December 2006

# Administrative Services

#### Fiscal Services:

- ➤ Police alarm permits issued in November totaled 39, making the fiscal year to date total 229. Total number of active permits as of Nov. 30 was 4,534.
- Invoices billed in November totaled 493, at a valuation of \$282,461. Invoices billed for fiscal 2006-07 to date total 2,667, at a valuation of \$2,013,173.
- ➤ Delinquent notices in November totaled 29, at a valuation of \$235. Delinquent notices for fiscal 2006-07 to date total 213, at a valuation of \$1,345.
- ➤ The total number of general checks and direct deposits in November was 580 and 130, respectively, with a valuation of \$4,256,581. The total number of general checks and direct deposits for fiscal 2006-07 was 3,972 and 818, respectively, with a valuation of \$24,039,305.

# • Information Technology:

- WiFi has been implemented in City Hall, including the Council Chamber. This will make it easier for laptop users to connect anywhere in the building.
- > Staff upgraded the City's backbone network. This has alleviated the slowness users were encountering when using their computers or accessing the Internet.
- Purchasing: In November, the Division processed approximately 220 requisitions, and saved \$2,052 through early payment discounts. Central Services made 136,214 copies and processed 9,041 pieces of mail.

#### Revenue:

➤ In November, 141 business registration certificates were issued. Of that total, 74 were for businesses in Fullerton and 67 were out of the city, but will be doing business here. Business tax collected for new registrants totaled \$9,170.

- ➤ In November, 241 businesses closed: 125 in Fullerton and 116 out of the city.
- ➤ Business certificates renewed in November numbered 535, which totaled \$62,717 in business tax collected.

### Utility Services:

- ➤ In November, customer service staff answered 2,402 calls.
- ➤ Cash register transactions in November numbered 3,995 and totaled \$11,336,821. Transactions by payment method were: credit cards, 1,050; checks, 1,228; cash, 916; and direct deposits, 101.

# **Community Development**

• Community Preservation: In November, Division staff: received 142 complaints and resolved 155; conducted 485 inspections; issued 149 first notices of violation and 32 citations; arranged for MG Disposal to pick up 21 large items (sofas, appliances, etc.); received 11 requests for graffiti removal; removed two abandoned shopping carts; received 58 Hotline calls; and billed \$1,100 in revenue.

### Building:

- ➤ Inspection stops in November totaled 1,307 and resulted in 1,898 individual inspections. Average daily inspection load was 112. Average daily workload was 15.4 inspections per inspector.
- ➤ In November 254 including 34 ancillary plans were submitted for plan check. Of that total, 109 plans were checked same day, at the counter There were a total of 1,532 visitors to the permit counter in November and 565 permits and plan checks were issued. Total valuation of the permits issued was \$1,895,000.
- ➤ The new on-line appointment program is complete.
- > Staff is working with IT on an E-Permits program which will allow applicants to obtain minor permits and pay fees on line. Target for completion of this program is Dec. 15.
- ➤ In a continuing effort to convert existing plans and documents to a digital system, staff in November converted 32,167 microfiche images of existing building documents to digital.
- > Construction of six large custom homes at Las Palmas, Terraza and Valencia Mesa is under way.

- ➤ Plans have been submitted for the new parking structure at First Evangelical Free Church at 2801 Brea Blvd.
- ➤ Construction of the foundation for the Anaheim Heliport project at the Airport is complete. Exterior block walls are 60 percent complete.

### Housing and Community Development:

- ➤ During November, one housing unit was tested for lead hazards. One BIG and one emergency loan/grant projects were completed. Staff is working on updating backlogged applications. Four loan projects are being prepared to go out to bid and projects will begin after the first of the new year. Three new applications were received. There are currently six ongoing projects and 73 qualifying applications.
- Mobile home contractors are being recruited for the rehabilitation program. Four new contractors have expressed interest.
- ➤ The HCD division answered 497 calls in November. The breakdown is as follows: 106 housing rehabilitation; four temporary shelter; three senior housing; 30 first-time homebuyers; 41 Section 8 assistance; 111 other affordable housing(rental/development); 16 fair housing related; 38 general calls; and 148 non-housing related.
- ➤ The HCD Inspector conducted 322 inspections in November, of which 277 were affordable housing units and 45 were conducted for the housing rehabilitation program.
- ➤ The Franklin Garden Apartment Homes project is under construction.
- ➤ With the recent acquisition of 48 units in the Richman Park Area, staff is receiving many calls related to maintenance issues. Inspections of all units will be conducted to identify and address all life-threatening and health and safety issues.
- Nineteen surveys were mailed to participants of the housing rehabilitation program (homeowners and contractors) and property managers of affordable housing facilities who recently completed their annual city inspections. Seven surveys have been returned. They contained very positive comments.

