



FULLERTON FORWARD

CITY MANAGER'S REPORT

RESIDENTIAL STREET REHABILITATION UPDATE

Improvements are now complete and open to the public. Work included grind and overlay of five separate residential streets and slurry seal of one residential collector street.

New striping was installed on Highland Avenue and Rolling Hills Drive to provide additional on-street parking. New alley approaches, with accessible sidewalks, were constructed on Pomona Avenue, Knepp Avenue and Ruby Drive.

The project was completed on schedule and on budget.

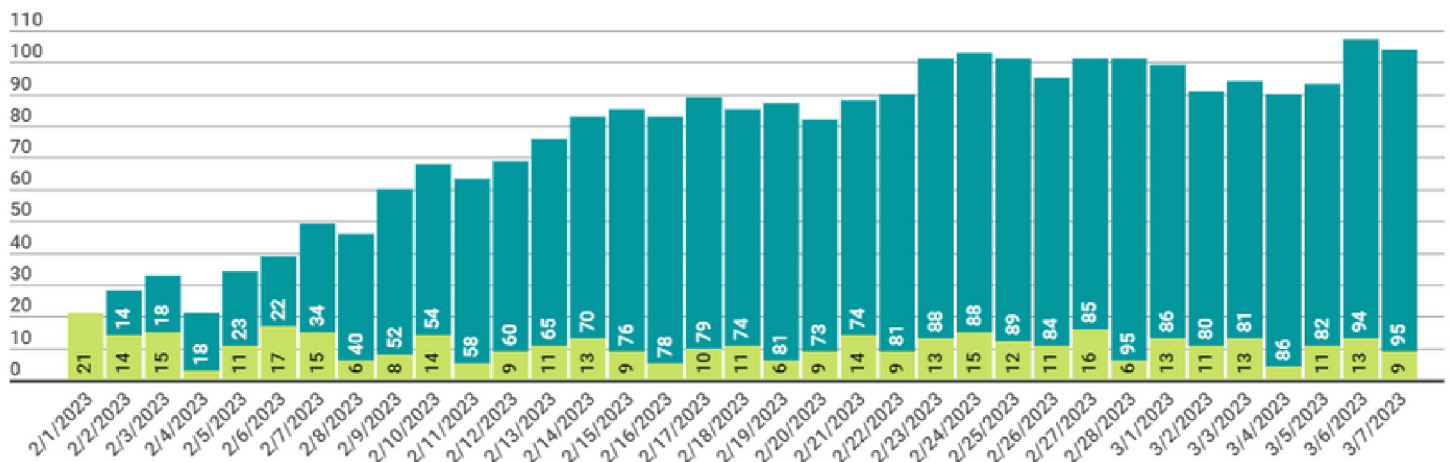
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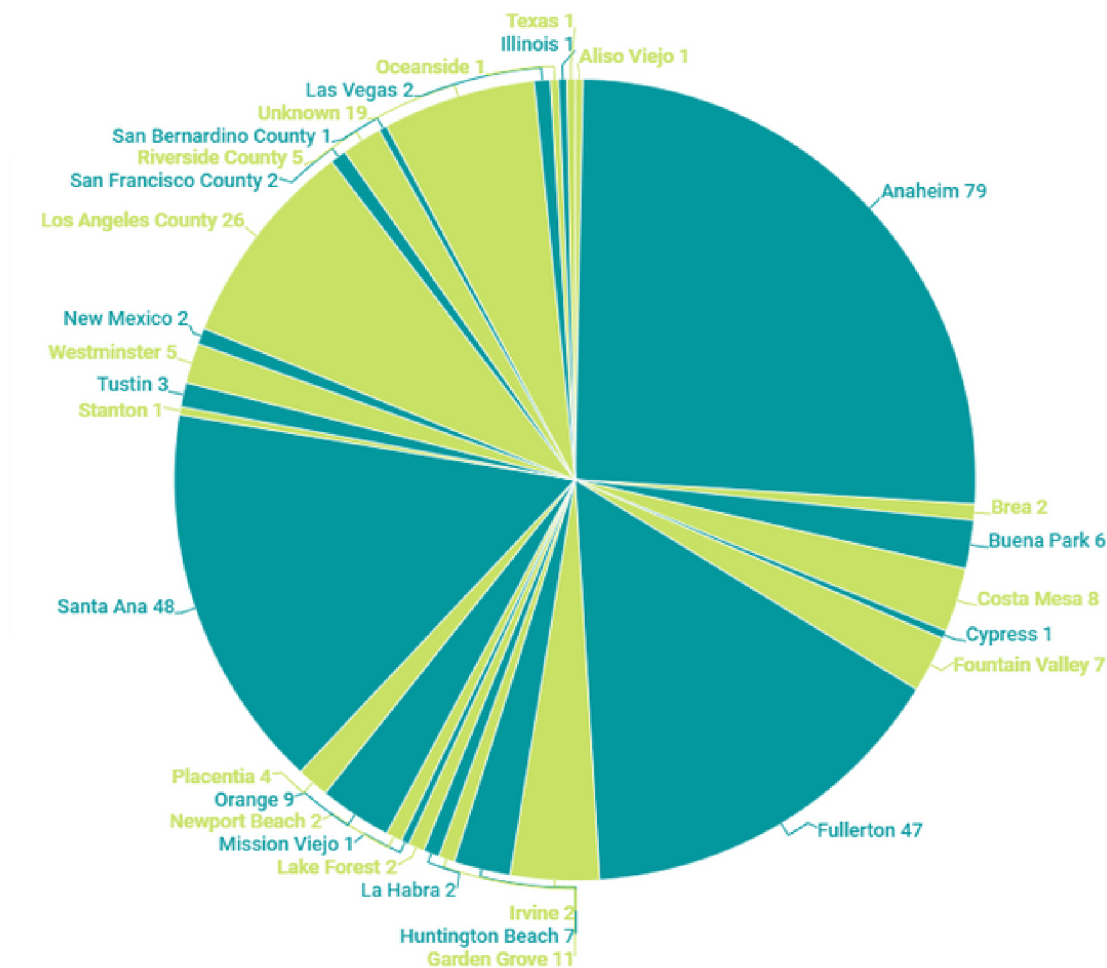


