

CITY ADMINISTRATOR'S WEEKLY REPORT

May 24, 2010

CITY TREASURER

New \$100 Bill

The U.S. Treasurer released the newly designed \$100 Bill on April 21, 2010. Armed with new counterfeit thwarting features, this new bill ensures enhanced security. Previously, the Treasury has redesigned the \$20 bill in 2003, the \$10 bill in 2004, the \$50 bill in 2006 and the \$5 bill in 2008 with similar security features. The \$100 note is the highest value denomination currently in general circulation. Our department is working to ensure that all of our cashing equipment will process and accept these new \$100 bills. The older design \$100 bills will still retain their value. For more information on the new \$100 bill, check out the Federal Reserve website at <http://www.moneyfactory.gov/newmoney/>.

Customer Service Tip of the Week - Pack a Punch on the Phone

Your next irate call could be the best opportunity to prove that your organization stands behind its customers. The following steps can help make a lasting impression:

- Begin your call by telling customers what you CAN do, not what you can't.
- Allow the customer to vent without interruption.
- Use the customer's name to diffuse their anger.
- Involve the customer in the solution by asking for their approval or input.
- Sync your voice tone with your words so that both send the same message.
- Ask the customer if there are any other problems or concerns you can help with.
- Offer your name, direct extension, and email address so they can contact you easily if the problem isn't fixed.

COMMUNITY SERVICES DEPARTMENT

Project Self-Sufficiency

It has been a very busy month for the Project Self Sufficiency Office. It's our fundraising season for scholarships and donations are coming in. We have received over \$30,000 in financial gifts and in kind donations. Of note is a \$10,000 donation from the National Charity League, \$5,000 from Citi Bank, \$2,500 from the Lutheran Church of the Resurrection, \$2,500 from NuVision, \$4,000 from the Soroptimist HB, and \$2,000 from Chevron. Additionally, there were a number of other donors of scholarship dollars and much-needed supplies for our parents. The Orange County LaCrosse Association donated over \$2,000 in cleaning supplies and paper goods.

Scholarships will be announced at the June Recognition Program on June 15 at Edison Community Center. These contributions assist our single parents to continue with their educational goals and to make every-day life just a little bit easier. We extend our heartfelt thanks to all who have donated to PS-S over the last year.

Computer Keyboarding/Typing Camp

Keyboarding or typing skills have become essential in today's computer age. This camp for ages 8 to 11 years old will take the beginning typist from "hunt-and-peck" to gradually building typing skills with speed, accuracy, and control. Two camps are offered: the week of June 28 from 2:00 to 5:00 p.m. or the week of August 23 from 9:00 a.m. to 12:00 noon. For more information, contact the City Gym and Pool at 714-960-8884 or sign up today at www.hbsands.org!

Huntington Beach Senior Services

In recognition of Older American's Month, Huntington Beach Senior Services is offering assistance in completing a *Benefits Check-Up* on Fridays, May 28 – June 11, from 9:00 a.m. -12:30 p.m. at the Michael E. Rodgers Seniors Center, 1706 Orange Avenue. *Benefits Check-Up* is an on-line tool to assess individuals for federal, state, and local programs that help pay for medications, utilities, food, healthcare, and other needs. To receive a more complete assessment, bring the following information for both you and your spouse: Address, Date of Birth(s), Length of Time in Current Residence, Veteran Status including Dates Served, Employment History, Names of Prescription Medications, Current Income & Assets, Estimate of Current Expenses. For more information, call 714-960-2478.

Meet the Artists Party

This year marks the 10-year anniversary of artist and collector support at the Huntington Beach Art Center. This annual art auction fundraiser is made possible by the generous support of selected artists who donate their work. We invite you to join us from 6:00 to 9:00 p.m. on Friday, June 4 to view our art auction pieces and meet the artists. Admission is free. For more information, please call 714-374-1650

Art Experience Dinner

The Huntington Beach Art Center will be transformed by our artists for an Art Experience Dinner to remember on June 11. Cucina Alessá, our community partner, will be providing the food. The Art Auction immediately follows the dinner. Tickets are \$75 per person. Please call the Art Center on 714-374-1650 to reserve your tickets.

