
**CITY COUNCIL
REGULAR
MEETING**



**MAY 10, 2011
7:00 PM**

AGENDA

L. Allan Songstad, Jr., Mayor

**Melody Carruth, Mayor Pro Tempore
Randal Bressette, Council Member**

**Barbara Kogerman, Council Member
Joel Lautenschleger, Council Member**

Location: City Council Chamber, 24035 El Toro Road, Laguna Hills, California 92653

CALL TO ORDER

Resolution No. 96-04-09-1 established rules of decorum for public meetings held by the City of Laguna Hills. Resolution No. 96-04-09-1 is available on the table at the back of the City Council Chamber.

PLEDGE OF ALLEGIANCE: Council Member Lautenschleger

ROLL CALL OF CITY COUNCIL MEMBERS:

1. PRESENTATIONS AND PROCLAMATIONS

1.1 MOTHERS AGAINST DRUNK DRIVING (MADD) 2010 "DEUCE AWARD" (0410-65)

RECOMMENDATION: That Mayor Songstad invite Sharry Graham, with Orange County Mothers Against Drunk Driving, to present the Deuce Award to Deputy Scott Watson.

2. PUBLIC COMMENTS

This is the appropriate time for members of the public to make comments regarding items listed on the Consent Calendar and issues not listed on the Agenda. Any person wishing to address the City Council on any matter, whether or not it appears on this Agenda, is asked to complete a "Request to Speak" form available on the table at the back of the Chamber. The completed form is to be submitted to the City Clerk prior to an individual being heard by the City

Council. No action will be taken on any items not on the Agenda unless the City Council makes a determination that an emergency exists or that the need to take action on the item arose subsequent to posting of the Agenda.

There will be a time limitation of three minutes per person, an overall time limit of ten minutes for any one subject, and a time limit of thirty minutes for the Public Comments portion of the Agenda.

2.1 LAGUNA HILLS HIGH SCHOOL STUDENT LIAISON (0930-40)

RECOMMENDATION: That the City Council receive an oral report from Laguna Hills High School Student Liaison Lyndsey Kaan.

3. MINUTES

3.1 REGULAR MEETING, APRIL 26, 2011 (0410-50)

RECOMMENDATION: That the City Council approve the minutes of the April 26, 2011, regular meeting.

4. CONSENT CALENDAR

All matters listed under "CONSENT CALENDAR" are considered to be routine and will be enacted by one motion approving the recommendation listed on the Agenda. There will be no separate discussion unless Members of the City Council or Staff request specific items be removed from the Consent Calendar.

4.1 MOTION TO APPROVE THE READING BY TITLE OF ALL ORDINANCES AND RESOLUTIONS, SAID TITLES, WHICH APPEAR ON THE PUBLIC AGENDA, SHALL BE DETERMINED TO HAVE BEEN READ BY TITLE AND FURTHER READING WAIVED

RECOMMENDATION: That the City Council waive reading of Ordinances and Resolutions.

4.2 APPROVAL OF WARRANT REGISTER FOR PERIOD ENDED MAY 10, 2011 (0300 30)

RECOMMENDATION: That the City Council approve the Warrant Register in the amount of \$356,346.67.

4.3 THIRD QUARTER FINANCIAL AND TREASURER'S REPORT (FISCAL YEAR 2010/11) (0300-40)

RECOMMENDATION: That the City Council receive and file the Third Quarter Financial and Treasurer's Report for FY2010/11.

- 4.4 ZONING TEXT AMENDMENT NO. 3-11-1894, AMENDING TITLE 9 OF THE LAGUNA HILLS MUNICIPAL CODE ENTITLED "ZONING AND SUBDIVISIONS" INCLUDING CHAPTER 9-10 (ZONING DISTRICTS ESTABLISHED) AND CHAPTER 9-62 (TEMPORARY USES) TO PERMIT SEASONAL STRAWBERRY STANDS IN SOME COMMERCIAL DISTRICTS SUBJECT TO THE APPROVAL OF A TEMPORARY USE PERMIT (0480-20)

RECOMMENDATION: That the City Council adopt an Ordinance entitled:

AN ORDINANCE OF THE CITY OF LAGUNA HILLS, CALIFORNIA, AMENDING TITLE 9 OF THE LAGUNA HILLS MUNICIPAL CODE ENTITLED "ZONING AND SUBDIVISIONS" INCLUDING CHAPTER 9-10 (ZONING DISTRICTS ESTABLISHED) AND CHAPTER 9-62 (TEMPORARY USES) TO PERMIT SEASONAL STRAWBERRY STANDS IN CERTAIN COMMERCIAL DISTRICTS SUBJECT TO THE APPROVAL OF A TEMPORARY USE PERMIT.

- 4.5 PROGRESS PAYMENT NO. 2 FOR LA PAZ ROAD WIDENING AT I-5 IMPROVEMENT PROJECT, CIP NO. 159 (0400-10)

RECOMMENDATION: That the City Council approve Progress Payment No. 2, in the net amount of \$12,609.27, to SEMA Construction, Inc., for the La Paz Road Widening at I-5 Improvement Project, CIP No. 159.

- 4.6 AWARD OF CONTRACT FOR ENERGY EFFICIENT PROJECT, CIP NO. 515 (0400-10)

RECOMMENDATION: That the City Council:

1. Adopt a Resolution entitled:

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF LAGUNA HILLS, CALIFORNIA, ADDING THE ENERGY EFFICIENCY PROJECT, CIP NO. 515, TO THE FISCAL YEAR 2010-2011 CAPITAL IMPROVEMENT PROGRAM BUDGET; and

2. Award the contract for the Energy Efficient Project, CIP No. 515, to the apparent low bidder, Robert D. Gosney Construction, in the low bid amount of \$164,634.00, and authorize the Mayor to sign and the City Clerk to attest to the contract documents.

- 4.7 2011 FOURTH OF JULY CELEBRATION (0400-10)

RECOMMENDATION: That the City Council authorize the City Manager to execute the Agreement with Pyro Spectaculars, Inc., approved as to form by the

City Attorney, for the Fourth of July Fireworks Show.

4.8 STATUS REPORT OF FLORENCE SYLVESTER SENIOR CENTER
UPGRADES(0280-50)

RECOMMENDATION: That the City Council receive and file the report.