FULLERTON COLD WEATHER SHELTER

Daily Participant Count



SELF-REPORTED CITY AFFILIATIONS*



*Based on 308 self-reported cities of affiliation. Cities with no affiliated participants are not listed. "Unknown" indicated that the contracted provider did not collect the data.

ADMINISTRATIVE SERVICES

GENERAL AND UTILITY BILLING SOFTWARE UPDATE

The Fiscal Services and Utility Services staff have been working on the Tyler Munis general and utility billing system and cashiering implementations. After implementation of the software, the invoice templates will change to provide a fresh uniform look for our customers.

Customers will be sent out an advanced notice informing them of the changes to come including City Council approved credit card fee structure changes. Included with the notice for utility customers, will be a "how to" read your new utility bill.

General billing implementation is scheduled to go-live in June 2023 and Utility billing implementation is scheduled to go-live in September 2023.

UTILITY SERVICES DIVISION CALL VOLUME

As customers have begun to respond to "Disconnection For Non-Payment" (i.e., posting) notices, requests for payment arrangements have increased significantly. This increase in requests for payment arrangements has affected call wait times due to the care and attention to detail these calls require.

The City has hired new staff to fill vacant positions, which will allow the division (over time, with training) to more expeditiously respond to customer needs. Senior staff have been engaged in the training of new staff, as well as the Tyler Munis utility billing system implementation, which continues to impact the divisions ability to respond quickly to inquiries that require special attention.

NEW BUSINESS REGISTRATIONS

REBECCA RODRIGUEZ

Licensed Marriage
And Family
Therapist

SF MARKETS LLC

So Cal Distribution
Center For Sprouts
Farmers Market

SILVACARE

Primary Care
Medical Services

SOJEATA LLC

Organic Cafe &
Creamery

SPARKLE COIN LAUNDROMAT LLC

Coin Laundromat

SUPPLY SOLUTIONS AND SOAP2O USA

Janitorial Supply
Warehouse

YVETTES BASHES

Party Planning

ADMINISTRATIVE SERVICES



NEW BUSINESS REGISTRATIONS CONTINUED

1194 E VALENICA DR LLC

Commercial
Rentals

FIRST-RATE NOTARY LLC

Mobile Notary
Services

G&C CONTROL SYSTEMS LLC

Assembly Of
Electrical Panels

JERYLL GERES PTA

Home Health
Physical Therapy

RACESHOP INVESTMENT

Auto Parts Sales

LUX SOLAR LLC

Sales Of
Residential Solar
Installations

MOBILE 2 VENDING

Office Space
For Vending
Machine
Business

OPTIMA SALON SUITES

Hair Salon

SAMANTHA ROBLES

Hair Stylist @
Salon Amerige

TED LAMANSKI HANDYMAN SERVICE

Handyman
Services

1 HOBADA LLC

Administrative
Office For Real
Estate

ARDELEAN SOLUTIONS LLC

Professional
services/holdi
ngs For
Investments

ARMADILLO INVESTMENT S LLC

Administrative
Office For
Real Estate
Rentals

BOYD AEROSPACE SUPPLY LLC

Aerospace
Metals
Supplier

BSHINE NAILS BAR INC

Nail Salon

DE ANZA MARKETPLAC E EAST LP

Admin Office
For
Commercial
Property In
Riverside

GONGGAM INC

E-commerce

MELDAR MANAGEMENT T LLC

Property
Management

NESSAGE MASSAGE THERAPY

State Certified
Massage Tech
@ Bodycenter
LLC

COMMUNITY & ECONOMIC DEVELOPMENT

BUILDING & SAFETY UPDATES

- The Building division is in the final stage of hiring an additional permit technician. Filling this vacancy will provide improved customer service to the community and permit applicants
- We are enhancing our website to address customer needs and are encouraging applicants to maximize our new bookings feature.
- The public can book 30-minute permit issuance appointments after hours or 1-hour new submittal/revision appointments from our website. <https://bit.ly/3l3gECm>
- CED & PW is undertaking system enhancement efforts to automate and improve our work process with our software upgrade.
- We are currently hiring for a Building Inspector I, this recruitment will bring our inspector team to a fully staffed level as we continue to pursue our goal of next day inspections.

