

MONTHLY REPORT

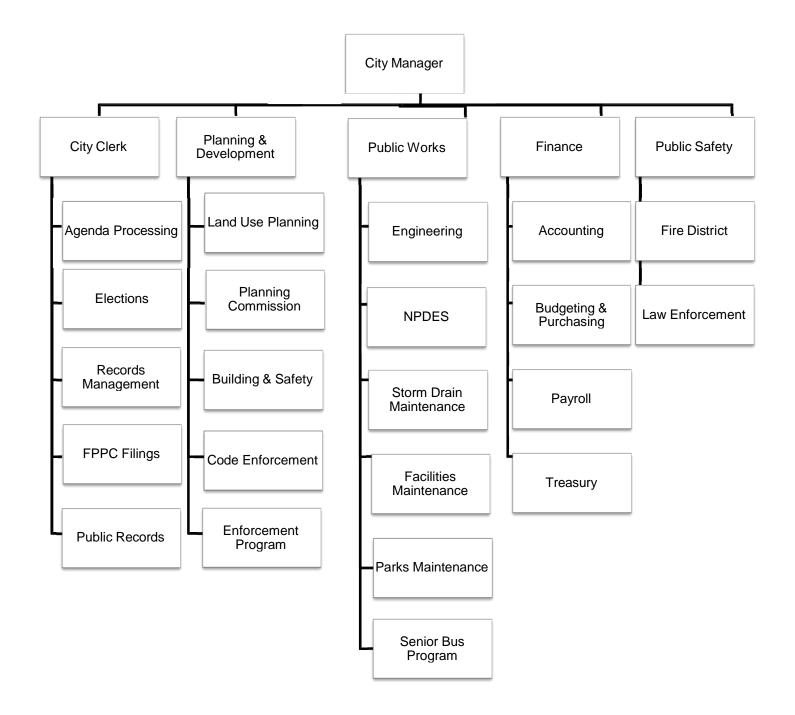
July 2017

PRESENTED BY THE CITY MANAGER'S OFFICE

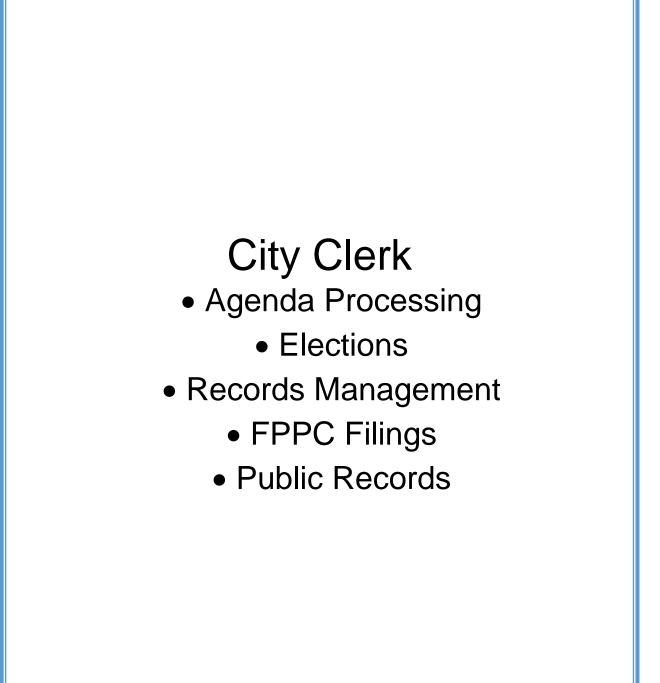
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CITY MANAGER

Organization Chart







DATE: October 13, 2017

- TO: G. Harold Duffey, City Manager City Manager's Office
- FROM: Debra Thomas, City Clerk

SUBJECT: JULY THROUGH SEPTEMBER 2017 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.

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 insure 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 current month of September is three (3) spending 16.5 hours preparing agenda packets together with delivery and producing 729 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				
Total Processed	6	1	0	7				

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 current month of September are three (3) Resolutions and three (3) Ordinances for a grand total of six (6) processed for signature and certification. Additionally, the City's electronic Municipal Code has been updated and is current through the most recent Ordinance No. 311.

RESOLUTIONS AND ORDINANCES PROCESSED								
RESOLUTION ORDINANCES MONTHL TOTALS								
July	4	1	5					
August	3	0	3					
September	3	3	6					
Total Processed	10	4	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.

September 2017 was a busy month for Recognitions as the City Council recognized many of its volunteers with a total of forty-four (44) Certificates of Recognition presented at a Special Meeting held on September 19, 2017. This number including

City Clerk Department July through September 2017 Monthly Report Page 4 of 7

Commendations and In Memoriam Adjournments created a total of forty-nine (49) certificates issued.

RECOGNITION ACTIVITY									
RECOGNITION	JULY AUGUST SEPTEMBER TOTALS								
Certificate of Acknowledgment w/Pin	0	0	0	0					
Certificate of Recognition w/Pin	1	0	44	45					
Commendation w/Pin	0	2	1	3					
In Memoriam Adjournments	1	1	4	6					
Total Processed	2	3	49	54					

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 current month of September, Council approved five (5) agreements and 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 PRO	CESSED
July	2
August	2
September	5
Total	9

RECORDS REQUESTS

The City Clerk's office received five (5) Requests for Copies of Public Records for the month of September 2017, with two (2) requests carried over from the previous month. Four (4) requests were completed within the Government Code Section 6253(c)'s requirement of ten (10) calendar days with one (1) requiring a 14-day extension to respond. The total number of pages provided in response to those requests were 95 pages with no 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				
Total Requests	28	6	18	11	304	8				

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 September, the City Clerk's office responded to one hundred and thirty-three (133) 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.

TELEPHONE CUSTOMER S	ERVICE
July	N/A
August	N/A
September	133
Total Calls	133

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.

This log only represents the month of September 2017 as the committee went dark for the months of July and August 2017.

