



Fourth Quarter Update July 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>CS</p>	<ul style="list-style-type: none"> > Continued working with Mercy House, who has assisted 340 homeless individuals with storage of personal belongings, meals and outreach and referrals to services including placement in permanent and transitional housing programs. > Stayed actively engaged with the Anaheim Homeless Collaboration.
	<p>POLICE</p>	<ul style="list-style-type: none"> > Conducted two directed enforcement operations where community complaints of homelessness were highest. > Partnered with Orange County Public Works to clear abandoned property from the flood control channels and riverbeds. > Assigned the Tourist Oriented Policing (TOP) Detail who provided education twice a week to the stakeholders (hotels/businesses/restaurants, etc.) in the Resort Area, including law enforcement of homeless related issues and what rights stakeholders have to deal with homeless on their properties or within their businesses.
	<p>CMO</p>	<ul style="list-style-type: none"> > Facilitated renewal of CityNet agreement to ensure successful continuation of the Homeless Collaborative. > Continued to provide assistance, when needed, to the County for the first ever year-round emergency shelter.
<p>Begin Phase II of the Quality Rental Housing Program and consider enhancements as the program evolves.</p>	<p>PL</p>	<ul style="list-style-type: none"> > Continued implementation of the Quality Rental Housing Program. During this quarter, there were four properties (eight units) that failed certification and back in the abatement/enforcement process, while six other properties (35 units) were found to be safe and secure and received certification.
<p>Develop program recommendations to reduce negative impact to surrounding neighborhoods from nearby motels.</p>	<p>PL</p>	<ul style="list-style-type: none"> > Continued the development of an ordinance to implement a motel inspection program and amendments to the Anaheim Municipal Code that would strengthen the City's nuisance abatement procedures. > Addressed land use issues in the Draft Land Use Plan.

Strategic Initiatives	Responsible Departments	Progress Update
Implement the Avon/Dakota revitalization agreement.	CD	> Continued to work with property owners to acquire sites for comprehensive development. Funding is the subject of litigation with the State of California Department of Finance (\$15 million). Further action in the neighborhood is pending final outcome. The matter is on appeal with resolution expected by the first of the new year.
Develop and implement practices to enhance quality of life, safety and security in City parks.	CS	> Continued to work with other departments on the planned deployment of cameras in Brookhurst, Twila Reid and Maxwell Parks to deter criminal activity.
	POLICE	> Partnered with Community Services to provide four 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. > Partnered with Community Services to host the 2016 Cinco De Mayo Fiesta at La Palma Park.
	CMO	> Commissioned the Downtown Anaheim Association to operate a six month trial Farmer's Market at Twila Reid Park.
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	> Completed.
	PL	> Prepared and presented ordinances at a Special City Council meeting on June 29. The Council adopted ordinances to further regulate and amortize existing short term rentals.
Enhance neighborhood infrastructure restoration program and ensure new residential streets have future complete street features.	PW	> Started design for concrete curb, gutter, and sidewalk improvements in the Sabina Neighborhood to improve drainage and eliminate ponding problems in the neighborhood. > Completed paving 1,493,000 square feet of residential streets, installed 38 ADA ramps, replaced 93,100 square feet of sidewalk, and repaired 210 potholes. > Coordinated with A-Town and Jefferson Platinum Stadium developments to enhance walkability for their future streets.
Address neighborhood parking congestion in existing neighborhoods.	PW	> Held six neighborhood meetings regarding parking concerns and received one new petition.
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	> Met with Planning Department to discuss potential parking standard modifications and potential revision of land use categories and parking ratios.
	PL	> Continued working on revised parking standards for commercial and industrial uses which are often the subject of parking variance requests.

