

FRESHLY SQUEEZED



THE MONTHLY NEWSLETTER FOR UPLAND CITY COUNCIL & STAFF

CITY MANAGER'S UPDATE

On average, a law enforcement officer is killed in the line of duty every third day in the United States.

It's a risk police officers accept in their mission to protect and serve, and one that we, the beneficiaries of their hard work and sacrifice, must never forget.

With that in mind, the Upland Community Foundation is raising funds for a memorial honoring fallen officers. Our City's lone death in the line of duty occurred on September 17, 1940, when Police Officer Ernest Ralph Dark was killed in an automobile crash while pursuing a traffic violator.

The Upland monument will feature an officer kneeling in front of a plaque of Officer Dark.

It will be paid for entirely through donations and private funds. Contributions can be sent to the Upland Police Department, Attn: Officer Kabayan, 1499 W. 13th St., Upland, CA 91786. Checks should be addressed to the Upland Community Foundation, with "Police Memorial" noted on the memo line. Donations also can be made online at www.upmp.org.

Thank you for your support. Throughout its history, the men and women of the Upland Police Department have had an unwavering commitment to their motto, "Proud to Serve." As a community, we are proud to stand with them.

Rod Butler
City Manager

APRIL CITY COUNCIL HIGHLIGHTS

In April, the Council took the following actions:

- Recognized Eagle Scout William Prata, Troop 614
- Held a Badge Presentation Ceremony for Emergency Medical Coordinator, Krista Pope
- Presented Firefighter of the Year, Firefighter/Paramedic Joseph Armendariz

- Approved the Omnitrans Restated and Amended Joint Powers Agreement
- Awarded Project No. 7068, Citywide Concrete Repairs to D. M. Contracting
- Proclaimed April 2016 as DMV/Donate Life California Month
- Proclaimed May as Water Awareness Month
- Proclaimed May 5, 2016 as National Day of Prayer
- Authorized a reward for information regarding the hit and run traffic collision death of Kristen Pretzer
- Began the process for Community Facilities District No. 2016-1 (Harvest at Upland)
- Approved the Community Participation Plan for developing district voting

ETHICS CORNER

Do the ends justify the means? This is a statement we have all heard before, but how we answer it says something about our values and our character. For example, your child needs to sell a case of candy bars for a school fundraiser. You forgot to start selling them early enough so you decide to sell as many as you can for \$2 instead of the correct price of \$1 each. At the end of the day, all the candy bars were sold, your child raised money for the school fundraiser, and people who wanted candy were able to buy it. Did the end justify the means?

One philosophy holds that the means one uses to pursue one's goals matters. Both Mahatma Gandhi and Dr. Martin Luther King Jr. believed that people need to use means as pure as the ends sought. They also believed that it is wrong to use immoral means to attain moral ends. By contrast, a central theory of philosopher Niccolo Machiavelli is that the ends justify the means in political life. That theory leads him to the conclusion that leaders must be willing to use even what might be considered immoral means to maintain their authority and power. In this philosophy, it's the results that matter and not how they were achieved.

Fundamentally, the question is what kind of person one wants to be and what kind of public servant people in the community are willing to entrust with the services they rely upon. When

you are clear with your values and know the type of person you want to be, what and how you do things will be clear.

ADMINISTRATIVE SERVICES

Welcome New Employees who joined the City in April:

Miriam Garcia, Police Dispatcher II
Darla Cleveland, Administrative Assistant II

Congratulations to Employees who were promoted or reclassified in April:

Jamie Davidson, Administrative Assistant II
Desiree Shifflett, Code Enforcement Officer
Vera Heilman, Code Enforcement Officer
Rick Leblanc, Facilities Coordinator

May is Asthma and Allergy Month – Allergies can cause a wide range of symptoms, including a runny nose, itching, swelling, sneezing and rashes. Get help if you have asthma. More than 25 million Americans have asthma, and many don't know it. The most common signs include coughing, shortness of breath, wheezing and tightness in your chest. See your doctor if you have these symptoms. Look for allergy and asthma triggers. Spend some time at home or work checking for allergy and asthma triggers and seeing if you can minimize them. Avoid exposure to second-hand smoke. Common allergens include:

- Aerosols
- Chemical fumes
- Cigarette smoke
- Dust
- Mold and mildew
- Perfume and scented products
- Pollen

Finance

New Businesses:

Network Entertainment	Event Coordinator – Administrative Office
Heramoto Company	Online Retail: Motorcycle Parts
Twisted Images	Graphic Art Design

Tyler Munis - Phase 1 of the Finance module implementation completed successfully and is now live. The kick-off meeting for the Planning and Permitting software, Energov, was conducted during the week of April 18th. Staff attended all sessions and took back homework that needs to be completed before the next meeting.

