

SAN BERNARDINO COMMUNITY

OCTOBER 2018

OUR PEOPLE,
OUR STORIES

BLESSING ANGELS CONNECT THOSE IN NEED TO RESOURCES

SAN BERNARDINO AUTO CENTER EXPANDS

15-YEAR EMPLOYEE "LUIE" KEEPS SB PARKS IN TIP-TOP SHAPE





From the City Manager...

Andrea M. Miller

As we welcome autumn, San Bernardino kicks off the season with celebrations of our City's best planes, trains and automobiles with the Rendezvous Back to Route 66 this month and the SBD Fest, San Bernardino's annual airshow,

following in early November. And welcoming visitors year-round, is the great San Bernardino History and Railroad Museum. These are all family-friendly events that attract people from throughout Southern California into our City.

As we grow our signature events and fun things to do in San Bernardino, it is important we continue to improve our City foundation. This effort is well under way with a five-year \$107 million Capital Improvement Plan budget that includes street light repairs and replacements, road improvements, building upgrades, landscaping, and more. In addition, our enhanced Customer Relationship Management system has helped us improve the documentation and response time for issues like potholes, street light outages and pole repairs. In fact, the City is expected to be completely caught up on a backlog of these issues by December 2018.

We are also now working to resolve a problem that has plagued our City for decades. We are committed to ensuring multi-unit housing complexes in the City are safe and crime-free. That boils down to three main things: 1) collaboration among property owners, landlords and our City staff to create shared goals, 2) accountability of landlords to screen tenants correctly, and 3) proper safety and security measures by the property owners to ensure zero tolerance for criminal activity on or near the property. The key to the success of this effort is collaboration and an unrelenting commitment so that long-term positive change is accomplished. To that end, a new crime-free housing ordinance will be introduced later this month that builds upon best practices and establishes tools and resources to improve the safety of rental properties in the City.

As always, a huge thank you to our residents for caring about San Bernardino. We are taking positive steps forward and so much of that is because you are sharing suggestions and reporting issues via our GOREquest app.

We hope you enjoy the latest edition of our COMMUNITY newsletter and we hope to see you at one or more of our world-class events!

Andrea Miller

Solutions in San Bernardino

The City's Customer Relationship Management system has improved our ability to resolve our City's problems – and even celebrate some wins!

The resident reporting feature allows our staff to respond to anything from potholes and light outages to graffiti and illegal dumping, and more, swiftly and effectively. We're happy to report the following results from August 2018. Response times are improving and we're closing more cases than ever.

- 100% of open cases on graffiti removal completed
- 94% of open cases on illegal dumping completed
- 88% of open cases on code enforcement completed
- 57% of open cases on potholes & sinkholes completed

Residents are encouraged to report concerns by calling (909) 384-7272 or reporting them through online SB Access or the GOREquest mobile app. We thank you all for your patience as we work toward making San Bernardino a great place to live, work and play.

RESIDENT SPOTLIGHT



Blessing Angels Connect Those in Need to Resources

A team of four locals – Benita Rodriguez, Tina Lopez, Joseph Moya and Brian Davison – are making a big difference to improve the lives of fellow San Bernardinians. It all started when they noticed more

and more families in their neighborhoods needed help. Instead of just talking about it, they jumped right in to help!

Volunteerism blossomed into Blessing Angels, a small but mighty nonprofit that gets San Bernardino families the resources they need – whether that's a roof over their head, food for their next meal or school supplies for their kids. The Blessing Angels venture out into the community, identify a need and connect people to important resources to get back on their feet. The group works with partners at the City of San Bernardino, County of San Bernardino, local hospitals and more.

Are you interested in volunteering in San Bernardino? Ready for your own set of angel wings? Find out how you can support Blessing Angels by visiting their Facebook group or introduce yourself to the Blessing Angels team at The Green Shack's Halloween Festival on Friday, October 28.

