



First and Second Quarter Update January 2016

Goal 1: Attractive, Engaged Neighborhoods

Strategic Initiatives	Responsible Departments	Progress Update
<p>Continue efforts and introduce further proactive measures to address the transient population.</p>	<p>CMO</p>	<p>> Continued to administer the City Net agreement; results of the collaborative have moved an additional 85 individuals from the streets for the first half of the fiscal year. Overall through the efforts of the 120 collaborative partners, 450 homeless individuals have been provided shelter. Efforts continue to develop an all volunteer check-in center for the west side to better facilitate use of the open armory shelters during these winter months and to seek partners with experience to address the unique needs of the growing homeless population of former inmates.</p>
	<p>CS</p>	<p>> Continued work with Mercy House who has assisted over 340 homeless individuals with storage of personal belongings, meals, as well as outreach and referrals to services including placement in permanent and transitional housing programs.</p> <p>> Continued to actively engage with the Anaheim Homeless Collaboration.</p>
	<p>POLICE</p>	<p>> Increased the number of officers in Community Policing to a total of 14 in the first half of this fiscal year. There are 10 officers assigned to Community Policing Teams, two officers assigned to the Psychological Emergency Response Team (PERT) and one officer assigned to the Homeless Outreach Team (HOT) with an additional officer currently being added to the HOT Team.</p> <p>> Designated close to two dozen officers assigned to Patrol as Homeless Liaison Outreach Officers and provided them with additional training on mental health, resources available, and other related issues that pertain to the homeless community.</p>
<p>Begin Phase II of the Quality Rental Housing Program and consider enhancements as the program evolves.</p>	<p>PL</p>	<p>> Provided the first annual report to City Council on August 18, demonstrating early success with over \$200,000 in improved housing conditions documented.</p> <p>> Issued over \$11,000 in owner fines this fiscal year for violating housing regulations; filed a criminal complaint on an egregious property owner; and continued to ensure that the program minimally impacted responsible property owners who provide safe and secure housing for our residents.</p> <p>> Continued implementing Phase II of the inspection program targeting the west side of the city, which staff anticipates will be completed this fiscal year.</p>

Strategic Initiatives	Responsible Departments	Progress Update
Develop program recommendations to reduce negative impact to surrounding neighborhoods from nearby motels.	PL	<ul style="list-style-type: none"> > Continued researching alternative options and best practices to address negative impacts. Findings will be shared with City Council at a March 1 workshop.
Implement the Avon/Dakota revitalization agreement.	CD	<ul style="list-style-type: none"> > Continued meeting with property owners for acquisition of their properties into a comprehensive improvement plan for the neighborhood. > Pursued execution of acquisition agreements with two property owners.
Develop and implement practices to enhance quality of life, safety and security in City parks.	CMO	<ul style="list-style-type: none"> > Formed a multi-departmental task force focusing on Twila Reid Park to create an action plan to enhance the quality of life and security of park patrons that can be duplicated in other City parks. To date a number of steps have been taken to reduce the criminal element within our parks.
	CS	<ul style="list-style-type: none"> > Implemented periodic restroom closures at various parks to help combat criminal activity in coordination with the PD's enforcement effort. > Increased Park Ranger patrols to focus on parks where criminal activity has increased.
	POLICE	<ul style="list-style-type: none"> > Continued to address quality of life issues in our parks and surrounding neighborhoods through outreach and enforcement efforts by our Community Policing Teams and Homeless Outreach Team. Significant efforts have been focused on outreach and enforcement regarding the homeless population and encampments throughout the city, with specific attention directed to our public parks.
During the moratorium period, develop and present for City Council consideration of a code amendment to address priority issues associated with the current Short Term Rental ordinance. Actively engage interested parties in the process.	PL	<ul style="list-style-type: none"> > Held a total of four well-attended community meetings with Short Term Rental (STR) owners and residents to identify existing concerns and discuss potential solutions. Each group has appointed representatives to a 12-member STR Advisory Committee that has been formed to assist staff in developing suggested amendments to the existing STR ordinance. Three Committee meetings have been held and recommendations resulting from these meetings will be shared with City Council at a February 23 workshop.
	CAO	<ul style="list-style-type: none"> > Involved with litigation and appeals associated with short term rentals. > Continued to advise Planning staff on determinations relating to pending applications. > Worked with Planning staff on development of an ordinance for the amendment of the Short-Term Rental Ordinance.
Enhance neighborhood infrastructure restoration program and ensure new residential streets have future complete street features.	PW	<ul style="list-style-type: none"> > Completed paving 491,226 square feet of residential streets, installed 12 ADA ramps, replaced 37,000 square feet of sidewalk, and repaired 1,248 potholes.
Address neighborhood parking congestion in existing neighborhoods.	PW	<ul style="list-style-type: none"> > Held 13 neighborhood meetings regarding parking concerns and received 19 new petitions.

