



Council Briefing

October 2010

Administrative Services

- **Fiscal Services:**
 - New police alarm permits issued in September totaled 33, bringing the number of permits issued for fiscal 2010-11 to 119. The total number of active permits as of Sept. 30 was 5,043.
 - Invoices billed in September totaled 582, with a valuation of \$164,488. Invoices billed for fiscal 2010-11 total 1,732, with a valuation of \$2,613,147.
 - General checks and direct deposits in September totaled 602 and 199, respectively, with a valuation of \$8,800,142. The 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:** Staff started the switch replacement process two weeks ago for the entire city. We have been having a number of issues with switches failing, and users were not able to work until we put a replacement in place. Two weeks ago, IT replaced the basement switches. Next we will replace City Hall – first with one floor per every other Friday (3-5 switches each floor), followed by Maintenance Services, Library, Police Department, and Fire Department. While replacing the switches, we are also mapping and labeling the connections and jacks, as well as removing empty connections to enhance security and improve services. Each floor has a minimum of one 48-port switch ready to accept VOIP (voice over IP) phones in the future. Staff is scheduled to complete the switch rollout by April 2011, but if everything goes as well as the basement did, we think we could probably complete the replacements by the beginning of March.
- **Purchasing:** In September, the Division processed 107 purchase requests and created 60 purchase orders and change orders. In addition, Central Services processed 11,362 pieces of mail.
- **Revenue:**
 - In September, 96 new business registration certificates were issued. Of that sum, 54 were businesses in Fullerton and 42 were located out of the city, but doing business here. Business tax collected for new registrants totaled \$7,404.
 - A total of 160 businesses closed in September: 64 in the city and 96 out of the city.

- Business certificates renewed in September numbered 575, which totaled \$58,375 in business tax collected.
 - **Utility Services:** In September, the Division answered 2,546 calls and processed 3,824 cash register transactions totaling \$9,584,297. Of those transactions, 1,161 were credit cards, 1,094 checks, 890 cash, and 163 direct deposits.
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Community Development

- **Customer Service:**
 - In an effort to advance its commitment to customer service and to more effectively achieve positive outcomes for the community, the Department has reorganized into the following divisions:
 - Community Development Administrative Services, led by Director Al Zelinka; the purpose is to provide support to all Department teams and the public and to conduct a range of duties requisite to the productive functioning of the teams and the City.
 - Building and Community Preservation Services, led by Acting Manager Kirke Warren; the purpose is to provide checks and balances for assuring safety and that owner- and City-expected outcomes are built per approved plans and the Code, as well as to provide important quality control for assuring that buildings, sites and uses are maintained for their intended purposes and conditions.
 - Planning and Development Services, led by Manager Heather Allen; the purpose is to provide opportunities for the community to plan future growth and development, to coordinate development activity to assure it is aligned with applicable policies and laws, and to provide information and assistance to help people accomplish their projects.
 - Housing and Neighborhood Services, led by Supervisor Linda Morad; the purpose is to provide people with affordable housing and related services and to assist in the improvement of quality of life in neighborhoods.
 - The Community Development staff collaborated on a Code of Customer Service, which commits staff to serving its customers, the community, the public at-large, and other City staff consistent with the laws and policies governing the City of Fullerton and according to the following standards: positive, professional experience; understanding customer needs; following up and following through; quality information and resources; and continuous improvement.
 - The Housing Inspector received several calls from tenants at Harborview Terrace regarding animals accessing the attic space. Staff contacted the management company, which hired a pest control company. A raccoon was trapped in the attic and safely relocated. All access areas were sealed to prevent repeats of the problem.
 - Housing staff updated the City website to include new information on homeless programs.
 - Housing Staff assisted three residents inquiring about rental assistance and the Homelessness Prevention Rapid Re-Housing Program (HPRP).

- Housing staff assisted a Fullerton City Lights resident who is mentally ill. The resident said he believes management is coming into his unit and stealing from him as well as vandalizing his unit. Staff listened to his story and contacted Orange County Patients' Right. A case worker talked to the resident and arranged a meeting with him.
- A resident who applied for HPRP assistance was denied by Fullerton Interfaith Emergency Service Inc (FIES). Housing staff worked with HUD and FIES to get assistance for the resident. His back rent was paid and he will continue to receive rental assistance through December.
- Building Division staff responded to 932 phone inquiries regarding building issues.
- Inspectors streamlined McDonalds inspections to minimize down time as the restaurant is closed for the remodel.
- Community Preservation staff re-inspected the Euclid-Commonwealth pro-active area and mailed out Notices of Violation for all properties that have not complied.
- Community Preservation staff was hailed by an elderly male resident and took time to talk with him about problems with his next door neighbor involving a common tree in the front yard, their common block wall in the rear yard, and some other issues. He was very emotional and thanked staff for taking the time to stop and speak with him. He said his wife died 4 ½ yrs. ago and he "just needed a shoulder to cry on" because he has become so frustrated about the neighbor. Staff offered him suggestions and advice and he was very appreciative.