On behalf of the City, a huge thanks to Blessing Angels and all other City volunteers and nonprofit organizations for all that you do!

San Bernardino Auto Center Expands

The San Bernardino Auto Center is expanding! President and Owner of Operator Cliff Cummings is investing approximately \$60 million over the course of three years, but his commitment to our City is priceless. Thanks to economic success, including a recent record-breaking month of sales, a series of expansions are being planned for the auto center. Plans to demolish the former Scion and Cadillac dealerships that have been empty for six years are under way to make way for new Toyota buildings, including a dealership and service bay and parts department connected by a service road. In addition, the existing Toyota building will be replaced with a Subaru dealership. As upgrades begin, Cliff thanks the San Bernardino Police Department's Quality of Life team for working to patrol the area and clear it of encampments. Demolition on the Scion and Cadillac dealerships is slated to begin the last week of October. Thank you to Cliff and all our local dealerships for their continued dedication to the revitalization of San Bernardino. And to all of our residents considering buying a car, please consider shopping locally so that our sales tax dollars stay in San Bernardino.

BUSINESS SPOTLIGHT





15-Year Employee “Luie” Keeps SB Parks in Tip-Top Shape

Meet Luis “Luie” Cisneros, a Landscape Inspector 1 for City of San Bernardino Parks, Recreation & Community Services Department and a 15-year City employee. Luie inspects our parks, playgrounds and fields to ensure they are in tip-top shape for the community to enjoy. Luie begins his day bright and early checking out the turf at Fiscalini Field so baseball teams from Cal State University San Bernardino and youth leagues can play on a well-kept field. After that he assists the department in inspecting parks and addressing issues that may arise in the City throughout the day.

Luie's passion is tackling projects that give our families great places to gather. From keeping sprinklers flowing so that grass is fresh and green, to fixing plumbing issues so the public can have proper working restrooms, Luie does it all!

His loyalty and love for our City has no bounds. Big thanks to Luie for making our community a better place for our kids to play and grow up in.

SAN BERNARDINO
SYMPHONY ORCHESTRA

90th SEASON Gala

A celebration to raise vital funds for the San Bernardino Symphony Orchestra's education and community programs

Sounds of San Bernardino at the San Bernardino Symphony

The San Bernardino Symphony Orchestra, one of our City's most treasured cultural gems, will celebrate its 90th season at the California Theatre in Downtown San Bernardino by hosting a gala on Saturday, October 27 followed by the season opening concert. The gala raises funds for Music in the Schools, the Symphony's acclaimed music education program, as well as other San Bernardino Symphony community outreach programs.

The concert opens with “Voices of the West,” the premier of a symphony inspired by the City of San Bernardino. Emmy award-winning contemporary American composer John Wineglass created six songs for “Voices of the West.” The first song, “The Heroes Lament and Ascension,” is dedicated to San Bernardino's first responders.

To purchase tickets and contribute to the philanthropy of the Symphony, call (909) 381-5388 or visit the Symphony's Facebook page.

PROJECT SPOTLIGHT



Code Enforcement Making Major Progress

The City of San Bernardino is taking a new and direct approach to improving aesthetics throughout the City. Code Enforcement, the City's program responsible for enforcement of building, zoning and nuisance codes, has been restructured and has already generated significant results.

The Code Enforcement Division is now centralized under the command of San Bernardino Police Department's Captain Rich Lawhead and Code Enforcement Officer 3 Erica Lithen and consists of a team of one lieutenant, one sergeant, and 14 officers. This restructure allows for a unified approach to enforcing municipal codes throughout the City for single family homes, multi-family residences and commercial properties. In addition, a City prosecutor has been retained to file charges against property owners refusing compliance.

Significant accomplishments of Code Enforcement include:

- Closure of more than 70 illegal marijuana dispensaries
- 68% increase of building inspections for single family homes, multi-family residences and commercial
- 39% increase of issuing notices of violations for property owners not in compliance
- 33% increase of issuing single family rental invoices
- 32% increase of issuing notices to pay for property owners refusing to pay fines related to crime free rental housing and other administrative citations

*This data reflects a time comparison period between April and September of 2017 and April and September of 2018.

