

**City of Rancho Cucamonga**  
**Comprehensive Annual Financial Report**  
**June 30, 2011**

**Introductory Section**

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## THE CITY OF RANCHO CUCAMONGA

December 21, 2011

To the Honorable Mayor, Members of the City Council and Citizens of the City of Rancho Cucamonga:

It is with great pleasure that we present to you the City of Rancho Cucamonga's Comprehensive Annual Financial Report for the fiscal year ended June 30, 2011. The Comprehensive Annual Financial Report consists of three sections: introductory, financial and statistical. The introductory section includes this transmittal letter, the City's organizational chart and a list of principal officials. The financial section includes the independent auditors' report, management's discussion and analysis (MD&A), the basic financial statements, notes to the financial statements, and combining and individual fund statements and schedules. The statistical section sets forth relevant financial and non-financial data depicting the City's historical trends and other significant facts.

This report consists of management's representations concerning the finances of the City. Consequently, management assumes full responsibility for the completeness and reliability of all of the information presented in this report. To provide a reasonable basis for making these representations, management has established a comprehensive internal control framework that is designed both to protect the City's assets from loss, theft, or misuse and to compile sufficient reliable information for the preparation of the City's financial statements in conformity with generally accepted accounting principles (GAAP). As management, we assert that, to the best of our knowledge and belief, this financial report is complete and reliable in all material respects.

The City of Rancho Cucamonga's financial statements have been audited by Lance, Soll and Lunghard, LLP, Certified Public Accountants. The goal of the independent audit was to provide reasonable assurance that the financial statements of the City of Rancho Cucamonga for the fiscal year ended June 30, 2011, are free of material misstatement. The independent audit involved examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements; assessing the accounting principles used and significant estimates made by management; and evaluating the overall financial statement presentation. The independent auditor concluded, based upon the audit, that there was a reasonable basis for rendering an unqualified opinion that the City of Rancho Cucamonga's financial statements for the fiscal year ended June 30, 2011, are fairly presented in conformity with GAAP. The independent auditor's report is presented as the first component of the financial section of this report.

The independent audit of the financial statements of the City of Rancho Cucamonga was part of a broader, federally mandated "Single Audit" designed to meet the special needs of federal grantor agencies. The standards governing Single Audit engagements require the independent auditor to

**December 21, 2011**  
**To the Honorable Mayor, Members of the City Council**  
**and Citizens of the City of Rancho Cucamonga**

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report not only on the fair presentation of the financial statements, but also on the audited government's internal controls and compliance with legal requirements, with special emphasis on internal controls and legal requirements involving the administration of federal awards. These reports are available in the City of Rancho Cucamonga's separately issued Single Audit Report.

GAAP requires that management provide a narrative introduction, overview, and analysis to accompany the basic financial statements in the form of Management's Discussion and Analysis (MD&A). This letter of transmittal is designed to complement the MD&A and should be read in conjunction with it. The City of Rancho Cucamonga's MD&A can be found immediately following the report of the independent auditors.

## **I. PROFILE OF THE CITY OF RANCHO CUCAMONGA**

### **General Information:**

The City of Rancho Cucamonga currently has an estimated population of 168,181 and encompasses approximately 40.2 square miles. It is located between the cities of Upland to the west, Ontario to the south, Fontana to the east and is in the western section of San Bernardino County which is in the southern part of the State of California. The local economy includes a diverse business base of office, light manufacturing and distribution, and retail which emphasizes the City's efforts at attracting and retaining sales tax generating businesses to help provide a stable financial base.

### **Government:**

The City of Rancho Cucamonga (the City) was incorporated in 1977 as a general law city under the provisions of the Government Code of the State of California, and operates under the Council-Manager form of city government. The City officials elected at large include a Mayor and four City Council members, a City Clerk and a City Treasurer. The Mayor and Council members are elected on a staggered basis for a term of four years. There is no limit on the number of terms an individual can serve as Mayor or as Council members. The Mayor and City Council appoint the City Manager and City Attorney.

### **Reporting Entity and Its Services:**

The City has included within its reporting entity for financial reporting purposes all agencies for which the City is financially accountable. These agencies include the Rancho Cucamonga Redevelopment Agency, the Rancho Cucamonga Public Improvement Corporation, the Rancho Cucamonga Fire Protection District, the Rancho Cucamonga Library and the Rancho Cucamonga Public Financing Authority. The City provides accounting services to all these agencies. Additional information on these agencies can be found in Note 1.a. in the notes to the financial statements.

The City of Rancho Cucamonga is a general law city governed by the State of California Government Code and local ordinances and provides quality service by blending the talents of City staff and utilizing other agencies. Certain services necessary to continue the high quality of life in Rancho Cucamonga such as water, sanitation (i.e., sewage) and police are furnished by the

**December 21, 2011**  
**To the Honorable Mayor, Members of the City Council**  
**and Citizens of the City of Rancho Cucamonga**

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County of San Bernardino and other specialized agencies. The City provides building safety regulation and inspection, street lighting and beautification, land use planning and zoning, housing and community development services, maintenance and improvement of streets and related structures, traffic safety maintenance and improvement, and a full range of recreational and cultural programs for citizen participation.

The Rancho Cucamonga Redevelopment Agency administers a variety of economic development, redevelopment, and housing-related programs that support businesses and residents in the City of Rancho Cucamonga. Established in 1981, the Agency has assisted in the elimination of blighted conditions, resulting in the development of new public facilities and affordable housing projects, improved infrastructure, and in the creation of a strong local economy through business attraction and retention, workforce development, and tourism efforts. The Rancho Cucamonga Library provides current information, formal education support, independent learning opportunities and life enrichment materials to the residents of the City. The Rancho Cucamonga Public Financing Authority was established to facilitate the financing and the refinancing of construction, expansion, upgrading and improvement of the public capital facilities necessary to support the rehabilitation and construction of residential and economic development within the City.

**Local Economy:**

From an economic perspective, the United States is out of the recession that has ailed it these past few years. Growth is projected to pick up during the second half of 2012. Although California is leading the recovery, issues with the State budget as well as a stagnant housing market will continue to be a drag on the growth experienced statewide as well as locally.

Historically, Rancho Cucamonga's economic base has been one of the Inland Empire's strongest. Job and payroll growth have far exceeded regional and California rates since 1990. The city's competitive lease rates, transportation network and community amenities continue to attract businesses of all types. In addition to its manufacturing and distribution sectors, the city's commercial office sector has grown and many new Class A facilities were constructed in the last few years to accommodate future growth. Rancho Cucamonga has also seen a migration of highly educated technicians, professionals and executives over the past few years and many of the City's resident workers have jobs in management, professional, and technical occupations.

**Budgetary Control:**

The City adopts an annual budget where each department's budgeted appropriations are controlled at the character of expense level. These levels are defined as personnel, operations, capital outlay, capital improvement projects and transfers. Although the budget is monitored at the character of expense level, the legal level of budgetary control, that is the level at which expenditures cannot exceed appropriations, is the department level within the General Fund and at the function level for the Special Revenue, Debt Service and Capital Projects Funds. Budgetary control is further maintained by the use of an encumbrance system. Encumbrances at year end are reported as a reservation of fund balance. Revenues are also estimated annually in the adoption of the annual budget. Revenues and expenditures are monitored throughout the year.

**December 21, 2011**  
**To the Honorable Mayor, Members of the City Council**  
**and Citizens of the City of Rancho Cucamonga**

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**Long-term Financial Planning:**

Annually, the City updates a five-year Capital Improvement Program (CIP). Planned capital expenditures from special, non-operational funds for FY 2011/12 total \$49,546,380. The CIP includes improvements to sidewalks and landscaping, drainage improvements, construction of a replacement City Maintenance Yard crew facility, design and plan review for the Banyan Fire Station Expansion and the Jersey Fire Station Training Facility, the undergrounding of utilities on two of the City's main thoroughfares, playground improvements and parking lot renovation at two of the City's parks, design and plan review for the Etiwanda Avenue grade separation at the Metrolink tracks, construction of the Base Line Road at I-15 Interchange improvements, and pavement rehabilitation at various locations. Funding comes from multiple sources including Beautification funds, Drainage funds, Park Development funds, Redevelopment bond proceeds, and various grants.

**Cash Management Policies and Practices:**

Cash not immediately needed to finance City operations during the year was invested in securities of the U.S. Government, or its agencies, e.g., bonds and notes of the Federal government and Federally-sponsored agencies, in accordance with State laws governing deposit of public funds. The City invests in time deposits from 14 to 720 days maturity, issues of federal agencies, the State of California's Local Agency Investment Fund (LAIF) and, on occasion, bankers acceptances. It is the objective of staff to attain a greater percentage of invested funds, while maintaining the necessary reserves needed to fund City services. However, it should be noted that all investment decisions are made by considering safety first, liquidity second and yield third.

**Debt Administration:**

The City of Rancho Cucamonga, as a general law city, is restricted from incurring general obligation bonded indebtedness that would exceed 3.75% of the total assessed valuation of all real and personal property. The City of Rancho Cucamonga does not have any general obligation debt. The Redevelopment Agency does have various tax allocation bond issues as well as developer loans outstanding. Note 7 of the Notes to the Financial Statements, under the Financial Section of this report, presents more detailed information about these issues.

**Risk Management:**

During Fiscal Year 2010/11, the City of Rancho Cucamonga continued its commitment to risk management programs for safety, general liability, workers' compensation and loss prevention. Aggressive claims handling and a strong litigation stance have assisted in maintaining an appropriate reserve for current and future claims payments. The City has minimized its reliance on its third party administrator by processing and administering small claims in-house, resulting in an estimated cost savings of more than \$10,000 a year. In addition, various risk control techniques, including employee accident prevention training, employee wellness seminars and fairs, loss control techniques, loss control through safety programs and employee hazardous identification programs have been implemented to minimize accident-related losses and exposure by the public.