ITEMS REMOVED FROM THE CONSENT CALENDAR

5. PLANNING AGENCY

5.1 ROLL CALL OF PLANNING AGENCY MEMBERS

5.2 PUBLIC COMMENTS

This is the appropriate time for members of the public to make comments regarding issues not listed on the Agenda. Any person wishing to address the Planning Agency on any matter, whether or not it appears on this Agenda, is asked to complete a "Request to Speak" form available on the table at the back of the Chamber. The completed form is to be submitted to the City Clerk prior to an individual being heard by the Planning Agency.

5.3 PLANNING AGENCY MINUTES

MINUTES OF THE REGULAR MEETING OF APRIL 26, 2011 (0120-10)

RECOMMENDATION: That the Planning Agency approve the minutes of the April 26, 2011, regular meeting.

5.4 PLANNING AGENCY PUBLIC HEARINGS

5.4.1. CONDITIONAL USE PERMIT/SITE DEVELOPMENT
PERMIT/MASTER SIGN PROGRAM/VARIANCE NO. 2-11-
1877, A REQUEST BY G&M OIL COMPANY TO
RECONSTRUCT THE EXISTING GAS STATION AND ADD A
NEW 1,316 SQUARE FOOT CONVENIENCE STORE,
LOCATED AT 23991 EL TORO ROAD IN THE VILLAGE
COMMERCIAL (VC) ZONING DISTRICT (0610-55)

RECOMMENDATION: That the Planning Agency:

1. Conduct a Public Hearing; and
2. Adopt a Resolution entitled:

A RESOLUTION OF THE PLANNING AGENCY OF THE CITY OF LAGUNA

HILLS, CALIFORNIA, APPROVING CONDITIONAL USE PERMIT/SITE DEVELOPMENT PERMIT/MASTER SIGN PROGRAM/VARIANCE NO. 2-11-1877, A REQUEST BY G&M OIL COMPANY TO RECONSTRUCT THE EXISTING GAS STATION AND ADD A NEW 1,316 SQUARE FOOT CONVENIENCE STORE, LOCATED AT 23991 EL TORO ROAD IN THE VILLAGE COMMERCIAL (VC) ZONING DISTRICT.

PLANNING AGENCY ADJOURNMENT

6. CITY COUNCIL PUBLIC HEARINGS

7. ADMINISTRATIVE REPORTS

7.1 City Manager

7.2 Assistant City Manager

7.2.1. 2011 BIENNIAL CITIZEN SURVEY (0330-30)

RECOMMENDATION: That the City Council receive and file the 2011 Biennial Citizen Survey.

7.2.2. COMPENSATION STUDY - CONSULTANT PRESENTATION (0520-10)

RECOMMENDATION: That the City Council receive a presentation from Ralph Andersen & Associates.

8. OTHER BUSINESS

8.1 COUNCIL MEMBER KOGERMAN

8.1.1. REVISION OF THE CITY'S ON-LINE "PUBLIC OFFICIALS' COMPENSATION REPORT FOR CALENDAR YEAR 2010" (0520-10)

RECOMMENDATION: That the City Council direct staff to revise the city's on-line "Public Officials' Compensation Report for Calendar Year 2010" by incorporating the changes indicated in the "Background" of this item and have the revised document available for City Council review at the June 14, 2011 meeting.

9. MATTERS PRESENTED BY MAYOR AND COUNCIL MEMBERS

10. CLOSED SESSION

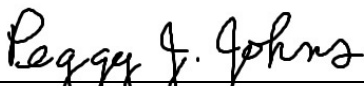
The City Council shall convene in Closed Session, in the City Hall Conference Room, to consider the following matters:

ADJOURNMENT

The next Regular Meeting of the City Council will be May 24, 2011, at 7:00 PM, in the City Council Chamber, located at 24035 El Toro Road, Laguna Hills, California.

CERTIFICATION

I, PEGGY J. JOHNS, City Clerk of the City of Laguna Hills, do hereby certify that a copy of the foregoing Agenda was posted at Laguna Hills City Hall, Laguna Hills Community Center, and La Paz Center by May 6, 2011, at 5:00PM.



PEGGY J. JOHNS, CITY CLERK

DATE

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, you should contact the office of the City Clerk at (949) 707-2635. Notification 48 hours prior to the meeting will enable the City to make reasonable arrangements to assure accessibility to this meeting.

Materials related to an item on this Agenda submitted to the City Council after distribution of the agenda packet are available for public inspection in the City Clerk's Office at 24035 El Toro Road, Laguna Hills, California, during normal business hours.

CITY OF LAGUNA HILLS

AGENDA REPORT POLICE SERVICES DEPARTMENT

ISSUE: MOTHERS AGAINST DRUNK DRIVING (MADD) 2010 “DEUCE AWARD”

SUMMARY:

The Orange County Chapter of Mothers Against Drunk Drivers (MADD) is recognizing Deputy Scott Watson for his efforts in the identification and apprehension of impaired drivers in Laguna Hills. The MADD “Deuce Award” is being presented to Deputy Watson for amassing 74 DUI arrests in 2010.

BACKGROUND:

Deputy Scott Watson has been assigned to the City of Laguna Hills for four years. He has developed an expertise in the identification and apprehension of drunk and impaired drivers. Since his assignment to the City, Deputy Watson has consistently led Laguna Hills patrol deputies in DUI arrests.

Every year, the local chapters of Mothers against Drunk Drivers (MADD) recognize police officers for their efforts in reducing or eliminating drunk driving on our roadways. Driving while under the influence of alcohol has been proven over and over again to have tragic effects on families and communities throughout the nation. By recognizing the efforts of our deputies, MADD continues to remind everyone that drunk driving is not a victimless crime.

Deputy Scott Watson should be commended for his efforts in making the streets of Laguna Hills safer for those citizens who travel through this community.

RECOMMENDATION: THAT MAYOR SONGSTAD INVITE SHARRY GRAHAM, WITH ORANGE COUNTY MOTHERS AGAINST DRUNK DRIVING, TO PRESENT THE DEUCE AWARD TO DEPUTY SCOTT WATSON.

**CITY OF LAGUNA HILLS, CALIFORNIA
CITY COUNCIL REGULAR MEETING
MINUTES
APRIL 26, 2011**

CALL TO ORDER

Mayor Songstad called the Regular Meeting of the City Council of the City of Laguna Hills, California, to order at 7:00 PM in the Laguna Hills City Council Chamber, 24035 El Toro Road, Laguna Hills.

