Council Briefing

December 2010

Administrative Services

Fiscal Services:

- ➤ New police alarm permits issued in November totaled 46, bringing the number of permits issued for fiscal 2010-11 to 208. The total number of active permits as of Nov. 30 was 5,073.
- Invoices billed in November totaled 592, with a valuation of \$430,368. Invoices billed for fiscal 2010-11 total 2,903, with a valuation of \$3,694,732.
- ➤ General checks and direct deposits in November totaled 502 and 233, respectively, with a valuation of \$8,092,586. The number of general checks and direct deposits for fiscal 2010-11 totaled 3,074 and 1,183, respectively, with a valuation of \$43,823,016.

Information Technology:

- > Staff have been keeping very busy with the installation and testing of the new Utility Billing system. We are getting very close to implementing the new system. The system will offer a new look to the bills and some added features for the customers.
- > Staff has been testing a new archive feature for the email system. This will allow for archiving of old emails and cleanup of emails no longer needed by the user.
- Purchasing: In November, the Division processed approximately 86 purchase requests and created approximately 64 purchase and change orders. The Division also achieved cost savings of approximately \$1,600 through competitive quotes, cooperative purchases, state/government resources and early payment discounts. Revenues of \$19,996 were brought in through the sale of surplus vehicles and equipment. Central Services processed 6,804 pieces of mail.

Community Development

Customer Service:

- ➤ The Department received a thank you note from Lee and Associates regarding assistance with a commercial property: "Thanks for your prompt attention in taking a look at the use for 1009 S. Placentia Ave. We are moving forward, working to close in mid-December."
- Community Preservation Officer Garcia observed a pile of old doors and windows that had been discarded on a street corner. Not only was it an eyesore, but it was blocking the sidewalk. Knowing it was trash day, she located an MG Disposal driver nearby who agreed to make a special pick-up of the items.
- The Development Services Division is implementing a new "Team Approach" to provide more efficient service to the customers requesting services at the public counter. So far it is working well for the customers. It is also helping the Permit Technicians by allowing them to work on tasks away from the counter.
- ➤ Housing Programs Assistant Chavez went to the homes of two elderly mobile home residents to help them locate required documents and to review and execute the applications required to qualify for monthly TBRA assistance.
- > Staff from the Building Division accompanied Housing staff to provide Vietnamese translation for a TBRA applicant and his new landlord.
- ➤ Housing staff was contacted by a resident seeking rental assistance. He was referred to several local sources and later left an appreciative voice mail message: "I went to SOS and they came through for me with the rent check. It really was a blessing. I want to thank you very much for calling!"
- ➤ HCR Inspector Alvarado received a phone call from a tenant at an affordable housing apartment scheduled for a semi-annual site inspection. The tenant was upset his unit might not pass inspection and said he was even contemplating suicide. Inspector Alvarado worked with the tenant to reassure him and made a special appointment to accommodate the tenant's needs. The unit was very clean and passed the inspection.
- Senior Building Inspector Crane received a thank you card from a grateful customer: "Thanks for being the kind of person who makes such a big difference."

• Community Engagement:

▶ Planning Manager Heather Allen was one of three presenters/panelists at the 2010 Conference of the California Chapter of the American Planning Association on the topic of "Working with what you've got. Getting what you want. And living in the new norm." The title relates to overcoming challenges faced by planning managers/directors in the public and private sectors.

➤ Director Al Zelinka and Kirke Warren, Acting Building and Community Preservation Manager, conducted a "Dialogue with the Director" meeting at the Chamber of Commerce Nov. 23. Approximately 20 citizens attended.

Public Health and Safety:

- ➤ Community Preservation Officer Navarro saw an elderly man stopped at a busy intersection with the hood up on his car. Officer Navarro stopped to help and learned the man did not have a cell phone or his roadside assistance membership card. Officer Navarro called the company, which confirmed the man's identity and sent a tow truck to get the vehicle out of the intersection.
- Community Preservation staff observed a man who had fallen and was suffering a seizure. They contacted 911 and Paramedics arrived and attended to the man.
- ➤ On Nov. 17, a search warrant was served at 245 and 257 W. Ash Ave. for possible auto repair and multiple inoperable vehicles in a residential zone after the property owners declined inspection. Community Preservation, Police and Fire personnel collaborated on the inspection. Thirty inoperable vehicles and motorcycles were found on the properties. Other violations included an unpermitted room addition and shipping container, and storage of tires and vehicle parts.

