



Third Quarter Update

April 2016

Goal 1: Attractive, Engaged Neighborhoods

Strategic Initiatives	Responsible Departments	Progress Update
Continue efforts and introduce further proactive measures to address the transient population.	CS	<ul style="list-style-type: none"> > Continued to work with Mercy House who has assisted over 260 homeless individuals with storage of personal belongings, meals, and outreach and referrals to services including placement in permanent and transitional housing programs. Continued to actively engage with the Anaheim Homeless Collaboration.
	POLICE	<ul style="list-style-type: none"> > Conducted two directed enforcement operations where community complaints of homelessness were highest. > Partnered with two non-profit collaboratives to provide outreach to transient population four times per week. > Found permanent placement/shelter for five Anaheim transients.
	CMO	<ul style="list-style-type: none"> > Continued to assist County with their efforts to open the first year-round emergency shelter. > Provided oversight to the Homeless Collaborative.
Begin Phase II of the Quality Rental Housing Program and consider enhancements as the program evolves.	PL	<ul style="list-style-type: none"> > Continued implementation of the Quality Rental Housing Program. There were 31 properties (152 units) that failed certification and are now back in the abatement/enforcement process. A majority of these properties were in larger older priority neighborhoods. A total of 412 properties or 6,103 housing units were found to be safe and secure and received certification.
Develop program recommendations to reduce negative impact to surrounding neighborhoods from nearby motels.	PL	<ul style="list-style-type: none"> > Researched alternative options and best practices to address negative impacts. Findings were shared with City Council at its March 1 workshop. Pursuant to Council direction, staff and the City Attorney are preparing ordinances to implement a motel inspection program and strengthen the City's nuisance abatement procedures
Implement the Avon/Dakota revitalization agreement.	CD	<ul style="list-style-type: none"> > Continued to work with property owners in the acquisition of their properties to achieve comprehensive redevelopment of Avon-Dakota neighborhood.
Develop and implement practices to enhance quality of life, safety and security in City parks.	CS	<ul style="list-style-type: none"> > Continued to implement 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 grown. > Installed temporary fencing in selected park areas to combat and reduce illegal activity.

Strategic Initiatives	Responsible Departments	Progress Update
	POLICE	<ul style="list-style-type: none"> > Partnered with Community Services to provide three directed enforcement operations at La Palma Park in advance of planned events. > Conducted a city-wide Community Policing effort to enhance the quality of life, safety, and security in five City parks.
	CMO	<ul style="list-style-type: none"> > Created a draft list of recommendations to improve quality of life issues in parks accomplished through the established West Anaheim task force.
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.	CAO	<ul style="list-style-type: none"> > Completed.
	PL	<ul style="list-style-type: none"> > Updated City Council at a workshop on February 23, 2016 on the results from citywide survey and Advisory Committee recommendations to strengthen regulations on short term rentals. Council requested that two ordinances be brought back for consideration. The ordinances will be presented to City Council in Spring 2016.
Enhance neighborhood infrastructure restoration program and ensure new residential streets have future complete street features.	PW	<ul style="list-style-type: none"> > Completed paving 1,183,000 square feet of residential streets, installed 2 ADA ramps, replaced 34,000 square feet of sidewalk, and repaired 730 potholes.
Address neighborhood parking congestion in existing neighborhoods.	PW	<ul style="list-style-type: none"> > Held seven neighborhood meetings regarding parking concerns and received 21 new petitions.
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.	PW	<ul style="list-style-type: none"> > Met with Planning Department to discuss potential parking standard modifications and potential revision of land use categories.
	PL	<ul style="list-style-type: none"> > Hosted a Planning Commission workshop on February 8, 2016 to discuss preliminary findings regarding the City's existing commercial and industrial parking requirements. Findings revealed that many of the City's commercial and industrial sites are over-parked which could restrict future development opportunities.
Continue utility undergrounding of major thoroughfares throughout Anaheim.	UT	<ul style="list-style-type: none"> > Completed underground conversion project along Dale Ave., between Ball Rd. and Crescent Ave., improving electric system reliability and street visibility. > Continued underground construction on Miraloma Ave.
Enhance the urban forest.	PW	<ul style="list-style-type: none"> > Trimmed 3,097 trees and planted 35 trees.
Continue to implement the community risk reduction plan for single and multi-family residences and the wildland urban interface area.	FIRE	<ul style="list-style-type: none"> > 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. > Distributed 400 flyers via the APU water barrel event in February. > Issued a bid for the purchase of 12,000 smoke alarms to install via the Home Safety Visit Program through 2017. > Cleared 12 acres of vegetation at Deer Canyon Park.

