

# ANNUAL REPORT

FY 2009/2010



Vinnie Coogle, Cartoon  
resident of Rancho Cucamonga  
"Rancho Googlemonga", by Gregory



## “Rancho Googlemonga” Grabs Community Support



Rancho Cucamonga residents came out in force to support “Rancho Googlemonga,” a bid to get Google’s superfast communication network. Google heard from over 1,000 Rancho Cucamonga citizens, businesses, and civic organizations before its March 26 deadline, all aiming to convince the internet giant to select the City for its cutting edge “Fiber for Communities” project.

The prize at stake is a big one. Google is launching a program to test ultra-high-speed broadband fiber-optic networks in one or more trial locations across the country. The experimental program will deliver Internet speeds more than 100 times faster than what most Americans have access to today—over one gigabyte-per-second

through fiber-to-the-home connections. If Rancho Cucamonga is selected, it will be positive for the community, local economy and quality of life.

The clean, green “Rancho Googlemonga” Campaign was launched early in 2010 using electronic media to engage the community in a grassroots effort. Quite appropriately, social media platforms and email blasts were the main methods used to get the word out. The “Rancho Googlemonga” Facebook page gained support from 1,097 people who posted comments, videos, and notes of support. Community members who want to show their support during the selection process can do so by posting comments at [www.RCRDA.us/Googlemonga](http://www.RCRDA.us/Googlemonga).

And the City of Rancho Cucamonga did its part—responding to an exhaustive Request for Information. Google sought assessments of existing technology and everything from number of utility poles and linear feet of underground conduit to community demographics and educational attainment.

The “Rancho Googlemonga” Campaign received national media attention. You can find the six-page list of media coverage on the Rancho Cucamonga Redevelopment Agency website. Stories included CBS, ABC, and FOX television, as well as print media and online blogs from Sacramento to San Antonio, Pasadena to Anchorage.

Now the wait begins. Google will likely announce choices toward the end of the year. Competition among cities is intense for the Google project. Google is one of the largest high technology firms in the world. The Fiber for Communities Project is an experiment to test ultra-high-speed broadband service in a community setting. Fiber-optic systems can simultaneously provide Internet services, high-definition digital video, telephone, video teleconferencing, 3-D imaging, computer data, and many others, some that haven’t even been developed yet. The benefits are obvious for Rancho Cucamonga residents, businesses and organizations.



### INSIDE:

RANCHO ADOPTS BUDGET PG. 2

GREEN RANCHO PG. 4

RC PET’S SURGICAL SUITE PG. 7

# ANNUAL REPORT



## Haven Grade Separation

Rancho Cucamonga's recently completed Haven Avenue Grade Separation has won the distinction of "Outstanding Civil Engineering Project of the Year." The award was given by the American Society of Civil Engineers, San Bernardino-Riverside branch.

The handsome arched bridge lets the 38,000 daily cars on Haven Avenue travel without delay beneath the busy Metrolink/Atchison, Topeka and Santa Fe railroad tracks, now carrying 40 trains per day. In addition to the prestigious engineering award, the project was the fastest grade separation of this scale ever completed in the region, according to the Southern California Regional Rail Authority. By taking advantage of low bids in the economic downturn, the project, which was funded through the Redevelopment Agency came in significantly under projected costs.

Construction of the Haven Avenue Grade Separation project began in November 2008. The roadway was substantially completed and reopened to traffic on December 16, 2009. Rail service was never disrupted during this process and the roadway was subject to a full closure only two times throughout the entire project. The project is an example of the City of Rancho Cucamonga's objective to construct superior facilities. The project was also concerned with safety. There were no injuries and no work time lost during the construction of the grade separation and bridge.



## Rancho Cucamonga Adopts "Soft Landing" 2010-11 Budget

On June 10, 2010, the City of Rancho Cucamonga adopted its Budgets for Fiscal Year 2010-11. The FY 2010-11 Budget Summary which provides an overview of the City's General Operating Budgets, including the Library and Fire District is available on the City website at [http://www.cityofrc.us/dept\\_adminsvs.htm](http://www.cityofrc.us/dept_adminsvs.htm) under the Finance Division webpage.