PLANNING UPDATES

The Planning Department is in the process of hiring a planning counter technician to handle every day zoning and development inquiries and to improve our customer service. The application period ends on March 23, 2023 and hope to have the selectee on-board by May.

•A community meeting will be held in either April or May to discuss the **Housing Incentive Overlay Zone (HIOZ)**. Invitations will be mailed out to property owners identified as selected properties within the proposed HIOZ as well as stakeholders and the general public. The meeting will be held in the City Library Conference Center and updates will be provided to the City Council. Additionally, based on the comments from the Planning Commission during the HIOZ study session in February, the city's consultant will be conducting additional analysis to answer questions posed by the commissioners.

YTD STATS



ECONOMIC DEVELOPMENT

The City continues to attract new business interest throughout the community.

- Samsung Electronics has signed OC's biggest industrial lease in 3 years with its 1 Million SF site at Goodman. The electronics manufacturer will be a major job provider and positive catalyst for our City. The permit review team is near finalization for this tenant occupancy.

In February, we welcomed 133 businesses in a variety of industries including:

- 12 new cosmetic businesses
- 58 new home occupancies
- 4 new medical service providers
- 52 various other businesses including retail, business consultants, and wholesale distributors
- Several new Restaurants are coming to town including Pokeworks Fullerton and Paris Baguette.
- We are also welcoming Syndcte Studios, an independent videography production company making Fullerton their home.

As a reminder, Fullerton is one of the few cities in Orange County which falls within the Los Angeles 30-Mile Studio Zone.

- The studio zone is a 30-mile radius used by union film projects to determine per diem rates and driving distances for crew members.
- The City continues to attract film interest for major television productions as well as Chapman University and the LA Film School.



Local SBDC Business Resource Webinars for March:

March 10th- Winning SEO Game in 2023

March 14th- Farm to Retail

(Turning Recipes into Retail-Ready Products)

March 15th- Doing Business in the ASEAN Region Growing Markets

March 16th- Beauty Boss

(Starting & Owning a Business)

March 22nd- Doing Business with the Metropolitan Water District (MWD)

HOUSING UPDATES

Housing Rehabilitation

- Five completed projects include grants and loans
- Three new projects to begin in April
- One project will go out to bid at the end of March
- Three home inspections are scheduled to identify the issues to be addressed
- Currently there are ten qualifying projects.

Community Development Block Grant (CDBG)

- The Community Development Citizens' Committee (CDCC) will be making their final recommendation for 2023-24 funding. The recommendation will be presented to City Council in May as part of the **2023-24 Annual Action Plan**
- Monitoring of the 2022-23 public service projects will begin in March

HOME-ARP

- The City has been allocated \$1,954,34 in HOME Investment Partnership - **American Rescue Plan (HOME-ARP)** funds. Funds will be used to assist the homeless and other vulnerable populations. The draft HOME-ARP Allocation Plan is available for public comment through March 21. Hard copies can be viewed in the Housing Division (City Hall - 3rd floor) or at the Library. The draft may also be viewed on the City's website. The draft will be presented to City Council at a public hearing for approval on March 21.

CODE ENFORCEMENT

The cluttering condition known as **hoarding** is one of the most challenging Code Enforcement case types processed by the Code Enforcement team. This condition can be extremely dangerous to the occupants, and if there is hoarding on the exterior, it poses a public nuisance to the community. Our objective is to protect health and safety in the community and to assist the resident so that they can live in their homes in a safe manner. For years this was the case with a long-time Fullerton resident until the case was reported to our office.

As with most of these cases, due to different mental health dynamics at play, we gained compliance only to have the resident regress to previous conditions. This resident was also not receptive to assistance from volunteers. However, Code Enforcement worked to gain rapport and trust with the resident, collaborated with Adult Protective Services, and reached out to the extended family to clear out a property where the hoarding had extended beyond the home and out to the yards and driveways. After two years of work, as of March 7, 2023, egress has been restored and we're working to ensure all interior hazards are mitigated. This has made a difference not only to the resident but to the surrounding properties.