**December 21, 2011**  
**To the Honorable Mayor, Members of the City Council**  
**and Citizens of the City of Rancho Cucamonga**

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The City of Rancho Cucamonga is self-funded for the first \$350,000 of loss for general liability claims and purchases coverage for losses ranging from \$350,000 to \$20 million. Additionally, the City is self-funded for the first \$150,000 of loss for workers' compensation claims and purchases coverage for losses ranging from \$150,000 to \$50 million.

**Pension Benefits:**

The City provides pension benefits for all employees through a statewide plan managed by the California Public Employees Retirement System (CalPERS). The City has no obligation in connection with employee benefits offered through this plan beyond its annual contractual payments to CalPERS. Additional information on the plan can be found in Note 9 in the notes to the financial statements.

**II. HIGHLIGHTS OF FISCAL YEAR 2010/11**

**Redevelopment Agency:**

**Economic Development**

The Redevelopment Agency's economic development goals continue to focus on creating high-end wage-earning jobs; business attraction, retention and expansion; improving the quality of life for residents and businesses; increasing the City's tax base; and providing opportunities for public and private partnerships, including private investment in the community. The Redevelopment Agency (the Agency) implements programs and activities that will achieve these goals, thereby adding to the growth and expansion of the local business community. Some of the efforts undertaken include:

Business Development: During the past year – despite the economic downturn – approximately 940 new businesses began operation in Rancho Cucamonga.

Local and Regional Business Development and Outreach Programs: The Agency provides a number of programs to assist companies that are considering locating to Rancho Cucamonga or with the expansion of existing business. Agency programs that are include::

- Site selection and relocation assistance
- Rancho Advantage pre-submittal planning
- Electrical certification rebate program
- Business consulting and workshops
- Job referral/applicant screening services
- International trade assistance
- Business resource center
- Business Appreciation Week
- Business and Broker Visitations
- Business communications and resources (website, newsletters, e-bulletins, tourism profiles)
- Business marketing programs

**December 21, 2011**  
**To the Honorable Mayor, Members of the City Council**  
**and Citizens of the City of Rancho Cucamonga**

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Tourism: As part of its economic development efforts, the Agency continues to promote tourism opportunities advancing its “Gateway to a Southern California Adventure,” theme. Rancho Cucamonga continues to receive recognition in travel and tourism magazines, and through regional and statewide internet travel and tourism websites.

**Affordable Housing**

The Redevelopment Agency offers a number of programs which provide permanent affordable workforce housing.

***Home Ownership:***

Citywide First-Time Homebuyers Program: The Redevelopment Agency provides up to \$80,000 in funding for down payment assistance in the form of a silent second mortgage to qualifying low and moderate-income families. To date, the program has assisted over 117 families.

Northtown Home Ownership Program: The Redevelopment Agency partnered with the Northtown Development Corporation to implement a home ownership program, which has assisted 48 families in their pursuit to become home owners.

***Family/Senior Housing Rental Opportunities:***

Housing that is affordable to families who want to live and work in Rancho Cucamonga continues to be a challenge. Affordable rents for family and senior housing range from \$352-\$604 for a studio apartment; \$357-\$662 for a one-bedroom unit; and \$424-\$811 for a two-bedroom unit. The following is a summary of the accomplishments of the Agency to date.

**Family Housing**

- Las Casitas Apartments – 14 units
- Mountainside Apartments – 188 units
- Monterey Village Apartments – 110 units
- Pepperwood Apartments – 228 units
- Rancho Verde East Expansion – 40 units
- San Sevaine Villas – 225 units
- Rancho Verde Apartments– 104 units
- Sycamore Springs Apartments – 96 units
- Villa del Norte Apartments – 88 units
- Sunset Heights Apartments – 116 units
- Villaggio at Route 66-131 units

**Senior Housing**

- Heritage Pointe Apartments – 48 units
- Olen Jones Apartments – 96 units
- Villa Pacifica Apartments – 158 units

**Additional Housing Programs/Activities**

The Agency has developed or participated in a number of other housing related programs including:

- Mobile Home Rental Assistance Program

**December 21, 2011**  
**To the Honorable Mayor, Members of the City Council**  
**and Citizens of the City of Rancho Cucamonga**

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- Workforce Housing Marketing Strategy
- San Bernardino County Homeless Partnership
- Foreclosure Prevention Workshops

**Capital Improvements**

The Redevelopment Agency is responsible for funding capital improvement projects to assist in the elimination of blighted conditions within the community and to encourage additional investment by the private sector. The more significant projects the Agency has funded this year include:

- Upper Cucamonga Storm Drain and Hellman Avenue Widening Improvements
- East Avenue Master Plan Storm Drain
- Foothill Boulevard Improvements
- Etiwanda/San Sevaine Regional Storm Drain
- I-15/Base Line Interchange
- Pacific Electric Trail
- Corporate Yard Expansion
- Demens Basin/Hellman Fire Station Site Preparation

Although the Redevelopment Agency was able to assist in funding several projects to improve transportation corridors and protect businesses and residents through flood control improvements, other projects were not able to be funded due to the State of California's takeaway of \$32 million in redevelopment funds. Future projects may also be in jeopardy if the State continues to take money designated for projects that support Rancho Cucamonga.

**Engineering Services:**

The Department is comprised of one lead section, the Engineering Administration Section, headed by the Director of Engineering Services/City Engineer, and five subordinate sections. The following provides highlights of the major accomplishments achieved during the reporting period and a description of the major capital projects completed.

**Engineering Administration Section**

In addition to overseeing the operations of the Engineering Services Department's full-time and contract employees and \$24 million combined operating and capital budgets, the Engineering Administration Section managed several significant initiatives and projects this year. Key items this year included continued streamlining and improvements to the operating policies and procedures of the Municipal Utility, updating the City's comprehensive Capital Improvement Program document, groundbreaking ceremony for the Foothill Boulevard street improvements, Pacific Electric Trail and Route 66 Trailhead, and continued design of several multi-year capital projects of citywide/regional significance, such as the Foothill Boulevard Widening Project (Grove Avenue to Vineyard Avenue), the Hellman Avenue Storm Drain Project, and Base Line/I-15 Interchange Improvements.

**December 21, 2011**  
**To the Honorable Mayor, Members of the City Council**  
**and Citizens of the City of Rancho Cucamonga**

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Capital Improvements Section

The Capital Improvements Section is responsible for the development and implementation of the City's Capital Improvement Program and the design, inspection and contract administration of various City-funded public improvement projects including paving, curb and gutter, sidewalks, landscape and irrigation, storm drains, traffic signals, City buildings, and park facilities. A major accomplishment for the Capital Improvements Section this year was performing the first ever bridge removal in the City. The old Southern Pacific Railroad Bridge over Foothill Boulevard was removed Summer 2010; the bridge was 105-feet long, 17-feet wide and weighed over 200 tons. The Capital Improvements Section also completed Phase I of the Hellman Avenue Storm Drain Project this year. And a continued priority for the Section has been maintaining the Annual Comprehensive Capital Improvement Program document which gives a 5-year forecast for each active capital endeavor budgeted by the City. A total of 15 Capital Improvement Projects amounting to over \$18.5 million dollars were completed during Fiscal Year 2010/11.

The following are some of the key capital projects that were completed during Fiscal Year 2010/11:

- Removal of the old Southern Pacific Railroad Bridge over Foothill Boulevard
- Directional Guide Sign Project
- Citywide Bridge Deck Maintenance, Phase 2
- Phase I of the Hellman Avenue Storm Drain Project
- Haven Avenue Pavement Rehabilitation from 4<sup>th</sup> Street to Foothill Boulevard
- Hillside Road Pavement Rehabilitation from Beryl Street to Archibald Avenue
- Beryl Street Pavement Rehabilitation from Sunflower to North City Limit
- Wilson Avenue Pavement Rehabilitation from Carnelian Street easterly 1400'
- Calle Vejar Street Improvements from approximately 150' west of Avenida Leon to Avenida Castro and Avenida Leon Street Improvements from Arrow Route to Calle Vejar
- Highland Avenue Sidewalk Improvements from Rochester Avenue to east of Day Creek Channel
- Church Street Parkway Landscape from Rochester Avenue to Hyssop Drive Project
- Acoustic Panels and Window Shades at Paul A. Biane Library Project

Transportation Development Section

The Transportation Development Section oversees the design, installation, and operation of the City's traffic circulation and traffic control facilities, traffic studies, traffic counts, traffic permit issuance, and investigation of citizen concerns. Significant accomplishments this year included participating in a multi-city interconnection project that, when completed, will synchronize all of the intersections along Arrow Route, Carnelian Street/Vineyard Avenue, Archibald Avenue *and* Milliken Avenue throughout the entire city limits. Transportation Development staff also completed the synchronization of 8 intersections along Haven Avenue, added a new traffic signal at Hermosa Avenue and Church Street, and received a Federal grant to implement the Safe Routes to School program.

**December 21, 2011**  
**To the Honorable Mayor, Members of the City Council**  
**and Citizens of the City of Rancho Cucamonga**

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Land Development Section

Land Development is responsible for the review and conditioning of proposed developments, as well as the technical plan check, permit issuance, and construction inspection of developer-funded public improvements such as paving, curb and gutter, sidewalks, landscape and irrigation, storm drains, traffic signals, and park facilities. This year, a major priority for the Section has been continuing its efforts toward utilizing staff resources more heavily, rather than relying on consultants' services, due to the slow down in the economy. To this effort, staff project managed the Civic Center Generator Project; a major undertaking at City Hall this year. Other noteworthy endeavors for this year have been continuing to assist the Inland Empire Utility Agency in processing construction permits for installation of their reclaimed waterlines, issuing permits for residential curb house number painting, and issuing permits for the new parking permit districts. Section staff also assisted the Planning Department in streamlining the Development Review Process.