PLEDGE OF ALLEGIANCE: Mayor Pro Tempore Carruth

ROLL CALL OF CITY COUNCIL MEMBERS

Present: Mayor Songstad, Mayor Pro Tempore Carruth, Council Member Bressette, Council Member Kogerman, and Council Member Lautenschleger

STAFF PRESENT: Bruce Channing, City Manager; Donald White, Assistant City Manager; Peggy Johns, City Clerk; James Donich, Assistant City Attorney; Ken Rosenfield, Public Services Director/City Engineer; Vern Jones, Community Development Director; Steve Doan, Chief of Police Services; David Reynolds, Deputy City Manager; Ron Roberts, Battalion Chief, Orange County Fire Authority; Melissa Au-Yeung, Senior Management Analyst; and Dan Meehan, Community Services Superintendent.

1. PRESENTATIONS AND PROCLAMATIONS

There were no Presentations or Proclamations.

2. PUBLIC COMMENTS

2.1 LAGUNA HILLS HIGH SCHOOL STUDENT LIAISON (0930-40)

The City Council received an oral report from Laguna Hills High School Student Liaison Lyndsey Kaan.

3. MINUTES

3.1 REGULAR MEETING, APRIL 12, 2011 (0410-50)

Motion to approve the minutes of the April 12, 2011, regular meeting by m/Mayor Pro Tempore Carruth, s/Council Member Bressette.

Approved by a vote of 5-0.

3.2 ADJOURNED REGULAR MEETING, APRIL 19, 2011 (0410-50)

Motion to approve the minutes of the April 19, 2011, adjourned regular meeting, by m/Council Member Bressette, s/Mayor Pro Tempore Carruth. Approved by a vote of 5-0.

4. CONSENT CALENDAR

Motion to approve the Consent Calendar, by m/Mayor Pro Tempore Carruth, s/Council Member Bressette. Approved by a vote of 5-0.

4.1 MOTION TO APPROVE THE READING BY TITLE OF ALL ORDINANCES AND RESOLUTIONS, SAID TITLES, WHICH APPEAR ON THE PUBLIC AGENDA, SHALL BE DETERMINED TO HAVE BEEN READ BY TITLE AND FURTHER READING WAIVED

Waived reading of Ordinances and Resolutions.

4.2 APPROVAL OF WARRANT REGISTER FOR PERIOD ENDED APRIL 26, 2011 (0300-30)

Approved the Warrant Register in the amount of \$918,434.56.

4.3 AMENDMENT NO. 2 TO COMMUNITY DEVELOPMENT BLOCK GRANT AND HOME PROGRAMS COOPERATION AGREEMENT (0400-10)

Approved Amendment No. 2 to Cooperation Agreement with the County of Orange for their support services in the Urban County CDBG and Home Programs and authorize the Mayor to execute the Agreement.

4.4 URBAN VILLAGE SPECIFIC PLAN AMENDMENT (0480-20)

Adopted Ordinance No. 2011-3, an Ordinance of the City of Laguna Hills, California, amending Section V of the Urban Village Specific Plan relating to land use and development standards to ensure consistency with the General Plan, to improve internal consistency, to incorporate existing mixed use application and development standards, and to clarify aspects of the Public Art Program.

4.5 PROGRESS PAYMENT NO. 3, FINAL, FOR CITYWIDE PAVEMENT REHABILITATION PROJECT, CIP NO. 101-G (0400-10)

Approved Contract Change Order No. 1 and Progress Payment No. 3, Final, in the net amount of \$96,921.65, to Excel Paving Company, for Citywide Pavement Rehabilitation Project, CIP No. 101-G, and authorized the filing of

the Notice of Completion and subsequent release of retention in 35 days, if no liens had been filed.

4.6 2011 WEED ABATEMENT PROGRAM (0240-50)

Adopted Resolution No. 2011-04-26-1, a Resolution of the City Council of the City of Laguna Hills, California, declaring weeds and rubbish on specified private property to be a public nuisance, commencing public proceedings, and setting a Public Hearing for May 24, 2011.

4.7 URBAN FORESTRY GRANT FOR THE GREEN TREES FOR THE GOLDEN STATE PROGRAM (0820-25)

Approved the Urban Forestry Grant Agreement No. 8CA10902 with the State of California Department of Forestry and Fire Protection.

4.8 MEASURE M2 ENVIRONMENTAL CLEANUP ALLOCATION PROGRAM, TIER 1 GRANT PROGRAM (0820-25)

Approved the Grant Application for the Measure M2 Environmental Cleanup Allocation Program, Tier 1 Grant Program, and adopted Resolution No. 2011-04-26-2, A Resolution of the City Council of the City of Laguna Hills, California, authorizing an application for funds for the Measure M2 Environmental Cleanup Allocation Program, Tier 1 Grant Program under Orange County Local Transportation Ordinance No. 3 for the Laguna Hills Debris Gates Project.

5. PLANNING AGENCY

Mayor Songstad recessed the City Council meeting and acting in the capacity of Chair, called the regular meeting of the Planning Agency of the City of Laguna Hills, California, to order at 7:04 PM.

5.1 ROLL CALL OF PLANNING AGENCY MEMBERS

Present: Chair Songstad, Vice Chair Carruth, Agency Member Bressette, Agency Member Kogerman, and Agency Member Lautenschleger

5.2 PUBLIC COMMENTS

There were no Public Comments.

5.3 MINUTES OF THE APRIL 12, 2011, REGULAR MEETING (0120-10)

Motion to approve the minutes of the April 12, 2011, regular meeting as referenced in Item 3.1, beginning on Page 4, by m/Agency Member Lautenschleger, s/Vice Chair Carruth.

Approved by a vote of 5-0.

5.4 PLANNING AGENCY PUBLIC HEARINGS

- 5.4.1. CONDITIONAL USE PERMIT/SITE DEVELOPMENT PERMIT/MASTER SIGN PROGRAM/VARIANCE NO. 2-11-1877, A REQUEST BY G&M OIL COMPANY TO RECONSTRUCT THE EXISTING GAS STATION AND ADD A NEW 1,316 SQUARE FOOT CONVENIENCE STORE, LOCATED AT 23991 EL TORO ROAD IN THE VILLAGE COMMERCIAL (VC) ZONING DISTRICT (0610-55)

Motion to continue this Agenda item to its regular meeting of May 10, 2011, by m/Vice Chair Carruth, s/Agency Member Kogerman.