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		<ul style="list-style-type: none"> > Provided fire extinguisher training to one Anaheim business.
<p>Complete a maintenance needs assessment for existing parks, sports fields and community facilities, and develop an implementation plan to execute critical needs.</p>	CS	<ul style="list-style-type: none"> > Prioritized all playgrounds within parks and moving through a replacement program through KaBOOM projects and park development fees and grant funding. > Initiated restroom replacement program to target the replacement of restrooms in priority order, according to age and condition, already completing Stoddard restrooms
	PW	<ul style="list-style-type: none"> > Ordered 38 BBQ grills and 19 concrete picnic tables for Twila Reid park. > Began development of design specifications for pedestrian bridges.
<p>Increase residents' technology access and use through library products and services.</p>	FINANCE	<ul style="list-style-type: none"> > Continued to assist our libraries with researching grant opportunities and other funding options to reduce expenses. > Began testing new tools aimed at improving wifi connectivity at city libraries with a goal to improve the user experience.
	CS	<ul style="list-style-type: none"> > Added courses and currently over 350 instructor-led online courses are being offered monthly in business, computer and technology, health and wellness, arts and hobbies.
<p>Increase trail access and maintenance throughout the City.</p>	CS	<ul style="list-style-type: none"> > Continued to use park contract contingency funding for trail system maintenance and upgrades. > Initiated the Gramercy Trail connection; work will begin this fall pending available funding.
<p>Promote and increase transit services and opportunities.</p>	PW	<ul style="list-style-type: none"> > Met with St. Joseph and OCTA to promote transit and rideshare opportunities. > Worked with OCTA on furthering the Harbor Corridor Study. > Met with Metrolink, OCTA and Anaheim stakeholders to discuss opportunities to coordinate transit connections between the various providers and to promote using transit to get to Anaheim and regional destinations.
<p>Finalize environmental documents and funding plan for ARC.</p>	PW	<ul style="list-style-type: none"> > Held a public meeting to share an update on the ARC project.
<p>Implement traffic signal coordination on all major corridors.</p>	PW	<ul style="list-style-type: none"> > Worked on signal timing coordination for the following corridors: Harbor Boulevard, Anaheim Boulevard, Orangewood Avenue, State College Boulevard, Ball Road, and Kraemer Boulevard. > Issued an RFP for the La Palma Avenue Traffic Signal Synchronization Project which is scheduled to begin by Summer of 2016.

