Council Briefing

September 2010

Administrative Services

Fiscal Services:

- New police alarm permits issued in August totaled 40, bringing the number of permits issued for fiscal 2010-11 to 86. The total number of active permits as of Aug. 31 was 5,051.
- Invoices billed in August totaled 559, with a valuation of \$1,161,880. Invoices billed for fiscal 2010-11 total 1,150, with a valuation of \$2,448,659.
- ➤ General checks and direct deposits in August totaled 548 and 201, respectively, with a valuation of \$8,613,341. The total number of general checks and direct deposits for fiscal 2010-11 total 1,274 and 477, respectively, with a valuation of \$20,997,403.
- Information Technology: On Aug. 10, IT began preparation for a complete Payment Card Industry (PCI) audit. The purpose of the audit is to identify information technology assets that may store or process credit card and other sensitive financial information in need of protection. The City processes enough credit card transactions to place it at the border between merchant levels 2 and 3, which requires us to complete a yearly self-assessment and submit it to our processor (Elavon). Staff also believes we have a responsibility to residents to protect their financial information, maintain the trust level they have in the City, and be able to respond correctly to a security breach in the future. Lastly, a PCI audit and the corrective measures that follow would help the City avoid fines of up to \$500,000 per incident for non-compliance. The audit will identify the credit card chain, the risks and vulnerabilities along that chain, and help establish policies and procedures to mitigate risks and better protect the financial information the City stores and processes. The audit should be completed by mid-September and compliance will follow depending on any corrective measures needed. The company and tools used for the audit (Evantix LLC) will allow the City to maintain compliance for years to come -- updating information and generating a yearly Report on Compliance (ROC) that can be submitted to our processors and even to residents should they ask for it.
- Purchasing: In August, the Division processed 151 purchase requests and created 101 purchase orders and change orders, and achieved cost savings of approximately \$1,000 through competitive quotes, cooperative purchases, state/government resources and early payment discounts. In addition, Central Services processed 12.602 pieces of mail.

Revenue:

➤ In August, 194 new business registration certificates were issued. Of that sum, 108 were businesses in Fullerton and 86 were located out of the city, but doing business here. Business tax collected for new registrants totaled \$14,365.66.

- A total of 219 businesses closed in August: 84 in the city and 135 out of the city.
- Business certificates renewed in August numbered 1,052, which totaled \$135,239 in business tax collected.
- Utility Services: In August, the Division answered 2,816 calls and processed 3,790 cash register transactions totaling \$17,076,419. Of those transactions, 1,177 were credit cards, 1,169 checks, 666 cash, and 174 direct deposits.

Community Development

Customer Service:

- In August, staff completed extensive edits to the Building Division web pages to provide better customer access to information.
- In August, staff provided assistance to:
 - A residential property owner to develop landscape plans to protect slope and meet landscape ordinance.
 - A residential property owner to offer ideas to allow homeowner privacy, but still meet FMC requirements for walls.
 - An industrial property potential buyer to understand requirements of location in Runway Protection Zone as defined by the Fullerton Municipal Airport Master Plan.
 - A cell provider to create a design for a roof-mounted cell enclosure on a potentially significant building that would preserve the design and not detract from the building.
- Increasing comments have been received about the longer wait time at the front counter and the number of persons available to assist customers. Staff is working to address these challenges. Compliments have been received about how well the Building and Planning Permit Technicians have maintained their composure under pressure.
- A Spanish-speaking resident was referred to Community Preservation by the Fair Housing Council. The resident said the water softener unit at his rental house had a major leak and his landlord refused to repair it and, instead, issued the tenant a three-day Notice to Perform Covenants or Quit, which confused him because he felt the landlord should have to fix the unit. After reading the resident's rental agreement, staff discovered the landlord had put in writing that the resident was responsible for fixing and maintaining everything at the property. Unfortunately, both the resident and his wife had signed the agreement. The customer was advised to seek legal counsel and he was grateful for staff's assistance.
- ➤ A Community Preservation Officer was approached by tenants about an apartment manager who was unresponsive and disrespectful. This information was relayed to the property manager so he could investigate the issue. A week later the property manager called and thanked the Officer and said he was hiring a new apartment manager. The tenants are pleased and the Officer has walked the entire property with the property manager to show him what needs to be maintained in order to avoid future violations to the Municipal Code.
- A Community Preservation Officer conducted an inspection on the way to work, in order to allow the resident to report work on time.
- An irate citizen came to the Front Counter and wanted to start an internal investigation on a City employee who allegedly gave out confidential information. The citizen said she was told by a neighbor who had received a Courtesy Notice that she was named as the complainant by another neighbor who lives on her block and has a relative who works for the City. Supposedly the relative was able to look up the case and find out the

complainant's name, address, and phone number. Staff reassured the citizen that complainant information is not disclosed and this type of information is only available to a very limited number of staff. On further investigation, it was discovered the citizen was not the complainant and there was no association with the citizen at all. After reassuring the citizen that none of her personal information was even attached to this case, the citizen calmed down and left relieved.