PLANNING AGENCY ADJOURNMENT

Mayor Songstad reconvened the City Council meeting at 7:05 p.m. All Council Members were present.

6. CITY COUNCIL PUBLIC HEARINGS

- 6.1 ZONING TEXT AMENDMENT NO. 3-11-1894, AMENDING TITLE 9 OF THE LAGUNA HILLS MUNICIPAL CODE ENTITLED "ZONING AND SUBDIVISIONS" INCLUDING CHAPTER 9-10 (ZONING DISTRICTS ESTABLISHED) AND CHAPTER 9-62 (TEMPORARY USES) TO PERMIT SEASONAL STRAWBERRY STANDS IN SOME COMMERCIAL DISTRICTS SUBJECT TO THE APPROVAL OF A TEMPORARY USE PERMIT (0480-20)

Mayor Songstad opened the Public Hearing, and upon seeing no one rise, closed the Public Hearing.

Motion to introduce an Ordinance of the City of Laguna Hills, California, amending Title 9 of the Laguna Hills Municipal Code entitled "Zoning and Subdivisions" including Chapter 9-10 (Zoning Districts Established) and Chapter 9-62 (Temporary Uses) to permit seasonal strawberry stands in certain commercial districts subject to the approval of a temporary use permit, by m/Council Member Lautenschleger, s/Mayor Pro Tempore Carruth.

Approved by a vote of 5-0.

7. ADMINISTRATIVE REPORTS

- 7.1 City Manager

The City Manager made no reports.

8. OTHER BUSINESS**8.1 LAGUNA HILLS HIGH SCHOOL GRAD NITE FUNDING REQUEST (0330-25)**

Motion that the City Council match the \$1,500 raised by Laguna Hills PTSA Grad Nite Committee and issue a check as soon as possible, by m/Council Member Bressette, s/Mayor Pro Tempore Carruth.

Failed by a vote of 4-1 (Council Members Kogerman, Lautenschleger, Mayor Pro Tempore Carruth, and Mayor Songstad voting no).

9. MATTERS PRESENTED BY MAYOR AND COUNCIL MEMBERS**COUNCIL MEMBER BRESSETTE**

Council Member Bressette reported that the OC Fire Authority had released its Wildfire Awareness Week the first week in May, and they had been working with homeowner associations to lower the risk of kitchen fires. Council Member Bressette reported that Team Dark Horse had been invited to participate in the Laguna Hills High School Swap Meet on Saturday, April 30, with all proceeds benefitting the 3/5, and recommended the City Council donate saleable items to the cause. Council Member Bressette indicated that the 3/5 was home from Afghanistan, acknowledged letters received from the Chaplin and the Commanding Officer of the 3/5 thanking the City of Laguna Hills for their support. Council Member Bressette thanked Team Dark Horse for doing a great job and thanked the City Council for getting the Committee up and running.

MAYOR PRO TEMPORE CARRUTH

Mayor Pro Tempore Carruth thanked Council Member Bressette for organizing Team Dark Horse's participation in the high school swap meet. Mayor Pro Tempore Carruth indicated she attended the homecoming of India Company and reported on the event. Mayor Pro Tempore Carruth recommended that the City Council consider keeping the 3/5 Banner up at the Community Center until after the City's Half Marathon event, and there was consensus by the City Council to do so.

10. CLOSED SESSION

There was no Closed Session.

ADJOURNMENT

There being no further business before the City Council at this session, Mayor Songstad declared the meeting adjourned at 7:35 PM.

ATTEST:

L. ALLAN SONGSTAD, JR., MAYOR

APPROVED AT MEETING OF _____

CITY OF LAGUNA HILLS
AGENDA REPORT
ADMINISTRATIVE SERVICES DEPARTMENT

**ISSUE: APPROVAL OF WARRANT REGISTER FOR PERIOD ENDED
 MAY 10, 2011.**

SUMMARY:

In accordance with Government Code Section 37202, the Finance Manager prepares the attached warrant register, which reflects the disbursements of the City of Laguna Hills for the period reported thereon. The Assistant City Manager certifies that funds are available for the payment thereof. These warrants are hereby submitted to the City Council for approval of payment.

Prepared by:

JANICE MATEO REYES
Finance Manager

Certified:



DONALD J. WHITE
Assistant City Manager

5-2-11

DATE

FISCAL IMPACT:

The warrant register total is \$ 356,346.67

**RECOMMENDATION: THAT THE CITY COUNCIL APPROVE THE WARRANT REGISTER
IN THE AMOUNT OF \$ 356,346.67.**

ATTACHMENTS:

1. **Warrant Register**

**CITY OF LAGUNA HILLS
WARRANT REGISTER
May 10, 2011**

VENDOR		DESCRIPTION	CHECK NO.	AMOUNT
PREPAID WARRANTS:				
AT&T		Communication Expense, Administrative Services Fax Line, Apr '11	8801185	\$ 83.56
CHEVRON		Vehicle Fuel, Apr '11	8801203	2,204.13
EVERBANK COMMERCIAL FINANCE		Lease - Copier, City Hall, Apr '11	8801209	223.09
HOME DEPOT		Program Supplies, Community Services, Mar '11	8801213	53.19
MITSUBISHI ELECTRIC & ELECTRONIC		Facility Maintenance, Elevator, Community Center, Apr '11	8801222	325.75
NEXTEL COMMUNICATION		Communication Expense, Community Services, Mar '11	8801224	161.78
OC WATER DISTRICT		Meeting Expense, May '11	8801226	115.00
OROS CONSULTING SERVICES, LLC		Professional Fees, Computer Consulting Services, Apr '11	8801228	4,127.50
REFUND, COMMUNITY SVCS PROGRAM		A. Wolfe-Kitmitto, V# 2002024.002	8801231	20.00
REFUND, FACILITY RENTAL DEPOSIT		M. Crutchfield, V# 2001977.002	8801186	500.00
REFUND, FACILITY RENTAL DEPOSIT		M. Carruth, V# 2002009.002	8801187	500.00
SAN DIEGO GAS & ELECTRIC		Electric Usage, Street Lights and Parks, Mar '11	8801188	21,891.46
SOUTHERN CALIFORNIA EDISON		Electric Usage, Street Lights, Mar '11	8801189	924.50
SOUTHERN CALIFORNIA EDISON		Electric Usage, Street Lights and Traffic Control, Apr '11	8801237	642.71
THE GAS COMPANY		Gas Usage, Community Center, Mar '11	8801190	193.47
Total Prepaid Warrants:			\$	31,966.14

