

# FRESHLY SQUEEZED



THE MONTHLY NEWSLETTER FOR UPLAND CITY COUNCIL & STAFF

## CITY MANAGER'S UPDATE

A major priority for our City organization in 2016 and beyond is investment in the development of our current and future supervisors and managers. These key positions are crucial to our ability to provide the services that our residents and businesses depend on. Like many government and private sector organizations, Upland is experiencing a generational transition, with many "Baby Boomer" employees retiring and moving on to the next phase of their lives.

Starting this year, we are implementing two different leadership development and supervisory training programs that will help us to manage the generational shift effectively. First, the Human Resources Division has done a great job in putting together a comprehensive supervisory training program designed to prepare our current and future supervisors to manage effectively and to be well-prepared for a wide variety of workplace challenges. I encourage you to take advantage of this program, whether you are a longtime supervisor or are new to the supervisory ranks. More information on the program is available through Kelly Gonzales in Human Resources.

Later this month, Police Chief Brian Johnson and Deputy City Manager Jeannette Vagnozzi will be attending the internationally-known Maxwell Leadership Certification Program, which will give them trainer/coach certification on a wide variety of leadership development topics. Chief Johnson and Jeannette will then implement this cutting edge leadership program here at the City for those employees who are interested and who are willing to make the commitment to the various program requirements. More information on this program will be coming in the fall.

We want to provide as many opportunities as we can for employees to develop their potential as leaders at the City of Upland!

City Manager

## JULY CITY COUNCIL HIGHLIGHTS

In July, the Council took the following actions:

- A Certificate of Recognition was presented to Eagle Scouts Andrew Macias and Keaun Janani, Troop 608.
- Certificate of Congratulations were presented to James Jung of Bee'z Auto Care recognizing their 25th anniversary, and to the Yeh Center of Natural Medicine to recognize their over 35 years in business in the Downtown area.
- Ratified the Mayor's appointment of Yvette Walker to the Planning Commission, term expiring June 2020.
- Held a Public hearing and approved the amendment to the Settlement Agreement with Southwest Voter Registration and Education Project; and held 1st reading by title and number only and introduced an ordinance establishing By-District Election of four Councilmembers and establishing the boundaries of each Council District.
- Adopted the report of delinquent water, sewer and refuse service charges and authorized the delinquent charges to be placed on the tax roll.
- Confirmed the diagram and annual assessment for Landscape Maintenance District LM-84-1 for the 2016/17 Fiscal Year.
- Authorized the City Manager to execute a memorandum of Understanding with the Upland Unified School District to provide one Upland Police Department School Resource Officer to the School district.

## ETHICS CORNER

As public employees we all take the oath office before beginning our jobs. We swear or affirm to uphold the Constitutions of the United States and State of California and promise to "well and faithfully discharge the duties" of our positions. When we promise to essentially do a good job, why are ethics a question?

One of the issues is that government agencies, as well as many organizations, all have ethics guidelines or policies that tell you what not to do. Don't steal, don't break the law, etc. It's similar to teaching a child not to touch the hot stove, not to break anything, don't throw things. Eventually, your child begins to

learn to reason and you begin to teach them how to make decisions rather than learn by trial and error of touching something hot and getting burned. We know what not to do, but are we clear on what we should do as ethical public servants?

Let's focus on how to be ethical rather than talking about what it means to be unethical. Using the example of a customer service employee, we know that it is unethical to take money from a cash drawer or to waive a fee off of a bill that doesn't meet policy guidelines. What does it mean to be ethical in that position? It means that all customers are treated fairly, that the employee takes the time to ensure that the customer understands all the fees and what is required, that the employee treats coworkers kindly and with respect, and that errors are corrected and reported, and that they approach their job with the best intentions for the residents that are served. It's not so difficult to be ethical when we stay focused on our oath of office.

## ADMINISTRATIVE SERVICES

### Human Resources:

Welcome New Employees who joined the City in July:

Alex Falk – Aquatics Lifeguard / Aid

Edwar Sissi – Counter Technician

Jason Unda – Maintenance Worker II

### Training Reminders:

- Supervisory Workshop #2 is August 18th at 10:00 a.m. at the Carnegie Building.
- Keenan SafePersonnel AED (Automated External Defibrillators) course is due August 2, 2016.