- ➤ Building staff responded to 2,418 telephone inquiries in August.
- Although the new business Dollar Tree had corrections to make, staff was able to find solutions allowing the business to have a grand opening as scheduled.
- An inspector went to 1301 Via Burton on his lunch hour to allow a contractor to pour a large sign caisson to avoid an overnight hazard. Another inspector inspected McDonald's remodel after hours to allow the contractor to pour concrete and keep the job on schedule.
- > Three contractors commented on how they enjoy doing business with Fullerton as opposed to other cities because of the efficiency and friendliness of the Building Permit Technicians.
- > Staff created a user-friendly set of instructions for Trimble GPS to allow staff in all departments to be able to use the handheld device to perform geographically referenced field surveys.
- > Staff met with representatives of Fullerton Interfaith Emergency Services, Home Aid Orange County and a project architect to discuss conceptual plans for a proposed transitional housing development at the southwest corner of Amerige and Richman avenues.
- In August, correspondence was received recognizing staff:
 - For providing a customer with status updates. "Such communication efforts make a difference and have a positive ripple effect for other people and actions," the customer wrote.
 - For providing a satisfactory resolution to a complaint regarding two properties. "You did a fantastic job" resolving the issue, a representative of one of the properties wrote.
 - For working with a property owner to redesign a proposed remodel in a Residential Preservation Zone to comply with development standards and preservation guidelines. "That's great customer service," the property owner wrote. "It's nice to see that you really took the time to review this proposal and think about it."
- > Staff is coordinating with Placentia to provide contract building inspection services for a 75-unit condominium project.
- ➤ The following "thank-yous" were received by Sylvia Chavez, Housing Programs Assistant:
 - "Just a note to let you know how much you are appreciated by Fullerton's senior citizens and by their families. Your genuine concern for their welfare, your kindness towards them, and your understanding of their forgetfulness is a blessing to all of us. We thank God for you and the City."
 - "My wife and I want to thank you and the City of Fullerton for making our home livable and beautiful!...My life is touching lives by being there to help them...Some people say, is it worth taking time to do this? What do you get out of it? My rewards have been people like you, Sylvia, and Steve (Alvarado)! You touched my life as well as my wife's!"
- ➤ The Housing staff scheduled meetings with three elderly residents of a mobile home park to assist them in executing agreements for the tenant-based rental assistance (TBRA) program.

- > Due to on-going mail delivery problems (one of the TBRA landlords was not receiving payment), the Housing staff hand-delivered the August rent payments.
- > HUD contacted the Housing staff, requesting copies of forms developed by staff to be shared as models with other cities.

Community Engagement:

- > Three workshops were conducted with businesses, the sign industry, and residents to gain an understanding of community preferences regarding dynamic signs and their regulation.
- A meeting was conducted involving the presidents of the 12 CSUF sororities and fraternities. Staff gave a brief presentation about conditional use permits, the associated conditions of approval, and the significance to each fraternity and sorority.
- > Staff made a presentation to the Fullerton Women's Club (FWC) on Fullerton's planning program and how FWC members can get involved. A thank-you card from the FWC noted "Your words and vision were an absolute inspiration to all of us."
- ➤ In August, staff responded to an emergency call from the Fire Department concerning an electrical fire at 500 S. Raymond Ave.
- In August, staff issued permits for Phase 3 of the Heritage Walk project, including 12 single-family units.
- > Staff met with members of the North Orange County Bikeways Collaborative for a discussion on commuter bike route linkage connections between cities in North Orange County.
- In August, the Homeless Collaborative (representatives from the City Council, school district, Police Department, the Housing Division, and staff from local homeless shelters) visited the Laguna Beach shelter, which is operated by two nonprofits the Friendship Shelter and The Laguna Relief and Resource Center. Discussions were held with staff from both programs and shelter users. The Collaborative came away with an understanding of what does and does not work for a year-round shelter program.
- > Housing and Police staff met approximately 25 residents of the Fullerton Habitat homes who had safety concerns and who were also curious about future development in the area.
- ➤ Housing staff completed a walk-through of Fullerton City Lights in response to tenant complaints and the City Inspector's assessment of the overall maintenance of the building.

Economic Development:

- > Proactive joint inspections were conducted in August to restore the Williamson automotive corridor to vitality.
- The City was notified in August that its grant application to the state Department of Housing and Community Development's (HCD) Catalyst Projects for California Sustainable Strategies Pilot Program received HCD's "Gold" (highest) designation. The application, a joint effort between the Redevelopment Department and Planning Division, presented the Fullerton Transportation Center Specific Plan as a project which demonstrates a high level of transferability, promotes effective jobs and housing relationships, enhances multimodal transportation options, integrates sustainability and economic development plans, demonstrates significant resource, economic, and environmental benefits, and provides opportunities for community engagement and cross-sector collaboration.

- > Staff met with a representative of Citizens Business Bank on several occasions to discuss potential relocation sites and allowable signage.
- ➤ Redevelopment recently purchased a four-unit apartment building in the Richman Park area. The Housing Inspector conducted an inspection and is in the process of identifying a contractor to make necessary corrections. Security lighting has been installed on the back of the building. While at the site, the Inspector saw a homeless man take a stove from a vacant unit. Upon the Inspector's request, the stove was returned and the Police were called.
- ➤ The Housing staff has completed three job walks for Neighborhood Stabilization Program (NSP) homes, with one home in Fullerton and two in Costa Mesa. Work continues on the NSP home at 1424 E. Wilshire Ave., with approximately 50 percent of the work completed.
- Escrow closed on 466 W. Valencia Ave. This HOME-funded affordable housing project was transferred to Richman Court LP who will rehabilitate the property and rent out the 16 one-bedroom units at affordable rents. Housing staff is providing inspections during the rehabilitation process and will continue to monitor maintenance and rents charged.

Public Health and Safety:

- ➤ More than 1,200 building inspections were performed in August, which include corrective actions, all involving the health and safety of building occupants.
- > The Plan Check Engineer walked through the facility at 610 N. Gilbert St. with Fire inspectors to ensure progress has been made to improve the existing situation.
- Staff received notification from the EPA of selection for the Partnership Pilot program..
- ➤ Housing staff conducted an initial inspection for health and safety and code items at 324 W. Valencia Drive. Work on the repairs will be performed in the coming weeks.

