordable housing on Sunset Drive. He would like to look at underutilized areas in the City. For example, the Redlands Mall is not a thriving center and there is not much demand for the retail and commercial space. EVAR would like to push for vertical, residential development in the downtown area. Another strategy is to have more mixed, affordable units within the same neighborhood. For low-income households with subsidized housing, it could include more dense development.

EVAR believes the marginal communities in North Redlands, such as lower-income households and people of color, are the most vulnerable. They already live in overcrowded homes or have not been able to pay rent. EVAR believes that people experiencing homelessness with mental health issues as well as veterans are a vulnerable population in terms of having affordable housing.

For moderate-income households, density growth may assist in affordability and may not cost much to subsidize the construction of these units. The possibility to achieve these is greater than developing single-family homes. For low-income households, the City can pursue grant funding and bond funding through State or County funds. This can help subsidize development costs for low-income households. They City can also reform permit processing, streamlining process (which induce significant costs of construction). EVAR suggests that creating flexibility in zoning for underused commercial buildings to be used for residential housing can also assist. For example, a big-box retail space could potentially be converted into a mixed-use or fully residential development. These existing spaces already have the services, such as electricity, water, and sewer, needed. EVAR states the greatest challenge is the perception residents of Redlands have regarding affordable housing, or housing developments in general.

### **8.2.7 Building Industry Association**

The Building Industry Association (BIA) SoCal Chapter is composed of homeowners, subcontractors, contractors, engineers, trade contractors, plumbers, etc. (people involved in the “home building industry”). Their primary function is to advocate for housing for all socioeconomic levels. They host an annual housing policy conference to provide legislative updates as well as provide a space for collaboration for resources to Cities that may need assistance in local policy reformation.

BIA would like to see the permanent removal of the ballot initiative that capped development to 300 units per year (SB30 for City of Redlands), and agrees with State legislation that came in to require housing. An array of zoning densities may be another strategy to meet housing goals. Diversifying housing stock, especially looking to fortify 4,500 square lots, will assist the City. Other desired items include relaxed design requirements because design fees make it more difficult to obtain/construct housing for people of all financial backgrounds.

BIA believes that low-income population is most vulnerable because it is difficult and costly to build affordable housing, and notes it is also challenging to build when a community does not want additional development. BIA suggests that churches can identify surplus church land can provide an opportunity to do infill projects. Any collaboration is necessary to see available land opportunities. BIA refers to different models (City of Riverside, Placentia, Bellflower, etc.) where they leased surplus property from churches, noting that affordable housing for seniors could be built there. BIA also encourages the City to look at prior examples done by different cities.

Finally, BIA noted there is push back to new development. In terms of addressing the community, it is helpful to conduct quarterly focus groups (working groups) for best practices with the City. BIA currently meets with the City of Ontario on a quarterly basis to have a dialogue about fees, delays, etc. so both parties have a mutual understanding of the development process.

### **8.2.8 Inland SoCal United Way**

Inland SoCal United Way (ISUW) comprises three organizations that have merged (United Way of the Inland Valleys, Inland Empire United Way, and Community Connect). ISUW states that educating the public will best assist the City to meet their RHNA goals. NIMBYism is prevalent, and ISUW feels that educating the public will help shift public perception. ISUW states that meeting cost of living wages will greatly assist in housing. They both agree that living wages correlate to housing.

ISUW feels that the most vulnerable populations are those in extreme poverty. ISUW would like to address homelessness by avoiding homelessness in the first place. ISUW would like to see if businesses could be encouraged via credit to hire folks with that living wage. This leads to re-investment into the community and community building. Workers would be able to live and work in the City. ISUW states that there are available funds for rental assistance and should allocate these funds to assist housing issues. Another way to assist these populations is to build affordable housing.

ISUW identified challenges to housing production that included difficulty in construction, whether due to permitting or with construction delays. Another challenge is the counter intuitive policies set in place.

### **8.2.9 Inland Temporary Homes**

Inland Housing Solutions (IHS) is a nonprofit organization that provides rapid rehousing services, emergency rental assistance, and are service providers for people experiencing homelessness. IHS believes the best strategy is by addressing the need for affordable housing development and to be in agreement with strategies laid out in the County of San Bernardino. IHS states that the City needs to be more strategic in placing affordable housing. They should place these units in areas that are undeveloped. For example, scattered site housing should be implemented, instead of place all affordable housing units in one area in the City. IHS also would like to advise that additional housing requires additional services, such as police, safety, roads, commercial, etc. so the City should be strategically while taking all these aspects into consideration.

IHS believes that the low-income earners are the most vulnerable population. Specifically, those who are employed in the service, hospitality, and retail sectors of the economy who make minimum wage. It is difficult to maintain cost of living with minimum wage jobs, and Redlands becomes cost prohibitive if the individual is the main provider for the family.

In terms of housing, IHS believes the City should utilize the current housing they have and utilize underdeveloped/undeveloped and that a city cannot build their way out of homelessness. IHS believes that having a study conducted that gathers information regarding homeless individuals, such as where they originated, if they are Redlands locals, and if they attended Redlands High School. This can feed into marketing to change public perception. This can also feed into the targeted populations and how to address their specific needs. IHS suggested that the City could possibly create three models that are pre-approved which relates to faster, more accessible construction of ADUs. The City can also assist in allowing easier permits, fast-track processes, and flexible plan checks to expedite ADU developments. IHS stated the greatest challenge to new housing in the City is the restrictions due to environmental land and the building affordable housing with requisite services.

### **8.2.10 University of Redlands**

The University of Redlands is a private institution for higher education with approximately 5,000 students. They are located in the TVSP and own approximately 30 acres of undeveloped land. The University of Redlands would like to push a mixed-use village, not so focused on university house, for the transit-oriented station that aligns with the goals of the City of Redlands' TVSP.