As Southern California continues to endure the ongoing realities of a deep national and state recession, virtually all levels of public agencies have been affected. There are small signs that what many are calling "The Great Recession" may be easing and 2011 might show a modest recovery. In the meantime, however, local governments are still dealing with the impacts of high levels of unemployment (which affect sales tax), a greatly depressed housing market (which affects development and property tax revenues), and the loss of many small, medium, and large businesses which have been unable to weather this economic downturn.

Rancho Cucamonga, long known for conservative fiscal policies, has used gradual strategic cuts, natural attrition and judicious use of reserves to achieve a "softer landing" with minimal disruption to essential services during these difficult economic times. Rancho Cucamonga has made judicious budget cuts in the previous two years and might do so for another year after this.

The recently adopted General Fund Budget and Library Budget both represent a 9.8 percent reduction from the previous fiscal year. The Rancho Cucamonga Fire District, which has an independent budget as a legally separate but subsidiary district, experienced a 3.9 percent decrease from the previous year. In addition, the State of



California also took \$32 million in Redevelopment funds from the City during this past year. As a result of these reductions and losses, Rancho Cucamonga recently implemented many cost saving measures. These include delaying or eliminating several Redevelopment-funded infrastructure projects, a furlough for all City employees, and the upcoming closure of most City facilities from December 23, 2010 through January 3, 2011. The City's workforce has been reduced by over 12 percent.

Despite these reductions, the City of Rancho Cucamonga is dedicated to the continuity of essential public services including critical public safety services. The City has aggressively pursued grants and stimulus funds that help offset some of the impacts of the current recession. While these grants often have strict limitations on how much can be used for operations, they are a critical component in the City's long-standing policy of investing in infrastructure improvements, public and private job creation, and special programs that provide services to the community. This Annual Report contains numerous examples of projects or programs funded by outside grants or special funds.

City Council and City staff remain committed to monitoring current economic conditions and taking reasonable, timely actions, if necessary, to adjust to any further revenue reductions. For updates and information on holiday facility closures, visit the City's website at [www.cityofrc.us](http://www.cityofrc.us).

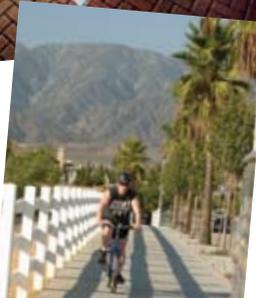
# The 2010 General Plan is Adopted

After two years of intensive effort, the General Plan was adopted by the Rancho Cucamonga City Council on May 19, 2010. Known from its beginnings as “The City With a Plan,” this full update of the General Plan is a major achievement for Rancho Cucamonga. It describes the City’s vision for the future and details how that vision will be achieved through City policies over the next 20 years.

The adoption of the General Plan is the culmination of a comprehensive community planning process that included extensive citizen involvement. Thank you to all who participated.

- “Healthy RC”—based on encouraging a healthy lifestyle and healthy community—is an integral part of this General Plan update
- Environmental sustainability is interwoven throughout the Plan
- The General Plan process included over 52 Stakeholder Interviews
- The City received over 700 opinions on the “Visioneering” survey (public opinions about how to improve the City)
- The City formed a General Plan Advisory Committee that was made up of City residents, businesses and community group representatives that met over a period of 10 months
- Planners conducted more than 45 meetings (“the Road Show”) with a variety of community groups to get opinions on “The Spirit of Rancho Cucamonga” Guiding Principles for the Plan
- The process included a telephone opinion poll of City residents

Following this comprehensive, two-year process, the General Plan has been approved and is online! Visit the City’s website at [www.cityofrc.us](http://www.cityofrc.us) and click on the General Plan icon to see this important and dynamic document. The Planning Department is available to answer any questions you might have at (909) 477-2750.



## Playing and Learning in the Public Library

Babies and young children learn through play. It’s their source for information about the world.

In 2009-10 Rancho Cucamonga Library Services received two grants from the State Library of California and a generous donation from the Rancho Cucamonga Library Foundation. The Library has put these funds to work creating opportunities for children to play and learn—building skills for learning and literacy in all stages of life. The goal is to launch kids and their families on a path of life-long learning.

The first grant enabled the Library to join Family Place Libraries and send children’s staff to specialized training. Family Place encourages learning through play to build skills for learning and literacy through life.