- **Community Engagement:**

- On Sept. 28, Al Zelinka held a second "Dialogues with the City of Fullerton Community Development Director" at Grace Ministries International. Approximately 10 citizens attended the meeting, which included discussions on economic development and facilitating investment, potential streetscape and pedestrian improvements along Chapman, status of the Google Fiber application, roles of the Chamber and City in economic development, discussion about the need for some sort of Economic Development Commission to advise the City Council, and the formation of an Economic Development Corporation to recruit, retain, and expand business.
- GIS Specialist Diana McCarthy and Planning Manager Heather Allen made a presentation at the Chamber of Commerce on the Downtown 3D model, its capabilities, and opportunities for property and business owners to utilize and update the model. More information, including the presentation on the process and products of the model, are available at: http://www.ci.fullerton.ca.us/about/maps/3d_models/default.asp
- Planning Manager Heather Allen participated in a "Town Gown" panel at the Fullerton Library as part of its ongoing lecture series. Other panelists were Dr. Willie J. Hagan, vice president for administration and Finance/chief financial officer at CSUF; Dr. Rajen Vurdien, president Fullerton College; John Silber, principal, Silber Architects; and moderator Dr. John Carroll, chairman of the CSUF Geography Department. The purpose of the panel was to explore how the educational institutions and the community can work together to provide a rich social, cultural and economic life and prosperity as a community to create that desirable future.

- In an effort to reach out to Fullerton's growing Korean population, the Department now offers translation services for Korean-speaking residents and business people. Eunice Im, a graduate student working on a master's degree in planning at USC, is the Department's new Korean Community Liaison. An intern, she is available from 9 a.m. – 2 p.m. Tuesdays and Thursdays. While her "home base" will be in the Community Development Department, Im will also be available to any City department needing assistance with translation services for Korean-speaking customers. Im can be reached at City Hall at (714) 773-5772 or by email at Eunicel@ci.fullerton.ca.us.
- Housing staff attended a grand opening of 56 affordable rental housing units in Orange. Orange Housing Development Corporation (OHDC) and C&C Development partnered together with the City of Orange to develop the project. Funding came from HOME, set-aside, tax credits and a private loan. Housing staff is working with OHDC regarding an affordable housing opportunity at 2310-2332 Robert Ave. in Fullerton and an affordable rental project at 466 W. Valencia Drive.
- A City Lights resident came to City Hall to complain that his vehicle is being vandalized in the underground parking structure. He was assured that Housing staff was aware of issues at City Lights and will be addressing them at the next City Light Citizen SRO Advisory Committee meeting. Staff discussed the new proposed format of the SRO meetings, which will include speakers who can address issues and provide guidance for the property management company and the residents. The next three agendas will include speakers from the Police and Fire departments, Fair Housing Council of Orange County, Orange County Patient's Rights, and Community Preservation.

- Customer Service:

- The South Coast Air Quality Management District (SCAQMD) provides assistance to small businesses in understanding and complying with its rules and regulations. Planning staff frequently receives this information and provides it occasionally to both Business Registration and Economic Development as a reminder of services available to City businesses. In an effort to increase collaboration and the transfer of information between the City and Chamber of Commerce, staff forwarded the information to the Chamber. The Chamber does not receive the information from SCAQMD and plans to provide the information as a resource to members, particularly those covered by SCAQMD. Staff will continue to forward this information to the Chamber.
- Redevelopment recently purchased a four-unit apartment building in the Richman Park Area. Housing obtained Overland, Pacific and Cutler to prepare a relocation plan for the residents. The Plan is currently out for public comment.
- Inspections are ongoing for the affordable for-sale homes at Heritage Walk Phase II in the Richman Park area. Ten units in production are approximately 80 percent complete.
- Habitat for Humanity continues production on the last phase of its project in the Richman Park area. They have five units in production, and the project is approximately 75 percent complete.
- Housing staff continues inspections on the current Neighborhood Stabilization Program (NSP) home at 1424 E. Wilshire Ave., with approximately 80 percent of the rehab work completed.

- Mercy Housing has secured other financing to continue the NSP efforts in Fullerton, La Habra and Costa Mesa. This month Housing, working with Mercy Housing, completed a second acquisition and closed escrow on a home in Costa Mesa.
- Rehabilitation construction started at 466 W. Valencia Drive. The 16-unit affordable rental project is being developed by Orange Housing Development Corp. and C&C Development. The project is approximately 10 percent complete.
- Housing Staff is updating the General Contractors' list, with 26 new contractors having applied.
- One housing rehab grant for a furnace was completed, and housing documents were executed for a roof grant.