HISTORICAL & CULTURAL COMMITTEE					
	# Hours				
Committee Meeting	1				
Emails with Committee Members	.5				
Written Correspondence with	.5				
Committee Members					
Telephone Calls with Committee	1				
Members					
Telephone Calls with Vendors –	.25				
Country Fair					
Emails with Vendors – Country Fair	.25				
TOTAL # HOURS	3.5				

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 # OF # OF MEMBERS ALTERNATES VACANCI								
Emergency Operations Committee	5	4	2					
Historical & Cultural Activities Committee	8	0	0					
Oversight Board	7	0	1					
Planning Commission	5	0	0					
Parks & Recreation Committee**	N/A	0	5					

**Please note that the Parks & Recreation Committee has not been finalized as of September 2017.

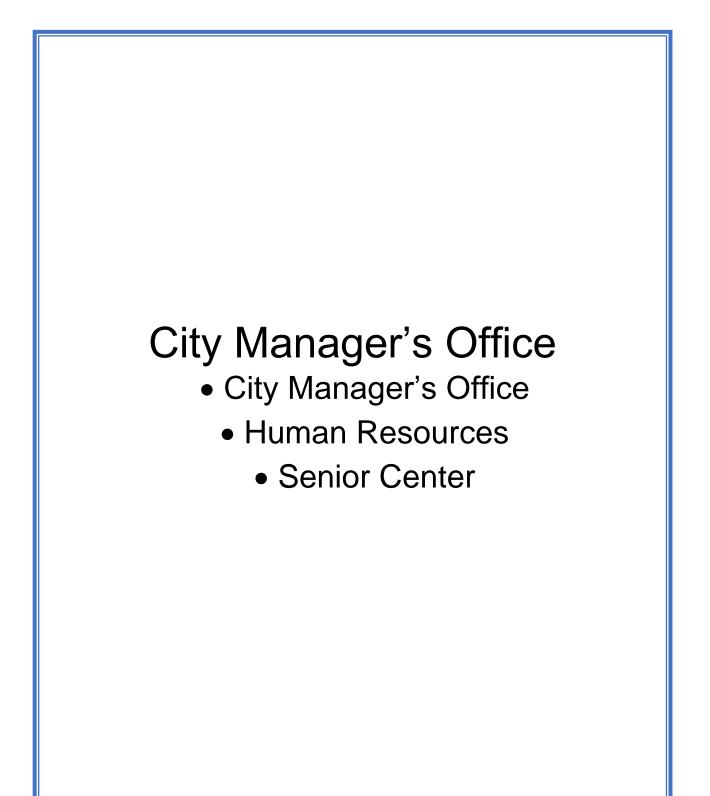
CITY CLERK CURRENT PROJECTS:

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.



DATE: October 16, 2017

- TO: G. Harold Duffey, City Manager City Manager's Office
- FROM: Cynthia Fortuna, Assistant City Manager

SUBJECT: JULY – September Monthly Services Report

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 1Recruitment Activity

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

TABLE 2

Personnel Change Activity

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

TABLE 3

Employee Job Performance Activity

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

TABLE 4

Benefits Activity

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

*July data is unusually 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 unusually high number due to the benefits open enrollment period (setup and processing).

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	<u>Jul-</u> <u>2017</u>	<u>Aug-</u> 2017	<u>Sept-</u> 2017	<u>Oct-</u> 2017	<u>Nov-</u> 2017	<u>Dec-</u> 2017
Nutrition Program (# of days)	21	23	20			
Exercise Classes	12	13	12			
Karaoke Singing	2	2	3			
Arts and Crafts Classes	3	5	4			
Trips to Walmart & Ross	2	3	2			
Special Events/Trips*	7	4	2			

*Special trips include a movie and lunch at Redlands, lunch trips to San Manuel Casino, Redlands Bowl concerts, etc.

SENIOR CENTER SILVER LINER TABLE 2 # of Passengers

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

TABLE 2

of Rides

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

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 costeffective financing, investments and cash collection of the City's resources to enhance the City's financial condition.

TABLE 1 Financial Activity

Description	Jul- 2017	<u>Aug-</u> <u>2017</u>	<u>Sept-</u> <u>2017</u>	<u>Oct-</u> 2017	<u>Nov-</u> 2017	<u>Dec-</u> 2017
Invoices Processed	161	110	111			
Checks Issued	109	93	83			
Purchase Orders Established	16	37	13			
Revenue Receipts Recorded	39	90	19			

*July data for Invoice Processed is unusually high number due to the processing of 2016-17 year-end payables.

** August data for Revenue Receipts Recorded in unusually high due to the processing of 2016-17 year-end receipts.

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:

- 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.

2017 City Communications Data:									
Channel 3:	Jul	Aug	Sep	Oct	Nov	Dec			
City Council Meeting Replays	0	2	34						
Activities/Items Added to Slideshow	3	5	3						
Note: Equipment Non-functional in Jul	y & August	t							
Facebook	Jul	Aug	Sep	Oct	Nov	Dec			
Posts	20	16	21						
Total Reach *	No Data	12889	18793						
Total Engagement **	No Data	969	1313						
Page Followers	1240	1264	1283						
New Page Followers	29	24	19						
Note: July Slurry Seal Update Posts Removed - Data No Longer Available									
_			-						

Table 1

Eblast	Jul	Aug	Sep	Oct	Nov	Dec
Number of E-newsletters Distributed	13	4	3			
Number of E-newsletters Opened	1,424	531	322			
Number of Subscribers	505	504	508			
New Subscribers	-6	-1	4			
Twitter	Jul	Aug	Sep	Oct	Nov	Dec
Tweets	17	9	11			
Impressions ***	5,310	3,227	3,016			
Followers	126	132	137			
New Followers	6	5	4			
YouTube	Jul	Aug	Sep	Oct	Nov	Dec
Video Uploads	5	2	3			
Video Views	113	45	97			
Subscribers	53	53	53			
New Subscribers	0	0	0			
Blue Mountain Outlook	Jul	Aug	Sep	Oct	Nov	Dec
Full Page Ad, Inside Back Cover	1	1	1			
City News	Jul	Aug	Sep	Oct	Nov	Dec
Articles	0	2	4			
1/4-Page Ad	0	1	0			
AM 1640	Jul	Aug	Sep	Oct	Nov	Dec
Advertisement of City Events	0	0	0			
Burrtec Newsletter	Jul	Aug	Sep	Oct	Nov	Dec
Bi-Monthly Newsletter	0	1	0			

5 Most Popular City Facebook Pages	By % of Pop.							
1) Twentynine Palms	17.92%							
2) Apple Valley	16.91%							
3) Yucca Valley	10.39%							
4) Grand Terrace	10.31%							
5) Hesperia	8.18%							
 * 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.