Strategic Initiatives	Responsible Departments	Progress Update
Continue utility undergrounding of major thoroughfares throughout Anaheim.	UT	<ul style="list-style-type: none"> > Continued underground construction on Miraloma Avenue for enhanced system reliability and street beautification; project is scheduled for completion in July 2017. > Awarded construction bid for a new underground district at Lincoln Avenue and Rio Vista Street; this project is scheduled for completion in July 2018 and will result in Lincoln Avenue having its power lines completely underground.
Enhance the urban forest.	PW	<ul style="list-style-type: none"> > Trimmed 4,856 trees and planted 55 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"> > Completed bid process for 12,000 smoke alarms. The first 6,000 smoke alarms have arrived for use in the Home Safety Visit Program, and the remaining 6,000 will arrive in the first quarter of FY 16/17. > Ordered the initial 4,500 informational handouts for the Home Safety Visit Program. > Installed the second Smokey Bear Fire Danger sign at Fire Station 9. > Completed brush clearance of approximately 20 acres of vegetation in Deer Canyon and Pelanconi Park. The remaining brush clearance in both of these locations will resume in September after the Bird Nesting Season ends on August 31. > Continued the final phase of the Fire Safe Garden at Fire Station 10, which should be completed by the middle of July. This phase includes the application of hardscape using decomposed granite, cobblestone and pebbles.
Complete a maintenance needs assessment for existing parks, sports fields and community facilities, and develop an implementation plan to execute critical needs.	CS	<ul style="list-style-type: none"> > Prioritized all playgrounds within parks and proceeding with a replacement program through KaBOOM projects, park development fees and grant funding. > Completed KaBOOM playground at Lincoln Park and staff is working with KaBOOM on the next playground replacement which will take place in early 2017. > Implemented a restroom replacement program to target the replacement of restrooms in priority order, according to age and condition. Pioneer Park restroom replacement is in planning stages with work to begin in summer of 2016
	PW	<ul style="list-style-type: none"> > Completed Reagan Park gazebo rehabilitation. > Completed restriping of Reagan Park parking lot. > Continued refurbishment of the Twila Reid gazebo. Twila Reid pedestrian bridges replacement is proceeding to bid. > Continued the roof replacement at the Downtown Youth Center.
Increase residents' technology access and use through library products and services.	FINANCE	<ul style="list-style-type: none"> > Continued to assist Library Services with research into grant opportunities and other funding options to reduce expenses.

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		<ul style="list-style-type: none"> > Completed pilot on new wi-fi connectivity at city libraries aimed at improving the user experience. A cost analysis is planned for implementing wifi changes that will further enhance customer experience.
	CS	<ul style="list-style-type: none"> > Added more public wi-fi capacity at the Central Library – now averaging over 100 users between 5-6 pm daily. > Extended online application service from adults to teenagers, enabling them to access the library’s online resources without leaving home.
Increase trail access and maintenance throughout the City.	CS	<ul style="list-style-type: none"> > Continued finalization of design work for the Gramercy Trail connection, a vital missing link to the trail system in east Anaheim. Supplemental funding was not approved for the trail construction; staff is looking for available grant funding for the project. > Continued to work with the community and home owner associations on trail improvements.
Promote and increase transit services and opportunities.	PW	<ul style="list-style-type: none"> > Secured OCTA grant funding (\$1,145,356) for a bus commuter shuttle service between ARTIC and CtrCity Anaheim. Part of the funding includes marketing of the service to the public. > Worked with OCTA on furthering the Harbor Corridor Study. > Met with Metrolink, OCTA and Anaheim stakeholders to discuss progress on mobile ticketing, opportunities to support Metrolink’s promotion of Special Events, coordination of ticketing between the Anaheim Transportation Network and Amtrak and the potential for a pilot program to have a later train leaving ARTIC to accommodate late night employee work shifts/venue visitors.
Finalize environmental documents and funding plan for ARC.	PW	<ul style="list-style-type: none"> > Continued environmental work on the ARC project. > Obtained OCTA Board approval of the following actions related to the ARC Project on June 27, 2016: 1) an amendment to the Cooperative Agreement between the OCTA and the City of Anaheim to conclude all planning efforts for the ARC project and to submit all work completed to date to the OCTA; 2) that the OCTA Board serve as the lead agency for any potential future phases of the ARC project; and 3) that the Central Harbor Boulevard Transit Corridor Study, which is evaluating various alternative routes and transit modes (bus and streetcar), also evaluate a transit connection between ARTIC and The Anaheim Resort with the intent of providing additional connections to the OC Streetcar. Next steps include City Council consideration of an amendment to the cooperative agreement with the OCTA (anticipated within the next 2 to 3 months).
Implement traffic signal coordination on all major corridors.	PW	<ul style="list-style-type: none"> > Worked on signal timing coordination for Harbor Boulevard. > Continued working on signal timing coordination for Anaheim Boulevard, Orangewood Avenue, State College Boulevard, Ball Road, and Kraemer Boulevard.