• Quality of Life:

- ➤ The Department launched a Request for Expressions of Interest registration webpage for the Downtown Core and Corridors Specific Plan (www.downtownfullertonspecificplan.info). The website allows consultants to register for further consideration. and provides information to help them begin planning for an RFQ. Registration closed Sept. 2, with 168 firms registering.
- > Staff submitted a grant application for \$1 million to the Strategic Growth Council's Sustainable Communities Planning Grant and Incentives Program to fund preparation of the Downtown Core and Corridors Specific Plan.
- During an unannounced visit to Fullerton City Lights, Housing staff noted several stair treads were damaged, which could cause a tripping hazard. Also found a drain line leaking in the parking area. Management was issued a correction notice.
- During inspections at two affordable housing apartment buildings 114 nneded corrections were found.
- > The Housing staff executed five regulatory agreements for Heritage Walk families.

Volume of Work and Professional Development:

- ➤ The FTC Specific Plan and Draft Environmental Impact Report have been completed and are available for public at City Hall, the Main Library, and on the City's website. Public notices were mailed inviting the public to attend meetings related to the plan.
- ➤ Maintenance was performed on the GIS base map and a GIS-based inventory, cataloging potential locations to install street signs to identify residential preservation zones.
- The Housing Division workload remains heavy with annual affordable housing inspections, Housing Rehab, HPRP, CDBG-R, TBRA, NSP, and new construction (Heritage Walk and Habitat for Humanity). In addition, staff is preparing the Consolidated Annual Performance and Evaluation Report, which will be available for public comment in mid-September.
- Community Preservation: In August, the Division: had 706 active cases; received 292 complaints (441 year-to-date); resolved 229 complaints (688); conducted 790 inspections (1,288); issued 98 courtesy notices (201), 140 first notices of violations (397), and 38 citations (73); granted 28 extensions (45); received 47 graffiti complaints (65); sent 13 compliance letters (25); arranged pick up of 31 large items, such as sofas (51); and billed \$10,100 in revenue (\$19,230).
- Building Division: In August, the Division: received 128 new plan submissions; conducted 133 over-the-counter plan checks; made 943 inspection calls; conducted 1,341 inspections; responded to 12 complaints; conducted three NPDES inspections; conducted 68 mechanical, electrical and plumbing plan checks; handled 1,932 customers at the counter; and issued 601 plans and permits.
- Planning Division: In August, the Division: handled 180 general zone code inquiries at the front counter; handled 75 residential property-specific and 69 commercial/industrial property-specific inquiries at the front counter; conducted 114 over-the-counter plan checks; handled 39 business registration inquiries; handled 2 inquiries resulting from Community Preservation action; and received 180 emails and 198 phone calls.

Engineering

- Project Development and Design:
 - ➤ Bid award for the Orangethorpe Avenue Reconstruction Project, between Citrus and Basque avenues, is slated to come to the City Council for action Sept. 21. The project will consist of road reconstruction, excavation, asphalt placement, traffic control, striping, water pollution control, and all related work. Construction is scheduled to begin in November, and to end in January.
 - Formal bidding is anticipated to begin this month on two separate projects Storm Drain and Sewer Lining Upgrade 2009-2010 for which the bidding and award phases will be combined. Awarding of contracts is estimated for early November. Sewer and storm drain liners, previously identified by Maintenance Services as moderately deteriorated, will be cleaned and lined. Construction is projected to begin in January 2011 and to end in April 2011.
- Construction Management:
 - Construction Project Status as of Aug. 31:

AWARD DATE	PROJECT	CONTRACTOR	AWARD AMT	START DATE	CONTRACT TIME	ESTIMATED COMPLETION
2/16/2010	Curb/Gutter & Sidewalk Reconstruction	KAD Paving	125,314	4/26/2010	60	9/1/2010
3/2/2010	Street & Sewer Imp Drake/Richman/Com monwealth	Garcia Juarez	1,378,044	4/19/2010	120	10/6/2010
3/16/2010	Sewer Reconstruction Riverside/Raymond	Nikola	1,064,038	5/17/2010	90	9/22/2010
5/4/2010	Brookhurst Road Reconstruction	RJ Noble	558,534	8/9/2010	40	10/4/2010
5/18/2010	Water Main Replacement/ Street & Sewer Improvements	Garcia Juarez	633,344	7/6/2010	65	10/5/2010
5/18/2010	Refurbishing of Police Department Elevators	AMTECH	180,562	8-2-10 (Phase 1)	60	9-30-10 (Phase 1)