Quality of Life:

- Housing staff assisted two new TBRA clients who have graduated from local shelters, have executed agreements and will receive rental assistance for twelve months. One new elderly mobile home resident has executed a contract to receive 12 months of TBRA assistance.
- ➤ Housing staff has spoken with representatives from the Dayle MacIntosh Center regarding its rental assistance program designed to assist disabled Fullerton residents. This program is now offered to those who call asking for assistance.
- Department staff participated in the Angel Tree Project sponsored by the Orange County Council on Aging. Gifts were donated for 20 elderly and disabled adults who do not have local family and reside in Fullerton skilled nursing and long-term care facilities.

Volume of Work and Professional Development

➤ Community Preservation staff attended a Service Authority for Abandoned Vehicles meeting sponsored by the Orange County Transportation Authority for guidance and clarification on vehicle abatement procedures. Information was provided about funds available to cities and unincorporated areas in the county and the distribution funds percentage available to Fullerton. Staff learned how to report vehicles in order to receive monies from this fund source for abating unsightly abandoned vehicles.

- Community Preservation Officer Garcia attended an eight-hour course on "Customer Service for the Public Safety Professional" as part of a required P.O.S.T. training for Police Dispatcher.
- Housing staff attended the Disabilities Housing Forum and the Orange County Home Ownership Preservation Collaborative monthly meeting.
- ➤ Inspections are ongoing for Heritage Walk Phase II, and Temporary Certificates of Occupancy have been issued for all 10 units in this phase.
- ➤ The HCR Inspector continues to work with Habitat for Humanity during the last phase of the project on Valencia Drive. The five units in production are 85 percent complete.
- Rehab work has been completed on the home at 1424 E. Wilshire Ave., which was acquired with NSP funds. The home is now listed for sale.
- Assistant Planner Elaine Dove and Associate Planner Christine Hernandez attended the November OCAEP luncheon presentation, which explored various aspects of storm water permits recently adopted for the county, and significant changes from the last versions. Discussion focused on how the changes will influence site planning techniques and environmental review requirements.
- Senior Planner Jay Eastman, Assistant Planner Dove and Associate Planner Hernandez attended "Diagnosing Place: The Hidden Epidemic" presented by the Urban Land Institute (ULI). The program focused on the myths and facts about "place," the issue of "placelessness" and how it affects health, quality of life, climate and environment. Earlier this year, ULI formed a team of professionals to look at demographic information based on the most recent census to look at what will be happening in the county in the future and the impacts on its health, economy, environment and quality of life in light of the loss of natural resources, global warming, overall decay in health and excessive consumption.
- ➤ In November, the Community Preservation Division: had 637 active cases; received 129 complaints (1,069 year-to-date); resolved 135 complaints (1,036); conducted 530 inspections (4,732); issued 23 courtesy notices (445), 105 first notices of violations (588), and 23 citations (166); granted 31 extensions (127); received 28 graffiti complaints (172); sent 1 compliance letter (40); arranged pick up of 23 large items, such as sofas (114); and billed \$4,050 in revenue (\$41,920).
- ➤ In November, the Building Division: received 101 new plan submissions; conducted 113 over-the-counter plan checks; made 731 inspection calls; conducted 1,017 inspections; responded to six complaints; conducted five NPDES inspections; conducted 51 mechanical, electrical and plumbing plan checks; handled 1,673 customers at the counter; and recorded \$2,537,251 in valuation of issued permits.

Engineering

- Project Development and Design: An \$87,965 informal construction contract for the Independence Park Small Pool Re-plaster was awarded Nov. 4 to J.M. Pool and Spa. Work includes replacing tiles and handrails, and retrofitting the drain system to comply with current health and legal requirements. Construction is estimated to begin in early January.
- Construction Management: Rainy weather in November prevented completion of the Lemon Street Reconstruction from Berkeley Avenue to Brea Boulevard. The new target completion date is Dec. 15.

