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# MONTHLY REPORT

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December 2017

PRESENTED BY  
THE CITY MANAGER'S OFFICE

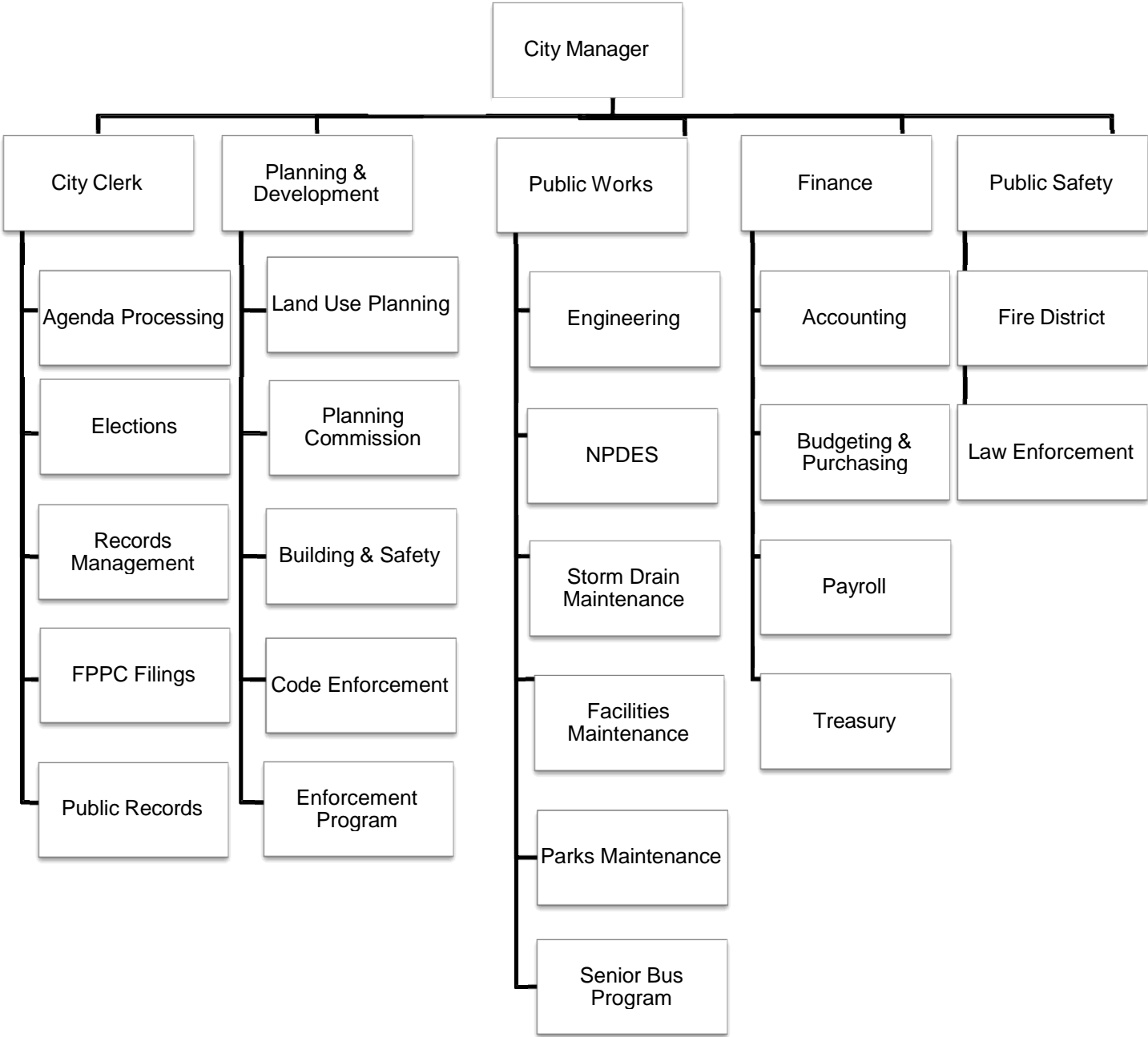
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# CITY MANAGER

## Organization Chart



# City Clerk

- Agenda Processing
  - Elections
- Records Management
  - FPPC Filings
  - Public Records

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DATE: February 20, 2018

TO: G. Harold Duffey, City Manager  
City Manager's Office

FROM: Debra Thomas, City Clerk

SUBJECT: **DECEMBER 2017 AND JANUARY 2018 CITY CLERK MONTHLY REPORT**

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This monthly report is presented to the City Manager to keep him informed of the activities and responsibilities within the City Clerk's Department.

The City Clerk's Office is staffed with two (2) positions that include the City Clerk and its Office Specialist. The primary responsibilities for this department are Council Support Services, Records Management, Administrative Processing, Board Administration and Election Services. Each of these functions require a collaborative effort between the department staff to ensure that all components within the process are completed from origin to file. As the official records keeper for all City documents it is imperative that this process be accurate to ensure the preservation of our history.

### **AGENDAS/POSTINGS**

The City Clerk is responsible for preparing the agendas and postings for all City Council Regular and Special Meetings, as well as for the Oversight Board (OB), Housing Authority and Successor Agency to the Community Redevelopment Agency.

The total number of agendas processed for the month of December is one (1) and for the month of January is three (3), spending a total of twenty-eight (28) hours preparing agenda packets together with delivery and producing 1,121 pages.

AGENDA PROCESSING/POSTING				
MONTH	Regular Meeting	Special Meeting	OB Meeting	Totals
July	2	0	0	2
August	2	0	0	2
September	2	1	0	3
October	2	0	0	2
November	1	1	1	3
December	1	0	0	1
January	2	0	1	3
Total Processed	12	2	2	16

## **RESOLUTIONS & ORDINANCES**

The City Clerk is responsible for the security of all official City records including Resolutions. Additionally, it is the City Clerk's responsibility to ensure those Resolutions are executed, certified and published, when appropriate.

Additionally, the City Clerk is responsible for ensuring all City Council Ordinances presented to Council have been certified and made available for review by the public. The City Clerk must coordinate with the local adjudicated newspaper to publish Ordinance summaries for its first and second readings.

The total number of Resolutions and Ordinances processed for the month of December are two (2) Resolutions and two (2) Ordinances for a grand total of four (4) processed for signature and certification. For the month of January, the total number of Resolutions and Ordinances processed are two (2) Resolutions and zero (0) Ordinances.

RESOLUTIONS AND ORDINANCES PROCESSED			
	RESOLUTIONS	ORDINANCES	MONTHLY TOTALS
July	4	1	5
August	3	0	3
September	3	3	6
October	3	0	3
November	4	0	4
December	2	2	4
January	2	0	2
Total Processed	21	6	27

## **RECOGNITION ACTIVITY**

Its purpose is to recognize individuals, groups and events of significance to the Grand Terrace community by the issuance of Certificates, Recognition, Acknowledgment and Commendation Pins. It is the responsibility of the City Clerk to ensure that all signatures of City Council are obtained on the document, coordinate attendance at Council meetings for the individual, group or event representative to accept the recognition, as well as prepare Council with all necessary information to present the recognition if presentation will be held at another venue.

No recognitions were provided in the month of December 2017, however the City Council issued forty-one (41) recognitions in the month of January 2018.

Month	Certificate of Acknowledgment w/Pin	Certificate of Recognition w/Pin	Commendation w/Pin	In Memoriam Adjournments	Certificate of Participation	Proclamation	Total
July	0	2	0	1	0	0	3
August	0	0	2	1	0	0	3
September	0	44	0	4	0	1	49
October	0	2	1	0	1	0	4
November	0	2	0	0	0	0	2
December	0	0	0	0	0	0	0
January	0	2	1	1	34	3	41
<b>Total Processed</b>	<b>0</b>	<b>52</b>	<b>4</b>	<b>7</b>	<b>35</b>	<b>4</b>	<b>102</b>

## **CONTRACTS AND AGREEMENTS PROCESSED**

The City Clerk works closely with the City Council and is responsible for processing follow-up documentation. Management of these documents include contracts and agreements and it is the responsibility of the City Clerk to obtain signatures, distribute originals, log, scan and file.

For the month of December 2017, Council approved one agreement and for the month of January 2018, Council approved seven (7) agreements which three (3) originals of each agreement were sent to the contractor for signature. All were returned to the City signed and circulated for signature in-house and are now on file with the City Clerk's department.

CONTRACTS & AGREEMENTS PROCESSED	
July	2
August	2
September	5
October	6
November	8
December	1
January	7
<b>Total</b>	<b>31</b>

## **RECORDS REQUESTS**

The City Clerk's office received twenty-two (22) Requests for Copies of Public Records for the months of December 2017 and January 2018. Twenty (20) requests were completed within the Government Code Section 6253(c)'s requirement of ten (10) calendar days. The total number of pages provided in response to those requests were 56 pages with four (4) letters to Requestor advising there were no records responsive to the request.



RECORDS REQUEST SUMMARY						
Month	Requests Received	Carried Over from Previous Month	Completed Within 10 Days	Completed with 14-Day Extension	# of Pages Provided	Letter to Requestor – No Records
July	7	4	5	3	10	3
August	16	0	9	7	199	5
September	5	2	4	1	95	0
October	9	1	7	0	22	1
November	7	3	7	0	13	1
December	6	0	5	1	7	1
January	16	0	15	1	49	3
Total Requests	66	10	52	13	395	14

## **CUSTOMER SERVICE – TELEPHONE CALLS**

The City Clerk is responsible for receiving and responding to inquiries and external customer service requests, communicating, coordinating and responding to internal department requests, external agency cooperation and legislative bodies.

For the months of December 2017 and January 2018, the City Clerk's office responded to five hundred (500) telephone calls. Most of these telephone calls are residents who prefer to explain the reason for their call to a representative and have the representative ensure they are connected to the appropriate department rather than use the phone tree. Additionally, these calls also include in-house customer service assistance to City staff.

TELEPHONE CUSTOMER SERVICE	
July	N/A
August	N/A
September	133
October	289
November	268
December	201
January	299
Total Calls	1,190

## **HISTORICAL & CULTURAL COMMITTEE ACTIVITY**

The Historical and Cultural Activities Committee preserves the history of Grand Terrace and facilitates cultural activities for the benefit of all citizens in the City. The City Clerk serves as a liaison facilitating communication between the committee and City Manager and City Council, maintains the committee minutes of its proceedings and provides support for the Annual Art Show, Country Fair and City Birthday Party.

	# Hours/ Sept	#Hours/ Oct	#Hours/ Nov	#Hours/ Dec	#Hours/ Jan	Total
<b>Committee Meeting</b>	1	2	2	1.75	1.5	8.25
<b>Emails with Committee Members</b>	.5	0	0	0	0	.5
<b>Written Correspondence with Committee Members</b>	.5	.5	.5	.5	.5	2.5
<b>Telephone Calls with Committee Members</b>	1	1.5	.75	2.0	0	5.25
<b>Telephone Calls with Vendors – Country Fair</b>	.25	.5	.25	0	0	1
<b>Emails with Vendors – Country Fair</b>	.25	0	0	0	0	.25
<b>City Birthday Party</b>	-	-	3	5	0	8
<b>TOTAL # HOURS</b>	<b>3.5</b>	<b>4.5</b>	<b>6.5</b>	<b>9.25</b>	<b>2.0</b>	<b>25.75</b>

## **COMMITTEES/COMMISSIONS**

The City Clerk is responsible for maintaining Appointed Committee/Commission Rosters and ensuring that all information is current and up-to-date for each. Listed below are the number of current Appointed City Committees/Commissions, including the number of alternates and vacancies that may exist:

COMMITTEES/COMMISSIONS			
	# OF MEMBERS	# OF ALTERNATES	# OF VACANCIES
Emergency Operations Committee	5	2	0
Historical & Cultural Activities Committee	7	0	0
Oversight Board	7	0	1
Planning Commission	5	0	0
Parks & Recreation Committee**	5	0	0

## **CITY CLERK CURRENT PROJECTS:**

### **Electronic Document Management System**

In July 2017, the City Clerk's office sent out an RFP for an Electronic Document Management System and in that same month received three (3) proposals.

Proposals were reviewed by Staff and on September 12, 2017, the proposals were presented to the City Council for approval and the contract was awarded to Complete Paperless Solutions who will install Laserfiche Avante Electronic Content Management System.

A conference call was coordinated with Onsite Computing and Complete Paperless Solutions on September 28, 2017 to discuss the implementation of the software and when the migration can begin. Begin date for implementation will be scheduled some time in October 2017.

After some analysis of the City's server, and due to its age, it was determined that the server will need to be upgraded by no later than 2018-2019.

On November 9, 2017, Onsite Computing will be upgrading the City's server, at no cost, to a virtual server so that Laserfiche can stand alone. This will ensure the program will not slow down any of the City's other systems. Additionally, we are in the process of purchasing a separate license for Microsoft, due to the changeover to Microsoft Office 365, to run the Laserfiche program. We anticipate installation of the program to begin around November 15, 2017 which will take approximately 3-5 days. We will begin scheduling training after the Thanksgiving holiday and expect to be fully operational by the second week in December 2017.

In December, we will be working with Complete Paperless Solutions to create the City's file repository (records identified from the City's Retention Schedule) and training will begin once the repository has been completed.

Complete Paperless Solutions has completed the City's file repository (records identified from the City's Retention Schedule) and is in the process of installing security and content to server. All training has been scheduled for March 1-2, 2018 to provide all users with the ability to begin scanning.

# City Manager's Office

- City Manager's Office
- Human Resources
- Senior Center

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DATE: January 16, 2018

TO: G. Harold Duffey, City Manager  
City Manager's Office

FROM: Cynthia Fortune, Assistant City Manager

SUBJECT: **July – December Monthly Services Report**

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This monthly report is presented to the City Manager to keep the City Manager and the Policy Makers informed of the activities within the City Manager's Office and programs administered by the office to meet service demands. The tasks and projects identified within the monthly report represent programs administered by the City Manager's Office. The projects identified in this report do not represent the City Manager's Office's larger policy and fiscal oversight. Reports on those issues are presented to the Council in separate and distinct reports. The attached monthly report addresses the City Manager's Office administration of the following activities:

- Human Resources
- Senior Center
- Finance (currently ACM is Acting Finance Director)
- IT and Communications

## **OUR MISSION**

*To preserve and protect our community and its exceptional quality of life through thoughtful planning, within the constraints of a fiscally responsible government.*

## **OUR VISION**

*Grand Terrace is an exceptionally safe and well managed City, known for its natural beauty and recreational opportunities; a vibrant and diverse local economy; a place where residents enjoy an outstanding quality of life that fosters pride and an engaged community, encouraging families to come and remain for generations.*

## HUMAN RESOURCES

### **Mission:**

*It is the mission of human resources to support the organization in meeting its mission and goals through one of its most valuable resources - its PEOPLE.*

### **Values:**

#### *Develop*

*An attitude of teamwork and quality in our day-to-day operations and create an atmosphere that fosters camaraderie, fellowships, challenges, and safety.*

#### *Increase*

*Participation in City and community activities while seeking knowledge, enthusiasm and an improved quality of life for ourselves, co-workers and the community.*

#### *Respect*

*Team member values that may be different from our own and accept responsibility for promoting ethical and legal conduct in personal and business practices.*

#### *Communicate*

*In a candid and fair manner with the diverse workforce from whom our City derives its strength.*

## CORE SERVICES

1. Hiring the most qualified employees by: pre-planning staffing needs, ensuring an effective internal interview process, increasing company visibility in the employment marketplace, identifying the best and most cost-effective recruitment sources, and conducting thorough reference checks.
2. Properly balancing the needs of the employees and the needs of the organization.
3. Ensuring a diverse workforce in a safe and discrimination/harassment free environment by: maintaining compliance with employment laws and government regulations, providing management and employee training, and developing policies and procedures.
4. Providing training and development in areas of: effective leadership and career development of employees, employment law and government regulation, and litigation avoidance.
5. Retaining our valued employees by: assuring effective leadership qualities in our managers; providing competitive wages and benefits; furnishing technical, interpersonal and career development training and coaching; conducting exit interviews and supplying relevant feedback to management; and enhancing two-way communication between employees and management.

