



CITY MANAGER'S UPDATE

2016 promises to be an exciting year in Upland with many major projects in the works. New restaurants at the Colonies Crossroads, the relocation of Ford of Upland to the north side of the 210 Freeway, the return of CNC Motors to Upland (along the north side of the 210), the revitalization of the shopping center at the northeast corner of Foothill and Euclid, several potential projects in Historic Downtown Upland, major resurfacing work on 16th Street, and a very attractive residential and commercial project west of Benson Avenue and north of Baseline Road are just a few examples of positive improvements that Upland will see over the next year.

But just as important as the “big ticket” projects in determining the way that we are viewed by our residents and business owners are the “little things.” Did we return the phone message in a timely manner? Did we follow-up on what we told the customer at the Planning counter? Did we quickly fill the pothole that the citizen reported? Is our park playground equipment clean and well maintained? Was the customer greeted warmly at the utility billing counter? Regardless of your specific role in our City organization, each of you plays a part in establishing a good reputation with our customers.

I hope that during 2016 you will each take it upon yourselves to provide a great customer experience for all of the folks that interact with the City of Upland. I also hope that you will feel comfortable in making suggestions to your supervisor about ways that we can be even more customer-focused than we currently are. As always, thanks for your hard work on behalf of Upland!

Rod Butler
City Manager

DECEMBER CITY COUNCIL HIGHLIGHTS

In December, the City Council took the following actions:

- Recognized the Veterans Monument Committee
- Received an update on homeless issues
- Received a presentation on Opiate Use and Prevention from Pharmacist Curt Emick
- Approved a labor agreement with the Upland Police Officers Association
- Approved an Owner Participation Agreement with CNC Motors, Inc.

In addition, the City Council held the first annual tree lighting ceremony. Carols were sung by the Upland High School Madrigal Singers and Santa also visited. Thank you to the staff in Public Works, Administrative Services, and Community Services for making this possible. We look forward to this event again next year.

ETHICS CORNER

Last month’s topic touched on the concept of receiving gifts. Gifts don’t only come at the holidays, so here is another checklist to review before accepting a gift at any time of the year.

- ✓ G - Genuine - Is this gift genuine, in appreciation for something I have done in my role as a public official, and not encouraged or requested by me?
- ✓ I - Independent - Would a reasonable person have any doubt that I could be independent in doing my job in the future, especially if the person responsible for this gift is involved or effected by a decision I may make?

- ✓ F - Free - If I accept this gift would I feel free of any obligation to do something in return for the gift giver or his/her family, friends, or associates?
- ✓ T - Transparent - Am I prepared to declare this gift transparently to the organization, my professional colleagues, the general public, and the media?

If you have doubt about any of these questions, please check with the City Manager’s Office or the City Attorney before accepting the gift. (Source: Managing Conflict of Interest in the Public Sector, OECD Publishing)

ADMINISTRATIVE SERVICES

Welcome New Employees who joined the City in December:

- Peter Flores, Custodian – 11/30/2015
- Beatrice Torres, Intern II – 12/14/2015
- Shirley Feng, Senior Accountant – 12/31/2015

Congratulations to Employees who were promoted or reclassified in December:

- Robert Allen, II – Water Systems Operator II
- Scott Williams – Finance Manager

Service Awards – The Employee Service Awards breakfast was a great success and the ladies from the HR Department did a wonderful job organizing the event. Forty employees were recognized for their years of service with special recognition to those celebrating 20, 25, and 30 years of service. Those recognized included:

5 Years of Service:

- | | |
|---------------------|----------------|
| Andrei Alexandrescu | Richard Madrid |
| Christopher Askew | Brad McCauley |
| Christopher Bowden | Melanie Munns |
| Patricia Cauthen | Kyle O’Brien |
| Jonathan Churchick | Rocio Preciado |
| David Dunn | Jesse Quinalty |
| Daryl Hall | Caralee Skaggs |
| Michael Johnson | George Snyder |
| James Ligtenberg | Olar Viurquez |

10 Years of Service:

- | | |
|---------------------|------------------------|
| Lawrence Barker | Enayatullah Khugyani |
| Michael Boyle | Lorraine Lumsdon-Gluck |
| Christopher Delaney | Jeffrey Schneider |
| Gabriel Garcia | Fred St. Ange |