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		<ul style="list-style-type: none"> > Awarded the La Palma Avenue Traffic Signal Synchronization Project which is scheduled to begin by Summer of 2016.
<p>Explore expanded shuttle services for commuters, residents and visitors.</p>	CD	<ul style="list-style-type: none"> > Worked with the Agency, in conjunction with ATN and initiated service with two CTCity buses connecting The Resort, Packing District and CTR Street. The branded vehicles operate on twenty minute headways.
<p>Continue implementation of graffiti abatement initiatives on utility boxes using artificial ivy and anti-graffiti coatings on street light poles.</p>	UT	<ul style="list-style-type: none"> > Installed artificial ivy on three electrical equipment cabinets located on Miraloma Avenue, deterring graffiti vandalism. > Awarded construction bid for installing 27 new concrete light poles outfitted with factory applied anti-graffiti sealant along Kathryn Drive, Ranchito Street, and Woodley Avenue.
<p>Enhance Citywide pavement rehabilitation and improve sidewalk connectivity.</p>	PW	<ul style="list-style-type: none"> > Completed construction on the Ball Road Sidewalk Gap Closure from Sherrill Street to Magnolia and the Ball Road Street Rehabilitation from Dale to Magnolia. > Completed construction on Placentia Avenue Rehabilitation from State College Boulevard to SR-91 Freeway, Meats Avenue Rehabilitation from Nohl Ranch Road to South City Limits, Lincoln Avenue Rehabilitation from Brookhurst Street to Euclid Street, La Palma Avenue Rehabilitation from Potomac Circle to Weir Canyon Road and Broadway Avenue Rehabilitation from Anaheim Boulevard to Harbor Boulevard. > Continued design for the Ball Road Rehabilitation from 500 feet east of Sunkist to the Santa Ana River Bridge, Orange Avenue Rehabilitation from Western to Dale, the Arterial Slurry Seal Project (Various Locations Citywide) and the Gilbert Street Rehabilitation from La Palma to Crescent. > Started design for the Cerritos Avenue Sidewalk Gap Closure East of Euclid Street from approximately 175 feet east of Euclid Street to approximately 562 feet east of Euclid Street. > Started design for the South Street Sidewalk Gap Closure from approximately 525 feet west of East Street to East Street.
<p>Complete construction of current grade separation projects and develop funding opportunities for additional grade separation projects.</p>	PW	<ul style="list-style-type: none"> > Completed construction on two grade separation projects: Orangethorpe Avenue and Tustin Avenue/Rose Drive. Lakeview Avenue is approximately 60% complete. > Continued efforts to execute a MOU with California High-Speed Rail Authority (CHSRA) for the State College Grade Separation and a Funding Agreement with CHSRA.
<p>Provide traffic calming, as needed.</p>	PW	<ul style="list-style-type: none"> > Held five neighborhood meetings regarding traffic calming and received four 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.</p>	CS	<ul style="list-style-type: none"> > Continued work on construction documents for the Anaheim Coves' expansion project, which will be complete in summer of 2016.