CODE ENFORCEMENT STATS

July 1, 2022 - March 7,
2023

691

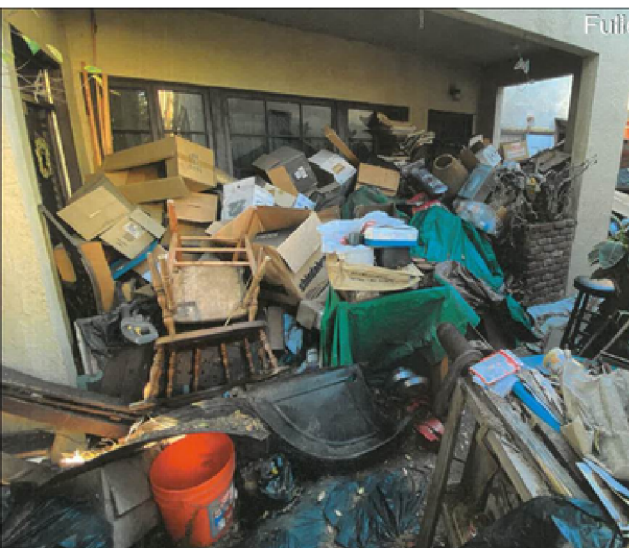
Complaints Received

721

Cases Resolved

1,212

Inspections Conducted

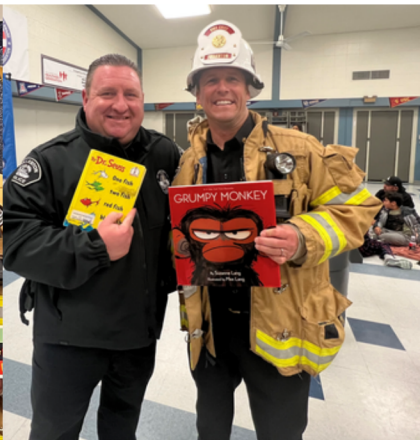


FIRE DEPARTMENT

CURRENT EVENTS

One Fire Chief, One Police Chief, and One City Manager, too, "Read Across Fullerton" was something they all could do.

As Read Across America Week continues, Fullerton Fire Chief Adam Loeser partnered with Fullerton Police Chief Bob Dunn and City Manager Eric Levitt to read to the scholars at Orangethorpe Elementary School. This engaging event enabled them to meet future firefighters, police officers, and public service professionals.



119

CANDIDATE INTERVIEWS

Fullerton Fire Department has completed **119 Firefighter Trainee interviews** conducted by HR and FD staff. Next week Fire Battalion Chief's Promotional Test will take place for 6 internal candidates.

Fullerton Fire Department was awarded **FEMA's Assistance to Firefighters Grant (AFG)**. The award of \$93,694.20 is dedicated to purchase a new battery-powered Hydraulic Rescue Too Kit (Jaws of Life) and a new Air Compressor System to refill Firefighter SCBA Bottles. Both items will be replacing antiquated safety equipment enabling our Firefighters to continue to provide timely, emergency services to the Fullerton community.

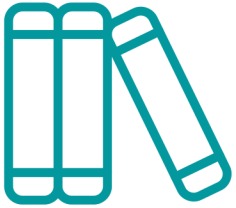




HUMAN RESOURCES

RECRUITMENT SUMMARY

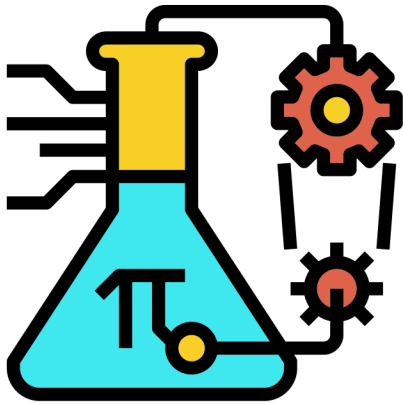
- A recruitment for **Assistant Engineer – Water** was posted on January 26. We are accepting applications on a continuous basis until March 12, 2023.
- A recruitment for **Environmental Services Coordinator** was posted on January 27. We are accepting applications on a continuous basis until March 12, 2023.
- A recruitment for **Solid Waste and Recycling Specialist** was posted on January 27. We are accepting applications on a continuous basis until March 12, 2023.
- A recruitment for **Police Records Specialist** was reposted on January 30 and closed on February 19. Interviews are scheduled for March 15, 2023.
- A recruitment for **Firefighter Trainee** opened on January 3 and closed on January 22. 469 applications were received of which approximately 220 were invited to the written test. Of those invited, 196 signed up for the written test administered on February 9. Candidates who passed the written exam were invited to oral interviews. Interviews are being held the week of March 6th. Candidates who pass the oral board will be placed on an eligible list and may move forward to a Fire Chief's interview. Based on current vacancies as well as anticipated promotions within the Fire Department, the City anticipates hiring 10-15 Firefighter candidates from this recruitment.
- A recruitment for **Maintenance Worker/Senior Maintenance Worker I** opened on January 11 as a continuous recruitment. Testing will be scheduled bi-monthly until all vacancies for these positions are filled with the next written test scheduled for March 9th. 100 applicants were invited for the written exam and 58 registered.
- A recruitment for **Police Services Representative** opened on January 4 and closed on January 29. 87 applications have been received and are currently being screened by subject matter experts.
- A recruitment for **Human Resources/Risk Management Analyst II** for the Human Resources Department opened on December 1 and closed on January 1. 35 applications were received of which 6 were invited to the oral board on February 24th. An eligible list was established.
- A recruitment for **Adult Services Librarian** opened on December 16 and closed on January 8. 49 applications were received. Interviews were conducted on January 24 and the eligible list established on January 25. The Library is currently conducting selection interviews.
- A recruitment for **Police Officer Trainee** was posted on September 19, 2022 and closed on December 11, 2022. 150 applications were received of which 116 did not meet the testing requirements. The remaining 34 candidates were invited to a Physical Ability Test (PAT) administered on January 27. 14 responded to the invitation of which only 9 reported. The 5 who passed the PAT were invited to an oral interview – 1 withdrew, 3 failed and 1 was placed in the eligible list.
- A recruitment for **Parks and Recreation Supervisor I/II** for the Parks and Recreation Department opened on November 16 and closed on December 11. 64 applications were received. Assessment interviews were conducted and an eligible list was established on February 8.
- A recruitment for **Senior Administrative Analyst** opened on October 17 and closed on November 20. 34 applications were received. A written test was administered on December 8. Assessment interviews were held on January 11 and the eligible list was established on January 12. Appointments are pending.
- The City accepts applications on a continuous basis for **Police Officer Trainee**. The next round of testing is scheduled to begin in March.
- The City is accepting applications on a continuous basis for the following non-regular positions:
 - Fire Department Utility Driver
 - Police Cadet
 - Police Dispatcher
 - Police Officer Lateral
- The recruitment for several non-regular Parks and Recreation positions remains open on a continuous basis.