- | | |
|----------------|-----------------|
| Gregory Garcia | Carlos Teixeira |
| | 15 Years |
| Sonya Barber | Susan Gutierrez |
| Gaylon Bumpus | Stacey Guzman |
| Monica Cox | Janis Rice |
| Brian Garcia | |

20 Years of Service:

- | | |
|---------------|----------------|
| Rose Martinez | Arlene Salassi |
|---------------|----------------|

25 Years of Service

- | | |
|--------------|-------------|
| Keri Johnson | Mark Monson |
|--------------|-------------|

30 Years of Service

- | | |
|---------------|------------------|
| Dennis Chavez | Lawrence Latimer |
| Sharon Hardin | |

Employee of the 4th Quarter, Employee of the Year & Department of the Year will be announced on January 28, 2016, at 7:15 a.m. in the Council Chambers.

Rideshare and Show you Care! Our Rideshare program is designed to help our environment by reducing car emissions and decongesting traffic. Other benefits of ridesharing include:

1. Saving money: Since you will not always drive your vehicle, you will save money that you would usually use for gas. Also, wear and tear on your vehicle will be minimized, saving you money on your repair or maintenance budget.
2. Social/emotional/usable commute time: Your commute can be a great way to start a new friendship, have pep talks before work, prepare for a meeting or even take a nap!
3. Use of Carpool lanes: You can get to work early by using the carpool lane. Many major metropolitan areas have specially designated carpool lanes that are reserved for vehicles with two or more passengers.

Did you know you can get up to \$2 a day in gift cards for your first three months of ridesharing, as well as a monthly incentive check when logging your activity on your timecard? It’s that easy! If you would like more information on how to sign up, please contact Jessica Tollefson in Human Resources.

The employees below were recognized for ridesharing at least one of the quarters in the last year! That’s commitment!

Liz Chavez
 Vince Del Negro
 Norberto Ferreira
 Arturo Flores
 Felipe Galvez
 Sylvia Hardin
 Keri Johnson
 Sylvia Kiel
 Juan Meza
 Ed Pratt
 John Robles
 Colleen Sellers
 Scott Sellers
 Colleen Sendldorfer
 Tracy Sendldorfer

JANUARY BIRTHDAYS

Rosemarie Martinez	Liz Chavez
Jeremy Gendreau	James Watson
John Moore	Andrea Binley
Gino Filippi	Donald Dodt
Rocio Preciado	Daniel Lee
Chris Delaney	Harv Kawaguchi
Alaina Clark	Meagan McLees
Saleha Kazmi	Lon Teague
Erin Myers	Michael Rainwater
Bryce Milakovich	Jason Alexander
Leonard Lattimore	



The employees below are being recognized for Ridesharing ALL Pay periods in all 4 Quarters! Thank you for your continuous participation in our Rideshare Program!

Robert Allen
 Arturo Flores
 Carlos Teixeira



Proud Participant of Rideshare

Reminder: Flu Season is Here!! - Get vaccinated to protect yourself and your loved ones. See your doctor or other health care professional to get the flu vaccine, or seek out locations where the vaccine is being offered, such as pharmacies, health department, and grocery stores. Many pharmacies will accept your medical insurance. As a reminder, be sure to discuss this with your doctor if you are being treated for any other medical conditions.

Security for our Security – IT Services successfully upgraded the door access system for the Police Department and configured application level restriction on the Police Department’s firewall which should provide an increased level of security against malwares and zero day threats.

Finance

New Businesses:

- | | |
|-----------------------------|-------------------------------------|
| Agrofin Inc. | Import Trading Consultant |
| Aramexx Group Inc. | Building Engineer & Contractor |
| C3T Corporation | International Trading |
| Family Fashion Boutique | Retail - Clothing Store |
| Johnny’s Auto Sales | Used Auto Sales |
| K Property Management LLC | Real Estate Management |
| K Trader LLC | Brokerage & Trading Firm |
| Laptop Master | Computer Repair & Service |
| Law Offices of Rose & Zhong | Law Office |
| LJ Stone Inc. | Wholesale - Kitchen Countertops |
| Ocean Rock USA Inc. | Wholesale - Garden & Patio Supplies |
| Progressive Group | Used Auto Sales |
| Upland Fit Body Boot Camp | Fitness Center |

IT’s Tip of the Month

Maintaining the security of cyberspace is a shared responsibility in which each of us has a critical role. Awareness of computer security essentials will improve the security of the City of Upland’s information infrastructure and economy. IT recommends that staff visit:

<https://www.staysafeonline.org/>

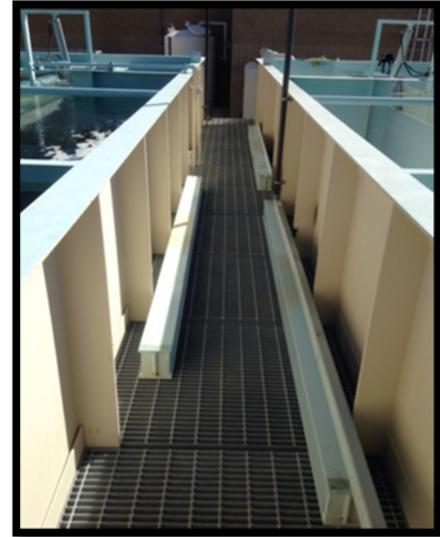
or

<https://www.stopthinkconnect.org/>

These websites provide a wealth of information on how to safely and securely use the internet at home, work and school.

Did you know? - Form 700, Statement of Economic Interest, is filed annually by elected and appointed officials and designated employees. The purpose of filing Form 700 is to ensure that public officials do not have a disqualifying conflict of interest in governmental decisions. The documents are kept on file in the City Clerk's Office and the forms completed by City Council Members, City Treasurer, Planning Commission Members, City Attorney, and City Manager are also filed with the Fair Political Practices Commission (FPPC). This document is a public document and can become part of a public records request. Therefore, as we start gearing up again for the annual filing for 2015, please be sure to look over the requirements and any recent changes that may affect your filing. Please watch for the email and then provide the City Clerk's Office with the completed, signed original in a timely manner.

available to process the local surface water. Bob Critchfield and Enayat Khugyani anticipate that the project will be completed in March or April, weather permitting.



Utility Bill Drop Box – Fresh New Look! – Lorrie Lumsdon-Gluck recently requested to have the existing drop box revamped due to its poor condition and unprofessional look. Facility Specialist Rick LeBlanc was able to remove the box and personally complete the refurbishment very quickly, returning the unit to service. The box looks fantastic. Great Job & Thank You to both Rick and Lorrie!



GEAR

Munis training continues with AP batch scanning, General Ledger training and actuals conversions, Projects and Grants training, Purchasing training, Contracts training and Cash Management training.

PUBLIC WORKS

San Antonio Canyon Water Treatment Plant Rehabilitation – In January ERS Industrial Services, Inc. will begin the rehabilitation of the San Antonio Canyon Surface Water Treatment Plant (SAWTP). This water treatment plant receives water from the Mount Baldy/San Antonio Canyon Watershed located behind the San Antonio Dam. The City owns water shares in San Antonio Water Company (SAW Co.) who has historic water rights to this canyon water source and receives access to this water through SAW Co. The water is delivered to the three 2 million gallon per day (MGD) package filtration units. This high quality mountain water run-off is processed through a filtration system and disinfected before it is introduced into the City's highest-pressure zone (Zone 5). The work will be phased allowing water to be processed through at least one of the 2 MGD filtration units to be

FIRE DEPARTMENT

Calls for Service – During 2015, the Fire Department responded to 8,974 calls for service. Of those, 6,287 were EMS related.

A Message From Explorer Post 955: Thank you Upland Fire Department and City of Upland for supporting the Fire Explorer Program. Through your support, we were able to help 8 young men attend the Inland Empire Fire Explorer Academy (IEFEA). Over the course of five days, the Explorers attended the academy at the Fort Irwin Military Base where they were able to learn and experience invaluable training to prepare them for future careers in the fire service. The Explorers also gained valuable leadership and communication skills at the leadership academy held in September at the Mile High Pines Camp in Angelus Oaks Forrest. At the leadership academy, four of our Explorers led as Captain for squads of up to 8 other Explorers. We also had four Explorers in the rank of Firefighter at the academy as well. At Fort Irwin, the Explorers participated in Forcible Entry (included rotary saws), Ventilation Techniques (with live chainsaws), Flammable Liquid Fire Training (4A and 4B, with live fire), and everyone's favorite, Fire Control 3 (with live fire) at the Fort Irwin Fire Department's burn box. Our Explorers endured the long days of physical labor involved in fire-fighting and they enjoyed themselves immensely! Attending Explorers were: Aaron Alvaraz, Jason Foot, Blake Mobek, Dion Palacios, Nathan Palacios, Anthony Moody, Vincent Sanchez, and Brandon Kloster.