Water Engineering:

- ➤ In September 2009 the City Manager mandated a 10 percent reduction in water consumption from the three-year average use in calendar years 2004, 2005 & 2006. For calendar year 2009, the City saved approximately 35.5 million gallons, or 14 percent. From January through October this year, the City has saved approximately 60.2 million gallons. Therefore, for 2010, the City is achieving a 27 percent reduction in water usage, or \$100,000 in water supply cost savings at all City-operated sites.
- ➤ In an effort to generate additional revenue for the City, Water staff from the Engineering and Maintenance Services departments enrolled in a program called "Share the Power." Under the program, the City agrees to reduce its electrical demand on the grid during a power shortage event by turning off various wells and booster pumps for a minimum of one hour and a maximum of four. In return, the City receives a monthly standby payment. If the City is unable to reduce its power demand during an event, the amount of each monthly standby payment thereafter will be adjusted to reflect actual energy reduction achieved by the City. The "Share the Power" program is a no cost, no risk program which the City can terminate at any time. From December 2009 to July 2010, the City has received \$25,825 in monthly standby payments.
- ➤ Staff is working on the 2010 Urban Water Management Plan (UWMP) which describes and evaluates the sources of water supply, efficient uses of water, and water service reliability for the next 25 years. This plan is prepared and filed every five years with the Department of Water Resources (DWR), and is required of water suppliers who serve potable water to more than 3,000 customers or supply more than 3,000 acre-feet annually. The new plan will be completed in February, and presented to the Council in the spring for action. The DWR requires final plan submittal by July 1.
- ➤ Staff is working on a water rate study that will propose a rate structure sufficient to meet the short- and long-term revenue requirements of the utility. The last water study was completed in May 2004. During the draft process, meetings and workshops will be held with the Energy and Resource Management Committee, the public and Council to solicit comments and recommendations. The study will be completed in the spring of 2011.

Fire

- Statistics: The Department responded to 929 requests for service in November, which was up slightly from the 914 calls in November 2010. Of the 929 requests, 688 were medical aid calls, 93 were automatic aid responses, 28 were fires, eight were hazardous materials incidents, and 64 were service calls. Of the 688 medical aid calls, 429 required advanced life support and 259 basic life support. In addition, the Department received 131 automatic aid responses.
- Suppression/Notable Activity and Responses:

At 1:27 p.m. Nov. 12, Engine 1 was dispatched on a medical aid at the Transportation Center. A man had fallen while climbing down from a Metrolink train. He was treated at the scene by Paramedics and taken to a local trauma center.

At 2:02 a.m. Nov. 14, Engines 1, 2, 4 and 5, Truck 1 and Brea Battalion 1 were dispatched on a single-car accident in which the car struck light pole at the intersection of Harbor and Brea boulevards. Two trauma patients were initially loaded into an ambulance for transport with Paramedics; however, Orange County trauma centers were at full capacity and the decision was made to send one critical patient by air and the other moderate trauma victim by ground ambulance to an L.A. County trauma center. The driver of the vehicle was taken to a local hospital for evaluation.

At 12:46 p.m. Nov. 15, Engines 1, Truck 1, Brea Battalion 1 and the Operations Chief were dispatched to a roll-over traffic accident at Lemon and Berkeley avenues. The patient was taken out through the vehicle's window, examined, and treated by Paramedics before she was accompanied to a trauma center.

At 7:02 p.m. Nov. 15, Engines 1, 2 and 6, Truck 1, Brea Battalion 1 and the Operations Chief and neighboring units from Anaheim and Orange County Fire Authority responded to a fire in an apartment building in the 1100 block of S. Nicklett Avenue. A large column of smoke was showing on arrival, with three garage units and four vehicles fully involved in fire. Crews were able to extinguish the fire within 30 minutes and without it spreading to the apartments nearby. One Firefighter suffered a minor burn injury. Cause of the fire is under investigation.