TABLE 1  
Recruitment Activity

<b><u>Description</u></b>	<b><u>Jul- 2017</u></b>	<b><u>Aug- 2017</u></b>	<b><u>Sept- 2017</u></b>	<b><u>Oct- 2017</u></b>	<b><u>Nov- 2017</u></b>	<b><u>Dec- 2017</u></b>
<b>Recruitments Initiated</b>	3	1	0	3	1	0
<b>Recruitments in Progress</b>	4	4	4	1	1	0
<b>Recruitments Pending</b>	4	1	1	1	1	0
<b>Applications Received/Processed</b>	38	85	32	34	20	0
<b>New Hires Processed</b>	1	1	1	1	0	1

TABLE 2  
Personnel Change Activity

<b><u>Description</u></b>	<b><u>Jul- 2017</u></b>	<b><u>Aug- 2017</u></b>	<b><u>Sept- 2017</u></b>	<b><u>Oct- 2017</u></b>	<b><u>Nov- 2017</u></b>	<b><u>Dec- 2017</u></b>
<b>New Hire Transactions</b>	1	1	1	0	1	1
<b>Other Change Transactions</b>	37	7	0	0	0	0

TABLE 3  
Employee Job Performance Activity

<b><u>Description</u></b>	<b><u>Jul- 2017</u></b>	<b><u>Aug- 2017</u></b>	<b><u>Sept- 2017</u></b>	<b><u>Oct- 2017</u></b>	<b><u>Nov- 2017</u></b>	<b><u>Dec- 2017</u></b>
<b>Evaluations Processed</b>	4	1	1	0	0	0

TABLE 4  
Benefits Activity

<b><u>Description</u></b>	<b><u>Jul- 2017</u></b>	<b><u>Aug- 2017</u></b>	<b><u>Sept- 2017</u></b>	<b><u>Oct- 2017</u></b>	<b><u>Nov- 2017</u></b>	<b><u>Dec- 2017</u></b>
<b>Employee Changes/Inquiries</b>	40	6	10	20	1	1
<b>ADP Change Transactions</b>	35	10	22	20	2	2

\*July data is high number due to the end of City provided child care services and transfer of Child Care employees to Family Service Association (FSA).

\*\*September data is high due to the benefits open enrollment period (setup and processing).

\*\*\*October changes are due to October being the benefit enrollment period.



## SENIOR CENTER

### **Mission:**

*To provide recreational, educational and social activities for the seniors in the community and to enrich our seniors lives through friendship, activities, education and nourishment.*

### **Core Values:**

*Seniors are recognized as a valuable asset.*

*Seniors have the opportunity to contribute and expand their talents and knowledge.*

*Seniors strengthen our community and benefit personally by their involvement.*

*Seniors have access to a full spectrum of services, including social, emotional, educational and recreational opportunities appropriate to their unique needs and interests.*

*Seniors are treated respectfully and with dignity.*

*Senior of all economic circumstances are served.*

TABLE 1  
Senior Center Activities

<b><u>Description</u></b>	<b><u>Jul- 2017</u></b>	<b><u>Aug- 2017</u></b>	<b><u>Sept- 2017</u></b>	<b><u>Oct- 2017</u></b>	<b><u>Nov- 2017</u></b>	<b><u>Dec- 2017</u></b>
<b>Nutrition Program (# of meals served)</b>	-	-	493	571	553	482
<b>Exercise Classes</b>	12	13	12	4	10	11
<b>Karaoke Singing</b>	2	2	3	2	2	4
<b>Arts and Crafts Classes</b>	3	5	4	10	7	7
<b>Trips to Walmart/Stater Bros &amp; Ross</b>	2	3	2	9	6	6
<b>Special Events/Trips*</b>	7	4	2	7	7	6

\*Special trips include the movies, lunch at various restaurants, lunch trips to San Manuel Casino, Redlands Bowl concerts, Grand Terrace city tours, etc.

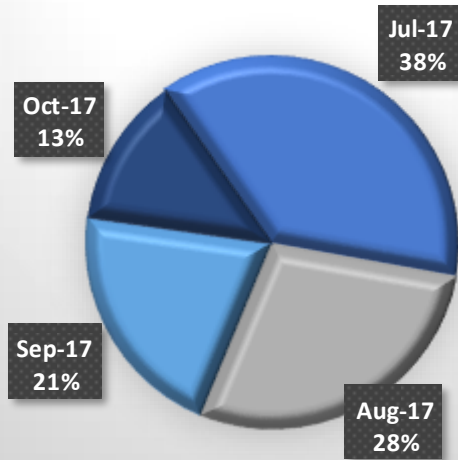
TABLE 2  
Senior Center Blue Mountain Silver Liner  
# of Passengers

<b><u>Description</u></b>	<b><u>Jul-2017</u></b>	<b><u>Aug-2017</u></b>	<b><u>Sept-2017</u></b>	<b><u>Oct-2017</u></b>	<b><u>Nov-2017</u></b>	<b><u>Dec-2017</u></b>
<b>Within City Limits (Senior Center, Stater Brothers, Library)</b>	49	38	30	17	24	20
<b>Outside City Limits (Walmart, 99cent store, Ross)</b>	41	6	16	36	16	23
<b>Special Events/Trips</b>	0	26	20	30	33	25
		Redlands Bowl				

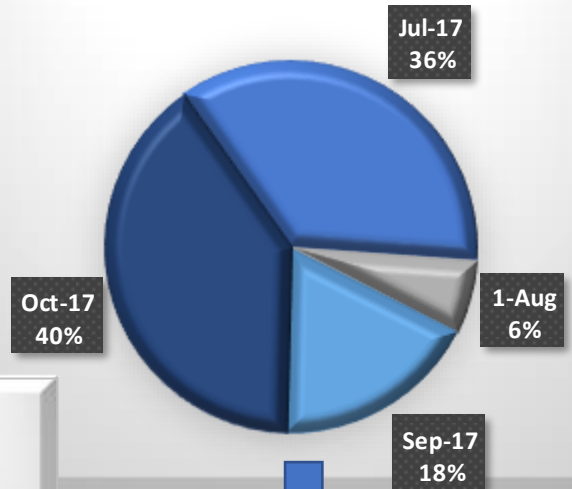
TABLE 3  
# of Rides

<b><u>Description</u></b>	<b><u>Jul-2017</u></b>	<b><u>Aug-2017</u></b>	<b><u>Sept-2017</u></b>	<b><u>Oct-2017</u></b>	<b><u>Nov-2017</u></b>	<b><u>Dec-2017</u></b>
<b>Within City Limits (Senior Center, Stater Brothers, Library)</b>	95	72	53	33	45	37
<b>Outside City Limits (Walmart, 99cent store, Ross)</b>	62	11	31	69	30	45
<b>Special Events/Trips</b>	0	52	10	77	51	49
		Redlands Bowl				

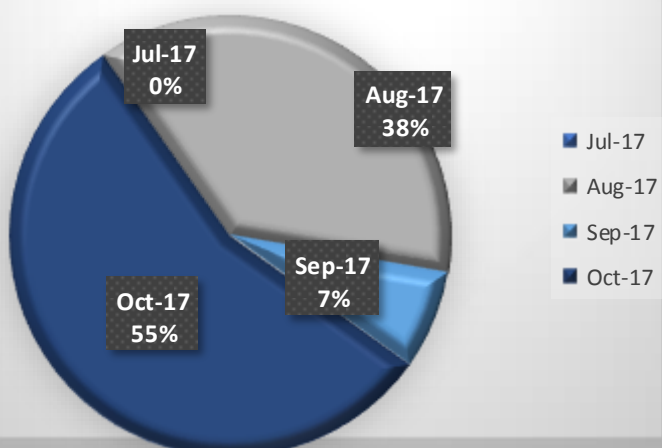
### Rides Within City Limits



### Rides Outside City Limits



### Special Events/Trips



## FINANCE

### **Mission:**

*To efficiently and effectively manage the City's finances, preserve its assets by conforming to the highest ethical standards, implement sound internal controls, and provide meaningful, timely, and accurate financial reporting.*

### **Values:**

*Transparency (Accessibility of Information):*

*The Finance Department will ensure openness, clarity and comprehensibility when providing reliable, relevant and timely financial information to the public.*

*Integrity (Reliability on Information Provided):*

*The Finance Department commits adherence to the highest ethical standards. The financial services provided will be honest, fair, and unbiased.*

*Quality (Commitment to Excellence):*

*The Finance Department will deliver financial services expeditiously and provide valuable support services to other departments and the community.*

*Teamwork (Mutual Respect and Cooperation):*

*The Finance Department will work together collaboratively with others, recognize the role and contribution each person makes, and provide assistance as necessary to achieve the City's 2030 Mission, Vision and Goals.*

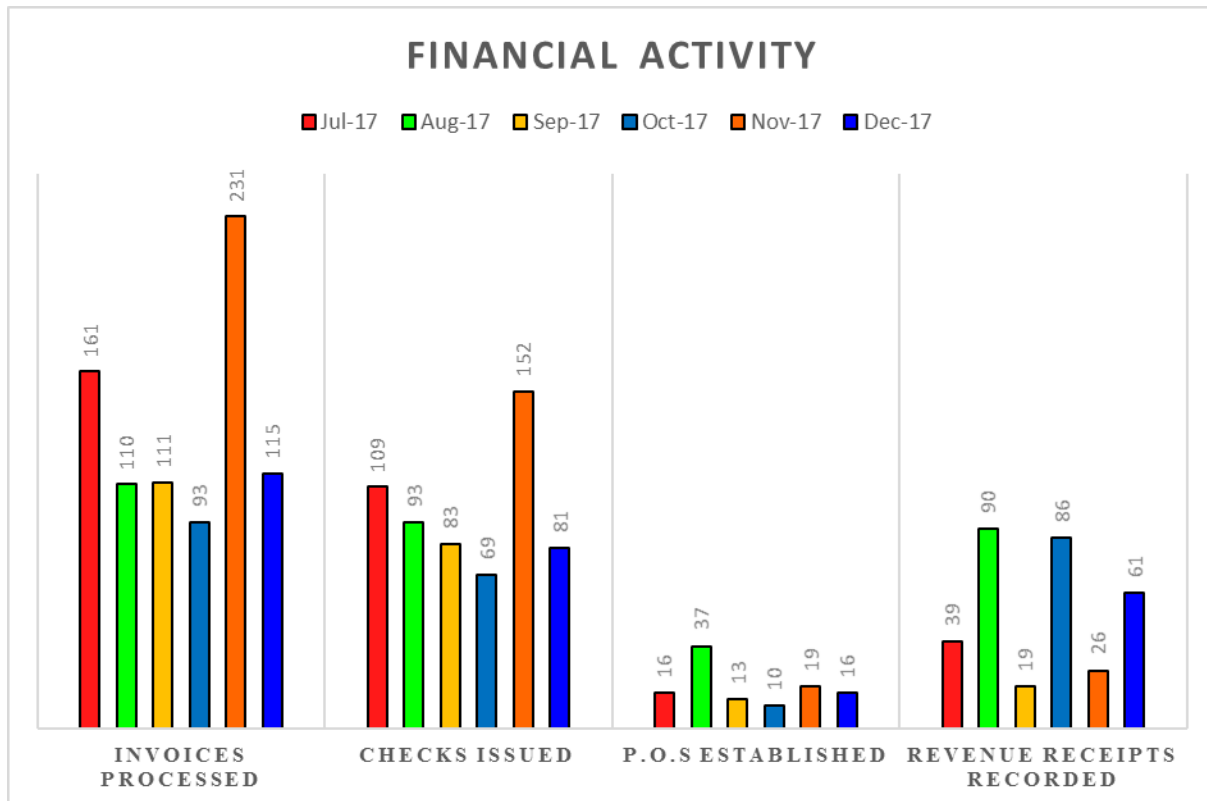
## CORE SERVICES

The Finance Department has 4 core services: Accounting, Purchasing, Revenue Management and Treasury. The Finance Department works in partnership with other departments to effectively develop, manage and safeguard the City's fiscal resources to enable and enhance the delivery of City services and projects.

1. Disbursements – to facilitate timely and accurate payments of the City's financial obligations which includes vendor payments, employee and resident reimbursements, and payroll.
2. Financial Reporting – to provide accurate and meaningful reporting on the City's financial condition through the City's monthly and annual financial reports.
3. Purchasing – to authorize the purchase of quality products in a cost-effective manner.
4. Revenue and Treasury Management – to bill and collect revenue while providing cost-effective financing, investments and cash collection of the City's resources to enhance the City's financial condition.

TABLE 1  
Financial Activity

<u>Description</u>	<u>Jul-2017</u>	<u>Aug-2017</u>	<u>Sept-2017</u>	<u>Oct-2017</u>	<u>Nov-2017</u>	<u>Dec-2017</u>
<b>Invoices Processed</b>	161	110	111	93	231	115
<b>Checks Issued</b>	109	93	83	69	152	81
<b>Purchase Orders Established</b>	16	37	13	10	19	16
<b>Revenue Receipts Recorded</b>	39	90	19	86	26	61



FINANCIAL REPORTS SUBMITTED TO CITY COUNCIL:

**Monthly:**

1. Check Register; and
2. General Fund Monthly Financial Report (revenues less expenditures).

**Quarterly:**

1. Business License Report; and
2. Treasurer's Report (current cash flow and fund balance); and

3. 1<sup>st</sup> Quarter, Mid-Year and Year-end Financial Reports (General Fund).

**Annual:**

1. Audited Annual Financial Reports for the following:
  - a. City – all Funds;
  - b. Measure I – Fund 20;
  - c. Air Quality Management District (AQMD) – Fund 15; and
  - d. Housing Authority- Fund 52.

