

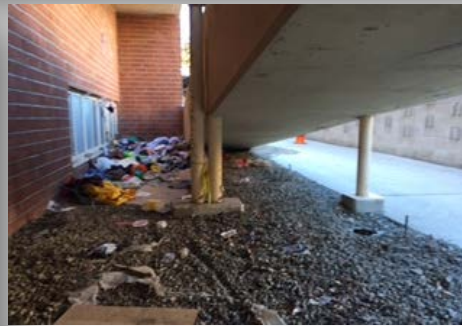
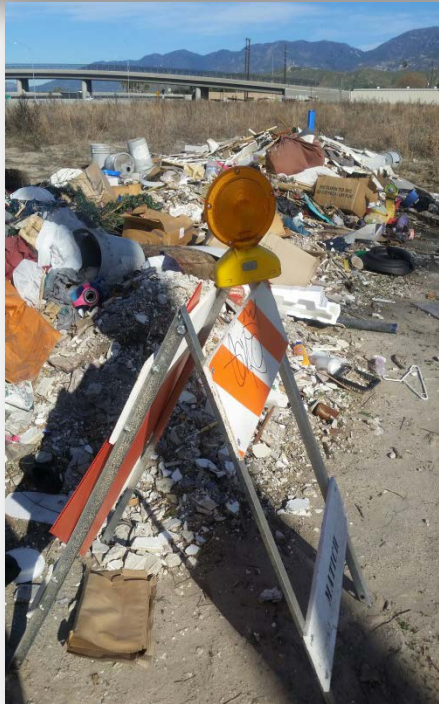
City of San Bernardino

Quality of Life Team Update

AGENDA

- What is blight?
- Background
- Why this program
- Program summary, purpose and Resolution directives
- 60-day status update
 - The team and additional staffing
 - Service process
 - Resources and partnerships
 - Accomplishments
 - Status of directives
 - How to submit a request
- Next Steps

WHAT IS BLIGHT?



BACKGROUND

- On May 18, 2015, the Mayor and Council adopted Resolution 2015-103, which authorized the implementation of the City's Fiscal Recovery Plan, the filing of the Chapter 9 Plan of Adjustment and Disclosure Statement, and the filing of related documents.
- Included in the plan was a Preliminary Strategic Plan which identified seven (7) main Priority Goals.

CITY PRIORITY GOALS



The Quality of Life program supports five (5) of these goals.

WHY THIS PROGRAM

- Over 1,900 illegal dumping complaints were filed with the City of San Bernardino between 2014-2015.
- Many residents and business owners called the Mayor and Council Office to voice their concerns.
- Based on the complaints, the Mayor's Office and department heads assembled a pilot program developed to combat blight, illegal dumping and to implement targeted trash cleanups to improve the community's quality of life.

WHY THIS PROGRAM

- The pilot program's plan encompassed the following:
 1. Coordination with Community Police Officers
 2. Coordination with Parks and Public Works
 3. Coordination of Integrated Waste Management
 4. Focus on major City parks
 5. Commitment to implementation-one day out of the week
- After a successful 11-week pilot program period that included the disposal of 33 tons of trash and positive feedback from the community, the Mayor and Common Council unanimously approved funding for a full-time Quality of Life Team on December 7, 2015.

PROGRAM SUMMARY

PURPOSE & RESOLUTION DIRECTIVES

Purpose

- The Quality of Life Team is committed to addressing blight in the City of San Bernardino for the purpose of **improving our residential and commercial areas** to retain healthy businesses, stimulate economic development, and provide a clean and safe environment for residents and visitors to enjoy.

Resolution Directives

- Amendment to FY 2015-16 budget to appropriate \$161,500 to fund the program through the remainder of the fiscal year.
- Develop and implement a **comprehensive plan** that establishes a team of dedicated staff and a process focused on targeted cleanups of streets, public properties and public right-of-ways.