- ➤ Work is expected to be completed in October on the Drake/Brea Creek/Commonwealth Sewer and Street Improvement Project. Contractor Garcia Juarez has installed new 8-inch sewer main from Drake to Highland, between Chapman and Commonwealth; constructed access ramps; replaced curb/gutter, driveway approaches, and cross gutters with new concrete; and placed new asphalt on the 500 block of W. Amerige Avenue, the 200 and 300 blocks of N. Richman Avenue, and the alley behind 400 W. Wilshire. Additional curb/gutter replacement and street reconstruction remain to be finished.
- Work is 95 percent complete on the Curb/Gutter and Sidewalk Reconstruction Projects for FY 2008-2009 and FY 2009-2010. The project consists of removing and replacing curb/gutter and sidewalk that has been uplifted or damaged by trees. Reconstruction sites, located at various sites citywide, were determined by resident requests, complaints and/or claims, and Engineering recommendations. The work is scheduled to be complete by mid-September.
- Crews have installed 8-inch sewer main, and are working on 8-inch water main installation on Lois Lane, from Fern Drive to Woods Avenue. Street reconstruction and concrete work remain, with completion estimated for October. The work is part of the Water Main System Replacement / Sewer and Street Improvements Project for 2009 -2010:
- ➤ Work was completed on the Residential Street Reconstruction, Fiscal Year 2009-10 Project in August.
- Water Engineering: Jimmy Carter had just taken office, the Fox Theater was screening "Rocky," and the population of Fullerton was 96,000. The year was1977 and that was the last time our citywide water use was lower than it was for the fiscal 2009-10. The major contributing factors are the economic downturn and water conservation, which led to reduced water use in Fullerton by 12.5 percent when compared to the 10-year average. The trend continues: Fullerton's water use for July was the lowest on record. (Prior to 1971, monthly data is unavailable.) This was partially due to an unseasonably cool July. Although these reductions in water use hurt revenues, the bigger picture is that water conservation efforts from residents, businesses, and City facilities have been very effective.

Fire

• Statistics: The Department responded to 987 requests for service in August, which was up slightly somewhat from the 956 calls in August 2009. Of the 987 requests, 717 were medical aid calls, 98 were automatic aid responses, 31 were fires, six were hazardous materials incidents, and 75 were service calls. Of the 717 medical aid calls, 471 required advanced life support and 246 required basic life support. In addition, the Department received 86 automatic aid responses in return.

• Suppression/Notable Activity and Responses:

- At 10:06 a.m. Aug. 13, Engine 5, Truck 1 and Battalion Chief responded on a two-vehicle accident at the 57 Freeway and Nutwood Avenue. Crews found one vehicle upright and another vehicle on its roof on the freeway ramp. Two patients from the overturned vehicle were able to get out of the vehicle on their own. One of the pair was escorted to a trauma center by Paramedics. The driver of the second vehicle was assessed, treated and taken by Paramedics to a local hospital.
- At 5:15 p.m. Aug. 13, Engine 1 responded on a motorcycle accident at Lemon Street and Orangethorpe Avenue. Paramedics found the injured rider lying on the side of the road after colliding with a vehicle. The rider was examined, treated on scene and escorted to a hospital.
- At 7:48 p.m. Aug. 13, Engines 4 and 6 were dispatched to the trail access at Coyote Hills Drive and Gilbert Street on a report of a mountain biker who had crashed at the bottom of "Heart Attack Hill." The patient was treated by Paramedics and transported to a trauma center.
- At 2:19 a.m. Aug. 14, Engine 2, Urban Search and Rescue (FUL-USAR 1) and the Battalion Chief were sent out on a report of a vehicle that had crashed into a City light pole at Brookhurst Street and Valencia Drive. The patient was treated and transported as a moderate trauma victim by Paramedics. The damaged light pole was cordoned off and FUL-USAR 1 remained on scene until the City repair crew arrived.
- At 6:16 p.m. Aug. 14, Engine 2 was dispatched to the 3400 block of W. Gregory to assist a man who had amputated a finger. The patient was taken to a trauma center by Paramedics.
- At 10:23 p.m. Aug. 16, Engine 2 responded on a report of a cardiac arrest in the 3800 block of W. Franklin Avenue. On arrival, Paramedics found a 42-year-old woman had apparently committed suicide by hanging herself in a closet.
- ➤ At 2:47 a.m. Aug. 18, Engine 4 was dispatched on a report of a gunshot victim in the 100 block of E. Imperial Highway. The man was treated and escorted to a trauma center by Paramedics.
- At 1:37 p.m. Aug. 19, Engine 2 responded on a report of a burn patient in the 1800 block of W. Commonwealth Avenue. On arrival, Paramedics found a patient with thermal burns to less than 10 percent to the eye area. The patient was transported to a local trauma center.
- At 11:31 p.m. Aug. 22, Engine 5, Truck 1 and the Battalion Chief responded on a report of a single-vehicle accident on the southbound 57 Freeway transition to the westbound 91 Freeway. The car left the road and hit a palm tree. A woman passenger riding in the front died at the scene and two other patients were escorted to a trauma center by Paramedics.
- At 12:05 a.m. Aug. 27, Engine 2 rolled on an automobile vs. motorcycle accident at Valencia Drive and Richman Avenue. Paramedics provided advanced life support to the motorcyclist and then escorted him to a trauma center.