IT Tip - Why Strong, Unique Passwords Matter

Cybersecurity experts make the recommendation for strong, unique passwords for several reasons - the first being that every day malicious cyber threat actor's compromise websites and online accounts, and post lists of usernames, email addresses, and passwords online. This exposes people's passwords, and worse yet, they are exposed with information that uniquely identifies the user, such as an email address. That

means that a malicious actor can look for other accounts associated with that same person, such as work related, personal social media, or banking accounts. When the malicious actor finds those accounts they can try logging in with the exposed password and if the password is reused, they can gain access. This is why unique passwords matter.

Secondly, when malicious cyber threat actors can't easily find or guess the password, they can use a technique called brute forcing. This is a technique where they try every possible password until the correct password is identified. Computers can try thousands of passwords per second, but for this technique to be worthwhile, the malicious cyber threat actor needs the password to be easy to identify, which is why a strong password matters. The stronger the password the less likely brute forcing will be successful.

When malicious actors use brute forcing techniques they often try every word in the dictionary because it's easier to remember words than random letter combinations. This technique is not limited to English-language dictionaries, so switching languages will not help. And since many passwords require a combination of uppercase and lowercase letters, numbers, and symbols, the malicious actors rely on human instinct to narrow down the possibilities. For instance, most users when faced with choosing a password that fits these requirements, will pick a word, put the uppercase letter first, and end the password with the number and symbol. Alternatively, many people will replace common letters with a number or symbol that represents that letter. This changes a common password, such as "password," into the only slightly more complex password of "p@ssw0rd," which is still an easy to guess pattern.

Recommendations

Consider using a password manager, which is an application that can run on a computer, smartphone, or in the cloud, that securely tracks and stores passwords. Most password managers can also generate *strong*, random passwords for each account. As long as the password to access the password manager is strong and unique, and two-factor authentication is being utilized, this technique can be effective. When choosing a password manager, ensure it is from a known, trustworthy company with a good reputation.

Another technique to assist in building strong, unique passwords, is to choose a repeatable pattern for your password, such as choosing a sentence that incorporates something unique about the website or account, and then using the first letter of each word as your password. For example the sentence: "This is my January password for the Upland Water online payment website." would become "TimJp4tUWoPw." This password capitalizes 5 letters within the sentence, swaps the word "for" to the number "4," and adds the period to include a symbol. The vulnerability in this technique is that if

multiple passwords from the same user are exposed it may reveal the pattern. Variations on this technique include using the first letters from a line in a favorite song or a poem.

DEVELOPMENT SERVICES

Downtown Commercial Rehabilitation Program Update – The Development Services Department has approved the first round of program participants for Upland’s Commercial Rehabilitation Program – Downtown Façade Improvement Phase. The four applications received are from:

1. Paulie’s Pizza Pub
2. Caffe Allegro
3. The Grove Theater
4. Genoveva’s Mexican Grill

At this time, staff is working with the individual business owners to develop conceptual façade improvements for their storefronts that are both feasible and appropriate for the Historical Downtown Upland setting. In the next few months, these projects should be ready to move into the construction phase. However, prior to construction, staff must obtain all the required federal, historical and environmental clearances to meet CDBG funded activity requirements. Be on the lookout for the upcoming storefront facelifts that will usher in a new era of revitalization in our Downtown.

COMMUNITY SERVICES

The Gibson Senior Center was all decked out for their 70’s Disco Party themed Senior Prom on Saturday, April 16th. More than 90 participants danced to the music of DJ Connection in their finest duds. The event included dinner, dessert and of course, dancing. Members of the Upland High School Honor Society volunteered their time by making decorations, decorating the room, serving and cleaning up dinner, making cupcakes and showing off their dance moves. Upland Foothill Kiwanis members also assisted with the preparation of the food and serving.



This event would not have been complete without the crowning of the Prom King, Bill Peters and Prom Queen, Emma Wilson. Congratulations to them and the other winners of Most Groovy, Cutest Couple, Best-Dressed and Best Dancer. It was an evening to remember.