Environmental Programs Section

The Environmental Programs Section is charged with administering the City's environmental programs which aim to encourage the preservation of natural resources and prevent stormwater pollution, thereby ensuring compliance with state and federal mandates such as AB 939 and the National Pollutant Discharge Elimination System (NPDES). Highlights for this year included updating the mandatory refuse payment ordinance; providing two mulch giveaway events for residents; and the completion of the NPDES Local Implementation Plan. The Local Implementation Plan is a requirement and was completed entirely by staff, saving the City an estimated \$7000 in consultant fees.

Municipal Utility Section

The Rancho Cucamonga Municipal Utility (the Utility) functions as a "spot utility" providing electric service to a limited number of newer commercial developments including and surrounding the Victoria Gardens Regional Center. Beginning January 2011, the Utility became its own Scheduling Coordinator (SC) with the CAISO to schedule and account for all power flows through the CAISO. The City has contracted out with Riverside Public Utilities (RPU) to become its SC Agent on the Utility's behalf. The Utility has had notable advances in its Energy Efficiency Program this year. The Utility brought its first net metering (solar) customer on the grid, which allows the customer to be virtually self-sustaining – energy wise – and also allows for the capacity to provide excess energy back to the Utility. The Utility also issued energy efficiency lighting rebates to 3 customers. The Utility rolled out a Quarterly Customer Newsletter aimed at educating customers and providing them information about Utility programs as well as energy efficiency tips and current initiatives. Finally, the Utility was recognized by the American Public Power Association (APPA) for its outstanding safety practices, and received the *Electric Utility Safety Award for Safe Operating Practices*.

**Public Works Services:**

The Public Works Services Department is the steward of the City's growing infrastructure of buildings, streets, storm drains, parks and landscape improvements. To fulfill its broad mandate, the Public Works Services Department is headed up by the Public Works Administration Group

**December 21, 2011**  
**To the Honorable Mayor, Members of the City Council**  
**and Citizens of the City of Rancho Cucamonga**

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which is charged with the management of three subordinate sections: Facilities Maintenance; Streets and Storm Drains Maintenance; and Parks and Landscaping Maintenance. The following are the highlights within the Public Works Services Department during Fiscal Year 2010/11:

Administration Section

- The design process for the Public Works Service Center expansion was completed and construction began in July 2011. This expansion will provide the space greatly needed to accommodate the City shifting from a growth period to a maintenance mode. The building will be constructed with sustainable, environmentally-friendly materials and will feature California native landscaping as well as solar panels to lower our demand for water and electricity. The construction is anticipated to be completed in late Fall of 2012.

Facilities Maintenance Section

- Epicenter and Adult Sports Park Sports Lighting Replacement Project: As a part of the replacement of sports lighting at the Epicenter and Adult Sports Park, 3 softball and 2 soccer fields will have more energy efficient lamps installed. New technology in the ballasts will allow the replacement of 1,500 watt lamps with 1,000 watt lamps on these fields which will result in a savings in electricity, but it will also result in fewer ballast changes each year. Specifications will be completed during FY 2010/11 and the project will start after the baseball season in September 2011 and will be completed in December 2011.
- EECBG Stimulus Package: In FY 2009/10 the Public Works Services received approximately \$1.3 million from the Energy Efficiency and Conservation Block Grant (EECBG) funding for the replacement of the variable air volume (VAV) boxes and HVAC control system. The installation of new digitally controlled VAV boxes and an advanced HVAC control system will provide an estimated 15-20% greater efficiency in controlling air conditioning and heating for significantly improved climate control and comfort for the building occupants. The system will compare real-time space temperature, outside air conditions, and equipment capabilities so the equipment can be turned on at an appropriate time to ensure maximum comfort and efficiency. The specifications for this project are complete and went out to bid in March 2011. The project was awarded in May 2011 and will continue through FY 2011/12.
- In addition to the HVAC work at the Civic Center, construction began on a new emergency generator enclosure at the southeast corner of the north parking lot of City Hall that will house two emergency standby generators that will provide emergency power to City Hall during power failures. The project was awarded in October 2010 and was completed in June 2011.
- Many smaller projects were completed during FY 2010/11 including: Floor tile replacement at the RC Family Sports Center, Stadium locker room carpet replacement, and Corporate Yard roof repairs.

**December 21, 2011**  
**To the Honorable Mayor, Members of the City Council**  
**and Citizens of the City of Rancho Cucamonga**

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Streets, Fleet, and Storm Drain Maintenance Section

- **Fleet Shop Modifications:** We currently have 10 CNG vehicles (6 sweepers, 3 dump trucks and 1 Honda sedan) in our City fleet. During FY 2009/10, Public Works Services received a grant from the South Coast Air Quality Management District (SCAQMD) via the Mobile Source Air Pollution Reduction Review Committee (MSRC) for \$117,500 toward the fleet shop modifications to accommodate the repair and maintenance of CNG vehicles at the Public Works Services Center. This is the latest of several grants we have received from SCAQMD for alternative fuel vehicles/projects. Design was completed during early FY 2010/11 and modifications will be completed by December 2011.
- **Street Name Sign Replacement Program:** Street names signs completed during this fiscal year were predominantly located between Day Creek Blvd. and Etiwanda Avenue from Church Street on the south to the northern city limit. The new street name signs are constructed of highly retroreflective materials and have been well received by the community and emergency response agencies.
- **Bridge Deck Maintenance:** As part of the Caltrans bridge deck inspection program, the City receives a bi-annual report on the general condition of our bridge decks. From this report and inspections by our contractor, a maintenance plan is created. Phase I of the maintenance was completed in May 2010. Phase II of the maintenance project started in October 2010 and was complete in Spring 2011.

Parks and Landscape Maintenance Section

- The City of Rancho Cucamonga was recognized by the Department of Forestry and Fire Protection for effectively managing public tree resources throughout the past year. The Tree City USA award was presented at a tree planting ceremony during the Arbor Day Festivity in May.
- **Red Hill Park:** Staff completed the Red Hill Park Cobblestone project to stop erosion into the lake.
- **Recycled Water Update:** Phase II of the recycled water project is well under way and is ready to come on line. 10 parkway and median islands sites in various landscape maintenance districts and 2 park sites (Victoria Arbors Park and the Adult Sports Complex) was connected to the recycled water system at the end of November 2010.
- **Park and Landscape Update:** Staff continues to increase the use of mulch to create an environment for healthier plants and lower water usage. Park crews along with NPDES and Burrtec have set up a program where the City's wood waste is being recycled and reused throughout the city as mulch. Mulch helps to reduce soil moisture evaporation, cools the soil and allowing beneficial micro-organisms to thrive and creates a weed barrier. The use of mulch is not only aesthetically appealing and improves the beauty of the landscape, but also helps in reducing the cost of plant material, water and labor.

**Planning:**

The Planning Department processed a wide variety of projects during the 2010/11 fiscal year. The following are the highlights of those activities.

**December 21, 2011**  
**To the Honorable Mayor, Members of the City Council**  
**and Citizens of the City of Rancho Cucamonga**

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Current Planning

In Current Planning, a number of major development projects, permit entitlements and special projects were processed including the start of the comprehensive Development Code Update. Approximately 1,580 construction plan checks and 187 rechecks were completed.

Some of the major development projects that were processed and/or inspected were:

- Lazy Dawg, a casual dining restaurant, is currently constructing a free-standing building of over 9,300 square feet on Fourth Street between Buffalo Street and Richmond Avenue. One of their well-known features is the outdoor patio that will accommodate pets for dining with their owners. They have publicly commented that they have gotten their construction approvals for this restaurant faster than many other cities have processed their restaurants that have not required construction.
- Farrell's Ice Cream Parlour is currently renovating the old "Macaroni Grill" site on Foothill Boulevard in the Terra Vista Town Center. This highly anticipated "retro" restaurant is planning to open before the end of 2011.
- 99 Ranch Grocery Store opened on the southeast corner of Archibald Avenue and Base Line Road. This has been a very popular shopping destination providing a variety of food products for our residents' shopping experience.
- A Development Review for Ryland Homes was approved by the Planning Commission for 70 single-family lots on 30.93 acres of land in the Low Residential District (2-4 dwelling units per acre) in the Etiwanda North Specific Plan, located on the north side of Day Creek Boulevard, east of the Southern California Edison Corridor.
- Five Guys Restaurant has opened in the Terra Vista Shopping Center on Haven Avenue north of the CVS Pharmacy and Foothill Boulevard. They have been rated "Number One" of all hamburgers and our residents have proved that it is a very popular choice of places to eat.
- RaPour Restaurant is currently under construction at 7900 Kew Avenue within the Victoria Gardens Lifestyle Center. This high-end restaurant and bar will provide a unique dining and entertainment experience that is currently experienced in the downtown Los Angeles area.
- Richmond American Homes is completing the last of the building of single-family homes within the Victoria Arbors Master Plan with the design review of 31 single-family lots on 8.79 acres of land in the Mixed Use District located on the northwest corner of Victoria Park Lane and Long Meadow Drive.
- Hobby Lobby, a craft-style store that includes floral, fabric, hobby equipment, seasonal décor and party supplies, has remodeled the old "Mervyn's Department Store" space on Foothill Boulevard in the Terra Vista Town Center, occupying approximately 73,000 square feet. Their Grand Opening was held in October 2011.
- Nongshim Holdings is adding 73,454 square feet to an existing 265,676 square foot industrial building for additional production lines located at 12155 Sixth Street.