- At 1:31 p.m. Aug. 27, Engine 4, Truck 1 and the Battalion Chief were dispatched on a rescue in the 100 block of W. Laguna Road. Crews found a construction worker who had fallen off scaffolding onto a roof. Truck 1 secured and prepared the patient for removal from the roof. A rope rescue system and ladder slide was used to remove the patient. Engine 4 Paramedics treated the patient and transported him to the hospital. Two additional workers who said they had back pain from the scaffolding hitting them were also evaluated by Fire personnel. Both were assessed on scene and sent to a local hospital for further evaluation.
- At 4:28 a.m. Aug. 29, Engine 1 was dispatched to the 300 block of N. Raymond Avenue on a report of a fire. On arrival, the crew noted a working structure fire and quickly upgraded the call to a full structure response. The Battalion Chief arrived and requested additional alarms (three) for a total of 21 fire units to combat the commercial structure fire. The loss of the structure with its businesses and contents was estimated at \$2 million. No injuries to fire crews or citizens were reported. Fire crews from surrounding cities were brought in to back-fill Fullerton's stations. The morning's incoming Fire personnel relieved the Firefighters on scene. Fullerton USAR 1 shored up the structure so investigators could safely enter the building. The Battalion Chief coordinated with City Water, Building, Street divisions and the Police Department. The Battalion Chief and all Fullerton Fire units left the scene at noon. The cause of the fire is under investigation by the Fire Marshal.
- At 10:59 a.m. Aug. 31, Engine 4 Paramedics responded to a home in the 3000 block of N. Valera Drive where a person was injured when the car he was trying to lift without jack stands fell on him. A neighbor quickly jacked the car up off the patient. Paramedics provided advanced life-saving care to the patient and accompanied him to a trauma center.
- At 12:07 p.m. Aug. 31, Engine 4 Paramedics were dispatched to the 2900 block of Travesia Drive to treat a patient who had fallen off a single-story residential roof. The patient had been working on the roof and had stepped back onto a patio cover that did not support his weight. He was taken to a trauma center.
- At 9:55 a.m. Aug. 31, Engine 5 and Brea Engine 2 responded on an accident on the southbound 57 Freeway, off Imperial Highway. A single vehicle had rear-ended a big rig at high speed. It originally appeared that the driver was trapped inside his car and the call was upgraded to a heavy rescue; however, Engine 5 crew was able to extricate the patient. Engine 5 Paramedics then provided advance life-saving treatment to the patient and accompanied him to a trauma center.
- Downtown Activities: At 2:21 a.m. Aug. 14, Engine 2 and Truck 1 responded on a report of an assault in the 100 block of W. Santa Fe Avenue. Paramedics treated a male suffering from head trauma, and transported him to a trauma center. Approximately nine hours later, Truck 1 responded to the same area on another report of an assault. On arrival, the crew found the victim in custody of Fullerton Police. The man was treated for a minor wound sustained during an altercation. He refused transport to a hospital for further treatment.

• Public Events/Requests:

- Explorer Post volunteers, Engine 1 "B" shift and Truck 1 "B" shift, as well as Fire Prevention Specialist Dawn Revelle, participated in the 7th Annual "Fullerton Night Out" program. There event drew an estimated 1,500 visitors adults and kids throughout the night. The Department representatives manned four stations that included a fire/emergency prize wheel, Explorer drill station, a fire hydrant ring toss (Explorers) and the engine and truck apparatus.
- ➤ On Aug. 10, Fireman's Fund Insurance Company presented a check for \$12,196 to the Department for the purchase of 43 wildland fire shelters. The shelters are used by Firefighters for cover as a last line of defense should a wildfire burn over them.
- Chief Knabe spoke on emergency preparedness at Council Member Quirk-Silva's workshop Aug. 19.

Human Resources

- Employee Processing: Staff processed seven new nonregular employees, one regular promotion to Fire Engineer and 16 nonregular classification changes (due to summer programming needs in Parks and Recreation), as well as two regular and two nonregular separations.
- Training: Staff is developing a series of training sessions to assist managers and administrative support staff with Human Resources processes and procedures.
- Recruitments: One recruitment is under way for Police Training Assistant and two City Clerk/Clerk Services Manager and Jailer are pending.
- Liability Program: Ten claims were filed in August, 10 were closed, and two lawsuits were served.
- Workers' Compensation: Twelve claims were filed in August, 12 were closed and one lawsuit was served.

Library

- Main Library Expansion Update: In August the Technical Services Division moved back to its home in the basement. Relocated during July, the staff returned to find new carpeting in all areas, fresh paint on the walls of the work area, and an enclosed server/IT room. The previous incarnation of the computer hub had only been half-walled, allowing the chilled air and loud server hum to constantly escape. Other changes included windows in the Technical Services Manager's office and new desks for some workers. On the whole, the Technical Services Division is now brighter, quieter, and more energy-efficient.
- Fullerton Reads: The "Fullerton Reads" program was launched in August, when brochures, booklets and press releases were distributed to announce "The Grapes of Wrath" by John Steinbeck as the selection for this year. Thanks to many generous donations, multiple copies of the book are available for checkout. Stop by the Library for your copy. Information on programs and events can be found www.fullertonlibrary.org/fullertonreads. Although "The Grapes of Wrath" is not aimed at children, there will be parallel programming for all ages.
- Lawyers in the Library: On Aug. 25, the Main Library hosted the first in a series of free legal counseling sessions designed to help community members with their legal issues. The Library is hosting the sessions in conjunction with the Orange County Public Law Center. The sessions last about 15 minutes and then, if needed, a referral can be made for further assistance. Only civil legal issues are covered and no client relationship is established. The Library hosts these sessions in the evening from 6-8 p.m. and on the first day several people were served. There will be about two evenings a month when the sessions will occur at the Main Library. The Library not only sees this as an opportunity to help patrons with simple legal issues but also to promote the many legal guides and other resources it has available for use.
- Summer Reading Clubs: The Fullerton Public Library did, indeed, "make waves" this summer. Almost 300 Fullerton teens signed up for the eight-week summer reading club, reading for more than 3,000 hours. The Library had 28 excellent volunteers who staffed the SRC desk and four interns who supervised the volunteers, restocked supplies, and provided other valuable support for the Librarians. Combined, they volunteered 871.5 hours this summer. The Library held four programs specifically for teens a digital photography workshop, a YA art contest, a Battle of the Bands competition, and a sand art craft. These programs were fairly well attended, with 191 people participating.