# Engineering

## Construction Management:

➤ The 2005-06 Sewer Replacement Project on Lemon Street, Rosslynn Avenue and State College Boulevard was completed by Garcia Juarez Construction Inc. in November.

- ➤ The 2005-07 Residential Street Reconstruction Project was completed by R.J. Noble Co. in November.
- Work began in October on the Richman Park Area Street Improvements. The contractor has installed a new water line on Valencia Drive and is removing concrete on West Avenue. Work is on schedule, with completion set for March.
- ➤ California Building Evaluation and Construction Inc. has installed new air conditioning/heating units at the Fullerton Museum Center and completed duct work. The contractor is scheduled to complete the project this month.

### Water System Management:

- ➤ The contractor recently installed a sewer main on Margarita and Dolores drives as part of the Water Main System Replacement/Sewer and Street Improvements Project for 2005-06. The project is scheduled to be completed in January.
- ➤ R.J. Noble Co. has completed Phase 1 of the Airport Pavement Reconstruction Project. Included in the work is water line system installation and fire hydrants.

## Fire

• Statistics: Crews responded to 837 service requests in November, which was higher than the November 2005 total of 770. Of the 837 requests, 29 were fires, 674 were medical aids, seven were hazardous materials incidents, and 54 were service calls.

# Suppression:

- ➤ On Nov. 5 Engines 3, 4 and 5, Truck 1 and the Battalion Chief were called to a structure fire at about 1 p.m. in the 2900 block of N. Maple Avenue. On arrival, crews found the garage totally involved in flames. Engine 2 Paramedics attended to the property owner, who had suffered burns to his left arm and leg. He was treated at the scene and transported to UCI Medical Center. The fire was apparently caused by sparks from a welder's torch.
- ➤ On Nov. 6 Engines 1, 3 and 5, Truck 1 and the Battalion Chief responded to early morning apartment fire in the 300 block of Newel Avenue. Arriving crews found smoke coming from the attic vents and window of the single-story duplex. A neighbor reported a person might be trapped inside. Crews forced entry to the residence and found a man on the floor of a bedroom. He had apparently become trapped under falling boxes while trying to escape. The man was taken to St. Jude Medical Center, where he died due to extensive smoke inhalation.

- ➤ On Nov. 10 Engine 2 responded on a call in the 1100 block of S. Nicklett Avenue in which a 1-year-old boy suffered second-degree burns to 8 percent of his body due to accidental exposure to a scalding liquid. He was treated by Paramedics.
- ➤ On Nov. 12 Engine 1 responded on a call in the 1000 block of S. Tamarack Avenue in which a 15-month-old girl suffered second- and third-degree burns to 20-25 percent of her body. The injury was due to accidental exposure to scalding liquid. The girl was treated at the scene and taken to UCI Medical Center.
- ➤ On Nov. 26 Truck 1 and Battalion 1 responded on a plane crash into homes in Buena Park. Fullerton personnel worked with Orange County Truck 61 to extricate the plane's occupant. Engines 2 and 6 were dispatched to assist County personnel with checking for occupants in the home hit by the plane.
- ➤ On Nov. 26 Fire crews to an accident involving a Fullerton Police Motorcycle Officer at the corner of Brea Avenue and Bastanchury Road. Engine 4 Paramedics escorted the Officer to St. Jude Medical Center, where he was treated and released.
- Emergency preparedness: The third Community Response Volunteer (CERT/CRV) training class ended Nov. 11 with 24 new citizen volunteers trained in community emergency preparedness.

# Human Resources

- Liability Program: Eight new claims were received in November, 13 were closed, and no lawsuits were served.
- Workers' Compensation Program: Ten new claims were filed in October.
- Recruitments: Initial interviews of Library Director candidates were held Dec. 4. A second round of interviews with the Library Board of Trustees will be held Dec. 11.

# Library

• Friends of the Library: The Friends' annual membership meeting featuring PBS television personality Huell Howser was one of the most successful meetings in years. Nearly 300 people filled the Main Library auditorium. Mr. Howser, a strong supporter of public libraries, asked that his honorarium be used to purchase more library books. He refused an offer to peddle his travel videotapes, and instead encouraged people to check out his videos from the public library. He stayed an extra hour to sign autographs and let people take photos with him.