University of Redlands believes the best strategy is through redevelopment or infill development of sites such as the Redlands Mall and University Village Site. Garden style apartments and single-family homes seems to be more accepted by the public. There is also potential in the under-utilized spaces in downtown for the City to meet current housing goals. Three-to-four story buildings were stated as the best fit for character of Redlands.

University of Redlands believes that breaking down the barriers for housing for low-income households are required. There is a need to increase the supply for housing that is attainable to the 50-80 percent AMI population. Expediting approval processes and improving policies that can specifically target and address these issues can be helpful. For the lower-income population, there are tax credits and bonds that are currently assisting their needs.

Public perception is a challenge in terms of housing needs. Educating the public and helping them understand that density is not equivalent to high-rises will be greatly helpful in public acceptance. Another challenge is the growth control measures and its corresponding impacts to development. Instead of removing growth control measures, revisions and reformed are required. University of Redlands is also concerned about the flood zone affected development, due to the increased cost of mitigation.

### 8.2.11 Redlands Chamber of Commerce

The Redlands Chamber of Commerce's (Chamber) mission is to advocate for local businesses and help create a better business environment. The Chamber states the demographics of the community has shifted. In the Chamber's experience, many households are not looking to buy a home. With that, the Chamber notes that density can help the City meet their RHNA goals, and that the TVSP be ideal if development is done correctly. The Chamber notes there is not much land left for development under current zoning. Rezoning of commercial sites could hurt the local businesses.

The Chamber notes that North Redlands consists of mostly minorities, while South Redlands is mostly white. The Chamber also notes that most of the service providers and nonprofit organizations are located and serving the Northside. The Chamber broadly states that housing credits to certain populations can assist with those vulnerable populations obtain housing, and that anything would be helpful versus doing nothing.

The Chamber recognizes that one of the greatest challenges is identifying where to build future housing. Infrastructure poses another challenge. For example, public transportation is available in the City of Redlands, but is not located near the underserved population. It is difficult to reach current, existing bus stops to where they are currently located. The "donut hole" (unincorporated Redlands) has higher density for housing, has existing public transportation, and apartments with amenities. The Chamber would like to see some of those aspects incorporated into Redlands proper, specifically within the TVSP. The Chamber notes the southern portion of the City would be a perfect location for housing because infrastructure (roads, electrical lines, gas lines, etc.) is already available in that area.

Public perception can be a challenge, but the Chamber believes this challenge can be ameliorated. The Chamber notes there was discord between the public and Council with Measure G (redevelopment of the Redlands Mall). The public advertising created only addressed one item, rather than the five items. The Chamber believes Measure T was supported because it was developed through a citizen oversight committee. While a committee can only provide recommendations to the City Council, a committee may help the public lend more trust in future housing and land use related measures.

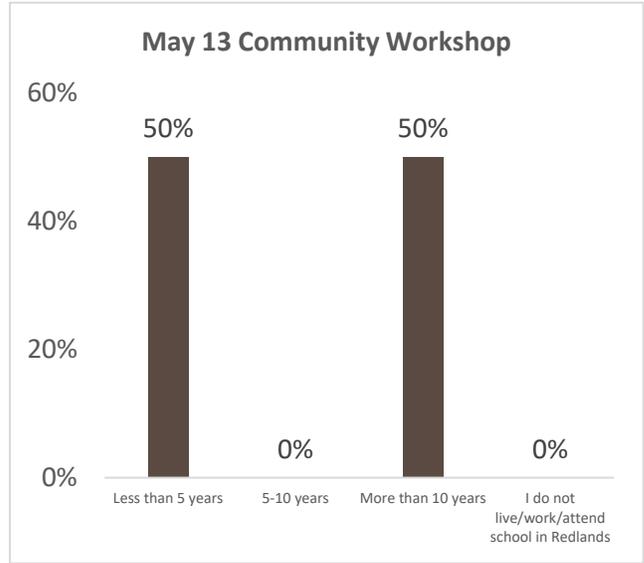
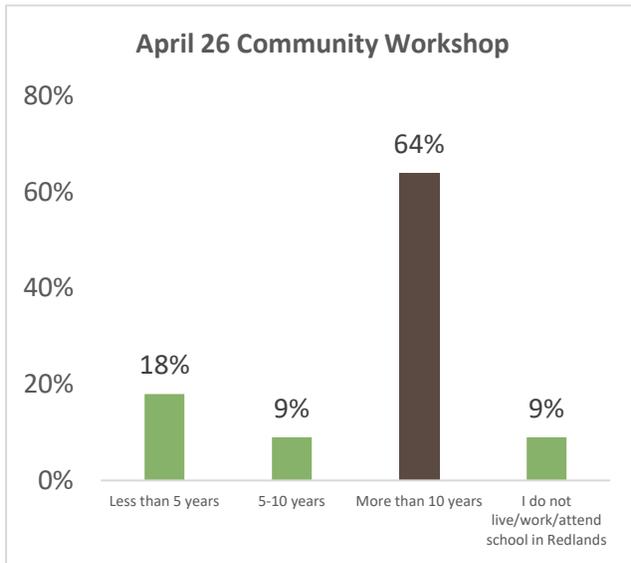
## 8.3 COMMUNITY WORKSHOPS

The City of Redlands held two Community Workshops for the Housing Element update. The first was held on **Monday, April 26 and had 11 attendees** from the public. The second one was held on **Thursday, May 13 and had six attendees** from the public. The public asked several questions regarding the Housing Element update at both meetings.