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Explore expanded shuttle services for commuters, residents and visitors.	CD	> Center City Trolley operating Friday and weekends; two ART routes serving Center City with 20 minute headways; and new equipment with branding wrap to be assigned to ART Center City routes.
	PW	> Submitted a grant application for OCTA Measure M2 Project V grant funds to provide bus shuttle service between Downtown Anaheim and ARTIC. >Met with St. Josephs to provide them information on Transit options and proposed Project V grant opportunity.
Continue implementation of graffiti abatement initiatives on utility boxes using artificial ivy and anti-graffiti coatings on street light poles.	UT	> Installed 60 new concrete light poles with factory applied anti-graffiti sealant along Kraemer Blvd., Red Gum St., Blue Gum St., Miraloma Ave., and Miller St. as part of Underground District #62 on Miraloma Ave. > Installed artificial ivy on four electrical equipment cabinets located on Dale Ave.
Enhance Citywide pavement rehabilitation and improve sidewalk connectivity.	PW	> Awarded the Contract or Started Construction for: <ul style="list-style-type: none"> - Lincoln Avenue Rehabilitation – Brookhurst Street to Euclid Street - Broadway Rehabilitation – Harbor Boulevard to Anaheim Boulevard - La Palma Rehabilitation – Potomac Circle to Yorba Linda Boulevard - Meats Avenue Rehabilitation – Nohl Ranch to South City Limits - Placentia Avenue Rehabilitation - State College to the SR-91 Freeway - Ball Rd Sidewalk Gap Closure – Dale to Magnolia - La Palma Avenue Sidewalk Gap Closure – Cherry Tree to Taormina > Received an Active Transportation Program (ATP) competitive grant for the design and construction of sidewalks on Citron Street from Sycamore to La Palma, West Street from Pearl to North Street.
Complete construction of current grade separation projects and develop funding opportunities for additional grade separation projects.	PW	> Continued construction on three grade separation projects: Orangethorpe Avenue (90% complete), Lakeview Avenue (45% complete), and Tustin Avenue/Rose Drive (90% complete).
Provide traffic calming, as needed.	PW	> Held four neighborhood meetings regarding traffic calming and received four new petitions.
Expand bikeways, bike lanes, bikeway features, bikeway connectivity, and multi-use trails throughout the City as outlined in the Anaheim Outdoors Connectivity Plan.	CS	> Continued work on construction documents for the Anaheim Coves' expansion project, which will be complete summer of 2016. > Began work with the OC Flood District on an agreement between the two agencies to provide public access to flood channels for recreational trails throughout the City.
	PW	> Worked on the Bike Master Plan (BMP) Amendment to plan for additional bike facilities on selected local streets for better connectivity to residential areas.

Strategic Initiatives	Responsible Departments	Progress Update
Expand and leverage impact of a career technical education through implementation of a public safety career pipeline.	POLICE	<ul style="list-style-type: none"> > Retained Brick Consulting to develop the Public Safety Pipeline curriculum and oversee delivery of instruction.
Continue programming efforts, as needed, for special projects including P21, Million Acts of Kindness, and other community mentoring programs.	CMO	<ul style="list-style-type: none"> > Met with AUHSD staff to discuss new funding from the Orange County United Way for mentoring programs. > Discussed an opportunity to place AUHSD students at City Hall and provide them with an internship and stipend paid for by the United Way. > Continued to finalize plans with Big Brothers Big Sisters OC to begin a P21 type of mentoring program at City Hall among City employees and high school students.
Implement the Youth Needs Assessment response plan in the areas identified as Enhanced Communications; Program Capacity and Facility Expansion; and Teen Programs.	CS	<ul style="list-style-type: none"> > Convened meeting of the Anaheim Human Services Network with 64 agencies to problem solve service delivery issues and better collaborate to provide effective and efficient service delivery to Anaheim residents. > Prepared and distributed 10,000 Spring issues of the bilingual guide Your Community/Tu Comunidad and continued to increase distribution by offering delivery to the Human Services Network, several churches, Non-Profits and specific schools that have requested it. Staff is also distributing to community meetings and events. > Increased visits from the "Fun on Wheels" mobile recreation vans to twice a week into 10 priority neighborhoods reaching 3,904 youth and their families. > Located the afterschool recreation program, STARS (Study-time, Arts, Recreation and Sports), at eight park sites in priority neighborhoods, serving 7,016 youth. > Partnered with CA State Library and presented 10 workshops for pregnant teens and teen parents on life skills. > Offered youth scholarships for spring and summer classes and camps through the Anaheim Community Foundation. > Assisted in an Memorandum of Understanding between Girls Inc., OC Department of Education and the Anaheim Union High School District to provide a 10 week Comprehensive Teen Pregnancy Prevention Program to over 300 students. > Provided daily afterschool teen programming at five teen center locations with an average monthly attendance of 2,580 teens. > Provided volunteer opportunities for over 125 Anaheim students at the Renewable Farms - Aquaponics Project where participants learned about harvesting and maintaining crops, maintenance of farm beds and general sustainability practices.