Employee of the Quarter Nominations – It is time to nominate an outstanding colleague for Employee of the Quarter – 2nd Quarter (April - June)! Follow the link to submit your nomination:

<http://survey.constantcontact.com/survey/a07eczqcemigwx7b1j/start>

Save the Date - Employee of the Quarter Ceremony – Thursday, August 18th, 7:30 a.m. in the Council Chambers at City Hall.

### Information Technology:

Tyler/Energov Update – Implementation of the Munis software Phase 2 continues this month with payroll and HR setup, Accruals, Pay Master and deductions master training. As part of the Energov software implementation, staff attended Workflow, Custom field and Cashier setup training.

IT Tip of the Month: Credit Cards with Chip Technology – You must have noticed the chip on the new credit cards you received recently. The chip is a small metal square, typically silver or gold, on the payment card that stores encrypted, dynamic data. After payment approval during a transaction, the data on the chip will change. This is different from the older

magnetic strip cards, where the data on the magnetic strip never changed, which made it easy for malicious actors to copy. With the new chips, it will be much more difficult for malicious actors to read the data on the chip and then, because it constantly changes, to counterfeit it.

To ensure backwards compatibility with existing payment systems, the magnetic strip will remain on the new payment cards and store static data. During the transition period, this static data can be stolen and used to commit fraud. After the transition period, the magnetic strips will probably be phased out.

Why this change?

- Authenticating a card through its chip helps to prevent counterfeit cards.
- Verifying the cardholder through the signature/PIN helps protect against lost or stolen cards.
- Authorization of the transaction indicates that both the merchant and buyer agree to the transaction.

### Finance:

Tyler Tip – Not sure what Web Part Tiles are? Then please stop by the Finance Department for a quick hands-on tutorial or start here. Do you have your Dashboard Tile Settings configured? Here are a few options to make sure your dashboard notifications are running in the most effective way for your needs:

- Forwarding options
- Auto refresh interval (long or short)
- Custom label or color

For a quick modification, right click the tile, select Configure Tile Settings, change any desired configuration option, then choose Save. Please call or stop by the Finance Department with any additional questions.



## Tyler Dashboard

Approvals <b>1</b> 1 unread	Notifications <b>45</b> 45 unread	Alerts <b>0</b> 0 unread
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CAFR Excellence – The City recently received the 2015 Certificate of Achievement for Excellence in Financial Reporting (CAFR). The purpose of this award is to encourage local governments to go beyond the minimum requirements of generally accepted accounting principles (GAAP), and to prepare high quality, comprehensive annual financial reports with the distinctive elements of transparency and full disclosure. Congratulations to the Finance staff for this year's recognition from the GFOA.

**New Businesses:**

- |                                     |                                |
|-------------------------------------|--------------------------------|
| Flex Tutoring                       | Tutoring Service               |
| Inland Institute Surgery Center LLC | Dental Surgery Office          |
| We Talk Pets! Animal Hospital       | Veterinary Services            |
| FNR Investments LLC                 | Used Auto Sales                |
| Investnotic LLC                     | Real Estate Investment Service |
| OVO Marketing                       | Marketing Consulting           |
| Rosa La Michoacana                  | Retail Ice Cream & Candy       |
| RVM Ionics                          | Detox Treatment Service        |
| Karina's Registration Services      | Auto Registration Services     |
| Luxury Nails of Upland Inc          | Manicure & Pedicure Salon      |
| Rocsva Auto Registration Services   | Auto Registration Services     |
| A2Z Auto Sales                      | Used Auto Sales                |
| DBG Motorsports LLC                 | Online Auto Broker             |
| Henry's Plumbing Services           | Administration Office          |
| Top Auto Mall                       | Used Auto Sales                |

**City Clerk:**

**It's Election Season** – The nomination period for the November election for the positions of Mayor, Councilmember, and City Treasurer is open until noon on August 12th. If an incumbent does not run for their office, the nomination period will remain open until August 17th. The citizen initiative regarding medical marijuana will be on the ballot. You can review the ordinance, impartial analysis, arguments in favor and against, and rebuttals in the City Clerk's Office.