**December 21, 2011**

**To the Honorable Mayor, Members of the City Council  
and Citizens of the City of Rancho Cucamonga**

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- Toby Keith's "I Love This Bar and Grill" received approval from the Planning Commission in summer of 2010, and interior construction began in the late fall at the Victoria Gardens Lifestyle Center. This new addition to Victoria Gardens will occupy the former West Elm furniture store, a subsidiary of Williams-Sonoma, which closed in 2009. Toby Keith's will occupy a lease space of nearly 16,000 square feet and will also include a 770 square foot covered outdoor dining area. The bar area will be unique, encompassing over 1,100 square feet and featuring over 70 bar stools. Patrons will also be able to dance to live bands performing on a 750 square foot raised platform located inside the building.
- An industrial/warehouse complex comprised of 12 buildings and 12 parcels was approved by the Planning Commission in November 2010 consisting of a triangular shaped property of approximately 904,000 square feet (20.7 acres) located about 640 feet west of Hellman Avenue on the south side of 8th Street and the south and north sides of 7th Street.
- A new Baker's Drive-thru Restaurant of approximately 2,300 square feet is currently under construction in the Victoria Commons Shopping Center on the southeast corner of Foothill Boulevard and Rochester Avenue.
- A new Taco Bell fast food drive-thru restaurant of 2,432 square feet was constructed at 9709 Base Line Road within an existing shopping center in the Neighborhood Commercial (NC) District at the southeast corner of Base Line Road and Archibald Avenue.
- The K. Hovnanian housing tract is currently under construction. The project consists of 79 single-family homes on 34.1 acres of land in the northeast corner of the City in the housing development of Rancho Etiwanda Estates.
- Lewis Apartment Communities is currently constructing a multi-family housing development consisting of 192 units on 11.15 acres of land within the Residential High (H) Development District (24-31 d/u per acre) of the Terra Vista Community Plan on the south side of Church Street between Elm Avenue and Spruce Avenue.
- The first comprehensive Development Code Update since 1983 is currently underway and is expected to be completed by the end of Fiscal Year 2011.

Advance Planning

The Advance Planning section was involved in the following special projects:

- Staff applied for the Compass Blueprint Demonstration Project, a Southern California Association of Governments (SCAG) project, on October 21, 2010 for the review of Foothill Boulevard Transit Oriented Development and Bus Rapid Transit possibilities. This year staff was contacted by SCAG and informed of the award of up to \$125,000 for the proposal.
- The continued implementation of the Neighborhood Stabilization Program (NSP). In 2008 the City received \$2.1 million in Housing and Urban Development Funds to stabilize neighborhoods with high foreclosure rates. A total of 12 properties were acquired, this includes 6 by homeowners using down payment assistance and 6 by the City for reuse/resale. Of the 6 properties acquired by the City, 3 were under the Acquisition/Rehabilitation and Reuse activity and 3 were under the Acquisition/Rehabilitation and Resale activity. In July 2011, 2 of the properties acquired under the Reuse activity were transferred to the House of

**December 21, 2011**  
**To the Honorable Mayor, Members of the City Council**  
**and Citizens of the City of Rancho Cucamonga**

---

Ruth and the third will be transferred to the Pomona Valley Habitat for Humanity soon. The 3 properties acquired under the Resale activity will be rehabilitated and sold to income eligible homebuyers to create first time home ownership opportunities.

- The continued implementation of the Energy Efficiency and Conservation Strategy (EECS), which includes the Civic Center HVAC activity (which is currently in process), Energy Efficient Revolving Loan (10 loans processed), Energy Efficient Appliances Rebate (126 rebates processed), and Energy Efficiency Coordinator activities.

Historic Preservation

Historic Preservation activities included the following:

- Historic Preservation Month for 2011 was celebrated throughout the month of May and consisted of activities such as the Annual “Mother’s Day Tea” hosted by the Etiwanda Historical Society; a proclamation was presented to the City Council in recognition of Preservation Month; informational historic booth displays at the Biane Library; and a “Local History Night” that was an evening event for the public that was hosted by the Library Services Department and the Planning Department on May 20, 2011.
- At the May 20, 2011 “Local History Night”, the City launched the new Historic Preservation Website as part of a joint effort with the Library staff and through the procurement of an \$80,000 grant through the State Library Fund.
- Planning staff continues to work with the Library Services staff on the Local History 2.0 grant awarded in 2009.
- Chaffey-Isle House - Continued monitoring of construction activity on the restoration of the Chaffey-Isle House.
- The Pacific Electric Train Depot was placed on the National Register of Historic Places by the United States Department of the Interior. National Register designation will allow the City to apply for additional funding and grant opportunities.
- The City successfully purchased the Pacific Electric Train Depot and approximately 1 acre of property from SANBAG as well as approving an amended lease agreement for the remaining approximately 3 acres of property. Depot and site improvements are on hold awaiting resolution of the ability to encumber RDA funds.
- The Historic Preservation Ordinance was adopted by the City Council on June 1, 2011.
- A development/design review application is being processed for the property adjacent to the Cucamonga Service Station.
- Continue working with library staff on the Local History Digital Resources Project. The third batch of materials was sent to the digital consultant along with the inputting of data into the CONTENTdm software.

**December 21, 2011**

**To the Honorable Mayor, Members of the City Council  
and Citizens of the City of Rancho Cucamonga**

---

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- A Mills Act contract was processed for the Nosenzo-Smiderle House on 8068 Archibald Avenue.
- Archive Center – updating and cataloging continues to be an ongoing task.
- Staff is currently processing the Johnson House map and Landmark Designation.
- Restoration was completed on the historical trellis by the Solid Ground Brethren Church at the historic Goerlitz property located at 6558 Hermosa Avenue.
- A Mills Act contract was processed for the Bartholow House at 12920 Bartholow Drive.
- A request to designate the Pearson House as a Designated Local Landmark District located at 6956 Etiwanda Avenue was approved.
- A Mills Act contract was processed for the Emery House located at 7403 Archibald Avenue.

**Building and Safety:**

The Building and Safety Department provides plan checking, inspection and permit activities for construction projects to meet State Model Codes including building, fire, ADA, energy, grading, plumbing, mechanical and electrical codes. The department also provides code enforcement of municipal code and property maintenance standards in a coordinated environment.

Building and Safety continues to enhance the use of permit software that helps to expand its use to on-line permit processing of fee payments. It also provides an interactive voice response system which allows customers to access permit and inspection information 24 hours a day, 7 days a week. The department conducted over 14,514 inspections, responded to over 1200 complaints and investigations, and issued almost 1,866 permits during the 2010/11 fiscal year.

The Department continues to improve communication with customers by enhancing public relations through website development, providing user friendly forms online, creation and design of an informative department brochure, revision and updating forms and handouts, and the publication of a quarterly newsletter.

The Department continues to work on updating the current fee study and anticipates taking the new fees to the City Council in December for a formal adoption.

**Building Inspection**

The Building Inspection Section has assumed the enforcement responsibilities of mobile home parks and has been working with the parks to discuss outstanding issues and concerns, while assigning an Inspector to the parks that is responsible for ensuring the properties are maintained. In addition, this unit works with Code Enforcement to abate properties that are vacant and abandoned due to foreclosed residential and commercial properties. Additionally, this section provides support to the Fire Department and Engineering staff for inspection services for the new fire station on Hellman Avenue.

**December 21, 2011**  
**To the Honorable Mayor, Members of the City Council**  
**and Citizens of the City of Rancho Cucamonga**

---

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Plan Check and Support Services

The Plan Check and Permit Section continue to address the reduction of projects by keeping all projects in-house for plan review and inspection services. Additionally, the Building Inspectors have enhanced their customer service to include over the counter plan review.

Fire Construction Services

Unique to Rancho Cucamonga is the Fire Construction Services section located within Building and Safety. On behalf of the Rancho Cucamonga Fire Protection District, Fire Construction Services performs all development and technical review related to fire codes and standards for new proposed projects, plan review and permit issuance of all fire protection systems (automatic fire sprinklers, fire alarms/monitoring systems and hood suppression systems) and the section provides all fire inspections for new construction.

Additionally, this section performs Wildland Interface reviews within the Very High Fire Hazard Severity Zones, and they continue to work diligently with the Fire District to help local business come into compliance with the current fire codes while minimizing the potential disruption to their business, and

Grading Services

Our Grading section provides review and approval of rough and precise grading plans for construction of residential and commercial projects. This section meets with developers, neighborhood groups and local residents to discuss plans and proposed projects, along with investigates complaints regarding a wide variety of building and construction.

Additionally, this section continues to provide cross department support to the Engineering and Planning Departments, with project review during the entitlement process, performing reviews of the Storm Water Quality documents, and acting as the City Land Surveyor for the Engineering Services department.

Code Enforcement

This section continues to provide services for enforcing requirements of municipal code, property maintenance standards, zoning related issues, and promoting and educating the general public to maintain healthy, safe, and clean living and working environments. Code Enforcement receives requests for service each year on certain areas of the Municipal Code, such as property maintenance and health and safety concerns.

This section has a comprehensive program which protects a property owner's investment, promotes public health and welfare, and enhances the quality of neighborhoods. It is an integral part of the City's commitment to neighborhood preservation. When homes and businesses are properly maintained, it has a positive effect on the appearance of our community.

During FY 2010/11, Code Enforcement continued to promote the volunteer program and had three (3) very active individuals who assisted staff with a variety of tasks. A Shopping Cart Retrieval Ordinance was adopted which required business owners to retrieve their carts within 48

**December 21, 2011**  
**To the Honorable Mayor, Members of the City Council**  
**and Citizens of the City of Rancho Cucamonga**

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---

hours of being removed from their premises. In addition, they continued their successful neighborhood clean-up efforts by assisting over 180 residents and collecting approximately 16-tons of garbage.

Finally, this section is responsible for enforcing municipal codes against owners who have abandoned or vacated their properties. During this year, Code Enforcement handled over 3,800 complaints in response to nuisance abatement for 31 cases of abandoned homes and more than 150 registered vacant homes.