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"> > Instituted key performance indicators (KPI's) to direct Community Policing efforts in areas identified as "hot spots" by comprehensive crime analysis. > Participated in four community outreach events discussing recent major police incidents. > Worked with the Orange County Family Justice Center Foundation to offer for four more violence prevention programs in addition to the four that are still in session.
	FIRE	<ul style="list-style-type: none"> > Hosted 45 community engagement events reaching approximately 16,000 residents.
Increase number of sworn police officers serving the City.	HR	<ul style="list-style-type: none"> > Hired one entry level police officer with an additional 18 trainee/lateral candidates undergoing backgrounds.
	CMO	<ul style="list-style-type: none"> > Continued prioritization of increasing sworn personnel.
Implement multi-year staffing plan for AF&R.	FIRE	<ul style="list-style-type: none"> > Initiated a review of staffing recommendation based upon the changes that have occurred in the city during the past 24 months in preparation of the scheduled update of the strategic plan in 2017.
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	<ul style="list-style-type: none"> > Assigned one additional officer to the East District Community Policing Team to assist with the implementation of the County of Orange Homeless Multi-Service Shelter.
Continue to focus on Gang crime reduction through enforcement, investigation, intervention, education and diversion.	POLICE	<ul style="list-style-type: none"> > Concluded multi-year investigation into narcotics and street terrorism crimes perpetrated by members of two criminal street gangs in Anaheim. Sixteen suspects were arrested and criminal complaints have been filed on over a dozen others.
Expand and enhance public safety awareness through education on traffic concerns, head trauma prevention and wildfire prevention.	POLICE	<ul style="list-style-type: none"> > Conducted the Traffic Safety Program at two additional schools during March, reaching 1,200 students and 46 adults.
	FIRE	<ul style="list-style-type: none"> > Incorporated Fire's Wear Your Helmet Like A Pro initiative into APD's Traffic Safety Presentation at two elementary schools (Palm Lane and Westmont) reaching more than 500 youth. > Completed three fund development applications with potential funding of \$22,500 if successful. This additional funding would allow for expanded distribution of helmets and expand collateral materials to include other city employees that use helmets.
Continue to develop and implement innovative programs to meet changes in healthcare.	FIRE	<ul style="list-style-type: none"> > Continued to monitor the Critical Care Response Unit (CCRU), which continues to run smoothly after ten months in service. With over 700 dispatches and 250+ patient contacts, the unit has treated and released 46% of the patients in the field after treatment. The unit has been able to cancel the departments ALS units 90% of the time when patient contact has been made.

Strategic Initiatives	Responsible Departments	Progress Update
Replace old software program with new/updated RMS System.	FIRE	> Received approval of supplement funding in FY 15/16 and bid and awarded RMS Contract with Council approval. Currently in configuration stages for service launch/target of July 1, 2016.
Respond to request for street light maintenance and expand street light installations, working with Neighborhood Councils, addressing community needs, and ensuring sufficient lighting.	CS	> Attended 256 meetings and events in the Neighborhood Council areas to determine lighting needs throughout the City.
	UT	> Responded to 471 requests for street light maintenance, with 94% of the repairs completed within three days of receiving the initial request. > Installed 68 new LED street lights on Dale Ave. between Ball Rd. and Crescent Ave. > Awarded construction bid for project to install 27 new LED street lights at Kathryn Dr., Ranchito St., and Woodley Ave. at the request of the West Neighborhood District. > Installed 60 new LED lights on Kraemer Blvd., Red Gum St., Blue Gum St., Miraloma Ave., and Miller St. as part of Underground District #62 on Miraloma Ave.
Ensure sufficient fire hydrant flow to assist with firefighting.	UT	> Tested approximately 450 hydrants, performed maintenance, and operated their isolation valve at the water main to ensure proper hydrant operation.
Install emergency preemption on all traffic signals.	FIRE	> Identified need for 25 intersections with emergency traffic signal preemption devices.
	PW	> Continued work and in design to install emergency preemption along Ball at Euclid, Harbor, Anaheim and State College; along Anaheim Blvd. at La Palma, Lincoln, Center St, Katella; and along Orangewood at State College, Cypress, and Haster. > Released an RFP to implement signal synchronization along La Palma which will include installation of emergency preemption at intersections along La Palma.
Ensure adequate public safety vehicle condition and availability.	PW	> Held Public Safety vehicle/equipment downtime to minimum: Anaheim Fire & Rescue at 9.41% downtime and Anaheim Police downtime is at 5.59%.
Complete Fire Station and Police Main Station facility condition assessments; develop recommendations and budget for recommended improvements.	PW	> Completed Fire Station and APD Main facility condition assessments.
Implement the AF&R Capital Fire Station Plan.	FIRE	> Started working with Public Works on layout and equipment for Fire Station 5 located at 2540 E. La Palma Ave. > Initiated evaluation of 4950 E. La Palma to determine the cost to retrofit the building to accommodate the fire station remodel.