Strategic Initiatives	Responsible Departments	Progress Update
Pursue the preparation of a comprehensive study of existing parking standards to ensure they are reasonable to the development community yet adequate to ensure that neighborhoods are not impacted by spillover parking.	PL	> Continued developing revised parking standards for commercial and industrial uses which are often the subject of parking variance requests. Preliminary recommendations will be presented to Planning Commission at a February 23 workshop.
	PW	> Revised the permit parking policy in December and January to require a parking study to ensure that streets that implement permit parking are all 75% parked. This should reduce pushing the parking problems to the next street except to those streets that meet the minimum requirement. A similar permit parking policy was also developed for Multi-Family zoned properties.
Continue utility undergrounding of major thoroughfares throughout Anaheim.	UT	<p>> Completed underground conversion project along West Street and Westmont Drive in central Anaheim, improving electric system reliability and street visibility.</p> <p>> Continued underground construction on Dale Avenue in west Anaheim and began construction on Miraloma Avenue.</p>
Enhance the urban forest.	PW	> Trimmed 6,089 trees and planted 349 trees.
Continue to implement the community risk reduction plan for single and multi-family residences and the wildland urban interface area.	FIRE	<p>> Continued Community Risk Reduction efforts through the agency's Home Safety Visit Program including outreach about the program to residents at neighborhood council meetings and community events.</p> <p>> Hosted the 3rd annual Ready, Set, Go! wildfire preparedness event which highlighted ways residents can prepare for fire season including hardening their home, defensible space and the agency's wildfire home assessment program.</p> <p>> Completed planting and irrigation for the FireSafe Garden at Station 10. The project was eligible for the turf removal rebate, which has been approved at \$12,000. Secured in-kind and monetary donations to continue construction of the FireSafe Garden being developed at Station No. 10. Clearing of vegetation has begun at Deer Canyon and Pelanconi Park.</p>
Complete a maintenance needs assessment for existing parks, sports fields and community facilities, and develop an implementation plan to execute critical needs.	PW	<p>> Assessed needs for Twila Reid, Reagan, and Pelanconi Parks.</p> <p>> Solicited quotes for gazebo replacement/repainting, bench and BBQ grill replacement, and pedestrian bridge repair/replacement, and parking lot repair. Work will initiate in Q3.</p>
	CS	<p>> Prioritized all playgrounds within parks and moving through a replacement program through KaBOOM projects and park development fees as available.</p> <p>> Implemented restroom replacement program to target the replacement of restrooms in priority order, according to age and condition.</p>
Increase residents' technology access and use through library products and services.	CS	> Added Pronunciator, a full-spectrum online language learning program with a mobile app. Residents can learn any of 80 different languages, as well as study English (ESL). The program features speech recognition, scored quizzes, a virtual coach, downloadable MP3s, and virtual conversations. Over 350 residents have logged in 1,500 times.

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		> Added PrinterOn, a wireless printing service for all Library branches supporting cellular telephones, tablets and laptops, which allows users to remotely print over a secured server from anywhere, at any time. To date, 250 residents have used the service and picked up documents at print queues located at our Libraries.
	FINANCE	> Continued developing a long term improvement plan to replace aging network infrastructure and ensure Libraries have the ability to provide residents state of the art technology. Staff is also exploring grant opportunities to further improve and mitigate expenses for these projects.
Increase trail access and maintenance throughout the City.	CS	> Improved trail system maintenance and upgrades through the continued use of park contract contingency funding. The Gramercy Trail connection, a vital missing link to the trail system, is in the design completion stage and work will begin this fall pending available funding that is hoped to be secured through the budget process.
Promote and increase transit services and opportunities.	PW	> Began work on an OCTA Project V application to provide bus commuter service between ARTIC and downtown Anaheim; due to OCTA by February 29.
Finalize environmental documents and funding plan for ARC.	PW	> Continued to prepare environmental documentation, including an evaluation of potential alternatives regarding alignment, station design, and maintenance facility sites.
Implement traffic signal coordination on all major corridors.	PW	> Worked on Ball Road, Kraemer Avenue, Knott Avenue, Anaheim Boulevard, and Orangewood Avenue Traffic System Synchronization Program (TSSP) Projects. Approved Engineering Services Agreements with consultants for the Anaheim Boulevard and Orangewood Avenue TSSP Projects.
Explore expanded shuttle services for commuters, residents and visitors.	PW	> Executed a franchise Agreement with Center of the Universe, LLC for transportation services within and around the City of Anaheim Packing District.
	CD	> Coordinated efforts of other City departments and developer in initiation of Packing District trolley that serves Downtown Anaheim
Continue implementation of graffiti abatement initiatives on utility boxes using artificial ivy and anti-graffiti coatings on street light poles.	UT	<p>> Installed 52 new concrete light poles with factory applied anti-graffiti sealant along Dale Avenue.</p> <p>> Installed artificial ivy on five electrical equipment cabinets located on Lincoln Avenue and Dale Avenue.</p>
Enhance Citywide pavement rehabilitation and improve sidewalk connectivity.	PW	<p>> Awarded the contract for construction of the pavement rehabilitation of Meats Avenue from Nohl Ranch Road to the south City limit, Placentia Avenue from State College Boulevard to the SR-91, and Lincoln Avenue from Brookhurst Street to Euclid Avenue.</p> <p>> Continued design for the pavement rehabilitation Lincoln Avenue from State College Boulevard to Sunkist, Broadway from Harbor Boulevard to Anaheim Boulevard and La Palma Avenue from Potomac Circle to Yorba Linda Boulevard, and Orangewood Avenue from Haster Street to Lewis Street.</p>