Shortly after midnight Nov. 18, Engines 1, 3 and 5, Truck 1 and Battalion 1 were dispatched to the CSUF parking structure on a report of a vehicle on fire on the fourth floor of the structure. The fire had activated the parking structure's sprinkler system which held the fire in check until Fire units were able to deploy hose lines. Cause of the fire was undetermined.

At 11:04 a.m. Nov. 24, Engines 3 and 4, Truck 1, Battalion 1 and Brea Engine 1 were dispatched to a structure fire in the 1400 block of Wickford Avenue in Brea. The fire was in the wall of the structure, and was caused by the homeowner making plumbing repairs with a propane torch. The fire was contained to the area of origin. The homeowner was treated on scene for minor burns.

At 12:08 a.m. Nov. 24, Engines 1 and 2, Truck 1, the Operations Chief and a neighboring unit were dispatched to the 4000 block of W. Commonwealth Avenue on a private single-engine airplane that had crashed on Runway 6 at the Municipal Airport. Two occupants were removed from the plane and evaluated for injuries. One of the occupants suffered minor injuries and was treated on scene. He refused transport to an area hospital for further evaluation. Fire Department staff remained on scene to assist Airport officials.

- Public Events/Requests/Notes: The CERT training academy finished on Nov. 13 with 10 graduates.
- Dumpster/Miscellaneous type fires: On Nov. 10, the Department responded on a vegetation fire in the 1000 block of N. Highland Avenue, and on Nov. 12, a unit responded on a rubbish fire in the railroad right-of-way in the 200 block of E. Santa Fe Avenue.

Human Resources

- Personnel Services: Fourteen employees are separating from the City during December.
 Some of the vacancies created by these departures will remained unfilled as anticipated in the 2010-11 budget. Others will be filled through acting assignments as departments consider staffing options. The remainder will be filled through the City's regular recruitment process.
- Recruitments: Recruitments under way now are for Battalion Chief, Electrician, Fire Captain and Police Records Clerk. Recruitment for Lead Police Dispatcher is pending.
- Risk Management:
 - Four new claims were filed, nine were closed, and two lawsuits were served in November.
 - ➤ In November, 12 new Workers Compensation claims were filed, seven were closed, and one lawsuit was filed. Paid benefits for November totaled \$120,400.

Library

• Native American Month Celebrated: In honor of National Native American Month, Children's Services featured displays and programs featuring Native American stories and folklore. A month-long display included items from the cultures of the southwest as well as other parts of North America. Early in November children attending the After-school Club enjoyed tales from various tribes around the United States. Featured among the stories were tales of various "tricksters" found in many of the tales told by the Cherokee and the Iroquois. Additionally, for the entire month a book display offered young readers stories from the large collection of folktales housed in the Children's Library.

- Nutcracker: As November ended, the holiday season was ushered in with the performance of excerpts from the Nutcracker Ballet. Dancers from CF Dance Academy shared their art with children in the After-school Club Nov. 30 at the Main Library and Dec. 2 at the Hunt Branch. Under the direction of Jennifer Forcucci-Marzluf, the young dancers delighted the audience with several of the memorable dances from the classic ballet. At the end of the performance the children had the opportunity to see the ballet costumes up close, as well as talk to the lead dancers. This event has become an After-school Club holiday tradition.
- RFID Update: Tagging (placing RFID in library items) has begun in earnest at the Library. After receiving the initial equipment in mid-November, the Technical Services department set up four "tagging" stations in the basement of the Library. Each day, staff contributes two hours each to the tagging effort. As of the end of November, more than 7,000 items had been tagged. By the holiday closure, staff anticipates having more than 30,000 items tagged (all items currently in boxes). Although this number may seem significant, the Main Library actually holds more than 220,000 items, so staff has a long way to go.
- Moving the Adult Main Library: The Main Library is down to crunch time as staff anticipates closing the main and mezzanine levels of the Main Library for Phase 3 of the Library Renovation/Expansion. The work that has been done to date has primarily been in the new or non-public areas. Starting Jan. 3, work will begin on the demolition and reconfiguring of the public areas of the Library. Adult and Teen services will be shifted to the Hunt Branch from January to June, while the Main Library will remain open for Children's and Passport Acceptance Services. Hunt Branch and the Main Library/Children's will be open the same hours during this time frame. To be ready for this phase of the project, staff members have been moving items from the main and mezzanine levels to the Main Library basement. Staff has approximately 150,000 items to move and will have moved 75 percent of the collection by Dec. 23. The collection being moved to the basement will be available during the closure period, although patrons will have to request the item(s) from staff or by placing an on-line hold.
- Clubbing with the Kiwanians: On Nov. 22 Librarian Cheri Pape and Division Manager
 Tim Mountain gave a presentation on the future of local history services to a group of
 Kiwanians. Tim spoke about the process used to develop a plan for expansion of the Local
 History Room at the Library. Cheri covered what the room currently offers the community
 and what she hopes to offer in the future. Tim and Cheri talked about new climate controlled
 archival space that will be available as part of the current construction/renovation at the Main
 Library. Tim also spoke about the Library's current budget situation and opportunities for
 service groups to donate money and materials.