60-DAY STATUS UPDATE

Quality of Life Team

Parks

Police

Fire

Public
Works

Mayor's
Office

City Manager's
Office



STAFFING UPDATE

- Starting March 1, there will be five (5) full-time staff members dedicated to supporting this program.

Parks and Recreation	Public Works
Two (2) Park Maintenance Workers II	One (1) Maintenance Worker I
One (1) Landscape Inspector	One (1) Maintenance Worker II

- The work week will increase from one (1) to four (4) working days.

30 days ahead of schedule

SERVICE PROCESS

Current Process

Decentralized

- Phone call to staff
- Email to staff
- Call Center - Customer Relationship Management (CRM) system
- GOREquest mobile app
- Communicate through Council

Provides for:

- General Discussion

Blight

Issued Reports

Report Processing

Cleanup Schedule

Site cleaned

Weekly QOL Meeting

New Process

Centralized CRM

1. Call Center
2. Website
3. GOREquest mobile app

Provides for:

- Discussion of measurable outcomes
- Plans for staffing issues
- General Discussion

Blight

Issued Reports

Report Processing

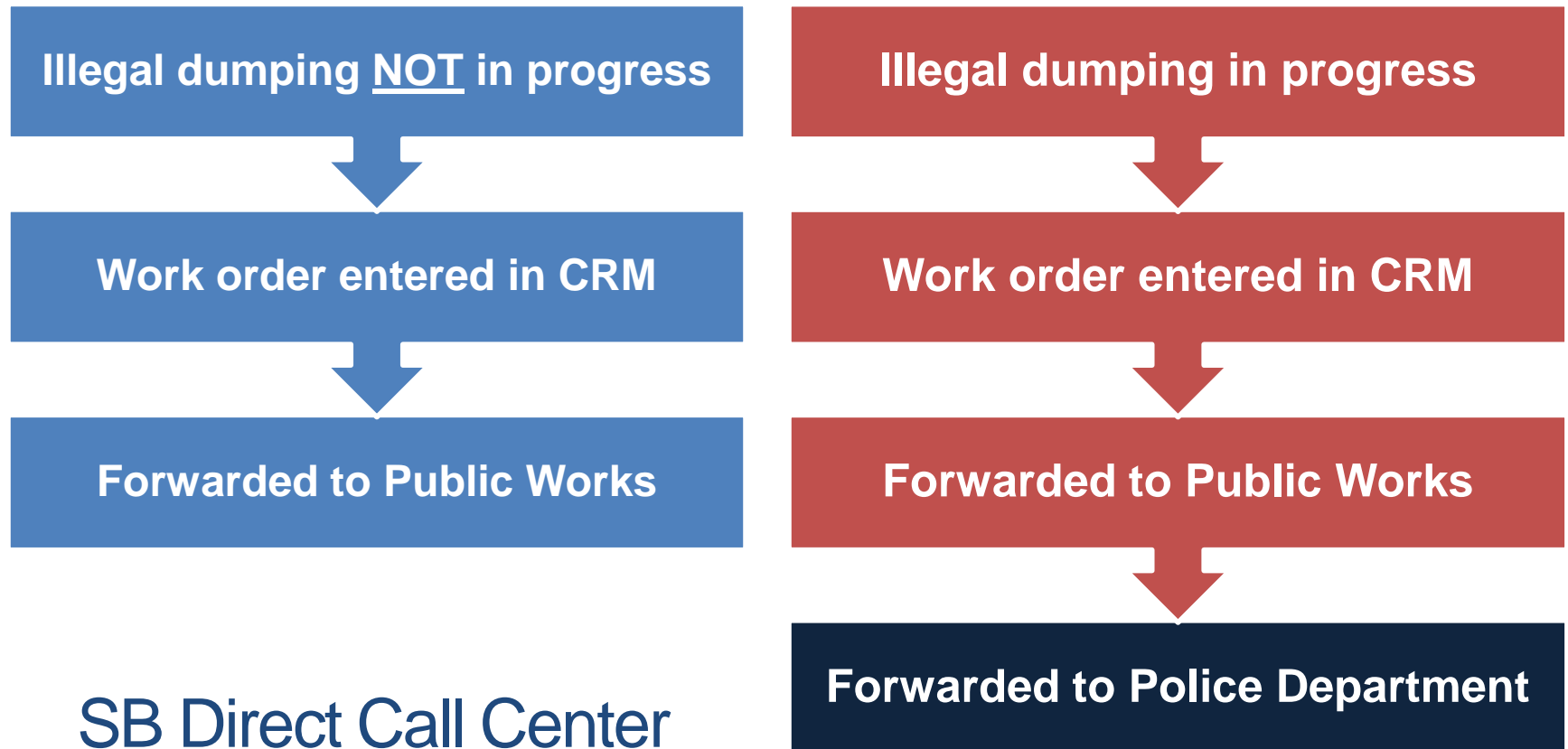
Cleanup Schedule

Sites Cleaned

Weekly QOL Meeting

SERVICE REQUEST INTERNAL NOTIFICATION PROCESS

Division involvement will be dependent on two (2) different scenarios



SB Direct Call Center
(909) 384-7272

SERVICE REQUEST PRIORITIZATION

1

Immediate hazard (dumping in progress)

2

On public/private property

3

Public property (eyesore)

4

Private property (eyesore)

RESOURCES AND PARTNERSHIPS

- Burrtec
- San Bernardino City Unified School District
- Cal State San Bernardino
- County of San Bernardino
- State partners
- County Flood Control District
- Community leaders
- Business owners
- Nonprofits

BURRTEC

Staff is working collectively with Burrtec to determine areas of responsibility and additional available resources to support this program such as:

- Equipment
- Coordination on service calls
- Staffing
- Reporting



ACCOMPLISHMENTS

- ✓ Removed approximately **173 tons** of waste from 70 sites located in the City since November 2015.
 - Illegal Dumping (utilizing Roll-off Trucks) = **141 tons**.



TESTIMONIAL

DOUGLAS MOTORCYCLES

Art Guilfoil

Owner of Douglas Motorcycles

- Business is ranked Top 5 in nation for sales and service
- Located in San Bernardino for over 50 years

Issue: Area adjacent to Douglas Motorcycles was being used as a dumping area. This was leading to break-ins, impacting their business.