Children's Services:

- ➤ Children's Services participated in the "National Night Out" Aug. 3. The Library's booth offer children and their parents information about the Library and its programs, as well as the opportunity to make hydro bracelets and sailboats. Many people joined in the activities. More than 500 hydro bracelets and sailboats were made and lots of Library information distributed.
- On Aug. 31 the first class visit of the school year occurred in the Children's Department. On the second day of school, 65 students from Richman School walked to the Library for a tour and book talks. Students completed their visits by checking out material before heading back to their campus. Teachers from all schools and all grade levels are welcome to schedule visits.

Maintenance Services

Administration:

- ➤ The Department received 1,435 service requests in August, completing 947 (66 percent) in the month. Of those requests, 23 were for emergencies, with 20 completed within 24 hours. The Building and Facilities Division received the most requests in July 727, or 50.7 percent of the total.
- ➤ In August, the Department's support staff received 1,508 calls an average of 84 per workday, or 41 for each of our two primary customer service personnel.

Building and Facilities Division:

- ➤ Graffiti crews removed 50,245 square feet of graffiti from 426 sites in August, bringing the year-to-date totals to 91,003 square feet removed from 833 sites.
- > Staff completed 51 custodial inspections of City facilities in August. All future inspections will be done by the Facilities Superintendent or Supervisor.
- Staff also completed 92 inspections of City facilities.
- The project to replace the Jail elevator and upgrade the Highland Police building elevator has been awarded.
- Sewer Division: In August, the Division: handled one private sewer overflow incident; hydrojetted 14.87 miles of sewer main; root cut/mechanically treated 36,535 linear feet of sewer main; mechanically treated 221 sewer laterals; conducted 12 CCTV inspections of laterals and 53 Source Control inspections; conducted CCTV inspections of 24,524 linear feet of sewer main; approved two Lifeline and one Large Lot applications; received 34 sewer fee calls; and received 31 service requests.
- Street Division: In August, the Division: used 59 tons of asphalt for patching and 88 tons for Water Division digouts; made 272 asphalt sidewalk repairs; ground 663 sidewalks; cleaned 53 drains, two roadway spills and 171,551.7 linear feet of sidewalk; maintained, fabricated and cleaned 492 signs; steam-cleaned 231,414 square feet of sidewalk; swept 2,766 curb miles; and used 240 gallons of street paint.
- Equipment Division: In August, the Division: performed 11 general preventive maintenance inspections, four safety inspections, three BIT inspections, 64 PMs, three smoke tests, two motorcycle inspections, and eight smog inspections.

Water Division:

- ➤ In August of 2010, the Division produced 971,931,680 gallons of water. Of that amount 64.38 percent 625,705,000 gallons was pumped from wells and 35.62 percent 346,226,680 gallons was purchased from the MWD.
- Following is the list of water main line breaks that occurred in August:

		PIPE		
SIZE	LOCATION	TYPE	POSSIBLE CAUSE	YEAR INSTALLED
6"	1753 W Houston Ave	Cast Iron	Age	1954
6"	2000 Jacaranda Pl	Cast Iron	Age	1953
8"	1100 Sunny Ridge/Post	Ductile Iron	Unknown	1976
4"	129 Waldo	Cast Iron	Unknown	Unknown
6"	2441 Daphne PI	Cast Iron	Unknown	Unknown
6"	1955 Overlook Rd	Cast Iron	Unknown	1962
6"	1222 E Ash Ave	Cast Iron	Age	1952
6"	880 Rancho Cir	Cast Iron	Unknown	1961

• Landscape Division:

- As of Aug. 31, West Coast Arborists Inc., the City's tree services contractor, had performed the following services since July 1: pruned 2,846 trees and removed 18.
- ➤ The Tree Division received 83 tree-related service requests in August.
- > Red Imported Fire Ants were reported at one location in August, and Division crews responded on 14 reports of bee activity.
- Division crews completed the following projects in August:
 - Successfully relocated a donated cactus from a private residence (Frasier Family) to the Fullerton Amtrak Depot cactus garden.
 - Graded along the Juanita Cooke Trail to divert rain run off away from a low-lying property adjacent to the trail.
 - Completed backfilling on the Hiltscher Trail, and graded new soil onto Horse Alley.
 - Installed a new bench at Independence Park.
 - Crews retrofitted irrigation lines to accommodate the concrete slab extension at the Independence Park handball courts.
 - Repaired three irrigation main lines at Independence, Pacific Drive and Gilman parks.
- The Division received 50 landscape-related service requests in August.

Parks and Recreation

Capital Improvements:

- > Staff, the Hillcrest Park Master Plan Committee and consultant Mia Lehrer and Associates are in the design phase of the master plan. A series of public meetings are in progress to gain community feedback to aid in the development of several design alternatives.
- ➤ Through the collaboration of the consultant, the contractor, and the City, the Lions Field project was successfully completed. A ribbon-cutting ceremony took place Aug. 2. City staff, sports leagues, and the users will continue to coordinate on small repairs and improvements as the facility goes through its "break-in" period.
- > The Tennis Center Pavilion Improvements project is in the bidding phase. City staff will review bids and make a decision on how to proceed with awarding or re-bidding the project.
- ➤ The Fullerton Community Center project continues to make progress. The consultant is moving into the design development phase and preparation of a guaranteed maximum price.

Senior Multi-Service Center

- > Congresswoman Loretta Sanchez conducted a special program Aug. 5 to discuss changes and issues relative to the new health care reform laws. Forty adults attended the program.
- ➤ The Center honored its volunteers with a garden-themed party Aug. 23. The appreciation event included special recognitions, refreshments and entertainment. The Center has more than 200 volunteers on its active roster.