Goal 3: A Thriving Economic Climate

Strategic Initiatives	Responsible Departments	Progress Update
Implement economic development plan as presented in Summer 2015.	CD	<ul style="list-style-type: none"> > Addressed inquiries and facilitated agreements to support development of a Four-Diamond Hotel market. > Participated in the introduction of St. Joseph headquarters and the largest apartment acquisition in downtown Anaheim. > Obtained approval of Property Management Plan allowing the disposition of previous Redevelopment Agency assets for implementation of the City's Redevelopment Plan (four sites in Center City; Westgate on the Westside; and the Festival site at Ball and Anaheim). > Evaluated all development proposals influencing the Stadium area. > Participated in Planning Department's efforts to evaluate solutions and strategies to improve West Anaheim via Specific Plan development, as well as plan for disposition of previous Redevelopment land.
	CMO	<ul style="list-style-type: none"> > Provided oversight of existing economic development programs and creation of additional programs focused on West Anaheim.
Implement CtrCity brand and expand marketing.	CD	<ul style="list-style-type: none"> > Assisted with the continued work on Center City wayfinding and streetscape branding, which is currently in production; Center City website is ready to launch; and Center City advertising placement is currently being evaluated.
Complete the planned expansion of the Anaheim Convention Center.	PW	<ul style="list-style-type: none"> > Completed excavation operation and foundations for Phase 1 parking tower and started upper deck placement. > Started foundation construction for Phase 2 expansion.
	CSE	<ul style="list-style-type: none"> > Continued Phase-1 of the ACC Expansion project, which includes the parking tower, loading dock and pedestrian bridge, is approximately 40% 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 is on-going with columns, shear walls, and the first level of elevated concrete decks. The first phase of the pedestrian connection bridge to the existing Convention Center has been framed. > Continued Phase-2 of the ACC Expansion project, which is approximately 20% complete. To date new site utilities have been installed, shoring systems are in place, excavation is complete, and the pile foundation system is 100% complete. Stair 06 and 07 mat foundations have been poured and the perimeter shotcrete walls are 30% complete. The completion of Phase 2 is scheduled for September, 2017.
Negotiate and complete Angels Baseball lease agreement.	CSE	<ul style="list-style-type: none"> > Provided assistance as needed to facilitate dialogue concerning Stadium Lease Agreement.

Strategic Initiatives	Responsible Departments	Progress Update
	CMO	> Provided leadership as required.
Continue to market the City's development opportunities and incentive programs to possible partners/developers.	PL	> Continued to collaborate with Community Development and Public Utilities staffs on the creation of a "Business Connection Guide" marketing the City's current incentive programs and initiatives.
Attract a naming rights sponsor for the ARTIC facility.	CSE	> Continued efforts to attain a new naming rights sponsor and completed a new RFP.
Open ARTIC restaurant facilities.	CSE	> Held positive discussions with both ARTIC restaurant operators.
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 Commission and City Council consideration to be scheduled immediately thereafter.	CS	> Continued to promote 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 as well as various neighborhood meetings and events.
	CD	> Continued to attend meetings with consultants, provided information at meetings with residents and Community Advisory Committee, and continued to work with other City staff in completion of Specific Plan.
	PW	> Met with Beach Boulevard Review Committee to discuss the Beach Boulevard right-of-way and potential roadway cross-sections.
	PL	> Coordinated a "developer roundtable" where several members of the local development and real estate community were informed of the corridor's development opportunities. > Gathered information regarding the types of incentives and programs the City could offer to stimulate investment in the area. > Commenced work on a draft land use plan for the corridor which will be presented to the project's Community Advisory Committee in April. The draft land use plan will also be shared with the community at the upcoming West Anaheim BBQ event in order to solicit community feedback.
Subject to final approval by the City Council, begin implementation of the Anaheim Canyon Specific Plan and EIR.	CD	> Participated in Planning Department's efforts to maximize development potential via a new Specific Plan for the Canyon.
	PW	> Began pursuing grant opportunities to design and construct bikeways in the vicinity of the Anaheim Canyon Metrolink Station. OCTA board approved the MPAH amendment to reclassify Miller Street to a Divided Collector.
	PL	> Presented and received approval of the final Specific Plan and associated Environmental Impact Report on January 26, 2016. > Started preparation of a marketing program aimed at publicizing the benefits and opportunities offered by the new plan is underway.