## COMMUNICATIONS

### **Mission:**

*To develop, implement and provide comprehensive internal and external communications for the City and its community.*

### **Core Services:**

*Plan, organize and disseminate timely and accurate information and promote awareness of City operations, services, programs, projects, events, and issues to the community.*

*Promote and provide positive and proactive media relations for the City. Disseminate news materials in a timely manner.*

*Initiate and write press releases, public service announcements, articles and websites for media distribution.*

*Maintain and improve the City's website for distributing mass media information under various situations.*

Table 1

2017 City Communications Data:						
Channel 3:	Jul	Aug	Sep	Oct	Nov	Dec
City Council Meeting Replays	0	2	34	36	34	35
Activities/Items Added to Slideshow	3	5	3	2	2	0
* Note: Equipment Non-functional in July & August						
Facebook	Jul	Aug	Sep	Oct	Nov	Dec
Posts	20	16	21	27	29	13
Total Reach	No Data	12889	18793	34472	12693	7111
Total Engagement	No Data	969	1313	2926	1748	1204
Page Followers	1240	1264	1283	1300	1350	1368
New Page Followers	29	24	19	17	50	18
Eblast	Jul	Aug	Sep	Oct	Nov	Dec
Number of E-newsletters Distributed	13	4	3	5	4	6
Number of E-newsletters Opened	1424	531	322	658	477	726

Number of Subscribers	505	504	508	507	520	524
Change in Subscribers	-6	-1	4	-1	13	4

Twitter	Jul	Aug	Sep	Oct	Nov	Dec
Tweets	17	9	11	16	8	10
Impressions	5,310	3,227	3,016	3614	3691	3808
Followers	126	132	137	143	145	146
New Followers	6	5	4	6	2	1

YouTube	Jul	Aug	Sep	Oct	Nov	Dec
Video Uploads	5	2	3	4	2	2
Video Views	113	45	97	63	67	66
Subscribers	53	53	53	54	54	54
New Subscribers	0	0	0	1	0	0

Blue Mountain Outlook	Jul	Aug	Sep	Oct	Nov	Dec
Full Page Ad, Inside Back Cover	1	1	1	0	0	0
1/4-Page Ad	0	0	0	1	1	0

City News	Jul	Aug	Sep	Oct	Nov	Dec
Featured (Front Page Article & Image)	0	0	0	1	0	0
Articles	0	0	2	0	0	0
1/4-Page Ad	0	1	0	2	0	0

AM 1640	Jul	Aug	Sep	Oct	Nov	Dec
Advertisement of City Events	0	0	0	0	1	0

Burrtec Newsletter	Jul	Aug	Sep	Oct	Nov	Dec
Bi-Monthly Newsletter	0	1	0	0	0	0

5 Most Popular City Facebook Pages	By % of Pop.
1) Twentynine Palms	18.25%
2) Apple Valley	17.21%
3) Grand Terrace	11.00%
4) Yucca Valley	10.65%
5) Ontario	8.78%



<b>* Reach refers to the number of unique people to have seen a post's content.</b>
<b>** Engagement refers to interactions with a post, such as post clicks, Likes, Comments or Shares.</b>
<b>*** Impressions refers to the number of times a tweet has been seen.</b>

## Planning & Development

- Land Use Planning
- Planning Commission
  - Building & Safety
  - Code Enforcement
- Enforcement Program

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DATE: January 16, 2018

TO: G. Harold Duffey, City Manager  
City Manager's Office

FROM: Sandra Molina,  
Planning and Development Services Director

SUBJECT: **NOVEMBER AND DECEMBER 2017 PLANNING AND DEVELOPMENT  
SERVICES MONTHLY REPORT**

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This monthly report is presented to the City Manager to keep him informed of the activities within the Planning and Development Services Department, comprised of Planning, Building and Safety, and Code Enforcement.

## **OUR MISSION**

*To preserve and protect our community and its exceptional quality of life through thoughtful planning, within the constraints of a fiscally responsible government.*

## **OUR VISION**

*Grand Terrace is an exceptionally safe and well managed City, known for its natural beauty and recreational opportunities; a vibrant and diverse local economy; a place where residents enjoy an outstanding quality of life that fosters pride and an engaged community, encouraging families to come and remain for generations.*

## **PLANNING DIVISION**

### **Planning and Building and Safety Core Services**

- Permit New Businesses
- Permit Alterations to Existing Uses
- Zoning Code & General Plan Administration
- RDA Dissolution
- Planning Commission
- Building Permit Issuance
- Building Plans Review & Inspections

The Planning Division is budgeted for one full time Director and one full time Assistant Planner. Both positions are filled and together constitute a minimum of 320 monthly service hours.

## Activity Summary for Planning

Planning Counter Requests for Information: 95

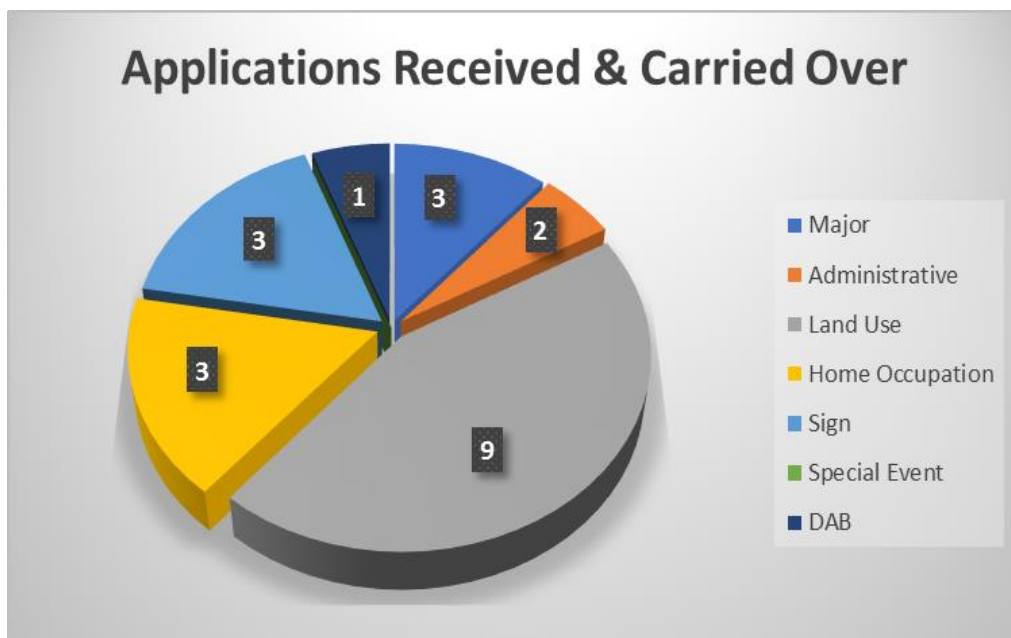
Planning Phone Calls Received: 78

Planning E-mails Received/Answered: 172

### Application Summary

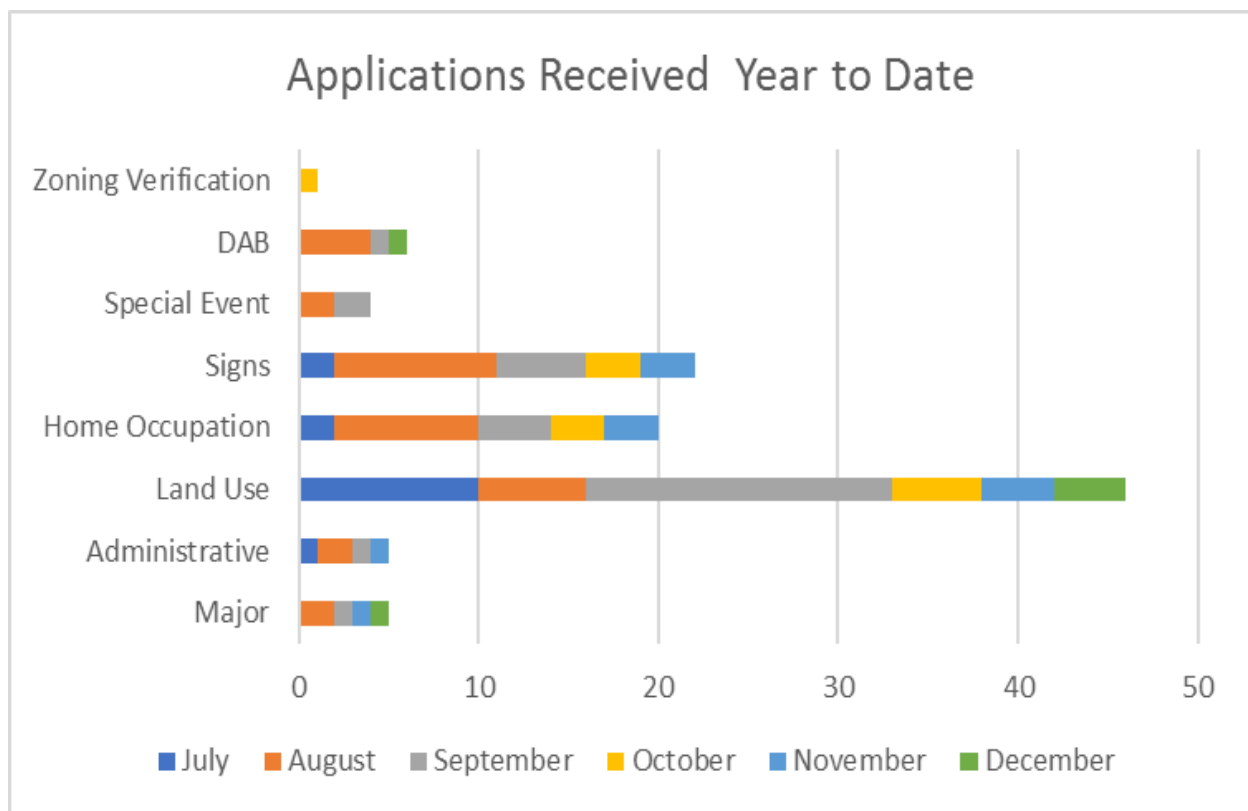
The Planning Division received 18 new applications in November and December, 3 were carried over from the previous month, and action was taken on 17 of them. Minor applications such as a new business, a patio cover, or small room additions are handled as a Land Use application and typically processed within 2-3 days. Larger additions over 500 square feet or second dwelling units are handled administratively by staff with noticing, and those projects that are either new development or exceed the Director's administrative authority are handled as Major Permits and are reviewed by the Planning Commission. Home occupation permits are for home based business, such as consulting, housekeeping, and small craft businesses.

Application Summary				
Applications	Number Received	Carried Over	Completed	Under Review
Major	2	1	0	3
Administrative	1	1	1	1
Land Use	8	1	9	0
Home Occupation	3	0	3	0
Sign	3	0	3	0
Special Event	0	0	0	0
DAB	1	0	1	0
Total	18	3	17	4



## Permits Issued

Type of permits	Applications Received Year to Date						
	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.	Total
Major	0	2	1	0	1	1	5
Administrative	1	2	1	0	1	0	5
Land Use	10	6	17	5	4	4	46
Home Occupation	2	8	4	3	3	0	20
Signs	2	9	5	3	3	0	22
Special Events	0	2	2	0	0	0	4
DAB	0	4	1	0	0	1	6
Zoning Verification	0	0	0	1	0	0	1



### Major Applications - Site and Architectural Review

Date Submitted	Case No.	Applicant	Description	Location	Status
11/15/2017	SA 17-10 E 17-09	Todd Kessler	Single Family Residence	23400 Westwood St.	Under Review Deemed Incomplete on 12/8/2017

### Major Applications – Specific Plan

Date Submitted	Case No.	Applicant	Description	Location	Status
12/8/2017	SP 17-01 E 17-10	Lewis Development	Specific Plan	East side of the 215 Fwy	Under Review

### Major Applications – Conditional Use Permit

Date Submitted	Case No.	Applicant	Description	Location	Status
9/17/2017	CUP 17-08 E 17-07	National Logistics Team	Recycling Pallets	21496 Main Street	Under Review Deemed Incomplete on 10/18/2017

### Administrative Applications

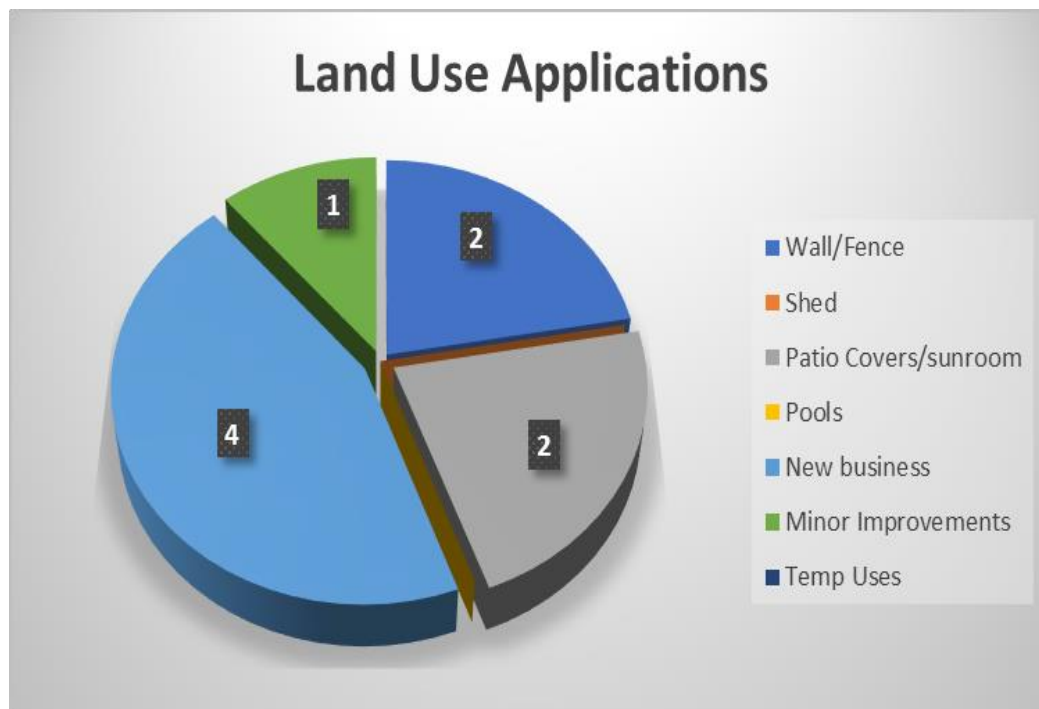
Date Submitted	Case No.	Applicant	Description	Location	Status
11/16/2017	ACUP 17-09	Hajoca Corporation	Wholesale Plumbing Supply Distribution	22070 Commerce Way	Approved
4/14/2017	ASA 17-05 ACUP 17-04 E 17-01	Verizon Wireless	Back up diesel generator	22745 De Berry Street	Under Review Deemed Incomplete on 11/27/2017

### Land Use Review

Date Submitted	Case No.	Applicant	Description	Location	Status
12/15/2017	LU 17-94	Angel Espinoza	Carpet and Flooring Business	12210 Michigan Street, Unit 23	Approved
12/4/2017	LU 17-93	Khadija Hamisi	Brain Power Wellness	22573 Barton Road	Approved
12/4/2017	LU 17-92	Eyal Elhom	Aluminum Patio	22815 Raven Way	Approved
12/1/2017	LU 17-94	Crest Village	Building paint	22491 De Berry Street	Planning Commission Approved
11/20/2017	LU 17-90	Federico Espinoza	Block Wall	22561 Van Buren	Approved
11/9/2017	LU 17-89	Frank Audi	Appliance Sale and Repair	12210 Michigan Street, Unit 9	Approved

Date Submitted	Case No.	Applicant	Description	Location	Status
11/1/2017	LU 17-88	Donald W Kiech	Retaining Wall	22642 Raven Way	Approved
11/1/2017	LU 17-87	Joselito Aguilar	Patio Cover	22874 Brentwood St	Approved
8/31/2017	LU 17-75	Candy Bozner	Shed	22533 Barton Road	Approved

Land Use applications are the most predominant application that the Planning Division processes. The table below shows the types of activities that were approved with a Land Use application in November and December 2017.