Strategic Initiatives	Responsible Departments	Progress Update
		<p>>Started on the design for the pavement rehabilitation of Orange Avenue from Western Avenue to Dale Avenue and the arterial slurry seal for various arterial streets in the city.</p> <p>> Installed sidewalk on Hessell Street between Broadway and Santa Ana Street.</p> <p>> Applied for Active Transportation Program (ATP) competitive grant funds for the construction of sidewalks on Citron Street from Sycamore to La Palma, West Street from Pearl to North Street and waiting on CTC approval.</p>
Complete construction of current grade separation projects and develop funding opportunities for additional grade separation projects.	PW	<p>> Continued construction on three grade separation projects: Orangethorpe Avenue (90% complete), Lakeview Avenue (63% complete), and Tustin Avenue/Rose Drive (95% complete).</p>
Provide traffic calming, as needed.	PW	<p>> Held five neighborhood meetings and one committee meeting regarding neighborhood speeding concerns. Received eight new petitions.</p>
Expand bikeways, bike lanes, bikeway features, bikeway connectivity, and multi-use trails throughout the City as outlined in the Anaheim Outdoors Connectivity Plan.	PW	<p>> Completed the Santa Ana River Trail Project along and adjoining the Santa Ana River western levy to enhance the aesthetics of the trail and provide connectivity for pedestrians and bicyclists from and to the Anaheim Regional Transportation Intermodal Center (ARTIC).</p>
	CS	<p>> Conducted community update meetings including presentations at the neighborhood council meetings. Staff expects to complete construction documents for Anaheim Coves in spring of 2016.</p>
Expand and leverage impact of a career technical education through implementation of a public safety career pipeline.	POLICE	<p>> Added one additional class to the Public Safety Pipeline. Currently we have two classes every week at Sycamore Junior High School. Department is moving forward with future planned expansion and has hired a consultant to develop curriculum for an additional class at Sycamore Junior High School in the 2016-2017 school year, as well as high school level classes in the 2017-2018 school year.</p>
Continue programming efforts, as needed, for special projects including P21, Million Acts of Kindness, and other community mentoring programs.	CMO	<p>> Met with Anaheim school administrators to discuss the Million Acts of Kindness program and encouraged the creation of similar programs in other Anaheim districts.</p> <p>> Continued to work with AUHSD on their P21 initiative: APU conducted the first P21 related program in City Hall for AUHSD students providing mentoring sessions, tours and job shadowing with City utility employees.</p> <p>> Collaborated with Big Brothers and Big Sisters OC and AUHSD on a potential partnership pairing City employees and Anaheim students.</p>
Implement the Youth Needs Assessment response plan in the areas identified as Enhanced Communications; Program Capacity and Facility Expansion; and Teen Programs.	CS	<p>Enhanced Communications:</p> <p>> Convened three meetings of the Anaheim Human Services Network with an average of 61 agencies in attendance to network, share information and resources, problem solve service delivery issues and better collaborate to provide effective and efficient service delivery to Anaheim residents.</p>