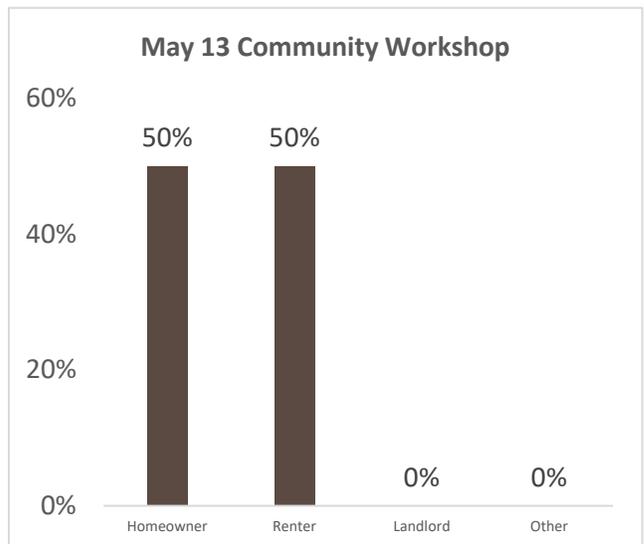
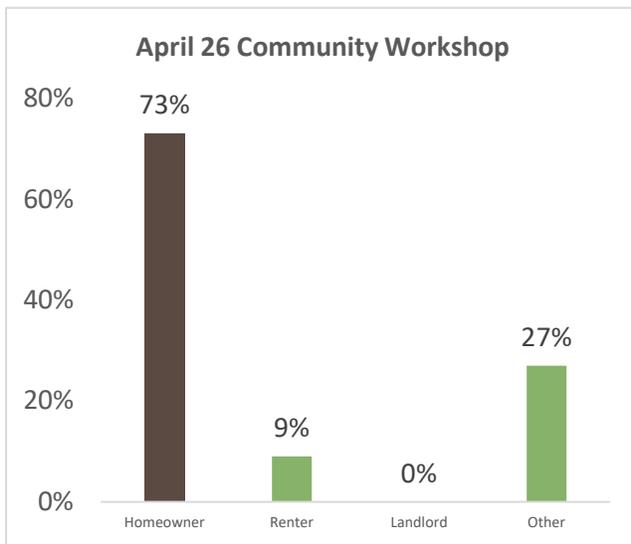
### 8.3.1 Survey Questions at Community Workshops

Below are the survey questions provided to the participants at each workshop, followed by questions the participants ask in the Workshops Q and A boxes.

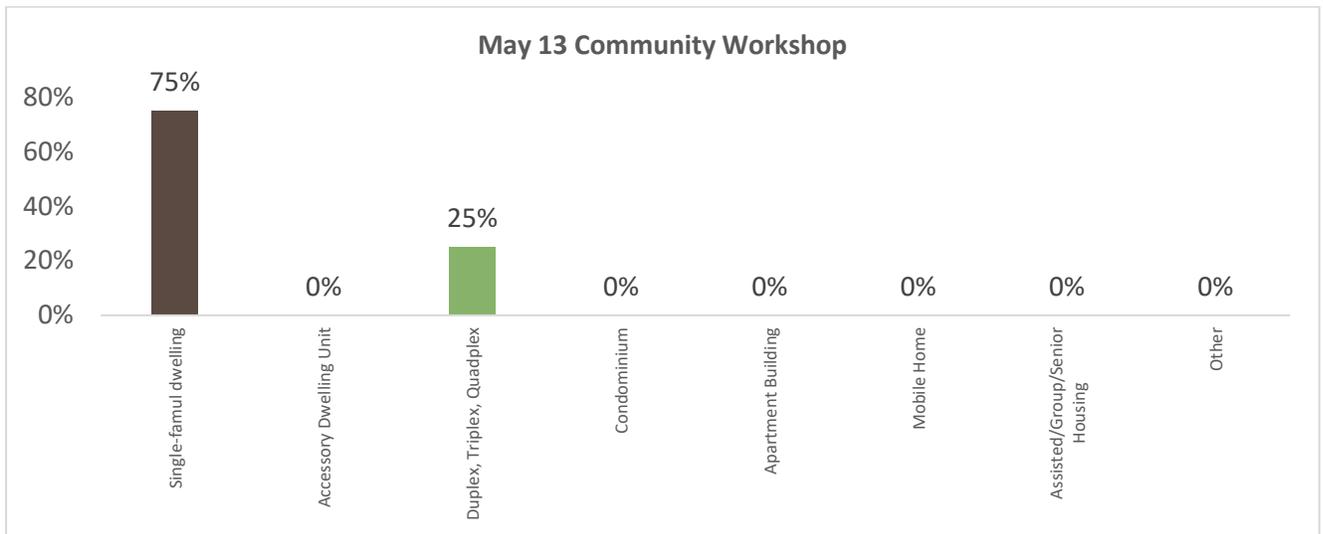
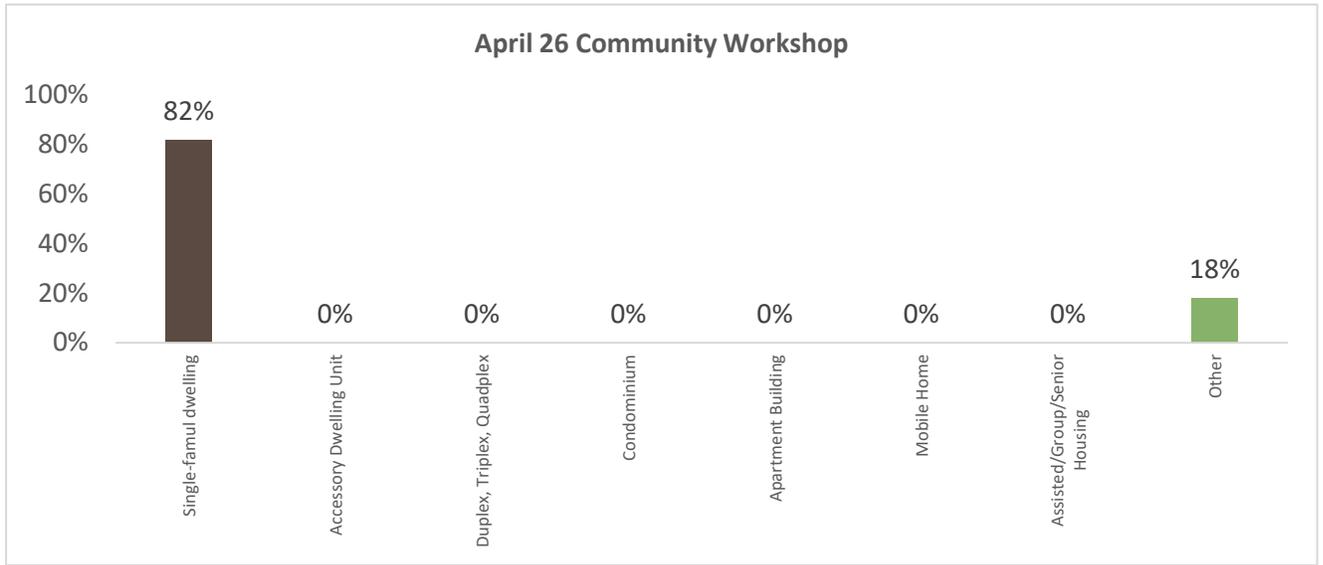
#### *How long have you lived/worked/attended school in the City?*



