

Descriptions of City Departments

The following information provides detailed descriptions of each of the city departments. Organizational charts for each of the departments are included in the attached references as well as a listing of frequently asked questions.

Currently, the city has fourteen departments as listed below.

DEPARTMENT	DEPARTMENT DIRECTOR
Administration	Fred Wilson
City Attorney	Jennifer McGrath
City Clerk	Joan Flynn
City Treasurer	Shari Freidenrich
Community Services	Jim Engle
Economic Development	Stanley Smalewitz
Finance	Bob Wingenroth
Fire	Patrick McIntosh
Human Resources	Michele Carr
Information Services	Jack Marshall
Library Services	Stephanie Beverage
Planning and Building	Scott Hess
Police	Ken Small
Public Works	Travis Hopkins

Department Descriptions (In Alphabetical Order)

Administration

The City Administrator's office has responsibility for the city's day-to-day operations and provides oversight of the City departments. The City Administrator implements City Council policy and ensures that services are delivered in an efficient and effective manner.

Development Division

The Development Division supports day-to-day operations of Intergovernmental Relations and Public Information and provides oversight of the Building and Safety, Economic Development, Planning, and Public Works Departments. *Intergovernmental Relations* serves as a liaison with other government entities, monitors state and federal legislation, and helps coordinate the city's grant seeking efforts. *Public Information* provides a variety of direct and indirect communications opportunities between City officials and the community. These include the City's cable TV station, on-line newsletters, press releases, the Sands Recreation Guide, and the City's website. Public Information is also involved in coordinating special events.

City Services Division

The City Services Division provides oversight of the Community Services, Finance, Human Resources, Information Services and Library Services Departments.

City Attorney

The City Attorney's office represents and advises the City Council and all City officers in matters of law pertaining to their offices. This includes prosecution on behalf of the people in criminal cases arising from violation of the City charter or City ordinances, appearing for the City in all civil actions, appearing on behalf of any city officer or employee for any act arising out of City employment or by reason of official capacity, attending all regular meetings of the City Council to provide advice, approving the form of all contracts, bonds, and insurance, and preparing all ordinances and resolutions of the City Council. The City Attorney's Office has two divisions, each supervised by an Assistant City Attorney: Litigation and Advisory.

City Attorney Administration

The purpose of the City Attorney administration is to provide management, clerical, financial, and records support.

Litigation Division

The Litigation Division handles all civil matters on behalf of the City and its employees and officials.

Advisory Division

The Advisory Division provides daily legal advice on all matters to the City Council and City officers. It prepares all ordinances, resolutions, opinions, contracts, leases, documents, and municipal code prosecutions. In addition, it coordinates administrative citation processing and provides staff support to the City Council boards and commissions. In addition, it provides legal advice regarding personnel matters.

City Clerk

Located on the second floor of City Hall, the City Clerk's Office is charged with preserving and maintaining city records and all documents certifying City Council action. Also in the City Clerk's custody are contracts, deeds, agreements, annexation records and other vital City records as well as historical documents, photographs and the City seal.

Administration/Support Division

The Support Division provides service to the public, City Council, and City staff. It is responsible for the preparation, publication, and distribution of City Council meeting agendas, and processes approximately 30 official documents for each City Council meeting. It prepares approximately 26 agenda packets annually for regular, adjourned and special City Council meetings, and is present at all Council meetings to record and prepare meeting minutes. The Division also provides general support to the City Council, City staff and the public for bid openings, claims, phone/internet and in-person document inquiries, executes and facilitates the recordation of agreements, resolutions, ordinances, deeds, and other official documents. The Support Division will soon deploy SIRE Technologies' *Agenda Plus* electronic agenda management and workflow system that will partner with the Granicus *Live Manager* video stream and webcast product that provides live and archived broadcast of City Council meetings, and facilitates meeting minute production.

Records Management Division

The Records Management Division oversees a formal records management and retention system for vital records stored within the City Clerk's vault. This Division is primarily responsible for fulfillment of research requests and codifies ordinances adopted by Council into the Huntington Beach Municipal Code and Zoning & Subdivision Code documents for easy access by the public and City staff. In 2007, this Division responded to 467 requests for public records, and codified 34 ordinances. The City Clerk's Office continues to enhance efficiency and customer service through technology and use of SIRE Technologies *File Center* electronic document imaging and management system. This data storage system enables staff to respond promptly to requests for information by allowing electronic retrieval and distribution of information, and anticipates offering public access to stored records in October 2008. Hard copy vault records are conveniently stored within an information and material management system, and are protected by a state-of-the-art fire suppression system. The vault was also enhanced by the addition of a workstation to streamline the records management process.