The second grant, Rancho KIDS, created something unique to public libraries. Using grant funds, the Library has created specialized stations for young children and their families to play and learn. These stations, the Play and Learn Islands (PALs for short), focus on educational play in a library space. At these stations children imagine, discover, create, and bring learning to life.

The Play and Learn Islands are made possible through a grant from the California State Library and donation from the Rancho Cucamonga Library Foundation. PALs can be found in the children’s rooms of both libraries and at special library and even community events. Their colorful design and varied activities appeal to a range of ages and encourage the family to play and learn together.

In April, the first four lively, engaging PALs opened for business in Rancho Cucamonga’s libraries. Themes of the four PAL Islands are “Discovery Dig,” “Make it Move,” “Big Build,” and “IlluminART.” They incorporate problem-solving, sorting, sharing, early literacy skills, design and testing, and collaboration.



## Digital Storytelling—Rancho Cucamonga Stories



Rancho Cucamonga’s history is being saved! The Rancho Cucamonga Library was awarded a “California of the Past—Digital Storytelling” grant from the California State Library for a local history project. The grant award includes funding, equipment, and training to create digital stories

in order to preserve the City’s history. There are several important partnerships in this project, including the City Planning

Department and the Historical Preservation Association of Rancho Cucamonga.

Participants were filmed in short 3-5 minutes stories talking about a person, place, event, a family story, or a story of coming to California or moving to the City of Rancho Cucamonga. Personal photos were scanned and added as Library Staff edited each individual story. All completed stories become a permanent part of the Library’s local history project.

The project culminated with a Local History Cultural Arts Night on June 4, 2010 at the Paul A. Biane Library. The event saw the unveiling of the digital stories and local history project, as well as music, entertainment, and activities. Everyone in attendance learned more about the City and its rich heritage of families, vineyards, citrus industry and landmarks including Route 66.

# ANNUAL REPORT



## Rancho Cucamonga Takes Four Routes to Energy Efficiency

### Healthy RC Kids Wins Major Grant Funding

Healthy RC Kids, the City's program to make the healthy choice, the easy choice, has received a \$360,000 grant from a national private foundation.

The City of Rancho Cucamonga is one of 41 cities nationwide to win a grant under an initiative of the Robert Wood Johnson Foundation designed to fight childhood obesity. More than 500 communities nationwide competed for the Healthy Kids, Healthy Communities funding.

Healthy RC Kids focuses on improving access to physical activity and affordable healthy foods for children and families throughout the City. As with many innovative City programs, it's a partnership. Healthy RC Kids has the backing of partners that include the San Bernardino County Healthy Communities Program, San Antonio Community Hospital, Inland Empire United Way, Northtown Housing Development Corporation and the Cucamonga, Central, Etiwanda, and Chaffey school districts, among many other nonprofit and community based organizations.

Healthy eating goals will be supported by pushing to increase healthy food options in schools and child care settings, and exploring opportunities for community gardens and farmer's markets. Other goals include attracting fresh food outlets and modifying zoning regulations to allow "edible landscape."

The Healthy RC Kids Partnership also has clear fitness goals. The program is committed to increasing walking and bicycling opportunities for youth across the community, including forging joint use agreements to make school facilities available outside of school hours. The program will also construct a bike trail as a part of the Safe Routes to School program and extend a portion of the Pacific Electric Trail within the City.

For more information, contact Erika Lewis-Huntley at (909) 477-2700 ext. 2008.



This past year the City received a \$1.6 million grant from the Department of Energy for the Efficiency Conservation Block Grant program, funded by the American Recovery and Reinvestment Act of 2009 (the Federal Stimulus Program). The City used the grant money to fund four programs to encourage energy efficiency within the City of Rancho Cucamonga.

The first project is the Energy Efficient Home Loan Program. Through funding provided by the grant, the City is offering zero-interest loans to low income residents to make energy efficient improvements to their property. The program has proven highly popular—to date, the City has obligated almost all of its allocated funds. In time, as these loans are paid back to the City, the money will be used to issue new loans to additional residents.

The second project is the Energy Efficient Appliances Rebate Program, which offers rebates up to \$500 per household to all residents who have qualifying energy efficiency improvements or appliances installed. Examples of eligible improvements include solar photovoltaic systems, water heaters, ceiling fans, dishwashers, ovens, built-in microwaves, and many more. This program has been extremely successful with almost half the allocated funding already spent.