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		<p>> Continued 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. Staff began work on the draft agreement, which will be agendized for City Council approval in summer/fall 2016.</p>
	PW	<p>> Submitted grant applications to OCTA under the Bicycle Corridor Improvement Program (BCIP) for the Anaheim Canyon Metrolink Station Access Project - Class I bike trail from the station to the Santa Ana River Trail and the Nohl Ranch Open Space Trail Project - Class I bikeway from Anaheim Hills Road to North Avandia Bernado.</p> <p>> Submitted grant applications to OCTA under the Active Transportation Program (ATP) for the two previous projects and for the Santa Ana Canyon Road Multi-Use Trail Project from Fairmont Boulevard to Festival Drive.</p> <p>> Worked on the Bike Master Plan (BMP) Amendment to plan for additional bike facilities on selected local streets for better connectivity to residential areas.</p>
Expand and leverage impact of a career technical education through implementation of a public safety career pipeline.	POLICE	<p>> Continued to work with Brick Consulting on the development and delivery of instruction for the Public Safety Pipeline program. During the fourth quarter, a total of two classes were held, reaching approximately 50 students.</p>
Continue programming efforts, as needed, for special projects including P21, Million Acts of Kindness, and other community mentoring programs.	CMO	<p>> Implemented a P21 summer internship program with the AUHSD and placed 14 students throughout the City to learn about city government. Program began June 13th and will run through July 31st.</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>> Delivered 10,000 summer issues of the bilingual guide Your Community/Tu Comunidad and increased distribution to Human Services Network, several churches, non-profits and specific schools upon request and community meetings and events.</p> <p>> Offered youth scholarships for summer classes and camps via Anaheim Community Foundation.</p> <p>> Held an Early Bird summer program registration event for our summer classes, day camps and activities at three locations with almost 100 registrations.</p> <p>> Held a special week of nature programming via donation from Disneyland Resort and brought the Mobile Recreation Program a special Earth Day celebration. Oak Canyon Nature Center staff visited each of the 10 neighborhoods and conducted a nature education activity, craft, and live animal interaction.</p> <p>> Held Anaheim Human Services Network meeting with 64 agencies to problem solve service delivery issues to Anaheim residents.</p> <p>> Completed a 10 week Teen Pregnancy Prevention Pilot Program to 351 students at Dale Junior High.</p>

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		<ul style="list-style-type: none"> > Provided afterschool teen programming at five locations averaging 21 teens per site. > Expanded Project S.A.Y. (Support Anaheim's Youth) program service to include Western High and Orangeview Junior High Schools. > Provided volunteer opportunities for over 360 Anaheim students at the Renewable Farms Project to learn about harvesting and maintaining crops and farm beds and general sustainability. > Increased "Fun on Wheels" mobile recreation van visits to twice a week in 10 priority neighborhoods, reaching 4,095 youth and families. > Continued after school recreation program, STARS (Study-time, Arts, Recreation and Sports), at eight park sites in priority neighborhoods, serving 7,975 youth.

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 to reach out to the community by holding open dialog community events to discuss recent major police incidents. > Supported efforts of the Orange County Family Justice Center who completed six violence prevention programs during the 4th quarter, bringing the total at fiscal year-end to 24.
	FIRE	<ul style="list-style-type: none"> > Participated in 92 community engagement program requests in which Anaheim Fire & Rescue provided public education programming at community events, station tours, or school visits, reaching over 32,000 Anaheim stakeholders. > Streamlined online program requests processes to enhance our communication with stakeholders and better meet their expectations.
Increase number of sworn police officers serving the City.	HR	<ul style="list-style-type: none"> > Hired nine entry level police officers with an additional eight trainee/lateral candidates undergoing backgrounds.
	CMO	<ul style="list-style-type: none"> > Secured adoption of FY 2016/17 budget with funding to increase sworn staffing.
Implement multi-year staffing plan for AF&R.	FIRE	<ul style="list-style-type: none"> > Complete.
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 Central District Community Policing Team in anticipation of the district elections. > Formed a working group with East CPT and local business owners and property managers from the Kraemer/La Palma area who now have each other's contact info. The group has had two meetings regarding the homeless shelter expected to open next year.