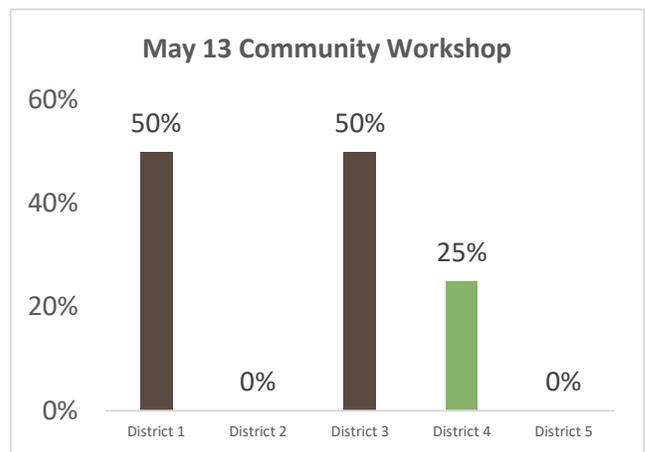
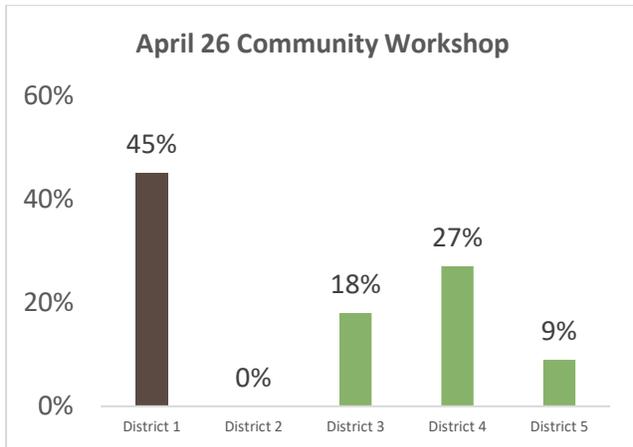
#### *Are you a homeowner, renter, landlord, or other (please select all that apply to you)?*