LIBRARY

ON GOING PROJECTS

Preschool Storytimes: A story time for children ages 3-6, featuring stories, fingerplays, songs, and take-home crafts. Children must be 3 years old by January 1, 2023, and be able to enjoy the program independently in the story room. Thursdays at 11:15 a.m. January 12 to May 11.



School-Age Take-Home STEM: Pick up a FREE activity kit at the Children's Desk. A new STEM (Science, Technology, Engineering, Math) activity is featured each month. For children in grades 1 through 4. One kit per child while supplies last! Monthly, December through April.

North Orange County Boardgamers Game Day

Join us on the first Saturday of every month in the FPL Conference Center from 11:00 a.m. to 4:30 p.m. for North Orange County Boardgamers Game Day, presented by So Cal Game Connection and the Fullerton Public Library. This is a free event for both experienced and new players, with a raffle for a free game at 12:00 noon. More than 75 gamers attended our March Game Day!



LIBRARY

CHANGES ARE COMING

Changes are coming to **Baby and Toddler Storytime!** Beginning March 15, story time for our age three and under crowd becomes Stay and Play, a brand-new Family Literacy Pilot program. On Wednesdays through April 19, from 11:15 am to 12:15 pm, caregivers and children can connect with each other in a welcoming new play environment guided by library staff trained in early literacy.

Why are we making this change? Late last year, children's staff won a Stay and Play grant from the California State Library. The grant provides funds to begin a Stay and Play program in our library. The funding enabled us to purchase a wide range of developmental toys and activities. We purchased sensory play items, blocks, play food, magnetic vehicles, animal manipulatives, and interactive books. We also purchased large motor skill activities such as a toddler-sized ball toss net, foam shapes to crawl on, and pop-up crawl-through tunnels. Other necessary items like healthy snack foods and storage containers were purchased as well. Finally, the grant included specialized training in early childhood development and early literacy practices, allowing staff to earn continuing education hours. We are excited to share all of these new resources with our families!



FULLERTON PUBLIC LIBRARY

Storytime

CHANGES ARE COMING!

BABY AND TODDLER
STORYTIME BECOMES

Stay & Play

A NEW FAMILY LITERACY
PILOT PROGRAM

Connect with other caregivers and kids through interactive play, stories, snacks, and community partner guests! For children 3 and under.

✓ **1st Pilot Session: March 15 to April 19**
Wednesdays 11:15 AM to 12:15 PM

Registration is not required,
but space is limited.

CALIFORNIA
STATE LIBRARY

THIS PROJECT WAS MADE POSSIBLE WITH SUPPORT FROM
THE DAVID AND LUCILE PACKARD FOUNDATION.

ACCESS IDEAS ARENA
FULLERTON PUBLIC
LIBRARY

NEW PROJECT

Comics & Graphic Novels, Free to Download!

Fullerton Public Library is adding some POW! to our e-book collection with OverDrive's extensive digital catalog of popular comic & graphic novels. Choose from DC Comics, Marvel Entertainment, Image Comics, IDW, VIZ Media, and many more! To get started, download or open the Libby app today on your device. In addition to comics and graphic novels, you can borrow free e-books, digital audiobooks, and magazines with Libby from your library. All you need is a library card! New to Libby? Watch a quick video or sign up for a free webinar at resources.overdrive.com/getting-started-with-libby/ to get started. Still need help? Stop by the Ask Here desk at the library for some hands-on assistance. You can even sign up for a Saturday one-one-one tutoring session with one of our friendly FPL librarians.



Explore over 2,000
always-available comics and
graphic novels from Disney,
Marvel, IDW, Image and
DarkHorse!

COMICS & GRAPHIC NOVELS

 Libby.