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		<ul style="list-style-type: none"> > Joined Traffic Engineering and Code Enforcement and attended the second meeting and are now working on getting no overnight parking signs, marked "T" parking spaces (to eliminate RV parking), additional street lighting, fencing, brush removal and other things to help keep the area conducive to conducting business.
Continue to focus on Gang crime reduction through enforcement, investigation, intervention, education and diversion.	POLICE	<ul style="list-style-type: none"> > Concluded a multi-year investigation into narcotics and street terrorism crimes perpetrated by members of two criminal street gangs in Anaheim. Five Federal Indictments were obtained with an additional 12 felony case filings since the last quarterly report. > Conducted a gang sweep on AVLS members due to an increase in criminal activity in the Provential /Bellevue neighborhood. > Continued the Gang Detail efforts and increased the overall percentage of in-service patrol time which led to an increase in the number of arrest and enforcement stops.
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 six additional schools with eight different sessions held. During this quarter the course was taught to 4,506 students and 216 adults.
	FIRE	<ul style="list-style-type: none"> > Received 84% of the potential funding for "Wear Your Helmet Like A Pro" campaign. > Continued to partner with APD, Public Works, and Community Services on synergistic opportunities.
Continue to develop and implement innovative programs to meet changes in healthcare.	FIRE	<ul style="list-style-type: none"> > Transitioned the Community Care Response Unit from a pilot program to a budgeted program effective July 1, 2016.
Replace old software program with new/updated RMS System.	FIRE	<ul style="list-style-type: none"> > Worked on the Zoll RMS software configuration is in progress with the software vendor, HP and Fire's technology staff, in coordination with existing vendors; including Keystone CAD; Target Solutions; and OC Meds, as well as interfaces to Certified Unified Program Agencies (CUPA). This RMS solution is not a simple NFIRS fire incident reporting software, it is a complete solution designed to manage all aspects of Fire Service including the Life Safety Inspection reports. A soft rollout is anticipated the second week of July 2016 and will include NFIRS and Life Safety's Inspection modules. Phase two expands the Zoll RMS application to provide mobile collection of CUPA data and a new inventory and warehousing system.
Respond to request for street light maintenance and expand street light installations, working with Neighborhood Councils, addressing community needs, and ensuring sufficient lighting.	CS	<ul style="list-style-type: none"> > Attended 136 meetings and events throughout the Neighborhood Council areas to address lighting needs throughout the City.
	UT	<ul style="list-style-type: none"> > Converted six street lights to LED and added a new LED street light at Carl Karcher Way, illuminating the roadways surrounding the GOALS Academy. > Commenced new streetlight project to install 27 LED streetlights in the West Neighborhood District of Kathryn Drive, Ranchito Street, and Woodley Avenue.

Strategic Initiatives	Responsible Departments	Progress Update
Ensure sufficient fire hydrant flow to assist with firefighting.	UT	> Tested over 774 hydrants and operated isolation valves at the water main to ensure proper hydrant operation. Due to the Water Conservation Resolution (adopted by City Council in 2014) hydrants tests do not include water flow testing
Install emergency preemption on all traffic signals.	FIRE	> Identified 25 intersections in the Resort Area for installation of emergency traffic signal preemption devices beginning next fiscal year.
	PW	> Continued work on the construction phase for installation of emergency preemption along Ball at Euclid, Harbor, Anaheim and State College > Continued work on the design phase for installation along Anaheim Blvd. at La Palma, Lincoln, Center St, Katella; and along Orangewood at State College, Cypress, and Haster. > Awarded La Palma project to implement signal synchronization along La Palma, including installation of emergency preemption.
Ensure adequate public safety vehicle condition and availability.	PW	> Held Public Safety vehicle/equipment downtime to a minimum: Anaheim Fire & Rescue at 8.63% downtime and Anaheim Police downtime at 5.38%.
Complete Fire Station and Police Main Station facility condition assessments; develop recommendations and budget for recommended improvements.	PW	> Continued conceptual design and completed site analysis. Preparing RFP for advertising.
Implement the AF&R Capital Fire Station Plan.	FIRE	> Completed the final Station 5 layout at 2540 E. La Palma Ave. on June 15th. > Posted RFP on PlanetBids and three pre-qualified construction/architect teams will be presenting their proposals for our review and selection.