**What type of housing do you live in?**



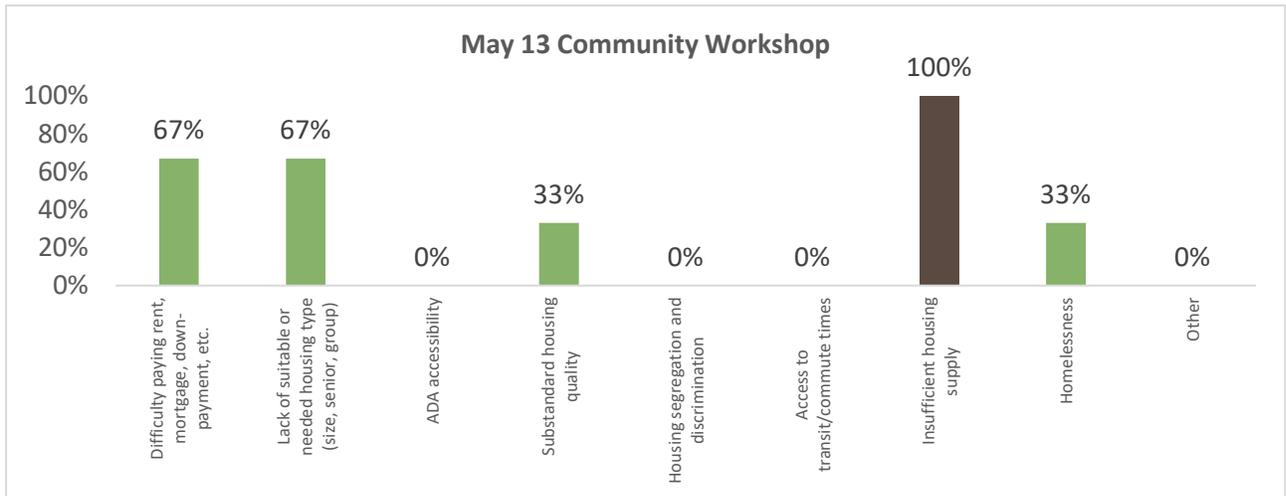
**Where in Redlands do you live?**



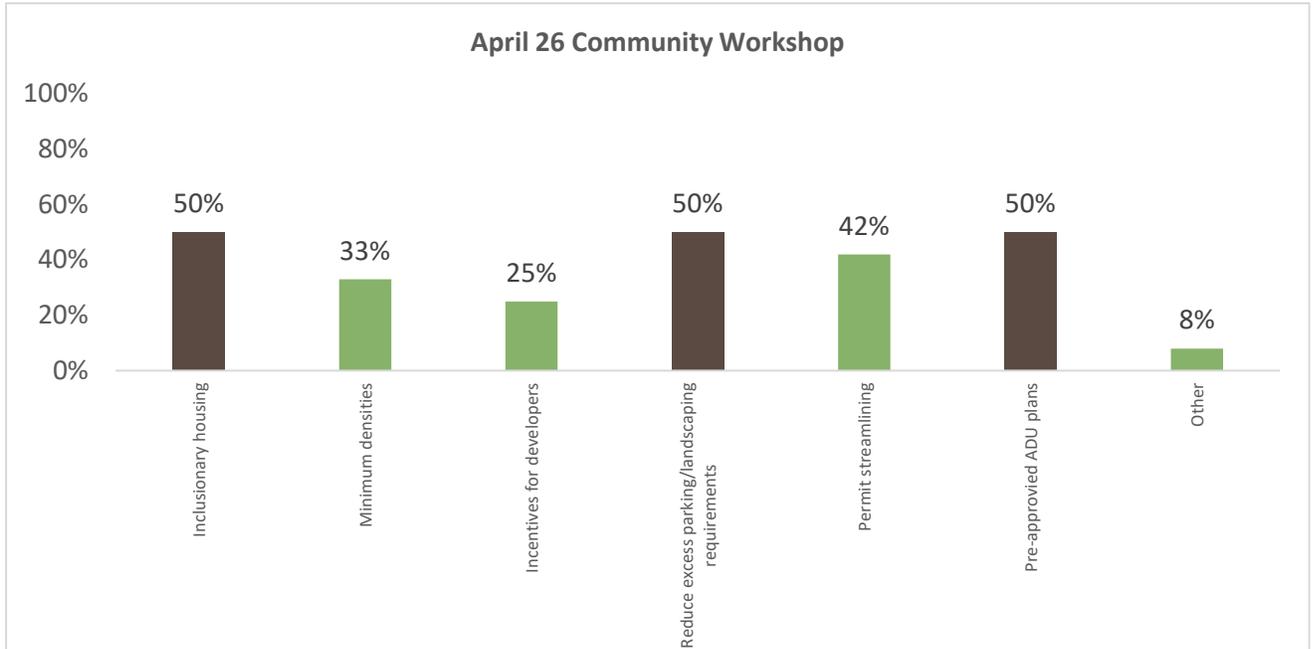
Please select the top three (3) housing issues facing people in the City of Redlands (multiple choice).