Elections Division

The Election Division conducts General Municipal Elections in even numbered years, consolidated with the Orange County Registrar of Voters, and also conducts special elections as needed. The City Clerk serves as the official Election Filing Officer as designated by the State of California and maintains and monitors approximately 260 Statement of Economic Interest – Form 700s required of certain City employees, board and commission members, as well as appointed and elected officials annually. This Division recently contracted with NetFile for services related to electronic receipt, management and monitoring of Campaign Disclosure Statement – FPPC Form 460s, for approximately 23 active campaign committees during non-election years. During an election year, this Division is trained in election techniques and is responsible for preparing campaign instruction booklets for candidates as well as community outreach for voter registration at approximately 5 events annually.

City Treasurer

The City Treasurer is an elected department head serving a four-year term who is responsible to the electorate for overseeing the custody and safekeeping of all city funds. In addition, the City Treasurer is responsible for investing all of the City's funds, including bond investments as well as being responsible for cash management. The City Treasurer ensures the City's cash needs are met through prudent fiscal investment management.

Administration and Investment Division

The City Treasurer's Administration and Investments Division is responsible for the overall operation of the Department. This Division is responsible for prudently investing all of the City's funds, including bond funds and any funds of Joint Power Authorities for which the City is the Administrator. This division annually prepares and updates the City's investment policy and prepares the monthly investment report presented to City Council. Investments are reviewed monthly for compliance with the City's approved Investment Policy. A main focus of this Division is the cash management and prudent investment of funds to ensure the City maintains adequate liquidity to meet anticipated expenditures. In addition, the City Treasurer is the custodian for all bonds held by the City.

Cashiering, Collections and Disbursements Division

The City Treasurer's Cashiering, Collections and Disbursements Division is responsible for receiving on behalf of the City, all taxes, assessments, fees, and other revenues. This Division processes and records all such revenue received at City Hall as well as several off-site locations. This Division ensures this revenue is deposited in a timely manner into the City's financial depository accounts. This Division has responsibility for ensuring proper controls over cash and negotiable items as well as collection of all delinquent taxes and fees. Finally, the division processes all checks for the payment of goods and services approved in the City's financial system.

Administration and Investments Division

- Perform daily investment and cash management of pooled funds for the City, the Redevelopment Agency, and other Joint Powers Authorities where the City is the administrator
- Invest other City funds such as bond investments and trust funds
- Prepare investment reports, track cash flow, analyze and monitor banking and other department costs, and attend City Council and Investment Advisory Board meetings
- Perform general office management, leadership, and supervision of entire department
- Maintain custody of all bonds held by the City and release when requirements are met

Cashiering, Collections and Disbursements Division

- Process annually over \$18 million of revenue at City Hall from permits leases and fees, process annually over \$15 million of revenue for off-site locations including parking meters revenue, library fees and recreation fees, and deposit funds daily to bank
- Process and collect miscellaneous receivables of over \$8 million from over 25,000 invoices, follow up on delinquent accounts, and answer payment questions
- Open mail and process over 600,000 payments within 24 hours for over 50,000 municipal services customers in the amount of over \$55 million annually
- Collect and process payments on business licenses of \$2.2 million annually within 24 hours
- Collect and process payments of over \$6 million for Transient Occupancy Taxes and over \$600,000 for BID assessments

- Collect and process payments for oil taxes in the amount of approximately \$350,000
- Process 35,000 over-the-counter payments annually
- Provide overall supervision for Cashiering and Collections staff
- Print, sign, and release over 80,000 accounts payable, worker's compensation, and payroll checks and electronic payments annually

Passport Acceptance Facility Division

The City Treasurer's Office is designated as an authorized Passport Acceptance Facility. This facility offers a convenient location for members of the community to obtain passport services as well as submit passport applications. In 2007, this Division processed 5,984 passport applications, and provides in-person and telephone customer service. This Division also advertises and markets application services, and offers passport photograph services.

Community Services

The Community Services Department provides a full spectrum of year-round and seasonal recreational, cultural, and human service programs and special events at the City's parks, beaches, and community facilities. Major citywide special events, such as the Fourth of July Parade and the Pier Plaza Presents Concert Series, are coordinated through the department. Beach services include year-round Marine Safety emergency prevention and response, as well as educational training through the Junior Lifeguard program. Maintenance of the City's beach, pier, and harbor, as well as revenue collection for all beach parking lots and City meters is performed by Community Services. The department also actively interfaces with the community it serves by participating on twenty-two boards, commissions, task forces, and local citizens groups.

