



MONTHLY REPORT

March 2019

PRESENTED BY
THE CITY MANAGER'S OFFICE

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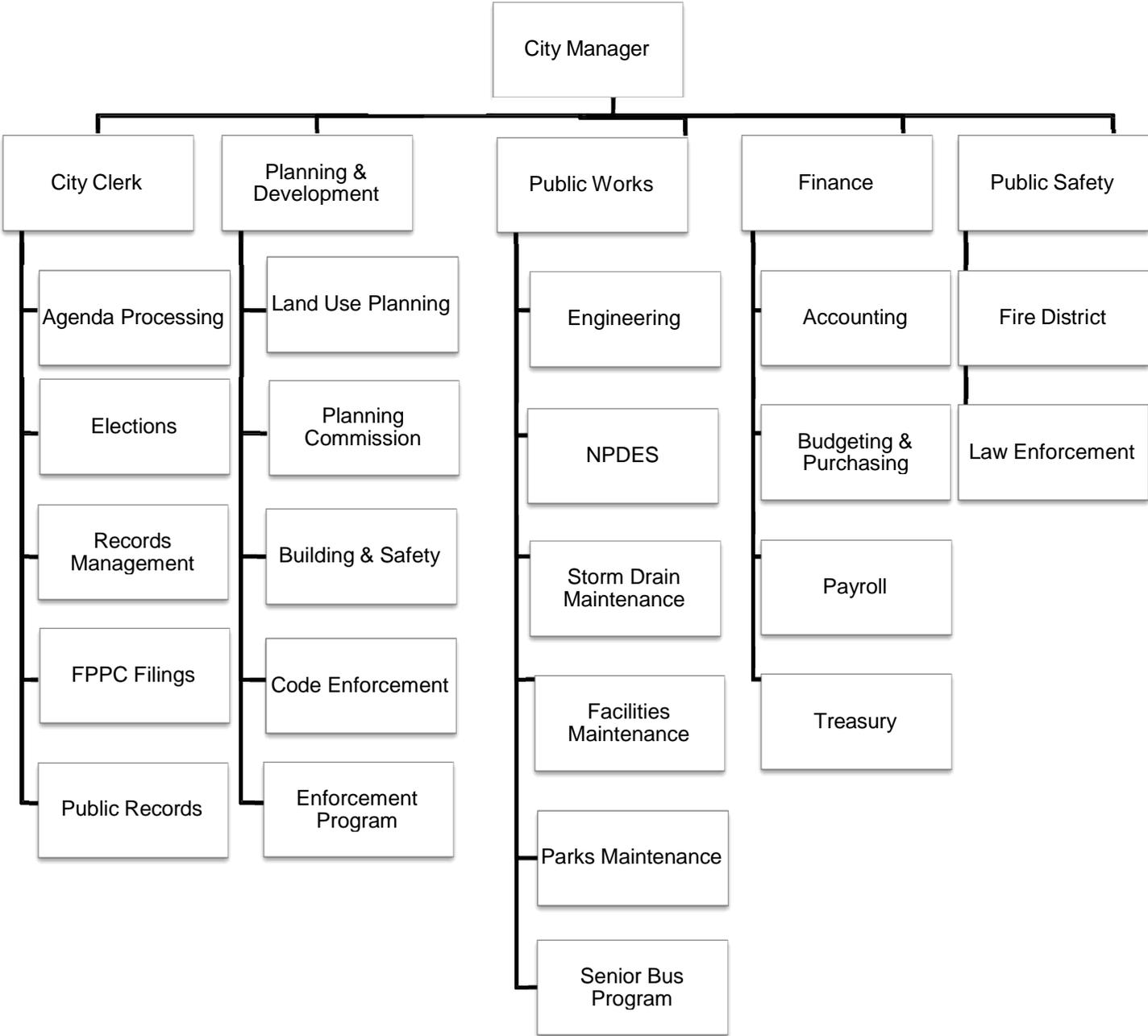
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CITY MANAGER

Organization Chart



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City Clerk

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

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DATE: April 15, 2019
 TO: G. Harold Duffey, City Manager
 City Manager's Office
 FROM: Debra Thomas, City Clerk
 City Clerk's Office

SUBJECT: MARCH 2019 CITY CLERK MONTHLY REPORT

This monthly report is presented to the City Manager to keep him informed of the activities and responsibilities within the City Clerk's Department over the last six (6) months.

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 manager for all City documents it is imperative that this process be accurate to ensure the preservation of the City's history.

AGENDAS/POSTINGS

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

The total number of agendas processed for the month of March 2019 is two (3), spending a total of twenty (20) hours preparing the agenda packet together with delivery and producing 658 pages.

AGENDA PROCESSING/POSTING			
MONTH	Regular Meeting	Special Meeting	Totals
October	2	0	2
November	1	0	1
December	1	0	1
January	2	0	2
February	2	0	2
March	2	1	3
Total Processed	10	1	11

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.

It is also the responsibility of the City Clerk to ensure 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 number of Resolutions processed for the month of March 2019 is five (5) and the number of Ordinances processed for the month of March is one (1).

RESOLUTIONS AND ORDINANCES PROCESSED			
	RESOLUTIONS	ORDINANCES	MONTHLY TOTALS
October	2	0	2
November	2	0	2
December	2	2	4
January	0	0	0
February	0	0	0
March	5	1	6
Total Processed	11	3	14

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.

For the month of March 2019, one (1) In Memoriam Adjournment was prepared on behalf of City Council.

Month	Certificate of Acknowledgment w/Pin	Certificate of Recognition w/Pin	Commendation w/Pin	In Memoriam Adjournments	Certificate of Participation	Proclamation	Total
October	0	10	0	2	0	0	12
November	0	0	0	2	0	0	2
December	0	1	0	0	0	0	1
January	0	0	0	1	0	2	3
February	0	1	0	1	0	0	2
March	0	0	0	3	0	0	3
Total	0	12	0	9	0	2	23

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 March 2019, Council approved four (4) agreements which three (3) originals of each agreement were sent to the contractor/consultant for signature. Three (3) were returned to the City signed and circulated for signature in-house and are now on file with the City Clerk's department. One (1) agreement is still outstanding for notary signature and is being monitored for return.

CONTRACTS & AGREEMENTS PROCESSED	
October	4
November	2
December	3
January	0
February	3
March	4
Total	16

RECORDS REQUESTS

The City Clerk's office received eleven (11) Requests for Copies of Public Records for the month of March 2019. Ten (10) requests were completed within the Government Code Section 6253(c)'s requirement of ten (10) calendar days with one (1) completed with a 14-day extension. The total number of pages provided in response to those requests were 169 pages with four (4) letters to Requestor advising there were no records responsive to the request.

RECORDS REQUEST SUMMARY					
Month	Requests Received	Completed Within 10 Days	Completed with 14-Day Extension	# of Pages Provided	Letter to Requestor – No Records
October	14	7	7	335	3
November	11	10	1	370	2
December	14	13	1	429	5
January	11	11	0	35	4
February	13	12	1	77	4
March	11	10	1	169	4
Total Requests	74	63	11	1015	22

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 month of March 2019, the City Clerk’s office responded to 358 telephone calls from residents, contractors, vendors, consultants and in-house customer service assistance to City staff.

TELEPHONE CUSTOMER SERVICE	
October	365
November	400
December	280
January	382
February	266
March	358
Total Calls	2,051

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.

Month	Committee Meeting	Emails w/Committee Members & Vendors	Written Correspondence w/Committee Members	Telephone Calls with Committee Members & Vendors	Art Show/Country Fair & City Birthday Prep & Attendance	Total # of Hours
October	1.50	2.00	1.00	2.50	12	19.00
November	1.25	1.00	.50	2.00	15	19.75
December	1.00	.50	.50	.50	0	2.50
January	1.00	0	.50	.25	0	1.75
February	.75	0	.50	0	0	1.25
March	1.00	0	.50	0	0	1.50
TOTAL # HOURS	6.50	3.50	3.50	5.25	27.00	45.75

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
Historical & Cultural Activities Committee	7	0	0
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 (CPS) who installed Laserfiche Avante Electronic Content Management System.

A conference call was coordinated with Onsite Computing and CPS on September 28, 2017 to discuss the implementation of the software and when the migration would begin. Begin date for implementation was scheduled in October 2017.

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

On November 9, 2017, Onsite Computing upgraded the City's server to a virtual server so that Laserfiche could stand alone. This ensured the program would not slow down any of the City's other systems. Additionally, a separate license was purchased for Microsoft, due to the changeover to Microsoft Office 365, which will run the Laserfiche program. The program installation was completed November 27, 2017.

In December, we provided CPS with the City's Retention Schedule to create the City's file repository. CPS' conversion of the retention schedule to work with the Laserfiche program was completed at the end of February 2018 and the City Clerk's office is reviewing that repository to identify those categories that need to be set up in its own unique way; i.e. year, alpha, street name, APN#. That review should be completed within the next week or two. The revised repository shall then be sent back to CPS to complete the repository installation for the City. Once the final repository is complete, CPS will work with the City Clerk's office to determine which categories will be placed on the website for public access.

CPS has installed security and content to the server. Training was held for support staff on March 1, 2018.

CPS will implement the requested changes to the file structure and complete the process by June 1, 2018.

CPS has made all of the requested changes to the repository and Staff has begun placing information into the Laserfiche repository.

On July 30, 2018, Staff began scanning and importing records into the fully operational Laserfiche program database. Once the City's new web page is fully operational, CPS will connect the web portal to allow residents the ability to view various records being placed into the Laserfiche database.

In August 2018, Laserfiche had been revised, updated and fully operational. The City Clerk will be preparing a PowerPoint presentation for a City Council meeting in September on how the system works. Also, the City Clerk will be coordinating with Complete Paperless Solutions and Onsite Computing to configure the weblink data portal for public access. This is scheduled for some time in September 2018.

In September 2018, Laserfiche is been fully operational and the City Clerk provided the City Council with a PowerPoint presentation on how the system works internally.

In October 2018, the City Clerk worked with Jesse Smith and Onsite Computing to coordinate a date and time that Onsite could assist the City Clerk with establishing the weblink data portal for public access. After some time, Onsite Computing and Complete Paperless Solutions suggested that the City acquire a separate server for the weblink data portal to keep the public's access separate from the internal server. The City Clerk's office is coordinating with Onsite Computing to acquire the server and will work with Onsite and CPS to install the weblink data portal for the public's access.

In January 2019, the Laserfiche weblink data portal for the public was installed on the City's website and the public has access to records placed under the City Clerk Department's tab titled "Online Documents". Laserfiche is fully operational both internally and externally. The City Clerk and her office specialist will be attending a Laserfiche conference in February 2019 for more hands on training.