The third project is the upgrading of the Civic Center Heating Ventilation Air Conditioning (HVAC) Control System. This will reduce electricity consumption, reduce greenhouse gas emissions, and save the City thousands of dollars in electricity costs by increasing the energy efficiency of the HVAC at the Civic Center and Police Station by 15 to 20 percent. The upgrade project is now in the design phase and should be installed by Spring 2011.

The fourth project is the creation of a part-time Energy Efficiency Coordinator to assist with the administration and promotion of the City's sustainability efforts known as the Healthy Earth component of the Healthy RC program. The Energy Efficiency Coordinator works to promote and improve existing earth-friendly programs and introduce new ones.

For more information on the Energy Efficient Home Loan Program, contact the Planning Department at (909)477-2750. For more information on the Energy Efficient Appliances Rebate Program, contact the Building and Safety Department at (909) 477-2700, ext. 4243.



### Healthy RC Living is on television

The programs feature entertaining and interesting choices you can make for a healthier lifestyle and highlight how the City helps residents choose health. They're on RCTV every day but Wednesday on cable television, Channel 3 at 8 a.m. and 7 p.m.

You can also check out the programs online. Take a hike to Etiwanda Falls (episode 6), discover healthy dining options (episode 4), or learn how Costco is going green (episode 7). You'll find it all at [www.healthycrc.info](http://www.healthycrc.info).

Healthy RC is a multi-year effort to encourage all of us to make healthy choices for our minds, bodies and earth. The City of Rancho Cucamonga aims to increase community awareness of existing "healthy" resources in the City and develop new Healthy RC offerings.



# Thank You Very Mulch

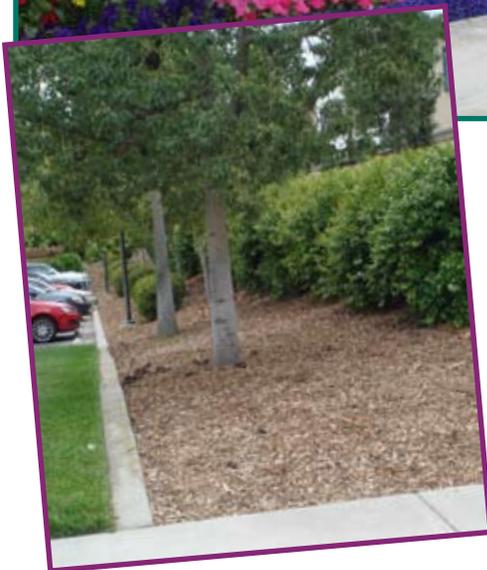
As you enjoy Rancho Cucamonga's many beautiful parks and landscapes, you'll notice beneficial, attractive, rich brown mulch. The City's Public Works Services Department uses wood mulch as groundcover for numerous reasons.

## WOOD MULCH HELPS:

- **Prevent** the germination of weed seeds and the need for herbicides or cultivation
- **Reduce** water evaporation from the soil thereby reducing the frequency of irrigation
- **Moderate** soil temperatures thereby retaining moisture and improving plant root systems
- **Improve** soil structure and the availability of nutrients for plants
- **Improve** aesthetics, providing rich brown color that contrasts with the plants

Mulch is a low-cost ground cover made from recycled wood products. The mulch the City uses is provided by Burrtec Waste Industries, the City's waste hauler. City tree trimmings are mixed with construction industry wood debris, shredded, mulched, and delivered back to the City for use as a ground cover throughout City-maintained landscape and parks. In essence, mulch is the City's tree trimmings coming back to make community landscapes even healthier and more beautiful.

In addition, mulching is something you can try at home! Mulching can be one of the most beneficial things you can do for your soil and your plants. If you have not mulched your home garden in the past, we recommend you give it a try.



## FREE Water Wise Landscaping Workshops for the Home

Chino Basin Water Conservation District offers a variety of free landscape workshops to help you conserve water outdoors. Residents are invited to attend any or all of these water wise workshops. Handouts, water wise giveaways and snacks are included.

To register for the landscape workshops, call 909-626-2711 or email [cvermette@cbwcd.org](mailto:cvermette@cbwcd.org). Workshops are held at the Chino Basin Water Conservation District, 4594 San Bernardino Avenue, Montclair. Visit the web site at [www.cbwcd.org](http://www.cbwcd.org) for more information.