**Community Services:**

Senior Services

The motto of the James L. Brulte Senior Center is *Stay Healthy, Live Longer*. Thousands of seniors in Rancho Cucamonga have embraced this philosophy for life and are active participants at our dynamic Senior Center. Offering a variety of recreation, education, fitness, cultural, nutrition, health and wellness programs and services, the Senior Center continues to be the focal point for older adult services in Rancho Cucamonga. The Senior Center is a place where senior adults can spend the best years of their lives!

At the core of the Senior Center's expansive program is the daily lunch program which provides inexpensive hot meals to over 190 seniors at the Center and in their homes. The Senior Center also provides a wide selection of activities, classes, events and services. Another vital program for seniors, the Silver Fox Express Senior Transportation Service, provides essential transportation to the seniors in Rancho Cucamonga. The 17 member Senior Advisory Committee had one of its most productive years to date. Boasting several accomplishments and a successful year of fundraising for the Silver Fox Express, the Committee hopes to continue to build on past successes.

The Senior Center has addressed many challenges over the past year in meeting the needs of older adults throughout our community. The Center continues to be a treasured community resource that is an essential link in the aging network, offering a broad range of services and activities and access to many other community resources. The James L. Brulte Senior Center is the place "For the Best Years of Your Life."

Cultural and Performing Arts

The Lewis Family Playhouse at the Victoria Gardens Cultural Center completed its fifth season presenting a wide variety of performances for all ages and interests, offering a great menu of entertainment options including music, dance, comedy, family theatre, Broadway-style musicals and even documentary films.

The Rancho Cucamonga Community Theatre also brought three delightful new productions to the stage this year: *Lilly's Purple Plastic Purse*, *The Gingerbread Man*, and *Anne of Green Gables*.

**December 21, 2011**  
**To the Honorable Mayor, Members of the City Council**  
**and Citizens of the City of Rancho Cucamonga**

---

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Special Events and Special Projects

Last year over 27,200 community members attended the Department's major community-wide special events. Last year's special events included: Movies and Concerts in the Park, Founders Festival, Cinco de Mayo Celebration, and Springtime Movies in Town Square.

Sports

The Sports Division continued to follow the Community Services Department motto of "*Touching Every Life*" by providing a wide variety of Pee Wee, Youth and Adult activities for our residents. A Summer Sports Camp at Alta Loma High School was again offered this year for the community's youth. Campers participated in a structured camp filled with sports, games, swimming, board games, crafts and movies. A wide variety of Adult Sports Leagues and Tournaments were available for adult community members as well. Finally, the Northtown Partnership, a collaboration between the City of Rancho Cucamonga Community Services Department and The Northtown Housing and Development Corporation, continued to provide recreation and sports activities in a safe environment to the residents in this portion of the city. The City has currently added a new Healthy Cooking class as well as a Gardening class to the residents of Northtown. Most programs are open to youth and adults.

Youth and Family

The Community Services Department has the largest contract class program in San Bernardino County. This year the program offered a variety of recreational, leisure time classes such as: Music, Dance, Fitness, Dog Obedience, Child Development, and Arts & Crafts. Classes were offered at City Facilities and local studios. A total of 1,152 classes were offered during the past year with a focus on supporting a *Healthy RC* lifestyle.

RC Family Resource Center

The RC Family Resource Center provides a link to over 58 non-profit/social service organizations providing emergency food and clothing, counseling, General Education Development (GED) preparation, case management, family crisis intervention, domestic counseling, adult and youth life skill classes, parenting classes, support groups and much more.

Additional Department Activities

Volunteer opportunities continued to grow and expand this past year as staff continued to find new ways to utilize volunteers throughout the City. During the last year volunteers *worked* at numerous events and activities. Last year over 50,000 hours of volunteer services were provided by the Department's volunteer core. Providing opportunities for citizen involvement is an important aspect of the philosophy of the City and the Department.

The Rancho Cucamonga Epicenter is home to the highest attendance ranked Southern California team in the Single 'A' Baseball League, the Rancho Cucamonga Quakes. The team is a California Affiliate of the Los Angeles Dodgers. Quakes' baseball is played on the Stadium field between April and September each year. On non-game days and during the off-season, the facility is available for rent.

**December 21, 2011**  
**To the Honorable Mayor, Members of the City Council**  
**and Citizens of the City of Rancho Cucamonga**

---

---

**Police Department:**

The City of Rancho Cucamonga contracts with the San Bernardino County Sheriff's Department for general law enforcement services. The Police Department has 135 sworn officers, 39 general employees and 96 volunteers which include Reserves, Citizen Patrol, Equestrian Patrol and Explorers. In addition to basic patrol services the Rancho Cucamonga Police Department also provides the following: School Resource Officers; Bicycle Enforcement Team; Multiple Enforcement Team; Traffic Enforcement; Detective Unit; Alcohol Compliance Team; and a Retail Theft Team.

The City of Rancho Cucamonga continues to hold a reputation as the premier city in the Inland Empire. According to the CQ Press, the City of Rancho Cucamonga is rated year after year as one of the 'safest' cities in the United States of America with a population over 75,000. The City of Rancho Cucamonga and its Police Department share a great deal of pride in this accomplishment and enjoy a great working relationship. Together, they provide residents and business owners with the type of safe community other cities envy. In 2011, the following programs and projects highlight the inter-department collaboration and community support that justifies such high ratings:

The Public Safety Video Network (PSVN)

The PSVN is intended to leverage police resources as a "force multiplier" and provide a safe and secure environment for those living or visiting the City of Rancho Cucamonga. It began with a proof of concept and a presentation made to the City Manager's Office to approve the PSVN policy, which will eventually go before the Mayor and Members of City Council in early 2012.

Initially, the city will focus on enhancing public safety in and around Victoria Gardens. Our medium and long term goals are to include many strategic areas within the city. The initial funding will result in little to no cost to the city and will be funded through Justice Assistance Grants awarded by the Office of Justice Programs.

As part of this collaborative effort, the Police Department will work closely with other city departments to implement the PSVN with cameras and/or supporting infrastructure installed in each identified location. The PSVN command and control center will be located at the Police Department.

Crime Prevention Unit

As a result of necessary cuts to the Police Department's budget, the Crime Prevention Unit was largely affected. Being reduced from five (5) positions to one (1), the unit was left virtually ineffective. The Police Department has begun to rebuild the unit, however, with significant changes.

The unit is now being managed by a deputy sheriff who is auditing current programs, adopting new ideas and implementing alternative methods of public information distribution. Additionally, the unit will build a strategic plan for the future as the station regains personnel numbers in coming years. The focus of the "new" Crime Prevention Unit, or possibly the Information Exchange Unit, is to be much more communicative with the residents of the city

**December 21, 2011**  
**To the Honorable Mayor, Members of the City Council**  
**and Citizens of the City of Rancho Cucamonga**

---

---

about what is trending and how they can best protect themselves and stay current with vital information.

Public Service Messages

The Police Department organized a working group comprised of police department and city staff to invent a campaign aimed at educating the community about traffic safety. In Rancho Cucamonga, like many other jurisdictions throughout the state, there has been a notable increase in traffic related deaths; specifically vehicle versus pedestrian. Year to date totals in the City of Rancho Cucamonga reflect 11 fatalities, 6 of which were pedestrians.

The city plans to work with an outside marketing firm interview the working group and submit design and logo's that will best target the demographic identified. It is a great approach and a good step toward learning how to push quality and timely information out to the community.

CopBook

CopBook is a network similar to FaceBook; however, is controlled to only allow a specific group of users to join. Users can create profiles, list details of current investigations, contact information, and other investigative information. Users can communicate with other users through messages and a chat feature and share real time critical information; information is power. Although new, this concept is currently being used by other police department's and is proving to be a valuable tool in the fight against crime.

**Fire Department:**

The Rancho Cucamonga Fire Protection District is responsible for fire prevention, fire protection, and life safety services. District personnel are dedicated to the preservation of life and property in service to the community. The continuous goal is to deliver these services in an effective, efficient and professional manner. The Fire District emphasizes a risk reduction strategy to educate the community and enforce life safety regulations that are designed to protect natural resources, secure the economic vitality of the community and improve the quality of life for its citizens. The Fire District emergency response platform is seven paramedic-staffed engine companies and two ladder companies operating out of six, soon to be seven fire stations. These crews are trained and equipped to handle a variety of emergency situations. They are strategically deployed throughout the City to ensure a rapid and effective response designed to quickly assess the emergency situation and initiate actions that will stop its escalation and bring it under control. In this way Fire District members save lives, reduce the impacts of injury and illness, preserve property and protect the environment.

Working in conjunction with other providers such as the San Bernardino County Sheriff Department's Rancho Cucamonga Station, the Fire District has been a vital partner in public safety in the community since the formation of the Alta Loma Fire District in 1931. The District continues this tradition of service by constantly reviewing and refining its administrative and operational procedures and policies in order to ensure its resources are maximized in this effort.