Strategic Initiatives	Responsible Departments	Progress Update
Encourage expansion and location to Anaheim through low utility rates, streamlined rules, and design assistance.	UT	> Processed approximately 287 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 3,348 adults, dislocated workers and disadvantaged youth; developed 130 new business/employer accounts resulting in 393 new job opportunities.
Upon approval from State of California, re-engage efforts to complete development plans on successor owned parcels.	CD	> Received approval by the State of California of the Successor Agency's Long Range Property Management Plan allowing disposition of previous Agency assets including Land for Future Development, Government Uses, and Enforceable Obligations.

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	<p>> Improved video production recognized with Western Access Video Excellence video award.</p> <p>> Implemented new graphic communications methods.</p> <p>> Continued to memorialize newly implemented tactics and strategies in a city communications plan.</p>
Communicate and reconfirm employee values integrating the qualities of kindness, customer-centric, business friendly, productivity, trustworthiness and responsiveness.	HR	<p>> Continued to incorporate the values of kindness, responsiveness and trustworthiness in the programs and courses 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; Seven Habits for Highly Effective People; Emotional Fitness Academy; Strengths Finders Leadership; Citywide Van Tour with key projects site and City history and knowledge shared; Customer Service Lunch and Learns; and New Employee Orientations.</p> <p>> 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.</p> <p>> Maintained emphasis on employee safety to ensure that employees go home uninjured which contributes to an efficient and productive workforce. Safety programs led to decreases in the 3rd Quarter FY 15/16 of injury claims filed by 11% and incurred costs (severity) decreases of 52% on a year over year basis. The Risk Management 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.</p>

Strategic Initiatives	Responsible Departments	Progress Update
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.	FINANCE	<p>> Continued testing and verification of Disaster Recovery (DR) to ensure successful restoration of critical applications. Phase I to verify email and operation critical data restoration is complete. Phase II testing of next level applications is in progress.</p> <p>> Completed the first rollout of Mobile Device Management software deployment for the Fire Department, with successful encryption of 80 devices, providing a much more secure working environment. Next rollout is scheduled for the Police Department.</p> <p>> Established an Innovation Steering Committee group comprised of both City and HPE staff. The group's goal is to identify additional opportunities to use technology to improve services and support greater use of mobile devices. A list of projects is being defined and will be shared in the next update.</p>
Expand transparency initiatives, across departments, such as opengov.com.	CC	<p>> Continued to develop a catalog of all enterprise systems currently used throughout the city and create a designated webpage to publish the required information, to be completed and posted online by July 1, 2016 (SB272).</p> <p>> Collaborated with Finance to assess and upgrade various areas of council chamber technology to guarantee greater public access and public participation by providing clear audio and video for participants in chambers, overflow room, as well as those viewing remotely (web and/or ACTV3).</p>
	FINANCE	<p>> Reviewed usage statistics on the Open Data portal. Based on the findings, it has been identified that more users tend to use the visualizations over data tables. The portal is currently being updated to utilize more visualization when applicable.</p> <p>> Continued efforts with updates planned for the FY 2016/17 Budget Book to further enhance transparency of long-term obligations. The Budget Office will include long-range charts that will serve as graphical representations of the financial data to provide yet another way for interested community members to engage with the data used to construct the City's annual budget.</p>
Transition to drought-tolerant landscaping and sustainability with focus on medians.	PW	<p>> Continued focus on median landscape projects to replace turf with drought tolerant plant material. East Anaheim median projects under construction and scheduled for completion on April 21, 2016. These projects were funded by the SoCal Smart Water rebate program.</p>
Develop strategic plan for Public Works infrastructure to coordinate and align resources and actions.	PW	<p>> Completed the Final Draft of the Public Works 2016-2021 Strategic Plan.</p> <p>> Started working on finalizing the formatting and graphics.</p>
Implement all voter approved changes to City charter and election system.	CAO	<p>> Completed processes and mechanisms for developing districts.</p> <p>> Continued efforts in the draft of City charter and election system changes.</p>
	CC	<p>> Completed the districting process and approved the final district map and election sequencing. Next steps include: Implement the city's District Map through various forms of communication, map placement at city facilities, and participating at city and community events.</p>