Please check out Explorer Post 955's Facebook page for further pictures and information:

https://www.facebook.com/Upland-Fire-Explorer-Post-955-1532438033661132/timeline?ref=page_internal

Here is a link to one of our Explorers performing forcible entry:

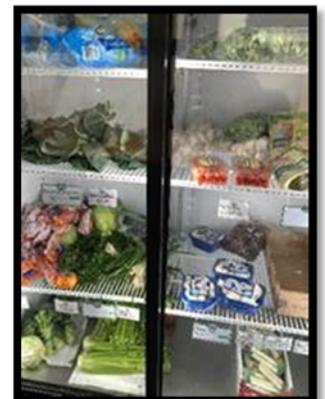
<https://www.facebook.com/video.php?v=1662952933942974>

COMMUNITY SERVICES

Recreation Division – The George M. Gibson Senior Center held their annual Thanksgiving Dinner and everyone had a wonderful time. Reliance Church has sponsored this event the past four years and each year it gets better. The seniors enjoyed live music, a catered dinner, a gift card, and a plate to take home!



Mobile Fresh Bus Visits Senior Center - We were pleased to have the Mobile Fresh bus come out and visit the Senior Center. The seniors and Coy D. Estes staff were able to shop, and they loved it. The prices were very reasonable and the produce was fresh and a big hit. We can't thank FSA enough for coming out and providing our seniors and community with fresh produce and fruits. We look forward to having the bus back in January.



Animal Services Division - Friends of Upland Animal Shelter walked in the Upland Christmas Parade. This group has helped tremendously with adoptions, sponsoring all adoptions through the end of the year so that all dogs can be adopted for just \$35 and cats for \$25. Due to their sponsorship, adoptions in November jumped from 116 last year to 154 this year.



- On December 4th, Chief Johnson attended a press conference held by the San Bernardino Police Department and FBI in reference to the terrorist attack in San Bernardino.
- On December 7th, Chief Johnson attended the Upland Interfaith Council meeting.
- On December 8th, Chief Johnson attended the Clergy Council and Homeless Advocates Meeting.
- On December 10th, Chief Johnson and several other officers attended the Explorer Post 606 In-House Candidate Training (ICT) graduation. Nine candidates graduated from ICT and will now become members of the Upland Police Explorer Post 606. These new candidates are eager and willing to volunteer their time in our community.



POLICE DEPARTMENT

November 15 through December 19, 2015

Community Events:

- On November 19th, Chief Johnson and several other staff members attended Tip-a-Cop at Chili's in Upland. Upland Police Officers and Firefighters served as waiters and waitresses for the event, which raised funds to purchase toys for children in need via the Spark of Love drive.



- On December 12th, City Manager Rod Butler, Deputy City Manager Jeannette Vagnozzi, Chief Brian Johnson and Captain Anthony Yoakum participated in the City of Upland Christmas Parade.
- On December 13th, Chief Johnson and several other members of the staff attended the Colonies Holiday Miracles event. Chief Johnson and members of the staff spent the morning shopping for clothing, toys and gifts for disadvantaged children in our region.



Administration Highlights:

The Administration team continues to work on a strategic plan for the Upland Police Department. The Strategic Plan Committee includes: Department executive staff, representatives from the employee associations, and members of the community. The committee will develop the strategic plan over the next several months. The community members on the Strategic Plan committee include Wes Fifield, Nancy Kelly, Steve Lambert, Bill Schuessler, Jeannette Vagnozzi and Julius West.

The Backgrounds and Training Division has been working to fill a total of 16 vacant positions. They reduced the number to 12 with the December 28, 2015, swearing in of two police officers and two reserve police officers.