During the 2010/11 fiscal year, District staff accomplished the following to maintain and improve existing services levels in accordance with Council approved goals:

**December 21, 2011**  
**To the Honorable Mayor, Members of the City Council**  
**and Citizens of the City of Rancho Cucamonga**

---

- Began construction of the new Hellman Avenue Fire Station (177).
- Purchased and received firefighting gel units for use on structures threatened by approaching wildfires as budgeted for in the FY 2009/10 Adopted Budget.
- Reduced staffing on a daily basis by one on-duty firefighter as a cost-savings measure.
- Developed an organizational framework and adjusted the planning process accordingly. This included aligning the internal planning process to a fiscal year basis. Also, reorganized the operating budget document to accurately reflect and account for the direct and support service activities performed by the Fire District. District program managers must validate their resource allocation requests through managed and sustainable objectives
- Implemented comprehensive weed and fire hazard abatement program. Assumed control of this program from the County. Performed weed and fire hazard abatement inspections on trail systems in the high fire hazard areas. Also issued seasonal abatement notices to vacant parcel owners. Procured services weed abatement contractors. Sent out 192 notices for non-compliance. Utilized District contractors to abate weeds on 71 parcels.
- Continued the public education Risk Watch™ injury prevention program in a dozen preschools across the City. The comprehensive injury prevention program targeted eight major risk areas that result in serious injury or death for children under the age of five. More than 50 teachers and 1,200 students participated in the program.
- Conducted first annual Junior Firefighter Camp. 25 children ages 9-13 participated in week-long activities themed around the firefighting career and fire safety in the home.
- The combined efforts of Public Education and Fire Prevention to reduce the use of fireworks in the City continue to show results. After logging a steep reduction in the number of fireworks complaints from 2005 to 2009, the District determined that evening patrols could be scaled back. While we acknowledge that there remains some illegal use of fireworks, most residents are complying with the City's fireworks laws. The ability to reduce the evening patrols has helped to reduce overtime expenses incurred by the Fire District Prevention Bureau.
- Emergency Management Program. Re-introduced the Community Emergency Response Team training. Conducted eight classes for over 120 students providing hands on skills and increased awareness of actions that can be taken before, during and after disasters as a means of increasing the community's disaster resiliency.

Continued to develop and monitor new operational procedures as a result of the 2009 move to the Confire Dispatch Center in Rialto.

**Library Services:**

Library services in Rancho Cucamonga continued to be very busy in Fiscal Year 2010/11. In the past fiscal year we checked out over 1.2 million books, DVDs, CDs and magazines, issued over 18,000 new library cards. Over 150,000 people used a library computer or our Wi-Fi network, and over 40,000 youngsters attended a library program. Currently 215,000 borrowers own a Rancho Cucamonga library card and enjoy a collection of over 275,000

**December 21, 2011**  
**To the Honorable Mayor, Members of the City Council**  
**and Citizens of the City of Rancho Cucamonga**

---

titles, 320 magazine and newspaper subscriptions and free access to over 70 PCs through “The Three Amazing Libraries” of Rancho Cucamonga.

Other Library highlights include:

Children's Services:

- More than 40,000 youngsters came to our libraries to enjoy the popular story time programs. Offered eighteen times each week at our two locations, the preschool, toddler, school-aged and teen programs offer something for children of every age.
- The Summer Reading Program had over 4,500 children and teens maintaining their reading skills during the summer months.
- The "Back to Basics" Children's Literacy Program served another class of 150 youngsters, improving the reading level of each child and promoting reading and literacy as a pathway to success.
- The popular "Kismobile" bookmobile provides service to elementary schools. Stocked with books that kids love, our distinctly-designed bookmobile visits children at their school sites. The “Kismobile” checked out almost 50,000 items to children during this past fiscal year.

Senior Services:

- The Library's "Housecalls" outreach program delivers library materials via volunteers to community members who cannot come to the library. This service reaches more than 70 Rancho Cucamonga residents, and we deliver library materials ranging from books to DVDs to recorded books on CD.

Information and Virtual Library Services:

- Between the Adult and Children's Information Service desk and our Virtual Library, over 170,000 information questions were answered during the past fiscal year.
- Over 150,000 library customers used our free, public access computers or Wi-Fi network to search for jobs, send email, create resumes, type up school reports or just surf the Internet, while over 1,500 children, teens and adults took advantage of hands-on computer classes.

Literacy Services:

- Over fifty active literacy tutors and learner pairs call the Library their home to improve literacy skills. The continuation of this program is possible due to on-going support from the State Library, Community Development Block Grant funds, corporate and private donations.

**December 21, 2011**  
**To the Honorable Mayor, Members of the City Council**  
**and Citizens of the City of Rancho Cucamonga**

---

---

Volunteer Services:

- Between the Friends of the Library and the regular volunteers, over 17,000 hours of volunteer time were donated in Fiscal Year 2010/11.
- The Friends of the Library volunteers accounted for 8,500 hours of volunteer time for sorting, staffing and managing the Friends Bookstore at both libraries. Open seven days a week, the Friends Store raised over \$120,000 for the Library in Fiscal Year 2010/11.

Library Foundation Highlights:

- In the past year, the Library Foundation donated over \$75,000 towards various library programs. Matching grants the Library received this year were used for the creation of a local history web site and for more “Play and Learn Islands<sup>TM</sup>”.

Goals for Next Year

- The Library will continue to aggressively pursue grant funds from numerous agencies.

The Library hopes to successfully grow the passport acceptance agency service in the coming year since it serves as an addition revenue stream for the Library.

**City Manager's Office:**

As the administrative head of city government, the City Manager is appointed by the City Council to enforce municipal laws, direct daily operations of the City, make recommendations to the Council, prepare and monitor the municipal budget, appoint and supervise all City department heads and employees, and supervise the operation of all City departments. The City Manager is responsible for implementing policies adopted by the City Council; preparing and submitting the annual budget and administering the day-to-day operations of the City.

As part of these responsibilities, the City Manager’s Office oversees various citywide and interdepartmental projects and efforts. These include:

Healthy RC

Under the leadership of the City Manager’s Office, Rancho Cucamonga has developed an innovative Healthy RC program. The program is unique in its holistic approach in encouraging residents, businesses, and our own organization to adopt healthy, active and sustainable lifestyles and practices. This approach brings together both new and existing efforts of each City Department with the goal of improving of the quality of life in our community.

Healthy RC highlights include:

- Rancho Cucamonga was one of 41 sites nationwide awarded a grant in the amount of \$360,000 from the Robert Wood Johnson Foundation (RWJF) to improve opportunities for physical activity and access to affordable healthy food for children and families throughout the city.

**December 21, 2011**

**To the Honorable Mayor, Members of the City Council  
and Citizens of the City of Rancho Cucamonga**

---

- The City was awarded a California Obesity Prevention Program grant from the California Department of Public Health to implement policy and environmental change strategies to advance obesity prevention.
- The City has integrated a leadership training program into its obesity-prevention work called “Campeones para la Comunidad” (Community Champions), designed to equip residents with the skills they need to meaningfully participate in the policymaking process and build their capacity to change their environments to promote health.
- In partnership with the County of San Bernardino Department of Public Health, the City implemented the Healthy RC Kids Safe Routes to School Program at 3 schools in the city to improve safety and encourage all children to walk and bicycle to school.
- The City offered a free bilingual healthy eating/cooking program (CASA) to educate and support families to prepare healthier and more nutritious food, as a strategy to prevent diabetes and obesity.
- The City offered a container gardening program (GROW) to educate and support families to grow their own produce and learn to prepare healthier and more nutritious meals.
- As a result of an extensive community outreach process, the City adopted Farmers’ Markets and Community Gardens Ordinances to facilitate access to healthy food, especially in under-resourced areas of the city.

Green Sustainability

The City Manager’s Office has led the citywide green sustainability efforts. The *Healthy Earth* program strives towards a greener, cleaner Rancho Cucamonga. Identified efforts to minimize the city operation’s and the community’s environmental impacts from city operations and the community are in the areas of water conservation, greenhouse gas reduction, energy efficiency, waste reduction, and transportation. The focus in FY 10/11 was to continue identifying and implementing environmentally sustainable initiatives in city operations and encouraging Rancho Cucamonga residents and businesses to be more environmentally conscious. Some of the accomplishments under this initiative include:

- Utilizing Energy Efficiency Block Grant funding, completed energy efficiency retrofits to 10 homes and provided 110 rebates for homeowners that purchased Energy Star appliances.
- Participated in the grant-funded California ReConnect program to install public electric vehicle charging stations at various city destinations.
- Launched the CTRL Tree paper waste reduction campaign in order to reduce the amount of paper consumed by city departments.
- Awarded the Home Depot Healthy Communities Grant to plant new trees at Church Street Park.
- Recipient of the Frontier Project’s 2010 Environmental Steward Award.
- Ongoing education and promotions such as Employee Earth Day event, pledge boards, and newsletter articles encouraging sustainable practices.

Workforce Development

The City Manager’s Office continues to provide oversight for the Team RC Workforce Development Program. This initiative assists in employee development, fostering an ideal culture, and preparing the next generation of public service employees. Learning & Development

**December 21, 2011**

**To the Honorable Mayor, Members of the City Council  
and Citizens of the City of Rancho Cucamonga**

---

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Teams have been created out of employees drawn from a cross-section of the City and representing all levels of the organization. The job of each team is to develop specific strategies that will enable us to achieve measurable, meaningful progress in the development of our organization and further build a tradition of excellence.

Community Information Program

The City Manager's Office oversees the citywide Community Information Program. The mission of the Community Information Program is to provide accurate, open and comprehensive information about the City of Rancho Cucamonga and its programs, policies, services, and future plans in a timely manner to those who live, work and play in the city. It produces the quarterly community newsletter *Rancho Reporter*; prepares and distributes news releases; answers media inquiries; oversees all programming on the City's Government Access Channel RCTV-3; produces brochures, flyers, and other literature; promotes special events; and provides media relations and public relations counsel to City departments.

The City Manager's Office ensures Rancho Cucamonga citizens stay up-to-date with City news and encourages residents to use a variety of communication tools available on the City website that connect residents with the City of Rancho Cucamonga easily 24-hours a day, 7-days a week from any location. In 2010, the City launched a new website under the theme "Discover My Rancho @ [www.CityofRC.us](http://www.CityofRC.us)." This was the first comprehensive overhaul to the City website since 2003 and takes advantage of recent technological leaps. The website includes a number of powerful new tools to provide excellent, highly responsive service to the citizens of the community. Under the "My Rancho" feature, for example, you can create an account and customize your Rancho Cucamonga website experience. "Rancho Responds" is another new and powerful component of the site where visitors can submit and track requests on a full range of issues facing City residents.