Strategic Initiatives	Responsible Departments	Progress Update
		<ul style="list-style-type: none"> > Continued work on developing a public comment queuing system to be used during City Council meetings as a means to foster greater public participation and further support efforts towards efficient public meetings.
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"> > Completed work of streamlining the Performance Evaluation Process and have begun Citywide training on new forms and process. Our performance management process is designed to ensure employees receive constructive feedback to that we continue to develop and retain a quality workforce. > Continued to encourage Anaheim employees to get and stay healthy increasing employee retention and satisfaction.
Enhance sustainability programs including free shade trees, renewable power investments, and energy conservation rebates.	UT	<ul style="list-style-type: none"> > Performed over 400 energy and water audits and installed nearly 1,000 LED lights for residential customers; provided 174 free shade trees; and issued rebates to residents for installation of over 250 energy efficient appliances. > Conducted over 200 energy surveys for small businesses, resulting in over 650 kWh in energy savings; replaced 483 high efficiency lighting fixtures; and performed 20 HVAC tune-ups.
Promote water conservation and drought awareness through conservation initiatives, rebates, and customer outreach.	UT	<ul style="list-style-type: none"> > Met 100% of the state-mandated water savings target of 3.3 billion gallons. > Continued drought awareness through outreach including tip cards, magnets, and water conservation art contests. > Hosted two rain barrel distribution events where over 1,000 rain barrels were provided to residents.
Enhance customer service initiatives that improve utility customer convenience, bill pay options, and financial relief options.	UT	<ul style="list-style-type: none"> > Began offering a \$1 credit per bill, per residential customer account, as an incentive to customers who choose to have their bills delivered electronically and have their payments automatically debited from their bank account. > Formalized the Courtesy Call Program, where customers with good payment history are contacted prior to service disconnection. > Simplified electric meter reconnection procedures where services remain on, which alleviates multi-family customers from having to pay for their property manager to turn on their service after hours.
Continue to address and resolve physical accessibility to City facilities.	PW	<ul style="list-style-type: none"> > Continued signage project at Children's Station. Design plans approved for APD Main Communication Center platform lift. First draft of citywide Title VI Plans submitted to Caltrans.
Enhance security and safety of physical buildings and public spaces.	PW	<ul style="list-style-type: none"> > Completed the Security Command Center at City Hall. > Installed ballistic window protection at City Hall.

Strategic Initiatives	Responsible Departments	Progress Update
		<ul style="list-style-type: none"> > Began peephole installation project bidding process.
Maintain Agency Accreditation Status	FIRE	<ul style="list-style-type: none"> > Submitted annual Compliance Report at the end of January and the conference call with the Reviewer was completed at the end of March. The Reviewer will be writing a report to validate/verify agencies compliance with Accreditation. > Continued process of integrating a new edition of the Fire and Emergency Service Self-Assessment Manual (FESSAM) in preparation for Re-Accreditation in 2019. Training for all Program Managers on the changes will begin in April.
Improve/Update ISO grading and return/maintain the City as a Class 1 agency.	FIRE	<ul style="list-style-type: none"> > Met with representatives from ISO visited AF&R on February 2 for the results presentation and to award the ISO Class 1 rating. The report was discussed in detail for a full understanding of how the City can improve and maintain the Class 1 rating.