Home Occupation Permits					
Date Submitted	Case No.	Applicant	Description	Location	Status
11/21/2017	HOP 17-19	Tamia Daily	Skincare Online Sales	12636 Pascal Avenue	Approved
11/21/2017	HOP 17-18	Kimberly Singley Guadiz	Homemade Soap	11833 Greenbriar Lane	Approved
11/6/2017	HOP 17-17	Norma Duerme	Medical Transport Non-Emergency Serv.	12835 Vivienda Avenue	Approved

Signs					
Date Submitted	Case No.	Applicant	Description	Location	Status
11/30/2017	SGN 17-11	Promotion Plus	Replacing signs from Shell to Mobile	22045 Barton Road	Approved
11/13/2017	TEMP SGN 17-24	Realty World Premier	Real Estate	1653 Plum Lane, Unit 102 Redlands	Approved
11/8/2017	TEMP SGN 17-23	Quiel Signs	Temporary Banner	22085 Commerce Way	Approved

## Development Advisory Board (DAB)

The Development Advisory Board is made up of the Planning and Development Services Director, Consultant Building Official, Public Works Director, Fire Marshal's Office, the RHWCO Superintendent, and Colton Wastewater. The DAB meets to review conceptual plans for various projects and new development applications for application completeness.

Development Advisory Meeting					
Date Submitted	Case No.	Applicant	Description	Location	Status
11/16/2017	SA 17-10 E 17-09	Tom Love	New House Proposal	23400 Westwood Street	Deemed incomplete.

## Planning Commission

The Planning Commission reviews new construction, subdivisions, variances and conditional use permits. They also make recommendations on zone changes, zoning code amendments, and general plan changes.

The following Planning Commission meetings were conducted:

November 2, 2017

- The Planning Commission adopted a Resolution approving Variance 17-03, Administrative Site and Architectural Review 16-09 for the construction of a 2,600-square foot single family home on a 1.29-acre lot located at Palm Avenue.

November 16, 2017

- The Planning Commission adopted a Resolution recommending that the City Council approval of Variance 17-01 and Tentative Parcel Map 16-03 (TPM No. 18274). The Planning Commission also adopted a Resolution granting Site and Architectural Review 17-02 for the construction of a 2,290-square foot single family home on a 0.25-acre lot created by Tentative Parcel map No. 18274 located at 22034 De Berry Street.

December 21, 2017

- The Planning Commission adopted a Resolution approving Land Use 17-91, the proposed color scheme of the Crest Village Apartments located at 22491 De Berry Street.



## Projects in Plan Check or Under Construction

Projects in Plan Check or Under Construction					
Date Submitted	Case No.	Applicant	Description	Location	Status
5/5/2016	SA 16-02 TPM 16-02 E 16-06	Habitat for Humanity	Subdivision, two parcels and two one-story homes	12569 Michigan Street	In Plan Check
4/14/2016	SA 16-01 V 16-01 TTM 16-01 E 16-05	Aegis Builders Darryl Moore	Planned residential development – 17 lots and 17 to-story housing units	22404 Van Burren	In Plan Check
7/13/2015	SA 05-19-A1	Capital Pacific	Revisions to SA 05-19	11830 Mount Vernon Ave.	Under Construction

## Grants

Planning and Development Services Department is currently implementing an Active Transportation Program Cycle 2 grant for the preparation of the City's first ever Active Transportation Plan.

The City submitted an Urban Greening Grant and a site visit from the application review committee was conducted on October 11, 2017. We were not awarded the project.

A Habitat Conservation Fund grant application was submitted on October 1, 2017, for the construction of the Blue Mountain Trail Head and Trail connecting to Blue Mountain Road. A site visit was conducted in November.

Grant	Status	Grant Amount
Active Transportation Plan	Consultant preparing document Draft anticipated in March 2018	\$295,000
Urban Greening Grant – Connection to Santa Ana River Trail	Site visit by California Natural Resources Agency. Not Awarded.	\$2.4 Million
Blue Mountain Trailhead and Trail Grant	Submitted on October 1, 2017. Site visit completed in November 2017.	\$520,000

## Housing Successor Agency

The Housing Successor Agency has a current balance of approximately \$12,000.00. Each year \$50,000 is received from the Successor Agency.

The Housing Successor Agency holds the following interests:

Property	Description
22293 Barton Road	Vacant 1.42-acre commercial property. Currently, part of ENA with CHP DEVCO.
22317 Barton Road	Vacant 1.43-acre commercial property. Currently, part of ENA with CHP DEVCO.
11695 Canal Street	Vacant 0.80-acre property, designated R3-20.
12569 Michigan Street	Vacant 0.50-acre property owned by Habitat for Humanity San Bernardino Area. The Housing Successor Agency holds covenants on the property for two low income residents. Habitat required to perform by June 30, 2018.

## Emergency Operations Committee

The EOC meets the first Tuesday of every month. Staff is working with EOC to reinstate the City of Grand Terrace CERT Program.

A Regular meeting was held on Tuesday, November 07, 2017 and Tuesday, December 5, 2017, the items included approval of minutes, discussion on the implementation of the CERT program, community outreach, newspaper articles and website, AM 1640 and hand-held radios, CERT trailer inventory discussion.

## BUILDING AND SAFETY DIVISION

### Building and Safety and Planning Core Services

- Permit New Businesses
- Permit Alterations to Existing Uses
- Zoning Code & General Plan Administration
- RDA Dissolution
- Planning Commission
- Building Permit Issuance
- Building Plans Review & Inspections

The Building and Safety Division is budgeted for one full time Permit Technician and one part-time Building Official. In December the Permit Technician position was filled with a full time City employee, while the part time building official position was filled through a contract with Willdan Engineering. For both months a total of 212 service hours were provided.

Additionally, the Department budgets for plan checking and inspection services. The cost of these services is offset through the collection of fees and deposits.

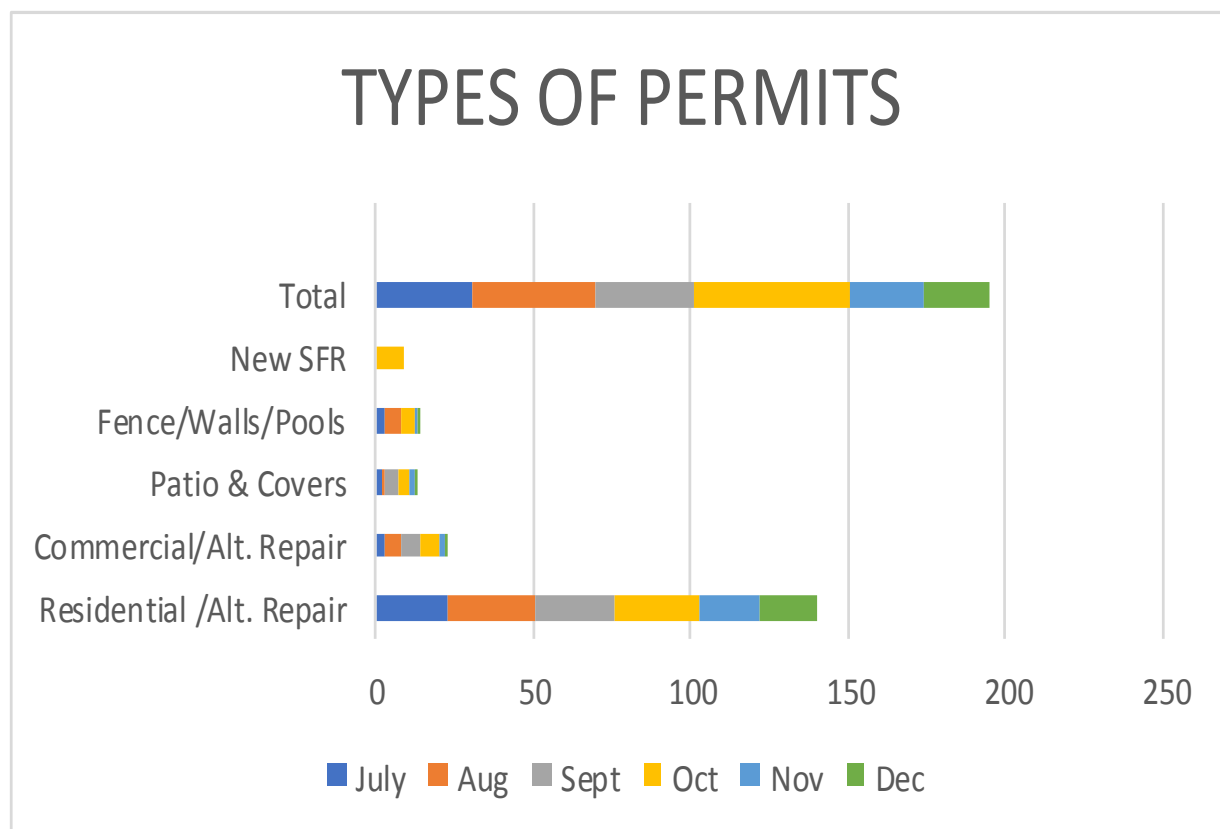
### Activity Summary for Building and Safety

#### Building Permit Activity

Building Permit Activity						
	July	August	September	October	November	December
Applications received	38	42	48	44	33	36
Permits issued	36	40	38	50	32	26
Permits finalized	22	15	24	27	28	23
Business occupancies issued	4	1	2	1	5	2
Expired permits	0	5	0	13	30	8
Total monthly revenue	\$11,193.48	\$7,307.09	\$8,139.43	\$177,419.93	\$6,908.77	\$23,190.23

## Permits Issued

Type of permits	Number Issued					
	July	Aug	Sept	Oct	Nov	Dec
Residential Alteration/Repair	23	28	25	27	19	18
Commercial Alteration/Repair	3	5	6	6	2	1
Patio & Covers	2	1	4	4	1	1
Fence/Walls/Pool	3	5	0	4	1	1
New SFR	0	0	0	9	0	0
<b>Total</b>	<b>31</b>	<b>39</b>	<b>31</b>	<b>50</b>	<b>23</b>	<b>21</b>

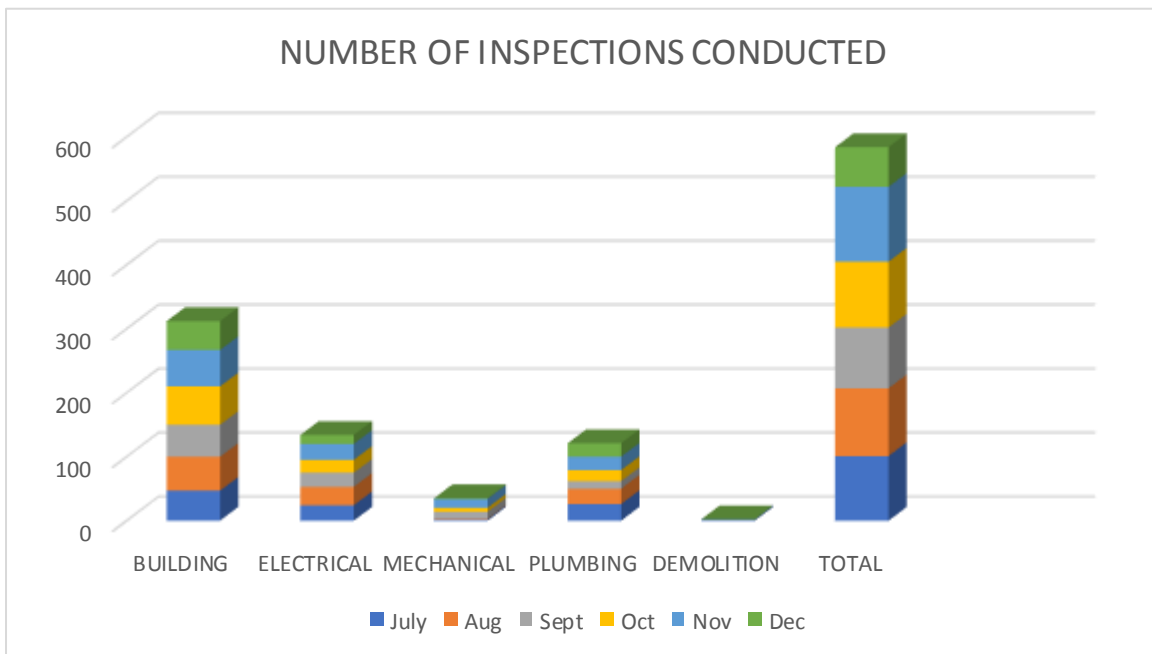


## Major Building Activity

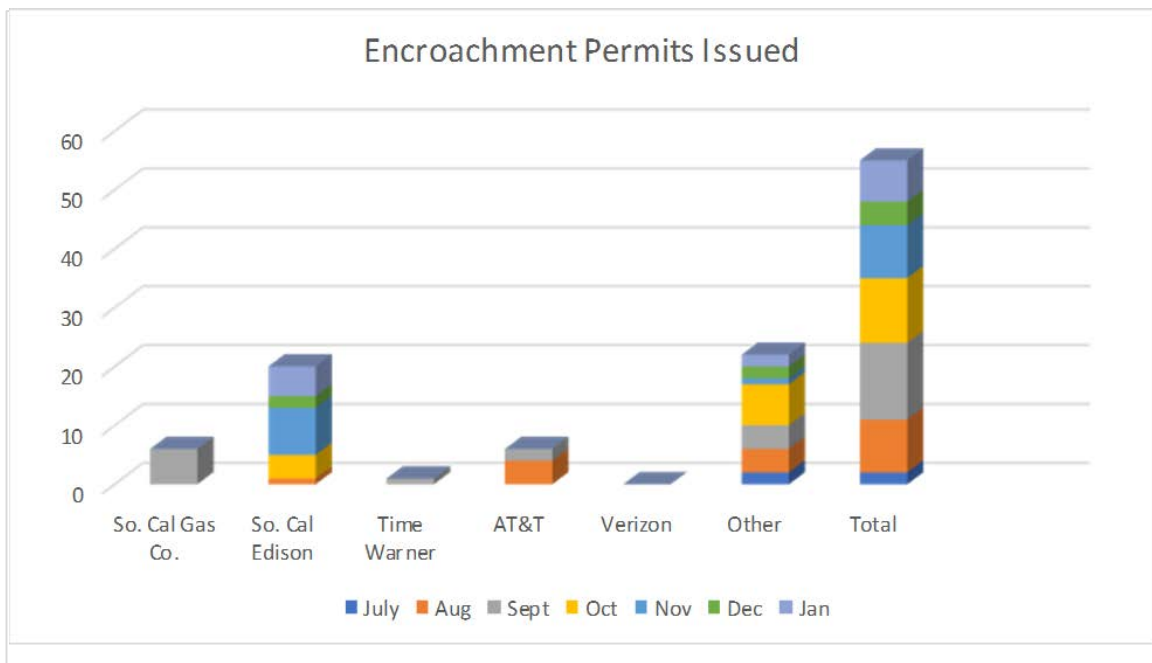
Permit #	Description/Location	Status
B00-002-611	(Address TBD) Commerce & Vivienda New Temporary Cell Tower	Under Construction
B00-002-177	12569 & 12579 Michigan St. New SFR Habitat Project	In Plan Check
B00-002-742	22413 Barton Rd – Tenant Improvement Kaz Ramen (New Restaurant; Existing Bldg.)	Under Construction
PW0-000-237	11830 Mt. Vernon Ave. New 35 SFR Greenbrier Project	Under Construction (Final Phase)
B00-002-375 & B00-002-377 thru B00-002-392	12382 – 12485 Tesoro Ct. New 17 SFR Aegis Project	In Plan Check
PW0-000-566	Parcel Map 16945 – Street Improvement for lateral connections	In Plan Check
GR0-000-045	Rough grading for (3) lots	In Plan Check
B00-002-757	12040 La Crosse Ave. – New 70' Cell Tower for SANBAG	In Plan Check