In February 2019, the City Clerk and Office Specialist attended a more in-depth training at the Empower Conference in Long Beach hosted by Laserfiche and funded by Complete Paperless Solutions, the City's Electronic Document Management Services provider. Hands-on training was provided at the beginner level on the following:

- Working with Documents in the Laserfiche Repository
- Designing Quick Fields
- Getting Started Administering the Repository
- Getting Started with Laserfiche Scanning
- Getting Started with Searching
- Getting Started Scanning Documents with Quick Fields
- Laserfiche Records Management Security

City Manager's Office

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

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DATE: April 16, 2019April 17, 2019April 17, 2019

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

FROM: Cynthia A. Fortune, Assistant City Manager

SUBJECT: **March-2019 Monthly Services Report**

This monthly report is presented to the City Manager to keep the City Manager and 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, 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, and, employment law and government regulation.
5. Retaining our valued employees by: assuring effective leadership qualities in our managers; furnishing technical, interpersonal and career development training and coaching; supplying relevant feedback to management; and enhancing two-way communication between employees and management.

TABLE 1
Recruitment Activity

Description	Jul-2018	Aug-2018	Sept-2018	Oct-2018	Nov-2018	Dec-2018
Recruitments Initiated	0	1	0	0	0	1****
Recruitments in Progress	0	1	0	0	0	0
Recruitments Pending	0	0	0	0	0	0
Applications Received/Processed	0	46	0	0	0	0
New Hires Processed	1	0	1	0	0	0
Description	Jan-2019	Feb-2019	Mar-2019	Apr-2019	May-2019	Jun-2019
Recruitments Initiated	0	0	2			
Recruitments in Progress	0	0	2			
Recruitments Pending	0	0	0			
Applications Received/Processed	0	0	66*			
New Hires Processed	0	0	0			

*Recruitments for the Office Specialist and Department Secretary positions.

TABLE 2
Employee Job Performance Activity

Description	Jul-2018	Aug-2018	Sept-2018	Oct-2018	Nov-2018	Dec-2018
Evaluations Processed	0	0	0	0	0	0
Description	Jan-2019	Feb-2019	Mar-2019	Apr-2019	May-2019	Jun-2019
Evaluations Processed	0	0	0			

TABLE 3
Benefits Activity

Description	Jul-2018	Aug-2018	Sept-2018	Oct-2018	Nov-2018	Dec-2018
Employee Changes/Inquiries	2	0	1	5*	0	0
ADP Change Transactions	0	0	0	5*	0	0
Description	Jan-2019	Feb-2019	Mar-2019	Apr-2019	May-2019	Jun-2019
Employee changes/Inquiries	0	0	1			
ADP Change Transactions	0	0	1			

*During the City's benefits open enrollment period (October-2018), employees authorized changes to their health, dental, visions and insurance benefits and deductions.

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

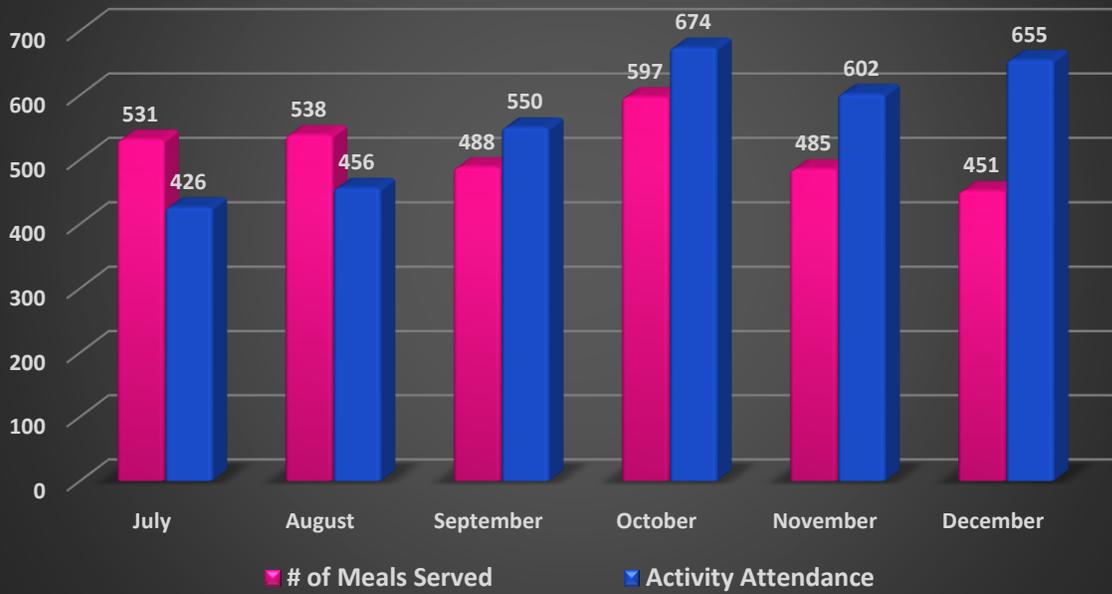
Description	Jul-2018	Aug-2018	Sept-2018	Oct-2018	Nov-2018	Dec-2018
Nutrition Program (# of meals served)	531	538	488	597	485	451
Arts and Crafts Classes	19	25	22	40	22	20
Bingo	40	55	47	41	35	40
Bridge	49	29	40	46	35	37
Bunco	44	51	44	51	21	49
Coffee with Megan	47	62	68	50	62	39
Exercise Classes	77	90	82	107	101	65
Garden Club	8	18	12	7	8	10
Morning Glories (quilting)	45	26	30	0	22	24
Movies with Solomon	10	0	10	0	0	16
Paint Classes		12	17	0	11	7
Card Game Night (Wednesday)	16	19	16	14	14	14
Cell Phone Class				10	6	9
<u>SPECIAL EVENTS</u>						
Monthly Birthday Celebration	24	22	37	30	23	22
Monthly Entertainment (2nd Friday of the month)	25	26	33	36	36	35
Volunteer Appreciation	22					
Keeping Hydrated Class		21				
Blood Pressure Testing			15			
Bus Pass Distribution			30			35
Ice Cream Social			36			
Flu Shot Clinic			11			
Halloween Party				40		
Thanksgiving					53	
Holiday (Christmas) Celebration						62

Monthly Summary Attendance (Accounts for a senior participating in any activity/program. One senior may have participated in 2 or more programs, not including meals.)

Description	Jan-2019	Feb-2019	Mar-2019	Apr-2019	May-2019	Jun-2019
Nutrition Program (# of meals served)	514	503	444			
Arts and Crafts Classes	11	29	25			
Bingo	55	27	37			
Bridge	41	29	32			
Bunco	50	40	31			
Coffee with Megan	86	51	50			
Exercise Classes	92	84	59			
Garden Club	8	6	11			
Morning Glories (Quilting)	27	22	25			
Paint Classes	14	10	12			
Card Game Night (Wednesday)	36	20	24			
Cell Phone Class	5	4	6			
Kings Corner	69	35	64			
Cribbage	5	18	25			
<u>SPECIAL EVENTS</u>						
Monthly Birthday Celebration	26	28	27			
Monthly Entertainment (2 nd Friday of the month)	33	25	26			
Scrapbooking	5					
Valentines' Day Party		33				
St. Patrick's Day Party			35			
Zumba			27			
Bus Passes			22			
Volunteer Appreciation (FSA)			13			

Monthly Summary Attendance (Accounts for a senior participating in any activity/program. One senior may have participated in 2 or more programs, not including meals.)

Monthly Summary (2018-19) July-2018 - December-2018



Monthly Summary (2018-19) January-2019 - June-2019

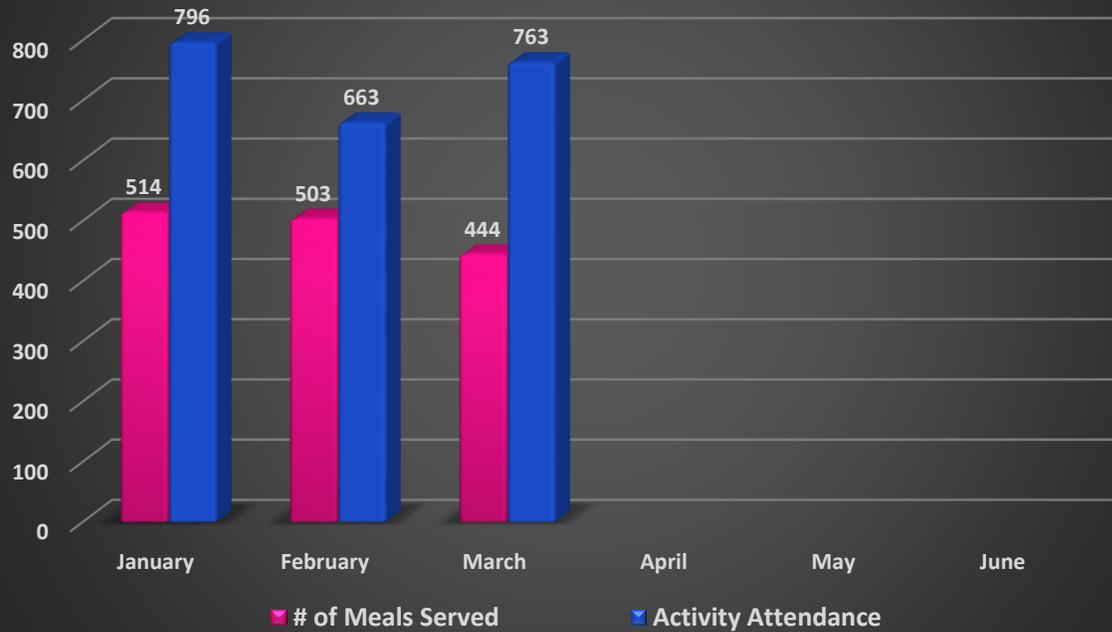


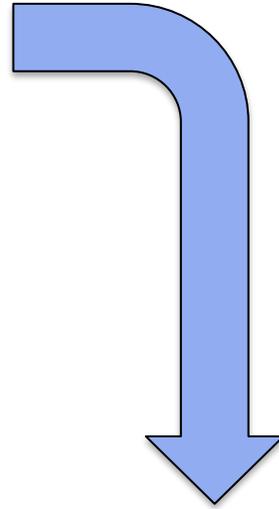
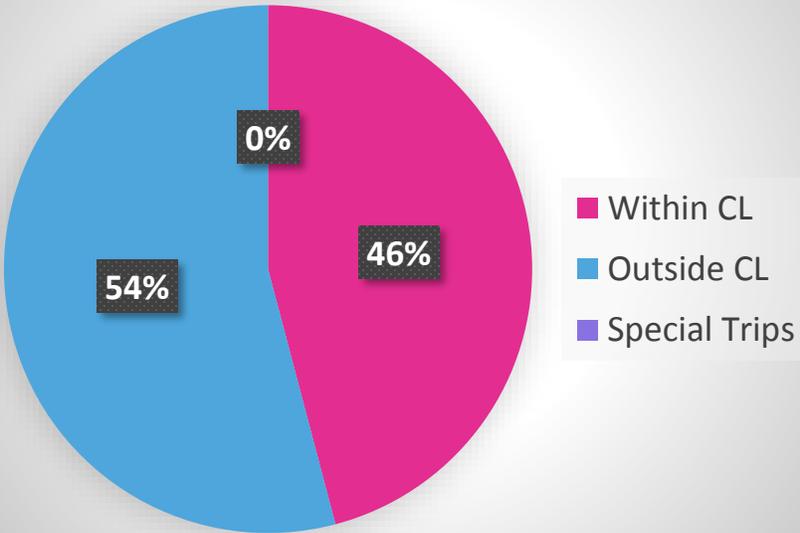
TABLE 2
 Senior Center Blue Mountain Silver Liner
 # of Passengers