PARKS AND RECREATION

PARK CAPITAL PROJECTS

Acacia Park playground

- The playground was closed in May due to various issues: exposed concrete footings, surface in bad condition, missing playground equipment, and the playground itself no longer being up to code. The Parks and Recreation Department met with many playground professionals and unfortunately, reopening the current playground was not possible.
- Playground order has been placed and is scheduled to be installed in the summer of 2023
- Demolition of the current playground is complete

West Coyote Hills Initial Trails

- Construction of trails nearing completion
- Ribbon cutting ceremony is scheduled for April 1, 2023, at 10:00 am

Pooch Park Relocation

- Pooch Park is in the process of being relocated to Brea Dam park
- The design phase is complete
- Construction contract scheduled to go to City Council on March 21st
- Brea Dam Park bridge replacement is complete

Union Pacific Park

- Ad-hoc committee meeting was held on February 6, 2023, to discuss community needs/wants
- The project is in the design phase

Emery Park

- Scope of the project includes a new playground with an adjacent picnic area and an ADA-accessible walkway from Sunny Ridge Drive
- Project will enter the design phase in March

COMPOST DAY

Took place on Saturday, March 4th from 8AM - 10:30AM at Independence Park (801 W. Valencia Drive).

Hundreds of residents received FREE compost provided by Republic Services.



PARKS AND RECREATION

SENIOR PROGRAMS AT THE FCC

Our upcoming **Art at Home** will be Cherry Blossoms Acrylic Painting, set for distribution Tuesday, March 14.

Grocery Distribution will be transitioning into in-person starting in April! Distribution's new time will be 10:45 AM – 11:45 AM on the first and third Thursdays of the month.

Educational Lectures

Join us for a variety of different in-person health, wellness, and financial seminars. Click [here](#) for more information.

- How to **Dispose of Medication Safely** on April 13th from 1:00 PM – 2:00 PM
- **It's your Estate Series** on April 20th – May 25th
- **Practice of Gratitude** on April 26th from 11:00 AM – 12:00 PM

Discover Fullerton on Foot will premiere a new walking tour on March 18. FCC staff Aimee Aul and volunteer Christina Garner will lead a group of walkers through the Brea Dam Recreational Area from 8:30 am – 9:30 am.



Both February **CRAFTernoons** were full with a total of 30 seniors participating. Starting this month, we will be offering an encore session of each CRAFTernoon at a later time, 4:30–6:30, to accommodate working Seniors. This program is free for Seniors aged 60+, and \$9 for younger artists. Our March project is "Amish Barn Signs" inspired by the folk art tradition of the Pennsylvania Dutch.

Senior Transportation

We are happy to announce that we will be offering FREE rides for recreational, shopping, and non-emergency medical trips to our satellite locations throughout Orange County for a limited time. This is a FREE program for Fullerton residents 60 years and older to have access to transportation throughout the city in partnership with OCTA & Yellow Cab. This FREE program began on Tuesday, February 21st and will continue until May 1st. This program is open to current and new participants in our senior taxi program. More information can be found at www.cityoffullerton.com/seniorprograms.



PARKS AND RECREATION

SENIOR PROGRAMS AT THE FCC CONTINUED



The **Senior Income Tax Assistance Program** is fully booked through April 6, we have assisted over 240 Seniors with their taxes this season.

Ongoing staff-led programs including **Senior Tech Assistance**, **Senior Singalong and Dessert Social**, and the **Senior Drum Circle** continue to gain popularity and offer much-needed services to our Seniors. In addition, we are offering, with the assistance of JP Morgan Chase Financial Services, we are offering a series of "Lunch and Learn" financial education workshops for seniors. Topics discussed include Cyber security and Credit Scores.

Call (714) 738-6575 for more information on Parks and Recreation programming.



Museums and More: Cultural Excursions for Seniors

Our second "Museums and More: Cultural Excursions for Seniors" took place March 8 with a visit to Heritage Hill Historic Park in Lake Forest. A total of 13 seniors participated. OCTA provides transportation for all "Museums and More" outings through our Senior Mobility Program partnership.

Contract Classes

Head to www.fullertoneconnect.com for a wide range of recreational classes offered throughout our spring season. Our Spring Brochure is available online and in-person with a great variety of courses!

Registration for classes taking place between March-May is still available! We have a variety of youth camps, sports, dog training & fitness programs this season.

Summer session registration will open in May 2023.

PARKS AND RECREATION

HAPPENING AT THE FCC

Youth Sports

Opening ceremonies with our Little League partner leagues were a success this past weekend. The season is now underway. Thank you to all our volunteer coaches and parents for volunteering their time to make these programs successful.

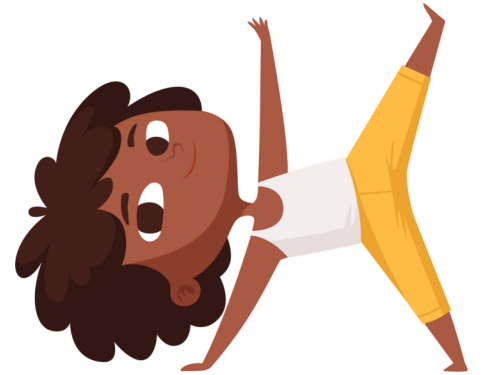
Youth Programs

Registration is FULL for our first-ever Spring Break Art Camp. Children, ages 6–12 will be having artsy fun with Parks and Recreation staff over FSD Spring Break March 20–24.