- Library Board of Trustees: At its Nov. 16 regular meeting the Board reviewed a conceptual proposal from the Parks and Recreation Department staff for a dog park in the area adjacent to the Hunt Branch Library. The Board has had previous discussions with Library staff about the area being used by the homeless and the lack of visibility of the branch. The Board approved a dog park near the branch in concept with the proviso that it does not jeopardize the terms of the original deed that says "the property shall be used solely for public library and public library park purposes." The Parks and Recreation Department staff will next present the dog park concept to the Parks and Recreation Commission.
- Library Director Recruitment: The tentative timeline for the recruitment of a new library director is as follows:
  - Dec. 4 Interviews of six candidates. Each candidate met with the City Manager, a community panel (including two members of the Library Board of Trustees), and a panel of professionals.
  - Dec. 11 The three highest scoring candidates will be asked back to be interviewed by the full Library Board of Trustees and the City Manager.
  - Dec. 19 The City Manager will meet with the City Council in a closed session to discuss the recommended finalist.

With luck the recruitment process may be completed before the holiday closure, with the new Library Director tentatively beginning in early 2007.

## Maintenance Services

#### Administration:

- ➤ The Department received 865 service requests in December, completing 589 (68 percent) in the month. Of the 10 emergency requests received, four (40 percent) were completed within one day. The Building and Facilities Division received the most requests, 265, or 30 percent of the total.
- ➤ The Department's analysis team submitted the Water Division Performance Audit for consideration for the prestigious Knighton Award given by the Association of Local Government Auditors. The honor is a competitive award, recognizing outstanding work by audit shops throughout North America. The team earned an "Honorable Mention" in 2002 for its Contract Custodial Services Audit. We should know our status for this year's award by February.
- ➤ The Department's support staff received 1,377 calls in November, an average of 81 per workday, or 40 for each of our two primary customer service personnel.

#### Facilities:

- ➤ Graffiti crews removed 32,523 square feet of graffiti from 214 sites in November, bringing the year-to-date totals to 236,958 square feet removed from 1,583 sites.
- ➤ The Division completed 15 custodial inspections of City facilities in November.
- > The Division is replacing the existing security alarm system in the Main Library.
- ➤ The capital project to replace the Museum air conditioning system and roofing is in progress. The Division will be working with the Engineering Department to insure all required work is properly completed.
- Sewer: In November, the Division: hydrojetted 13.54 miles of sewer mains; root cut or mechanically treated 10,006 linear feet of main; mechanically treated 56 sewer laterals; inspected 50 food service establishments; did CCTV inspections of 18,311 linear feet of sewer main; approved two lifeline applications and four large lot applications; and received 25 sewer fee calls and 47 sewer service requests. There were no City nor private sewer overflows in November.
- Equipment: In November, the Division performed 75 PM inspections, three BIT inspections, one aerial Inspection, and one smog certification.

# Parks and Recreation

### Capital Improvements:

- RJM Design Group has submitted 50 percent of the construction plans for Laguna Lake for review. Staff also met with the Acorn Group to discuss the signage program. The Acorn Group will submit concept plans for review by staff and the Laguna Lake Advisory Committee.
- ➤ Bids for the Richman Park Project have been received and a contract with EMAE International Inc. will be recommended to the City Council for awarding at the Dec. 19 Council meeting. Construction is scheduled to begin in January.
- Staff is in the process of hiring a landscape architect to prepare a conceptual master plan for Lemon Park that will include additional shaded picnic areas, walkways, a prefabricated restroom, playground improvements and signs.
- Hirsch and Associates has been hired to prepare the new master plan for Lions Field. Hirsch will prepare three preliminary concepts for review by staff and the various user groups. The preferred concept plan will then be presented to the Parks and Recreation Commission and Council for approval.

It is anticipated that work could begin as early as the middle of this month on installation of the shade structure over the playground at the Sports Complex.

#### Senior Multi-Service Center:

- ➤ The annual free senior flu clinic was held Nov. 3. Vaccine is provided through the Orange County Health Care Agency. Retired Red Cross nurses, county nurses and 18 senior volunteers worked together to administer 600 vaccinations. A "mini" craft fair was held in conjunction with the flu clinic. Many favorable comments were expressed as to the efficient process for flu shots this year.
- ➤ The Center's Thanksgiving luncheon and dance was held Nov. 17. A holiday lunch was served to 176 guests, and entertainment was by the Fred Britain Trio.