Description	Jul-2018	Aug-2018	Sept-2018	Oct-2018	Nov-2018	Dec-2018
Within City Limits (Senior Center, Stater Brothers, Library)	51	88	90	89	106	68
Outside City Limits (Walmart, 99cent store, Ross)	44	59	85	114	44	87
Special Events/Trips	7	23	0	8	3	12
Description	Jan-2019	Feb-2019	Mar-2019	Apr-2019	May-2019	Jun-2019
Within City Limits (Senior Center, Stater Brothers, Library)	86	88	72			
Outside City Limits (Walmart, 99cent store, Ross)	146	114	172			
Special Events/Trips	0	0	12			

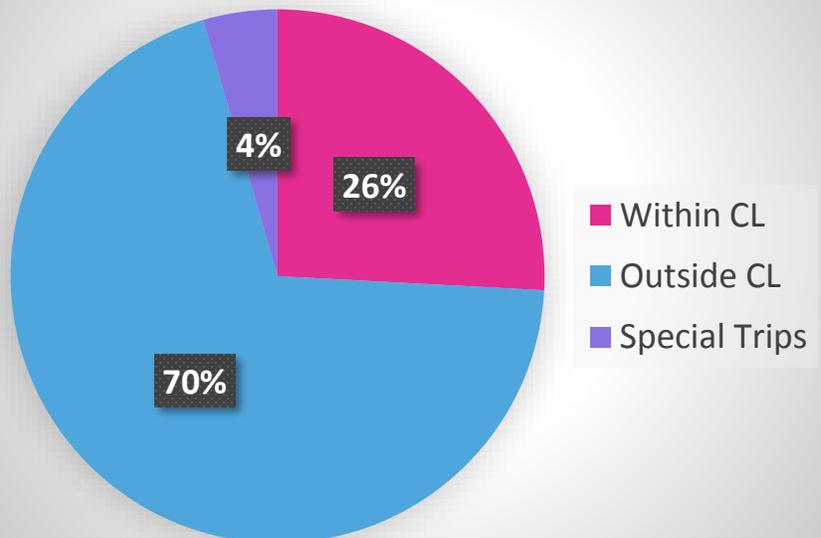
TABLE 3
 # of Rides

Description	Jul-2018	Aug-2018	Sept-2018	Oct-2018	Nov-2018	Dec-2018
Within City Limits (Senior Center, Stater Brothers, Library)	110	181	200	204	220	133
Outside City Limits (Walmart, 99cent store, Ross)	91	121	183	210	98	188
Special Events/Trips	14	46	0	16	6	24
Description	Jan-2019	Feb-2019	Mar-2019	Apr-2019	May-2019	Jun-2019
Within City Limits (Senior Center, Stater Brothers, Library)	189	201	138			
Outside City Limits (Walmart, 99cent store, Ross)	318	237	372			
Special Events/Trips	0	0	24			

February 2019 Rides



March 2019 Rides



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.

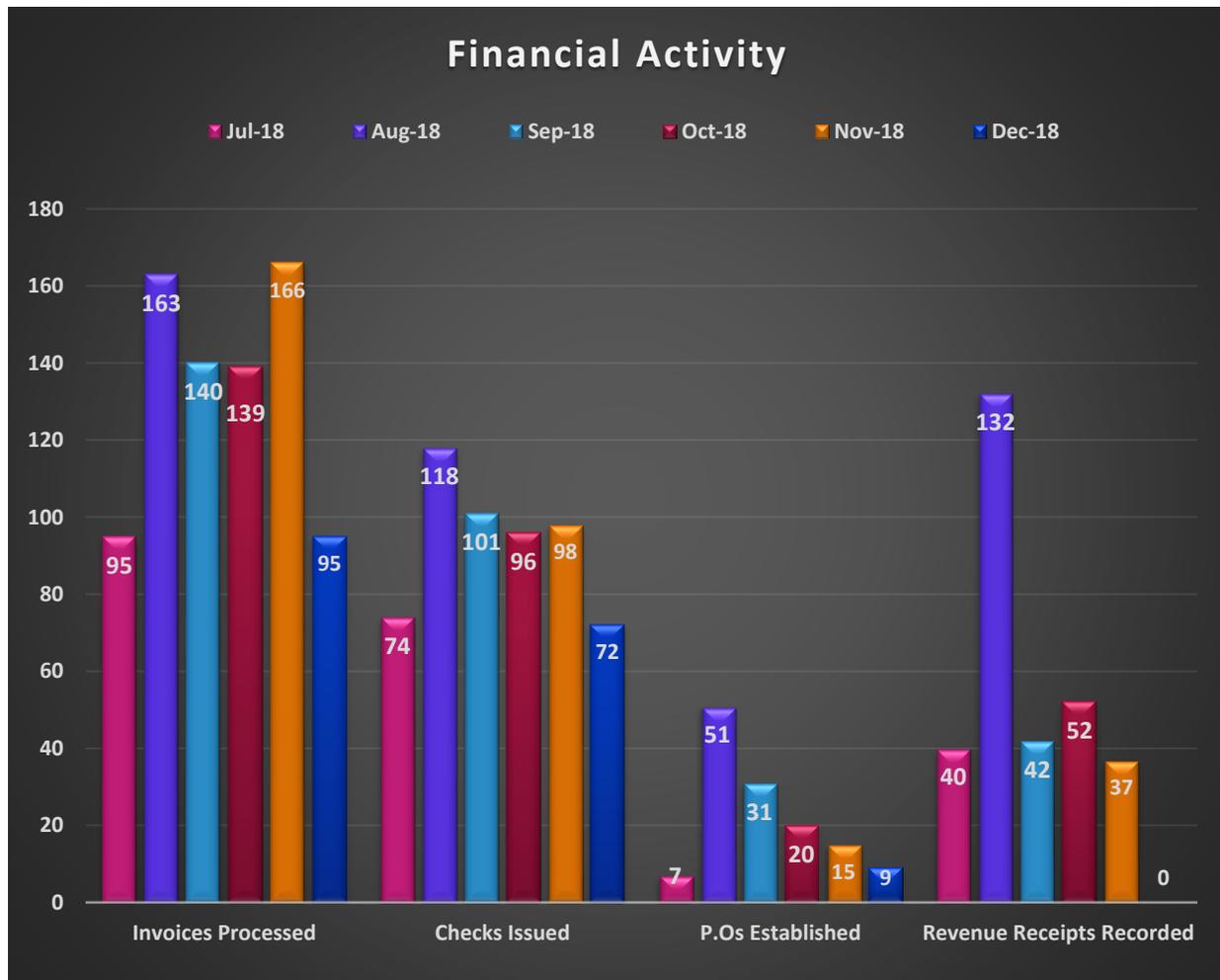
CORE SERVICES

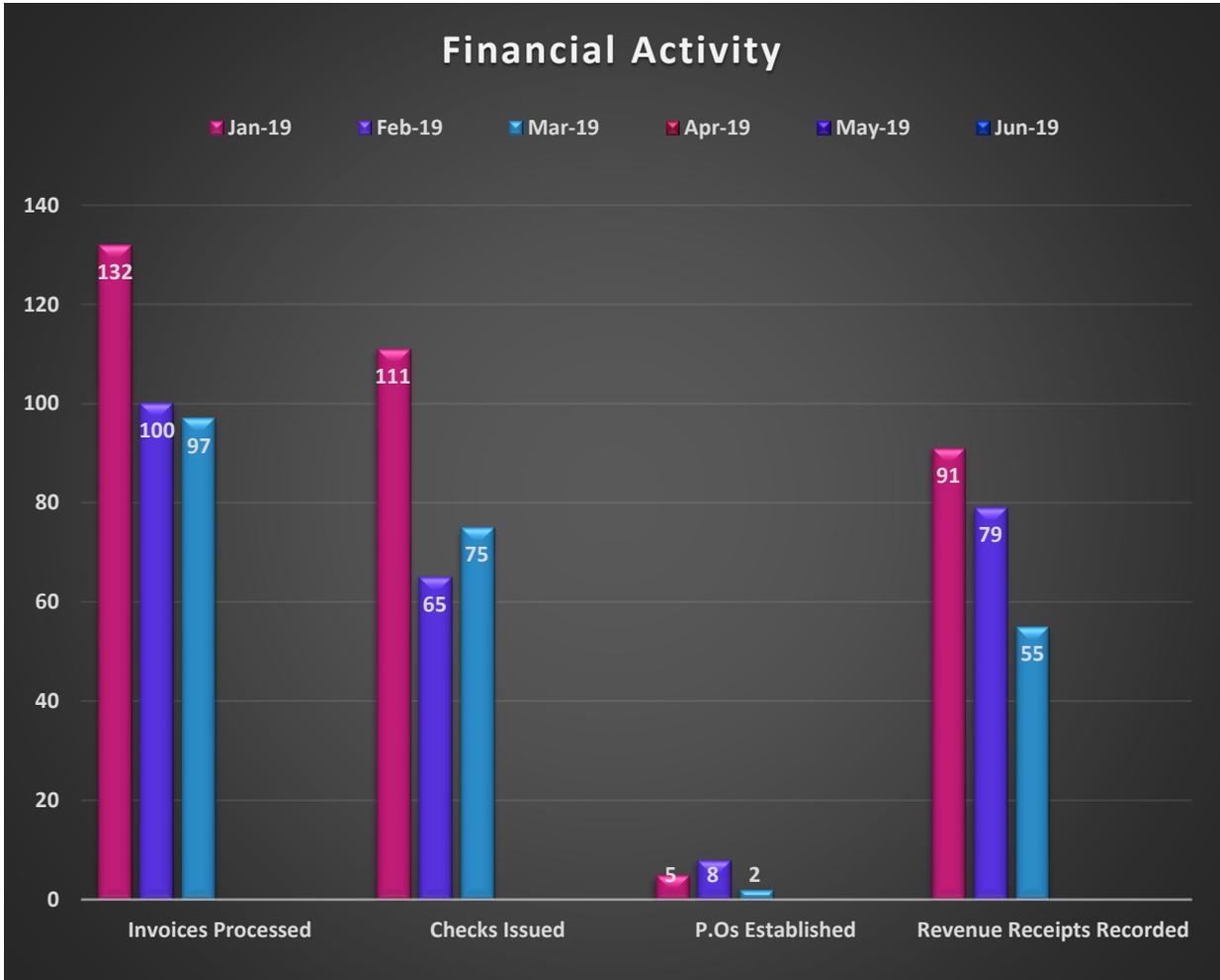
The Finance Department has 4 core services: Accounting, Purchasing, Revenue Management and Treasury. The Finance Department works in partnership with other departments to effectively develop, manage and safeguard the City's fiscal resources to enable and enhance the delivery of City services and projects.