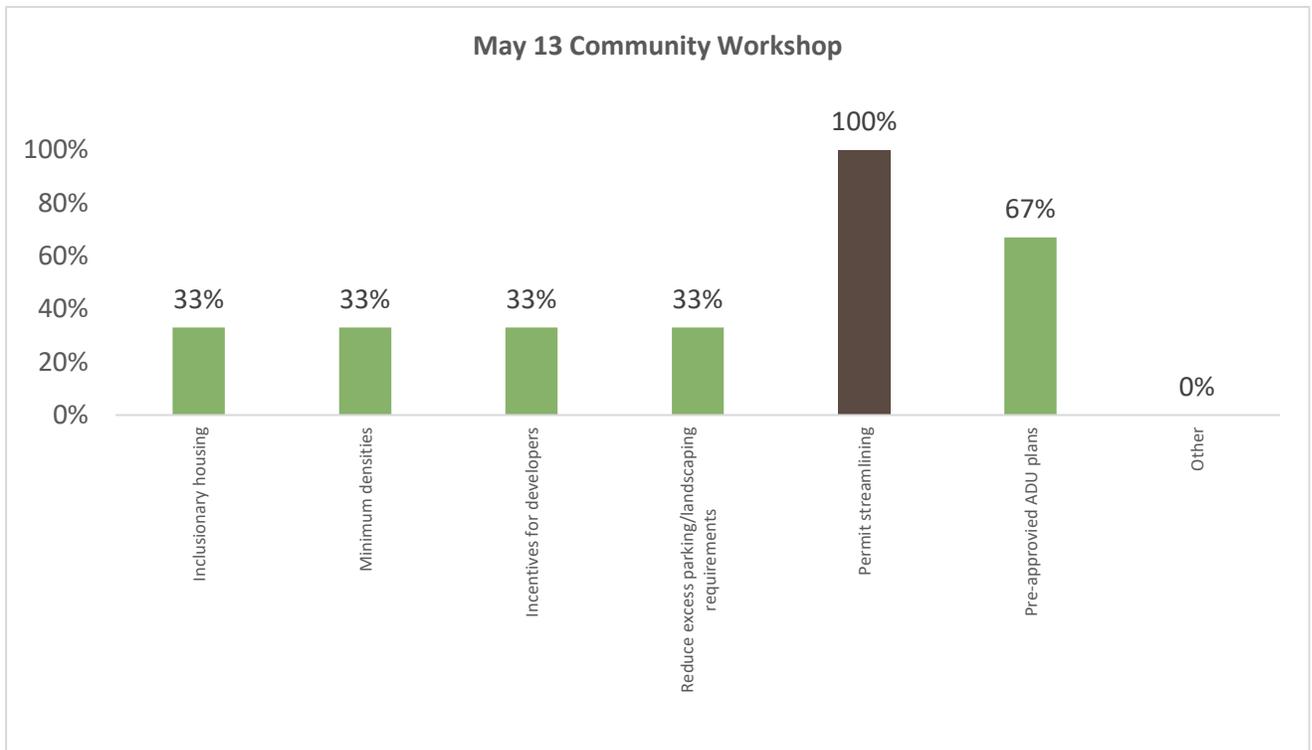
**Other: Housing close to local jobs**



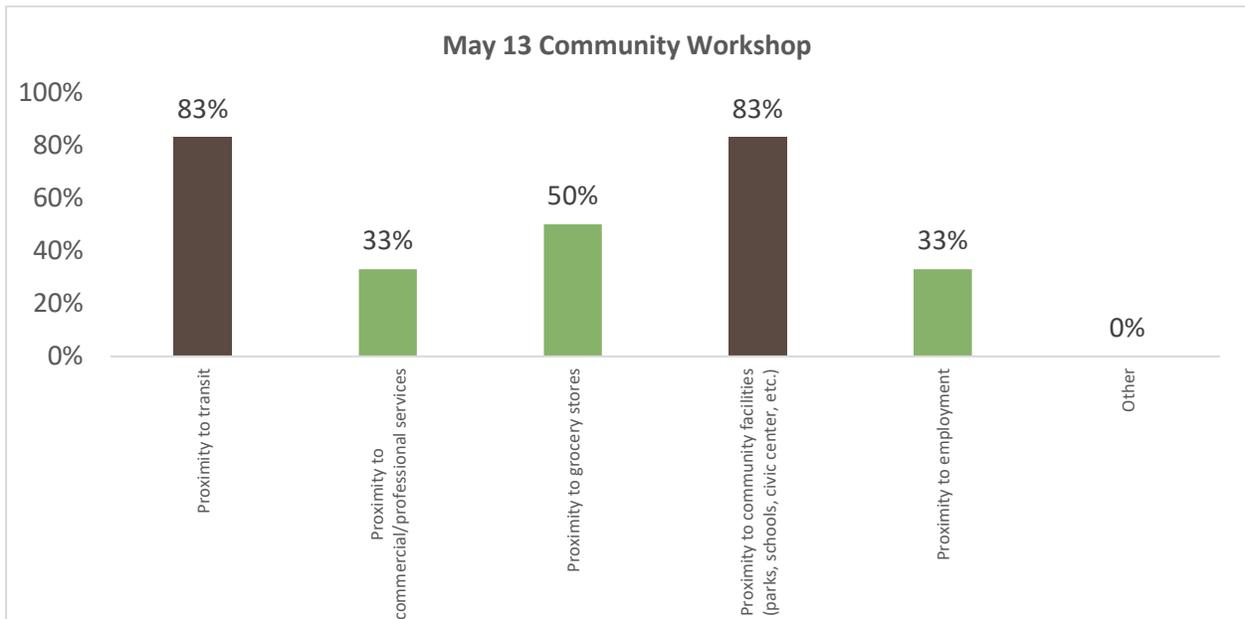
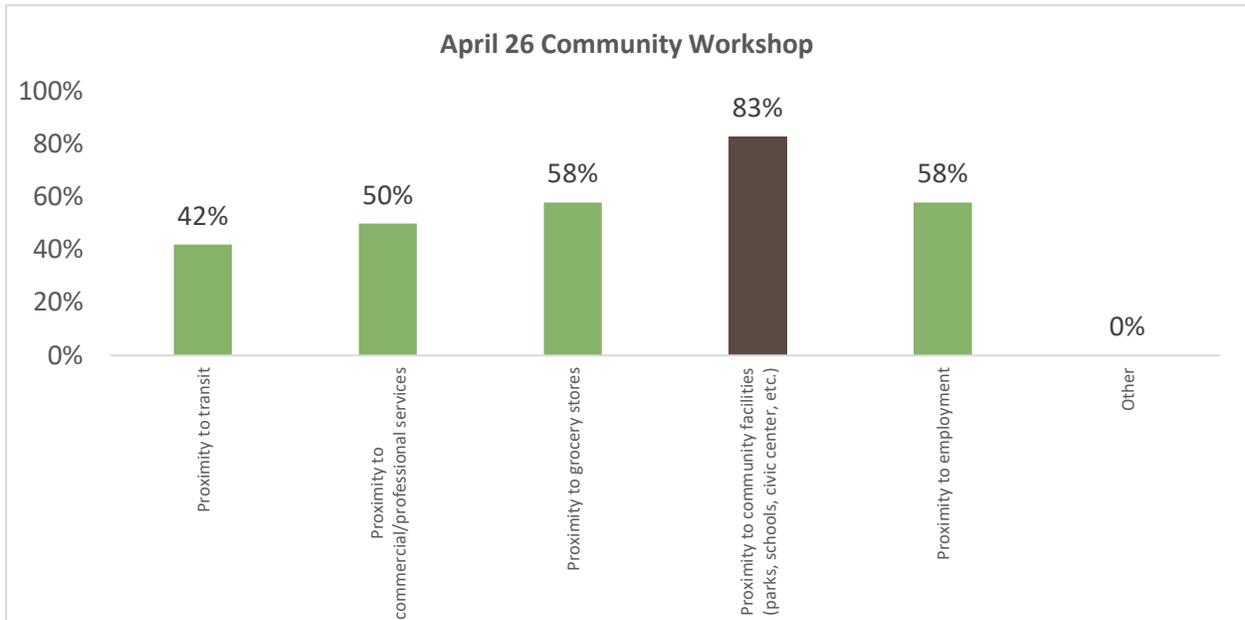
*Please provide your top three (3) programs to improve housing access in Redlands (multiple choice).*



**Other: Updating the City ordinances to be more in-line with what is currently going on. Provide assistance to purchase homes**



*What are your top three (3) most important criteria for selecting land for housing (multiple choice)?*



**8.3.2 April 26 Q & A Box**

*Is there anything that we can do to extend public transportation to the East end of the city / Mentone?*

- As noted, transit services currently end at the University of Redlands. However, proximity to employment is very important, as transit follows routes to reach the most riders. With development surrounding the potential Arrow Rail stations, potential ridership may increase in a

way that would make transit to Mentone more likely. Omnitrans is in charge of transit within the County of San Bernardino, and participants are suggested to direct questions or suggestions for new services to them. The City will forward this comment to Omnitrans.