REGULAR WARRANTS:

A. C. LANDSCAPE, INC.	Water Management Services, Miscellaneous Repairs, Apr '11	8801191	\$ 136.00
ALICEA, MIA	Contract Instructor Fee, Dancing Spring Session, Community Services	8801192	9,982.00
ALL CITY MANAGEMENT, INC.	Crossing Guard Services, 03/27/11 - 04/09/11	8801193	3,420.00
AMERICAN PLANNING ASSOCIATION	Membership, Planning Department	8801194	245.00
ANIMAL PEST MANAGEMENT SERVICES	Animal Control, Coyote Assessment, Mar '11	8801195	500.00
BAKER, DARREN	Umpire Fees, Adult Softball, Community Services	8801196	90.00
BRAME, MARILYN	Contract Instructor Fee, Drawing Spring Session, Community Services	8801197	504.00

CITY OF LAGUNA HILLS
WARRANT REGISTER
May 10, 2011

VENDOR	DESCRIPTION	CHECK NO.	AMOUNT
C & A ATHLETICS	Program Supplies, Community Services, Apr '11	8801198	1,404.56
C&D ELECTRIC, INC.	Lighting Repairs, Parks, Apr '11	8801199	2,127.50
C2 REPROGRAPHICS	Printing Expense, Apr '11	8801200	39.59
CALIFORNIA HIGHWAY PATROL	Traffic Control, La Paz Widening @ I-5 CIP # 159, Deposit	8801201	5,735.00
CALIFORNIA OFFICE SYSTEMS	Usage - Copier, Community Center, Apr '11	8801202	223.76
COMPLETE OFFICE OF CALIFORNIA	Office, Operating and Computer Supplies, Community Center, Apr '11	8801204	815.31
DATA TICKET, INC.	Processing Fee, Parking Citations, Mar '11	8801205	610.07
DUNBAR ARMORED, INC.	Courier Fee, Armored Transport, Apr '11	8801206	297.11
ECHITO, MARTIE	Program Expense, Community Services, May '11	8801207	600.00
ELKINS, CHRISTINA	Contract Instructor Fee, Dancing Spring Session, Community Services	8801208	2,179.10
FAUBEL PUBLIC AFFAIRS	Professional Fees, Combined Issue, City Views/Community Services Summer 2011 Activity Guide	8801210	4,450.00
GRAHAM COMPANY	Facility Maintenance, Emergency Lighting System, Community Center, Apr '11	8801211	410.00
HANSEN, MARIA	Contract Instructor Fee, Zumba Spring Session, Community Services	8801212	268.80
JAMEY CLARK, INC.	Miscellaneous Park Repairs and Graffiti Removal, Apr '11	8801214	416.25
JOE A. GONSALVES & SON	Professional Fees, Legislative Services, May '11	8801215	2,900.00
K F STUDIOS	Event Promotional Services, 1/2 Marathon and 5K Event, Community Services, Apr '11	8801216	1,410.00
KNIGHT, LORNA ANGELA	Contract Instructor Fee, Yoga Spring Session, Community Services	8801217	3,494.00
LINDY OFFICE PRODUCTS	Operating Supplies, Apr '11	8801219	37.80
MARTIN LOCK & SAFE CO.	Facility Maintenance, Lock Service, City Hall, Apr '11	8801220	348.82
MEDLOCK, GEORGE	Contract Instructor Fee, Drumming Spring Session, Community Services	8801221	672.00
MONOGRAM MAGIC	Operating Supplies, Police Services, Apr '11	8801223	119.58
OFFICE SOLUTIONS	Computer, Office and Operating Supplies, Apr '11	8801227	797.35
O'NEIL, STEPHEN	Contract Instructor Fee, Public Art Educational Program, Spring Session, Community Services	8801225	300.00
ORANGE COUNTY TREASURER	Public Safety 800 MHZ Cost Allocation 4th Qtr 10/11 and Communication Charge 3rd Qtr 10/11	8801218	3,408.25
ORANGE COUNTY TREASURER	Parking Fee Surcharge, Mar '11	8801229	1,951.63
ORANGE COUNTY TREASURER	Road Maintenance, Feb - Mar '11	8801234	149,180.21

**CITY OF LAGUNA HILLS
WARRANT REGISTER
May 10, 2011**

VENDOR	DESCRIPTION	CHECK NO.	AMOUNT
ORANGE COUNTY TREASURER	Traffic Signal Maintenance, Oct - Nov '10	8801240	20,840.10
QUIKSILVER COURIER	Delivery Expense, Apr '11	8801230	59.28
RENEGADE RACING	Event Management Services, 1/2 Marathon and 5K Event, May '11, Partial Payment	8801232	6,000.00
RICHARD FISHER ASSOCIATES	Professional Fees, Sports Complex Renovations CIP # 514, Moulton Widening / Santa Maria CIP # 137, Renovation Costeau and Stockport Park CIP # 239 and On Call Landscaping, Apr '11	8801233	18,043.36
SEMA CONSTRUCTION, INC.	Progress Payment #2, La Paz Widening @ I-5 CIP # 159	8801235	12,609.27
SIRE TECHNOLOGIES	Agenda Management and Audio Web Access Software and Implementation, Partial Payment	8801236	13,048.00
STUDIO TWO BLACK DIAMOND	Printing Expense, Apr '11	8801238	239.93
TIME MANAGEMENT	Program Supplies, 1/2 Marathon and 5K Event, Community Services, May '11	8801239	500.00
TRAUMA INTERVENTION PROGRAMS	Community Program, TIP, Apr - Jun '11	8801241	1,001.75
WILLDAN	Professional Fees, Annual Street Maintenance CIP # 101, Plan Checking and Building & Safety Services, Mar '11	8801242	16,485.27
WOODRUFF, SPRADLIN & SMART	Professional Fees, Legal Services, Mar '11	8801243	35,681.17
XEROX CORPORATION	Lease - Copier, City Hall, May '10	8801244	490.01
YOUNG REMBRANDTS	Contract Instructor Fee, Drawing Spring Session, Community Services	8801245	308.70
			\$ 324,380.53

****WARRANT REGISTER TOTAL ** \$ 356,346.67**

CITY OF LAGUNA HILLS

AGENDA REPORT ADMINISTRATIVE SERVICES DEPARTMENT

**ISSUE: THIRD QUARTER FINANCIAL AND TREASURER'S REPORT
 (FY2010/11)**

SUMMARY:

Staff is submitting to the City Council the Quarterly Financial Highlights for the Third Quarter of Fiscal Year 2010/11. The financial statements show the planned use of reserves for the third quarter. This is largely due to the number of revenues and expenditures that are unevenly received or expended over the course of the year. The City's total fund balance as of March 31, 2011, is \$8,117,914.