Legislative Affairs Program

The City Manager's Office coordinates a very active legislative program focused on protecting the interests of our community and identifying resources available to enhance City services and programs. Legislative efforts include researching and monitoring federal and state bills, preparing position papers and letters in response to proposed legislation, and working with legislative representatives and their staff to promote the interests of the community.

The 2011 Legislative Session was especially busy with the City tracking 72 state and federal bills and sending 31 letters to state and federal legislators and the Governor advocating our position on certain legislation and issues. In particular, the City of Rancho Cucamonga was actively involved in opposing the state's actions to eliminate redevelopment agencies and was also actively involved in advocating for the City's interests during the Redistricting process.

Additionally, as the City Council actively participates in regional agencies and boards, the City Manager's Office provides assistance and support. The inter-governmental agencies the City of Rancho Cucamonga participates in include SANBAG, Omnitrans, SCAG, and Metrolink. City officials are also actively involved, including assuming leadership positions, in the League of California Cities, a statewide association that advocates for cities' interests. The City Manager's

**December 21, 2011**  
**To the Honorable Mayor, Members of the City Council**  
**and Citizens of the City of Rancho Cucamonga**

---

Office regularly coordinates regional meetings, providing topics and speakers that are of interest to city officials throughout the Inland Empire.

Ombudsman

The City Manager's Office strives to ensure that the City provides the highest level of customer service. The City Manager's Office is available to assist residents with any city-related issue. The staff in the City Manager's Office helps residents in person, over the phone, or via email through the City's General Information Email Account.

Cable Television Franchise Administration

The City Manager's Office oversees the non-exclusive cable television franchises through enforcement of the State-issued franchise agreements, with an emphasis on citizen concerns. Charter Communications, Time Warner Cable, and Verizon FIOS TV provide cable TV service in the city of Rancho Cucamonga under state franchise agreements from the California Public Utilities Commission (CPUC). The City Manager's Office works with the cable companies to resolve customer service issues and ensures the very best possible service to Rancho Cucamonga citizens.

**Animal Care and Services:**

The Animal Care and Services Department (AC&SD) provides care, shelter, and adoption services for homeless, abandoned, and abused animals and also protects the public health, safety, and welfare of the community. This Department, which began operating in May 2006, is committed to building a community in which every adoptable pet finds a responsible home.

Animal Care and Services also provides Field Services that handles requests for service on a priority response basis such as vicious/aggressive animals, injured animals, confined strays, and the pick-up of stray deceased animals. Animal Services Officers are also empowered to investigate complaints such as nuisance animals, leash law violations, and inhumane conditions. The Department provides emergency services for injured or sick stray pets, vicious/aggressive animals, and police and fire assistance on a 24/7 basis.

Community involvement is an important component for the Animal Care and Services Department. This includes the development of a strong volunteer program, a foster care program, working with rescue groups and other Centers, attending community events, and adoption promotions.

As a result of the Department's various programs discussed below, the Department was able to increase placement by 3% (4,134 in FY 2010/11 and 4,026 in FY 2009/10).

Volunteers

The Department offers a wide variety of volunteer opportunities in areas such as dog walking, cat socialization, basic dog training, bathing and grooming, as well as traditional opportunities such as computer services, clerical and cleaning. Volunteers make an important contribution to the

**December 21, 2011**  
**To the Honorable Mayor, Members of the City Council**  
**and Citizens of the City of Rancho Cucamonga**

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success of our programs. Some programs, such as dog walking and our pit promotions are run entirely with volunteers. They have contributed 9,625 hours of service in FY 2010/11.

Adoption Promotion/Increasing Adoptability

The Department increased adoption promotions using both value-added and price point strategies. Since they are the most difficult breed type to place, our initial focus was on pit bulls, running several promotions this year. The Department received a grant to further efforts to adopt pit bulls from Best Friends Animal Sanctuary. In addition to promoting adoptions, the Department instituted several promotions to make our pets more appealing to the public including obedience classes for our pit bulls; upgrading the training for our dog walking volunteers; and creating a program that focuses on pets that have been at the Center for over 4 months. This program included videos on our websites, increased publicity and more outreach exposure.

Medical Services

Our veterinarian has expanded the types of surgeries we are able to perform to include orthopedic surgeries. In addition to the x-ray machine which was installed as part of the phase two construction, we have acquired additional surgical instruments and our veterinarian has received training in some orthopedic techniques. Because these procedures are expensive, previously we were limited in the number we could fund.

Our surgical program has quickly reached capacity, averaging about 55 to 60 spay and neuters a week plus restoration and corrective surgeries. To help with the work load without increasing costs, our veterinarian has formed partnerships with the following educational institutions to provide students to help in the surgical and medical areas at no cost to the Department:

- Western University – 4<sup>th</sup> year veterinary students
- Mt. Sac RVT program – RVT students
- Western Health Sciences ROP program – RVT students
- Volunteer Veterinarians from the community looking to increase surgical skills

We have also recruited additional part time, contract veterinarians.

Community Resources

The Department sponsored several fundraising events this year and continued attempts to reach out to the community. The Department has increased professional involvement with the Animal Center currently partnering with a trainer, two groomers, and a multiservice facility.

Program Growth

The Department is doing more outreach to the community by taking adoptable pets to more locations, at least one every weekend, including areas outside the City such as Glendora and Fontana. We have added new partners such as PetsMart locations, cat shows, and pet expos. These activities show our adoptable pets to a broader audience than would be able to see them at the Center.

**December 21, 2011**  
**To the Honorable Mayor, Members of the City Council**  
**and Citizens of the City of Rancho Cucamonga**

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Another program which is important to our placement of adoptable pets are our rescue program. This program is a partnership with private, nonprofit groups who take pets from the Center and place them in suitable homes. The Department has increased our rescue program by 36.5%.

**Administrative Services:**

Administrative Services is unique in comparison to other City departments in that it is a "staff" department as opposed to a "line" department. While line departments typically provide services only to the public, the Administrative Services Department provides services and support primarily to internal staff (including the City Council, the City Manager, the various City departments and employees) with some service areas crossing over into the public arena. The department's major service areas are: Administration, Finance, Treasury Management, Personnel, Risk Management, Purchasing, Business Licenses, Special District Administration, Geographical Information Systems, and Information Services.

The Administrative Services Department continued making progress on projects that were started during the previous fiscal year as well as some new projects initiated during the 2010/11 fiscal year. A summary of each of these projects by division follows.

**Administration Division:** One of the responsibilities of the Administration Division is to facilitate and coordinate intra- and inter-departmental programs. During this fiscal year, the Division facilitated numerous training programs including the Leadership Academy and the Supervisory Training Program, and also continued to revamp the new employee orientation. For the upcoming fiscal year, efforts will be focused on supporting the City Manager's Office initiatives to develop mid-managers, enhance employee recognition, improve employee communication efforts, and improve leadership through focused coaching and strategic goal setting efforts.

**Business License Division:** The Business License Division of the Administrative Services Department ensures compliance with City codes as they relate to business licenses, transient occupancy and admission taxes. During Fiscal Year 2010/11 staff processed approximately 9,383 business license applications (6,969 renewals and 2,414 new filings), inspected 1,063 businesses, and collected revenues totaling \$2,048,907.

**Finance Division:** The Finance Division of the Administrative Services Department provides for the administration of financial activities such as payroll, accounts payable, accounts receivable, audits, preparation and monitoring of the budget, revenue recording and tracking, preparation of financial statements, and the establishment and maintenance of a fixed asset inventory. Finance is also responsible for business licensing and treasury management.

During Fiscal Year 2010/11, the Finance Division was notified that the City received its twenty-third consecutive Government Finance Officers Association (GFOA) Certificate of Achievement for Excellence in Financial Reporting. See additional discussion of this prestigious award under section *III. Awards and Acknowledgements*.

**Geographic Information Systems/Special Districts Division:** The Geographic Information Systems/Special Districts Division of the Administrative Services Department manages all the

**December 21, 2011**  
**To the Honorable Mayor, Members of the City Council**  
**and Citizens of the City of Rancho Cucamonga**

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City's special assessment districts and provides geographical mapping of all City functions including engineering, planning and building and safety.

During this period, the GIS/Special Districts Division continued to work with the Police Department to improve and add additional features to the mapping application that will be used for emergency situations in schools in the City. The Division also continued to support the mobile field application developed to assist the weed abatement inspector track parcels that were not in compliance; provided mapping for the Healthy RC Kids project that identified locations including the Southwest are, businesses such as grocery, corner stores, and fast food restaurants, and potential locations for a Farmer's Market and Community Garden in the area of interest and in the City; and created and continued to update the comprehensive Special Districts Internet Page that offers descriptions of the Districts, Engineer's Reports, Resolutions, maps and other useful special districts links.

GIS, working with CyberTech, Inc., started working on a mobile application for the city. This application will provide residents and visitors with various information including shopping, dining, city facilities, school districts, property services, and report issues in the community. The application has the ability to notify residents instantly during special events and emergencies. GIS also developed a Road Closures web-based application that will allow users to view information about planned projects that affect road conditions. The application is currently being tested by Engineering staff.

**Human Resources Division:** The Human Resources Division is responsible for recruitment and retention of quality employees and administration of a comprehensive employee benefit program. The Division facilitated 27 full-time and 29 part-time recruitments during the 2010/11 fiscal year.

The Division began the implementation of the *Infinity HR* system during this period. This system provides for 24-hour access by employees to important information regarding their benefits and certain employment records. Employees can update information regarding beneficiaries and dependents at their convenience. In addition, the program automates the annual open enrollment process providing more efficiency. The new system was utilized during open enrollment in November 2011. The Division also worked with the city's insurance broker to negotiate new life and disability insurance rates providing savings of over \$150,000 annually.