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

Description	Jul-2018	Aug-2018	Sept-2018	Oct-2018	Nov-2018	Dec-2018
Invoices Processed	95	163	140	139	166	95
Checks Issued	74	118	101	96	98	72
Purchase Orders Established	7	51	31	20	15	9
Revenue Receipts Recorded	40	132	42	52	37	0
Description	Jan-2019	Feb-2019	Mar-2019	Apr-2019	May-2019	Jun-2019
Invoices Processed	132	100	97			
Checks Issued	111	65	75			
Purchase Orders Established	5	8	2			
Revenue Receipts Recorded	91	79	55			





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. 1st Quarter, Mid-Year and Year-end Financial Reports (General Fund).

Annual:

Audited Annual Financial Reports for the following:

1. City – all Funds;
2. Measure I – Fund 20;
3. Air Quality Management District (AQMD) – Fund 15; and
4. 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

2017-2018 City Communications Data:						
--	--	--	--	--	--	--

Channel 3:	Jul	Aug	Sep	Oct	Nov	Dec
City Council Meeting Replays	44	46	58	60	59	61
Activities/Items Added to Slideshow	3	1	0	1	1	0
Channel 3:	Jan	Feb	Mar	Apr	May	Jun
City Council Meeting Replays	60	54	60			
Activities/Items Added to Slideshow	1	3	4			

Facebook	Jul	Aug	Sep	Oct	Nov	Dec
Posts	69	39	30	36	53	18
Total Reach	37,816	21,697	10,300	15,460	32,487	24,949
Total Engagement	5,453	2,000	1,308	3,460	6,160	5,421
Page Followers	1,586	1,602	1,620	1,655	1,695	1,729
New Page Followers	40	16	18	35	40	34
Facebook	Jan	Feb	Mar	Apr	May	Jun
Posts	24	30	35			
Total Reach	15,195	22,964	25,016			
Total Engagement	1,442	3,185	3,287			
Page Followers	1,745	1,778	1,809			
New Page Followers	16	33	31			

FACEBOOK PAGE FOLLOWERS



Eblast	Jul	Aug	Sep	Oct	Nov	Dec
Number of E-newsletters Distributed	10	3	6	8	8	7
Number of Subscribers	594	598	607	619	629	633
Change in Subscribers	22	4	9	12	10	4
Number of E-newsletters Opened*	1,440	506	No Data	No Data	No Data	No Data
Eblast	Jan	Feb	Mar	Apr	May	Jun
Number of E-newsletters Distributed	6	6	4			
Number of Subscribers	634	637	639			
Change in Subscribers	1	3	2			
Number of E-newsletters Opened*	No Data	No Data	No Data			

* New e-newsletter management system does not currently track emails opened.

Twitter	Jul	Aug	Sep	Oct	Nov	Dec
Tweets	26	24	17	17	13	20
Impressions	6,599	5,813	4,911	5,689	4,602	4,429
Followers	196	203	212	216	219	224
New Followers	8	7	9	4	3	5
Twitter	Jan	Feb	Mar	Apr	May	Jun
Tweets	7	3	13			
Impressions	3,486	5,185	7,161			
Followers	226	229	231			
New Followers	2	3	2			

YouTube	Jul	Aug	Sep	Oct	Nov	Dec
Video Uploads	3	2	2	1	0	9
Video Views	78	59	101	155	77	580
Subscribers	123	124	124	125	125	126
Change in Subscribers	2	1	-	1	-	1
YouTube	Jan	Feb	Mar	Apr	May	Jun
Video Uploads	-	3	2			
Video Views	42	166	101			
Subscribers	126	129	124			
Change in Subscribers	-	3	2			

Blue Mountain Outlook	Jul	Aug	Sep	Oct	Nov	Dec
Full Page Ad, Inside Back Cover	-	1	1	-	-	-
1/4-Page Ad	-	-	-	-	-	-
4-Page Insert	-	-	-	-	-	-
Blue Mountain Outlook	Jan	Feb	Mar	Apr	May	Jun
Full Page Ad, Inside Back Cover	-	-	-			
1/4-Page Ad	-	-	-			
4-Page Insert	-	-	-			

City News	Jul	Aug	Sep	Oct	Nov	Dec
Featured (Front Page Article and Image)	-	-	-	-	-	-
Articles	-	1	1	-	2	-
1/2-Page Ad	-	-	-	-	-	-
1/4-Page Ad	-	-	-	1	-	-
City News	Jan	Feb	Mar	Apr	May	Jun
Featured (Front Page Article and Image)	-	-	1			
Articles	-	-	-			
1/2-Page Ad	-	-	-			
1/4-Page Ad	-	-	-			

AM 1640	Jul	Aug	Sep	Oct	Nov	Dec
Advertisement of City Events	-	-	-	1	1	-
AM 1640	Jan	Feb	Mar	Apr	May	Jun
Advertisement of City Events	1	1	-			

Burrtec Newsletter	Jul	Aug	Sep	Oct	Nov	Dec
Bi-Monthly Newsletter	-	-	-	-	-	-
Burrtec Newsletter	Jan	Feb	Mar	Apr	May	Jun
Bi-Monthly Newsletter	-	-	-			

5 Most Popular City Facebook Pages		By % of Pop.
1) Twentynine Palms		21.14%
2) Apple Valley		19.72%
3) Yucca Valley		15.42%
4) Grand Terrace		14.48%
5) Hesperia		13.45%

* **Reach** refers to the number of unique people to have seen a post's content.

** **Engagement** refers to interactions with a post, such as post clicks, Likes, Comments or Shares.

*** **Impressions** refers to the number of times a tweet has been seen.

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Planning & Development

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

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DATE: April 16, 2019

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

FROM: Sandra Molina, Planning and Development Services Director
Planning and Development Services Department

SUBJECT: **MARCH 2019 PLANNING AND DEVELOPMENT SERVICES MONTHLY REPORT**

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, Code Enforcement, and Animal Control.

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.

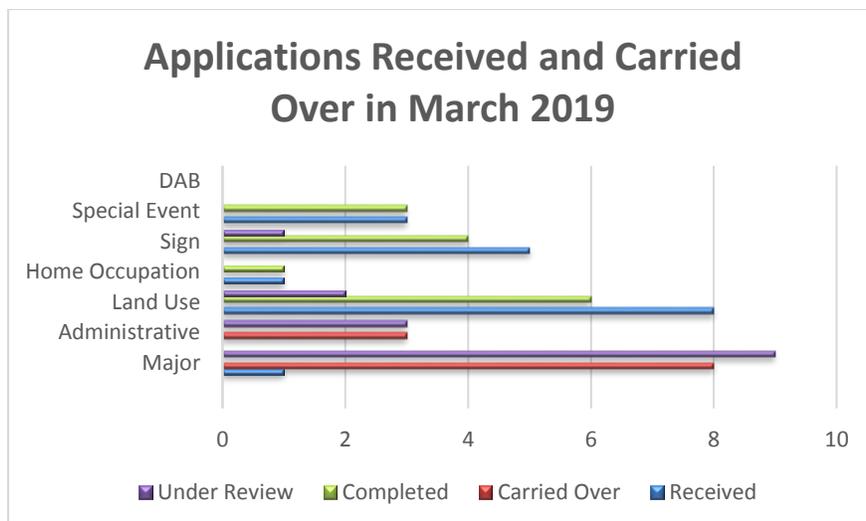
Activity Summary for Planning

Planning Counter Requests for Information: 60
 Planning Phone Calls Received: 105
 Planning E-mails Received/Answered: 220

Application Summary

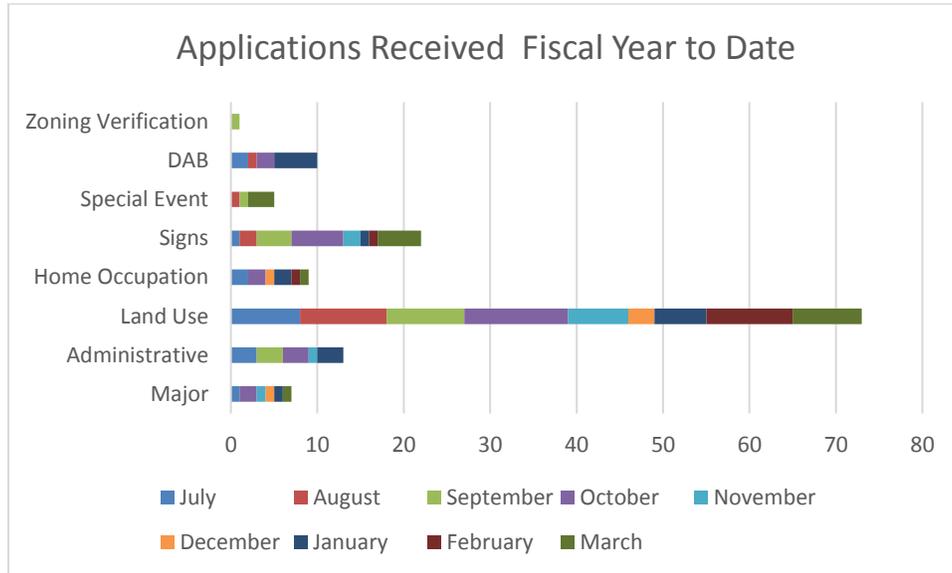
The Planning Division received 18 new applications in March and carried over 11 from the previous month. Action was taken on 14 of them. Minor applications such as a new business, patio cover, or small room additions are handled as a Land Use application and typically processed within 2-3 days. Larger 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 for March 2019				
Applications	Number Received	Carried Over	Completed	Under Review
Major	1	8	0	9
Administrative	0	3	0	3
Land Use	8	0	6	2
Home Occupation	1	0	1	0
Sign	5	0	4	1
Special Event	3	0	3	0
DAB	0	0	0	0
Total	18	11	14	15