## Inspections

Type of Inspection	# of Inspections Conducted					
	July	Aug	Sept	Oct	Nov	Dec
Building	47	53	50	60	57	45
Electrical	24	29	22	20	25	14
Mechanical	2	1	11	6	14	1
Plumbing	26	24	12	17	21	2
Demolition	2	0	0	0	0	0
Total	101	106	95	103	117	62



## Public Works Encroachment Permits



Applicant	Number of Encroachment Permits Issued					
	July	Aug	Sept	Oct	Nov	Dec
So. Cal Gas Co.	0	0	6	0	0	0
So. Cal. Edison	0	1	0	4	8	2
Time Warner	0	0	1	0	0	0
AT&T	0	4	2	0	0	0
Verizon	0	0	0	0	0	0
Other	2	4	4	7	1	2
Total	2	9	13	11	9	4

## CODE ENFORCEMENT DIVISION

### Code Enforcement Core Services

- Zoning & Municipal Code Enforcement
- Animal Control Services
- Street Sweeping Traffic Enforcement

### Code Enforcement Activities

The Code Enforcement Division is budgeted for one full time Code Enforcement Officer, a full-time Office Specialist, and a part time Code Enforcement Specialist. The City is divided into seven zones, including commercial centers, and Officers inspect the zones on a continual rotating basis over a two-week period.

A daily route is driven each morning and at the end of the day on Friday, Saturday and Sunday in addition to the Zones. The route includes Mount Vernon Avenue, Main Street, Michigan Street, Barton Road, Preston Street, Palm Avenue, Observation Drive and Van Buren. This route was driven 24 times in November and 30 times in December.

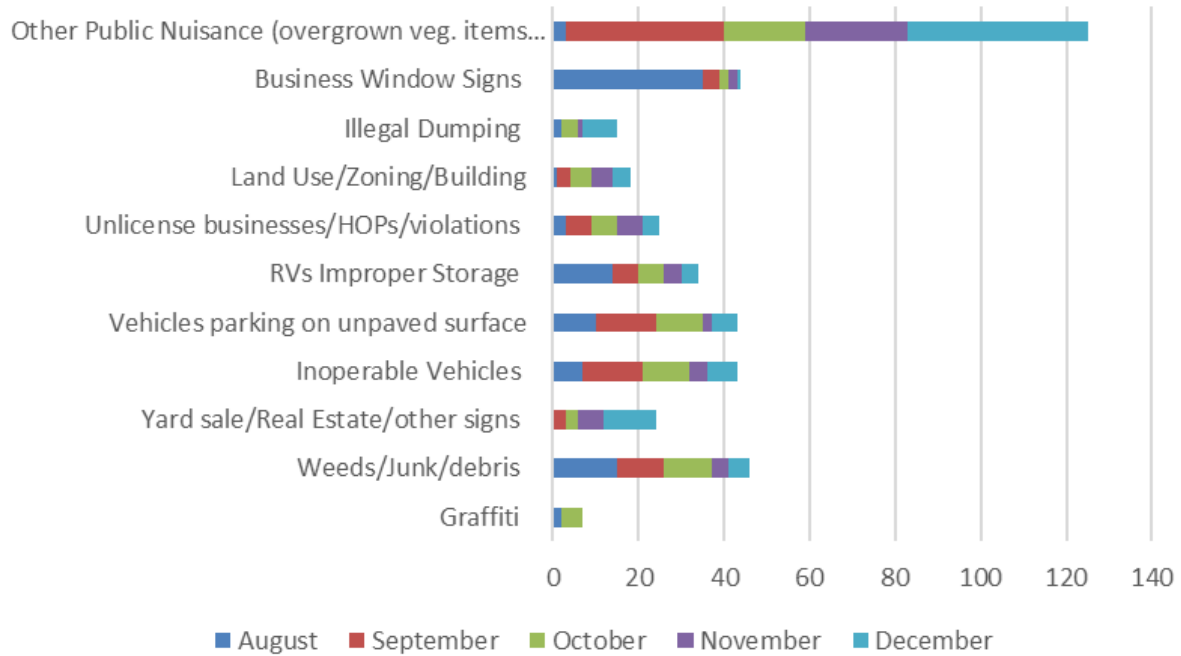
### Activity Summary for Code Enforcement

Code Enforcement handled a total of 52 cases in November 2017. This includes 2 new cases, 47 cases carried over from the previous month; and three cases were closed in November. Code Enforcement handled a total of 76 cases in December 2017. This includes 26 new cases, 50 cases carried over from the previous month; and 21 cases were closed in December.

The chart and table on the following page demonstrate the monthly totals of cases by violation type for this fiscal year.



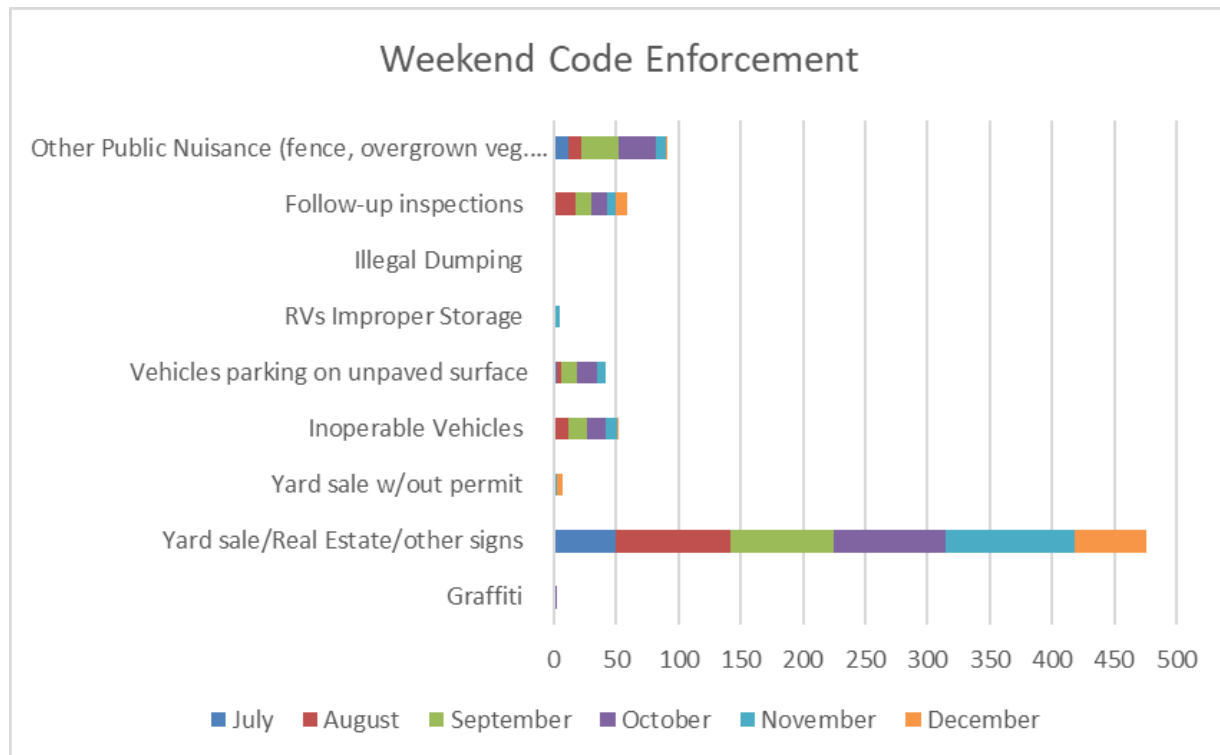
## 2017 Code Cases by Type



Case by Type	July	August	September	October	November	December
Graffiti	2	2	0	5	0	0
Weeds/Junk/debris	15	15	11	11	4	5
Yard sale/Real Estate/other signs	0	0	3	3	6	12
Inoperable Vehicles	7	7	14	11	4	7
Vehicles parking on unpaved surface	10	10	14	11	2	6
RVs Improper Storage	14	14	6	6	4	4
Unlicense businesses/HOPs/violations	3	3	6	6	6	4
Land Use/Zoning/Building	1	1	3	5	5	4
Illegal Dumping	2	2	0	4	1	8
Business Window Signs	35	35	4	2	2	1
Other Public Nuisance (overgrown veg. items in ROW, excess RVs)	3	3	37	19	24	42

## Weekend Code Enforcement Activities

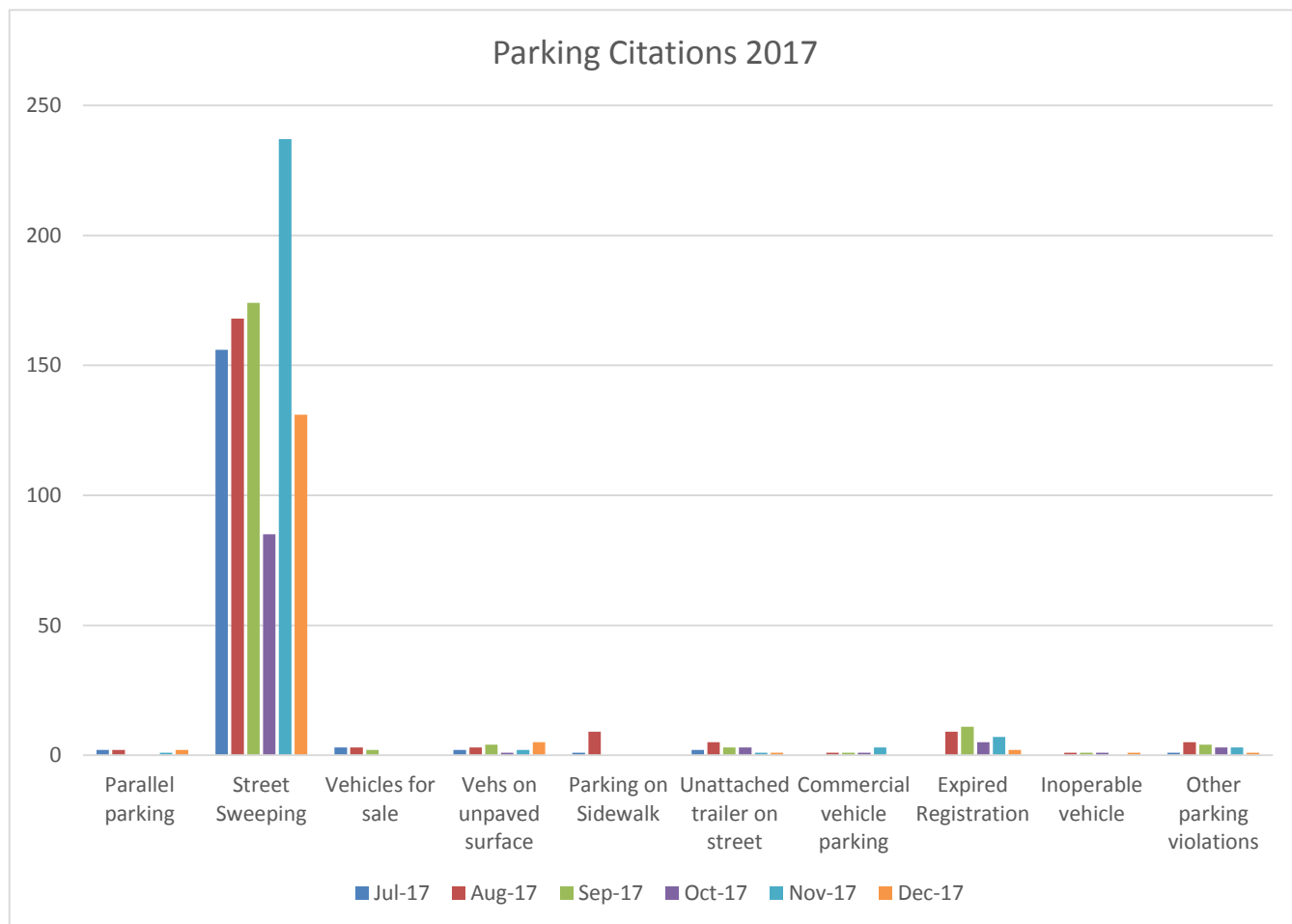
The Weekend Code Enforcement Specialist patrols on Saturdays and Sundays. The Weekend Code Enforcement Specialist conducts zone inspections and scheduled re-inspections on the fourth and fifth Thursdays (when occurring) each month. In November and December of 2017, 53 cases were handled, not including yard sale and real estate signs. The chart and table below demonstrate weekend code enforcement activities by type for this fiscal year.



Case Types	July	August	September	October	November	December
Graffiti	0	0	1	1	0	0
Yard sale/Real Estate/other signs	49	93	83	90	103	58
Yard sale w/out permit	0	1	0	0	1	5
Inoperable Vehicles	0	12	15	15	9	1
Vehicles parking on unpaved surface	2	4	12	16	8	0
RVs Improper Storage	0	1	0	0	4	0
Illegal Dumping	0	0	0	0	0	0
Follow-up inspections	0	17	13	13	7	9
Other Public Nuisance (fence, overgrown veg. items in ROW, excess RVs)	11	11	30	30	8	1

### Parking Citations:

In November and December 254 and 143 parking citations were issued, respectively. The majority of citations issued were related to street sweeping enforcement. The citations are expected to generate \$15,506 in general fund revenue. Beginning November 2, 2017, the Weekend Code Enforcement Specialist started working on Thursdays to assist with the Street Sweeping citation program. Street Sweeping in residential areas occurs on the first, second, and third Thursdays of each month, with the major commercial corridors being swept each week.



### CDBG Project Area:

Pursuant to CDBG funds granted for enhanced code enforcement activities, the Code Enforcement Officer is required to visit this area daily. In November 2017, 93 daily inspections constituting 43 hours of inspection time was conducted. In December 2017, 111 daily inspections were conducted, over 49.75 hours of inspection

Inspections over the two-month span included 8 land use/zoning violations, 5 illegal dumping, 4 illegal signs, 1 graffiti incident, 1 health and safety inspection, and 15 area inspections for possible homeless loitering in the area.