*How many of the transit stops provide 15-minute or better service frequencies?*

- The City does not have that information at present. The majority of stops within the half mile buffer have a 20-minute leeway. A few meet the 15-minute leeway. Commenters are directed to Omnitrans for specific service information.

*Although accessibility has not been ranked as a high concern, what is the impact to having ADA accessibility as a requirement? It seems like building in accessibility is less expensive than retro. It could be a selling point for developers since accessibility allows access to small children, wounded vets, and the elderly.*

- Agreed, increased accessibility increases access for seniors and children. Building retrofits are done so with accessibility in mind. It is worth looking at programs to increase accessibility in the Transit Village Specific Plan Area. At present a 3-story residential building is the tallest type of building that does not require an elevator within Redlands. To encourage further accessibility, there could be a City program to increase elevator access in 3 story buildings that already exist or may potentially exist in the future.

*Are there any community centers or senior centers planned for the East end of the city? There is much housing developed there but it appears most services are still concentrated near the commercial sector.*

- The City is not aware of new facilities for seniors in the east side of the City. The City can share that comment.

*How is the homeless population distributed across cities in Southern California? Does a government agency assign them to cities, or they move to the area they like?*

- Homeless populations are not governed by anybody. They self-select where they would like to be, but generally congregate near areas of transit, services, or areas they are familiar with. There are no governmental controls regarding homeless populations.

*Will denser development increase local transit frequency?*

- Ideally, the two go together. Greater densities allow for greater ridership, which allows for greater transit frequency. The two are complimentary factors, but one does not necessarily cause the other. The City is looking to marry those two as best they can.

*Since business provides more revenue than city expense and residential is opposite, is there planning to balance residential with commercial? This would limit need for transit, too.*

- Commercial uses do not necessarily increase revenue. Residential uses require more in infrastructure than in terms of revenue, but they should not all be lumped into one category. In some cases, single family residential development has higher maintenance costs due to larger amount of utilities required for each unit. Multifamily development, like commercial, tends to pay for itself.

*Has the City looked at what resources Omnitrans would need to increase transit service frequencies and extend service to the eastern end?*

- It is part of the City's regular process to route proposed developments to Omnitrans for comment and how the project would/could integrate into the Omnitrans network. There is coordination between agencies.

*Are the proposed high density / low-income housing areas close to similar income employment opportunities?*

- Any proposed developments that would meet HCD standards for low-income housing are generally located near employment opportunities, as seen on the web-map. Most low-income areas are located in the East Valley Corridor and is well covered by existing services.

*Will the Redlands mall get the Measure U exemption? Is MBI helping with that?*

- The Redlands Mall will be discussed at Tuesday's Planning Commission meeting, and MBI will not be involved with that project.

*Just a comment responding to an earlier question. There is a Library & Senior Center in Mentone (operated by the County) that can serve Redlands residents on the east side of town.*

- The Library and Senior Center of Mentone will be added to the web-map.

### **8.3.3 May 13 Q & A Box**

*It's disappointing that there is no average income housing planned for within the transit villages specific plan*

- Dan Wery noted that HCD utilizes density as a proxy for income levels. For instance, 30 dwelling units to the acre would be suitable for low-income housing, while 12 units to the acre would be suitable for moderate income housing. Thus, the housing planning within the Transit Villages Specific Plan would be planned for (as the City merely has to plan for, not construct, housing) 30 dwelling units to the acre in order to accommodate housing at all income levels within this part of the City.

### 8.3.4 GENERAL THEMES

A few common themes emerged from comments received at both public outreach meetings, including the following:

*Affordability is a priority. Several participants questioned if more affordable housing will be constructed in the City in the near future, and how these affordable units will be distributed across the City.*

To address the issue of affordability, the City will undertake Program 1.1-3 to amend the Zoning Ordinance to require by-right approval of housing development that includes 20 percent of the units as housing affordable to lower-income household on sites previously identified in the past two Housing Element cycles, and Program 1.2-4, a Single Room Occupancy Ordinance to provide additional housing opportunities for low- and very low-income households near the planned Metrolink Stations. The City will also undertake several programs to assist with the construction of affordable Accessory Dwelling Unit construction, and will also undertake Program 7.3-2, which calls upon the City to Study and consider the adoption of an inclusionary housing ordinance. Additionally, Program 1.5-9 calls upon the City to continue to implement the Mobile Home Rent Control ordinance to prevent displacement of lower-income and at risk populations.

*Homelessness and assistance for those near homelessness is also a concern. There is a need for permanent supportive housing and temporary housing for those suffering from homelessness and for those with disabilities. Also mentioned was a synergistic need for increased social services in tandem with housing solutions.*

To address this issue, this Housing Element contains Program 1.2-1 to address emergency shelters, Program 1.2-2 to provide opportunities for Low Barrier Navigation Centers in the City, and Program 1.2-3 to address supportive housing. Program 1.2-4 will establish a Single Room Occupancy Ordinance to provide additional housing opportunities for low- and very low-income households near the planned Metrolink Stations. Program 1.2-5 has been included to implement mitigating strategies to remove potential constraints on the production of large group homes. Additionally, Program 1.3-7 would administer County funds to service providers including local nonprofits in coordination with City Police Department Homelessness Liaison.