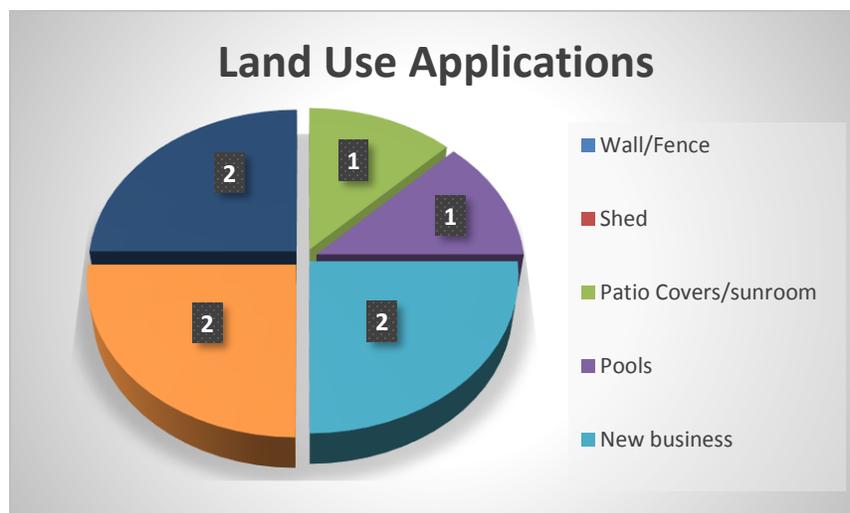
Applications Received, Approved and/or Under Review

Fiscal year to date the Planning Division has received 140 applications and 15 remain under review. A comprehensive list of the applications and their status is at the end of the Planning Division’s report.



Land Use applications for two new businesses were approved in March for “Beneficent Hospice” and “New Dawn Hospice, Inc.”, both administrative offices.

Overall Land Use applications are the most predominant application that the Planning Division processes. Eight Land Use applications were received in March, all the applications were approved. The table below shows the types of activities that were received with the ten Land Use applications received in March 2019.



Projects in Plan Check or Under Construction

Projects in Plan Check or Under Construction					
Date Submitted	Case No.	Applicant	Description	Location	Status
10/23/2018	SA 18-10 V 18-02 E 18-10	Crestwood Communities	17 Detached Single-Family Residences	Pico Street and Kingfisher	Rough grading underway. Construction Plans 1st Plan Check 3/12/2019
8/17/2016	SA 14-07-A1 E 14-04-A1	Joab Jerome	New Residence APN: 0275-282-20	11838 Burns Avenue	Grading Plan 1 st Plan Check 3/14/2019
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	Under Construction
5/11/2018	ASA 18-06 E 18-06	Tim Boyes	Single Family Residence	0276-431-23	Grading plans approved, building plans under review
10/27/2016	SA 16-09	Yacoub Farsakh	Single Family Residence	0276-331-49	Under construction

Development Advisory Board (DAB)

The Development Advisory Board is made up of the Planning and Development Services Director, Public Works Director, Consultant Building Official, Fire Marshal’s Office, the RHWCO Superintendent, and Colton Wastewater. The DAB meets to review conceptual plans for various projects and new development applications, and is conducted free of charge. No DAB meetings were held on March.

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.

One Planning Commission meeting was held in the month of March and the following action occurred.

March 21, 2019: The Planning Commission adopted a Resolution finding the leasing of approximately 1,000 square feet at Grand Terrace City Hall for electric vehicle charging stations is consistent with the General Plan.

Grants

The City was awarded funding for its Blue Mountain Trailhead and Trail application. A mandatory meeting was attended on July 31, 2018. A contract was awarded to Hirsch and Associates in February and site and topographical surveying was conducted for a future outreach meeting in April.

On November 13, 2018, the City Council adopted the Grand Terrace Active Transportation Plan. Close out of the grant is ongoing.

Grant	Status	Grant Amount
Active Transportation Plan	Consultant preparing document Draft anticipated in September 2018	\$295,000
Blue Mountain Trailhead and Trail Grant	Submitted on October 1, 2017. Site visit completed in November 2017. Awarded.	\$212,500 (Project cost \$520,000)

Housing Successor Agency

The Housing Successor Agency has a current balance of approximately \$225,000.00. Each year \$50,000 is received from the Successor Agency.

On March 13, 2018, the Housing Successor approved a Purchase and Sale Agreement with Aegis Builders, Inc. to sell its property located at 11695 Canal Street for \$169,000. Escrow closed on June 15, 2018. Buyer has 18 months to commence construction.

On March 19, 2019, the Housing Successor Agency conducted a workshop on housing funds, assets and possible future programs.

The Housing Successor Agency holds the following interests:

Property	Description
22293 Barton Road	Vacant 1.42-acre commercial property.
22317 Barton Road	Vacant 1.43-acre commercial property.
11695 Canal Street	Vacant 0.80-acre property, designated R3-20. Sold on 6/15/2018 to Aegis Builders, Inc. Buyer has 18 months to commence construction or Agency may repurchase property.
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 December 30, 2018.

Community Emergency Response Team

A Regular CERT Volunteer meeting was held on March 5, 2019. The agenda items included Board Member Volunteer Nominations and Elections, and CERT basics Initial Class Training Planning.

Attachment to Planning Division's Report

Applications Received, Approved and/or Under Review

Major Applications – Zoning Code Amendment					
Date Submitted	Case No.	Applicant	Description	Location	Status
11/2/2018 6/1/2018	GPA 18-01 ZCA 18-01	Todd Kessler	Code Amendment- Hillside Residential	23400 Westwood	Planning Commission Meeting Scheduled for 4/18/2019

Major Applications - Site and Architectural Review					
Date Submitted	Case No.	Applicant	Description	Location	Status
3/29/2019	SA 19-04 E 19-03	3/29/2019	Leonardo Aguayo	APN: 0275- 083-09	Distributed. In Review
10/2/2018	SA 18-09 TPM 18-02 V 18-01 E 18-08	10/2/2018	Aegis Builders, Inc.	11695 Canal Street	Incomplete on 10/31/2018. A revised application was submitted and subsequent deemed incomplete.
11/15/2017	SA 17-10 E 17-09	Todd Kessler	Single Family Residence	23400 Westwood St	Planning Commission Meeting Scheduled for 4/18/2019
3/27/2018	SA 18-04 E 17-10	Lewis Development	Residential Project (707 Homes)	1167-151-22, 68, 71, 73, 74, 75	Incomplete on 3/27/2018

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.	Revised draft March 2018. EIR work being performed

Major Applications – Conditional Use Permit					
Date Submitted	Case No.	Applicant	Description	Location	Status
1/2/2019	CUP 19-01 SA 19-03	GrandT-1 Inc.	Industrial Semi-Trailer Storage Facility	APN: 0275-191-06, 30	Deemed Incomplete on 2/1/2019
7/10/2018	CUP 18-03 E 18-07	Jeffrey McConnell	Agricultural Uses	21712 Vivienda Avenue	Incomplete letter e-mailed on 8/10/2018 A 45-day extension request was received on 2/4/2019
9/17/2017	CUP 17-08 E 17-07	National Logistics Team	Recycling Pallets	21496 Main Street	Incomplete on 10/18/2017 & 2/27/2018. Initial Study being prepared.

Administrative Applications					
Date Submitted	Case No.	Applicant	Description	Location	Status
9/18/2018	DU 18-02	Patrick O'Brien	Industrial Truck Storage Facility	APN: 0275-191-06, 30	Distributed 1/29/2019
9/5/2018	ACUP 18-06	Odalberto's	Beer and Wine License	22488 Barton Road	Pending Property Owner's Signature. Time extension requested on 2/11/2019

Land Use Review					
Date Submitted	Case No.	Applicant	Description	Location	Status
3/28/2019	LU 19-24	Ronald Nieves	Temporary RV Parking Permit	22596 Kentfield Street	Approved
3/21/2019	LU 19-23	Vanessa Leflore	Fireworks Fundraiser Stand	22412 Barton Road, Unit 285	Approved
3/20/2019	LU 19-22	Shed World	960 Sq. Ft Detached Workshop	12176 Country Club	Approved
3/18/2019	LU 19-21	Proscape	Pool and Spa	22740 Cardinal Street	Approved

Land Use Review					
3/7/2019	LU 19-20	New Dawn Hospice, Inc.	Administrative Office	12139 Mt. Vernon, Suite 202	Approved
3/7/2019	LU 19-19	Hugo Miranda	26 x 16 Garage	22926 Miriam Way	Approved
3/7/2019	LU 19-18	Beneficent Hospice	Administrative Office	22545 Barton Road	Approved
3/5/2019	LU 19-17	JNA Patio Construction	23 Sq. Ft Patio Cover	12368 Whistler	Approved

Home Occupation Permit					
Date Submitted	Case No.	Applicant	Description	Location	Status
3/19/2019	HOP 19-04	Andrew Hoge	Carpet Cleaning Services	11785 Mt. Vernon	Approved

Temp Signs					
Date Submitted	Case No.	Applicant	Description	Location	Status
3/29/2019	TEMP SGN 19-06	Alida Venegas	4 x 4 Wall Banner	22270 Barton Road	Approved
3/29/2019	TEMP SGN 19-05	Dee Lause	Estate Sale Signs	22420 Van Buren Street	Approved
3/29/2019	TEMP SGN 19-04	Freddy Albane	10 x 5 Wall Banner	22489 Barton Road	Approved
3/21/2019	TEMP SGN 19-03	Vanesa Leflore	A-Frame Sign (Fireworks Stand)	22412 Barton Road, Unit 283	In Process
3/8/2019	TEMP SGN 19-02	Marcus Rubio	Real Estate	Ontario	Approved

Special Event					
Date Submitted	Case No.	Applicant	Description	Location	Status
3/25/2019	SE 19-03	The REC Center	Easter Egg Hunt	22633 Barton Road	Approved
3/18/2019	SE 19-02	Don Larkin	Memorial Day Ceremony	22421 Barton Road	Approved
3/11/2019	SE 19-01	Michael Auld	Parish Spring Fiesta	12745 Oriole Ave	Approved

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. The Building Official position is currently being filled through a contract with Interwest Consulting Group. These two positions constitute up to 192 monthly service hours.

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

Activity Summary for Building and Safety

Building Permit Activity includes 29 permits issued in March. Year to date a total of 242 permits have been issued with a total revenue of \$137,277.13. In addition, a total number of 60 customers were assisted at the Building & Safety counter for the month of February.