## Graffiti/Vandalism

In November 2017, there were 4 incidents of graffiti, 1 located on private property, 2 in the City right of way and one on a city sign. The graffiti on private property was removed by the property owner. There were no incidents of graffiti reported or observed in December 2017.

## Rental Inspection Program

There are approximately 400 properties in the Program, consisting of both single-family units and multiple family units (i.e. apartments, duplexes, triplexes, etc.). Properties are inspected annually. In addition, property owners are required to renew and pay fees on an annual basis.

Thirty-three inspections were completed in the month of November and 252 inspections were completed in the month of December.

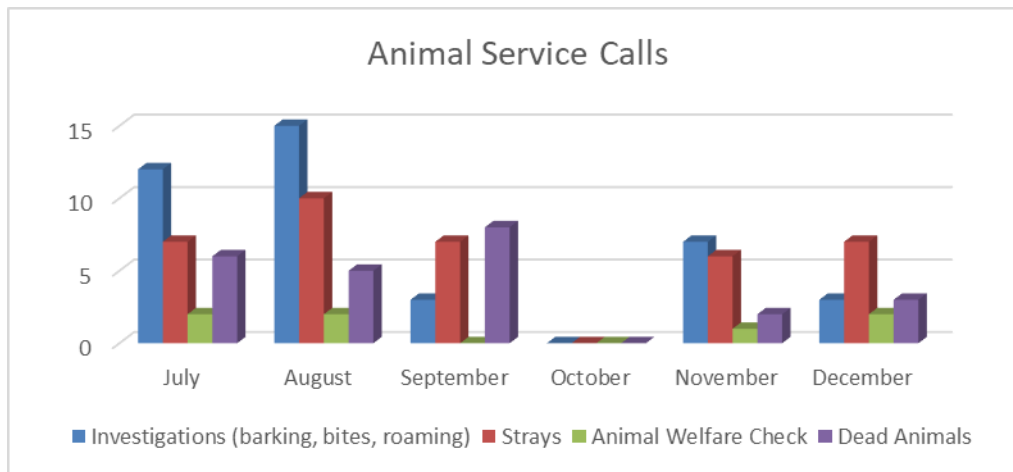
## See Click Fix

Three complaints were received via SeeClickFix in November 2017. These complaints reported trash/debris and vehicle parking violations. Two of the cases have been resolved. There were no issues reported in December 2017.

## Animal Control

Animal control services are contracted with the City of San Bernardino.

Animal Control Services						
	July	August	September	October	November	December
<b>Animal Intakes</b>						
Strays	10	7	11	4	1	25
Owner Relinquished	2	6	0	5	3	2
Total	12	13	11	9	4	27
<b>Animal Disposition</b>						
Adopted	6	14	4	3	5	8
Returned to Owner	0	1	2	1	1	2
Euthanized	9	2	3	4	2	4
Other	2	1	0	1	0	2
Total	17	18	9	9	8	16



Animal Service Calls	July	August	September	October	November	December
Investigations (barking, bites, roaming)	12	15	3	0	7	3
Strays	7	10	7	0	6	7
Animal Welfare Check	2	2	0	0	1	2
Dead Animals	6	5	8	0	2	3

## Public Works

- Engineering
  - NPDES
- Storm Drain Maintenance
- Facilities Maintenance
  - Parks Maintenance
- Senior Bus Program

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DATE: February 21, 2018

TO: G. Harold Duffey, City Manager  
City Manager's Office

FROM: Alan French, Public Works Department Director

SUBJECT: DECEMBER 2017-MONTHLY REPORT – PUBLIC WORKS DEPARTMENT

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This monthly report is presented to the City Manager to keep him informed of the activities within the Public Works Maintenance Department.

**Engineering Division**

The Engineering Division is responsible for managing the City's Capital Improvement Program (CIP). This includes for the administration, planning, programming, design, construction management, and construction of capital projects throughout the City. Grant funding (when available) are sought after to supplement project funding. The following table summarizes the current projects, status and associated funding source(s).

Project Name	Funds	Status	Fund Source(s)
Barton Bridge Replacement Project	\$ 3,500,000	In Preliminary Design	Fed, State, City
Commerce Way Extension	\$ 3,500,000	In Preliminary Design	State, City
CIP Year 2 Street Slurry/Resurfacing	\$760,000	Bid Documents in draft	State, Recycle Grant, City
Dog Park	\$350,000	Most work done, half planted, frontage constructed.	Park Fees, State, City

**TOTALS: \$8,110,000**

## The Maintenance Divisions Daily Task:

6am – 6:45am: Check vehicles, fluids, tires, etc  
City Hall: Change/Empty Trash Cans, Restock bathrooms / Change Light Bulbs

6:50am – 6:55am: Maintenance Office, discuss daily tasks with Ruben

7:00am: Open Parks per City ordinance  
1<sup>st</sup> Thursday – blow Honey Hill for sweeper  
4<sup>th</sup> Thursday – blow parking lots at City Hall and parks for sweeper

7:10am - 8:30am: Clean Parks (pick up trash, empty trash cans, inspect playground, rake wood chips, blow sidewalk, track and tennis courts; clean/wash restrooms, restock toilet paper, paper towels and soap; unclog toilets, remove graffiti – during soccer and baseball seasons the parks take longer to clean)

\*Sometimes, due to winds and rain – debris or trees fall in the parkway

\*Also need to break down community room before City Hall opens / before Tiny Tots Program

Monday/Thursday – Empty trash cans at kiosk/bike stations

10:00am – 12:00pm: Work Schedule (Address See Click Fix work orders, irrigation issues such as sprinkler and valve repairs/mow and weed eating/fertilizing park fields – seasonal, pothole repairs, office repairs at City Hall, graffiti abatement, etc.)

12:00pm – 12:30pm: Lunch

12:30pm – 2:30pm Work Schedule (Address See Click Fix work orders, irrigation issues such as sprinkler and valve repairs/mow and weed eating/fertilizing park fields – seasonal, pothole repairs, office repairs at City Hall, graffiti abatement, etc.)

\*Tuesday/Thursday: 2 crew members clean Council Chambers for Council meetings, empty trash, clean public restrooms, vacuum

\*Set-up Community Room for special events or meetings

\*Manage Work Release: 7:00am to 12:00pm  
12:00pm to 12:30pm lunch  
12:30pm to 2:30pm

## Public Works - Maintenance

### Public Works Maintenance Core Services

- Street Maintenance
- Park Maintenance
- Storm Drain Maintenance
- Facilities Maintenance



# Actual vs. Scheduled Hours Report - Worked / Non-Worked Summary

Worked / Non-Worked Summary

Date Range: 12/01/2017 - 12/31/2017

Company Code: BI8

	Pay Code	Actual Hours (rounded)	Scheduled Hours (rounded)	Variance
Worked Time				
	[Not Specified]	709.75	0.00	709.75
	Subtotal	709.75	0.00	709.75
Non-Worked Time				
	COMPTAKEN	22.00	0.00	22.00
	FLOAT	52.00	0.00	52.00
	HOLIDAY	144.00	0.00	144.00
	MGMTLVE	44.00	0.00	44.00
	ONCALL	28.00	0.00	28.00
	SICK	37.33	0.00	37.33
	VACATION	32.00	0.00	32.00
	Subtotal	359.33	0.00	359.33
	Total for BI8	1,069.08	0.00	1,069.08
	Grand Total	1,069.08	0.00	1,069.08

## Work Release Hours

Maintenance was supplemented by 128 work releases hours during the month.

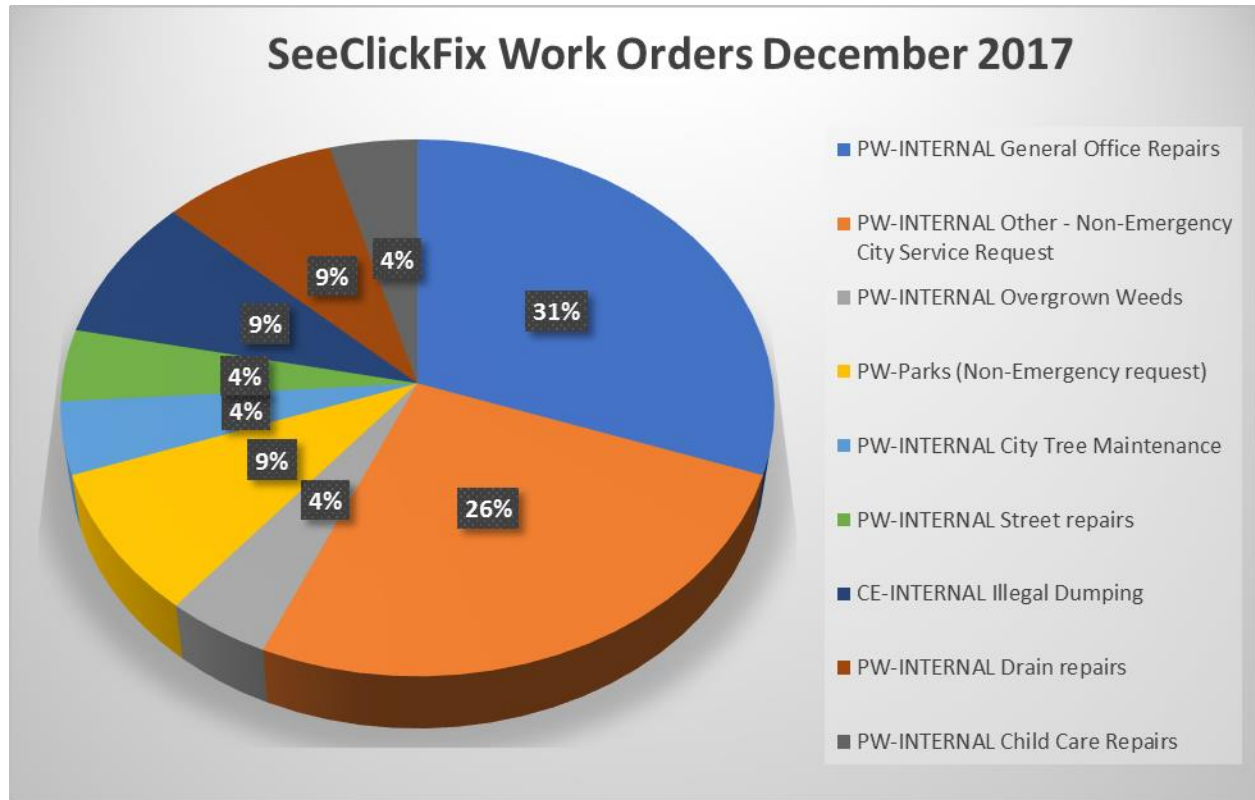


# CITY OF GRAND TERRACE SEECCLICKFIX MONTHLY STATS

DECEMBER 2017

	REQUEST RECEIVED IN DECEMBER	REQUEST COMPLETED IN DECEMBER	REQUEST IN PROCESS
SEECCLICKFIX WORK ORDERS ONLY	23	23	0
Request Rollover from previous month	<u>18</u>		
<b>TOTAL</b>	<b><u>41</u></b>		

## SeeClickFix Work Orders Breakdown



## **Total of 23 SeeClickFix work orders entered for the month of DECEMBER**

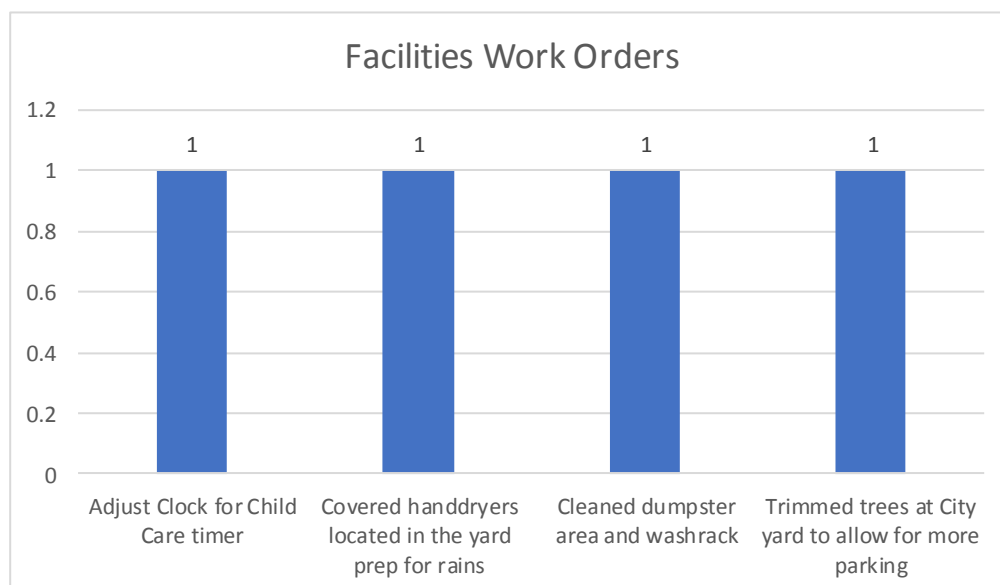
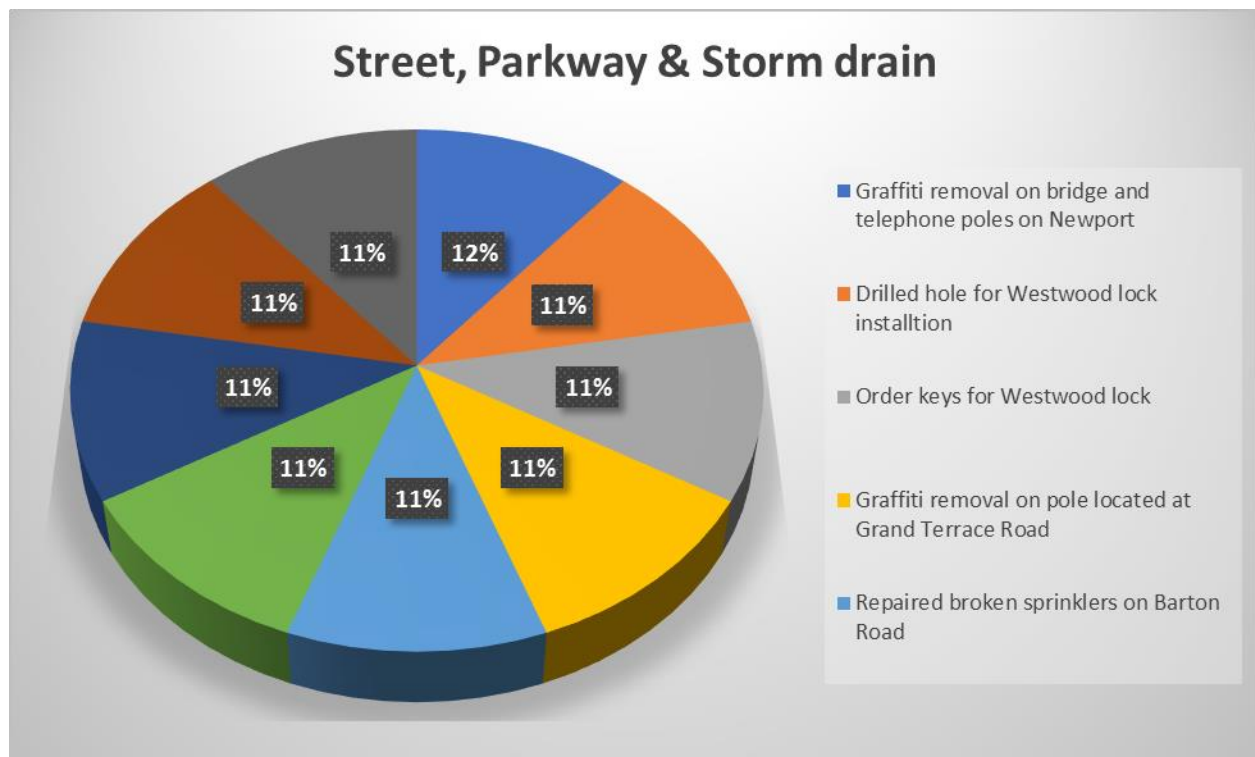
### **Details of SeeClickFix work orders for the month of DECEMBER 2017**