### Preparation & Design Workshop

Saturday, August 14, 9:00 a.m. - 12:30 p.m.

Learn how to remove your existing, high water use grass and plants and how to design and re-landscape the area with water wise plants.

### The Basics Workshop

Saturday, August 28, 9:00 a.m. - 12:30 p.m.

Learn basic information about efficient irrigation systems, soils, design practices, fertilizers and water wise plants. This workshop will provide just enough information to leave you wanting more. Luckily, CBWCD offers a variety of specialty workshops that focus on these various topics.

### Maintenance, Pruning, & Integrated Pest Management Workshop

Saturday, September 11 or December 4, 9:00 a.m. - 12:30 p.m.

Learn how and when to prune and maintain various plants and trees. In addition, find out about environmentally safe and effective ways to avoid and reduce pest problems in the garden.

### Backyard Composting Workshop

Saturday, September 25, 9:00 a.m. - 11:00 a.m.

Learn how to do your own beneficial backyard composting and worm composting. In addition, this workshop will teach about water wise gardening. "Earth Machine" compost bins will be available for sale (limited quantities) through the San Bernardino County Solid Waste Management's program. Information on where to buy various style bins locally or how to make your own inexpensive bin will also be available.

### Plants & Planting Workshop

Saturday, October 2, 9:00 a.m. - 12:30 p.m.

Learn about a variety of attractive Native and California Friendly plants and the proper way to plant them.

### Irrigation, Soil & Fertilizers Workshop

Saturday, November 13, 9:00 a.m. - 12:30 p.m.

Learn how to modify your irrigation system to operate more efficiently. In addition, this workshop will teach the basics on how to work with soil, as well as how and when to fertilize.



# ANNUAL REPORT

## KOHL'S Cares Partnership Helps the Community

### Have you Clicked Early? The Early Mouse Gets the Class!

Take advantage of early on-line registration for Community Service Department programs and classes to assure you get into the programs you want all while saving time and gas!

Early on-line registration for Fall began July 26th for residents and on-line registration continued starting August 9th for all of our customers. Walk-in and mail-in registrations begin August 16th.

Mark your calendars now for Winter early on-line registration. It begins with posting of the virtual Grapevine at RCpark.com on November 18th. Resident on-line registration begins on November 22nd and open on-line registration starts December 6th. All walk-in and mail-in registrations start December 13th.

"Our customers have said they want registration access without having to drive to a center. So, we're making it easy by offering special early registration on-line," said Dave Moore, Community Services Department Superintendent. "If a resident needs a Login ID and Account PIN, they should contact the Registration Desk at (909) 477-2765 to get their numbers established. It's really easy." You can also register online by visiting [www.RCpark.com](http://www.RCpark.com).



Get your Register in a Click Magnet with your ID and PIN to make it even easier!

The Rancho Cucamonga Community Services Department has formed a wonderful partnership with the local KOHL'S team to help the community.

Every month, five to ten KOHL'S team members volunteer for a variety of children's programs offered by the Community Services Department, as well as projects for other City departments. The group is known as the KOHL'S Cares A-Team.

Here are some examples. In April, KOHL'S Cares provided two days of service—undertaking trail clean-up by painting a fence along the Pacific Electric Trail. Then the A-Team showed they care for the environment and celebrated Earth Day by being ushers at the Razzle Bam Boom performance of "All That Trash" sponsored by VG Kidz and Burrtec.

This summer KOHL'S Cares A-Team members spent time with the Sports Camp, Play Camp programs, and at an August Concert in the Park. Throughout the year, they will be volunteering at multiple City programs. So when you see them in their KOHL'S Cares shirts, be sure to thank them for caring! In addition, KOHL'S will provide a \$500 Grant to these programs each time they volunteer, benefitting children in the community.

"KOHL'S enjoys being a part of the community it serves," said Gladys Cruz, personnel manager for KOHL'S. "As Team Members, we live and work in the community, we enjoy giving back and participating in the great programs the City provides."

*KOHL'S Cares Team Member takes a break to participate in The Big Read enjoying Tom Sawyer while other team members continue painting the fence along the Pacific Electric Trail as part of their KOHL'S Cares Volunteer effort.*



## Animal Center & Alta Loma High School Partner for Good Cause

The world's cutest kittens and puppies were on stage, but the real stars were behind the cameras.