Upland Summer Aquatics schedule 2016 is now online! We are gearing up for this summer and are currently taking applications for Instructor/Lifeguard and Assistant Manager Positions. Swim online registration for Upland residents begins May 26th, and open registration begins on June 3rd.



Upland Biggest Loser has ended and we will be announcing the winners at the Lemon Festival on April 30th at 11:15 a.m. This year our contestants lost a total of **510.75 lbs.!** We are so proud of their accomplishments and their commitment to their health and fitness. Winners will receive a \$100 cash prize and much more from our sponsors. A big THANK YOU to the following community businesses and sponsors for their support and help: Crunch Gym Upland, San Antonio Regional Hospital, Chick-Fil-A, Dick’s Sporting Goods, Fleet Feet Sports, Target, Scandia, The Spot Cafe, Rancho Cucamonga Quakes, Marco’s Pizza, Bounce It Up, and The Thinnery.

Monthly Billiards Tournament at the Gibson Senior Center - On April 25th, the Senior Center had a great turnout (about 16 players) for its monthly billiards tournament. First place went to Jesus Sanchez who made his way back up from the loser bracket and Salvador Ortiz took Second place. Our seniors enjoy playing pool and showing off their skills.

FIRE DEPARTMENT

Calls for Service - Since January 1st, the Upland Fire Department has responded to 2,883 calls for service. Of those, 2,115 were EMS related.

Air Ambulance Stats:

March 2016

Type	Requests	Transports
Interfacility transports	54	36
Scene calls	16	9



The Upland Fire Department is getting ready for a "Stuff the Boot" drive for charity on Saturday, May 14th, from 10:00 a.m. until 6:00 p.m. at the Colonies Crossroads. This drive will be supporting local charities such as the Upland National Little League and Steven's Hope.

The Upland and Montclair Fire Departments recently participated in a two-day active shooter class where they learned how to function within the capacity of a Rescue Task Force. The purpose of the RTF is to work with law enforcement during an active shooter event to provide rapid treatment and extraction of wounded victims.



Flight Nurse Munns and Flight Medic Lattimore of our Upland/Reach helicopter airlifted a 3-year-old snakebite patient to Loma Linda on Tuesday, April 19th.



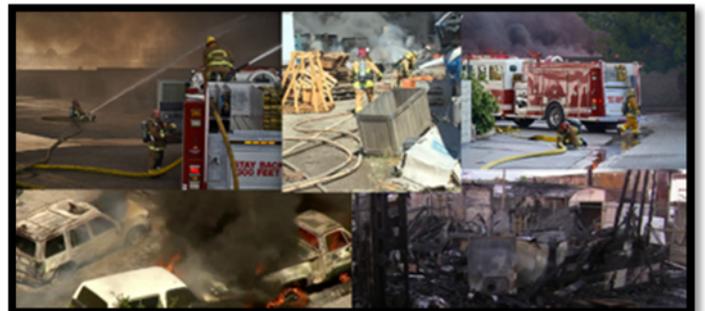
At 1:50 p.m. on Monday, April 4th, Upland and Montclair firefighters responded to a fire at 4761 State Street, in Montclair. The fire began at an industrial recycling center and quickly spread to adjacent properties, including residential structures and an outdoor storage facility. Billowing clouds of black smoke could be seen throughout the Inland Empire.



This third-alarm fire had 25 engines and 6 ladder trucks assigned, some coming by mutual aid from as far away as Redlands and San Bernardino. Fire engines also came from neighboring communities to cover vacant fire stations whose units were committed to the incident. While fire crews worked to control the fire, Law Enforcement personnel worked to evacuate the area and establish a safe perimeter. Public Works crews aided the incident by providing barricades and heavy equipment. The Red Cross provided canteen service to first responders and assistance to eight families that were affected by the fire.

Four homes were destroyed by the fire. One additional home and three detached garages were also damaged. The fire reached 100 percent containment at approximately 6:00 p.m. One resident was transported to a hospital for smoke inhalation. Five firefighters were injured but only one was transported to a local hospital for exhaustion. The cause of the fire is still under investigation.

We extend our deepest sympathies to the families that were affected by this fire. Thank you to all our response partners in the Fire Service, Law Enforcement, Public Works, and the Red Cross for your dedication and service to our community!