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		<p>> Prepared and distributed 8,000 Summer Issues of the bilingual guide “Your Community/Tu Comunidad” highlighting information on Anaheim’s First Dog Park, Summer Reading program, the Mobile Recreation program, Neighborhood District Meetings and the Pearson Park Amphitheatre Family series which included a special teen event – Battle of the Bands. Due to greater demand, 10,000 Fall issues were prepared and distributed of the bilingual guide “Your Community/Tu Comunidad.” This issue included information on the new afterschool program S.T.A.R.S., the new Outdoor Fitness Zone at the Downtown Anaheim Community Center, the Anaheim Police Department’s Traffic safety program and many other community resources. Each issue also features a column on free/low-cost activities for families.</p> <p>Program Capacity and Facility Expansion:</p> <p>> Provided daily afterschool teen programming at five teen center locations with an average monthly attendance of 2,200 teens.</p> <p>> Expanded after school recreation opportunities to increase visits from once to twice a week from the "Fun on Wheels" mobile recreation vans into 10 priority neighborhoods offering recreational activities, fitness fun, homework assistance, special guest visits and resource information to 3,720 youth and their families the first two quarters of the 2016 fiscal year.</p> <p>> Developed a new, afterschool recreation program called STARS (Study-time, Arts, Recreation and Sports) at eight park sites located in priority neighborhoods, Monday through Friday. STARS offers homework assistance, arts and crafts, recreational activities, and sports to 8,625 youth during the first two quarters of the 2016 fiscal year.</p> <p>> Partnered Oak Canyon Nature Center staff with the Bookmobile and Human Services to conduct four outdoor education programs for 131 participants, including live animal interactions, for youth in priority neighborhoods.</p> <p>Teen Programs:</p> <p>> Assisted in the development of an Memorandum of Understanding between Girls Inc., AltaMed Health Services and the Anaheim Union High School District to provide a comprehensive sexual health education/pregnancy prevention curriculum on junior high and high school campuses.</p> <p>> Developed and implemented a new event called “Battle of the Bands” to showcase the musical talents of Anaheim teens. The show, held at Pearson Park Amphitheater, was attended by over 400 teens and family members.</p> <p>> Led and mentored a Teen Film Crew weekly at the Central Library. Staff helped students storyboard, write scripts, film their story, produce and edit a finished product using professional equipment.</p>

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		<ul style="list-style-type: none"> > Initiated art classes at the Haskett Branch Library and Muzeo in November 2015 through an Orange County Foundation grant awarded to the Muckenthaler Cultural Center. Under this program, the Muckenthaler provided professional artists to teach art and science classes to 40 students from targeted census tracts.

Goal 2: A Safe and Secure City

Strategic Initiatives	Responsible Departments	Progress Update
Expand and enhance Police and Fire's community outreach efforts.	POLICE	<ul style="list-style-type: none"> > Continued enhancement of communications and relationships with the Resort Area community as a result of the recent addition of a dedicated sergeant to the Tourist Oriented Policing (TOP) Detail and the addition of a dedicated lieutenant to oversee the Resort Area. > Continued to hold quarterly citywide Neighborhood Watch Block Captain training at the Police Department in an effort to increase participation and sustainability of our Neighborhood Watch Programs. > Began hosting meetings in November 2015 between the Community Policing Team, along with the Homicide Detail and the community in the wake of homicides. These meetings are ongoing and aimed at promoting communication and information sharing between the community and the Police Department in hopes of obtaining information to assist in solving the homicides and improving the safety and quality of life in the neighborhoods. > Charged the Central District Community Policing Team members who participated in meetings with staff from the YMCA, various City Departments, the Orange County Healthcare Agency, Anaheim City Schools and other non-profit organizations to discuss the second phase of the Kaiser Permanente HEAL Zone (Healthy Eating Active Living) grant project. The HEAL Zone project focuses on working with the community and various non-profit and City/County agencies to increase the quality of life for the residents within the HEAL Zone (East Street to State College Blvd. and Lincoln Ave. to the 91 Freeway). > Continued efforts through our Homeless Outreach Team to work in partnership with non-profit organizations like CityNet and Coast to Coast to provide outreach and services to the homeless population in the city.
	FIRE	<ul style="list-style-type: none"> > Hosted Fire Service Day at North Net Training Center to demonstrate agency equipment, practices and meet personnel. > Provided fire extinguisher training to four Anaheim businesses. > Attended community meetings at four older adult living facilities to educate the residents on home and fire safety for older adults. > Attended 44 community events and 24 school programs; hosted 18 fire station tours; and engaged with over 78,000 residents of all ages through these events.