Administration

Administration oversees and supports the functions of the department's operating divisions. This includes strategic planning, supervision, budget preparation, accounts payable, and clerical services. Administration responds to community concerns and inquiries, provides the primary liaison to a wide variety of citizens groups, implements City Council policies, and ensures quality control department-wide for programs and services to the public. Administration support staff also process registrations and reservations for the department's rental facilities, special events, excursions, beach passes, and adult sports programs. Administration also creates public/private partnerships, such as Toyota, Adopt-A-Highway, Coca Cola, and Hollisters that allow the City to provide a higher level of service and a greater number of programs.

Facilities, Development & Concessions Division

This division manages concessionaire-operated facilities at the beach, pier, Huntington Central Park and Meadowlark Golf Course. It supervises the planning of multi-departmental specific event activities at Pier Plaza and other locations and coordinates city facility and clubhouse rentals. This division also coordinates rehabilitation and construction of new development projects at parks and beaches, and authors grants to fund them.

Recreation, Human & Cultural Services Division

This division is responsible for planning, coordinating, and staffing the city's recreation, human, and cultural services programs. Recreation programs include year-round activities such as instructional classes, adult, and youth sports, and one-day events such as the Fishing Derby or Rose Parade excursion, as well as seasonal programs such as aquatics, day camps, and Adventure Playground. The Recreation section is also responsible for managing and operating Huntington Central Park Sports Complex, Murdy, and Edison Community Centers, and the City Gym and Pool. Human Services includes management and development of senior service and senior outreach programs, including senior transportation, meals, and counseling, as well as Oak View Center. It also administers the city's Project Self-Sufficiency program for single, low-income parents. Additionally, the division operates the Huntington Beach Art Center, including the planning and preparation of art exhibits, instructional classes, day camps, and special events.

Beach Operations Division

This division is comprised of four sections: Parking/Camping, Parking Meters, Vehicle/Equipment Maintenance, and Beach Maintenance. The Parking/Camping section has responsibility for RV campground operations and revenue collection at the beach lots. Parking Meter staff services all aspects of the city's parking meters and ticket machines, including revenue collection, maintenance, and repairs. Beach Maintenance staff is responsible for

cleaning the pier, beach, fire rings, bike paths, parking lots, and the downtown parking structure. Beach Maintenance staff also maintains the beaches at Huntington Harbor and oversees the harbor maintenance service contract.

Marine Safety Division

The primary goal and purpose of Marine Safety is to provide quality open water and beach safety through education, prevention, and emergency response. Marine Safety provides year-round lifeguard services on the city's beach, including medical aid and code enforcement services, manages the summer Junior Guard program, issues use permits for beach special events and provides staffing as required. The division is comprised of 14 permanent marine safety officers and management staff, and is supported by more than 120 recurrent ocean lifeguards.

Economic Development

The Department of Economic Development is organized into three divisions: Redevelopment/Business Development, Housing and Real Estate Services. The objectives of the department are to meet the City Council Strategic Plan Goals to preserve and enhance the economic base of the community by business attraction, expansion and retention, assist in the transition to a tourist destination-based local economy, and enhance the City's stock of affordable housing using redevelopment and other resources. In addition, Economic Development oversees the Community Development Block Grant (CDBG) and HOME Investment Partnership program's funds received from the U.S. Department of Housing and Urban Development (HUD). These funds are designated to provide improvements and services to the low- and moderate-income residents of the City of Huntington Beach. The City's adopted Consolidated Plan establishes priorities for eligible activities. The primary objectives for the CDBG program are to provide a suitable living environment while expanding economic opportunities for persons with low- or moderate-incomes.

Redevelopment/Business Development

When redevelopment agencies make improvements to deteriorated areas, property values within those areas rise, resulting in an increase in property tax revenue. State law allows redevelopment agencies to use a portion of this increase to repay the debt incurred to rehabilitate an area. Redevelopment agencies may use these funds to acquire property, build public improvements and infrastructure, clean up contaminated soil and other tasks necessary to improve the conditions of the property. Redevelopment's commitment of funds attracts private investment and creates a chain reaction where the ultimate economic output is larger than the original public investment. The Redevelopment Division monitors and evaluates project implementation efforts, provides opportunities for public participation and disseminates information related to project implementation. In addition, Redevelopment is involved in planning new redevelopment projects areas, as well as formulating specific plans for certain parts of the City needing physical and economic improvement. Through the Housing Set Aside Fund, the Agency meets its housing production and replacement obligations, as well as monitors affordable housing units. Major efforts of Redevelopment are Beach/Edinger Specific Plan; Downtown Specific Plan; the Village at Bella Terra; The Strand Development and additional development opportunities throughout the City.