### Maple Center:

- ➤ The weekly folklorico dance class continues to attract students and, due to popularity, a second class has been added on Friday evenings.
- ➤ The St. Jude Mobile Health Clinic continues to operate out of the Maple Center until the Health Care Center at Richman Park opens full-time. The Center will continue to host the Mobile Clinic on a week-by-week basis.

### • Richman Community Center:

- > Services were offered to 11 domestic violence victims in November. There were also 11 referrals for food, utilities and counseling. There was a total of 13 clients.
- ➤ Latino Health Access is sponsoring a 12-week diabetes educational program at the Center which engages participants in an interactive and experiential exploration of diabetes self-management. The group meets for two hours each week. There are approximately 20 people enrolled in the class.

# • Garnet Community Center:

- ➤ Thirty students from Valencia High School presented "The Gingerbread Man" for more than 100 children and parents attending Head Start at Topaz School.
- > Center children are participating in a dance class at Maple Community Center sponsored by St. Jude Medical Center.
- > Staff and volunteers are promoting a teen program at the Maple Center. Meetings have been held with parents to inform them about the program.

### • Tiny Tots:

- ➤ In November 49 children brought a wide variety of foods to share for their annual Thanksgiving Finger-Feasts.
- ➤ The "Friday Afternoon Out!" program remains a favorite, with many children enrolled in the Monday, Wednesday and Friday morning sessions.

### Independence Park/Teen Programs:

- > The "Teen Scene" is planning a few new and exciting activities geared for teens.
- ➤ The "Rec Room" teen band night was held Nov. 4, and featured several local bands. More than 100 patrons attended. The next "Rec Room" is set for Dec. 16.

### • Youth Programs:

- ➤ The Orangethorpe After-school Program serves up to 175 children daily, providing snacks, homework assistance, educational enrichment, and outdoor recreational activities. Some highlights from the past month include: The Orangethorpe Soccer Team took third place overall in the All After-school Sports League; the kindergarten-first grade enjoyed enrichment activities that included rhyming words, lessons on the solar system, and the changing of seasons; and the sixth grade cultural diversity club studied ancient Rome to present-day Italy.
- ➤ The Topaz After-school Program contracted with the Department's "Playgrounds on the Go" mobile recreation program, which serves about 100 children daily.
- ➤ The Richman Community Center PACE program operates Monday-Thursday mornings, and provides infant/toddler activities in collaboration with the Fullerton School District for parents taking ELD classes at the center.
- Tennis Center: Activity traditionally slows in November. Rosary High School's season ended midway through the month, and many USTA teams finished their season by the first week of December. With the time change comes significantly more "light play" at the Center and slightly less participation. However, this has been the busiest November ever in all areas.
- Youth Sports: Many of the youth leagues concluded their seasons in November.
  Fullerton Hills Softball, East Fullerton Little League and West Fullerton Little League
  have all concluded their winter ball and are submitting permits for spring play. Fullerton
  Rangers Soccer and Pop Warner Football closed their seasons Dec. 2. Pop Warner had
  a very successful season, with participation in the regional playoffs. Rugby's season
  officially begins this month.

• Classes: Fall registration continues strong, with more than 1,700 residents participating. Twenty percent of those residents used ClassEConnect to register.

#### Outdoor Recreation:

- ➤ The Morning Trail Hikes continue to be popular. Over the last few weeks, hikers have hit the Nora Kuttner and the Castlewood trails, getting great views of the ocean. More classes have been added to cover the holiday season, with a whole new array of classes scheduled for the spring class newsletter.
- ➤ The "Pirates of the Fullerbean" Haunted Hike at the Brea Dam Recreational Area was a great success, with 500 participants the largest turnout ever.

#### Cultural and Events:

- ➤ This season of Haunted Fullerton Walking Tours ended Nov. 21. The tours have proven very popular in and out of Fullerton, and all sold out by the beginning of October. Due to demand, two tours were added in November and sold out within a day of being announced. Each tour allows approximately 20 participants to walk the streets of the Downtown with a Museum guide and psychic.
- The feedback from the community about the Museum Center's "Golden States of Grace: Prayers of the Disinherited" exhibit in the Main Gallery has been very positive. High school and college students from all over Fullerton have been viewing this exhibit as part of their curriculum and appreciate the artwork. Attendance for the exhibit and exhibit-related events has been one of the highest of the year. Articles about the exhibit have appeared in the "Los Angeles Times," the "Orange County Register," "Squeeze OC" and the "Orange County Weekly."
- ➤ There has also been a steady flow of visitors to the Museum's "You Won't Part With Yours Either" exhibit in the Fender Gallery, which demonstrates the importance of having Leo Fender and his work recognized by the community. The exhibit continues to attract a diverse audience from guitar lovers to families. Patrons especially appreciate having a Fender guitar available to test their music skills.
- November has been a busy month for education at the Museum Center. An estimated 100 students took the "Golden States of Grace" docent tours. The "Golden States" Speakers' Series sold out each week due, in part, to the participation of Troy High School students. Weekly attendance at the lectures was approximately 70.
- ➤ The Pennington Dance group treated Museum patrons to a presentation of contemporary dance related to "Golden States of Grace" Nov. 19. The performance took place in the Main Gallery and provided a visual comparison of static and moving art. All in attendance were very moved by what they saw and appreciated the Museum's efforts in bringing fine arts events to the community.