Strategic Initiatives	Responsible Departments	Progress Update
		<p>> Partnered with the Alisa Ann Ruch Burn Foundation and the Magnolia School District to bring the Firefighters in Safety Education program to Peter Marshall School. The program teaches fire safety to children in grades K-6.</p> <p>> Conducted the third distribution of Wear Your Helmet Like A Pro safety helmets and classroom posters to the seven school districts serving Anaheim. Approximately 1,800 classroom posters and more than 600 helmets were distributed at the start of the 15/16 school year.</p>
Increase number of sworn police officers serving the City.	CMO	<p>> Continued to prioritize funding to ensure sworn staffing counts are increased by ten each fiscal year.</p>
	HR	<p>> Hired eight entry level police officers with an additional twelve undergoing backgrounds.</p> <p>> Hired thirteen lateral police officers with an additional eight undergoing backgrounds.</p>
Implement multi-year staffing plan for AF&R.	FIRE	<p>> Prepared a multi-year staffing plan as part of Anaheim Fire & Rescue's 2015-2020 Strategic Plan which was presented and approved by Council. On target to meet this objective as 75% of the staffing plan has been completed in FY 15/16.</p> <p>> Began working on an update based upon the ISO review and Accreditation recommendations and the assessment/impacts of the development that is expected to occur in the next five years.</p>
Expand and enhance the ability of our Community Policing Teams to make meaningful and long-term crime prevention progress in our neighborhoods and key business areas.	POLICE	<p>> Achieved an increase in community meetings (Neighborhood Watch, Coffee with a Cop, and other business/stakeholder meetings) as a result of increased Community Policing Team (CPT) Officers. These meetings allow for the discussion of crime prevention methods and long term solutions to community issues. In addition, the increase of CPT Officers allows for more direct enforcement of laws to curb the criminal element involved in some of these problems.</p>
Continue to focus on Gang crime reduction through enforcement, investigation, intervention, education and diversion.	POLICE	<p>> Continued to be successful with the well-established GRIP (Gang Reduction Intervention Partnership) program through the efforts of our Safe Schools Investigators. We have reached 600 more students than we did last year (approximately 1,300 last year and approximately 1,900 this year).</p> <p>> Continued partnership with Community Services Programs, Inc. and the school districts, which allows us to identify gang prone at-risk youth and provide early intervention.</p> <p>> Provided case management, parent information and support, mentorship, etc. with the continued goal to limit youth exposure to situations that increase their propensity of joining the gang lifestyle or making life altering decisions (that hinders future success) at such a young age.</p>

Strategic Initiatives	Responsible Departments	Progress Update
Expand and enhance public safety awareness through education on traffic concerns, head trauma prevention and wildfire prevention.	POLICE	<ul style="list-style-type: none"> > Established and implemented through our Traffic Detail, a Traffic Safety Program for elementary level children. This program is presented 2-3 times a month. Each presentation reaches approximately 300 children from kindergarten to 6th grade. For this year, six elementary schools totaling approximately 2,000 children have been educated.
	FIRE	<ul style="list-style-type: none"> > Secured \$30,000 donations for Wear Your Helmet Like A Pro and held announcement of the most recent \$15,000 donation from CITA Insurance Services. Helmet procurement is estimated to sustain Fall 2016 school distribution, community donation and fire station replenishment. > Continued to explore grant funding available through collaboration with other City departments.
Continue to develop and implement innovative programs to meet changes in healthcare.	FIRE	<ul style="list-style-type: none"> > Launched the first initiative of an Integrated Mobile Health Care division of the Community Care Response Unit, which has seen impressive results with low acuity calls being treated in the field with Nurse Practitioner and Captain Paramedic. Next step is review of the CCRU Model, results and recommendations for the continuation of the program.
Replace old software program with new/updated RMS System.	FIRE	<ul style="list-style-type: none"> > Received approval of supplement funding in FY 15-16 and bid and awarded RSM Contract with Council approval. Currently in planning stages for service launch.
Respond to request for street light maintenance and expand street light installations, working with Neighborhood Councils, addressing community needs, and ensuring sufficient lighting.	UT	<ul style="list-style-type: none"> > Responded to 1,115 requests for street light maintenance, with 90% of the repairs completed within three days of receiving the initial request. > Collaborated with Neighborhood Services and Traffic Engineering to complete two new LED street lighting projects. > Installed four new LED street lights at Gilbert, south of Ball Road, to improve roadway lighting for pedestrians from nearby schools and residential neighborhoods. > Installed eight LED street lights near Brookhurst Park, to deter gang activity and to improve park visibility near crosswalks and driveways. > Completed project design to install 27 new streets lights at Kathryn Dr., Ranchito St., and Woodley Ave. at the request of the West Neighborhood District
	CS	<ul style="list-style-type: none"> > Attended 192 meetings and events throughout the Neighborhood Council areas to determine lighting needs throughout the City.
Ensure sufficient fire hydrant flow to assist with firefighting.	UT	<ul style="list-style-type: none"> > Tested approximately 500 fire hydrants to ensure hydrant operation, without wasting water. Due to the Water Conservation Resolution adopted by City Council in August 2014, hydrant flow was not tested to support water conservation efforts.
Install emergency preemption on all traffic signals.	PW	<ul style="list-style-type: none"> > Began incorporating Emergency Vehicle Preemption (EVP) in the Anaheim Boulevard and Orangewood Avenue TSSP projects.