Business Development's mission is to retain, expand, and attract business to the City. Our mission is designed to accomplish one of the City's primary goals: to increase City revenue and the employment base in Huntington Beach. Major efforts of Business Development include an annual Economic Conference; business visits with the Mayor; and providing technical assistance with businesses.

Housing

Housing is involved in planning and formulating specific plans throughout the City to improve, both physically and economically, the current affordable housing stock while planning for future housing needs.

The department provides for affordable housing by negotiating new housing projects on existing infill lots throughout the City. Through a matrix of housing rehabilitation programs for both single-family and multi-unit properties, the Agency and the City also assist in preventing further deterioration of the existing housing stock. The Housing Division is also working to create a workforce housing program and to develop a foreclosure prevention program. Housing staff also

manages two residential projects -- Ocean View Mobile Home Estates, a 44-space mobile home park and Emerald Cove, a 164-unit senior complex.

Efforts involve existing property owners, non-profit and for-profit developers to provide for the variety of housing needs throughout the Project Areas and City at-large. In particular, in the Oakview sub-area where there is a high concentration of multi-family apartment complexes, the City uses its HOME allocation and Housing Set-Aside funds to acquire and rehabilitate the units and provide long-term affordability covenants that require the rents to be affordable to low-income families. The Redevelopment Agency has a Production Obligation mandated by State law for any housing units developed directly by the Agency or developed privately within the Agency's project areas.

Real Estate Services

Real Estate Services centralizes the real estate function for the City. These services include technical support for acquisition of land and easements, relocation, property disposition, appraisals and title research, leasing of City-owned land and facilities (including beach and park concessions, land leases, and telecommunications agreements), strategic planning for City property, and maintenance of City and Agency property inventory. The City's real estate portfolio of land and public facilities owned, managed, or leased by or to the City is approximately 700 sites. Staff works on acquiring the public right-of-way for public works projects in support of providing for the infrastructure needs of the City.

Finance

The Finance Department manages, protects and reports on the City of Huntington Beach's financial resources and is committed to providing the highest levels of financial services. The Director of Finance oversees three divisions: Accounting Services, Budget, Payroll, & Analysis, and Fiscal Services.

Accounting Services

The **Accounting Services** Division is comprised of four separate but integrated functional areas, General Accounting, Accounts Payable, Reprographics, and Mail Operations. General Accounting is responsible for maintaining a system of internal controls that preserves and safeguards the city's assets. Accounts Payable is responsible for the processing of all city obligations for purchased materials and services. Reprographics provides printing services to all city departments, and Mail operations provides for the daily collection, sorting, metering, and delivery of city interoffice, U.S. Postal Service mail and special deliveries (FedEx, UPS, and Overnight Delivery) for all city departments.

Budget, Payroll, & Analysis

The **Budget, Payroll, & Analysis** Division is responsible for assisting the City Council and executive management team in managing the city's resources, developing and maintaining the city's long-range financial projections, and evaluating the fiscal impact of legislative initiatives and judicial decisions effecting municipalities. Budget and Research coordinates the preparation of the annual budget and Payroll. Payroll is responsible for the processing of employee paychecks and maintenance of all relevant records related to payroll. Monthly revenue and expenditure reports are prepared and provided to city management and the City Council this section of Finance.

Fiscal Services

Comprised of Procurement, Municipal Services, and Business License, the **Fiscal Services** Division provides and/or coordinates the purchase of goods and services, coordinates the competitive bidding process, maintains the list of qualified vendors, processes all municipal services start-ups and disconnections (e.g., water, sewer, etc.). In addition, the division handles most billing questions on the municipal services statements that include water, refuse, sewer, and utility tax. The division also licenses all individuals or companies doing business in the city in accordance with Huntington Beach Municipal Code, and may issue permits on behalf of other city departments. In addition, the division administers office supply orders, manages the procurement card, leasing, equipment replacement, professional services, fuel management and copy machine programs.

Fire

The Huntington Beach Fire Department is dedicated to providing high quality services to prevent the loss of life and property in our community from fire, medical and environmental emergencies. Providing a balanced approach to life and property protection supports this mission. The department is an all-risk department providing fire suppression, fire prevention, rescue, emergency medical and transport services, disaster preparedness and weapons of mass destruction response. Fire training is provided through the regional Central Net Training Center located in the center of the city. A membership-based program called FireMed continues to significantly augment the level of emergency medical services provided for the city while offsetting delivery costs.