Planning & Development Land Use Planning Planning Commission • Building & Safety Code Enforcement • Enforcement Program

	REPORT
SUBJECT:	JULY 2017 PLANNING AND DEVELOPMENT SERVICES MONTHLY
FROM:	Sandra Molina, Planning and Development Services Director Planning and Development Services Department
TO:	G. Harold Duffey, City Manager City Manager's Office
DATE:	October 16, 2017

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

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OUR VISION

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Planning and Development Services Planning, Building and Safety, and Code Enforcement Page 3 of 18

PLANNING DIVISION

Planning and Building and Safety Core Services

- Permit New Businesses ≻
- Permit Alterations to Existing Uses Zoning Code & General Plan Administration RDA Dissolution AAAA
- **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

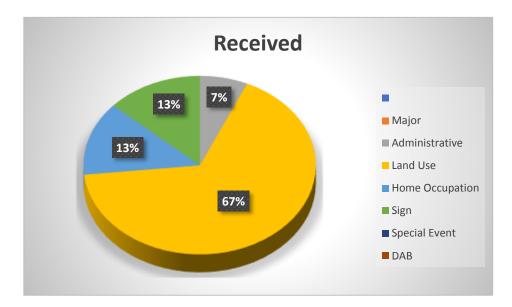
Planning Counter Requests for Information: 56

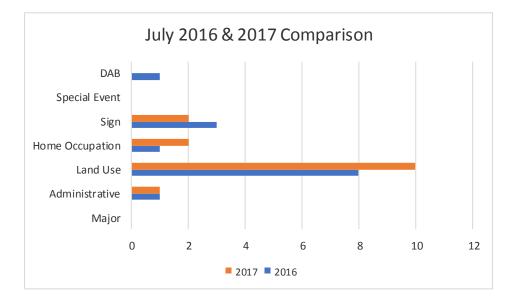
Application Summary

The Planning Division received 15 new applications in July, 5 were carried over from the previous month, and action was taken on 15 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	0	3	0	3					
Administrative	1	1	1	1					
Land Use	10	1	10	1					
Home Occupation	2	0	2	0					
Sign	2	0	2	0					
Special Event	0	0	0	0					
DAB	0	0	0	0					
Total	15	5	15	5					

Planning and Development Services Planning, Building and Safety, and Code Enforcement Page 4 of 18





Major Applications - Site and Architectural Review										
Date Submitted	Case No.	Applicant	Description	Location	Status					
11/22/2016	SA 16-10 V 16-02 E 16-11	Ajay Roberts	Commercial building, three units	22881 Barton Road	Under Review					
10/27/2016	SA 16-09 E 16-10	Jacob Farsakh	Single Family Residence	Palm Avenue	Under Review					

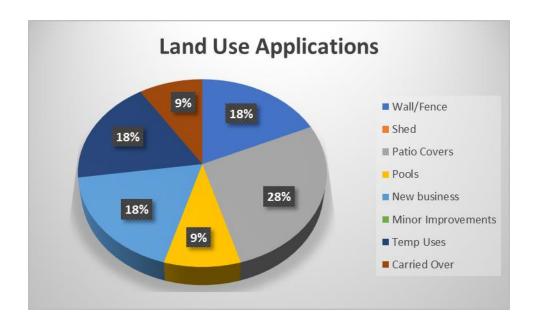
Major Applications – Tentative Parcel Map										
Date Submitted	Case No.	Applicant	Description	Location	Status					
12/22/2016	TPM 16-03 E 16-14	Edmundo Ilabaca	Split a parcel into two	22034 De Berry	Under Review					

Administrative Applications										
Date Submitted	Case No.	Applicant	Description	Location	Status					
4/14/2017	ASA 17-05 ACUP 17-04 E 17-01	Verizon Wireless	Back up diesel generator	22745 De Berry Street	Under Review					

Land Use Review					
Date Submitted	Case No.	Applicant	Description	Location	Status
7/28/2017	LU 17-65	Stan Carlsen	New business – car wraps	12210 Michigan Street, Unit 7	Approved
7/25/2017	LU 17-64	Bryan Hegardt	9 x 16 patio and deck	22805 Van Buren	Approved
7/24/2017	LU 17-63	Cyndi Huckaby	10 x 15 POD (temporary)	22629 De Soto	Approved
7/21/2017	LU 17-62	Carolina Diaz	14 x 16 patio cover	12559 Oriole Avenue	Approved
7/20/2017	LU 17-61	LA Custom Pools	Pool	22312 Kentfield Street	Approved
7/18/2017	LU 17-60	Ryan Denham	Automotive parts and supplies, on-line sales	12210 Michigan Street	Approved
7/14/2017	LU 17-59	Don Daughenbaugh	13 x 29 patio cover	12720 Mirado Avenue	Approved
7/13/2017	LU 17-58	Jonathan Hancock	Retaining wall	12671 Thomas Court	Approved
7/10/2017	LU 17-57	George Skaros	Retaining wall	11926 Arlis Drive	Approved
7/3/2017	LU 17-56	Fiery Grill	Grand opening special event	22488 Barton Road, Unite 106	Approved
5/24/2017	LU 17-40	Kaz Ramen	Japanese ramen restaurant	22417 Barton Road	In Plan Check

Planning and Development Services Planning, Building and Safety, and Code Enforcement Page 6 of 18

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 July of 2017.