New Officer Swear-In - From left to right: Officer Anthony Ornelas, Officer Samuel Courduff, Chief Brian Johnson, Reserve Officer Daniel Canelas and Reserve Officer Michael Vandermeer

Operations Division Highlights:

Arrests		Traffic Citations	
Felony Arrests	43	Moving Violations	168
Misdemeanor Arrests	248	Misc. Violations	59
Total Arrests	291	Parking Violations	83

Towed Vehicles	39
30 Day Impounds	20
Total Tows:	59

Calls for Service:

	Priority 1 Weekly Statistics				2015 YTD
	11/22-11/28	11/29-12/05	12/06-12/12	12/13-12/19	
Traffic/Subj/Veh Check	191	183	182	239	9,115
All Other	1,014	1,205	1,244	1,194	61,010
Total	1,205	1,388	1,426	1,433	70,125

Priority 1 Weekly Statistics					
	11/22-11/28	11/29-12/05	12/06-12/12	12/13-12/19	2015 YTD
Priority1	34	31	36	29	1,693
Priority 2	534	641	662	634	32,586
Priority 3	56	59	49	79	3,868
Priority 4	112	130	126	118	7,060
Priority5	429	464	521	530	22,354
Priority 6	31	51	25	29	1,783
Priority 7	0	0	0	1	54
Priority 8	8	12	7	12	672

Crime Statistics:

Weekly Part 1 Crime Stats					
	11/22/15	11/29/15	12/06/15	12/13/15	Grand Total
Homicide	0	0	0	1	1
Rape – 1	1	0	0	0	1
Rape – 2	0	0	0	0	0
Robbery	1	0	0	2	3
Aggravated Assault	0	3	4	3	10
Total Violent Crimes	2	3	4	6	15
Burglary-Commercial-Other	6	4	3	2	15
Burglary-Residential	2	4	7	8	21
Burglary/Thefts - Vehicle	13	9	14	13	49
Theft	13	17	22	21	73
Grand Theft Auto	17	8	2	5	32
Arson	0	0	0	0	0
Total Property Crimes	51	42	48	49	190
Grand Total	53	45	52	55	205

Part 1 Crimes YTD				
Crime Types	2014	2015	2014	2015
Homicide	0	4	0	NC
Rape	13	21	4	61.54%
Robbery	51	73	8	43.14%
Aggravated Assault	100	132	22	32.00%
Violent Crime Total	164	230	34	40.24%
Burglary – Commercial	273	277	0	1.47%
Burglary – Residential	262	289	4	10.31%
Burglary/Thefts - Vehicle	517	572	27	10.64%
Theft	669	853	55	27.50%
Grand Theft Auto	261	319	184	22.22%
Arson	2	4	58	100.00%
Property Crime Total	1,984	2,314	328	16.63%
Grand Total	2,148	2,544	362	18.44%

Week of November 15 – 21, 2015:

On Saturday officers responded to a call of an armed robbery at a department store. The male suspect was attempting to shoplift several pairs of jeans. He was confronted by loss prevention personnel. The suspect pulled out a handgun, brandished it and fled on foot. Officers stopped the second suspect, a lookout driving in the area looking for the male suspect. She was arrested for robbery and conspiracy. With the help of the Ontario PD helicopter, officers located the male suspect hiding in a dumpster in a residential area north of the business. He was arrested without any further incident.

Week of November 22 – 28, 2015:

On Wednesday morning a call was received of a traffic collision involving a vehicle into a tree. Responding officers learned the driver of the vehicle experienced brake failure and decided to stop the car by hitting a tree rather than hitting the back of cars stopped ahead at a red traffic signal. Although the driver sustained only minor injuries, her car was totaled as a result of the collision.

On Wednesday evening several calls were received of a possible drunk driver with children in the vehicle. Officers located the vehicle, stopped it and learned the female driver was over 2 1/2 times the legal limit. The female was arrested and booked at the jail for DUI and child endangering.

On Saturday officers responded to a male and female fighting. Upon arrival it was learned the male, the boyfriend of the female, had climbed in through a window. During the fight the male refused to let the female leave and threw her to the ground. The female was only able to break free and run to a neighbor's home due to having a hand-held Taser device which she used on the male. After being shocked, the male fled the home prior to officers arriving.

Week of November 29 - December 5, 2015:

On Tuesday officers learned of a wanted vehicle driving along Foothill Blvd. The vehicle was wanted for being used in a robbery in Covina. The vehicle was located and Detectives from Covina PD responded to interview the occupant.

Week of December 6 – 12, 2015:

On Sunday officers were dispatched to a possible shots fired call in the north end of the City. Upon the officers

arrival they located a naked male with a gunshot wound to his foot. The suspect exited the house and was arrested without incident. During the investigation it was learned that the victim also killed his cat in a fit of rage. The suspect was arrested for assault with a deadly weapon and a case will be submitted to the District Attorney for animal cruelty charges.