- **Public Health and Safety:**

- During a re-inspection for a water heater temperature pressure relief valve, the Housing Inspector noticed the smell of gas in the water heater compartment. The gas was immediately shut-off to the unit and it was discovered that the gas flex line had a leak. The repair was completed and inspected the same day.
- Housing staff has received several phone calls from residents of Fullerton City Lights. On one particular phone call a resident called to say that management had removed her smoke detector and had not replaced it for a more than a week. Staff immediately contacted management by phone and email to demand that the smoke detector be installed within the next hour. Staff followed up with the tenant and management to verify that the detector was installed.
- Building staff conducted more than 1,100 inspections which include corrective actions all involving the health and safety of the buildings/occupants.

- **Quality of Life:**

- The Housing Inspector and the Housing Intern completed the initial annual inspections at the following affordable housing apartment buildings: Casa Maria del Rio, Garnet La Habra, and Civic Center Barrio Garnet. An annual inspection report was issued listing approximately 350 deficiencies that need to be corrected.
- Housing staff approved three low-income elderly TBRA clients who will continue to receive monthly assistance for an additional 12 months. This is the second year of participation in the program.
- A recent graduate of a local shelter applied for TBRA. Housing staff assisted her in qualifying for the program and a one-year agreement was executed for her and her three children.
- Housing staff reviewed and executed the Agency's disclosure document with a Heritage Walk family. Tri Nguyen of the Building Division provided Vietnamese translation.
- The Housing Loan Committee approved a mobile home loan and grant for an elderly, disabled couple.

- Community Preservation staff assisted a business owner in getting his drainage system approved by Building and Fire, so he could continue leasing the building from a property owner who is allowing him to stay at a minimal rent until he can revitalize his business. Two government contracts were cancelled due to the economy. The business owner was elated.

- Volume of Work and Professional Development:

- GIS Specialist Diana McCarthy attended a half-day training session on the use of a Census Bureau tool for gathering information about local employment. The information provided will help with future growth projections and economic forecasting.
 - Assistant Planner Elaine Dove and Consultant Planner Joan Wolff attended a seminar on transit-oriented development, with a focus on CA High Speed Rail. These staff members will be presenting a summary of the information to other planning staff as part of the Division's lunch program series.
 - Workload for the Housing Division remains heavy, with the annual affordable housing inspections, new construction, rehab, and the NSP, HPRP and TBRA programs. Staff has been preparing for the Annual Performance Report for HPRP, as well as the Quarterly Reporting Period which begins at the beginning of next month.
 - Housing staff continues to monitor the progress of the HPRP program through financial tracking of the monthly reimbursements to Fullerton Interfaith Emergency Services.
 - The Housing Inspector is training the Intern to conduct Housing Inspections. The Intern, who has a degree in Planning, is currently taking Building Code classes. Meanwhile, the Housing Inspector is taking a class in real estate.
 - The Housing Staff completed the 2010 Consolidated Annual Performance and Evaluation Report (CAPER) and has submitted the document to HUD for approval. The CAPER shows the following expenditures were recorded for the year ending June 30, 2010: Total Expenditures – CDBG and Section 108: \$2,039,630; TBRA (HOME funds): \$398,590; Housing Rehabilitation (CDBG and HOME): \$197,775; NSP: \$912,872; HPRP: \$225,381; and CDBG-R: \$85,421.
 - In September, the Community Preservation Division: had 726 active cases; received 162 complaints (706 year-to-date); resolved 162 complaints (629); conducted 519 inspections (2,053); issued 110 courtesy notices (310), 82 first notices of violations (340), and 21 citations (95); granted 14 extensions (58); received 29 graffiti complaints (98); sent four compliance letters (29); arranged pick up of 17 large items, such as sofas (69); and billed \$4,800 in revenue (\$24,300).
 - In September, the Building Division: received 93 new plan submissions; conducted 97 over-the-counter plan checks; made 797 inspection calls; conducted 1,159 inspections; responded to nine complaints; conducted three NPDES inspections; conducted 44 mechanical, electrical and plumbing plan checks; handled 1,783 customers at the counter; registered four Deputy Inspectors; and recorded \$5,832,588 in valuation of issued permits.
 - In September, the Housing and Community Rehabilitation workload was as follows: 65 housing rehabilitation cases, 307 affordable housing, 39 Fair Housing, 70 general program, and 206 Building/Planning/Code Enforcement.
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Engineering

- **Project Development and Design:** Plans and specifications for the Tennis Center Pavilion are complete, and the project is now in the bidding phase. The revised scope of work includes: interior demolition and remodeling to add new office space; pro shop; warm-up room; storage area; kitchen; concession area; improved bathroom and locker facilities; concrete ramps, and reconstruction of water and sewer laterals. Construction, set to begin in January, is estimated at \$700,000.
- **Water Engineering:**
 - In September 2008, the City Manager mandated a 10 percent reduction in water consumption from the three-year average use in calendar years 2004 through 2006. Water Engineering, Parks and Recreation, and Maintenance Services have been working together to reduce water usage at all City-operated sites. For calendar year 2009, the City saved approximately 35.5 million gallons, or 14 percent. Since January through August of this year, the City has saved approximately 49.4 million gallons, which means the City is achieving a 30 percent reduction in water usage.
 - 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 this 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. Since joining the program, the City has received \$14,644 in monthly standby payments.