Gilbert and Garnet Community Centers:

- ➤ The Gilbert Community Center, the Fullerton Police Department and the Orange County Human Relations Commission held a community outreach event on Iris Court on Aug. 19. In spite of warm weather, many families came out to learn about happenings at the Center and to sign up their children for the after-school program that started Aug. 30.
- The Gilbert summer recreation program ended Aug. 6 and the Garnet summer program ended Aug. 13. Both programs' attendance ranged from 65-85 students. A highlight at both sites was a music appreciation program taught by Parks and Recreation staff. The class explored various types of music and their origins, and each class performed and recorded several songs. Each student received a CD of the performances. Other program highlights include the Commit 2B Fit health class and the Science Club. Topaz Elementary School donated two classrooms and play field space for the Garnet summer programs. The air-conditioned rooms and open space were a welcomed retreat from the one-room community center.

Youth Programs:

Summer Playgrounds Programs:

- The "Summer Playgrounds" Program served approximately 600 children daily, operating at Chapman Recreation Center, Garnet Community Center, Gilbert Community Center, Maple Community Center, Orangethorpe Recreation Center, and Richman Community Center. The program included a variety of organized activities such as arts and crafts, recreational enrichment projects, excursions and special events. The program ended Aug. 6
- Children from the "Summer Playgrounds" concluded the "Commit 2B Fit" wellness campaign. Tina Caton, program coordinator for Healthy Lifestyles, supported the campaign by teaching the importance of a healthy lifestyle to each program site.

Community Involvement and Rentals:

- The Department continues to use volunteers from CSUF and Fullerton College. From CSUF we have one academic internship, and three service-learning volunteers assisting with programs at Chapman, Maple, Orangethorpe, and Richman.
- The Ballet Folkloric and Aztec dancers groups continue use of the Maple Community Center every Thursday and Friday evenings. Both groups bring in more than 30 neighborhood members on a regular basis.
- FIES, Second Harvest Food Bank and the County of Orange began their Food Stamp Outreach program this week to help local families.
- The Children's Hospital of Orange County Breath Mobile, an outreach program to provide families and children asthma education, continued its outreach at the Maple Center.

Richman Community Center:

Youth/Teen Programs:

- Teens enjoyed trips to the Orange County Fair, Magic Mountain, and Knott's Berry Farm.
- Teens from all three centers said goodbye to summer with a trip to Huntington State Beach for a day of sun and an evening around the bonfire.

Community Involvement and Partnerships:

- Cristina Martinez, Olive Crest family advocate, assisted six clients this month, and five participants attended the on-going parenting classes.
- Volunteer Brad Namahoe is teaching the basics of self-defense to promote self-discipline. Twenty-four children are enrolled in the program.
- WTLC provided domestic violence victims with the following: two legal referrals for one or all of the following services divorce, child custody, visitation, legal separation, and child support; and two referrals made for food, utilities, rental payment assistance and clothing. Five clients attended Spanish PEP classes.

Independence Park:

- A lunch group of Raytheon employees has been keeping up with weekly basketball workouts on Mondays and Wednesdays. Senior volleyball also continues Tuesdays and Thursday.
- > Several FAST members continue training at the Janet Evans Swim Complex for the 2012 Summer Olympics. FAST competitors participated in the Nationals in Irvine this past month, with huge victories in their races.
- The Park had 21 facility rentals for basketball practice in August.

Tiny Tots

- August found 58 preschool students saying farewell to 24 kindergarten-bound classmates. Kindergarten transition movies were watched and four former Tiny Tots students returned to share elementary school experiences and class work.
- > Eleven new children were welcomed into the preschool program.

➤ Classroom graduation pot luck celebrations were held to help say "good-bye" to families who have had their preschoolers enrolled in Tiny Tots from three months to more than two years. More than 60 children and relatives attended the morning party and 42 children and family members attended the afternoon festivities.

Tennis Center:

- ➤ Even though August is typically one of the slowest months of the year for the Center, there was still plenty going on. Unusually great weather for the month helped participation, with nearly 6,000 players using the Center for the month.
- > The summer juniors program was in full swing, with more than 120 students coming each week, ranging from 5 years on up.
- ➤ Rosary High School ran a summer camp at the Center three days a week for three hours a day. Nearly 50 girls participated.
- In August, the Center hosted 19 different team matches, most of which were USTA adult teams. Along with the leagues, weekly groups include Monday Morning Senior Men, Monday Night Ladies, Tuesday Morning Ladies, Wednesday Night Advanced Men, Thursday Night Men, Thursday night Korean Church Group, Friday Night Mixed Doubles, Friday Junior Singles, Saturday Mixed Doubles and Sunday Men's Doubles Groups.

Youth Sports

- > The Rangers are bursting at the seams, with more than 2,000 participants, who consist of 153 teams in recreation, signature and club teams.
- Fullerton Pop Warner Football began its season Aug. 1, with more than over 360 participants.
- The Little League and Softball teams will kick off their winter ball season Sept. 11.
- > Fullerton Youth Rugby's season officially begins in December.

"Get Outdoors:"

- ➣ "Get Outdoors" programs generally slow down in August as summer comes to a close. Participation in "G.O. Fishing Saturdays" was slow as most lake visitors were not aware of this new summer program. Fishing programs were also impacted by the Department of Fish and Game stocking program. Due to the state budget impasse, many public lakes were not scheduled for catfish stockings this summer. Stocking should resume in the near future. Fortunately, Laguna Lake has enough mature bluegill and bass to ensure a new generation of fish for the following summer.
- ➤ The Laguna Lake Outdoor Science Program, now in its third year, already has numerous teachers and principals inquiring about programs for the coming year. Staff continues to work with the Fullerton School District to refine this program for fourth-graders. Additionally, staff is assessing the feasibility of offering programs for other grade levels. The emphasis of the program lies in incorporating California State Standards into the field trip while exposing students to the wonderful outdoor learning opportunities that await them here in the City of Fullerton. For many children in Fullerton, this is their first exposure to any lake.