Maintenance Services

Administration:

- ➤ The Department received approximately 1,400 service requests in November.
- ➤ In November, the Department's support staff received 1,889 calls, an average of 118 per workday, or 59 for each of our two primary customer service personnel.

Building Division:

- ➤ The graffiti crews removed 27,230 square feet of graffiti from 225 sites in November, bringing the year-to-date totals to 206,934 square feet removed from 1,802 sites.
- ➤ Due to hardware problems, the Department's Maintenance Management system has been out of operation two weeks; therefore, many monthly totals are not reflected in this report. The IT staff has been working closely with Carte-Graph to resolve all issues, and we anticipate the system being operational within a week.
- > Staff completed 14 custodial inspections of City facilities in November.
- Staff completed 37 inspections of City facilities.
- Sewer Division: In November, the Division: had no sewer overflow incidents; hydrojetted 13.83 miles of sewer main; root cut/mechanically treated 24,687 linear feet of sewer main; mechanically treated 161 sewer laterals; conducted seven CCTV inspections of laterals and 40 Source Control inspections; conducted CCTV inspections of 20,785 linear feet of sewer main; approved one Lifeline and one Large Lot applications; and received 28 sewer fee calls.
- Street Division: In November, the Division: used 34 tons of asphalt for patching and 121 tons for Water Division digouts; used 400 pounds of crack sealer; cleaned 15,050 linear feet of channels; and ground 80 sidewalks.
- Equipment Division: In November, the Equipment Division performed one BIT inspection, 66 preventive maintenance inspections, one smoke test, four smog inspections, and one aerial inspection.

Water Division:

- ➤ In November, the Division produced 603,482,960 gallons of water. Of that amount 79.76 percent 481,357,000 gallons were pumped from wells and 20.24 percent 122,125,960 gallons were purchased from the MWD.
- Following is the list of water main line breaks that occurred in November:

SIZE	LOCATION	PIPE	POSSIBLE CAUSE	VFΔR
	LOCATION	1 11 🗠		L/\ \

		TYPE		INSTALLED
6"	1200 Melody Lane	Cast Iron	Age	1959
8"	1216 Valencia Mesa	Cast Iron	?	?
4"	237 Florence	Cast Iron	Age	1946
6"	1206 Hollydale	Cast Iron	Age	1959
6"	2816 Santiago	Cast Iron	?	1966
6"	819 Ride out Lane	Cast Iron	?	?
6"	1100 Melody Lane	Cast Iron	Age	1955
6"	1225 E Fern Dr	Cast Iron	Age	1955
			Improper	
4"	2251 Stern Goodman	PVC	installation	2001
8"	1136 E Elm	Cast Iron	?	1964

Landscape Division:

- As of Nov. 30, West Coast Arborists Inc., the City's tree contractor, had performed the following services this fiscal year: pruned 7,574 trees, removed 151, and planted 190 trees.
- ➤ The Tree Division received 43 tree-related service requests.
- > Cast steel tree grates were expanded to accommodate tree growth on Commonwealth at Pomona avenues.
- > Red Imported Fire Ants were reported at three locations in November, and staff responded to eight reports of bee activity.
- Division Crews completed the following projects in November:
 - Pilot program trail markers installed along Juanita Cooke Trail.
 - Median Island landscape improvements on Harbor Boulevard at Sizzler Restaurant and at Chapman Avenue at Byerrum Park. Improvements are under way at Harbor and Las Palmas Drive
 - Turf operations at Chapman Park for East Fullerton Little League.
 - Homeless debris clean-up completed at the Lemon and Euclid underpasses.
 - Annual clean up and planting of Fullerton Veteran's Memorial completed for ceremony.
 - Annual backflow device testing completed by divisional irrigation staff per Orange County requirements.

Parks and Recreation

Capital Improvements:

- ➤ A series of public meetings are in progress to gain community feedback on the development of several design alternatives for the Hillcrest Park Master Plan. Of these meetings, the latest was a targeted toward veterans' groups to discuss the various veterans' memorials in the park, and to specifically discuss the future placement of the granite memorial next to the fountain. The veterans recommended that the memorial by the fountain remain in place.
- ➤ The Fullerton Tennis Center Pavilion Improvement Project is in the bidding process for the construction phase. Once the bids are in, staff will review and decide whether to award the contract or re-bid the project.
- ➤ The Lemon Park/Maple Community Center Renovation Project is under way, with the development of construction documents. Council approved a contract with Nuvis, the lead design consultant, in August. The construction documents phase will take approximately 10 months to complete. At that time, the drawings will be ready to go out to bid for construction. The bidding process can take up to three months, with a tentative construction start date of September 2011.

Senior Multi-Service Center:

- The Center held its 2nd Annual Veterans Day program Nov. 10. More than 60 persons attended the event, which included a military photo gallery featuring photos of local veterans, plus refreshments, patriotic music and reminiscences. The Brea U. S. Army Career Center provided a color guard to present the Colors and lead the 104 lunch and special guests in the flag salute and the playing of the National Anthem.
- November's cultural reception focused on Pakistan and was attended by 63 guests, who enjoyed sampling a vegetarian Pakistani curry and salad, listening to music, and browsing through an educational display.
- ➤ The annual Thanksgiving Day luncheon and dance was held on the 19th and was attended by 173 guests. The Community SeniorServ-sponsored lunch program featured a traditional turkey meal, and guests enjoyed listening and dancing to music by the "5 Star Band."

Garnet and Gilbert Community Centers:

- ➤ Police personnel are regularly attending the weekly neighborhood community meetings at the Garnet Center. Residents and officers share neighborhood safety concerns and are build a rapport of mutual respect and commitment.
- ➤ Thirty families from the Garnet and Gilbert community centers received Thanksgiving baskets donated by the United Pentecostal Church.

- ➤ The Garnet and Gilbert Teen Scene programs attended the 8th Annual Noche de Altares (Day of the Dead event) in Santa Ana Nov. 6. Besides enjoying the day's activities, the teens displayed the Day of the Dead alter they constructed in memory of teens victims of bullying.
- ➤ The Gilbert Community Center hosted a mini-parent conference Nov. 18. The conference addressed three topics: prescription drug abuse, tenants' rights and responsibilities, and domestic violence. Presenters included Heidi Ortiz from CSP, Jennifer Jones from the Orange County Human Relation Commission and Community Liaison Officer Lucia Maturino. Eighteen parents attended.

Youth Programs:

> Highlights:

- The Maple After-School Program continues to participate in the "Mind, Math and Music" Program, which provides keyboard lessons to pre-selected program participants. More than 20 students are participating in the weekly piano lessons, which are said to improve math skills.
- Maple kindergarten and first-grade participants are continuing to take trips to Truslow Garden to plant and update the community garden.
- Preparations are under way for the Maple and Orangethorpe after-school programs'
 "Winterfest." Every year program participants present a winter-themed showcase for
 their parents and friends.
- Nineteen campers enjoyed fall day camp excursions to "Pump It Up" and "Rock Climbing." Participants also enjoyed fun team activities, sports and arts and crafts.