Strategic Initiatives	Responsible Departments	Progress Update
	FIRE	> Received funding and equipped a total of 25 intersections with emergency traffic signal preemption devices in FY 15/16, bringing the total number of city intersections operational to 56.
Ensure adequate public safety vehicle condition and availability.	PW	> Held Public Safety vehicle/equipment downtime to minimum: Anaheim Fire & Rescue at 4.1% downtime and Anaheim Police downtime is at 5.04%. Goal is no greater than 5%.
Complete Fire Station and Police Main Station facility condition assessments; develop recommendations and budget for recommended improvements.	PW	> Completed Fire Station and Police Main Station facility condition assessments December 2015. Recommendations and funding requests forthcoming FY 16/17 budget cycle.
Implement the AF&R Capital Fire Station Plan.	FIRE	> Completed land transaction between Fire and PU in FY 15/16. > Purchased new property for relocation of Station 5 at 2540 E. La Palma Avenue funded through approved bond proceeds. The department has begun work with PW on design/build plan for new Station. > Completed structural and soil analysis on 4950 E. La Palma, which is the building that was acquired from Public Utilities for the remodel into a fire station facility. Further evaluation is to be completed on the cost to retrofit the building into a fire station. Once completed this site will house the Engine from Station 8.

Goal 3: A Thriving Economic Climate

Strategic Initiatives	Responsible Departments	Progress Update
Implement economic development plan as presented in Summer 2015.	CMO	> Continued to oversee efforts regarding existing economic development programs and identification of additional programs with an emphasis on the west side of the City and the central downtown area. > Conducted multiple meetings with business owners and developers interested in expanding or locating within Anaheim, including additional craft brewers, retailers and housing developers.
	CD	> Implemented auto incentive program and 4 Diamond Hotel Incentive program. > Processed repositioning of Garden Walk retail, assisted in processing the development of J.W. Marriott Hotel, met with developers on several opportunity sites, and continued to explore new additional development opportunities in Platinum Triangle and Stadium area.
Implement CtrCity brand and expand marketing.	CD	> Identified locations for CtrCity brand signage. > Worked with contractor on design of signage and technical specifications for sign fabrication.

Strategic Initiatives	Responsible Departments	Progress Update
		> Worked on design and location of additional wayfinding signage to identify parking areas.
Complete the planned expansion of the Anaheim Convention Center.	CSE	<p>> Continued Phase 1 of the ACC Expansion project, which includes the parking tower, loading dock and pedestrian bridge, is approximately 30% complete. To date new site utilities have been installed, temporary shoring systems are in place, excavation is complete, and the foundations – grade beams and footings have been poured. The vertical framing of the parking structure has begun with columns and shear walls being formed and poured. The pedestrian connection bridge to the existing Convention Center has been framed. The completion of Phase 1 is scheduled for August, 2016.</p> <p>> Continued Phase 2 of the ACC Expansion project, which includes the rest of the project, is approximately 20% complete. To date new site utilities have been installed, shoring systems are in place, excavation is approximately 80% complete, and the pile foundation system is 90% complete. A new Fire Lane has been installed through the site for safe access by Anaheim Fire and Rescue during construction operations. The completion of Phase 2 is scheduled for September, 2017.</p>
	PW	<p>> Continued excavation operation and began foundation construction for the Phase 1 parking tower.</p> <p>> Relocated utilities and installed tiebacks under Carpark 2.</p>
Negotiate and complete Angels Baseball lease agreement.	CMO	> Began efforts to engage Angels Baseball in conversations concerning current lease and surrounding site.
	CSE	> Provided assistance as needed to facilitate dialogue concerning Stadium Lease Agreement.
	CAO	> Continued to monitor matters related to the negotiations for the Angels Baseball lease agreement that are ongoing.
Continue to market the City's development opportunities and incentive programs to possible partners/developers.	PL	> Initiated a collaboration of Planning, Community Development and Public Utilities staffs on the creation of a "Business Connection Guide," marketing the City's current incentive programs and initiatives. Efforts are now underway to develop a marketing strategy for the Anaheim Canyon as a follow up item to the area's recently adopted Specific Plan.
Attract a naming rights sponsor for the ARTIC facility.	CSE	> Continued to work with our consultant, The Superlative Group, who was retained to contact potential naming rights sponsors for ARTIC.
Open ARTIC restaurant facilities.	CSE	> Worked on negotiations with the restaurant operators in an effort to begin tenant improvements; Summer of 2016 is the goal for opening.
Complete preparation of the Beach Boulevard Specific Plan while ensuring a comprehensive community engagement process. Draft Specific Plan to be completed in Fall 2016 with Planning	PL	> Planned a "developer roundtable" for late February through which staff will be meeting with numerous commercial and residential developers to discuss the area's development opportunities and identify the tools needed to stimulate investment in the area. A City Council workshop on the Specific Plan is tentatively scheduled for March 1.