BACKGROUND

Attached to this report is a pamphlet entitled "City of Laguna Hills Quarterly Financial Highlights, Third Quarter, Fiscal Year 2010/11." The information presented in the pamphlet provides the City Council and City management with the results of the City's financial operations for the quarter ended March 31, 2011, and its fund balance as of the same period. The pamphlet also contains a condensed Treasurer's Investment Report, as of March 31, 2011.

The Laguna Hills Civic Center section in the pamphlet includes an abridged balance sheet and income statement summary for the Laguna Hills Civic Center leasing operation. Essex Realty, the management company for the property, reported a net income of \$54,816 for the nine months of leasing activity from July 1, 2010, to March 31, 2011. After adding back contra rent revenue associated with the City's occupied spaces, the effective net income is \$508,404. The balance sheet shows equity of \$16,873,758 as of March 31, 2011.

RECOMMENDATION: THAT THE CITY COUNCIL RECEIVE AND FILE THE THIRD QUARTER FINANCIAL AND TREASURER'S REPORT FOR FY2010/11.

ATTACHMENTS:

Exhibit A: City of Laguna Hills Quarterly Financial Highlights
 3rd Quarter FY 2010/11

EXHIBIT A

City of Laguna Hills
Quarterly Financial Highlights
3rd Quarter, FY 2010/11

CITY OF LAGUNA HILLS

Quarterly Financial Highlights



3rd Quarter, Fiscal Year 2010 / 11

March 31, 2011

Honorable Mayor and City Council Members:

The following unaudited financial information summarizes the City's overall financial position for the fiscal year through March 31, 2011.

The City's fiscal year-to-date funding sources by the end of the quarter totaled \$13.7 million and funding uses were approximately \$17.2 million. The resulting usage of fund balance is primarily due to the timing issues of when payments are received and made, which is caused by the cyclical fluctuations in revenues and expenditures during the fiscal year. Year-end projections for revenues and expenditures are expected to be met by fiscal year end.

The Summary of Funding Sources and Uses for the third quarter ended March 31, 2011 is presented in the following table:

FY 2010/11 Third Quarter Highlights

	YTD ACTUAL (million)	BUDGET (million)	YTD % OF BUDGET
<i>Funding Sources</i>	\$ 13.7	\$ 32.4	42%
<i>Funding Uses</i>	17.2	\$ 33.0	52%
<i>Excess of Sources over Uses</i>	\$ 3.5	\$ 0.6	

REPORT VARIANCES

Given that numerous revenue and expenditure items are received and expended unevenly during the fiscal year, the expectation that the City's position at the end of the third quarter would be approximately 75% of budget can not be assumed.

By fiscal year end, general fund revenues are projected to come in at 8% below budget and operating expenditures are projected to come in at 6% below budget.

FUND BALANCE

Included in this pamphlet, on page 4, is a report on the City's Fund Balance as of March 31, 2011. City-managed short-term idle funds, as well as bond funds, are invested in approved securities. An abridged balance sheet, which itemizes the City's assets and liabilities, is included on page 3.

LAGUNA HILLS CIVIC CENTER

The abridged Balance Sheet and Income statement for the Laguna Hills Civic Center leasing operation is shown below:

Abridged Balance Sheet As of March 31, 2011

ASSETS

Total Current Assets	\$ 224,420
Total Fixed Assets	16,644,356
Total Other Assets	4,982

TOTAL ASSETS \$ 16,873,758

LIABILITY & EQUITY

Total Current Liabilities	\$ 47,511
Total Equity	16,826,247

TOTAL LIABILITIES & EQUITY \$ 16,873,758

Income Statement Summary

For the 9 Months Ended March 31, 2011

TOTAL INCOME	\$ 397,951
TOTAL EXPENSES	343,135
NET INCOME/(LOSS)	<u><u>\$ 54,816</u></u>

Funding Sources

The City's total funding sources are made up of general fund revenues, special revenues, and debt financing. General Fund Revenues are utilized primarily to finance the City's general governmental activities. Special revenues and grants are earmarked for specific expenditures, typically capital projects.

General Fund Revenues

At quarter end, general fund revenues totaled \$10.3 million, or 51% of budget. Receipts of Property Tax, which are concurrent with the County's tax collection schedule, came in at \$4.8 million, or 53% of budget. Intergovernmental Revenues were approximately \$3.2 million, or 49% of budget. Recording of these revenue sources comply with GASB 23 which addresses the timing of recognition of non-exchange transactions, e.g. taxes and fines. Franchise fees from utility companies and transient occupancy tax comprise Franchise Tax revenues, which came in at 39% of budget. These receipts lag at least a quarter and no accrual was made at quarter end. Revenues from Licenses and Permits and Charges for Services are dependent upon development activities. Licenses and Permits came in at 82% of budget and Charges for Services came in at 71% of budget.

Special Revenues and Grants

Many of the Special Revenue funding sources are tied in with the City's Capital Improvement Plan. The receipts of funding sources for certain capital projects typically lag behind the spending on the projects, as the claims are applied for during construction or after project-completion. At the end of the third quarter, special revenues receipts totaled approximately \$3.4 million, or 28% of budget.

Funding Uses

The City's total funding uses consist of the City's Operating Expenditures, outlay for Capital Improvement projects, debt charges and expenditures for grant related programs. At the end of the third quarter, total funding uses were more than \$17.2 million, which was 52% of the annual budget.