Home Occupation Permits					
Date Submitted	Case No.	Applicant	Description	Location	Status
7/21/2017	HOP 17-09	Oscar Morales	Painting services	22670 Minona Drive	Approved
7/7/2017	HOP 17-08	Brian Belleau	Video production company	23242 Glendora Drive	Approved

Signs					
Date Submitted	Case No.	Applicant	Description	Location	Status
7/21/2017	SGN 17-08	Image Services, Inc.	1 st Certified Collision, sign copy update	12190 La Crosse	Approved
7/7/2017	TEMP SGN 17-16	Estate Sales by Sal	Estate sales	4277 10 th Street, Riverside	Approved

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.

No Planning Commission meetings were held in July.

Projects in Plan Check or Under Construction

Projects in	Projects in Plan Check or Under Construction					
Date Submitted	Case No.	Applicant	Description	Location	Status	
10/20/2016	SA 16-08 CUP 16-03 E 16-09	Terry McDuffee	Emergency Animal Hospital	Commerce Way and Michigan Street	Under Construction	
8/17/2016	SA 14-07-A1 E 14-04-A1	Joab Jerome	New residence APN: 0275-282-20	11838 Burns Avenue	Planning Commission Approved	
8/17/2016	SA 14-06-A1 E 14-03-A1	Joab Jerome	New residence and second dwelling APN: 0275-282-14	11832, 11834 Burns Avenue	Planning Commission Approved	
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	
2/25/2016	LM 16-01 E 16-01	CY Development	Lot Merger Caltrans acquisition	22066 &22070 Commerce Way	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 we have been competitive thus far. A site visit from the application review committee was conducted on October 11, 2017, and we expect to hear if we are awarded in the first week of November.

Planning and Development Services Planning, Building and Safety, and Code Enforcement Page 8 of 18

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.

Grant	Status	Grant Amount
Active Transportation Plan	Consultant preparing document Draft anticipated in February 2018	\$295,000
Urban Greening Grant – Connection to Santa Ana River Trail	Site visit by California Natural Resources Agency Expect decision in early November.	\$2.4 Million
Blue Mountain Trailhead and Trail Grant	Submitted on October 1, 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 Special meeting was held on Wednesday, July 5, 2017, the items included approval of the June 6, 2017 minutes, discussion on the implementation of the CERT program, CERT trailer inventory, and group research for community outreach.

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BUILDING AND SAFETY DIVISION

Building and Safety and Planning Core Services

- **Permit New Businesses** \triangleright
- Permit Alterations to Existing Uses Zoning Code & General Plan Administration RDA Dissolution AAAAA
- 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. These positions are currently being filled through a contract with Willdan Engineering, and together constitute 96 service hours.

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

Activity Summary for Building and Safety

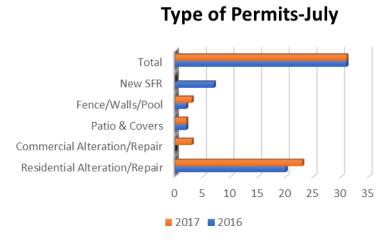
Building Permit Activity

Building Permit Activity					
July 2017 July 2016					
Applications received	38	34			
Permits issued	36	30			
Permits finalized	22	21			
Business occupancies issued	4	2			
Expired permits	0	2			
Total monthly revenue	\$11,193.48	\$7,316.80			

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Permits Issued

Type of permits	Number Issued	
	July 2017	July 2016
Residential Alteration/Repair	23	20
Commercial Alteration/Repair	3	0
Patio & Covers	2	2
Fence/Walls/Pool	3	2
New SFR	0	7
Total	31	31



Major Building Activity

Permit #	Description/Location	Status
B00-002-611	(Address TBD) Commerce & Vivienda New Temporary Cell Tower	In Plan Check
B00-002-177	12569 & 12579 Michigan St. New SFR Habitat Project	In Plan Check
B00-002-061	Pico St. TR.# 18701 17- Lot Sub division Karger Project	In Plan Check
B00-002-560	22413 Barton Rd – Tenant Improvement Kaz Ramen (New Restaurant; Existing Bldg.)	In Plan Check
PW0-000-237	11830 Mt. Vernon Ave. New 35 SFR Greenbrier Project	Under Construction
B00-002-375 thru B00-002-392	12382 – 12485 Tesoro Ct. New 17 SFR Aegis Project	In Plan Check

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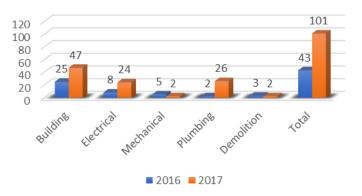
Inspections

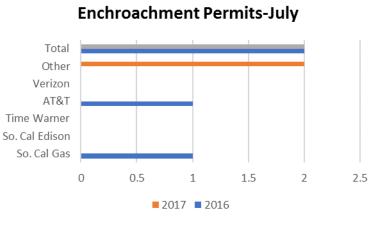
Type of Inspection	Number issued		
	July 2017	July 2016	
Building	47	25	
Electrical	24	8	
Mechanical	2	5	
Plumbing	26	2	
Demolition	2	3	
Total	101	43	

Public Works Encroachment Permits

Applicant	Number issued	
	July 2017	July 2016
So. Cal Gas Co.	0	1
So. Cal. Edison	0	0
Time Warner	0	0
AT&T	0	1
Verizon	0	0
Other	2	0
Total	2	2

Type of Inspections-July





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CODE ENFORCEMENT DIVISION

Code Enforcement Core Services

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

The Code Enforcement Division is budgeted for one full time Code Officer, a part time Code Specialist and a 1 full-time Office Specialist, and together provided 334 service hours for the month of July.

Activity Summary for Code Enforcement

Daily Inspection Route

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.

In July, a daily route was driven of Barton Road, Mount Vernon Avenue and Michigan Street is driven through the main corridors of the City, conducting inspections for unpermitted signs, construction activity, and other code related violations, in addition to the rotational patrol of the Zones. This route was driven 32 times in July.