*There is community opposition to high density housing in the City. This presents a large constraint, as there are preconceived notions regarding affordable housing and those who would occupy affordable units. The general attitude of the community is one of the most frequently mentioned constraints by stakeholders.*

Program 1.5-4 has been included in this Housing Element, calling upon the City to Continue to implement the Mobile Home Rent Control ordinance to prevent displacement of lower-income and at-risk populations. The City will implement program 1.6-1, through which the City will promote incentives and tools available to facilitate ADU construction. Provide easily accessible information on the City's website, at the zoning counter. Coordinate with SBCTA to utilize regional resources and adopt policies, procedures, and standards consistent with neighboring jurisdictions to streamline ADU applications. Additionally, Program 7.5-3 calls upon the City to publicize Fair Housing Information, including information about tenants' rights, landlord requirements, and recent litigation on the City's

website, social media platforms, and through physical promotional material (e.g., flyers, posters) to inform the community about Affirmatively Furthering Fair Housing.

*There was repeated concern regarding the siting of new housing units, especially in conjunction with the Transit Villages Specific Plan and existing transit options. At present, most transit services terminate in Redlands given its position in the Inland Empire. Most stakeholders expressed a desire for new units to be well-connected to existing services and established transportation routes.*

Programs 1.1-2 and 1.5-8 has been included in this Housing Element to provide additional capacity for residential development in the City's highest opportunity areas through the Transit Villages Specific Plan (TVSP). Adoption the TVSP by the end of 2022 aims to allow for greater residential development around the three new light rail stations. The City will use the TVSP to facilitate smart-growth planning principles, downtown revitalization, and infill development. Additionally, Programs 1.2-12 and 1.2-13 will amend the zoning ordinance for C-3, C-4, and A-P zones to clarify mixed-use requirements, clarify the requirements and allowances for mixed-use and residential development in these zones, create objective standards for mixed-uses, and, as appropriate, change the zoning standards to encourage commercial recycling and residential development in these zones.

*Concerns were raised for the ability of young families to afford to live in Redlands, with mentions of the need to build equity in the community, either through tiny homes or accessory dwelling units.*

Programs 1.6-1, 1.6-2, 1.6-3, and 1.6-4 have been included in this Housing Element to more easily provide alternative housing typologies such as accessory dwelling units (ADUs) that have the potential for housing families. Program 7.1-1 incorporates the City's requisite rezoning to accommodate 1,898 very low and low income units, 782 moderate income units, and 1,538 above moderate income units, units that could potentially be utilized as starter homes for young families seeking to build equity. Additionally, Program 1.2-7 calls upon the City to amend parking requirements, open space standards, and setbacks for multi-family properties to further incentivize and encourage higher density development.

*Participants have stated that land use restrictions, including those implemented through Measure U, are a hinderance for further housing developments, especially affordable housing developments. Additional constraints mentioned by the public included permitting difficulties and construction costs.*

Programs 1.2-14 and 1.2-15 have been included to reduce permitting requirements for new housing in the City, such as removing the CUP requirement for buildings taller than 35 feet, and waiving pre-application meeting fees and providing technical assistance to projects that propose to provide below market-rate units. Program 1.2-16 aims to provide information and maps of known environmental constraints at the zoning counter to provide additional clarity and certainty and mitigate non-governmental constraints for project applicants. Additionally, Program 1.6-2 makes a variety of example ADU plan sets available to facilitate reduced applicant cost and expedited review for ADUs. Ensure example plans provide choices and diversity in size to accommodate a variety of household sizes and types.

### 8.3.5 Policies

To address affordability, Program 1.1-2 would allow for by-right approval of projects with 20 percent affordable units on a “reused” Housing Element site. Additionally, Programs 1.6-1, -2, -3 and -4, will allow for the development of ADUs, including affordable ADUs.

To address homelessness, the City is adopting Programs 1.2-1, -2, -3, -4, and -5. These programs are meant to facilitate the development of emergency shelters, low barrier navigation centers, transitional housing, supportive housing, single-room occupancy units, and group homes in order to provide for a variety of housing typologies to shelter at-risk populations. Programs 1.3-7 and -8 are added specifically to administer CDBG funds to service providers including local nonprofits, and to continue assisting in connecting homeless individuals to local service providers, as well as continue funding shelter beds with available grant funding and donations.

To address Measure U and community opposition, Program 1.1-1 will allow for the necessary rezonings to allow for new housing developments that could be permitted without discretionary action. Program 1.1-2 will allow for greater residential development around the three new light rail stations, and implement objective design standards with a form-based code. Program 1.2-13 will remove the current CUP requirement for buildings over 35 feet. These programs will provide the necessary land use and zoning framework for the City to develop a variety of housing types at densities that can support moderate and lower-income units, which could be permitted on a regular basis without the need for a General Plan Amendments, CUPs, or other politically sensitive actions. Additionally, Program 1.1-2 would allow for by-right approval of projects with 20 percent affordable units on a “reused” Housing Element site.

To address the siting of new housing units, Program 1.1-1 will allow for the necessary rezonings to allow for new housing developments that could be permitted without discretionary action. Program 1.1-2 will allow for greater residential development around the three new light rail stations, and implement objective design standards with a form-based code. These programs will focus future housing development in the City closer to existing transit options, such as bus and rail, as well as existing job centers, such as downtown Redlands, the University of Redlands, and the Esri campus.

To address the building of equity, Program 1.3-2 is added to study the viability of an inclusionary housing ordinance. Program 1.4-1 is added to preserve at-risk publicly housing units, while Program 1.5-9 will continue to implement to Mobile Home Rent Control ordinance to prevent displacement of lower-income and at risk populations, continuing to allow these populations to build equity.

To address land use restrictions, such as Measure U, Program 1.1-1 will allow for the necessary rezonings to allow for new housing developments that could be permitted without discretionary action. Program 1.1-2 will allow for greater residential development around the three new light rail stations, and implement objective design standards with a form-based code. Program 1.1-5 would require minimum densities to ensure residential projects are developed close to their maximum densities.