**District Voting** – At the July 25th City Council meeting, Council decided to adopt the district boundaries by ordinance. Beginning with the November 2018 election, councilmembers will begin to be elected by district. The mayor will continue to be elected at large.

**Animal Shelter:**

**Casting Call** – Friends of Upland Animal Shelter is auctioning off the opportunity to make your pet a calendar model. The highest bidders for each month will appear in the 2017 calendar. For more information or to make your pet a star, visit: <http://www.friendsofuplandanimalshelter.org>.

**Library:**

**Literacy Program** – Upland Public Library's Literacy Program is actively recruiting for additional Literacy tutors. There are currently 25 students total and 19 tutors. The drawing pictured was given to Literacy Tutor and Library Board Member, Wendy Slatkin, by the daughter of one of her literacy students. The young girl drew a picture to show her appreciation for the involvement Wendy has had on her mother's growth in the Literacy Program. If you or someone you know is interested in changing a life and becoming a Literacy Tutor, please contact the Literacy Department at (909) 931-4211.



**DEVELOPMENT SERVICES**

**Business Assistance and Attraction Program (BAAP)** - California dissolved all redevelopment agencies in the State effective October 1, 2011; this action took from Upland funds used to incentivize businesses to locate in Downtown Upland. Fulfilling its goal of economic development, the Development Services Department created a new program called the Business Assistance and Attraction Program (BAAP). BAAP will be funded using Federal CDBG funds not State or General funds. The goal of BAAP is to encourage new sales generating businesses (restaurants and retail) to locate in Downtown Upland via a financial incentive by the City. Said incentive would be provided to the new business in the form of a forgivable loan whereby the City would provide a no interest loan, up to \$50,000, which the business could use to make tenant improvements, use toward working capital or offset any other eligible business expense approved by the City. In return for assistance, for every \$25,000 provided, the business would be required to create and maintain one new full-time equivalent low to moderate income job for a period of one to two years. Once the business has met the job hire requirements, the City would forgive the loan and in the process gain a new sales generating job producing business in Downtown Upland, further transforming the Downtown into a viable economic center. City staff is in the process of finalizing program guidelines for the City Council's approval. Program activation is anticipated in the next few months.

**Tyler Permitting Software – Energov** - Development Services staff has started working on the setup for our new Tyler permitting software system, Energov. The new software will provide a streamlined workflow, electronic submittal, routing and approvals, and eventually offer a customer portal where developers and residents can check the progress of their applications online. The mobile portion will enable our Building Inspectors to update inspection status in "real time" via iPads in the field. The target date for implementation of the new permitting software is June 2017.

**Adult Literacy**

## COMMUNITY SERVICES

### Recreation:

Our Summer Movies, Concerts and Special Events in Magnolia Park began on July 13th. 90 Proof Band kicked off our event and later we played the movie Hotel Transylvania 2. Bouncing was an evening highlight for the kids and they had a blast as they bounced all through the park. The event was well attended and fun for all. The second week of movies and concerts in the park brought a great time to the approximately 250 people who showed up to listen to the band Flashover and to watch the Disney movie, Inside Out. Mark your calendars and get ready for Star Wars: The Force Awakens is coming on August 3rd. Come dressed in your favorite Star Wars character and be placed in a special raffle with cool prizes to win. Concerts begin at 7:00 p.m. and movies start at approximately 8:45 p.m. Upland Foothill Kiwanis hosts a wonderful snack bar and there will be fun and activities for the whole family. Be sure to bring your low lawn chairs, blankets and family for a night you won't want to miss! Please call Recreation at (909) 931-4280 for more information on our full lineup or check page 5 of Upland Today. We are looking forward to more fun adventures over the next couple of weeks and hope to see you there.



The City of Upland's Summer Day Camp program is on its 3rd week of programming and the students are having a blast. They have had the opportunity to participate in several activities: NASA/Rover presentation, Upland Fire Department assembly, Best Bubble Party, Girl Scouts and a visit from Kona Ice. This week the students will be able to participate in customized hands-on science labs that target the common core science standards.