Building Permit Activity						
	January	February	March	April	May	June
Applications received	47	63	60			
Permits issued	11	26	29			
Permits finalized	20	14	23			
Business occupancies issued	1	2	3			
Expired permits	14	6	6			
Total monthly revenue	\$4,588.33	\$32,237.08	\$7,794.55			

Building Permit Activity						
	July	August	September	October	November	December
Applications received	44	65	60	51	34	37
Permits issued	47	37	24	34	19	15
Permits finalized	24	33	26	22	22	15
Business occupancies issued	1	3	1	5	2	4
Expired permits	2	5	5	4	4	5
Total monthly revenue	\$51,772.52*	\$9,404.20	\$6,852.66	\$14,757.14	\$5,040.50	\$4,830.15

* Includes (17) New Single-Family Residence Permits

Permits Issued

The permits issued in March include, electrical panel upgrades, HVAC mechanical replacements, washer/dryer enclosures, reroofs, patio covers, new pool, plumbing, and PV solar systems.

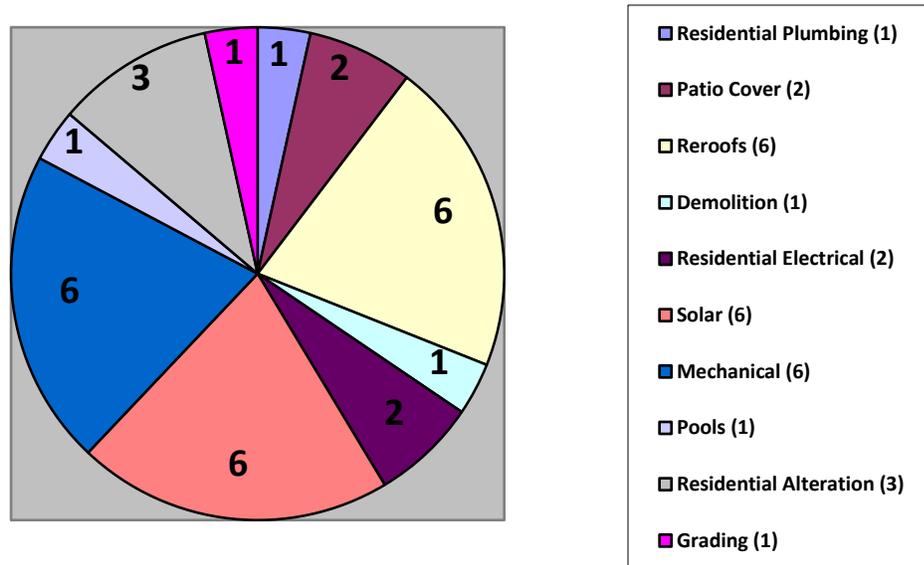
Of note, a permit for precise grading of Crestwood Communities Tract 18071 was issued in March 2019. In addition, an interior demolition permit of a commercial unit space was issued for a future tenant at 22417 Barton Road.

Type of permits	Number Issued											
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Residential Alteration/Repair	2	5	1	3	0	1	0	2	3			
Block Walls / Retaining Walls	1	1	1	1	1	0	0	5	0			
Demolition	0	0	1	0	0	0	0	1	1			
Reroofs	3	2	6	6	4	1	1	4	6			
Water Heater / Plumbing	3	3	5	2	4	4	1	2	1			
HVAC / Mechanical	6	13	1	3	0	2	1	2	6			
Solar	6	9	0	12	6	4	2	5	6			

Type of permits	Number Issued											
Commercial Tenant Improvement	4	1	0	1	0	1	1	1	0			
New Commercial	0	0	0	0	0	0	0	0	0			
Grading	1	0	0	1	1	1	0	0	1			
Patio Covers	1	2	2	0	0	0	2	0	2			
Pools	0	0	0	2	0	0	1	0	1			
Panel Upgrades / Electrical	3	1	1	3	3	1	2	3	2			
New SFR	17	0	0	0	0	0	0	1	0			
Total	47	37	24	34	19	15	11	26	29			

* Residential Alteration / Repair consists of: Remodels, Room Additions, Stucco / Siding Work, Interior Demolition / Construction of Walls, Windows, Garage Doors.

Issued Permits - March 2019



Major Projects Under Construction

For March 2019, major projects under construction include Aegis Builders, Inc.'s Van Buren Project, on-site grading for the SCE Highgrove Substation, and rough grading for Crestwood's 17 single family lots.

Other ongoing projects also include construction of a new cell tower on La Crosse Ave., a soft story garage seismic retrofit for Azure Terrace Apartments, and an interior demolition of a commercial unit.

Project	Description/Location	Status
Aegis Builders, Inc.	12382 – 12485 Tesoro Ct. New 17 SFR Aegis Project	Drywall/Lath inspected
Southern California Edison	12700 Taylor St. On-site grading, new fence and gate with retaining wall for SCE Highgrove Substation	Footings/Steel inspected
SBCTA	12040 La Crosse Ave – New 70' cell site for SBCTA	Corrections issued for Final Building Inspection
Barton Bridge – CALTRANS	Barton Rd. Bridge Over cross	Under Construction
Tim Boyes, Vista Grande Way	Parcel Map 16945 – Street Improvement Project (Vista Grande Way)	Pre-construction meeting held in September.
Crestwood Communities	Tract 18071 – Rough grading for 17 SFR lots & new block walls	Under Construction – Walkthrough meeting held
Azure Terrace Apartments	12044 Preston St. – Soft story garage seismic retrofit	Under Construction – Footings/Steel Inspected
Jacob Farsakh – 23315 Palm Ave.	23315 Palm Ave. – (N) Single Family Residence	Under Construction – Underground Plumbing

Plan Checking Activity

For March 2019, a total number of seventeen plans were submitted for review and re-submittal. Plans submitted include a fire damage repair, patio cover, PV solar, commercial demolition, and Crestwood's precise grading for Tract 18071.

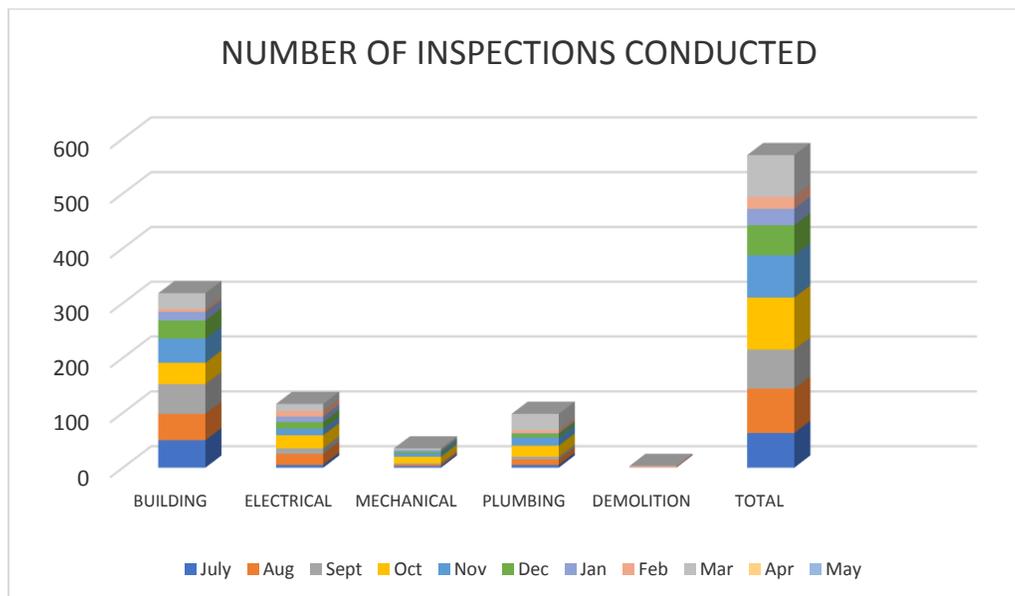
Project	Description/Location	Status
Tim Boyes, Vista Grande Way	Parcel Map 16945 – Precise grading for (1) lot / (N) SFR, rough grading of (2) lots	In Plan Check – Rough grading plans approved, (N) SFR and precise grading in review
Joab Jerome, Burns Residence	11838 Burns Ave. – Street Improvement Plan and on-site grading	In Plan Check Received 3 rd resubmittal from applicant on 02/20/19
Tenant Improvement, Sophia's Nail Shop	12210 Michigan St. Suite A – Tenant improvement for nail salon to include new non-bearing walls, electrical and plumbing	In Plan Check – Corrections for 3 rd review issued 02/15/19
Tim Evans – American Warrior, LLC	21935 Van Buren St. – Tenant Improvement for electrical to install screen printing equipment, shirt printing – American Warrior, LLC	In Plan Check – Received second set of corrections 12/19/18

Project	Description/Location	Status
Vic Onorio, Former child care building	22400 Barton Rd. – Tenant Improvement for disabled access upgrades for previous child care facility	In Plan Check – Corrections for 3 rd review issued 03/27/19
Crestwood Communities	Tract 18071 – Precise grading for 17 SFR lots & (N) Single Family Residence Plans	In Plan Check – Plans in review with Interwest
Robert Resheske, Rosedale Avenue	12133 Rosedale Ave. – Fire damage repair for single family residence	In Plan Check – Received 3 rd set of corrections on 03/28/19
Jorge Diaz – Furniture 2Ur Door	12210 Michigan St. Suite F – Tenant improvement for furniture store – Furniture 2 Ur Door	In Plan Check – Received 1 st set of corrections on

Inspections

Type of Inspection	# of Inspections Conducted											
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Building	50	48	54	39	44	33	16	5	29			
Electrical	5	20	10	24	12	12	10	10	13			
Mechanical	3	3	2	12	6	3	3	0	3			
Plumbing	5	10	5	20	15	7	1	5	30			
Demolition	0	0	0	0	0	0	0	2	1			
Total	63	81	71	95	77	55	30	22	76			

*Twenty-five final building inspections were performed for the month of March 2019.

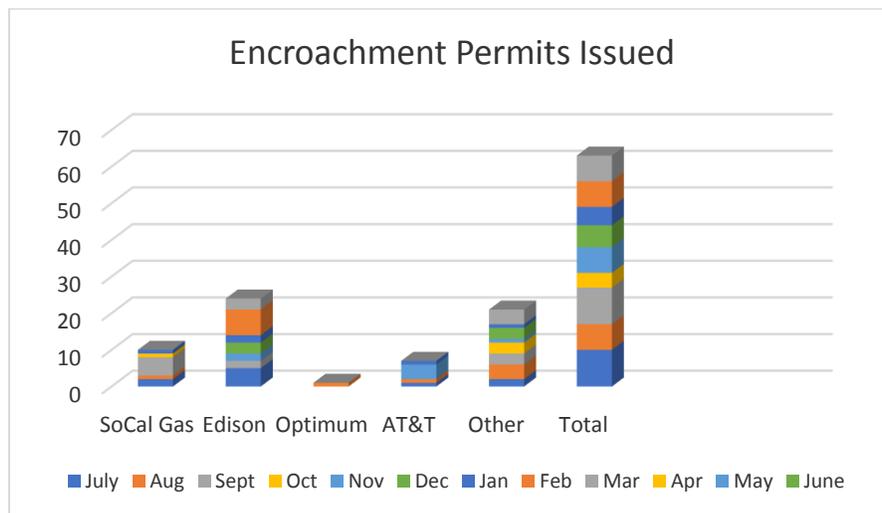


Certificate of Occupancy

A Certificate of Occupancy was issued for the following businesses:

- Beneficent Hospice Inc. located at 22545 Barton Rd. Suite 205
- Chastella Inc. located at 22365 Barton Rd. Suite 302
- Calvary, The Brook located at 22533 Barton Rd.