**Information Services Division:** The Information Services Division of the Administrative Services Department provides research and development in client server computer and personal computer applications. The Information Services Division continues to strive to be on the cutting edge of technology, thus increasing the productivity and service levels to the City users and patrons. The advances described are designed to progressively build upon the City's technology base to improve, expand and respond to the demands of the public for vital services in police, fire, safe roads, youth and adult recreation, tax and financial transactions, community and home development and many more.

During this period, the Information Services Division collaborated with other City departments to implement *Rancho Responds*, a web-based Citizen Relationship Management (CRM) system to allow citizens to submit and track requests for service, submit comments, and search frequently asked questions. The Division also collaborated with other departments on the design and installation of technology services for Fire Station 177 and continued to work with the Finance

**December 21, 2011**  
**To the Honorable Mayor, Members of the City Council**  
**and Citizens of the City of Rancho Cucamonga**

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Division to expand the use of electronic timecards by City staff to improve efficiency by Payroll staff and staff in the various City departments.

**Purchasing Division:** The Purchasing Division of the Administrative Services Department is authorized to procure services or goods at the best price, from the most responsive and responsible vendor. It acts as the City's centralized procurement agent and authorizes all City purchases by ordinance requirements. It is also charged with the disposition of surplus or obsolete property as well as responsibility for the City's telecommunication needs.

During this period, the Purchasing Division was awarded the annual National Purchasing Institute's (NPI) "Achievement of Excellence in Procurement (AEP)" award for 2010, the third consecutive year the Division has received this award. As a result, the Purchasing Division is nationally recognized as an organization that practices excellence in innovation, professionalism, productivity, e-procurement and leadership. Some of the major projects that the Division worked on during the year were an upgrade of the City's phone system; a request for bid for City and Fire District fuel supply; and a request for proposal for the Fire District that would remove and replace an obsolete station alerting system from each station.

**Risk Management Division:** The Risk Management Division is responsible for ensuring employee safety, the prompt and fair delivery of workers compensation benefits, risk assessment and cost effective risk transfer when appropriate, litigation management, and the fair and fiscally responsible analysis of third-party claims.

**Treasury Management Division:** The Treasury Management Division, in accordance with the "Prudent Person Rule," invests and monitors all idle funds to maximize and safeguard taxpayer dollars. The Division continually monitors the various services provided by its financial institution to ensure that the City is receiving the most comprehensive services for the most economical price.

### **III. AWARDS AND ACKNOWLEDGEMENTS**

The Government Finance Officers Association of the United States and Canada (GFOA) awarded a Certificate of Achievement for Excellence in Financial Reporting to the City of Rancho Cucamonga for its comprehensive annual financial report (CAFR) for the fiscal year ended June 30, 2010. The Certificate of Achievement is a prestigious national award recognizing conformance with the highest standards for preparation of state and local government financial reports.

In order to be awarded a Certificate of Achievement, a government must publish an easily readable and efficiently organized comprehensive annual financial report. This report must satisfy both generally accepted accounting principles and applicable legal requirements.

A Certificate of Achievement is valid for a period of one year only. The City of Rancho Cucamonga has received a Certificate of Achievement for the last twenty-three consecutive years. We believe that our current comprehensive annual report continues to meet the Certificate of Achievement Program's requirements, and we are submitting it to the GFOA to determine its eligibility for another certificate.

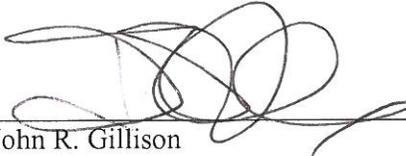
**December 21, 2011**

**To the Honorable Mayor, Members of the City Council  
and Citizens of the City of Rancho Cucamonga**

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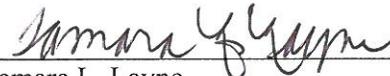
The preparation of this report could not have been accomplished without the efficient and dedicated service of the entire staff of the Finance Department and the administrative staff of the Administrative Services Department. We appreciate and would like to commend all the City departments who assisted and contributed material to this document. We also recognize and would like to acknowledge the Mayor and members of the City Council for their interest, dedication, and constant support in planning and conducting the financial operations of the City in a responsible and progressive manner.

Respectfully submitted,



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John R. Gillison  
City Manager



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Tamara L. Layne  
Finance Director

# CITY OF RANCHO CUCAMONGA

## CITY OFFICIALS

JUNE 30, 2011

### City Council

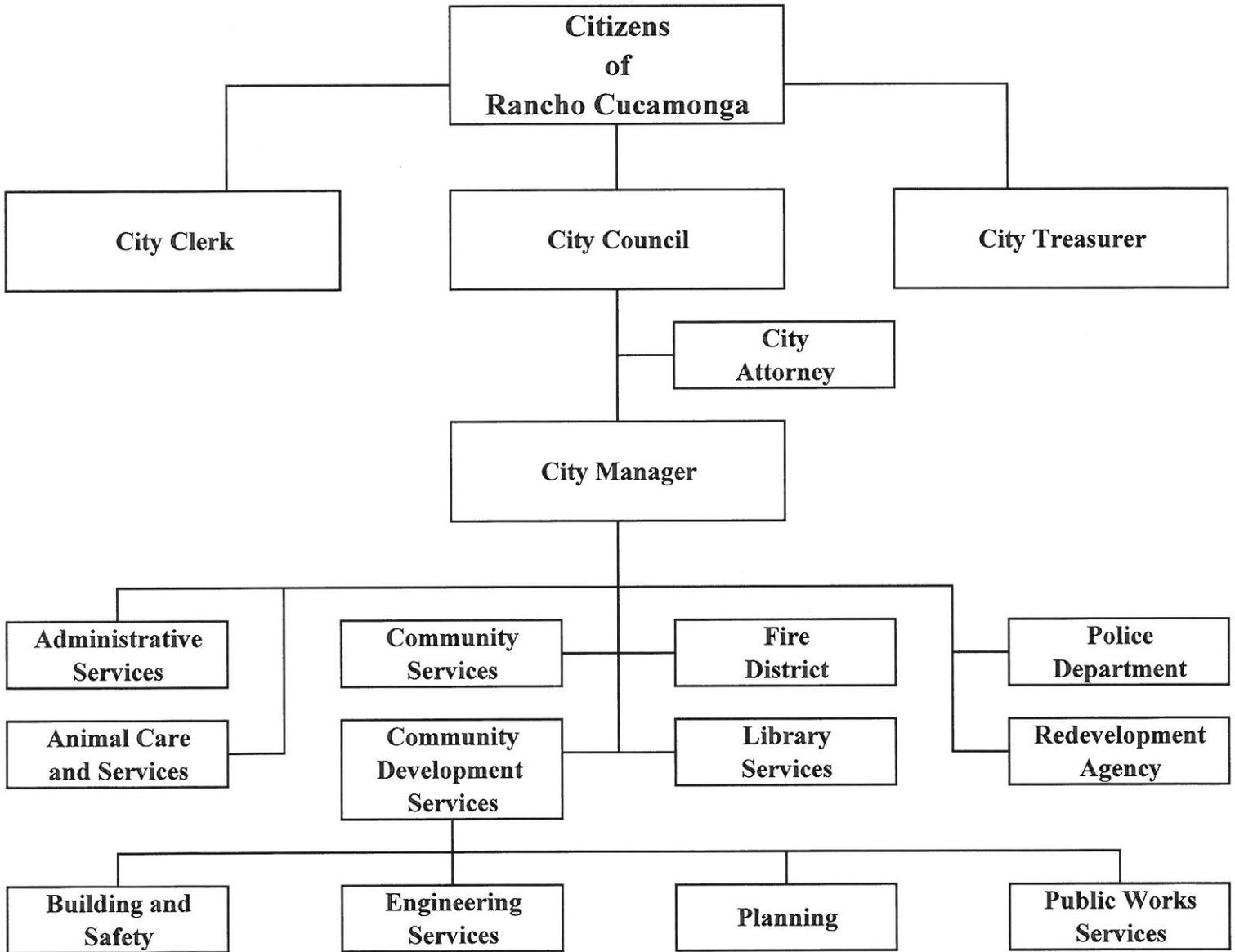
<u>Name</u>		<u>Term Expires</u>
L. Dennis Michael	Mayor	2014
Sam Spagnolo	Mayor Pro-Tem	2012
William J. Alexander	Council Member	2014
Chuck Buquet	Council Member	2012
Diane Williams	Council Member	2014

### Administration and Department Heads

City Manager and Executive Director of the Rancho Cucamonga Redevelopment Agency	Jack Lam
Assistant City Manager	John Gillison
Deputy City Manager/Administrative Services (acting)	John Gillison
Deputy City Manager/Economic and Community Development/RDA Director (acting)	Linda Daniels
City and Redevelopment Agency Attorney	James L. Markman
Treasurer (term expires 2012)	James Frost
City Clerk (term expires 2012)	Janice C. Reynolds
Assistant City Clerk/Records Manager	Debra McNay
Animal Services Director	Joe Pulcinella
Building and Safety Official	Trang Huynh
Community Services Director	Kevin McArdle
Engineering Services Director/City Engineer	Mark Steuer
Finance Director	Tamara L. Layne
Fire Chief	Mike Bell
Human Resources Director	Chris Paxton
Library Director	Robert Karatsu
Planning Director	James Troyer
Police Chief	Joe Cusimano
Public Works Services Director	Bill Wittkopf

# CITY OF RANCHO CUCAMONGA

## ORGANIZATION CHART



# Certificate of Achievement for Excellence in Financial Reporting

Presented to

City of Rancho Cucamonga  
California

For its Comprehensive Annual  
Financial Report  
for the Fiscal Year Ended  
June 30, 2010

A Certificate of Achievement for Excellence in Financial Reporting is presented by the Government Finance Officers Association of the United States and Canada to government units and public employee retirement systems whose comprehensive annual financial reports (CAFRs) achieve the highest standards in government accounting and financial reporting.



*Linda C. Dandison*

President

*Jeffrey R. Emer*

Executive Director