Strategic Initiatives	Responsible Departments	Progress Update
Commission and City Council consideration to be scheduled immediately thereafter.	CD	> Continued meeting with other City Departments and consultant team to refine work product for accuracy and proper scope. Provided insight and information regarding past department programs and land acquisitions. Will participate in developer roundtable program to make sure specific plan development is reality based.
	CS	> Provided opportunities for stakeholders to be involved in the process and to provide input on the plan to staff. Information was made available at Neighborhood Council Meetings, Tree Lighting Event, Neighborhood Clean-Up events and various neighborhood meetings.
	PW	> Continued meeting the with Beach Boulevard Specific Plan Interdepartmental Review Committee to develop opportunities, constraints and goals of the document. Currently reviewing preliminary roadway cross-sections developed by the consultant for Beach Boulevard. Began development of a bus bench modification pilot project.
Subject to final approval by the City Council, begin implementation of the Anaheim Canyon Specific Plan and EIR.	PL	> Obtained City Council approval of the Anaheim Canyon Specific Plan on January 26. > Began implementation of Specific Plan and identified the creation of an area marketing strategy being one of the first priorities.
	PW	> Received City Council adoption of the EIR on January 26, 2016. The MPAH amendment for Miller Street also is going to the OCTA Board for approval in January 2016, reclassifying Miller Street between Orangethorpe Avenue and La Palma Avenue from a Secondary Arterial to a Divided Collector to facilitate complete streets features and accommodate bike lanes.
	CD	> Continued discussions with other City departments on coordinated effort for marketing of the Canyon Specific Plan area.
Encourage expansion and location to Anaheim through low utility rates, streamlined rules, and design assistance.	UT	> Processed approximately 680 requests for new electric and water services primarily for new housing developments and new businesses.
Maximize the use of Job Training funds to help ensure employable workforce.	CD	> Provided job training services to 3,298 adults, dislocated workers and disadvantaged youth; developed 108 new business/employer accounts resulting in 222 new job opportunities.
Upon approval from State of California, re-engage efforts to complete development plans on successor owned parcels.	CD	> Received approval from State on Property Management Plan on December 31, 2015. Third quarter update will reflect efforts to complete development on Successor Agency owned parcels.

Goal 4: Responsive, Efficient and Well-Managed City Government

Strategic Initiatives	Responsible Departments	Progress Update
Establish an external communications protocol plan and develop an annual communication strategy to better articulate the City's media presence in a consistent fashion.	CMO	> Transitioned from reactive to proactive communications aligned with policies and objectives. > improved media coverage of Anaheim.

Strategic Initiatives	Responsible Departments	Progress Update
		<ul style="list-style-type: none"> > Implemented analytics tracking of media coverage. > Implemented formal media tactics, including strategy documents, PR plans, talking points and fact sheets. > Built stronger relationships with key media. > Enhanced programming on ACTV3 and YouTube. > Brought strategic oversight to social media, Anaheim magazine, e-newsletter, press releases > Started work on a comprehensive city communications plan.
<p>Communicate and reconfirm employee values integrating the qualities of kindness, customer-centric, business friendly, productivity, trustworthiness and responsiveness.</p>	<p>HR</p>	<ul style="list-style-type: none"> > Continued Risk Management's timely responses to claimants both in the workers' compensation arena (employees) and the liability arena (residents and visitors) handling all claims in a professional manner. > Maintained emphasis on employee safety to ensure that employees go home uninjured which contributes to an efficient and productive workforce. The Industrial Safety Division also emphasizes a flexible attitude when appropriate in negotiating contractual language which conveys to business and industry that we listen to their needs and are fair in business relationships. > Continued to incorporate the values of kindness, responsiveness and trustworthiness in the programs and trainings Training and Development offers. Key programs that target employee development and support our values and strategic plan include the Citywide Mentoring Program; Above and Beyond Employee Recognition Program; Supervisor Academy; Seven Habits for Highly Effective People; Emotional Fitness Academy; Situational Awareness and Employee Safety; Customer Service Lunch and Learns; and all New Employee Orientations.
<p>Update the Information Technology Plan to include evaluation and expansion of City services to the cloud; improved web content management; greater use of mobile devices; and, furtherance of a robust disaster recovery plan.</p>	<p>FINANCE</p>	<ul style="list-style-type: none"> > Completed Web Redesign went live Summer 2015 providing a "mobile friendly" website. > Completed the first phase Disaster Recovery (DR); the City now has a DR solution for Email and operational critical data. > Continued work on the completion of Phase II which will include testing restoration of critical applications such as the City Financial application. > Continued efforts on Mobile Device Management to help protect mobile devices and provide access to the city network via mobile device allowing staff more flexible options to access critical information while working in the field or at remote locations.