Public Works Encroachment Permits



Applicant	Number of Encroachment Permits Issued											
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
So. Cal Gas Co.	2	1	5	1	0	0	1	0	0			
So. Cal. Edison	5	0	2	0	2	3	2	7	3			
Optimum	0	1	0	0	0	0	0	0	0			
AT&T	1	1	0	0	4	0	1	0	0			
Verizon	0	0	0	0	0	0	0	0	0			
Revocable Permit	0	0	0	0	0	0	0	0	0			
Other**	2	4	3	3	1	3	1	0	4			
Total	10	7	10	4	7	6	5	7	7			
Total Monthly Revenue	\$5,710	\$6,165	\$4,356	\$1,121	\$5,877.24	\$5,436.14	\$1,560	\$2,184	\$1,700			

** "Other" represents non-utility applicants, such as developers or residents.

ANIMAL CONTROL AND CODE ENFORCEMENT DIVISION

Core Services

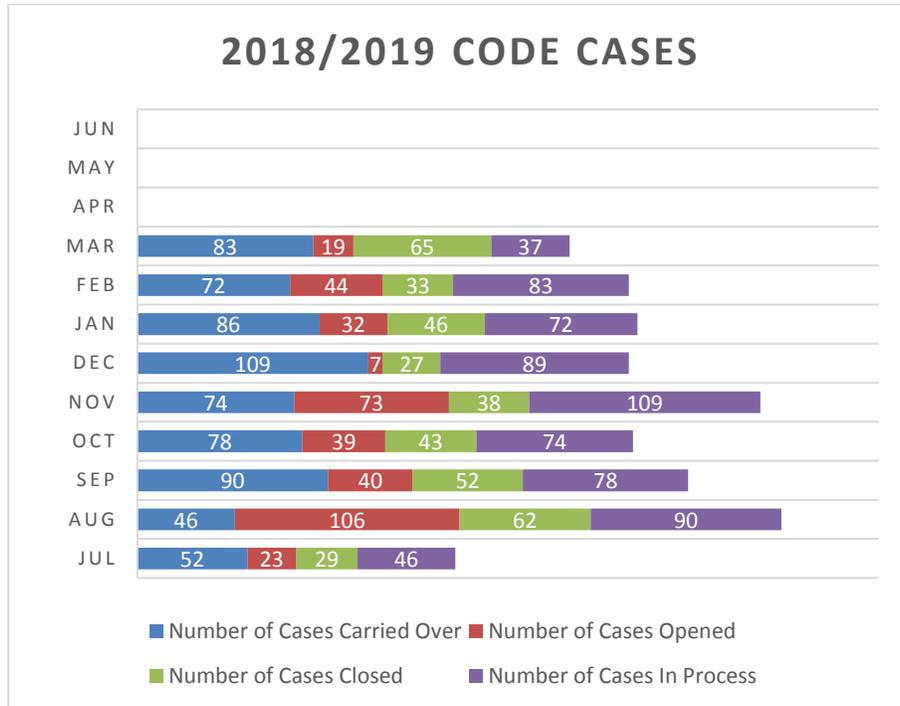
- Zoning & Municipal Code Enforcement
- Animal Control Services
- Street Sweeping Traffic Enforcement

The Division is budgeted for one full time Officer, a 36-hour Specialist and a full-time Office Specialist. These three positions constitute 256 monthly service hours in March, plus an additional 28 hours for on-call coverage. On-call coverage is provided to handle after hour emergency animal control calls. After hour call outs totaled 10.5 hours in March.

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 set route is driven each day 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 Street.

Activity Summary for Code Enforcement

In March, Code Enforcement had 83 cases carried over from the previous month, 19 new cases opened, and 65 cases were closed. The Division closed out March with 37 open cases. The chart below demonstrates a breakdown of Code cases by detailing how many cases were carried over from the previous month, opened, closed and still being addressed.



The following table shows the number of inspections conducted, the number of citations, and corrective notices issued.

Column1	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Inspections Conducted	57	111	56	112	83	29	46	69	76
Notice of Corrections Issued	7	71	16	13	48	7	12	38	16
Notice of Violations Issued	14	11	17	19	12	0	26	6	50
Citations Issued	17	23	11	26	11	11	20	3	6

*The number of corrections issued does not include vehicle related complaints, illegal dumping referred to Burrtec, or homelessness on public property referred Sheriff's Department.

*The increase in Notice of Violation is due to the start of Rental Property Inspections. If a violation is discovered on the initial inspection the property owner is issued a NOV with ample time for correction based on the violation.

Special Enforcement Programs

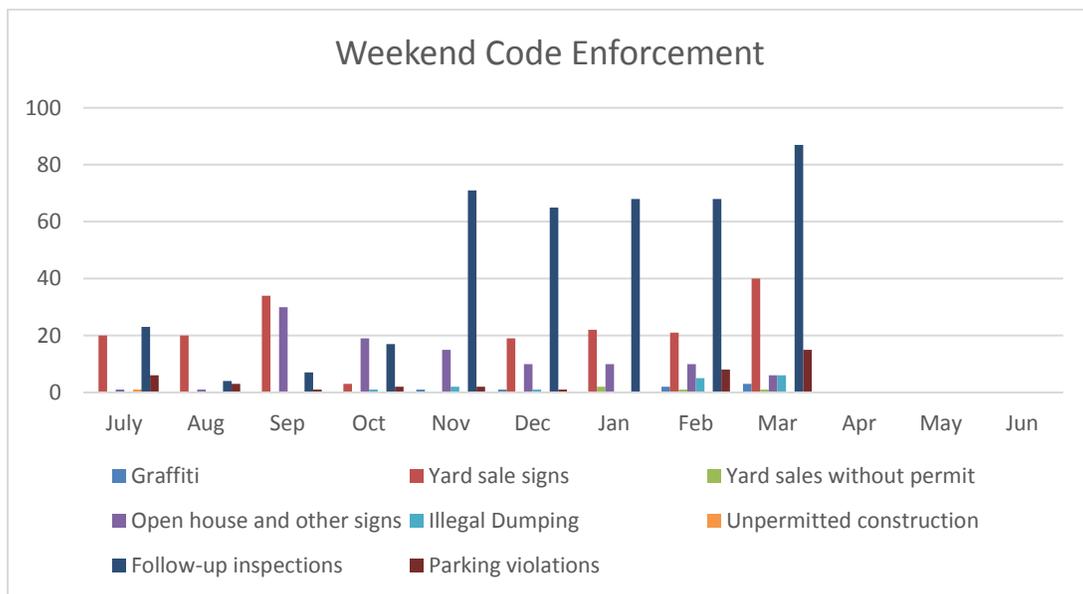
Code Enforcement began enforcement of 160 businesses that had not renewed their licenses. Code Enforcement went to the location of the businesses and verified that they were not licensed and issued citations to those businesses. Providing the license was renewed within 7 days, the citation would be dismissed. At the start of March of the 160 businesses in the City only one brick and mortar businesses had not renewed their business license and at the conclusion of March that one business was issued a citation.

Another facet of the businesses in Grand Terrace is homebased businesses (HBB). Our officers have been reaching out to HBB owners to confirm if their businesses are still operational or have been closed. They began with 42 HBBs and 10 have either received their business license or it has been determined that they are not operational. At the conclusion of March all unresolved home based business cases have been closed.

Weekend Code Enforcement Activities

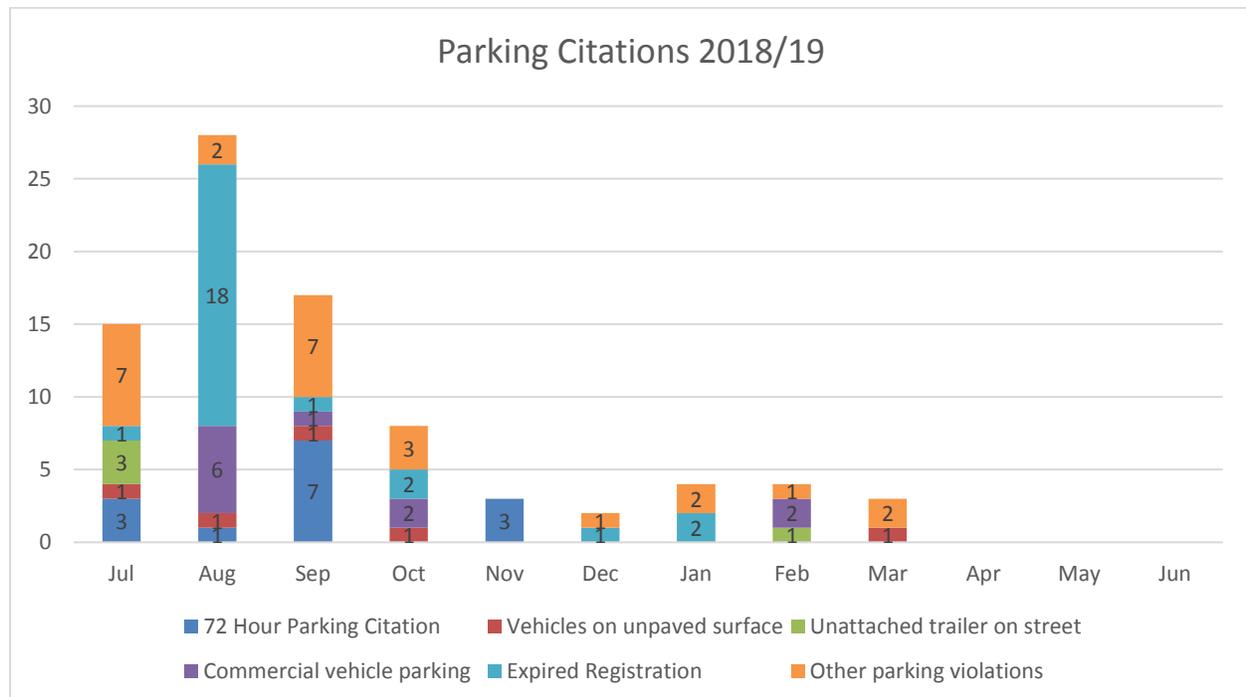
The Weekend Animal Control/Code Enforcement Specialist patrols the weekends and conducts zone inspections and scheduled re-inspections. Weekend code enforcement also handles code violations such as unpermitted yard sales, open house signs, unpermitted construction, and parking violations. The table below demonstrates weekend code enforcement activities by type for this fiscal year.