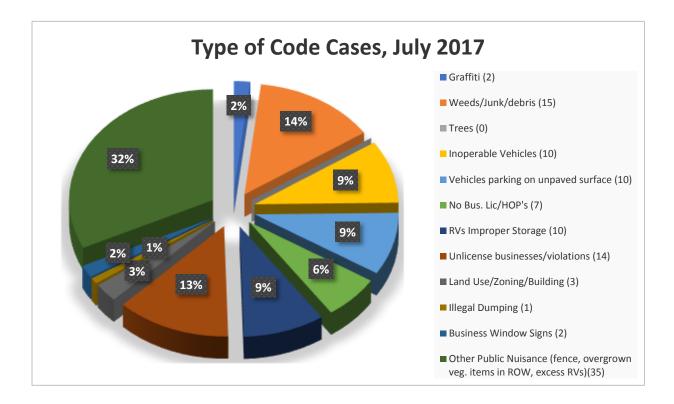
On July 31, 2017, a new daily patrol route was instituted. This route is driven each morning and at the end of the day, in addition to the Zones. The route includes Mount Vernon Avenue, Main Street, Michigan Street, Barton Road, Preston Street, Palm Avenue, Observation Drive and Van Buren. This new route was driven twice in July.

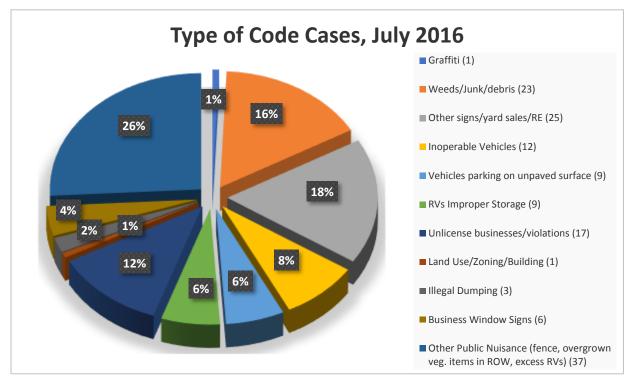
Code Enforcement Activity Summary

Code Enforcement handled a total of 109 cases in July 2017, in comparison 113 cases were handled in July 2016.

In July 2017, 109 cases were handled. This includes 56 new cases and 20 cases carried over from the previous month. In July 34 of 109 cases were closed.

Of these cases, enforcement of public nuisances (fences, overgrown vegetation, items in right-of-way, excessive RV's) made up 33% of Code Enforcement activity, followed by cases involving weeds, junk and debris at 17% of all cases, and the third highest type of cases was unlicensed businesses, totaling 7.

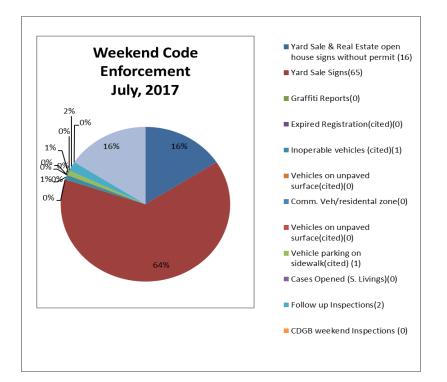




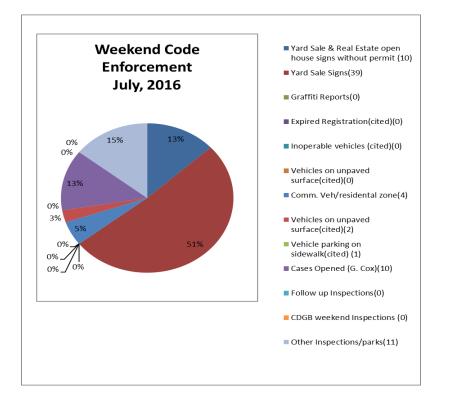
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Weekend Code Enforcement Activities

The Weekend Code Enforcement Specialist patrols on Saturday, Sunday and Monday. In July 2017, 12 cases were handled, in comparison 14 cases were handled in July 2016 not including yard sale and real estate signs.



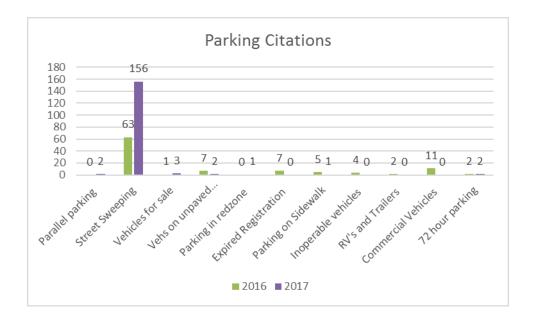
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Parking Citations:

156 parking citations were issued, the majority related to street sweeping enforcement. The citations are expected to generate \$5,095.50 in general fund revenue.

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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 July 2017, 27.5 hours' worth of inspections were conducted as compared to 18.25 hours in July 2016.

In July 2017, a total of 67 daily inspections were completed. Other inspections included 2 land use/zoning violations, 1 illegal sign, 2 graffiti incidents and 2 area checks for possible homeless loitering in the area.

Graffiti/Vandalism

In July 2017, there were four incidents of graffiti and no other vandalism cases. The three cases of graffiti were on SCE, CVS and CalTRans properties. Property owners were contacted and required to paint the areas within 48 hours. A fourth incident occurred on City signs on Barton Road and Canal Street. The graffiti was removed by Code Enforcement and Maintenance staff.

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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.

18 inspections completed in the month of July 2017.

See Click Fix

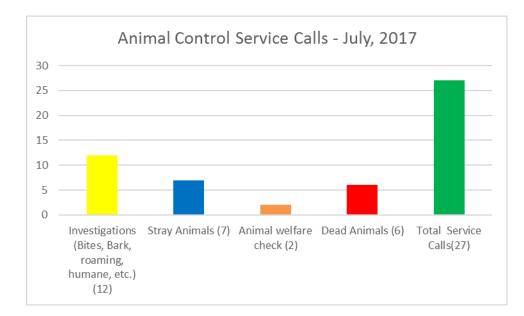
Four complaints were received via SeeClickFix for the month of July 2017. Two complaints were submitted for illegal dumping (one in Grand Terrace, one within Colton city limits, one for an abandoned vehicle, and one for a damaged block wall.