Operating Expenditures

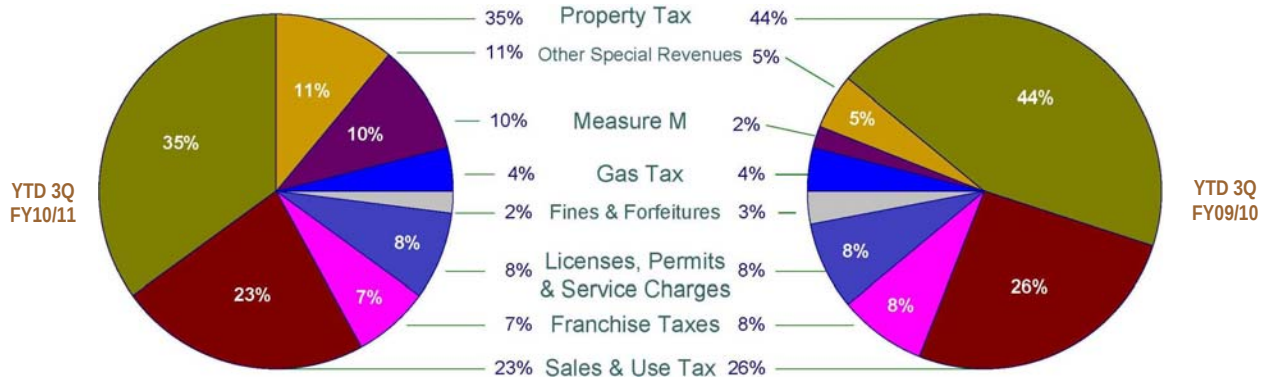
At the end of the third quarter, operating expenditures totaled roughly \$11.5 million, which represents 67% of the total operating budget. The spending level for all the functional areas were below the end of quarter average of 75% of their approved budget.

Capital Improvement Plan

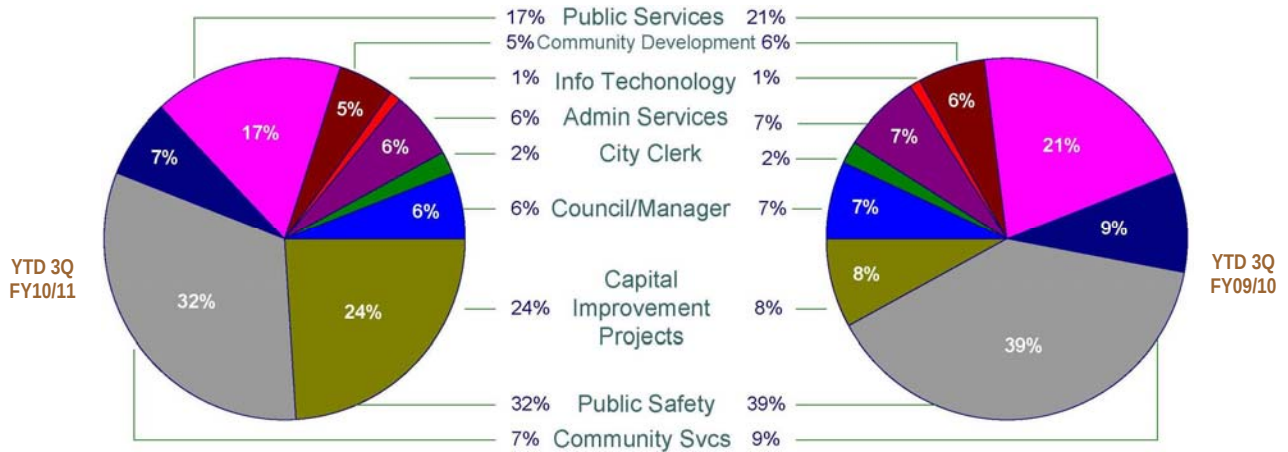
At the end of the third quarter, total capital expenditures were approximately \$3.6 million, which was 27% of the approved budget of approximately \$13.4 million. The following table lists the City's capital projects by major expenditure categories as of the end of this reporting pe-

Capital Improvement Program		
For the 9 Months Ended March 31, 2011		
Streets, Signals & Lighting	\$	3,148,853
Streetscape		31,421
Flood Control & Water Quality		91,989
Parks		239,594
Public Facilities		85,524
Trails & Open Space		600
Total	\$	<u>3,597,981</u>

OPERATING & SPECIAL REVENUES— YTD 3RD QUARTER COMPARISON



OPERATING & CIP EXPENDITURES— YTD 3RD QUARTER COMPARISON



CITY OF LAGUNA HILLS ABRIDGED BALANCE SHEET - GOVERNMENTAL FUNDS MARCH 31, 2011

ASSETS	
Cash and investments	\$ 8,966,455
Receivables:	
Taxes	121,666
Accounts	129,391
Interest	10,555
Prepaid items	80,544
Due from other governments	476,307
Total assets	\$ 9,784,918
LIABILITIES AND FUND BALANCES	
Liabilities:	
Accounts payable	\$ 1,142,688
Refundable deposits to contractors	298,177
Deferred revenue	215,992
Trust accounts	10,147
Total liabilities	1,667,005
Fund balances:	\$ 8,117,914
Total liabilities and fund balances	\$ 9,784,918

**CITY OF LAGUNA HILLS
STATEMENT OF WORKING FUNDS
FOR THE 9 MONTHS ENDED, MARCH 31, 2011**

Fund Balance	As of July 1, 2010	
General Fund		\$ 7,422,224
Gas Tax Fund		563,777
Proposition 1B		632,018
AB 2766 Fund		55,149
CARITS		855,419
Redevelopment Tax Increment		12,075
Prop 42 / Traffic Congestion Relief		374,823
Beverage Recycling		39,080
CR&R Recycling		(927)
AB 939 Surcharge Grant		13,511
Public Art Fund		(252,650)
Grants & Contributions		118,916
Capital Projects Fund		1,817,086
Total		<u>11,650,501</u>

Excess (Deficiency) of Funding Sources over Funding Uses (3,532,587)

Fund Balance **As of March 31, 2011** **\$ 8,117,914**

Disposition of Working Funds As of March 31, 2011

Total Cash per General Ledger	\$ 1,786,749
Investments (Details of Portfolio are in Treasurer's Report)	<u>7,179,706</u>
Total Cash and Investments	8,966,455
Receivables Net of Liabilities	<u>(848,541)</u>

Working Funds **As of March 31, 2011** **\$ 8,117,914**

The Financial Management Report for the 3rd Quarter of Fiscal Year 2010-11 is hereby submitted. The accounts of the City are organized on the basis of funds, each of which is considered a separate accounting entity. To the best of our knowledge and belief, the above information are reported in a manner that presents fairly the financial position and results of operation of the governmental funds of the City of Laguna Hills.