Fire Administration

The purpose of the Fire Administration Division is to provide management, research, clerical, financial, and records support for all Fire Department programs. It establishes and modifies Fire Department strategies, tactics, and policies; administers the Central Net Operations Joint Powers Authority Training Center and FireMed Membership Program; and participates as a member of MetroNet, a seven-city Joint Powers Authority for fire and medical emergency communications. The Fire Department is also a member of the Orange County-City Hazardous Materials Emergency Response Authority. This Fire Administration Division includes the Emergency Management and Homeland Security Center (EOC), which develops and coordinates disaster plans and programs for businesses, schools, civic groups, and the public. The EOC also provides City disaster preparedness and weapons of mass destruction programs and coordinates the Community Emergency Response Team (CERT) and Radio Amateur Civil Emergency Services (RACES) volunteers.

Fire Prevention

The Fire Prevention Division has responsibility for enforcing local, state, and federal codes. This is accomplished by examining and placing conditions on development plans and performing inspections of buildings and facilities. Fire Prevention also includes the Development/Petroleum Chemical Program, which defines, specifies, and enforces regulations in environmental and oil industry safety. The Fire Prevention Division also oversees the department's Public Education Program, which includes a senior's volunteer program, coordinating special events, stations tours, city-specific events, and assisting the City's National Incident Management System (NIMS) training program. Additionally, the Division coordinates the HazMat Certified Unified Program Agency Program, which is responsible for identifying, inspecting, and monitoring businesses that use and store hazardous materials within the city.

Emergency Response

The Emergency Response Division provides a professionally trained and well-equipped emergency force for fire, medical, rescue, and hazardous materials response. This Division also conducts annual life safety inspections; education; fire training; and station, apparatus, and equipment maintenance. Hazmat personnel provide emergency response and train Fire Department employees in hazmat response protocols and procedures. This division includes the Fire Shop, which provides mechanical repair and maintenance services for emergency fire/medical transport, and hazardous materials, urban search and rescue equipment and apparatus. Timely response is provided by strategically locating eight fire stations within the community to meet City response time standards. These standards include arrival of

paramedics at the scene of a medical aid call, or fire engines and trucks to the scene of a fire. A paramedic engine company, staffed by four personnel, responds from each of the eight stations, which uniformly provides life safety protection throughout the city. Two truck companies, a hazardous materials response vehicle, an urban search and rescue/light and air vehicle, four city-operated emergency transport units, and a battalion chief/shift commander complete the 24-hour emergency response capabilities. This division also co-sponsors the Search and Rescue Program. The program provides well-trained volunteers to assist and support the Fire and Police departments in emergency response and provides opportunities for youth considering public safety careers.

Human Resources Department

The Human Resources Department provides a full range of support to city departments in selecting, developing and managing staff. The department also oversees the City's Risk Management activity. There are four (4) operational functions within the human resources department.

Recruitment and Selection

Talent acquisition is the process of recruiting, testing and selecting staff for vacancies city-wide. The Recruitment and Selection division administers the various processes required to fill available positions. The NEOGOV system facilitates effective electronic processing of position requisitions and employment applications in support of talent acquisition.

Benefits and Training

The benefits and training division administers a full-range of benefit programs, as well as provide information and education regarding access to available health and retirement benefits. This unit also oversees all employee professional development programs which are provided through a variety of training opportunities including, but not limited to, SurfCity U, the Orange County Employee Relations Training Consortium in partnership with Liebert Cassidy Whitmore, the Cal-ICMA Coaching Program, Strategic HR and others. Employee tuition assistance programs are administered through this division.

Employee Relations

The employee relations division handles the City's labor relations, and administers the City's negotiated association contracts, the Employer/Employee Relations Resolution (EERR), the disciplinary process, and the City's Personnel Rules. This division also handles classification and compensation related issues.

Risk Management

This branch of human resources is responsible for two distinct functions. The workers' compensation area administers the City's self-insured w/c programs in accordance with state regulations. This unit also works with city departments and divisions to identify and pro-actively resolve work-place safety issues.

The liability section of the Risk Management division processes, investigates, and settles a variety of liability claims. Contractual insurance coverage is administered, and recovery for damage to the City's assets is handled by this operational unit.

Information Services

The Information Services Department supports all aspects of the City's technology resources and infrastructure. The department includes technical support personnel; software programmers and analysts, hardware technicians, and targeted technological area specialists. The Information Services divisions are: Administration, Operations, Communications, and Systems.

Administration

The Administration Division of Information Services is responsible for overall leadership of the department, including strategic planning, budget development and implementation, goal setting, and implementation of citywide technology planning, standards, policies, and procedures.