ECONOMIC DEVELOPMENT**Free Surf City Downtown Shuttle!**

The free Huntington Beach Surf City Downtown Shuttle operates on weekends from 10:00 a.m. to 8:00 p.m. through September 5. Shuttle riders can park free at the Huntington Beach City Hall parking lot, located at 2000 Main Street, at the corner of Main Street and Yorktown Avenue. The surf-themed shuttle will make stops at the northwest corner of Main Street and Orange Avenue, and on 5th Street at The Strand. The shuttle will also run on Memorial Day (May 31) and Labor Day (September 6), but will not be in service on Independence Day (July 4). The shuttle will run on a 3.5 mile continuous loop throughout the day, and provides a quick, fun, and comfortable alternative to driving downtown on days when the demand for available parking spaces reaches its peak. Spend less time searching for parking, and spend more time enjoying shopping, dining, and strolling in downtown Huntington Beach. For more information on the Surf City Downtown Shuttle, visit www.huntingtonbeachca.gov or contact the Economic Development Department at (714) 536-5542.

FIRE**Fire at RV Storage Facility**

On May 23, 2010, at approximately 1:30 p.m., firefighters were dispatched to a reported motor home fire at a storage facility on Gothard Street. Upon arrival, firefighters found a motor home with heavy fire involvement. Several other motor homes, as well as a building from an adjoining business, were also threatened by the fire. Twenty one firefighters battled the blaze in an effort to limit the damage to the other motor homes and property. The fire caused major damage to the motor home as well as two motor-homes that were parked on either side. The loss was estimated at \$300,000. A metal building from an adjoining business suffered damage to the outside, but the firefighters were able to keep it from spreading to the interior. This was a difficult fire to extinguish because the motor homes were parked close together, which limited access for hose line placement. The fire is currently being investigated.

Fire at Point Loma Drive

At approximately 3:00am on Thursday, May 20, 2010, Huntington Beach Fire Department responded to a residential fire. The first arriving unit noted dark black smoke emanating from the open front door of the structure and the family of four had evacuated to the street. The "911" dispatcher instructed the family to immediately leave the structure and wait for the arrival of fire department units. The fire was extinguished with a single hose-line but there was extensive smoke damage throughout the structure. The family was very fortunate that no one lost their life in this fire because both smoke detectors had their batteries disconnected. Family members stated the batteries were disconnected due to accidental activations while cooking family meals. The family received fire prevention education and is now committed to changing the batteries in their smoke detectors each time they change their clocks for daylight savings time.

Emergency Management & Homeland Security Storm Reimbursement

The Fire Department Emergency Management & Homeland Security Office, on behalf of Public Works and Community Services Beach Maintenance, made its final submission for reimbursement for costs incurred by the city due to the 2010 winter storms in January and February. A state emergency was declared by the Governor. The storm damage in Huntington Beach resulted in substantial costs for emergency protection and debris removal. The city submitted a request for reimbursement of \$90,000.

LIBRARY SERVICES DEPARTMENT**Oak View Branch Library is Celebrating Its 15th Anniversary!**

On June 3, 1995, Oak View Branch Library opened. Oak View was built entirely with donations and federal funds. Two years later it had to expand in size and hours of operation to fulfill the demand for library services in the Oak View Community. When Oak View opened its doors, there were nearly 3,000 books on its shelves. Currently, Oak View book collection almost reaches 24,000 items.