During July and August, the City was asked to reduce electrical power usage. By using the City's new SCADA system, Water Production staff reduced pumping, saved electricity, and qualified the City for additional "Share the Power" program payments.

Fire

- **Statistics:** The Department responded to 951 requests for service in September, which was up from the 897 calls in September 2010. Of the 951 requests, 691 were medical aid calls, 97 were automatic aid responses, 35 were fires, 15 were hazardous materials incidents, and 55 were service calls. Of the 691 medical aid calls, 455 required advanced life support and 236 required basic life support. In addition, the Department received 86 automatic aid responses.
- **Suppression/Notable Activity and Responses**
 - At 3:26 p.m. Sept. 1, Engine 3 and Orange County Engine 34 responded to a four-vehicle traffic accident on the northbound 57 Freeway at Chapman Avenue. Two persons were injured, both of whom were treated on-scene by Paramedics and taken to area hospitals.

- At 9:05 p.m. Sept. 1, Engine 2 was sent to the 2300 block of W. Roberta on a report of a man with a breathing problem. Paramedics were asked to stage until Fullerton Police investigated and cleared the location for entry. The patient was transported to a local hospital. One Officer was slightly injured during attempts to subdue the patient. The Officer was treated on scene for minor abrasions and lacerations, and taken to a local hospital for further evaluation.
- At 1:41 p.m. Sept. 2, Engine 2, Fullerton Battalion 1, Anaheim Engine 2 and Anaheim Battalion 2 were dispatched to the intersection of Euclid Street and the 91 Freeway overpass for a traffic accident and vegetation fire. The crew extinguished the fire, which had been caused by a 12-KV power line damaged when a truck struck an overhead fiber optic line. Anaheim and Fullerton Police, as well as the CHP, assisted with traffic stops in both directions on the freeway until the Edison Co. could remove the line.
- At 4:31 p.m. Sept. 2, Engine 5 Paramedics went to the 2900 block of E. Yorba Linda Boulevard and treated a store employee for anxiety as a result of an armed robbery.
- At 8:05 p.m. Sept. 4, a Strike Team consisting of Fullerton Battalion 1 and Engine 3, along with four engine companies from surrounding cities, responded to Yorba Linda on a 10-acre brush fire that was threatening homes on the hillside.
- At 4:05 p.m. Sept. 12, Engines 2 and 6, Truck 1, and neighboring units were dispatched on garage fire in the 11000 block of S. Washington Avenue. The fire was confined to the garage and quickly extinguished. The loss was estimated at \$30,000 to the structure and \$15,000 to contents. The cause is under investigation.
- At 1:27 p.m. Sept. 14, Engine 6 and Truck 1 were dispatched on a single-vehicle accident at Valencia Drive and Edward Street. Crews found a vehicle upright in the flood control channel and four occupants standing outside the vehicle. All four declined medical treatment. City Water and Street divisions were requested to shut off a broken water line and set up temporary fencing at the damaged flood control site.
- At 10:02 a.m. Sept. 18, a full structure fire response was dispatched to an apartment fire in the 3000 block of E. Yorba Linda Boulevard. Prior to the arrival of Engine 5, neighbors had used a fire extinguisher to put out the fire. The apartment unit and the hallway were filled with smoke. Truck 1 personnel removed the smoke while Engine 5's crew checked for fire extension. Due to the extensive smoke, Fire personnel checked on all residents on the second and third floors as well. The fire appeared suspicious in origin and is under investigation.
- At 4:02 p.m. Sept. 18, Engines 4 and 6, Truck 1 and Battalion 1 responded on a single-vehicle rollover accident. The four minors in the car were evaluated by Paramedics and declined transportation to a medical center. They were released to their guardians.
- At 2:14 p.m. Sept. 19, a full structure fire response was dispatched to the 1100 block of W. Ash Avenue. On arrival, fire crews found a utility trailer and stored equipment on fire. Fire damage was limited to the trailer and an outside wall area of the structure.
- At 10:24 a.m. Sept. 24, Engine 5 was sent to the 2400 block of E. Nutwood Avenue on a report of an auto-vs.-pedestrian incident. Paramedics treated the pedestrian for arm and leg pain and accompanied him to a local trauma center for further evaluation.