Community Involvement and Rentals:

- The Center continues to use interns from CSUF and Fullerton College to assist with programming at Orangethorpe.
- The Children's Hospital of Orange County "Breath Mobile" provides a monthly outreach program for families and children on asthma care and prevention at the Maple Community Center.

• Richman Community Center:

> Highlights:

Richman teens attended the "Noche de Altares" event in Santa Ana. The "Youth in Action" members dedicated their altar to teens victims of bullying. The response and support shown by the public to the altar was incredible.

- The "Sports Central" teen sports club visits Independence Park regularly to play basketball and indoor racquetball. A couple of teens are volunteering their time to become officials and coaches to the After-school Program intra-mural league. They also plan to continue into the upcoming soccer season.
- The "Toxicanz" (hip-hop dance group) has recruited a few new members, and have started choreographing both a hip-hop and contemporary routine.

Community Involvement and Rentals:

- Olive Crest Family Advocate Cristina Martinez assisted eight clients in November.
- Volunteer Instructor Brad Namahoe is teaching the basics of self-defense and positive self-discipline through a Hawaiian mixed martial arts program. The Center has 24 school-age children enrolled in the program.
- In November, WTLC provided two legal assistance referrals for one or all of the following services: divorce, child custody, visitation, legal separation, child support and legal clinic participants. There were also two referrals for community resources, such as food, utilities, rental payment assistance and clothing. Five clients attended Spanish PEP classes.
- Approximately 10 parents attended in the monthly Parent Committee meeting. A representative from Second Harvest Food Bank gave a presentation on how to apply for food stamps. During open discussion, parents mentioned that they have seen an increase in tagging in the area. Other parents commented how nice the Heritage Walk construction looked. They said it helped the street look nicer. Parents also signed up to bring food to our holiday event Dec. 17.

Independence Park:

Highlights:

- Several FAST Olympians continue training at the Janet Evans Swim Complex for the 2012 Summer Olympics.
- The park had 34 facility rentals in November, including five new NJB coaches using the gymnasium during the month.
- Staff launched the "Secret Pal" youth scholarship fund-raiser in November by collecting goods for the community rummage sale Dec. 11.

Tiny Tots:

- Fifty-four preschool children shared their family Thanksgiving experiences and brought various items to class to talk about things for which they were thankful.
- ➤ Information packets were distributed to all families regarding the upcoming winter-spring preschool classroom registration opportunities.

Tennis Center:

- ➤ With the addition of a two USTA teams and the growth of the after work Beckman league, the month of November has seen more play than a year ago.
- ➤ On Thanksgiving Day, the Center hosted its annual Turkey Shoot. This is a tournament for a group of Doctors, and has been going on for 14 years. Each year they play a round robin tournament and have a large lunch here at the Center.
- > The day after Thanksgiving, the North Orange County Tennis Club hosted its Thanksgiving tournament.
- ➤ The Center hosted 18 league matches in November, as well as many weekly groups. The Center has added a large group, which was formed 30 years ago at the Sunny Hills Racquet Club.

• Youth Sports:

- ➤ Fullerton Hills Softball, East Fullerton and West Fullerton have all concluded their "winter ball" and are submitting permits for the spring 2011 season. Fullerton Rangers and Pop Warner closed their league season Dec. 1.
- Fullerton Pop Warner Football had a successful season, with participation in the regional play-offs.
- > Fullerton Youth Rugby started its season in November.
- ➤ Lions Field having a synthetic field has proven to be a life-saver as Pop Warner, Fullerton Rangers, Fullerton Youth Rugby and Fullerton Hills were able to salvage practices and games when all other fields closed due to rain.

'Get Outdoors:'

➤ In spite of the threat of rain, the annual "Haunted Family Campout" was held the first week of November. Several families enjoyed a spooky evening sleeping at the top of Hillcrest Park next to the Izaak Walton cabin. Staff provided a meal of spaghetti, salad, veggies and witches' brew. Participants enjoyed using the cabin for the mummy-wrap and other crafts while engaging in an evening hike amongst the trails and roads of Hillcrest Park.