Goal 3: A Thriving Economic Climate

Strategic Initiatives	Responsible Departments	Progress Update
Implement economic development plan as presented in Summer 2015.	CD	The Agency: > Negotiated three hotel developments (Operating Covenants) pursuant to the Four Diamond Hotel Incentive Program. > Implemented branding campaign for CTCRCity. > Transferred certain Successor assets to the City following State approval of the Long Range Property Management Plan (LRPMP). > Began disposition of assets in the State approved LRPMP for development consistent with the Redevelopment Plan.

Strategic Initiatives	Responsible Departments	Progress Update
		<ul style="list-style-type: none"> > Continued ongoing collaboration with property owners to ensure Stadium area development is consistent with, and maximizes value of, the area Vision.
	CMO	<ul style="list-style-type: none"> > Initiated creation of the West Anaheim Economic Development Plan to be presented to Council in September 2016.
Implement CtrCity brand and expand marketing.	CD	<ul style="list-style-type: none"> > Launched CTRCity print, digital and social media campaign. > Hosted national public radio station KCRW Summer Nights event in CTRCity. > Continued media outreach efforts.
Complete the planned expansion of the Anaheim Convention Center.	PW	<ul style="list-style-type: none"> > Continued upper deck placement and foundation construction for Phase 2 expansion. > Continued construction on Stair 06 and 07 vertical core elements. > Began Water Quality Management Plan infrastructure.
	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 60% complete. To date new site utilities have been installed, temporary shoring systems are in place, and excavation/foundation work is complete. Currently the vertical framing of the parking structure is on-going with columns, shear walls, and the fourth level of elevated concrete decks. The first phase of the pedestrian connection bridge to the existing Convention Center has been framed and interior improvements to the existing Convention Center Terrace/Future Bridge are on-going. The completion of Phase 1 is scheduled for the end of August 2016. > Continued Phase-2 of the ACC Expansion project, which includes the Convention Center expansion and all support systems, is approximately 25% complete. To date new site utilities have been installed, shoring systems are in place, and excavation/foundations work is complete. Stair 06 and 07 vertical core elements are 80% complete. The perimeter shotcrete walls are 85% complete. Underground utilities within Multipurpose Level 1 are on-going and the structural steel is scheduled to begin in late July, 2016. The completion of Phase 2 is scheduled for September 2017.
Negotiate and complete Angels Baseball lease agreement.	CAO	<ul style="list-style-type: none"> > Continued to monitor matters related to the negotiations for the Angels Baseball lease agreement that are ongoing. > Secured and administered a legal services agreement with Aitken Aitken Cohn.
	CSE	<ul style="list-style-type: none"> > Provided assistance as needed to facilitate dialogue concerning Stadium Lease Agreement.
	CMO	<ul style="list-style-type: none"> > Conducted informal discussions on a periodic basis.

Strategic Initiatives	Responsible Departments	Progress Update
Continue to market the City's development opportunities and incentive programs to possible partners/developers.	PL	> Continued marketing key opportunity areas to partners/developers.
Attract a naming rights sponsor for the ARTIC facility.	CSE	> Submitted draft RFP for Naming Rights Sponsor to City Attorney's Office for review. Once finalized, the RFP will be issued to prospective naming rights consultants via PlanetBids.
Open ARTIC restaurant facilities.	CSE	> Held meetings with restaurant representatives to obtain updates on finalization of construction and design plans. Construction for Ritter's Oyster Bar restaurant is underway with an expected opening date before August. Other restaurants are anticipated to begin construction prior to the end of the first quarter of FY16/17.
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. Information was made available at Neighborhood Council Meetings as well as various neighborhood meetings and special events.
	CD	> Continued work with Planning staff on the implementation of the Beach Boulevard Specific Plan, including efforts involving land acquisitions for housing development opportunities and implementation of an economic development incentives program to incentivize development in West Anaheim.
	PW	> Prepared and studied preliminary conceptual landscape design alternatives along the parkways/sidewalks. Further evaluation on costs, maintenance responsibilities, and irrigation alternatives are being evaluated. > Met with Beach Boulevard Review Committee to discuss the Beach Boulevard right-of-way and potential roadway relinquishment.
	PL	> Completed draft land use plan for the Specific Plan area and presented the plan for review and comment to the Community Advisory Committee and Planning Commission. > Hosted an informational meeting with property owners within the project area.
Subject to final approval by the City Council, begin implementation of the Anaheim Canyon Specific Plan and EIR.	CD	> Focused on TOD opportunities surrounding the Canyon Train Station and supported expansion of train service and connections with same.
	PW	> Submitted grant applications through OCTA's Bicycle Corridor Improvement Program and the State's Active Transportation Program to evaluate alternatives for a bicycle connection between the Anaheim Canyon Metrolink Station and the Santa Ana River Trail. Award decisions are anticipated by the end of this calendar year.
	PL	> Began implementation of the Specific Plan with a focus on creating a marketing strategy for the area.
Encourage expansion and location to Anaheim through low utility rates, streamlined rules, and design assistance.	UT	> Processed 101 requests for new electric and water services, reflecting steady commercial and residential growth.