This school year, Alta Loma High School's Video Production Class partnered with the Rancho Cucamonga Animal Care and Adoption Center to create a television series. The 15 to 30 minute episodes were filmed, hosted, and edited entirely by the students. All the shows are dedicated to promoting programs offered by the Animal Center.

Show topics included the volunteer program, the foster care program, the new in-house surgical suite, and the benefits of spaying and neutering your animals. The students worked with Animal Center staff to plan and script each show.

This past season's episodes are rotated monthly and can be viewed on RCTV-3 cable Channel 3 at 7:30 a.m. and 7:30 p.m. every day except Wednesdays.

# Rancho Cucamonga Animal Care and Adoption Center's Surgical Suite

*Notes from our Vet: Dr. Michele Toomoth*

AWARD WINNING ARTICLE



## Help Cats with the Trap-Neuter-Release Program

Do you have neighborhood cats that wander around with nowhere to go?

Are they without a place to eat, sleep, get warm, or receive human comfort? They're known as "feral cats" and are usually the offspring of lost or abandoned pets.

"Feral" means they are wild and don't easily adapt to living as pets in close contact with people. But they still need your help. The Rancho Cucamonga

Animal Care and Adoption Center provides an important service—the Trap-Neuter-Return (TNR) program. We spay and neuter feral cats and then return them to their colony. To date we have done 571 TNRs across Rancho Cucamonga. We would like to return the cats to where they were found, but we are also looking for places to relocate some of the feral cats.

Help us get the word out! People with big hearts often provide food for feral cats in their communities. But they may not realize the importance of spaying and neutering or know that there's anyone who can help them. The Animal Center's Trap-

Neuter-Return program is free and helps the community and the cats. Active TNR programs like the one at the Animal Center improve the health and quality of life for feral cats and prevent more from being born.

Feel good about helping out. Contact the Animal Center for information about how you can help the feral cats in your community. Saving even one life is worth it!

For more information about the Animal Center's TNR program, please visit [www.rcpets.info/academy/homeless\\_trap.asp](http://www.rcpets.info/academy/homeless_trap.asp) or contact the TNR Coordinator at (909) 466-7387.



The Rancho Cucamonga Animal Care and Adoption Center is not only the place to go to adopt the friendliest pets around. It's also a well equipped medical center for animals.

The surgical suite at the Animal Care Center is now in full operation, saving money by allowing procedures to be done in house. It allows the veterinarian to perform spays and neuters on cats, dogs, and rabbits, and many other necessary procedures. The surgical suite opened in September 2008 and since then has done 4,028 spays, neuters and other surgeries.

The Animal Care and Adoption Center will go to great lengths to get a pet adopted. We have performed surgeries to remove large objects swallowed by dogs. We have repaired hernias and treated infections, lacerations, and abscesses. We have treated broken legs and tails and performed delicate eye surgery. We even treated a lovely dog named Simone who had been stabbed. In all of these cases, the animals were adopted or went to a rescue afterwards.

The Rancho Cucamonga Animal Center is a place where lost, abandoned, surrendered, and stray animals come to stay and are given the best possible care by very caring people until they find a new home or are reclaimed by their owners.

Before the surgical suite was added, all surgeries were outsourced to outside

veterinarians. This meant that emergency procedures were delayed while pets were transported to area veterinary or emergency clinics and added additional expenses for both emergency and non-emergency procedures. Our clinic also frees our field officers from transport duties. When we opened the surgery suite, I was the only surgeon. Today, I have the help of fourth year veterinary students, relief veterinarians and volunteer veterinarians. I also mentor students and veterinarians who want to better their surgical skills.

The surgical suite is equipped with two wet prep tables where the animals are prepared for surgery, two surgery tables, four anesthetic machines, an autoclave to sterilize the instruments, a digital x-ray machine, a dental machine, and cages to hold the animals awaiting surgery for the day.

We are very proud to have this state-of-the-art facility which not only provides timely veterinary care for our Center pets but also allows the Department to operate in a more efficient and cost effective manner.