- At 2:09 p.m. Sept. 24, Engine 5 responded to a vehicle accident on the northbound 57 Freeway north of Chapman Avenue. On arrival, crews found an injured motorcyclist, with no other vehicles involved. The motorcyclist was treated on scene for numerous abrasions and transported to a local hospital for further treatment.
 - At 10:07 p.m. Sept. 24, Engine 1 and Truck 1 responded to the 100 block of W. Wilshire Avenue for a vehicle accident in which a man had hit the curb with a two-wheel power scooter. The man was treated on scene for head injuries and accompanied by Paramedics to a local trauma center for further treatment.
 - At 12:01 a.m. Sept. 26, Engines 1, 2, and 6, Battalion 1 and Truck 1 were dispatched on a fire involving several palm trees in the 1900 block of W. Malvern Avenue. Two additional units - Engine 4 and County Engine 62 - were dispatched and units quickly knocked down the fire. The Edison Co. was called to de-energize the downed wires. An investigation of the area found a makeshift outdoor living space with power tools and equipment stored nearby. Property loss was estimated at \$2,500. No injuries were reported. Cause of the fire continues to be under investigation.
 - At 5:16 p.m. Sept. 26, Engine 4 crew was dispatched on a possible drowning. On arrival, Paramedics found a 2-year-old boy, with his parents, on the pool deck. The child, who had been pulled from the pool by his father, was alert and crying. The child was escorted to a local hospital by Paramedics.
 - At 4:56 p.m. Sept. 30, Engine 5 Paramedics were dispatched to a pool in the 2900 block of E. Madison on a possible drowning. A 3-year-old patient had been pulled from the pool by a bystander and given CPR. Paramedics continued the treatment en route to the hospital.
 - Crews responded to three dumpster fires in September. Damage was minimal.
 - Crews responded on five grass/rubbish fires in September, two of which were on railroad right-of-way, with no damage. The largest occurred Sept. 25 in the area of Bastanchury Road and Hughes Drive. Crews found a 20-by-20-foot grassy area on fire in the storm drain and quickly extinguished it. Cause of the fire is undetermined.
 - **Public Events/Requests:**
 - Chief Knabe received the Spurgeon Award from Orange County Explorer Scouts in September for his efforts in support of the Fire Explorer Scout program.
 - Fire Prevention Specialist Dawn Reville provided emergency preparedness information to approximately 50 Valencia Park Elementary School parents Sept. 28. She distributed disaster supplies lists and information regarding the "Great Shake Out" Oct. 21. Also discussed was the CERT program, including the need for bilingual volunteers.
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Human Resources

- **Employee Processing:** Staff processed two regular promotions (to Administrative Assistant II and Assistant Planner), three nonregular promotions (due to programming needs in Parks and Recreation), and four regular and three nonregular separations in September.
 - **Recruitments:** Recruitments under way are for the positions of Battalion Chief, City Clerk/Clerk Services Manager and Jailer. Recruitment pending is for the position of Parking Control Officer
 - **Liability Program:** Four new claims were filed in September, 10 were closed, and no lawsuits were served.
 - **Workers' Compensation Program:** In September the total workers' compensation benefits paid was \$159,985.03. There were eight new open claims and 12 claims were closed. One new lawsuit was filed.
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Library

- **2010 Summer Reading Club:** The 2010 Summer Reading Club ended Sept. 4. Club "membership" totaled 3,091 - 2,364 children from the Main Library and 727 from Hunt Branch Library. Of that total, 739 were preschoolers while the other 2,352 children were in elementary or junior high school.
- **Weekly Mystery Contest:** This year's contest for the summer revolved around pictures of sea creatures. Every week for all 12 weeks of the reading club children had an opportunity to identify a different sea animal pictured in the display case and answer a question about the animal. All correct entries went on for a chance at the grand prize drawing Sept. 7. All the pictures and the information the questions were based on came from the "World Book Encyclopedia." Children were encouraged to look up the answers using either the on-line version of the encyclopedia or the actual volumes. The goals of the program were to help the children become comfortable with the basics of research, as well as make them aware of what the encyclopedia has to offer. There were 3,412 entries, and approximately 59 percent – 1,900 entries - had the correct answer.
- **Library Card Sign-Up Month:** September was "Library Card Sign-Up Month" and the Library participated by giving out free DVD coupons to patrons who signed up for a new library card in the month. The Library now has a total of 89,799 patrons, 623 of which were added in September. A quick profile of our patron database shows we have 64,267 adult patrons and 25,532 juvenile patrons. Most of our patrons are Fullerton residents, with 70,671 living in Fullerton and 19,128 living outside the city. More than half of the population of Fullerton has library cards and we are hoping to add the rest in the next few years. The California Library Services Act supports reimbursement of local libraries for a portion of the costs incurred when they extend lending services to non-resident patrons through a program called Transaction Based Reimbursements (TBR).
- **Library Expansion/Renovation:** The "Orange County Register" carried an article on the expansion/renovation project Sept. 10, which included photos of the progress behind the construction fence. The article can still be viewed online at www.ocregister.com/news/library-265949-expansion-construction.html.