Animal Control

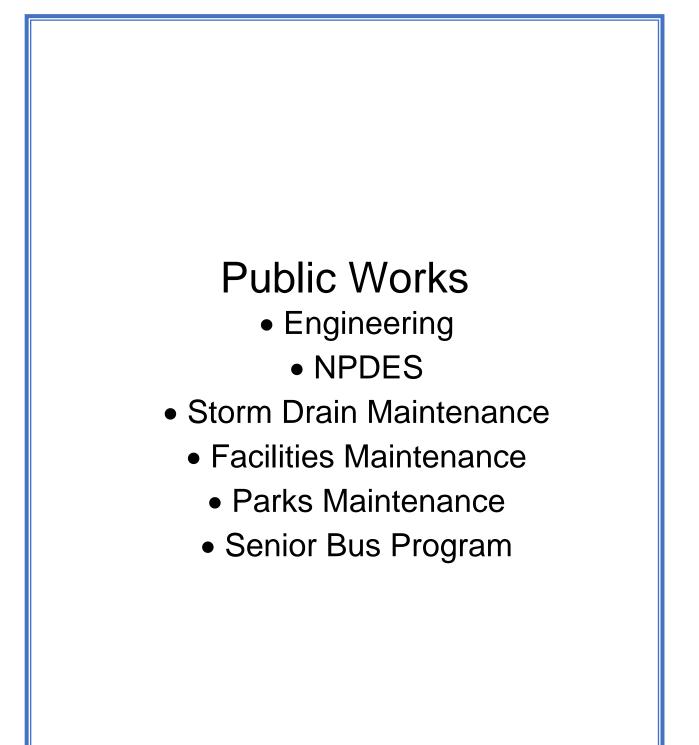
Animal control services are contracted with the City of San Bernardino.

Animal Control Services							
July 2016 July 2017							
Animal Intakes							
Strays	7	10					
Owner Relinquished	5	2					
Total	12	12					
Animal Disposition							
Adopted	11	6					
Returned to Owner	4	0					
Euthanized	4	9					
Other	2	2					
Total	21	17					

Planning and Development Services Planning, Building and Safety, and Code Enforcement Page 18 of 18







DATE:	October 16, 2017
TO:	G. Harold Duffey, City Manager City Manager's Office
FROM:	Alan French, Public Works Department Director
SUBJECT:	JULY 2017-MONTHLY REPORT – PUBLIC WORKS DEPARTMENT

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	F	Funds	Status	Fund Source(s)
Barton Bridge Replacement Proje	ect S	\$ 3,500,000	In Preliminary Design	Fed, State, City
Commerce Way Extension	0,	\$ 3,500,000	In Preliminary Design	State, City
CIP Year 2 Stro Slurry/Resurfacing	eet	\$ 760,000	Bid Documents complete	State, Recycle Grant, City
Dog Park	0,	\$ 350,000	Material ordered, site cleared, erosion control in place	Park Fees, State, City
TOTALS		\$8 110 (

TOTALS: \$8,110,000

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Public Works - Maintenance

Public Works Maintenance Core Services

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

Staffing Levels

	July 2017		Weekday Hours		Weekend hours		After hours & Call outs
	Budgeted	Staffed	Available	Worked	Available	Worked	
Crew Lead	1	1	40	40	0	0	0
MW I	1	1	40 40	40 40	16	2	1
MW II	1	1	40	40 40	0 0	0	0
MW II	1	1	40	40	0	0	0

*Due to 40 hour work week, these are not compensated overtime hours. Extra hours and call outs constitute emergency call outs, or hours worked over 40 hours in a week.

During the entire month of July Maintenance was supplemented by 224 work releases hours.

Maintenance Daily Tasks Recap

Locations	Daily	As Needed	Monday	Tuesday	Wednesday	Thursday	Friday
Open Parks	Х						
Clean Parks	Х						
Empty trash kiosk Bike Stations			х				х
City Hall parking lot		Once a month					
Clean City Hall	Х						
Set-up Community Room		Х					
Clean Council Chambers				Х		Х	
Blow City Hall		Once a month					
SeeClickFix Work Orders	Х						
Work Orders	Х						
Manage Work Release	Х						

Example of Daily Tasks 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 st Thursday – blow Honey Hill for sweeper
	4th 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

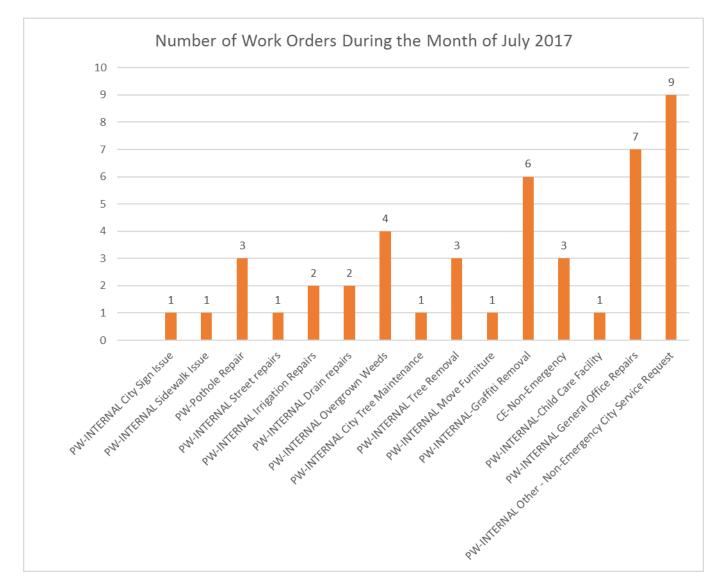
*Manage Work Release:	7:00am to 12:00pm
	12:00pm to 12:30pm lunch
	12:30pm to 2:30pm

During the entire month of July Maintenance was supplemented by 224 work releases hours.

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	JULY 2017					
	REQUEST RECEIVED IN	REQUEST COMPLETED IN	REQUESTIN			
	JULY	JULY	PROCESS			
SEECLICKFIX WORK ORDERS ONLY	46	54	12			
Request Rollover from previous month	20					
TOTAL	66					



SeeClickFix Work Orders Breakdown

Total of 45 SeeClickFix work orders entered for the month of July. These issues include public reported issues through the web, walk-in's and phone. Internal issues also reflected.