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Maximize the use of Job Training funds to help ensure employable workforce.	CD	<ul style="list-style-type: none"> > Provided job training services to 2,856 adults, dislocated workers and youth. > Developed 151 new business/employer accounts, resulting in 209 new job opportunities.
Upon approval from State of California, re-engage efforts to complete development plans on successor owned parcels.	CD	<ul style="list-style-type: none"> > Negotiated sale of four CtrCity development sites consistent with the Redevelopment Plan and initiated resurrection of four previous owner participant developments including the Westgate site at Beach and Lincoln.

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	<ul style="list-style-type: none"> > Completed; however, planning efforts are always ongoing and staff has begun work to modify this initiative to continue communications strategy efficiency.
Communicate and reconfirm employee values integrating the qualities of kindness, customer-centric, business friendly, productivity, trustworthiness and responsiveness.	HR	<ul style="list-style-type: none"> > 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; Customer Service initiative; 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. > Maintained 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. > Continued emphasis on employee safety to ensure that employees go home uninjured which contributes to an efficient and productive workforce. Risk Management continues to emphasize 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.
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	<ul style="list-style-type: none"> > Continued testing and verification of Disaster Recovery (DR) to ensure successful restoration of critical applications. > Continued Phase II of Mobile Device Management software deployment which is underway for various departments. Next phase will include Finance and Police. > Continued working with the Innovation Steering Committee, a group comprised of both City and HPE staff, who is set to roll out initial projects July 1. This includes rebranding Information Services support as "Geek Street." This rebranding includes: a more robust intranet website including training videos, user-friendly support requests, an online catalog for all IT hardware

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		<p>leases and the ability for staff to provide feedback on ways to improve the new internal website.</p> <p>> Tested one additional innovative product, "Alice the Virtual Receptionist," which provides a visual presence for anyone coming to the Finance counter in need of assistance. Touch screen buttons and easy-to-use prompts allow customers to quickly connect with staff. The goal is to showcase its features and functionality to other departments who may also find this technology helpful.</p>
Expand transparency initiatives, across departments, such as opengov.com.	CC	<p>> Completed a catalog of all city enterprise systems and published online, per SB272.</p> <p>> Completed and rolled out 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.</p>
	FINANCE	<p>> Made improvements to the graphical representations of the 2016/2017 Budget Book, providing interested community members additional tools and data to better understand the City's annual budget.</p>
Transition to drought-tolerant landscaping and sustainability with focus on medians.	PW	<p>> Completed East Anaheim median turf renovation project, which improved 383,044 square feet of landscape at a cost of \$1,011,481. Project was mostly funded by the SoCal Smart Water Rebate Program; City received grant funds in the amount of \$766,088.</p> <p>> Completed median renovations in West Anaheim, including removal of existing plant materials, replacement with drought tolerant plants, irrigation modifications and placement of mulch.</p>
Develop strategic plan for Public Works infrastructure to coordinate and align resources and actions.	PW	<p>> Completed the Public Works 2016-2021 Strategic Plan and the Strategic Implementation Plan for projects that will start in FY 16/17.</p>
Implement all voter approved changes to City charter and election system.	CAO	<p>> Completed processes and mechanisms for developing districts.</p>
	CC	<p>> Received City Council approval of required resolutions to carry out the November 8, 2016 General Municipal Election, including the election of candidates for Districts 1, 2, 4, and 5.</p> <p>> Updated election website, www.anaheim.net/elections, with all 2016 election information.</p>
Streamline human resources practices to ensure attraction, development and retention of quality employees in line with market realities.	HR	<p>> Continued Citywide training on new performance forms and process. Our performance management process is designed to ensure employees receive constructive feedback so that we continue to develop and retain a quality workforce.</p> <p>> Continued wellness program to encourage Anaheim employees to get and stay healthy increasing employee retention and satisfaction</p>