The Community Center is excited to offer additional new, low-cost programming for youth.

- Crafty Kids is on early release Wednesdays from 2:30 pm – 4:00 pm on the third Wednesday of every month for 6–12 year olds.
- My Little and Me Craft Time is the first Tuesday and Saturday from 10:00 – 11:00 am for toddlers and preschoolers.

All classes are available for registration at www.FullertonEconnect.com



Parks & Trails

If you want to join a dynamic team that enjoys the outdoors, this is the job for you. Apply today!
<https://www.governmentjobs.com/careers/fullerton>

Tennis Center

The Fullerton Tennis Center is open Monday – Friday from 7:00 a.m. to 9:00 p.m. and Saturday – Sunday from 7 a.m. to 11 a.m. for singles and doubles play and private lessons.

This public facility, with eleven lighted courts, is quietly situated next to St. Jude Medical Center. Our goal is to provide the community with first-class tennis programming for beginning, recreational, and advanced tennis players to enjoy.



PARKS AND RECREATION

HAPPENING AT THE FCC CONTINUED

Fitness

The Fullerton Community Center has Open Gym Basketball on Tuesdays 12:00pm - 3:00pm, Wednesdays 6:00pm - 9:00pm and Saturdays 8:00am - 12:00pm in March! Availability changes monthly - check out the website www.cityoffullerton.com/fitness for updates and pricing.



CITY EVENTS

Fullerton Wedding Show

The Fullerton Wedding Show was March 11th from 12:00-3:00pm at the Fullerton Community.



Private Rentals

Selected Fullerton parks are available to rent for private events! Pricing and additional information are online. Call (714) 738-6575 or email FullertonCenter@cityoffullerton.com for availability and permits.

The Fullerton Wedding Community Center has a Grand Hall, outdoor Terrace and Courtyard, Classrooms, Gymnasium, and more! Fill out the "rental inquiry" form online for more information www.cityoffullerton.com/fccrentals

Downtown Fullerton Market

The Thursday Downtown Market will be every Thursday, April 6th through August 31st 4:30 to 8:30 pm in the Downtown Plaza. If you are interested in being a vendor, the application and requirements are at www.cityoffullerton.com/cityevents

JOIN US FOR THE 2023 SEASON

DOWNTOWN FULLERTON MARKET

THURSDAYS, APRIL 6TH - AUGUST 31ST

4:30PM - 8:30PM

125 E. WILSHIRE AVE FULLERTON CA 92832



POLICE DEPARTMENT

PRE-ACADEMY

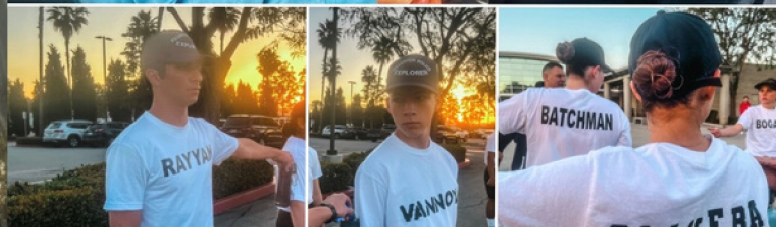
FPD's newest Police Officer Trainee started his first day of FPD's pre-academy on March 6th, joined by a trainee from Santa Ana Police Department. Day 1 of their long journey to becoming fully sworn Police Officers and serving our communities.

COFFEE WITH A COP

Join us Saturday, April 8th from 8:30 AM to 10:00 AM at Starbucks (2001 N Euclid St). Fullerton Police Officers will be there to answer your questions, and chit-chat about the town we all love. We hope you take advantage of this opportunity to meet your neighborhood officers!

EXPLORER ACADEMY GRADUATION

On Sunday, February 26th, four Fullerton PD Explorers from Explorer Post 204 successfully graduated from the 2023 Winter Orange County Law Enforcement Explorer Association Academy (OCLEEA). Four Fullerton PD Explorers, as well as over 100 other law enforcement Explorers, endured five-days of rigorous classroom instruction and physical training. At the conclusion of the Academy, 84 graduated.



POLICE DEPARTMENT

RECRUITMENT

Fullerton PD's recruitment team attended CSUF's Athletics Career Expo on March 3rd, for those interested in the Law Enforcement field. FPD is currently hiring for the position of Police Cadet, Part-Time Dispatcher, Lateral/Academy Trained Police Officer and Police Records Clerk. Apply today and become a Community Partner. www.joinfullertonpd.org.

RETIREMENT

Sergeant Dan Heying retired from FPD after 20 years of service to the Fullerton community. Sgt Heying started his career with the Contra Costa County Sheriff's Department before lateralling to Fullerton PD. During his career, Sgt. Heying worked as a Field Training Officer, SWAT Operator and Team Leader, Homeless Liaison Officer, and Internal Affairs Sergeant.

We wish Sgt. Heying nothing but the best in retirement. Congratulations!



INFORMATION TECHNOLOGY

In February, 397 out of 635 users completed the monthly security training in KnowBe4, our awareness platform. We encourage all to stay up-to-date with security training each month.