- **Fullerton Reads:** Fullerton Reads programming kicked off with a program featuring Rick Wartzman, author of “Obscene in the Extreme,” which examines the burning and banning of John Steinbeck’s Pulitzer Prize-winning “The Grapes of Wrath” in 1939. Steinbeck’s novel is the focus of this year’s “Fullerton Reads.”
 - **Lawyers in the Library:** The successful “Lawyers in the Library” program served more than 15 persons in September.
 - **SCORE Workshops:** In September the Library hosted two SCORE business workshop, attracting nearly 100 participants. The Sept. 9th workshop covered the topic of QuickBooks, and the Sept. 30th program dealt with how health care reform will affect small businesses. Both workshops were attended by enthusiastic groups of local small business people trying to find better ways to deal with issues that concern them. The Library uses the opportunity to inform the small business community about the assistance it can provide through materials, databases and expertise. Over the years, these workshops have grown into an important resource for the small business community.
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Maintenance Services

- **Administration:**
 - The Department received 1,177 service requests in September, completing 965 (82 percent) in the month. Of those requests, 34 were for emergencies. The Building and Facilities Division received the most requests– 627, or 53.3 percent of the total.
 - In September, the Department’s support staff received 1,403 calls - an average of 84 per workday, or 41 for each of our two primary customer service personnel
 - Within the next two weeks, the contractor will untangle the U.S. flags displayed downtown and along Harbor Boulevard. The flags will be up until the week after Veterans Day.
 - Maintenance Services’ Audit Team recently began a process of certifying the Department’s performance measures. Many cities certify their performance measures to ensure they are as valuable as possible to City Council members and the public. Over the next several months, each Division’s measures will be tested for accuracy, usefulness and verifiability. The process began with the Equipment Division’s budget objectives and performance measures. The draft report is being reviewed by Equipment Division managers for response. Each Division’s measures will be certified in separate reports issued in a series. Certification will augment the routine performance measure verification done as part of every budget cycle.
- **Building and Facilities Division:**
 - Graffiti crews removed 47-818 square feet of graffiti from 352 sites in September, bringing the year-to-date totals to 144,621 square feet removed from 1,185 sites.
 - Staff completed 16 custodial inspections of City facilities in August.
 - Staff also completed 57 inspections of City facilities.

- **Sewer Division:** In September, the Division: had no sewer overflow incidents; hydrojetted 20.6 miles of sewer main; root cut/mechanically treated 2,817 linear feet of sewer main; mechanically treated 214 sewer laterals; conducted 18 CCTV inspections of laterals and 31 Source Control inspections; conducted CCTV inspections of 15,212 linear feet of sewer main; received 16 sewer fee calls; and received 50 service requests.
- **Street Division:** In September, Division: used 59 tons of asphalt for patching, 24 tons for digouts, and 83 tons for Water Division digouts; made 230 asphalt sidewalk repairs; ground 730 sidewalks; cleaned 170 drains, 228,895.5 linear feet of sidewalk and three roadway spills; maintained, fabricated and cleaned 578 signs; steam-cleaned 287,009 square feet of sidewalk; scrubbed 5,200 square feet of sidewalk; swept 3,175.5 curb miles; and used 530 gallons of street paint.
- **Equipment Division:** In September, the Division performed two general preventive maintenance inspections, two BIT inspection, 55 PMs, one smoke test, and one smog inspection.
- **Water Division:**
 - In September, the Division produced 899,280,560 gallons of water. Of that amount, 63.57 percent - 571,679,000 gallons - were pumped from wells and 36.43 percent - 327,601,560 gallons - were purchased from the Metropolitan Water District.
 - Following is the list of water main line breaks that occurred in September:

SIZE	LOCATION	PIPE TYPE	POSSIBLE CAUSE	YEAR INSTALLED
6"	1524 Ponderosa Ave	Cast Iron	Age	1958
6"	1222 E Ash Ave	Cast Iron	Age	1952
6"	2000 Camino Centoloma	Cast Iron	Unknown	1963
4"	604 Newell Ave	Cast Iron	Age	1954
6"	915 W Orangethorpe	Cast Iron	Unknown	1961
6"	1335 W Valencia Dr	Cast Iron	Unknown	?