Communications

The Communications Division installs, maintains and secures the city's data and voice network infrastructure. The division also handles the coordination, procurement, billing and support for the city's telephone systems, cell phones, and Blackberry devices.

Operations

The Operations Division provides support to all City employees for computer hardware, software, and operating systems, through the Help Desk. Division staff maintains the City's shared server hardware. Operations staff is responsible for backup and secure storage of critical systems data.

Systems

The Systems Division is divided into three major areas: Business Systems, Public Safety, and Geographic Information Systems (GIS). Business Systems includes the analysts and programmers responsible for development, maintenance, and monitoring of the City's business software, including JD Edwards, Kronos, Utiligy, CityView, the City website, and intranet. Public Safety supports the Police Computer Aided Dispatch, and Police and Fire RMS and Marine Safety including 1,100 radios and 135 Mobile Data Computers. GIS maintains the city's 450 layers of mapping data and produces over 2,000 maps annually.

Library Services

The Library Services Department's mission is to welcome, empower and enrich our community by providing innovative and traditional library services. The Central Library is open six days (60 hours) per week, annually serving over 900,000 visitors, housing 314,921 volumes, and circulating over 750,000 items. The four branches are open 149 hours per week, circulating over 95,000 items, and housing 95,673 volumes.

Administration Division

Administration is responsible for the general operation of the entire library system and serves as the liaison to the City Council appointed Library Board and various library affiliated groups. Administration provides the leadership and vision needed to bring the best possible library services to the community. Administration develops and monitors the Library's strategic goals and objectives, and supports all other areas of the library system. This division also manages the rental of meeting room space, the Library Theater, the collection of revenues and monitors about \$4.5 million in expenditures from the General Fund.

Adult/Technical Services Division

The Adult/Technical Services division includes acquisitions, technical services, reference, adult literacy, circulation services, and maintenance. Acquisitions orders and pays for every item that enters the library collection, including books, periodicals, films, recordings and databases. Technical Services processes and prepares those items for use, cataloging them and creating computer records. A systems librarian maintains the online catalog, web page, and facilitates remote access of all electronic resources. In Reference, professional librarians select and evaluate all materials, and assist patrons in locating, researching, and utilizing library resources. Circulation Services greets visitors, guides inquiries, answers phones, issues library cards, collects fines, processes reserves, and maintains order through the security staff. Circulation staff checks all materials in and out, shelving and re-shelving the library's entire collection. Adult Literacy Services trains volunteers to help adults transform their lives by learning to read, write and speak English more effectively. The Adult/Technical Services division is also responsible for all building maintenance and repairs, internal and external, including paint, carpeting, and plumbing and electrical systems.

Children's/Branch/Media Division

This division includes the Children's Library, Media Services, and four branch libraries. The Children's Library provides access to useful information and resources for children including a book collection of 83,892 volumes, computers with internet access and professional librarians who select all materials and assist patrons in using library resources. The Children's Library offers over 1,000 story time sessions per year. Media Services offers media-related audiovisual materials including DVDs, CDs, audio books, and personal computers with Internet access. The Library Branches – including Main Street (approx 30,000 volumes), Murphy (approx. 4,500 volumes), Banning (approx. 27,500 volumes), and Oak View (approx. 22,000 volumes) – have one full-time staff member each and rely heavily on volunteer support. They are geographically located in outlying areas of the city to better serve the community and have active children's reading and homework support programs.

Planning and Building Department

The Department is responsible for administering land use and development in the City. Planning implements California State law for the development and maintenance of a comprehensive General Plan and the corresponding Zoning Code, as well as reviewing and processing applications for various development projects based upon those documents. Neighborhood Preservation/Code Enforcement seeks to preserve and maintain the quality and livability of our community. Building's mission is to administer and enforce state and local construction regulations in order to protect the safety of all occupants in or near buildings while they work, recreate, and live in our community. The Department is comprised of six Divisions to deliver services to the community: Administration, Planning, Code Enforcement, Planning Commission, Permit and Plan Check Services and Inspection Services.

Administration Division

The Administration Division provides for the overall coordination of the city's development activities, provides administrative support to the other divisions, assists in the preparation of analyses, scheduling of development projects, and developing policy recommendations. Administration prepares progress reports, monitors special studies, prepares the budget and ensures spending does not exceed approved limits, tracks revenues, maintains the department website, attends and represents the Department at committee meetings. Administration also ensures the maximization of personnel and material resources for the Department.