DATA LOSS PREVENTION (DLP)

19

DLP Incidents

A DLP incident occurs when sensitive data is detected in an outgoing email, triggering automatic encryption

84

Messages encrypted manually
Number of times a user manually enabled encryption on an outgoing message

INFORMATION TECHNOLOGY

CYBER SECURITY OPERATIONS

242

Suspicious emails reported

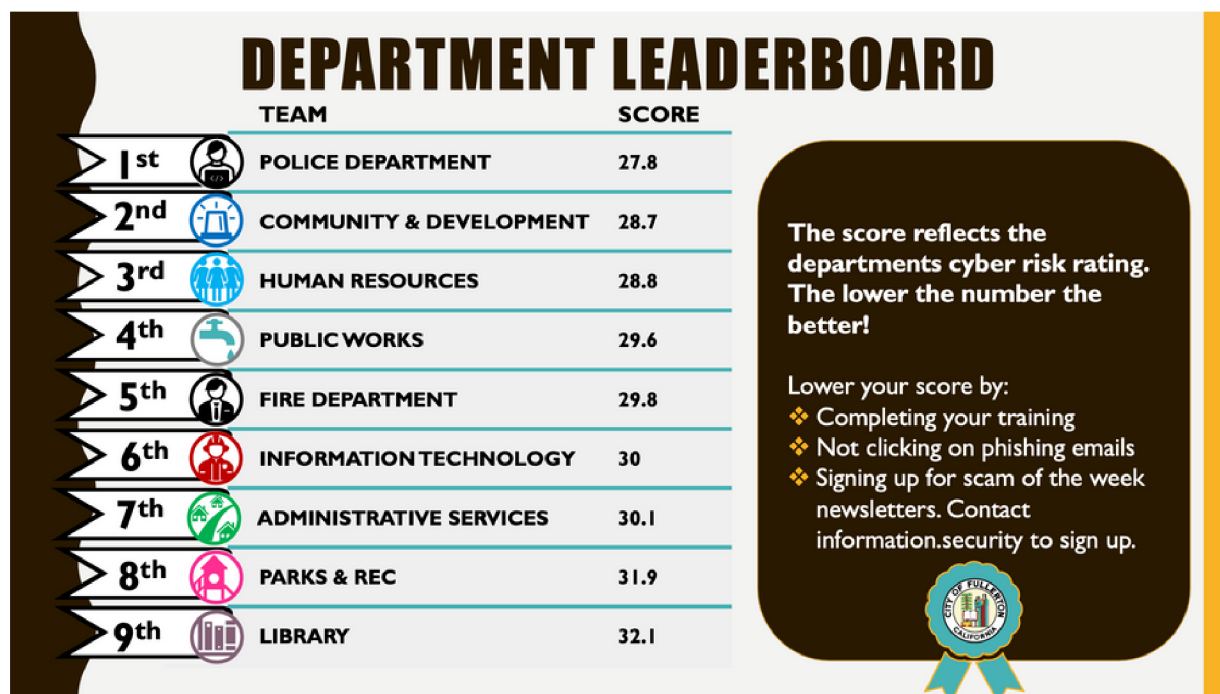
Number of times users reported a suspicious email (includes phishing simulation)

+37 from January

258,136

Suspicious emails blocked

Emails blocked automatically by security tools
Out of 492,862 (52%)



*Scores are calculated by aggregating each department's completed training, phishing results, and newsletter enrollment

WORKPLACE SOLUTIONS & SUPPORT

37

Survey responses received

When a ticket is completed, a survey request is sent to the submitter. This is the number of users that submitted a survey response.

5.0

Average rating

Respondents are asked how they would rate the service they received on a scale of 1-5. This is the average rating submitted on the survey

PUBLIC WORKS

WATER SERVICE LEAKS AND REPAIRS
FEBRUARY 22 - MARCH 3RD

8

WATER MAIN LEAKS
AND BREAKS

3

WATER SERVICE
LEAKS

6

OTHER WATER
LEAKS



CITY HALL DIRECTORY

| | | | |
|-----------------------|--------------|--------------------|--------------|
| ADMIN SERVICES | 714-738-6549 | FIRE DEPARTMENT | 714-738-6500 |
| AIRPORT | 714-738-6323 | HOUSING | 714-738-6544 |
| BUSINESS REGISTRATION | 714-738-6531 | HUMAN RESOURCES | 714-738-6361 |
| CITY ATTORNEY | 714-446-1400 | LIBRARY | 714-738-6388 |
| CITY CLERK | 714-738-6350 | MUSEUM | 714-738-3338 |
| CITY COUNCIL | 714-738-6311 | PARKS AND REC | 714-738-6575 |
| CITY MANAGER | 714-738-6310 | POLICE | 714-738-6800 |
| CODE ENFORCEMENT | 714-738-6553 | PUBLIC INFORMATION | 714-738-6317 |
| COMMUNITY DEVEL. | 714-738-6541 | PUBLIC WORKS—MS | 714-738-6897 |
| COMMUNITY CENTER | 714-738-6575 | PUBLIC WORKS—ENG | 714-738-6845 |



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