VIC'S Place Summer Morning Program at the Upland Housing Authority is getting more popular as the summer goes on. The children are enjoying arts and crafts, cooking, STEM projects and lots of fun games and activities.

Summer Aquatics Program Session III just finished. The Session went very well and most classes were full. The Summer Aquatics Program runs through August 5th and classes and camps are still available. Check out the swim camps and clinics at the Upland High School pool starting August 8th. Camps cost \$80 and run for one week.

- Youth Water Polo Camp for ages 8-16 years: Swimmers must be intermediate level or higher. This camp will cover passing, dribbling, shooting, rules and team concepts.
- Youth Competitive Swim Camp for ages 8-16 years. Swimmers must be intermediate level or higher. This camp will cover the four competitive strokes: butterfly, freestyle, breaststroke and backstroke.
- Water Aerobic Workout for ages 16 and older: This shallow water aerobic workout is designed to be fun while toning and firming muscles, burning fat, and providing an awesome aerobic conditioning workout with less impact on the body.
- Adult Swim Clinic for ages 16 and older: Learn to swim or work on improving your strokes.



The Inland Valley Senior Billiards 8-Week Tournament started on July 11th. We have had over 20 people competing each week to win prizes! The top players from each week, and 8 other participants that will be chosen in a random drawing, will battle it out on September 12th for the grand prize valued at \$250! We are very excited about the turnout we have had over the last few weeks, and are excited for the weeks to come.

The "Art For 50 Plus" art class held its 2nd annual art exhibit on July 15th. Students showcased their artwork and gave live demonstrations in several mediums. Lite refreshments were served and there was a community canvas on hand so that all guests could contribute their own personal drawing. Instructor Marion Steese was available to answer any questions pertaining to the class, as well as the art itself. 85 people from the community attended to show their support for this amazing group of talented artists. The intent of this event was to not only showcase the students beautiful artwork, but also to inspire others to join the class so that they themselves are able to tap into their own creativity. It was a great event in which both the students and attendees had a blast.



Upcoming summer trips and tours planned - One of our trips was so popular that we made accommodations to add a second bus. Our Sun and Sail in Santa Barbara trip has an amphibious vehicle and will take a 90-minute land and sea tour of Santa Barbara's coastline for only \$79 per person. There are only about 20 seats left, so register now!

#### **Gibson Senior Center:**

The 19th Anniversary of the Gibson Senior Center was celebrated on July 22nd. 127 seniors enjoyed a delicious fried chicken lunch and an afternoon of dancing to the sounds of Retro Station. We would like to thank Caremore Care Center, Dignity Memorial, Clear Caption, Inc., and Right Care, Inc. for their sponsorships.



Monthly Dessert Social – The Senior Center hosted a dessert social on July 26th; they had an amazing Peach Cobbler. Seniors enjoyed their desserts and lite refreshments while socializing and getting to play Bingo. The Gibson Dessert Social is on the 4th Tuesday of every month from 3:30 p.m. to 5:00 p.m. for a nominal fee of \$2 per person. For more information on this activity and other activities offered at the senior center, please call (909) 981-4501.

The “Colorful Creations” craft class made beautiful lighthouses using terra cotta pots on July 22nd! We had a great turn out and everyone had fun personalizing their lighthouse. One of the participants said that she now wants to make another one with her daughter, since she knows how. Everyone had a great time being creative, and cannot wait until next month’s craft.



“Savvy Caregiver” Series - The Alzheimer’s Association just started a 6-part “Savvy Caregiver” series at the Gibson Senior Center. This 6-part program will provide caregivers the basic knowledge, skills and attitudes needed to care for a family member who has been diagnosed with Alzheimer’s disease or another form of dementia. Please contact the senior center at (909) 981-4501 to pre-register.

Free Blood Pressure Screening - The Gibson Senior Center holds free blood pressure screenings for seniors. Screenings are the 2nd Tuesday of each month, from 11:00 a.m. to 1:00 p.m. Walk-ins welcomed. Please call the Senior Center for more information at (909) 981-4501.

## FIRE DEPARTMENT

Calls for Service - Since January 1st, the Upland Fire Department has responded to 5,400 calls for service.