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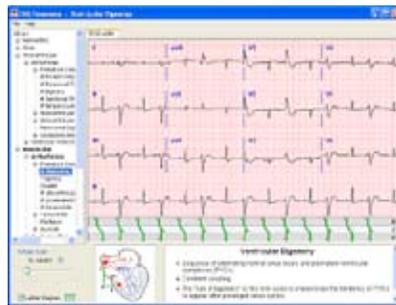


## Paramedics Advance Treatment for Heart Attack Victims

When it comes to heart attacks, time is the precious key to saving lives. Over the past year, Rancho Cucamonga Fire Paramedics have played an ever more successful role in helping people survive heart attacks. Each quarter over the past year, the number of patients with good outcomes and successful treatment has increased.

Rancho Cucamonga Fire Paramedics play a crucial role in recognizing the signs of a heart attack and getting the patient to a cardiac catheterization lab at the hospital. There, a cardiologist can perform the critical procedure that opens blockages in the cardiac vessels and restores blood flow and oxygenation to the heart muscle.

The past year's success stories and saved lives are the result of specialized training, skills and equipment. Paramedic units carry what is known as a 12-Lead EKG machine as an added tool in their cache of lifesaving equipment. Simply put, this sophisticated monitor allows paramedics to get a multi-dimensional picture of the patient's heart function. Paramedics are then able to start advanced life support treatments and administer IV fluids/medications to minimize damage to the heart.



For patients having a heart attack, starting this treatment in the field is crucial. It also allows them to call ahead and notify the hospital of the patient's condition and situation. This critical early information during a cardiac emergency allows hospital staff preparation time for the patient's arrival. When the ambulance arrives, the hospital emergency staff is ready to roll. The result—less time from the onset of the heart attack to completion of the procedure in the catheterization lab and better outcomes for patients.

## Community Alerts At Your Fingertips

Stay informed. Receive trusted public safety alerts directly from the Rancho Cucamonga Police Department by text message and email. There is no cost. To subscribe online, go to: [www.nixle.com](http://www.nixle.com).

You'll receive real-time crime alerts, notifications of traffic accidents, road closures, emergency advisories, missing persons and more. It's reliable, simple, and free. All messages come from the Rancho Cucamonga Police Department. You will receive no spam.

The community alert program is part of a new communications service that allows the police department to send important community information directly to Rancho Cucamonga residents by email or text messaging. To accomplish this, the City is working with Nixle, providers of proprietary technology to local police departments, city and municipal governments. The secure system enables immediate delivery of critical information to residents and community visitors, through SMS, web, and email distribution.

For more information, contact Rancho Cucamonga Police Department Crime Prevention at (909) 919-2692. Once again, to subscribe online, sign up at: [www.nixle.com](http://www.nixle.com).



## Citizen Emergency Response Team Returns

CERT is back. It's the City's Community Emergency Response Team, community citizens trained to help in case of disaster.

The City will once again be offering training to Rancho Cucamonga residents in fall 2010. Using a variety of techniques, CERT training prepares individuals and neighborhoods for disaster. In past years, more than 1,500 Rancho Cucamonga residents have gained valuable skills through the training.

The program will be taught at various locations throughout the City. You can register for CERT through the Grapevine. For more information, please contact the City's Emergency Management Program at (909) 477-2770 x 3009.



## Fire Department Works with Businesses to Cut False Alarms

False fire alarms are down by almost 70 percent in Rancho Cucamonga. These are the remarkable results of a two-year effort by the Fire Prevention Bureau.

Rancho Cucamonga businesses have worked cooperatively with the Fire Prevention Bureau to repair aging and troublesome fire alarm systems in order to reduce false alarms or nuisance alarms. These efforts resulted in a 50 percent reduction in false and nuisance alarms this year, with a nearly 70 percent reduction over the past two years. As a result, the Fire Prevention Bureau has eliminated some requirements, saving affected local businesses several hundred to several thousand dollars each year in alarm maintenance costs.

False or nuisance alarms can be a troublesome problem. Naturally, Rancho Cucamonga firefighters go into immediate action with each activated fire alarm, traveling to points all across the City. But, more often than not these types of calls result from a false alarm, where the fire alarm was activated by a human error, or a nuisance alarm in which the alarm activated due to a mechanical failure or malfunction.

The Fire Prevention Bureau, under the direction of the Fire Marshal, works closely with businesses, schools and churches to ensure public places are safe for employees, customers and community members. Fire protection equipment, such as a fire alarm system, is often required to alert people within the business that there's a problem, and also to notify the fire department.