Case Type	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Graffiti	0	0	0	0	1	1	0	2	3
Yard sale signs	20	20	34	3	0	19	22	21	40
Yard sales without permit	0	0	0	0	0	0	2	1	1
Open house and other signs	1	1	30	19	15	10	10	10	6
Illegal Dumping	0	0	0	1	2	1	0	5	6
Unpermitted construction	1	0	0	0	0	0	0	0	0
Follow-up inspections	23	4	7	17	71	65	68	68	87
Parking violations	6	3	1	2	2	1	0	8	15



Parking Citations:

In March street sweeping was cancelled on March 7th due to heavy rain. 99 vehicle related citations were issued; 93 of the citations issued were related to street sweeping enforcement. The citations are expected to generate approximately \$2475 in general fund revenue. Street Sweeping in residential areas occurs on the first, second, and third Thursdays of each month.



The table above shows some of our most common parking violations including expired registration, parking on unpaved surfaces, and commercial vehicles in residential areas.

Graffiti/Vandalism/Illegal Dumping

There was 3 cases of graffiti and 7 cases of illegal dumping reported in March 2019; all cases have been resolved.

Rental Inspection Program

There are approximately 334 properties in the Program, consisting of both single-family units and multiple family units (i.e. apartments, duplexes, triplexes, condominium etc.).

At the start of January rental inspection invoices were mailed to all rental owners and were due at the end of the month. Of the 334 properties, 279 property owners have paid their annual rental inspection fees. 81 properties are enrolled in the Good Landlord/Tenant Program signifying they have kept well-maintained properties and have passed inspections for three consecutive years. Property owners in the Good Landlord Program also receive reduced inspection fees and windshield inspections.

In March, rental property inspections began; Code Enforcement Officers walk the front yard of the property to inspect exterior conditions. An interior or backyard inspection can be requested if exterior conditions so warrant. At the conclusion of March, 227 inspections had been conducted and 22 properties had violations. Per the Grand Terrace Municipal Code property owners can be give 24 hours to 90 days to place the home in good standing.

Civic Live

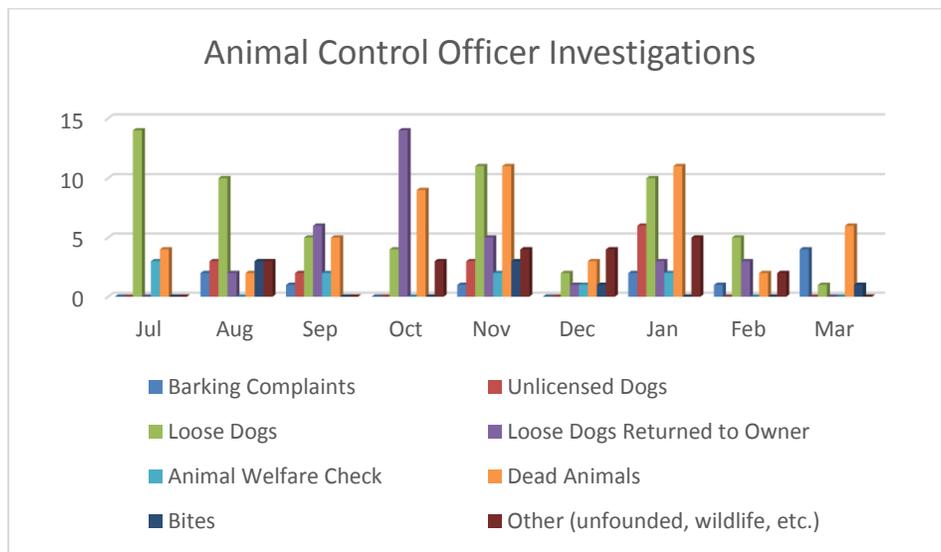
There were two complaints received via Civic Live in March 2019 pertaining to a tree in an Edison easement and overgrown vegetation. One case has been closed and the overgrown vegetation case is still being worked on by Code Enforcement.

Animal Control Services

With the implementation of Animal Control Services, the City has instituted the practice of first making every effort to return stray dogs to its owner, by checking it for tags or microchip. If the owner cannot be identified, the City will place a photograph of the impounded animal on the City's Facebook page so that owners can reclaim their pet. Animal Control is also working to identify animals via Facebook who have been sent to the animal shelter and have since been returned to their owner so their status can be updated for the public. If the dog is unlicensed the owner will be given a citation, but the fine is dismissed if the dog is licensed within 7 days. One dog was picked up and was not returned to the owner.

The following charts illustrate the investigations that were conducted by Grand Terrace Animal Control Officers.

Animal Control Officer Investigations	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Barking Complaints	0	2	1	0	1	0	2	1	4
Unlicensed Dogs	0	3	2	0	3	0	6	0	0
Loose Dogs	14	10	5	4	11	2	10	5	1
Loose Dogs Returned to Owner	0	2	6	14	5	1	3	3	0
Animal Welfare Check	3	0	2	0	2	1	2	0	0
Dead Animals	4	2	5	9	11	3	11	2	6
Bites	0	3	0	0	3	1	0	0	1
Other (unfounded, wildlife, etc.)	0	3	0	3	4	4	5	2	0



The chart below shows sheltering services performed by the County of Riverside for the month. These numbers vary compared to ours, due to residents bringing in stray animals on their own.

Animal Control Sheltering Services	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Animal Intakes									
Strays	9	4	11	7	8	2	7	7	3
Stray Dead	0	2	4	4	6	0	0	0	6
Owner Surrender	3	0	0	1	0	0	0	0	1
Other				4	2	0	1	1	0
Total	12	6	15	12	14	2	7	7	10
Animal Disposition									
Adopted	3	2	2	4	1	2	1	5	5
Returned to Owner	4	0	2	1	1	1	3	2	1
Euthanized	2	1	5	6	1	0	0	1	2
Other	1	0	0	2	2	0	0	0	0
Total	10	3	9	13	5	3	4	8	8

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Public Works

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

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Sheriff's Contract

- Law Enforcement Services



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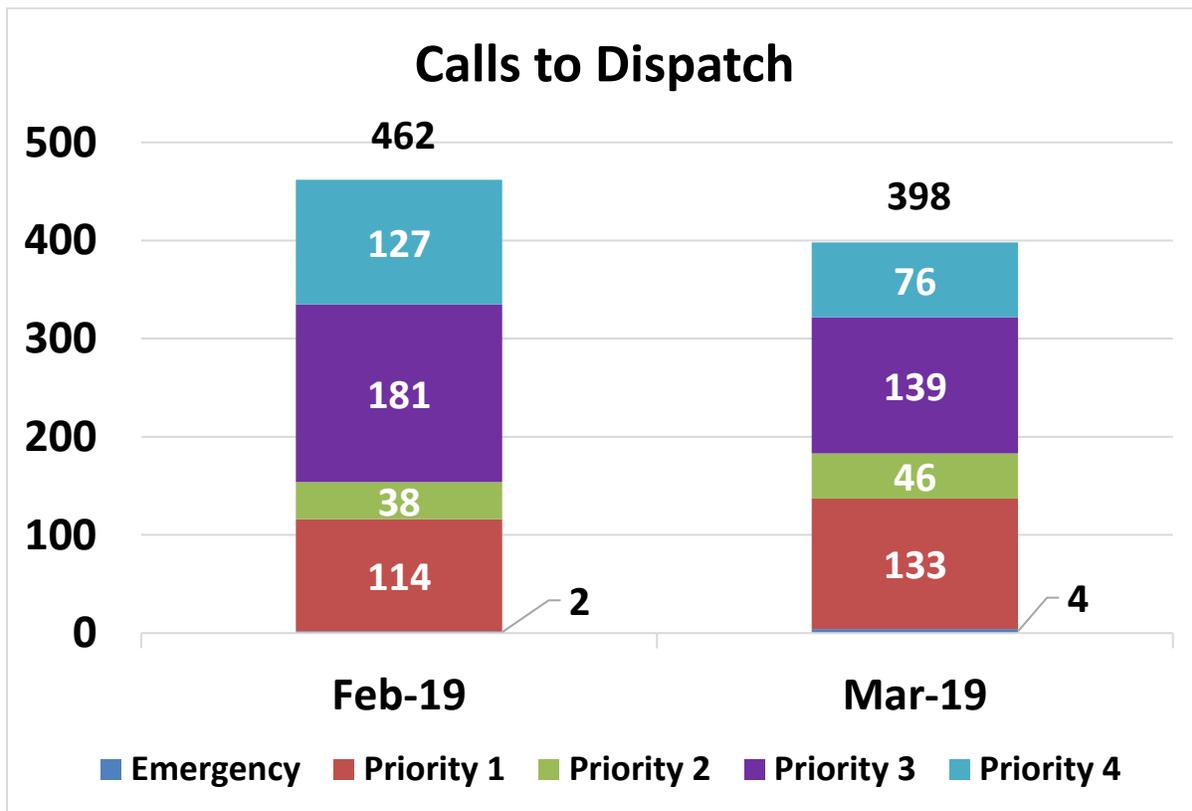


San Bernardino County Sheriff's Department



Services	February 2019	March 2019
Officer Contact and Calls	1,185	1,294

Calls to Dispatch	February 2019	March 2019
Emergency	2	4
Priority 1	114	133
Priority 2	38	46
Priority 3	181	139
Priority 4	127	76
Totals	462	398



Emergency – 911 calls (evaluated for substance).

Priority 1 – Currently active, 15 minutes or less.

Priority 2 – Just occurred, 15 minutes or more.

Priority 3 – Calls over 30 minutes ago.

Priority 4 – Incident calls, counter calls.

Note: As dispatch receives more information during the call, the level of priority can change to a higher or lower level priority.

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San Bernardino County Fire



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City of Grand Terrace
Fire Department Incidents
03/01/19 – 03/31/19

Call Type	Number of Calls
Commercial Alarm	6
Fire – Commercial Structure	1
Fire – Unknown Type	3
Fire - Vehicle	1
Hazardous Materials	1
Medical Aid	105
Move Up (Cover Engine in to FS#23)	1
Outside Investigation	4
Public Service	3
Residential Alarm	1
Traffic Collision Unknown Injuries	4
Traffic Collision Unknown Injuries – Freeway	3
Total Calls	133

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