Oak View Branch Library has plenty to celebrate - 15 years of tremendous success! Parents and children visit this facility on a daily basis with an average of 371 visitors per day. About 25 new residents apply for library cards every month. Approximately 725 children attend the numerous

Storytimes sessions offered at this location. Dedicated volunteers assist more than 800 children with their school assignments each month. More than 950 residents benefit from the computer services available at this location. Oak View Branch Library is also the home of the Family Literacy Program, which teaches basic literacy skills to over 160 students through the dedicated work of more than 77 volunteer tutors.

A special 15th anniversary celebration is planned for Thursday, June 3 at 4:30 pm at the Oak View Branch Library, located at 17251 Oak Lane, Huntington Beach, CA 92647. The celebration will include a unique family story time featuring "birthdays", a birthday cake and other activities. For more information, please call (714)375-5068.

"Friend" The Huntington Beach Library

The new Social Media tools have created their own language – now it is possible to "friend" someone on Facebook, "tweet" followers, etc. Have you considered Friend-ing the Library? It is easy to be a friend – Go to the Library website and click on "Support Your Library". This page gives you all the ways that you can help the library.

Volunteer your time. The library is always seeking interested volunteers to help in all areas of the library. If you like working with people, are interested in working with books or computers, want to help someone learn how to read we have volunteer opportunities for you.

Join the Friends of the Huntington Beach Library. The Friends of the Library are an amazing group of library supporters who raise money through their Gift Shop, Used Book Store and online used book sales. All money raised helps support the Library and the services we provide. These industrious volunteers have given the library over \$300,000 in the past two years, to help support collections, homework programs, databases, computers and other essential library services.

Join the Friends of the Huntington Beach Children's Library and help support all our children's programs and activities. The FOTCL also work on the Taste of Huntington Beach and raise money and awareness for all library children's programs and help ensure that all children in Huntington Beach are readers, setting them on course for success in school and life.

Donate money to support the library. The Library has a simple and easy donation button right on the website – all donations go to Friends of the Library, a nonprofit 501(c)(3) charitable organization - so all donations are tax deductible. The Friends are working with an organization called Network for Good that helps make it easy to donate through a secure and safe site. With one click, you can help buy books, buy CDs or other vital resources. No matter how you choose to do so, take a moment and "Friend" the Library.

PLANNING & BUILDING DEPARTMENT

Zoning Administrator to meet twice per month

Starting in June, the Zoning Administrator will meet on the first and third Wednesday of the month - on opposite weeks from the Planning Commission. If there is an urgent need based on mandatory processing time requirements to hold a meeting on a non-scheduled week,

staff will have the ability to schedule such meetings. Regular meetings will still be held at 1:30 p.m. in room B-8. For more information, contact Andrew Gonzales, Zoning Administrator liaison, at (714) 536-5271.

POLICE DEPARTMENT

State implementation of Non-Revocable Parole

On October 11, 2009, Section 3003.03 of the California Penal Code was enacted pursuant to Senate Bill X3 18. The law went into effect on January 25, 2010, authorizing the placement of parolees onto Non-Revocable Parole. The process was expected to take a few months to review prior to implementation.

This month, forty-two of the 280 individuals on active parole status in Huntington Beach were changed to Non-Revocable Parole. What this means is the 42 individuals on Non-Revocable Parole are no longer under the supervision of a Parole Agent. Also, they can no longer be sent back to prison for violating parole conditions that had been placed on them when they were originally released from prison.

PUBLIC WORKS

Bridge Maintenance Program Grants

The City has been informed of the allocation of approximately \$2.7 million from the Federal Bridge Preventative Maintenance Program (BPMP). A request for proposals has been issued to design the first three projects: Brookhurst Street over Talbert Channel, Magnolia Street over Huntington Beach Channel and Warner Avenue over Bolsa Chica Channel. Design services will include preliminary engineering, environmental services, construction documents, and permits. Construction funds will be made available in the 2012/13 fiscal year. These grants will require matching amounts of approximately \$350,000 that will be budgeted from dedicated street funds. An application is in process to the same program to provide maintenance to four additional city bridges.