- **Landscape Division:**
 - As of Sept. 3, West Coast Arborists Inc., the City's tree services contractor, had performed the following services since July 1: pruned 5,265 trees; removed 239 trees; and planted 29 trees.
 - The Tree Division received 55 tree-related service requests in September.
 - Red Imported Fire Ants were reported at one location in September, and the Division responded on 12 reports of bee activity.
 - Division Crews completed the following projects in September:
 - Participated in the Euclid Improvement Zone Clean up Project
 - Installed new benches in the handball court area at Independence Park

- Repaired vinyl posts and rails at Bastanchury Park
 - Removed and discarded abandoned concrete at Bastanchury Tree Farm and near Fairway Village
 - Removed several downed branches and debris from Juanita Cooke Trail
- Water consumption in parks and medians has been reduced from the target years' total of 26,597,800 to 13,552,000 gallons for January through September.
 - Despite staff reductions, irrigation crews were able to repair 14 mainlines within the park system in September in addition to completing their regular maintenance schedules.
 - The Division received 33 landscape-related service requests in September.
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Parks and Recreation

- Capital Improvements

- Staff, the Hillcrest Park Master Plan Committee and consultant Mia Lehrer and Associates continue to make progress on the master plan. The latest public meeting on the project was held to discuss possible traffic engineering and circulation concepts with residents of Lemon Street whose homes front onto the park. The public input will be incorporated into the master plan.
- City staff is working on an in-house design to complete other sections of the Bud Turner trail at the south side of the Laguna Lake Park. This trail restoration will involve trail tread improvements, landscaping, and rest areas. An evaluation of the current trail alignment will be part of the project, keeping the various trail user types in mind. Other minor improvements to the park, such as restroom improvements and site furnishing upgrades, will also track concurrently.
- At its May 18 meeting, the Council approved a preliminary concept plan and cost estimate for the Community Center. The consultant is moving into the design development phase and preparation of a guaranteed maximum price for the project.
- The Lemon Park/Maple Community Center Renovation project is under way with the development of construction documents. The construction documents phase will take approximately 10 months to complete. At that time, the drawings will be ready to go out to bid. The bidding process can take up to three months, with a tentative construction start date of September 2011.

- Senior Multi-Service Center:

- A morning skin cancer screening clinic Sept. 14 drew 16 persons.
- September's cultural reception celebrated Madagascar and was attended by 82 guests, who sampled traditional food, music, and an educational display
- On Sept. 18 Ayuda International Dental Clinics and senior year students from USC School of Dentistry provided the second adult dental clinic at the Center. The clinic provided an array of dental procedures and served 93 persons.

- In recognition of Fall Prevention Week, the Center provided a workshop on fall prevention Sept. 20, which was led by representatives from the Down with Falls Coalition and Rebuilding Together Orange County, an organization which strives to help lower-income homeowners with safety-related home modifications. Twenty-two guests attended the presentation.
- The annual SeniorServ-sponsored “Western Day” lunch and dance Sept. 24 drew approximately 135 guests.

- **Gilbert and Garnet Community Centers:**

- An English class for beginners started in September at the Gilbert Community Center, taught by Frita Johnson a retired ESL teacher. The class is full with 25 students and there is a waiting list.
- Rafael Plascencia, principal of Topaz Elementary, was given special recognition for his collaboration with the Garnet Center in making two classrooms and the playground available for the Center’s eight-week Summer Program.
- Teens from Garnet and Gilbert Community Centers participated in kick-off event for Teen Scene at Independence Park.

- **Youth Programs:**

- Summer Playgrounds Programs:

- Maple After-school Program continues to participate in the “Mind, Math and Music” Program, which provides keyboard lessons to pre-selected participants. More than 20 students are participating in weekly piano lessons, which are said to improve math skills.
- The Maple and Orangethorpe programs are participating in the Fullerton School District intra-mural sports program in support of our programs’ emphasis on Health and Fitness.

- Community Involvement and Rentals:

- Staff continues to use volunteers from CSUF and Fullerton College. We currently have four academic internships and two “America Reads & Counts” tutors assisting with our program at Orangethorpe.
- Ballet Folkloric and Aztec dancers continue their use of the Maple Community Center every Thursday and Friday evenings.
- FIES, Second Harvest Food Bank and the County of Orange began their Food Stamp Outreach program at the Maple Center in September.
- Children’s Hospital of Orange County (CHOC) Breath Mobile, an outreach program to provide families and children support with asthma, continued its outreach at the Maple Community Center.

- **Richman Community Center:**

➤ Youth/Teen Programs:

- “Run the Earth,” a teen fitness club, is planning weekly hikes/runs in various parts of the city twice a month.
- Teens from all over Fullerton enjoyed a night of dancing, pictures, and fun and the “Teen Scene Kick-Off Event” Sept. 24.
- “UPCYCLED” a recycling club at the Richman Teen Scene, is continuing to collect bottles and cans. They have also had weekly arts and crafts projects making bracelets, picture frames, and bags out of recycled materials.