### Police

#### Patrol Division:

- An armed robbery occurred at the Citizen's Bank. The bandit pretended to have a weapon and handed a note demanding cash to a teller. After the robbery, the suspect fled on foot southbound on Harbor Boulevard. Officers set up a perimeter around the area in an attempt to capture the suspect. A witness approached Officer Paul Irish and said the suspect may have entered the Tuscany Club. Officer Richard Gibson searched the club and found the suspect who was attempting to evade apprehension by pretending he was a customer. The suspect was positively identified by several witnesses to the robbery.
- ➤ Two African American suspects attempted to cash a \$4,000 forged check at a Washington Mutual Bank. Officer Hazel Perez responded to the bank in time to see one suspect flee on foot and the other drive off in a car. The driver was stopped by Officer Chris Wren. Officer Kent Hampton, an African American, using his best urban language skills on the driver's cell phone, was able to trick the second suspect into divulging his hiding place inside Toys R Us. Both suspects were arrested.
- ➤ A custodian at Richman School entered an empty kindergarten classroom and observed a man standing in the darkened classroom. The custodian told the man to leave. The man, pretending to have a weapon, threatened the custodian and took a box of mixed candy prior to leaving the classroom. Officer Hugo Garcia, responding to a broadcast of the suspect's description, located the man on the 400 block of West Avenue. The suspect was positively identified by the victim. No weapon was found.
- ➤ A carjacking occurred in Buena Park. Officer Hugo Garcia, responding to the broadcast report of the carjacking, observed the vehicle heading southbound on Stanton Avenue in east Buena Park. Officer Garcia temporarily lost sight of the car, but later found it in a Salvation Army parking lot. The driver was detained. The two passengers in the vehicle had already fled on foot. The driver was positively identified by the carjacking victim.

# Redevelopment & Economic Development

- Amerige Court: At its Nov. 21 meeting, the Council/Agency continued consideration of the Amerige Court Project. The project is now tentatively scheduled to be considered by the Agency/Council in late January.
- Transportation Center Master Plan: The third community planning workshop has been postponed to early 2007. Staff and the consultants will be meeting with Councilmembers to brief them on the progress made at the workshops.

- Richman/Valencia/West Neighborhood: A relocation plan was approved by the Agency/Council Nov. 21 for relocation of residents in the first six properties acquired by the Agency (413, 418, 424, 430, 436 and 437 West Avenue).
- McDonald's Relocation: Staff will take the McDonald's restaurant site plan and conceptual design drawings to the RDRC Dec. 14.
- Civic Center Conceptual Study: The essential focus of the study was to identify
  individual facility needs with the objective of translating the needs into a building
  program. LPA of Irvine met with the Library Board of Trustees Oct. 19 to finalize
  programming requirements for the Library and will meet with Parks and Recreation staff
  Dec. 8 to finalize space requirements for Amerige Park. Upon completion of the
  programming requirements, LPA will provide options that will optimize the existing
  building capabilities and improve traffic circulation.
- Metalclad Insulation: The Economic Development Action Team met Nov. 8 with representatives from Metalclad Insulation, an Anaheim-based business that specializes in metal-protected panel and pipe insulation systems. Metalclad is an industry leader in the design and fabrication of insulation items for petrochemical, aircraft, marine, air pollution control, desalinization, noise control, and fossil fuel power systems. The company is expanding to Fullerton (1818 Rosslyn Ave.) and expects to be operational by the end of December. The move brings approximately 15 jobs to Fullerton.
- Orange County Business Council: The City Council approved Fullerton's membership in OCBC. The OCBC is Orange County's leading voice on business concerns and provides its more than 100 public and private members with valuable economic research, and encourages collaboration among business, government and academic bodies to address pressing regional issues, such as infrastructure deficiencies, workforce housing, and workforce development.