Planning Division

The Planning Division is comprised of two sections, *Current Planning and Advance Planning*. *Current Planning* reviews and processes development applications according to the General Plan and Zoning Code, staffs the zoning counter, and provides planning plan checking services. *Advance Planning* maintains the General Plan, provides environmental review, assists in the review and coordination of long-term projects, and drafts policy documents.

Neighborhood Preservation/Code Enforcement Division

The Neighborhood Preservation/Code Enforcement division goals re to eliminate blight within the city's neighborhoods; educates citizens on property maintenance, code violations, and neighborhood preservation issues; responds to complaints regarding property maintenance issues and code violations; and maintains compliance with the Zoning Code

Planning Commission

The Planning Commission is a quasi-judicial decision making body with authority over a variety of land use and legislative matters. Each City Council Member makes a personal appointment to the Planning Commission. The Planning Commission meets twice a month on the second and fourth Tuesday at 7:00 p.m. in the City Council Chambers. This division was created to account for meeting expenses as well as to provide educational opportunities and conference/workshop opportunities for Planning Commissioners. Staff time (e.g., staff support) for these meetings is indicated under other divisions.

Inspection Services Division

The Inspection Services Division performs construction inspections at specified progress benchmarks on a wide variety of commercial, industrial, and residential structures. These inspections focus on structural components, life safety elements, energy conservation, handicapped accessibility, and electrical, plumbing, and mechanical systems. The purpose of these inspections is to ensure that contractors and owner-builders construct their projects in a

manner consistent with the approved construction plans and adopted codes and standards. The division staff provides information on adopted code requirements and helps our customers through the inspection process without violating or compromising important safety laws and regulations. Future occupants of the building are provided with a safe environment in which to live, work, or recreate, and the building owner is assured that minimum construction standards have been followed. Division staff also inspects existing commercial and industrial buildings when there is a change in occupancy to ensure that the proposed use is compatible with the construction type of the building. In addition to conducting inspections, the division also provides plan review services for the more complicated plumbing, mechanical, and electrical systems when required.

Permit and Plan Check Services Division

The Permit and Plan Check division's primary function is to perform permit processing and plan review of proposed buildings and miscellaneous structures to be built in the city. The permit section of the division is charged with processing and issuing building, combination, swimming pool, mechanical, electrical, plumbing, and solar permits, as well as certificates of occupancy to developers, designers, and the general public. The permit section also provides coordination and information services to internal and external customers and manages and archives permit records and construction documents. The plan check section enforces all applicable federal, state, and local building codes pertaining to structures. The purpose of plan check review is to produce construction documents for use in the field which meet minimum life safety provisions. The application of these regulations can be particularly challenging to the average owner-builder. To facilitate permit issuance and meet the customer's design needs, plan check staff offer code-compliant alternatives during the review process.

Police

The Police Department is responsible for all aspects of public safety and investigation of criminal activity within the City's residential communities, commercial and industrial centers and recreational open spaces. The department performs these public safety efforts through community education efforts and aggressive enforcement of State laws and local ordinances. The department performs initial and follow-up investigation on suspected crimes occurring within the City and conducts forensic examination of many types of evidence. The facilitation of orderly traffic flow and the enforcement of traffic laws are another important function of the department.

Administration/Executive Division

The Administrative/Executive Division is responsible for the overall leadership and coordination of Department operations as well as direct supervision of the Professional Standards Unit.

This division contains the Police Chief, one Lieutenant serving as the Chief's Executive Officer, the Chief's Administrative Assistant, and two Sergeants comprising the Professional Standards Unit. The Professional Standards Unit investigates allegations of employee misconduct, which are often of a specialized and sensitive nature. The Executive Officer also functions as the Public Information Officer and manages special projects. Coordination for all volunteers with the police department also are managed by this division.

Uniform Division

The Uniform Division is the most visible to the public and serves as the foundation for all the department's efforts. This division performs core law enforcement functions and is comprised of both sworn and civilian employees. Some of these functions include: uniform patrol, traffic direction and control, enforcement of traffic laws, investigation of traffic collisions, airborne patrol, parking enforcement, crossing guards, special events planning and coordination, directed enforcement team, special enforcement team, neighborhood enhancement team, beach enforcement team, community support services, and resolving critical incidents through the use of the Special Weapons and Tactics Team (S.W.A.T) and the Crisis Negotiation Team.