To complement Code Enforcement improvements, the City's Community Service Division is revamping and elevating building standards for residential and commercial properties throughout San Bernardino.

Get Your Kicks at Rendezvous Back to Route 66

More than 1,000 classic cars will make their way through Downtown San Bernardino at the Rendezvous Back to Route 66, a historic one-day car show on Saturday, October 6. Presented by the San Bernardino Area Chamber of Commerce, this decades-long tradition will feature classic cars, muscle cars, hot rods, trucks, and motorcycles of all makes and models. Be sure to head over to Court Street Square for food and merchandise, live music and entertainment, a CARToberfest Beer Garden, plus games the entire family can enjoy!

The event will take place on E Street to the west, 5th Street to the north, Arrowhead to the east and 2nd Street to the south. The event starts at 9 a.m. and ends at 9 p.m. Get details on parking and directions at www.rendezvousroute66.com or call the chamber at (909) 885-7515.



Photo: Ricardo Tombac

EVENT SPOTLIGHT



Hometown Happenings

1. **“Glue and Go” Halloween Costumes** – Get crafty with this year’s Halloween costumes! Holly Cleeland, author of *Glue and Go Costumes for Kids: Super-Duper Designs with Everyday Materials*, will offer tips and tricks for how to make costumes from ordinary things around your house. Three costumes will be given away. Norman F. Feldheym Central Library | October 3 | 4 p.m. | (909) 381-8235
2. **Inland Empire Senior Games Health and Resource Fair** – The City Parks, Recreation and Community Services Department and the 2018 Inland Empire Senior Games Committee will host a Senior Health and Resource Fair. The event will provide senior-age community members access to free food, blood pressure checks, flu shots, haircuts, nutritional education, and other health resources. Volunteers needed. 5th Street Senior Center | October 5 | 9 a.m. | (909) 384-5430
3. **Fire Safety Story Time** – Celebrate National Fire Prevention Week with the San Bernardino Public Library and the San Bernardino County Fire Department. Kids will hear stories and fire safety tips from firefighters and get a tour of the fire truck. Norman F. Feldheym Central Library | October 11 | 10:30 a.m. | (909) 381-8235
4. **Small Business Seminar | Sales for Nonprofit Organization** – The City’s Economic and Housing Development Department is teaming up with the California Department of Tax and Fee Administration to host a series of free workshops to provide small business support with sales, taxes and more. Attendees will get to talk first-hand with industry experts about everything from basic recordkeeping to running a home-based business. City’s Training Center | October 16 | 9:30 a.m. | (909) 493-8183 | Jennifer.racadio@cdtfa.ca.gov.
5. **Crime Prevention Through Environmental Design** – This five-day/40-hour course is specifically designed for crime prevention officers, community oriented policing officers or any other personnel charged with crime prevention duties. It gives students fundamental knowledge regarding the theory, history and basic concepts of crime prevention through design. Strategies will be discussed for parks, schools, high-rise buildings and various types of residential developments. San Bernardino Police Department | October 22 – October 26 | For tickets visit www.cptedtraining.net



6. **#FightBlight Cleanup Day** – Help contribute to the City's efforts to make our community a cleaner and more welcoming place to live, work and play. This month, we'll take on Meadowbrook Park to clean up and beautify the area. For more information, email or call. Meadowbrook Park | October 27 | 8 a.m. | (909) 384-5233 | fightblight@sbcity.org
7. **Basic Computer Skills Classes** – The San Bernardino Public Library hosts weekly computer classes throughout the month to show attendees the basics of computers. Topics include basic computer terminology, Microsoft Word, internet safety and email set-up. Jack L. Hill Lifelong Learning Center | Every Thursday in October | 10 a.m.
8. **SBD Airfest 2018** – Hosted at the San Bernardino International Airport, this two-day annual community and aviation event features air shows, classic cars, concerts and more! To purchase tickets, visit www.sbdfest.com. San Bernardino International Airport | November 3 | 12:30 p.m. – 8:00 p.m. | November 4 | 10:00 a.m. to 3:30 p.m.
9. **18th Annual Veterans Day Salute & Parade** – The City of San Bernardino Parks & Recreation & Community Services Department will honor our veterans at this annual celebration. The event will feature an honoree ceremony, a car show, live entertainment and veterans resources. More details to come! November 11 | 11 a.m. - 2:30 p.m.