Solution: Quality of Life team responded, cleared trash and SBPD followed up.



Douglas
Motorcycles

BEFORE



AFTER



STATUS OF DIRECTIVES

Item	Target Date	Completed	Notes
Budget amendment	February 15	✓	Will be reflected in mid-year budget
Public agencies outreach partnership plan	February 15		In process of developing plan
60-day update	February 16	✓	
90-day update	March 21		
Staffing: Public Works Two (2) positions	April 7	✓	Completed ahead of schedule
Staffing: Parks Three (3) positions	April 7		To be completed February 23
Comprehensive plan	April 7		In process of developing a comprehensive plan
Street assessment database	April 7		In process of developing the database
SBCUSD partnership	April 7		In process
120-day update	April 18		
Strategy to strengthen the enforcement of laws against illegal dumping	May 7		In development phase

SUBMITTING A REQUEST

Three ways to submit a request...

Each of the reporting options connects to a centralized Customer Relationship Management (CRM) system, allowing staff to manage and track the progress of your request.

Phone Call SB Direct



Available Hours

**Open Mon. – Thurs.
7 a.m. – 6 p.m.**

Internet SB Access Online

The image is a screenshot of the SB Access Online website. At the top, there is a navigation bar with links: 'About the City', 'City Hall', 'City Services', 'How Do I...', 'Elected Officials', 'Things To Do', and 'Contact Us'. Below this is a sub-navigation bar with 'Homepage > Contact Us > SB Access Online'. The main content area has a heading 'How to videos: Submit Service Request Using This Website | Submit Service Request Using Smartphone Application'. Below this is a login section with fields for 'User name' and 'Password', and a 'Remember me' checkbox. There is a 'Sign in' button and a link for 'Password assistance?'. Below the login section is a section for submitting a request. It has a 'Request type' dropdown menu set to 'Problem'. Below that is a 'Select a Topic' dropdown menu. There is a text area for 'Please describe your problem or question in detail:'. Below this is a section for contact information with fields for 'First Name', 'Last Name', 'Phone number', 'Alt. Phone', 'Email address', 'Address', 'City' (pre-filled with 'San Bernardino'), 'State' (pre-filled with 'CA'), and 'Zip code'. There is a 'Send' button. At the bottom, it says '* These fields are required'.