Investigation Division

The Investigation Division performs three primary duties: providing investigative follow-up for all nontraffic related crimes; identifying, apprehending and prosecuting criminal suspects; and assisting crime victims and the department in suppression of crime and the recovery of property. This division enforces laws related to the sale, manufacture, transportation, and use of illegal drugs, reviews and issues permits for a wide variety of regulated businesses, enforces Alcohol Beverage Control laws, attempts to identify, and prevent organized crime and terrorism, maintains vice and criminal intelligence files, and investigates vice related activity within the city. The division prepares, maintains, and oversees the distribution and use of all Police Department crime and traffic related documents and records, and coordinates with Federal, State, and local jurisdictions in the exchange of criminal history information. Investigations has responsibility for processing forensic evidence and coordinating efforts with other law enforcement crime labs. Finally, the division maintains and tracks all property seized or stored by the department. Within this division falls the responsibility for the management of the jail.

Administrative Operations Division

The Administrative Operations Division provides the people, equipment, training, and budget oversight to support all of the programs in the department. This division includes the Budget Bureau, Payroll Unit, Personnel Unit, Alarm Unit, Training Unit, Communications, Fleet Maintenance Unit, and the Support Services Unit. This division is responsible for recruiting and

conducting background investigations on new employees, managing the use of grants and budgeted funds, keeping accurate pay records, maintaining all department vehicles, tracking and billing for services related to alarm permits, training all employees and maintaining records, cleaning police headquarters and three substations, purchasing and issuing all equipment, and processing and housing prisoners of the department as well as contract law enforcement agencies.

Public Works

The Public Works Department delivers a wide range of services to the public and other City departments. The department is responsible for the planning, construction, and maintenance of the City-owned infrastructure. The infrastructure includes buildings, streets, parks, landscaping, and utilities. Essential services such as water, sewer, drainage, and traffic control systems are operated and maintained 24 hours a day. Public Works manages over 30% of the City's total budget, including three enterprise funds and seven designated funds as well as the citywide Capital Improvement Program. The six Public Works divisions are committed to providing the highest quality of service to the community.

Administration Division

Administration provides general planning and management for five divisions including policy direction and program evaluation. Administrative staff coordinates interdepartmental efforts, develops and monitors the budget; and prepares special reports for the City Administrator, City Council, Public Works Commission, and the public. Other functions include personnel matters, clerical coordination, records keeping, accounting, and front office customer service.

Engineering Division

Engineering is responsible for processing and coordinating conditions, plan checks, and permits required for the entitlement of private developments. Engineering oversees right-of-way permits, dock modifications, and road use. Technicians and surveyors maintain the city's infrastructure record-drawings and related project information. Environmental specialists monitor compliance with various laws, regulations, and permits governing urban runoff and storm water. Construction inspection duties include developer-installed infrastructure, landscaping, utility work, and citywide capital improvement projects. The capital project section plans and designs City funded public improvement projects such as street, sewer, water, and drainage facilities. This program also provides construction management services for new public facilities and improvements.

Transportation Division

The purpose of the Transportation Division is to provide a safe and efficient transportation system supporting vehicular, pedestrian, transit, and bicycle activity while serving the needs of the community. Transportation oversees the design and maintenance of all traffic control devices and pole lighting on City property. Staff reviews development projects, provides advance transportation planning for both local and regional activities, and responds to public requests on traffic concerns. The Signal and Lighting Maintenance Section provides service to all traffic signals, City streetlights, and parks and sports field lighting. The Signs and Markings Section maintains all required traffic delineation, signage, and pavement and curb markings. Staff supplies traffic control planning for city-sponsored special events.

General Services Division

General Services is responsible for facility and fleet maintenance. Skilled personnel perform maintenance activities to preserve the value of facilities and equipment and provide a safe and comfortable environment in city buildings, such as the Civic Center, libraries, fire stations, and recreation centers. Trained mechanics provide a full range of maintenance and repair services for City vehicles and large equipment. The refuse removal contract and residential billing is administered by General Services.

Maintenance Operations Division

Maintenance Operations includes Streets and Park, Tree and Landscape functions. Administration staff responds to questions and concerns regarding street, sidewalk, and tree

services. The street section maintains, cleans, and repairs city streets, sidewalks, and parking lots. The crews keep city parks, landscaping, and play areas in a safe and attractive condition. Staff members provide support to special events and activities.

Utilities Division

Utilities staff operate and maintain the city's water, wastewater, and storm drain systems. Water services include production of groundwater, reservoir maintenance, water quality testing, distribution line maintenance, and water meter reading and repair services. The wastewater crews ensure that city sewer lines and sewer lift stations are always operational. The drainage system is maintained to direct the flow of storm water and runoff from the city streets into local channels and outlets. Lift stations, drainage pump stations, and water wells are monitored constantly through the use of telemetry systems.