➤ Community Involvement & Partnerships

- Cristina Martinez, Family Advocate from Olive Crest, assisted six clients in September, and five participants attended parenting classes.
- Volunteer Brad Namahoe is teaching the basics of self-defense to 24 children.
- 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:

- Several FAST Olympians continue training at our Janet Evans Swim Complex for the 2012 Summer Olympics.
- The Park had 18 facility rentals in the gymnasium during the month of August.

- Tiny Tots: The first fall preschool sessions began the end of August, with 54 students in attendance. Enrollment increased by 21 students compared to the first fall sessions of last year. These current registration numbers have been encouraging, with 20 new families joining the program.

● Tennis Center:

- Nearly 5,500 people used the Center in September. The Center hosted 18 USTA Team matches.
- The Monday night Sundowners season also began in September, and will continue through February. Sundowners is team competition in which women from our facility play against other facilities around Orange County. This season we are the home to three different women’s teams
- The Rosary High School season began matches in early September. They compete against other private schools in CIF. This year Rosary had the most participants they have ever had, so they have added a “fros-soph” team, in addition to their Varsity and Junior Varsity teams.

- The Center's Fall Juniors' program began in September with a new instructor. Chris Chung, who was an all-American at UCI, has joined the teaching staff. The juniors program teaches all ages and levels from 4-18 years.
 - Youth Sports:
 - Little League and Softball teams are well into the winter ball season.
 - The Rangers Soccer has more than 2,200 participants in 153 teams.
 - 'Get Outdoors:'
 - For the second consecutive year, the "Get Outdoors!" program was selected as a grant recipient of the 2010-2011 "Take Me Fishing" program. The \$4,000 award is provided by the Recreational Boating and Fishing Foundation. Fullerton was one of more than 50 recipients who are asked to provide programs to engage young people and their families in recreational angling and boating.
 - The "Get Outdoors!" Laguna Lake Outdoor Science programs start the first week of October, with nine classes reserving dates for the school year to date.
 - Cultural and Events:
 - The Museum has started its first session of the Wednesday Art Studio, with a full roster of kids from grades 1 – 6.
 - Wednesday morning Stroller Brigades have seen a spike in attendance since school started.
 - The popular Haunted Fullerton Walking Tours started Sept. 15. Tours are filling up and staff is setting some additional dates. The volunteer "Ghost Guides" have been working especially hard this year, with some new stories and changes to the pacing of the tour.
 - The Sept. 14 exhibit-related art workshop for adults, "Bottle Cap Treasures," was well attended, with some participants who had never been to the Museum before.
 - The museum participated in the "Festival of Children" at South Coast Plaza Sept. 18. An estimated 250 kids did hands-on art with Museum staff.
 - The Museum's participation in collaborative, grant-funded programs with Fullerton Joint Union High School District started again this month with planning meetings for "Project Safe" and the Tobacco Education and Prevention Program.
 - The Market remains popular even though kids have gone back to school! While attendance is not as high as it was during the summer, there are still several hundred people that come week after week to enjoy the live music, grab a bite to eat, and buy some local produce.
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Police

- **Statistics:** In September, the Department received 3,928 emergency calls (911 lines), as well as an additional 14,093 general information calls for service. The Downtown Echo Officers arrested nine persons for being drunk in public, wrote 98 citations for open containers, issued 33 jaywalking citations, and handled 10 calls for disturbances. The Directed Enforcement Team concentrated its efforts in the six sectors that historically have high incidents of crime. In September, the Team initiated 46 arrests, which included four parolees and 12 probationers. Twenty-five of the arrests were in sector areas. Most of the Team's efforts are being spent on the surveillance of areas where there is a high concentration of auto burglaries. Police Explorers went door-to-door in those areas and distributed approximately 200 fliers warning citizens of the increase of auto burglaries. The Retired Senior Volunteers have also been assisting in efforts to reduce auto burglaries by patrolling these areas in the daytime to notify residents. The Department held another Community Policing and Crime Strategy Meeting this month, at which crime trends were examined and strategic plans were developed in an effort to reduce crime in the city.
 - **Log Highlights:**
 - On Oct. 1, at about 9:20 a.m., a severe thunder storm came through Fullerton. The storm knocked out transformers causing a power outage through a large portion of the city. The PD worked off the generator until power was restored about an hour later. Many traffic signals were out for several hours and phone lines were jammed with 911 and alarm calls. Dispatchers did an outstanding job handling all the calls and should be commended.
 - Officers responded to 2751 W. Orangethorpe (Burger King) regarding an armed robbery that had just occurred. The suspect entered the store and robbed the clerk of the cash in his register. The weapon was only described as a dark handgun. The suspect was last seen on foot northbound on Magnolia Avenue.
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Redevelopment and Economic Development

- **Unemployment Rates:** Current unemployment rates on the national and local levels are as follows: United States – 9.6 percent; California – 12.4 percent; Orange County – 9.6 percent; and Fullerton – 10.8 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 September, the section had 1,948 hits.