Metrolink Train Station; to talk to staff about water conservation programs and other business items; to attend public education workshops; etc. We are so excited to see our Public Works Office building get a fresh coat of paint. Thank you to Ricky Gay and Curtis Henderson for stepping up and working hard to make these positive improvements to protect and preserve our facility.

PUBLIC WORKS

2016 Arbor Day Celebration – On April 25th, the City Council, City Manager and the Street Tree Committee helped to plant a Deodar Pine in the courtyard at City Hall as part of our annual Arbor Day event. The City has approximately 36,000 trees which beautify our City streets, provide the Euclid Avenue corridor with a dramatic and stately natural impression, and provide cool and comfortable places to picnic in our parks in the summertime. Our trees are an important element of Upland’s heritage and future; we need to do our part to protect, preserve and renew these important attributes of our landscape. A big Thank You goes to Matt Slagle and West Coast Arborist for preparing the area for the event. Oh, and don’t forget . . . Mother Nature for the refreshing rain shower to welcome our new tree!!!!



Public Works ~ OPEN HOUSE MAY 18th - 4:00 p.m. to 7:00 p.m. It’s that time of year to invite the community and other departments into our workspace . . . come out and tour our facilities and meet some of the staff. We’d love to talk a little about Public Works and inform you of the services we provide to the community. Typically, (it’s fun) we have a few give away items and some food to give you a bit of energy while we talk shop. Everyone seems to enjoy the event. We often hear from the public who attends, comments like, “I never realized how much Public Works does!!” We hope you’ll make time to attend.



Public Works Office - Refresh, Renew and Excite!! – Many customers come to the Public Works Yard to seek assistance. They come to request and pay for extra tree trimming for their parkway trees; to participate in our tree, bench, trash receptacle, etc., donation programs; to rent bicycle lockers at the Upland



POLICE DEPARTMENT

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

March 22	Chamber State of the City
March 23	Rotary Meeting
March 24	Strategic Planning Committee meeting
March 25	Church of Latter-day Saints function
March 29	Citizen's Academy
March 30	Kiwanis Meeting
March 30	Upland Community Partnership meeting
March 30	Neighborhood Watch Country Club Villas
April 2	National Orange Show Breakfast for Community Leaders
April 2	Neighborhood Watch Block Party on Somerset Way
April 4	Upland Interfaith Meeting
April 9	Sunergeo Church Comedy Night
April 10	Recognized Dispatch and Volunteer Week
April 11	District Attorney's 4th Annual National Crime Victim's Ceremony
April 19	City State of the City
April 20	Community Meeting reference Homeless at Cooper Museum
April 21	Coffee with a Cop
April 23	Gaining Unity Quarterly Meeting
April 23	Colonies HOA Picnic

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

Community Resource Officer Highlights:

The Community Resource Officer (CRO) team was busy this past month. They assisted the Detective Bureau in identifying a suspect who was involved in numerous burglaries in the north end of the City, conducted surveillance for a murder suspect and provided additional patrol and resources to an area ravished by residential burglaries. They coordinated a shopping cart detail leading to the recovery of 30 shopping carts taken from local businesses without consent, in addition to three truckloads of abandoned property.



The team met with officers from the Rialto and Montclair Police Departments to provide guidance on establishing their own homeless outreach team. Officers met with a variety of Downtown merchants to ensure their safety during the Lemon Festival. In addition, they conducted Crime Prevention through Environmental Design (CPTED) assessments and vice reports on various local businesses. During March and a portion of April, the team housed two homeless individuals, reunified two with their families, and are working to house two families of four.



MAY BIRTHDAYS

Roberta Knighten	May	1	Nicolas Martinez	May	11	Isabel Garnica	May	22
Brian Johnson	May	2	Valerie Guzman-Garcia	May	13	Jennifer Calderon	May	22
Laura Brummel	May	5	Jeffrey Schneider	May	13	Kenneth Bonson	May	26
Deborah Alcorn	May	6	William Rozinka	May	14	John Bonhus	May	29
Mary Hodge	May	8	Quinn Hanley	May	16	Michael Carney	May	29
John Poole	May	9	Joseph Monticone	May	18	Adrian Barrero	May	30
Juan Meza	May	9	Deavon Demoulied	May	20	Samuel Courduff	May	30
Andrew Spada	May	9	Amanda English	May	20	Wendy Brown	May	31