Details of SeeClickFix works order for the month of July

SeeClickFix Id	<u>Opened</u>	<u>Closed</u>	Work Order Type	Address
3532224	7/3/2017	7/10/2017	PW-INTERNAL City Sign Issue	Grand Terrace Rd/Mt Vernon And Mt. Vernon/Center City Court Grand Terrace
3536352	7/5/2017	7/10/2017	PW-INTERNAL Other - Non- Emergency City Service Request	11700-11874 Terrace Avenue Grand Terrace, CA
3536412	7/5/2017	7/10/2017	PW-INTERNAL Other - Non- Emergency City Service Request	12040 La Crosse Avenue Grand Terrace, CA
3543417	7/7/2017	7/17/2017	PW-Pothole Repair	Brentwood Street Grand Terrace, California
3548725	7/10/2017	7/17/2017	PW-INTERNAL Sidewalk Issue	22654 Raven Way Grand Terrace, CA
3549709	7/10/2017	8/16/2017	PW-INTERNAL Street repairs	12522 Michigan Avenue Grand Terrace, CA
3551073	7/11/2017	7/12/2017	PW-Other-Non- Emergency City Service Request	22795 Barton Road Grand Terrace, CA
3556064	7/12/2017	8/7/2017	PW-INTERNAL General Office Repairs	22795 Barton Road Grand Terrace, CA
3557004	7/13/2017	8/7/2017	PW-INTERNAL Irrigation Repairs	Pico Street Grand Terrace, CA
3557017	7/13/2017	7/13/2017	PW-INTERNAL Drain repairs	22795 Barton Road Grand Terrace, CA
3557129	7/13/2017	7/13/2017	PW-INTERNAL Tree Removal	Canal Street Grand Terrace, CA
3557146	7/13/2017	7/13/2017	PW-INTERNAL Tree Removal	22400 Barton Road Grand Terrace, CA
3557154	7/13/2017	7/13/2017	PW-INTERNAL-Child Care Facility	22400 Barton Road Grand Terrace, CA
3557162	7/13/2017	7/14/2017	PW-INTERNAL Other - Non- Emergency City Service Request	Grand Terrace CA
3558203	7/13/2017	8/3/2017	PW-INTERNAL General Office Repairs	22795 Barton Road Grand Terrace, CA
3558212	7/13/2017	7/14/2017	PW-INTERNAL Drain repairs	Britton Way Grand Terrace, CA
3560943	7/14/2017	7/24/2017	PW-INTERNAL Pothole Repair	11881 Arliss Drive Grand Terrace, CA
3561234	7/14/2017	7/14/2017	PW-INTERNAL Pothole Repair	Van Buren Street Grand Terrace, CA
3566809	7/17/2017	7/17/2017	PW-INTERNAL Other - Non- Emergency City Service Request	Grand Terrace CA
3567088	7/17/2017	7/19/2017	PW-INTERNAL Overgrown Weeds	22211 Pico Street Grand Terrace, CA
3569117	7/18/2017	8/11/2017	PW-INTERNAL Tree Removal	22605 Miriam Way Grand Terrace, CA

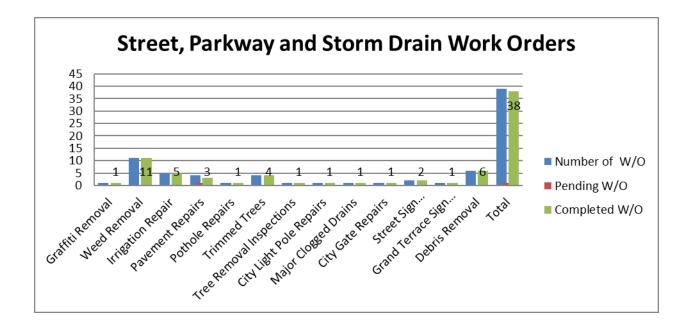
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3569432	7/18/2017	7/19/2017	CE-Non-Emergency	21712 Vivienda Ave Grand Terrace, CA 92313, USA
3569435	7/18/2017	7/19/2017	CE-Non-Emergency	21712 Vivienda Ave Grand Terrace, CA 92313, USA
3569439	7/18/2017	7/19/2017	CE-Non-Emergency	21712 Vivienda Ave Grand Terrace, CA 92313, USA
3570682	7/18/2017	7/24/2017	PW-INTERNAL-Graffiti Removal	Barton Rd. & Preston St Grand Terrace, Ca
3570686	7/18/2017	7/24/2017	PW-INTERNAL-Graffiti Removal	Mt. Vernon Ave. & Minona Dr. Grand Terrace, California
3570692	7/18/2017	8/9/2017	PW-INTERNAL-Graffiti Removal	Barton Rd. & La Crosse Ave Grand Terrace, California
3571491	7/19/2017	7/31/2017	PW-INTERNAL Overgrown Weeds	Michigan Street Grand Terrace, CA
3573243	7/19/2017	8/3/2017	PW-INTERNAL-Graffiti Removal	Mt. Vernon Ave Grand Terrace, California
3573557	7/19/2017	7/24/2017	PW-INTERNAL General Office Repairs	22795 Barton Road Grand Terrace, CA
3576039	7/20/2017	8/9/2017	PW-INTERNAL City Tree Maintenance	Arliss Drive Grand Terrace, CA
3583116	7/24/2017	7/28/2017	PW-INTERNAL General Office Repairs	22795 Barton Road Grand Terrace, CA
3583137	7/24/2017	7/28/2017	PW-INTERNAL-Graffiti Removal	21950 Pico Street Grand Terrace, CA
3583419	7/24/2017	7/26/2017	PW-INTERNAL General Office Repairs	22795 Barton Road Grand Terrace, CA
3584477	7/24/2017	8/3/2017	PW-INTERNAL-Graffiti Removal	Canal St Grand Terrace, CA
3584493	7/24/2017	8/9/2017	PW-INTERNAL Other - Non- Emergency City Service Request	De Berry St Grand Terrace, California
3586158	7/25/2017	7/28/2017	PW-INTERNAL Irrigation Repairs	Canal Street Grand Terrace, CA
3587338	7/25/2017	7/28/2017	PW-INTERNAL General Office Repairs	22795 Barton Road Grand Terrace, CA
3587471	7/25/2017	7/25/2017	PW-INTERNAL Other - Non- Emergency City Service Request	22795 Barton Road Grand Terrace, CA
3589991	7/26/2017	8/2/2017	PW-INTERNAL Overgrown Weeds	Lark Street Grand Terrace, CA
3592112	7/27/2017	7/28/2017	PW-INTERNAL General Office Repairs	22795 Barton Road Grand Terrace, CA
3599782	7/31/2017	8/3/2017	PW-INTERNAL Other - Non- Emergency City Service Request	22661 Palm Avenue Grand Terrace, CA
3600746	7/31/2017	8/9/2017	PW-INTERNAL Overgrown Weeds	22428 De Soto Street Grand Terrace, CA
3600831	7/31/2017	8/16/2017	PW-INTERNAL Other - Non- Emergency City Service Request	22245 Lark Street Grand Terrace, CA