Strategic Initiatives	Responsible Departments	Progress Update
Enhance sustainability programs including free shade trees, renewable power investments, and energy conservation rebates.	UT	<ul style="list-style-type: none"> > Performed 750 residential energy and water utility checkups, resulting in over 2,000 LED lights installed and 500 energy residential rebates distributed. > Saved 605,000 kWh of energy through residential efficiency programs, totaling \$90,000 in direct utility bill savings to residential customers. > Approved 195 income-qualified energy discounts, providing customers with a 10% discount on their electric bill. > Completed 25 small business utility checkups, resulting in over 1,100 LED light-retrofitted fixtures, 14 HVAC tune-ups, and 238,500 kWh in energy savings; also saved 139,800 kWh from small business refrigeration checkups and system upgrades.
Promote water conservation and drought awareness through conservation initiatives, rebates, and customer outreach.	UT	<ul style="list-style-type: none"> > Launched the 2nd annual WaterSmart Landscape Award – in partnership with Anaheim Beautiful – recognizing three residential and three commercial properties for their attractive, water-efficient landscapes. > Implemented more than 15 rebate programs including a turf replacement rebate that resulted in 1.95 million square feet of turf being replaced with drought tolerant landscaping.
Enhance customer service initiatives that improve utility customer convenience, bill pay options, and financial relief options.	UT	<ul style="list-style-type: none"> > Enhanced customer self-service through the integrated voice response (IVR) system, allowing customers the flexibility and convenience to make a one-time payment extension without needing to speak to a customer service representative.
Continue to address and resolve physical accessibility to City facilities.	PW	<ul style="list-style-type: none"> > Completed restriping at Pelanconi and Twila Reid Park parking lots. > Obtained City Council approval of a Resolution adopting the Title VI Plan as part of the City's existing Disability & Civil Rights Program (Title II) on April 12, 2016. Included in the Title VI Plan is a provision of a Limited English Proficiency Plan to improve access to services for persons with limited English proficiency; a grievance procedure and form, complying with the Americans with Disabilities Act and Title VI requirement that public entities adopt and publish grievance procedures to assure the prompt and equitable resolution of any grievance; and finally, it demonstrates how the City of Anaheim complies with the Title VI requirements and guidelines for federal financial assistance.
Enhance security and safety of physical buildings and public spaces.	PW	<ul style="list-style-type: none"> > Selected project contractor for the installation of peepholes in office and conference room doors. > Created and filled a Security Supervisor position to bolster City Hall security.
Maintain Agency Accreditation Status	FIRE	<ul style="list-style-type: none"> > Assigned staff to participate in training webinars for updates to the Fire and Emergency Self-Assessment Manual (FESSAM) and the Standards of Cover Manual in preparation for re-accreditation in 2019. > Held Kick-off meeting was held with Program Managers to establish the roles of the re-accreditation team and establish goals, objectives and timelines moving forward. Individual

Strategic Initiatives	Responsible Departments	Progress Update
		meetings are being scheduled in July and August with each program manager to ensure goals and objectives are clear.
Improve/Update ISO grading and return/maintain the City as a Class 1 agency.	FIRE	> Completed.