- ➤ "Get Outdoors!" hosted another five Outdoor Science School programs in November, with more fourth-graders exposed to the Laguna Lake ecosystem. Teachers and volunteers continue to praise the program as unique, educational, and very fun for the students. More programs will resume in January.
- ➤ The Department of Fish and Game has resumed stocking Laguna Lake with rainbow trout. With recent weather conditions, the lake has cooled, providing the optimum conditions for the trout. Most stockings occur about every two weeks, with a range of 150-250 pounds of trout being released into the lake. The Parks and Recreation Department has posted a link on the city's website to Fish and Game to keep residents informed of upcoming stockings.

Cultural and Events:

- > The Haunted Fullerton Walking Tours wrapped up a record-breaking year thanks to extra work from the volunteer "Ghost Guides."
- ➤ Wednesday Studio" and "Guitar Gateways" were in full swing in November, along with school tours of the exhibit "Hungry Planet: What the World Eats." Groups visit from La Sierra High, Sonora High and Beechwood Elementary schools.
- Museum staff is presenting "Project Safe" art classes at Troy High School's opportunity school program, as well as assisting the Orange County Docent League to increase their presence in North Orange County by planning events at Heritage House, Placentia's Key Ranch, and the Bradford House.

Police

Monthly Statistics: In November, the Department received 3,917 emergency calls, as well
as an additional 10,435 general information calls for service. Officers were dispatched to
3,319 calls for service and initiated 2,702 additional contacts. There were 1,209 criminal
reports taken and 402 persons arrested for various criminal offenses.

• Community Policing:

➤ The Department held its monthly Community Policing and Crime Strategy meeting in November and invited members of the CSUF Police Department to be a participating member to improve communication between the agencies. A crime trend of increased burglaries in specific areas for December was identified by examining crime rates in our city for the past five years. A strategic plan was developed and implemented in an effort to educate the community in the affected areas and reduce the opportunity of crime by various strategies.

- In an effort to continually improve the Department's Community Policing philosophy and collaborate with other City departments, all members of the command staff (Chief, Captains and Lieutenants) attended a two-day Crime Prevention Through Environmental Design seminar hosted by the Community Development and Redevelopment and Economic Development departments.
- Staff Notes: Capt. Dan Hughes has offered to serve as Department liaison to the Fullerton Boys and Girls Club. Capt. Hughes grew up in Fullerton and enjoyed the benefits of the club as a youth. He will continue this relationship in his new capacity as a member of the Club's Board of Directors.

Log Highlights:

- On Nov. 18 the Department's TARGET/Gang Unit participated in the countywide GRIP Curfew Sweep, coordinated by the Orange County District Attorney's Office. Detectives and Patrol Officers assisted in a coordinated effort to locate and detain juveniles found to be out past curfew. A total of four juveniles were detained in Fullerton and the final tally for the county was 51 juveniles.
- A resident at a home on Ladera Vista Drive heard a loud noise in front of her house. On checking the area, she noticed a 2-liter plastic bottle expanding in her driveway, as well as a plastic bottle that already exploded. Officers contained the area, and the Orange County Bomb Squad detonated the expanding "acid bomb." No one was injured and there was no property damage.
- ➤ Patrol responded to the Train Station on a report of a person being dragged by train. A 46-year-old woman had stepped off a train to have a cigarette. When the train started to leave the station, she tried to get back on, but fell on the platform causing only superficial scrapes on her right knee. She was not dragged by train.
- A single vehicle ran into a light pole. The 20-year-old woman driver was found to be D.U.I. and had sustained minor injuries. Two other women were in the vehicle, with the passenger in the back seat suffering major trauma in the accident. She was transported by Mercy Air to Long Beach Memorial Hospital and the other passenger by ambulance to Long Beach Memorial Hospital.
- ➤ A plane approaching Fullerton Airport crashed during landing. The pilot a Newport Beach man said as he was landing a crosswind began blowing and pushed the plane south. He over-corrected the direction and gave more throttle which caused the plane to begin to lift and then stall. As the plane came down it bounced and flipped over. The pilot and passenger suffered minor injuries.