HazMat Response – Just before noon on July 13th at Station 163, a citizen drove up and stated that he had some hazardous waste in the back of his truck. Captain Foster donned a level C HazMat suit and proceeded to investigate. After several substances were deemed hazardous, San Bernardino County HazMat was called out to assist. Ultimately, the items were safely disposed of. Please visit [http://www.ci.upland.ca.us/#Household Hazards Waste](http://www.ci.upland.ca.us/#Household-Hazards-Waste) for information regarding the proper disposal of household hazardous waste.



On July 15th at 5:00 a.m., Upland Fire responded to a 2-vehicle traffic collision at the signal to go onto the WB 210 at Mountain. There was 1 trapped victim: heavy damage.



On July 20th, Upland Fire responded to the intersection of 19th St. and N. Mountain Avenue. There, robbery suspects ran a red light and slammed into another car, causing that car to flip. Minor injuries were reported.



On July 22nd, the Upland and Montclair Fire Departments responded to a reported structure fire in the 1400 block of Palomino Dr. Firefighters arriving located a single-family dwelling, fully involved, and began operations to attack the blaze. One

victim was transported to a local hospital. Red Cross was requested to assist the displaced occupants. The cause of the fire has been determined to be electrical in nature.



Upland Fire Department performs ventilation training on an abandoned building on 9th St.



and replacement of damaged sidewalk, displaced driveway approaches, displaced curb & gutter, installation of ADA curb ramps, reconstruction of the asphalt concrete roadway base, installation of rubberized asphalt overlay, and replacement of obliterated pavement markings. Work also includes installation of new water main, services laterals, and fire hydrants.



22nd Street Rehabilitation & Water Improvements (Mountain Avenue to Euclid Avenue) – Project continues on schedule. Contractor completed installation of San Antonio Water Company’s water main and continues installation of the City water main on 22nd Street. Concrete work will begin upon completion of water main installation. The project scope of work includes removal and replacement of damaged sidewalk, displaced driveway approaches, displaced curb and gutter, installation of ADA curb ramps, reconstruction of the asphalt concrete roadway base, installation of a rubberized asphalt overlay, and replacement of obliterated pavement markings. Work, also includes installation of new water main, services laterals, and fire hydrant upgrade.

*For the safety of the contractor, City staff, and the public, please drive slowly and follow all traffic control devices. The City would like to thank all of the residents and business owners for their continued understanding and cooperation during construction.*

## PUBLIC WORKS

Current Street Project Updates – Engineering Division:



14th Street Rehabilitation & Water Improvements (Euclid Avenue to Campus Avenue) – Project continues on schedule. Contractor is working on installation of water main on 14th Street. Concrete work will begin next week upon completion of water main installation. The project scope of work includes removal

## POLICE DEPARTMENT

Community Events – Members of the Upland Police Department attended the following community events:

June	21	Upland Stakeholders Meeting
June	23	Chamber of Commerce Leadership Academy Graduation
June	12	Neighborhood Watch at Redhill Drive North
June	30	Coffee with a Cop
July	2	Iftar Dinner at Baitul Hameed Mosque
July	4	Upland Fireworks Show
July	12	Clergy Council Meeting
July	12	Homeless Advocates Meeting
July	13	Upland Police Foundation Meeting
July	14	Town Hall Meeting
July	16	Event for Special Needs Children at Boomer’s

**Crime Statistics** are available on-line on the Police Department Public Information page. Please click on the link below to view:

[http://www.ci.upland.ca.us/#Crime\\_Statistics](http://www.ci.upland.ca.us/#Crime_Statistics)

**Administration Highlights:**

Recognizing the current state of law enforcement relations with the communities they serve across the nation, the Upland Police Department and community leaders, including leaders from faith-based organizations, held a town hall meeting. The focus of this meeting was to start a dialogue so that the future of policing in Upland meets the needs of the entire community.



Over the past few weeks, the Upland Police Department has received many letters, cards, emails, etc., from the community expressing their thanks to the entire police department. In addition, these expressions of thanks have included words of kindness, prayers, delicious treats and other signs of support. The men and women of the Upland Police Department are very appreciative of this thanks.

The backgrounds and training division is working to fill a total of 16 vacant positions.