On Wednesday evening, officers were dispatched to a subject who was bleeding from an apparent arm injury. They contacted a teen who had obvious stab wounds in one arm. The juvenile would only give minimal information and said he did not want prosecution. A report was taken to document the incident.

Early Saturday morning, an officer attempted to stop a stolen vehicle. The vehicle fled and led officers on a chase. After pursuing the vehicle for approximately four minutes, the driver lost control of the vehicle and spun out. The driver attempted to run from the vehicle but was immediately caught. He was arrested for possession of a stolen vehicle, felony evading and driving under the influence of alcohol.

Week of December 13 – 19, 2015:

On Sunday a victim came into the lobby to report his 5 1/2 year old daughter was missing. He indicated his ex-girlfriend, the mother, showed up at his residence in Fontana on 12/10/2015. After a brief argument, the mother left with their daughter. The victim worried because the mother had talked about moving to Wyoming. The victim checked with the mother's residence in Upland and learned she had left for Wyoming. A case was taken for parental child abduction.

The security guard at The Guesthouse Hotel reported someone brandishing a weapon at him. The suspect brandished what appeared to be an AK-47 or similar assault rifle at the victim while the victim was in the parking lot. The victim identified the car the suspect was driving as a newer gray import sedan. Officers located a vehicle matching the description. This vehicle fled at a high rate of speed and officers initiated a pursuit. The officers lost sight of the suspect vehicle near Archibald and Foothill Blvd., but were able to get a license plate. Neighboring agencies were advised and a short time later San Bernardino County Sheriff's Department Rancho Cucamonga Deputies located the vehicle near 6th and Vineyard. The suspect tried to flee again; however, this time crashed

and the suspect was taken into custody. The suspect was booked for assault with a deadly weapon and evading, from our incident and SBSB will also file charges from their pursuit. The suspect was positively identified by the victim and a loaded .308 SKS rifle was recovered in the car.

On Friday night, a male subject was seen inside Wal-Mart exposing himself to others in the store. When he tried to leave the store, customers followed the subject and were eventually able to lead the police to their location. The subject was arrested for indecent exposure. It was later learned this subject was a registered sex offender.

Community Resource Officer Highlights:

Since the Community Resource Officer Team (CRO) was created approximately four weeks ago, they have successfully placed 16 people into various housing programs. This was accomplished working alongside our City consultant, Doug Story, our Homeless Outreach volunteer, Cindy Gavin, and members of our Interfaith Clergy Council.

Due to the impending El Nino storm, the CRO team has created and distributed an El Nino flyer to homeless people throughout the City. The CRO team has also been checking storm drains and areas likely to flood for homeless encampments.

The CRO team attended a job fair. A job opportunity flyer was created and distributed to homeless people throughout the City.

Investigations Division Highlights

228 Part I crime cases, 28 narcotics crimes, 4 missing person cases and 177 other crime cases were assigned and/or investigated by Detectives from November 15 through December 19, 2015.

Detectives served a search warrant in the 1700 block of W. Arrow Hwy. regarding a fraud investigation. Evidence was located linking the suspects to multiple fraud, forgery and identity theft investigations. Methamphetamine was also located at the apartment. The investigation is ongoing.

Code Enforcement Highlights:

Code Enforcement continues to work closely with the narcotics unit and the City Attorney's Office to close

medical marijuana dispensaries open in Upland, in violation of the municipal code.

Code Enforcement has identified 6 potential illegal gambling operations. One so far has been sent to the City Prosecutor.

As a result of a citizen complaint, all fencing and pillars for a large property along 16th Street were repaired and/or replaced by the property owner.

DEVELOPMENT SERVICES

GRID ALTERNATIVES – SOLAR - The City of Upland has partnered with GRID Alternatives, a non-profit organization, to help local low income families receive free to low cost rooftop solar electric systems. These systems are funded and installed through the State of California's Single-Family Affordable Solar Homes (SASH) Program and/or the Cap and Trade Program (these Programs are not City funded). Rooftop solar electric systems harness the sun's energy to make electricity that can be used for your everyday household needs. This clean energy significantly reduces or eliminates your monthly electric bills. In addition, these systems help the environment by reducing the amount of greenhouse gas emissions generated from electric production generated by power plants.

You may qualify for these Programs if you:

- Own and live in your home;
- Get your electric bill from Southern California Edison; and
- Meet program income and location requirements.

If you have any questions, please contact GRID Alternatives at **1-888-496-4743** or visit their website at www.gridalternatives.org.