To access the full Parks, Recreation and Community Services calendar online, visit <http://www.sbcity.org/cityhall/parks/default.asp>.

To access the full Library calendar online, visit www.sbpl.org.

Office Locations & Hours of Operation

Office Hours:

Monday - Thursday 7:30 a.m. - 5:30 p.m., Friday 7:30 a.m. - 4:30 p.m.

Counter Service Hours (not Water):

Monday - Thursday 7:30 a.m. - 5:00 p.m., Friday 7:30 a.m. - 4:00 p.m.

City Locations:

1. VANIR TOWER
290 N. D St., San Bernardino, CA 92401

City Information Center/Visitor Check-In

- Mayor
- City Council
- City Attorney
- City Manager
- Finance
- SB Direct Call Center

2. 201 N. E St., San Bernardino, CA 92401
SPACE 201A - ONE-STORY BUILDING
Entrance located on E Street (near 2nd Street)

- Business Registration
- Parks, Recreation and Community Services

3. SPACE 201B - THREE-STORY BUILDING Entrances located on E Street, next to Big Five and the southwest corner of the parking structure rooftop level

- Community Development
- Multipurpose Room
- Council Chamber
- Information Technology
- Public Works
- City Cable Channel Studio

4. 215 N. D St., San Bernardino, CA 92401
*VISITORS CHECK-IN AT VANIR TOWER

- City Clerk
- Economic & Housing Development*
- Human Resources*

5. 710 N. D St., San Bernardino, CA 92401
San Bernardino Police Department Code Enforcement
909-384-5742 / Dispatch 909-383-5311

6. 555 W. 6th St., San Bernardino, CA 92410
San Bernardino Public Library | Admin. Offices | 909-381-8201
Hours vary by location, please visit www.SBPL.org for details

7. 1350 S. E St., San Bernardino, CA 92408
Water Dept. Customer Service Offices | 909-384-5095
Water Emergency (24 hours) | 909-384-5141

RESOURCES

Ways to Connect



SB Direct

909-384-7272



www.SBCity.org



Mobile App

GORequest



Channel 3

(IEMediaGroup)



City Information Center

290 North D Street



SBConnect

AM1610 radio



Follow us



@SBCityGov

@SBCityLib

@SBCityWater

@SBParksAndRecreation

@SanBernardinoPD

@SanBernardinoCountyFire

IEMediaGroup (YouTube)

Holiday Schedule

In observance of the holidays, City administrative offices will be closed on the following days:

Wednesday	July 4	Independence Day*
Monday	Sep. 3	Labor Day*
Monday	Nov. 12	Veterans Day
Thursday	Nov. 22	Thanksgiving Day*
Friday	Nov. 23	Day After Thanksgiving
Monday	Dec. 24	Christmas Eve
Tuesday	Dec. 25	Christmas Day*
Monday	Dec. 31	New Year's Eve

*NOTE: BURTEC HOLIDAY SCHEDULE - When the holiday falls on a weekday, trash collections for the remainder of the week will be delayed by one day. No service will be provided on the following days: New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

The Community Newsletter is published monthly to highlight information, news and activities in the City of San Bernardino. Previous editions are available at www.SBCity.org/Newsletter. For more information, call 909-384-5122. To sign up to receive electronically, visit www.SBCity.org/SBConnect.