	<b>SeeClickFix ID</b>	<b>Date Opened</b>	<b>Date Closed</b>	<b>Category</b>	<b>Address</b>	<b>Description</b>
1	3920866	12/1/2017	12/6/2017	PW-INTERNAL General Office Repairs	22795 Barton Road	Second floor conference room please install door stop.
2	3921744	12/1/2017	12/5/2017	PW-INTERNAL General Office Repairs	22795 Barton Road	Please pick up Christmas boxes in the lobby, thank you.
3	3926318	12/4/2017	12/5/2017	PW-INTERNAL Other - Non-Emergency City Service Request	11830 Mount Vernon Avenue	Please remove shopping cart from sidewalk area between the Highlands and The Greenbrier home development project on My Vernon Ave. Thank you.
4	3934040	12/6/2017	12/6/2017	PW-INTERNAL Other - Non-Emergency City Service Request	12501-12639 Mount Vernon Avenue	Portable shade cover blown out of resident yard onto Mt. VERNON Ave partially blocking lane.
5	3939138	12/8/2017	12/11/2017	PW-INTERNAL Overgrown Weeds	Westwood Lane	Please pick up Palm From Westwood St and Honey Hill
6	3939572	12/8/2017	12/12/2017	PW-INTERNAL General Office Repairs	22795 Barton Road	Key copies
7	3943381	12/10/2017	12/20/2017	PW-Parks (Non-Emergency request)	1564-1648 S Mt Vernon Ave	Landslide going down the Mt Vernon hill north Grand Terrace Rd. its been like that for a month or more
8	3944837	12/11/2017	12/12/2017	PW-INTERNAL City Tree Maintenance	Grand Terrace Road	GT resident concerned with the orange groove trees, please inspect. Thank you.
9	3945762	12/11/2017	12/12/2017	PW-INTERNAL General Office Repairs	22795 Barton Road	Extension cord first thing in the morning, please let me know if you can find one before 8am tomorrow 12/12/2017.
10	3948062	12/12/2017	12/12/2017	PW-INTERNAL Street repairs	11950 Kingston Street	Please check the condition of street, as resident reported a leak from his water meter got into a crack

						in the new slurry seal.
11	3948251	12/12/2017	12/13/2017	CE- INTERNAL Illegal Dumping	Taylor Street	Please pick up branches on side of Taylor Street
12	3948299	12/12/2017	12/19/2017	PW- INTERNAL General Office Repairs	22400 Barton Road	<ul style="list-style-type: none"> <li>• There is a light that is out in the bathroom</li> <li>• The carpet is loose in-front counter and it is a tripping hazard, (needs fixing)</li> </ul>
13	3948582	12/12/2017	12/13/2017	PW- INTERNAL Other - Non-Emergency City Service Request	Barton Road	Please pick up debris asap on street Barton Road in front of B of A, thank you.
14	3954279	12/14/2017	12/19/2017	PW- INTERNAL General Office Repairs	22795 Barton Road	One of our holiday banners was blown off its light pole. It was returned to us but it is damaged. Could you please have Maintenance collect the banner at my workstation and see if it can be repaired? If it cannot be repaired, they can simply let me know and discard the damaged banner.
15	3954569	12/14/2017	12/14/2017	CE- INTERNAL Illegal Dumping	De Berry Street	Can you put in a see click fix order to pick up a red sofa in the street at the NW corner of DeBerry and Observation. This needs to be removed today since it is in the street.
16	3959458	12/16/2017	12/21/2017	PW-Parks (Non-Emergency request)	Address Unavailable	My trees were cut recently by the city and they knocked the lights down on the side of my house tearing the power cable. They left a potential fire hazard. The issue that makes me really upset is they didn't say anything and pretended it didn't happen.

17	3966539	12/19/2017	12/21/2017	PW- INTERNAL General Office Repairs	22795 Barton Road	Frames to be hanged.
18	3968700	12/20/2017	12/20/2017	PW- INTERNAL Drain repairs	22795 Barton Road	Please clean out all roof top drains at City Hall in preparation for rain
19	3968703	12/20/2017	12/20/2017	PW- INTERNAL Drain repairs	22795 Barton Road	Please clean out rain gutter/ drain at Building Safety building
20	3968717	12/20/2017	12/20/2017	PW- INTERNAL Child Care Repairs	22400 Barton Road	Please clean out roof drains at Child Care
21	3969172	12/20/2017	12/21/2017	PW- INTERNAL Other - Non- Emergency City Service Request	12354 Mount Vernon Avenue	Please pick up shopping cart from location. Thank you.
22	3969178	12/20/2017	12/21/2017	PW- INTERNAL Other - Non- Emergency City Service Request	12569 Michigan Street	Please pick up and remove shopping cart on east side of street on Michigan between Pico St and Van Buren . Thank you.
23	3969289	12/20/2017	12/21/2017	PW- INTERNAL Other - Non- Emergency City Service Request	Terrace Avenue	Please pick up trash on east side of Terrace Ave.

## Street Maintenance Work Orders Not Entered SeeClickFix



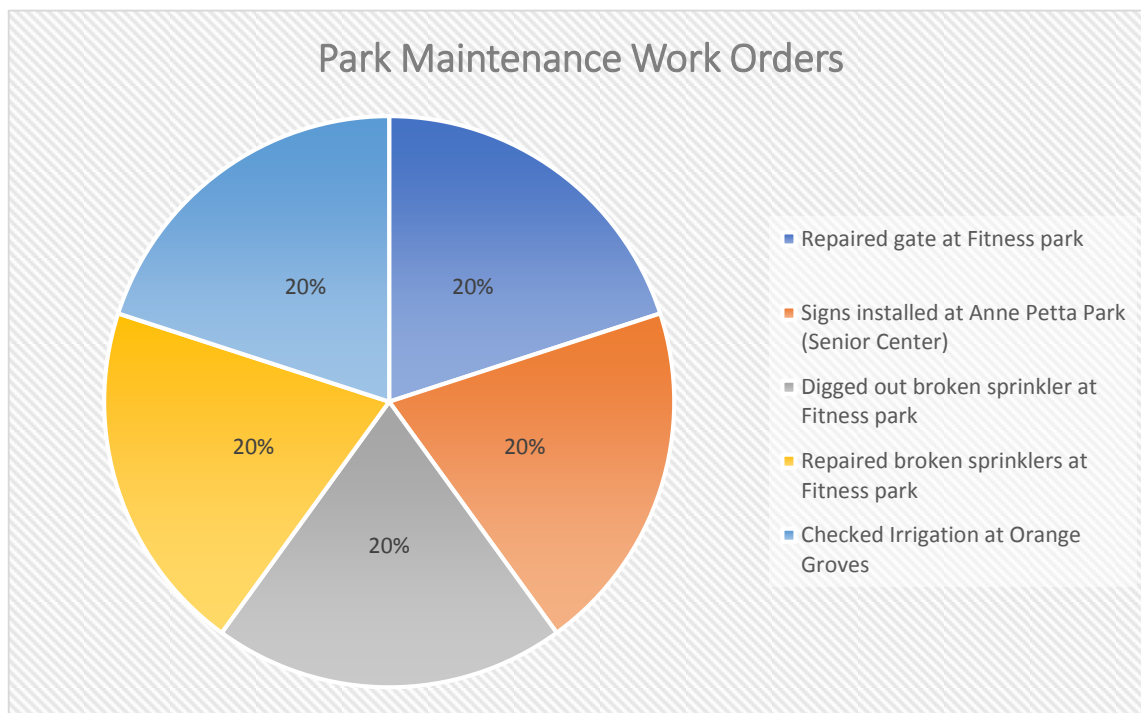
### Signal Light Maintenance

Signal lights are maintained and repaired by City contractor, St. Francis. The following signal light maintenance was conducted:

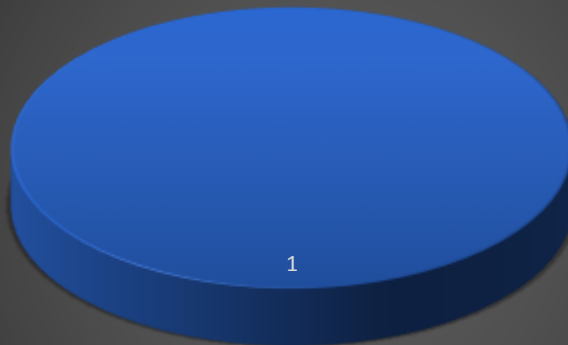
Intersection	Regular Maintenance	Repair
Barton Road/Canal Street	x	n/a
Barton Rd/Honey Hills Dr	x	n/a
Barton Rd/Michigan St	x	n/a
Barton Rd/Mount Vernon Ave	x	n/a
Barton Rd/Preston St	x	n/a
Mt. Vernon Ave/De Berry St	x	n/a
Main St/Michigan St		
Main St/High School entrance		

### Park Maintenance

Work orders are generated either through resident calls, or self-generated by city staff (maintenance and non-maintenance). It should be noted that work orders do not identify the hours spent on a particular task. For instance, depending on the scope of repair, an irrigation repair can be completed in as little as an hour or several days. There were a total of **3** work orders pertaining to Park related not reported onto SeeClickFix.



## Picked up mattress on Michigan St.



## No Park Reservations in December 2017

Park	Grass mowed	Full service planter maintenance	Gopher service	Restroom service (a.m.)	Trash receptacle service
Richard Rollins Park	Weekly	Once	Once	Daily	M-Fr, S*
Pico Park	Weekly	Once	Once	Daily	M-Fr, S*
TJ Austin Park	Weekly	Once	---	---	M-Fr, S*
Gwen Karger Park	Weekly	Once	---	---	M-Fr, S*
Fitness Park	---	Once (pull weeds)		Daily	M-Fr, S*
Griffin Park				---	

Location	Grass mowed	Full service planter maintenance	Trash service receptacle
Greenbelt	Weekly	Once	
Canal Strip	Weekly	---	
Oriole slope	---	Once	
Orange Grove Parkway	---	Once (pull weeds)	
Civic Center	Weekly	Once	Daily
Bike Stations		Bi-monthly	M & Th



## **Waste Management Services**

### **Burrtec Waste Industries**

**Event: Community Clean Up Day on Saturday, September 30, 2017 from 8am-12noon**

- Event held in the City Hall Parking Lot provided an opportunity for residents to dispose of bulky items and e-waste

**Waste Generation Report:**

- *Burrtec will be able to release Waste Generation Reports two months following month of service.*
- *Year-to-Date (YTD) Summaries are also available*