Cultural and Events

> Summer kids' programming was under way in August, with "Camp Da Vinci" and "The Art of Nature." Both programs had good enrollment and got positive feedback from parents.

- ➤ The new Stroller Brigade session got under way Aug. 4 for preschoolers and toddlers and their parents. The program is music-based, and takes place in the Leo Fender Gallery.
- Adult on-site programming in August consisted of "Secrets of the Brewmasters" on Aug. 14. Approximately 25 beer enthusiasts came out for a lecture on the history and chemistry of beer, and tasting of a variety of brews.
- ➤ Offsite, docents and education staff led the craft activity at the outdoor summer concerts. The activity was more popular than ever, with 120-plus kids participating each night. The Thursday craft booth at Fullerton Market has also been well attended, and docents had a good turnout for first Thursday drop-in tours Aug. 5. The exhibit "Kegged, Casked, Bottled or Canned: 10,000 Years of Beer" has been very popular with walk-in audiences and the market crowd.
- The Summer Concerts in the Park series was a success, averaging 500-800 people in each Wednesday, with an estimated 1,000 people turning out Aug. 11 for the Beatles tribute band. The shuttle service provided to and from EV Free Church was used every week. Six different Fullerton restaurants participated and enjoyed the event each week.
- "Dog Days" Aug. 12, sponsored by the Museum, drew hundreds of dogs and their owners.

Police

• Statistics: In August, the Department received 4,424 emergency calls (911 lines). In addition, the Department handled an additional 12,332 general information calls for service. Officers were dispatched to 4,096 calls for service and initiated 3,389 additional contacts. There were 1,428 criminal reports taken and 590 persons arrested for various criminal offenses. The Downtown Echo Officers arrested four persons for being drunk in public, six drunken drivers, responded to three fights, two disturbances, and wrote 91 open container, two urinating in public, and 26 jaywalking citations. The newly formed Community Policing and Problem Solving Team completed its first full month of work. This directed enforcement team concentrated its efforts in six sectors of the city that historically have a high incidence of crime. In August the team initiated 62 arrests, which included 12 parolees and 27 probationers. Fifty-five of the 62 arrests were in the sector areas.

Patrol:

- Officers responded to two calls of subjects trying to steal vehicles. The subjects originally eluded the Officers; however, the Officers canvassed the area and, a short time later, located three men matching the description in the original report. Witnesses identified the subjects. During investigation, it was determined the subjects were in possession of stolen property.
- Officers stopped a 1999 Acura for a Vehicle Code violation. A check revealed the vehicle had been reported stolen from Laguna Hills on July 28. The driver of the vehicle was a parolee. During the stop, the driver was seen reaching under the dashboard. Subsequent search found more than 4 grams of methamphetamine and narcotics paraphernalia under the dashboard. The driver was taken into custody. Great observation and arrest by Corporal Wilkerson.
- On Aug. 6, Officers made 19 arrests, six of which were for DUI.
- Officers were working in Sector E as the result of briefing information that a known FTT gang member wanted on a warrant for robbery was in the area. Officer Song saw the suspect on a bicycle at Richman Park and attempted to stop him. The suspect initially fled through the park on the bicycle. He then abandoned the bicycle

and continued fleeing on foot. Officer Song broadcast the suspect's location, and ECHO Unit Cpl. Sam Contino and Officer Kenton Hampton arrived to assist and the suspect was taken into custody without incident.

- During briefing Officers shared information about a burglary that had occurred at Raymond School Aug. 9. They obtained a good description of the suspect, who was a known transient. This same suspect was possibly responsible for a recent garage burglary in Fullerton. In the morning of Aug. 10, the suspect was located and arrested. He admitted to committing the burglary at Raymond School but denied any involvement in the other burglary. The victim from the garage burglary positively identified him as the suspect. Items from the garage burglary were located in an apartment where the suspect had been staying. Great team work by Cpls. Gary Potts, Glenn Stotz and Adrian Wardle.
- A subject arrested by our agency called to commend Officers Wren and Coyle for their courteous and respectful conduct. He said he appreciated how he was handled by our Officers and the organization as a whole.

Community Outreach:

- ➤ Chief Sellers and members of the Command Staff met with Grace Ministries International Church leaders to discuss ways to improve accessibility between the Department and Fullerton's Korean community.
- Chief Sellers and Command Staff members met with Habitat for Humanity to discuss crime/development issues in the Richman Park area. Because residents have experienced problems with FTT gang members, the area was saturated on a Thursday evening by Patrol Officers, the Direct Enforcement Team and Reserve Officers. Using plain cars and bicycle and foot patrols, Officers arrested three FTT gang members.

Redevelopment and Economic Development

- Unemployment Rates: Current unemployment rates on the national and local levels have all shown reductions and are as follows: U.S. 9.5 percent; California 12.3 percent; Orange County 9.5 percent; and Fullerton 10.6 percent. This data was provided by the Orange County Workforce Investment Board.
- Department Website Statistics: The Department's section on the City website provides information and updates about various projects and programs related to redevelopment, affordable housing and economic development activities. In August, the section had 1,862 hits.