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Special Street Projects

Commerce way street sign project duration of one-week project.



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	×	n/a
Barton Rd/Honey Hills Dr	×	n/a
Barton Rd/Michigan St	×	n/a
Barton Rd/Mount Vernon Ave	×	n/a
Barton Rd/Preston St	×	n/a
Mt. Vernon Ave/De Berry St	×	n/a
Main St/Michigan St		
Main St/High School entrance		

Facilities Maintenance

Facilities maintenance includes the City Hall, annex buildings, senior center and child care. At the senior center and childcare, maintenance is generally limited to repairs such as plumbing or moving of furniture. The Civic Center has its lawn mowed every week and planters receive full service maintenance once a month. Pest control is completed monthly. City Hall parking lot is swept once a month.

Park Maintenance

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					

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 $\underline{7}$ work orders pertaining to Park Maintenance.



Emergency repairs of the 4" line break at Veterans Freedom Park.

Citywide Landscape

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



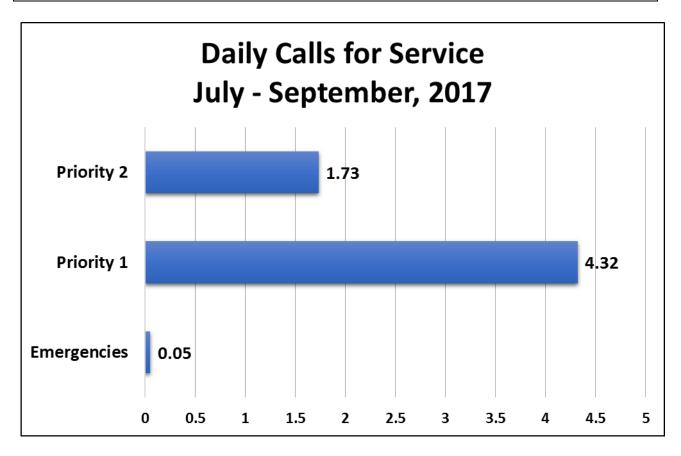


Calls for Service (Emergency & Crimes-in-Progress)				
July - September, 2017				
Emergencies	0.05	Per Day		
Priority 1	4.32	Per Day		
Priority 2	1.73	Per Day		

Emergency: Emergency call which requires immediate response and there is reason to believe that an immediate threat to life exists.

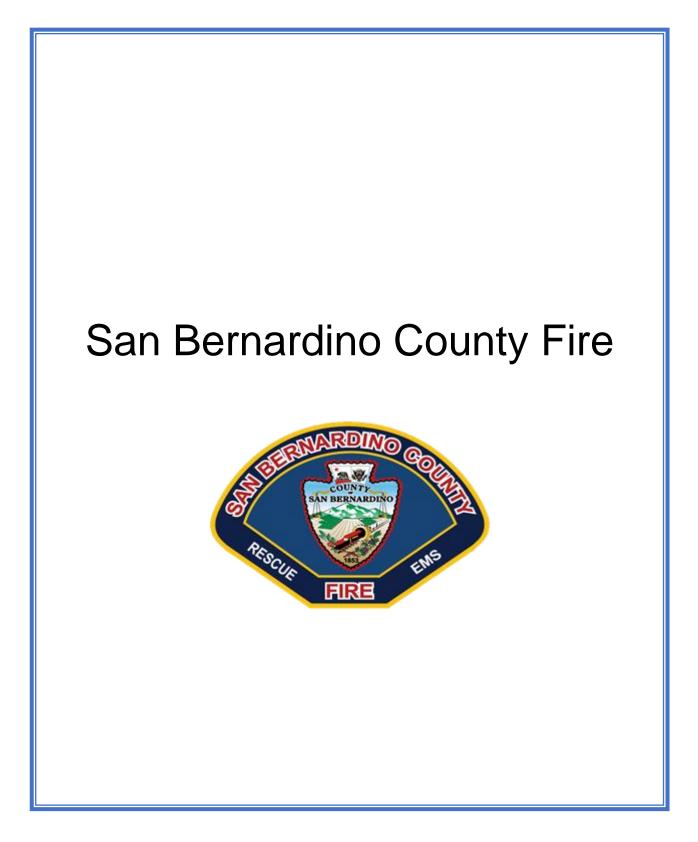
Priority 1: Emergency call which requires immediate response and there exists and immediate and substantial risk of major property loss or damage.

Priority 2: Crimes in progress that require an immediate response but present no significant threat of serious physical injury or major property damage or any active incident or activity that could be classified as a possible crime or potential threat to life or property.



Total Number of Calls to Dispatch for Service: 1,161 (12.9 Per Day)





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City of Grand Terrace 07/01/17 – 07/31/17

Call Type	Number of Calls
Commercial Investigation	1
Fire – Commercial	10
Fire – Vegetation	11
Medical Aids	88
Move Up	1
Outside Electrical Incident	2
Residential Alarm	1
Traffic Collision Unknown Injuries	1
Traffic Collision Unknown Injuries – Freeway	3
Traffic Collision with Injuries – Freeway	1
Total Calls	119