***YTD Summary January – October 2017  
(see next page)***

Program Code	Description	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Y-T-D
<b>Refuse</b>												
	Residential Refuse	272.11	240.80	249.88	220.46	285.62	250.34	275.22	263.63	247.28	257.06	2,562.40
	Residential Refuse (residue)	27.47	20.55	21.36	20.02	23.69	22.72	19.73	24.46	22.39	26.79	229.18
	Bulky Items	4.37	3.60	4.25	4.75	5.25	4.10	4.85	4.94	2.74	2.62	41.47
	Clean Up Refuse	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	14.66	0.00	14.66
	Government Refuse											0.00
	School Refuse	57.40	51.20	56.10	51.04	62.47	55.49	50.32	63.58	57.78	62.98	568.36
	Multi-Family Refuse	160.68	144.08	155.39	139.35	180.39	152.08	149.31	177.66	158.24	164.26	1,581.44
	Multi-Family Refuse (residue)	4.84	3.09	3.19	2.97	3.83	3.52	3.76	2.83	2.77	3.19	33.99
	Commercial Refuse	198.34	177.11	194.11	181.05	221.01	195.92	170.28	215.13	195.54	197.63	1,946.12
	Rolloff Refuse	30.57	56.92	63.76	62.34	50.55	68.24	45.89	87.32	87.26	48.80	601.65
	Commercial Refuse (residue)	7.09	4.71	4.61	3.54	4.18	5.48	4.57	5.05	4.34	5.18	48.75
	Rolloff Refuse (residue)	0.00	0.50	0.83	0.00	0.00	0.60	2.31	14.43	2.65	0.45	21.77
	Refuse Totals	762.87	702.56	753.48	685.52	836.99	758.49	726.24	859.03	795.65	768.96	7,649.79
<b>Source Reduction</b>												
1000-SR-XGC	Xeriscaping, Grasscycling											0.00
1010-SR-BCM	Backyard Composting											0.00
1020-SR-BWR	Business Source Reduction											0.00
1030-SR-PMT	Procurement											0.00
1040-SR-SCH	School Source Reduction											0.00
1050-SR-GOV	Government Source Reduction											0.00
1060-SR-MTE	Material Exchange, Thrift Shops											0.00
1070-SR-OTH	Other Source Reduction											0.00
	Source Reduction Totals	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Recycling (net of residue)</b>												
2000-RC-CRB	Residential Curbside Recycling	60.60	45.35	47.12	44.66	52.84	50.65	43.99	48.06	44.00	52.63	489.90
2010-RC-DRP	Residential Drop-Off Recycling											0.00
2020-RC-BYB	Residential Buy-Back Centers											0.00
2030-RC-OSP	Commercial On-Site Pickup	16.00	10.30	10.12	8.58	11.32	10.77	11.66	9.04	10.38	10.64	108.81
2040-RC-SFC	Commercial Self Haul Recycling											0.00
2050-RC-SCH	School Recycling	19.33	13.54	12.51	8.85	11.80	12.74	12.64	10.50	9.29	11.00	122.20
2060-RC-GOV	Government Recycling											0.00
2070-RC-SNL	Special Collection - Seasonal	6.75	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	6.75
2080-RC-SPE	Special Collection - Events											0.00
2090-RC-OTH	Other Recycling-Pre Sorted Roll-off	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Recycling Totals	102.68	69.19	69.75	62.09	75.96	74.16	68.29	67.60	63.67	74.27	727.66
<b>Composting</b>												
3000-CM-RCG	Residential Curbside Greenwaste	194.57	175.60	257.79	212.34	217.05	190.35	178.97	222.07	191.66	184.62	2,025.02
3010-CM-RSG	Residential Self Haul Greenwaste											0.00
3020-CM-COG	Commercial On-Site Greenwaste	6.13	1.60	0.00	6.94	0.27	5.77	5.45	11.21	0.00	0.00	37.37
3030-CM-CSG	Commercial Self Haul Greenwaste											0.00
3040-CM-FWC	Food Waste Composting	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
3050-CM-SCH	School Composting											0.00
3060-CM-GOV	Government Composting											0.00
3070-CM-OTH	Other Composting											0.00
	Composting Totals	200.70	177.20	257.79	219.28	217.32	196.12	184.42	233.28	191.66	184.62	2,062.39
<b>Special Waste</b>												
4000-SP-ASH	Ash											0.00
4010-SP-SLG	Sludge (sewage industrial)											0.00
4020-SP-TRS	Tires	0.01	0.46	0.02	0.31	0.00	0.01	0.00	0.00	0.54	0.02	1.37
4030-SP-WHG	White Goods	1.75	1.58	1.14	1.58	2.19	2.01	1.14	1.40	1.14	1.31	15.24
4040-SP-SCM	Scrap Metal	1.05	1.59	1.12	0.65	2.10	0.25	0.16	1.69	3.26	0.99	12.86
4050-SP-WDW	Wood Waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
4060-SP-CAR	Concrete/Asphalt/Rubble	0.00	9.04	64.73	0.00	0.00	8.00	0.00	16.00	8.00	40.00	145.77
4070-SP-DSD	Disaster Debris											0.00
4080-SP-SGL	Shingles											0.00
4090-SP-RND	Rendering											0.00
4100-SP-OTH	Other Special Waste	0.00	1.68	2.79	0.00	0.00	2.04	7.77	48.60	8.93	1.52	73.33
	Special Waste Totals	2.81	14.35	69.80	2.54	4.29	12.31	9.07	67.69	21.87	43.84	248.57
<b>Public Education &amp; Outreach</b>												
5000-ED-ELC	Electronic (radio, TV, WWW, Hotlines)											0.00
5010-ED-PRN	Printed Media											0.00
5020-ED-OUT	Outreach (workshops, fairs, field trips)											0.00
5030-ED-SCH												0.00
5040-ED-OTH	Other Public Education											0.00
	Public Education & Outreach Totals	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Policy Incentives</b>												
6000-PI-PLB	Product & Landfill Bans											0.00
6010-PI-EIN	Economic Incentives											0.00
6020-PI-ORD	Ordinances											0.00
6030-PI-OTH	Other Policy Incentives											0.00
	Public Education Totals	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Facility Recovery</b>												
7000-FR-MRF	Material Recovery Facility	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
7010-FR-LAN	Landfill											0.00
7020-FR-TST	Transfer Station	0.34	0.10	0.09	0.19	0.05	0.42	0.04	0.05	0.02	0.32	1.62
7030-FR-CMF	Composting Facility											0.00
7040-FR-ADC	Alternate Daily Cover											0.00
7050-FR-OTH	Other Facility Recovery											0.00
	Facility Recovery Totals	0.34	0.10	0.09	0.19	0.05	0.42	0.04	0.05	0.02	0.32	1.62
<b>Transformation</b>												
8000-TR-WTE	Waste-to-Energy	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
8010-TR-WDW	Biomass (wood waste)											0.00
8020-TR-TRS	Tires											0.00
8030-TR-OTH	Other Transformation											0.00
	Transformation Totals	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Household Hazardous Waste</b>												
9000-HH-PMF	Permanent Facility											0.00
9010-HH-MPC	Mobile/Periodic Facility											0.00
9020-HH-CSC	Curbside Collection											0.00
9030-HH-WSE	Waste Exchange											0.00
9040-HH-EDP	Educational Programs											0.00
9045-HH-EWA	Electronic Waste	0.22	0.32	0.38	0.25	0.28	0.13	0.38	0.54	0.32	0.16	2.98
9050-HH-OTH	Other Household Hazardous Waste											0.00
	HHW Totals	0.22	0.32	0.38	0.25	0.28	0.13	0.38	0.54	0.32	0.16	2.98
	All Programs Total	306.75	261.16	397.81	284.35	297.90	283.14	262.20	369.16	277.54	303.21	3,043.22
	Total Refuse	762.87	702.56	753.48	685.52	836.99	758.49	726.24	859.03	795.65	768.96	7,649.79
	Total Tonnages Generated	1,069.62	963.72	1,151.29	969.87	1,134.89	1,041.63	988.44	1,228.19	1,073.19	1,072.17	10,693.01
<b>Multi Family Net Diverted Tonnage</b>												
2030-RC-OSP	Multi Family Curbside Recycling	10.36	6.73	6.82	6.16	8.10	7.34	8.01	5.94	5.69	6.75	71.90
3020-CM-COG	Multi Family Curbside Greenwaste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Oil Waste (in Gallon)</b>												
9010-HH-MPC	Mobile/Periodic Facility	12.00				3.00						15.00

## **Public Works Administration**

Contracts, Bids, Reports, Grants & Project Management

### **Contracts:**

<b>Contractor Name</b>	<b>Service</b>	<b>Contract Amount</b>
ACCO Engineered Systems	HVAC	\$22,850
Charles Abbott Associates	Landscape and Lighting Assessment District Annexation Engineering	\$2,640.00
Clean Street	Street Sweeping Services	\$58,000.00
City of Colton Cooperative Agreement with Grand Terrace	Traffic Signal Maintenance for signal on Litton Avenue	N/A
EZ Sunnyday Landscape	Landscape Maintenance	\$45,430.00
Gopher Patrol	Gopher Abatement Services	\$6,512.00
Hardy and Harper, Inc	Street Maintenance Services	\$75,000.00
The HdL Companies	Permit Services	\$1,953.20
Interwest Consulting Group TKE Engineering HR Green	On-Call Public Works Inspection Services	\$40,000.00
Interwest Consulting Group	Barton Road / I-215 Interchange Project Management	\$46,000.00
Lynn Merrill	NPDES Services	\$7,000.00
Moran Janitorial Services	Janitorial Services for City Hall and City Parks	\$19,980.00
Otis Elevator Company	Elevator Maintenance Service	\$4,272.00
San Bernardino County Fire Dept – Hazardous Material	Household Hazardous Waste (HHW) Services	\$17,027.96
San Bernardino County Land Use Services	Fire and Weed Hazard Abatement Services	\$13,526.00
St. Francis Electric, LLC.	Traffic Signal Maintenance Services	\$10,000.00 + (\$23,200 for LED lights FY 17/18 only)
County of Riverside TLMA Administration	Main Street Traffic Signal Maintenance Services	\$5,500.00
Tree Pros	On-Call Tree Trimming Services	\$15,000.00
West Coast Arborist	Tree Trimming and Tree Planting Services	\$192,802 (over 5-yr term) + (\$15,000 for tree planting FY 2017/18 only)

Western Exterminator Company	Pest Control Services	\$3,504.00
Willdan	Consultant Building Official, Permit Technician, Inspection, and Engineering Services	\$55,000: Plan check/inspection \$30,000: engineering services \$10,000: Building Official

#### Bids:

- N/A

#### Major Reports:

- N/A

#### Grants:

- MSRC funding for EV Charging Stations and new heavy-duty maintenance truck (in progress)
- HSIP – Highway Safety Improvement funding for Mt. Vernon
- Cal Recycle – Rubberized Pavement Grant for FY 2017/18 CIP
- CDBG for FSA Senior Meal Program and Case Management Services, FSA Senior Center Director, and Code Enforcement

#### Project Management:

- Playground Pour-In-Place Rubber Surfacing at Rollins Park
- Street light installation on Rosedale – Edison install delayed to December
- Tree Planting Project citywide with WCA and Arbor Pro arborist
- LED lights for signalized intersections – to be furnished and installed by St. Francis Electric
- Dog Park Construction

# Sheriff's Contract

- Law Enforcement Services



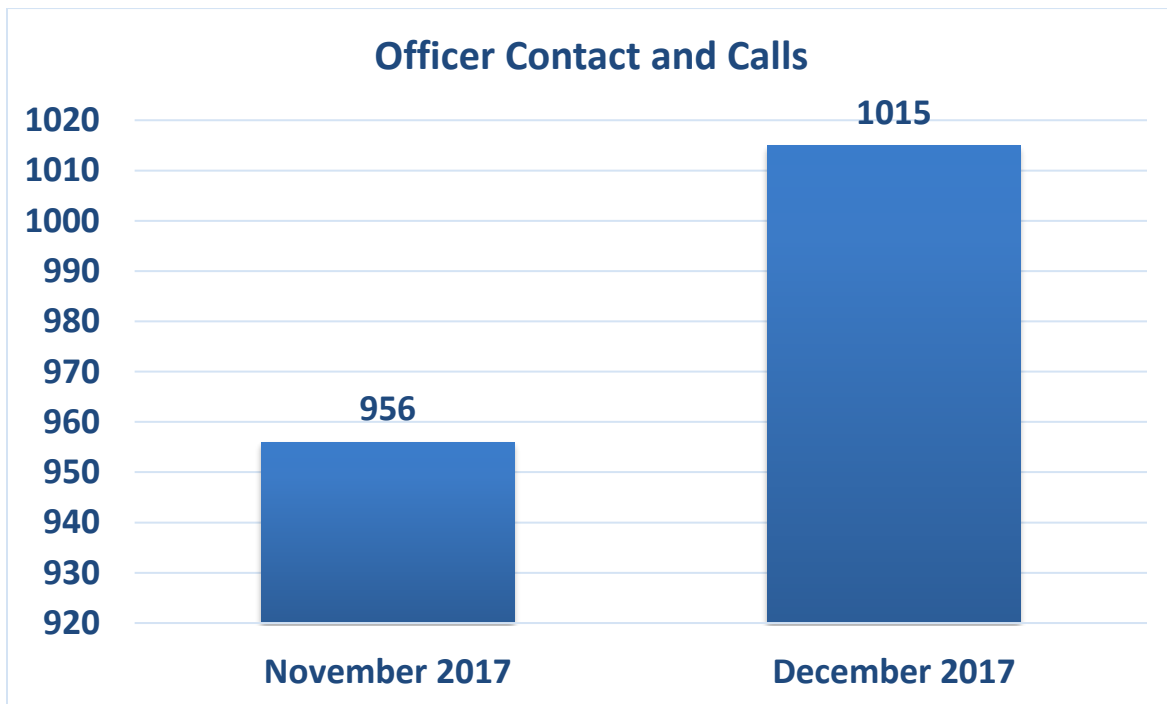


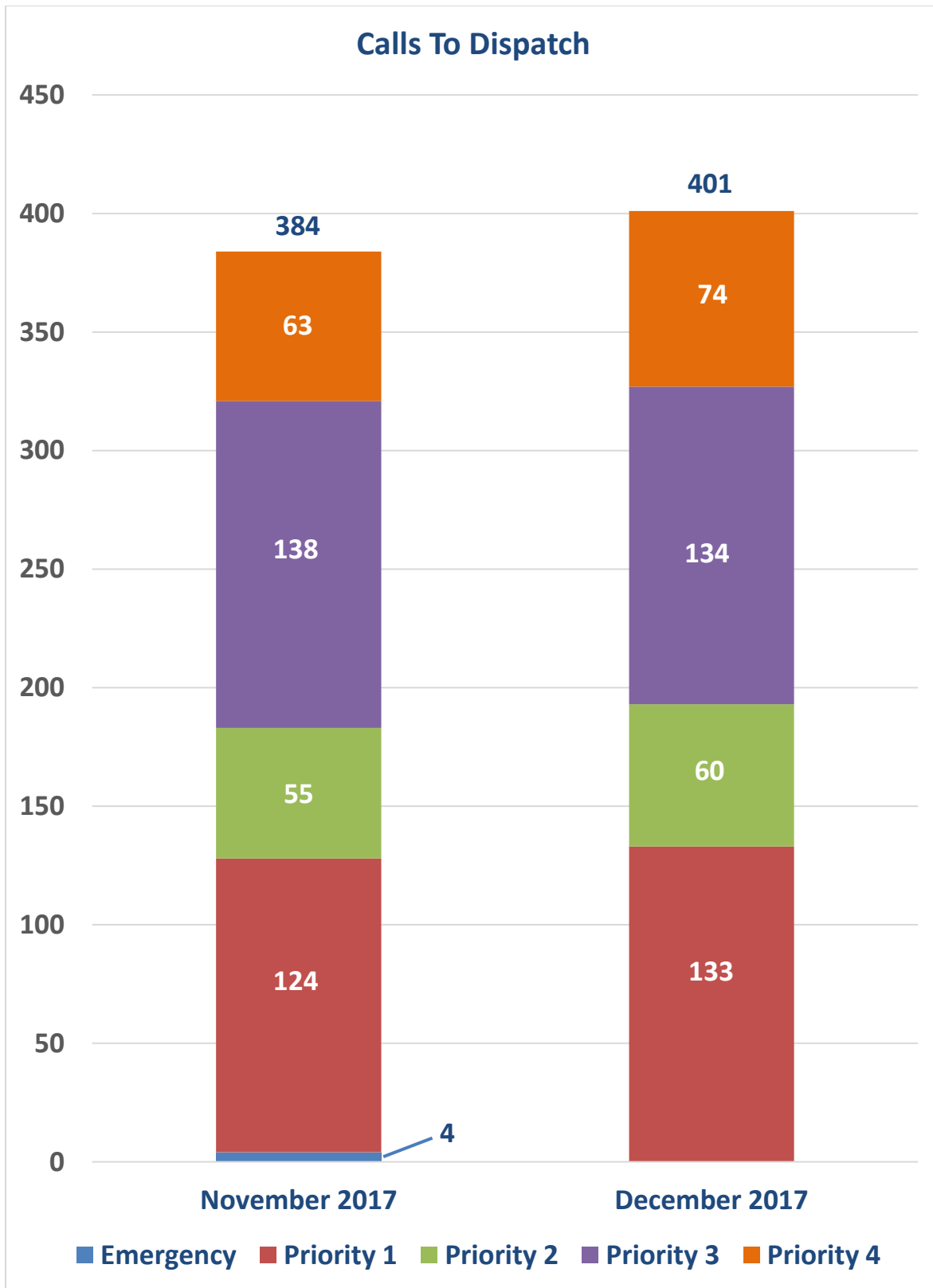
## San Bernardino County Sheriff's Department



Services	November 2017	December 2017
Officer Contact and Calls	956	1015

Calls to Dispatch	November 2017	December 2017
Emergency	4	0
Priority 1	124	133
Priority 2	55	60
Priority 3	138	134
Priority 4	63	74





# San Bernardino County Fire







**City of Grand Terrace**  
**Fire Department Responses**  
**12/01/17 – 12/31/17**

Call Type	Number of Calls
Commercial Alarm	1
Fire – Residential	1
Fire – Unknown Type	1
Fire – Vehicle (Freeway)	1
Inside Investigation	1
Medical Aids	84
Move-Up (Cover Engine Into Station 23)	1
Outside Electrical Incident	1
Outside Investigation	1
Public Service	1
Residential Alarm	1
Traffic Collision Unknown Injuries	3
Traffic Collision Unknown Injuries (Freeway)	1
Traffic Collision With Injuries	1
<b>Total Calls</b>	<b>99</b>

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