Available Hours

**SBCity.org/SBAccess
Open 24/7**

Mobile App GORequest

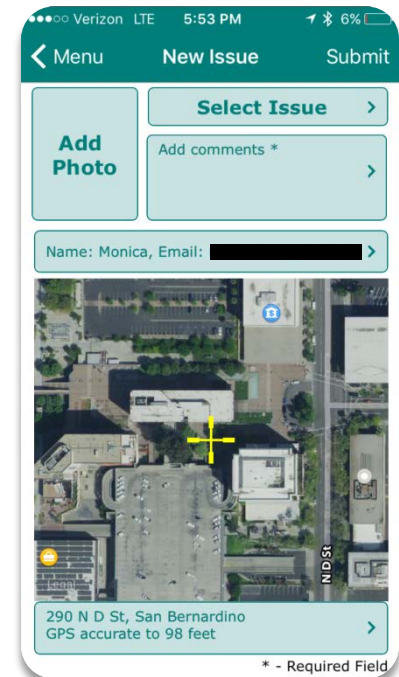
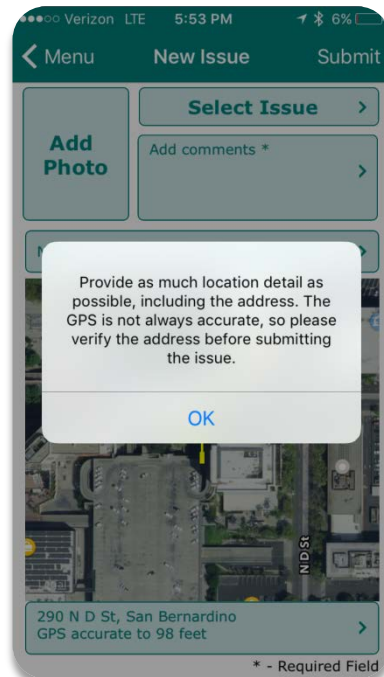
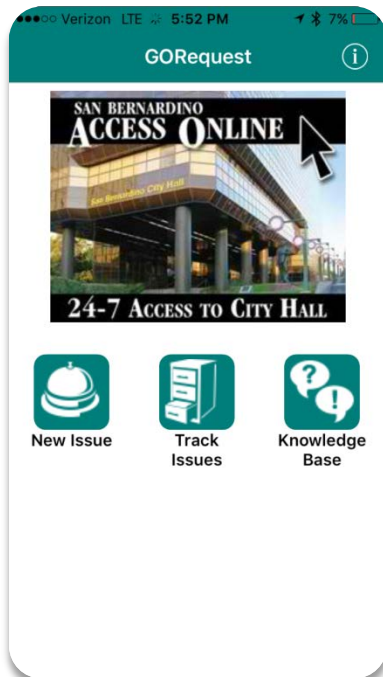


Available Hours

**GORequest
Open 24/7**

GOREquest MOBILE APPLICATION

It's easy and uses GPS to indicate your specific location. **Please note:** You must submit your request while you are at the area of concern for the GPS to work properly. If not, simply provide a cross-street or an address closest to the location in the comments section.



NEXT STEPS

- Community outreach and education plan
- Continue development of the comprehensive plan
- Public agencies outreach partnership plan
- Street assessment database
- SBCUSD partnership
- Strategy to strengthen the enforcement of laws against illegal dumping
- Mayor and Common Council update on April 7