**Detective Bureau Highlights:**

Detectives received information from a concerned citizen as to the possible location of the suspect wanted for vandalizing the Upland Veteran’s Memorial on June 15th. The detectives located and arrested the suspect at a residence in Upland. He was booked at West Valley Detention Center for vandalism.

Det. Brown was promoted from police officer to detective several months ago but remained in patrol due to staffing shortages. On July 3rd, after 19 years in patrol, he joined the Detective Bureau.

Detectives investigating multiple storage unit burglaries served a search warrant in Adelanto. Property was recovered from several units and the suspect was arrested and booked. Recovered property was returned to the victims.

The narcotics unit made arrests which led to seizures of about 36 pounds of cocaine, 15.6 pounds of methamphetamine, and 4.6 pounds of brown heroin. These seizures led to 4 arrests and several felony charges. The unit continues to conduct a number of ongoing narcotics investigations.

**Code Enforcement Highlights:**

Code Enforcement moved their office from City Hall to the Upland Police Station which completes their transition from the Development Services Department to the Police Department. Code Enforcement is now fully staffed with three code enforcement officers. Two new code enforcement officers were promoted from within the Police Department. Currently, they are both working half time in Code Enforcement and half time in their original assignments until their original jobs are filled with new hires. The increased staffing is enabling Code Enforcement to start catching up on a backlog of cases.

**Animal Control Highlights:**

On July 7th, the Upland Police Department received a call in regards to two kittens stuck in a tree at Memorial Park. According to the reporting party, the kittens had been there for several days. Animal Services was notified and an officer responded immediately. The officer verified that the kittens were in the tree and a plan was set in motion to get them down. The officer contacted Chuck’s Tree Services to see if they could assist. Chuck and his crew came to Memorial Park after they had finished with their job. Both kittens were safely removed from the tree and taken to the shelter.

**Community Resource Officer Highlights:**

The Community Resource Officer (CRO) team was very active this month.

- The CRO’s hosted a “Coffee with a Cop” social event at Boomers. These events are a great way for our community to get to know our police officers during casual conversation.



- The CRO team attended neighborhood watch meetings in the City. During these meetings, the team provides crime statistics and crime prevention tips.



- The CRO team is coordinating National Night Out, 2016. The event will take place on August 2nd (generally between 5:30 p.m. and 9:30 p.m.). There are currently 20 confirmed block parties that are taking part in the event. National Night Out is an excellent program that helps police departments build relationships with citizens and create safer neighborhoods.
- The CRO team met with members of the Claremont Police Department regarding homeless encampments in storm drains on the west side of the City. Six homeless individuals were contacted and offered services.



- The CRO team received information about a recently homeless veteran that was staying at Memorial Park. The CRO team contacted a branch of the VA and was able to place the veteran in bridge housing while he awaits a voucher for permanent housing.
- The CRO team has an upcoming meeting with members of the Ontario Police Department regarding the structure of our Homeless Outreach/Community Resource Officer Team.
- To date, the CRO's have housed 51 chronically homeless individuals with the assistance of our homeless advocates, clergy council, stakeholders, and other personnel.
- The CRO team gave a station tour to approximately 30 children from the Upland Boys and Girls Club.

## AUGUST BIRTHDAYS

Edward McCallon	August 1	Elisabeth Covey	August 10	Kela Fort	August 24
Adam O'Connel	August 1	Dennis Weaver	August 11	Jospeh Eisinger	August 24
Norberto Ferreira	August 2	Sarah Krantz	August 15	Paul Segalla	August 24
Marcelo Blanco	August 2	Miriam Garcia	August 16	Krista Pope	August 24
Stephanie Wessely	August 4	Dore Ellis	August 18	Gabriel Cobb	August 26
Richard Madrid	August 4	Michael Rouiller	August 20	Jose Valencia	August 26
Candace Alba	August 4	Brenda Brown	August 20	Fred St. Ange	August 27
Vincent Zepeda	August 4	Alexa Merritt	August 20	Brett Dickerson	August 27
Jamie Camerena	August 4	Alan Ansara	August 21	Anthony Yoakum	August 27
Luis Preciado	August 10	Christopher Hilliard	August 21	Sonya Barber	August 31