Strategic Initiatives	Responsible Departments	Progress Update
Expand transparency initiatives, across departments, such as opengov.com.	FINANCE	<ul style="list-style-type: none"> > Upgraded the Open Data platform to work more efficiently in the new website and currently working on ways to optimize the way in which we use the Open Data Platform. Some improvements include new features such as more intuitive graphs, 3D visualization and adding new workflow elements with alerting to provide interested citizens notifications when data is updated.
Transition to drought-tolerant landscaping and sustainability with focus on medians.	PW	<ul style="list-style-type: none"> > Continued focus on median landscape projects to replace turf with drought tolerant plant material. East Anaheim median projects scheduled to begin in third quarter (January 2016) to remove turf medians, irrigation conversion to drip, adding drought tolerant plant material, and mulch at approximately 26 median segments.
Develop strategic plan for Public Works infrastructure to coordinate and align resources and actions.	PW	<ul style="list-style-type: none"> > Completed the Needs Assessment and identified Implementation Projects and Strategic Directions for Public Works. The Strategic Plan for Public Works is 80% complete with an anticipated completion date of February 16th.
Implement all voter approved changes to City charter and election system.	CAO	<ul style="list-style-type: none"> > Continued efforts necessary for establishing districts; anticipate being complete by no later than early July 2016.
Streamline human resources practices to ensure attraction, development and retention of quality employees in line with market realities.	HR	<ul style="list-style-type: none"> > Hosted the Health & Lifestyle Expo to encourage Anaheim employees to get and stay healthy increasing employee retention and satisfaction. > Continued working with all City departments on the final phase of streamlining the Performance Evaluation Process to ensure employees receive constructive feedback to continue to develop and retain a quality workforce.
Enhance sustainability programs including free shade trees, renewable power investments, and energy conservation rebates.	UT	<ul style="list-style-type: none"> > Collaborated with local home improvement stores to offer Home Energy Saving events, increasing rebates for home cooling efficiency appliances to financially assist customers with relief from the record breaking heat. > Performed over 850 energy audits, delivered over 550 shade trees through the Tree Power Program, and provided 160 efficient appliance rebates. > Conducted over 250 energy surveys for small businesses, identifying energy saving measures. Over 4,200 lighting fixtures were replaced, 40 HVAC tune-ups were performed, and 47 energy efficient refrigeration equipment were installed.
Promote water conservation and drought awareness through conservation initiatives, rebates, and customer outreach.	UT	<ul style="list-style-type: none"> > Helped customers reduce water consumption by 3 billion gallons, reaching 90% of the state-mandated goal through \$1.1 million dollars in turf and water related rebates. > Completed over 160 turf removal projects utilizing turf rebate funding. > Processed 580 applications for water efficient appliances and devices which resulted in the distribution of over 7,650 of those devices. > Continued drought water awareness messaging through social media, print publications, bill inserts, hotel and restaurant placards, and lawn signs.

Strategic Initiatives	Responsible Departments	Progress Update
Enhance customer service initiatives that improve utility customer convenience, bill pay options, and financial relief options.	UT	<ul style="list-style-type: none"> > Increased the allowance of the lowest electric rate tier for residential customers by an additional 30 billing units, enabling customers to utilize more energy at a lower rate. > Modified electric rules to extend the 10% discount to income-qualified military veterans for electric service.
Continue to address and resolve physical accessibility to City facilities.	PW	<ul style="list-style-type: none"> > Built accessible pathway to ballfield and installed accessible ramp to restroom at Stoddard Park in partnership with Community Services. > Installed detectable warning/truncated domes at Chaparral, Maxwell, Pioneer and Boysen Parks as well as Haskett Library. > Installed zero lip curb at Brookhurst Community Center.
Enhance security and safety of physical buildings and public spaces.	PW	<ul style="list-style-type: none"> > Procured new security provider (G4S) for AWT and City Hall, initiated door lock change out and peephole installation on designated AWT and City Hall doors, achieved 75% completion of new Security Command Center at City Hall.
Maintain Agency Accreditation Status	FIRE	<ul style="list-style-type: none"> > Continued writing the Annual Compliance Report that is due in Quarter 3 (February 15) to prove compliance with all Core Competencies and Accredited status. The report will be submitted by the end of January. > Continued process of integrating a new edition of the Fire and Emergency Service Self-Assessment Manual (FESSAM) in preparation for Re-Accreditation in 2019 and training all Program Managers on the changes.
Improve/Update ISO grading and return/maintain the City as a Class 1 agency.	FIRE	<ul style="list-style-type: none"> > Achieved ISO Class 1 rating in December 2015. Only 33 agencies including Anaheim Fire & Rescue are both accredited and designated as a Class 1 city. Both achievements are key recommendations in Anaheim Fire & Rescue's strategic plan.