Respectfully submitted,

original signed

Donald J. White
Assistant City Manager

May 4, 2011

Date

**CITY OF LAGUNA HILLS
COMPARATIVE STATEMENT OF OPERATION - ALL FUNDS
FOR THE 9 MONTHS ENDED, MARCH 31, 2011**

	FY 2010/11			FY 2009/10		
	Y-T-D ACTUAL	AMENDED BUDGET	YTD % of BUDGET	Y-T-D ACTUAL	AMENDED BUDGET	YTD % of BUDGET
FUNDING SOURCES						
General Fund Revenues						
Property Taxes	\$ 4,824,139	\$ 9,165,896	53%	\$ 4,945,035	\$ 8,982,172	55%
Intergovernmental Revenues	3,167,410	6,498,750	49%	2,908,714	6,195,367	47%
Franchise Taxes	925,970	2,368,281	39%	910,065	2,299,303	40%
Licenses and Permits	392,934	481,518	82%	280,549	480,600	58%
Charges for Current Services	726,758	1,024,872	71%	603,126	998,522	60%
Fines & Forfeitures	277,007	475,000	58%	306,508	475,000	65%
Interest Earnings	20,776	84,000	25%	33,386	75,000	45%
Total General Fund Revenues	<u>10,334,994</u>	<u>20,098,317</u>	51%	<u>9,987,383</u>	<u>19,505,964</u>	51%
Special Revenue Funds						
Gas Tax Fund	536,024	630,360	85%	411,878	612,000	67%
Measure M - Turnback	266,729	429,686	62%	242,876	405,346	60%
Measure M - Discretionary	1,035,000	2,877,381	36%	-	1,833,000	0%
AB 2766 Fund	18,975	38,000	50%	18,310	38,000	48%
Prop 42 Traffic Congestion Relief	-	451,392	0%	-	421,123	0%
CDBG	1,192	373,725	0%	188,518	428,686	44%
ARRA	-	-	-	-	500,000	0%
FCPP	1,275,000	1,275,000	100%	-	-	-
Redevelopment Tax Increment	76,720	33,660	228%	58,783	33,000	178%
Proposition 1B	-	646,027	0%	-	-	-
Beverage Recycling Fund	-	8,000	0%	-	8,000	0%
CR&R Recycling Fees	20,000	20,000	100%	33,657	20,000	168%
C&D Forfeited Deposits	16,517	-	-	-	-	-
Senior Mobility Program	34,226	-	-	-	-	-
Public Art Fund	-	-	-	-	60,000	0%
Grants and Contributions	36,261	5,140,000	1%	237,346	100,000	237%
Law Enforcement Grants	61,145	100,000	61%	50,029	125,000	40%
Investment Income	-	56,000	0%	-	50,000	0%
Total Special Revenue Funding	<u>3,377,789</u>	<u>12,079,231</u>	28%	<u>1,241,397</u>	<u>4,634,155</u>	27%
Other Funding Sources						
Proceeds of Certificates of Participation	-	-	-	18,396,953	-	-
Interest on Trust Funds	6,675	-	-	555	-	-
Distribution from Enterprise Fund	-	200,000	0%	-	75,000	0%
Total Other Funding Sources	<u>6,675</u>	<u>200,000</u>	3%	<u>18,397,508</u>	<u>75,000</u>	24530%
TOTAL FUNDING SOURCES	<u>\$ 13,719,459</u>	<u>\$ 32,377,548</u>	42%	<u>\$ 29,626,288</u>	<u>\$ 24,215,119</u>	122%
FUNDING USES						
Operating Expenditures						
City Council/Manager	\$ 830,938	1,215,047	68%	\$ 867,496	\$ 1,237,032	70%
City Clerk	282,882	416,673	68%	247,116	367,157	67%
Administrative Services	887,834	1,357,090	65%	931,122	1,330,032	70%
Information Technology	136,304	203,001	67%	120,372	197,796	61%
Community Development	786,999	1,246,135	63%	679,792	1,048,150	65%
Public Services	2,625,764	4,034,907	65%	2,568,201	4,000,738	64%
Community Services	1,107,933	1,754,629	63%	1,071,375	1,647,838	65%
Public Safety	4,804,320	6,939,462	69%	4,901,115	6,646,226	74%
Total Operating Expenditures	<u>11,462,973</u>	<u>17,166,944</u>	67%	<u>11,386,590</u>	<u>16,474,969</u>	69%
Capital Improvement Program	<u>3,597,981</u>	<u>13,434,559</u>	27%	<u>1,011,080</u>	<u>5,622,201</u>	18%
Other Funding Uses						
Debt Charges	1,802,977	1,892,000	95%	1,245,039	1,892,000	66%
Cost of Bond Issuance	-	-	-	304,292	-	-
Payment to Escrow Agent	-	-	-	18,081,996	-	-
General Plan Update	-	-	-	23,464	-	-
Claims	192,341	-	-	18,447	-	-
Special Revenue Fund Expenditures						
Redevelopment Tax Increment Fund	20,065	-	-	13,695	-	-
CDBG Fund Expenditures	93,494	373,725	25%	271,755	428,686	63%
Senior Mobility Program	3,191	-	-	-	-	-
Beverage Recycling	1,333	20,000	7%	-	20,000	0%
CR&R Recycling Fund	26,055	20,000	130%	37,718	20,000	189%
Forfeited C&D Deposits	11,041	49,000	23%	16,038	54,000	30%
AB 939 Surcharge Grant	1,609	-	-	4,385	18,453	24%
Grants & Contributions	38,987	-	-	-	-	-
Law Enforcement Fund Expenditures	-	-	-	21,337	25,000	85%
Total Other Funding Uses	<u>2,191,093</u>	<u>2,354,725</u>	93%	<u>20,038,166</u>	<u>2,458,139</u>	815%
TOTAL FUNDING USES	<u>\$ 17,252,046</u>	<u>\$ 32,956,228</u>	52%	<u>\$ 32,435,836</u>	<u>\$ 24,555,309</u>	132%
NET CHANGE IN FUND BALANCE	<u>\$ (3,532,587)</u>	<u>\$ (578,680)</u>		<u>\$ (2,809,548)</u>	<u>\$ (340,190)</u>	

TREASURER'S INVESTMENT REPORT (CONDENSED)
FOR THE THIRD QUARTER ENDED MARCH 31, 2011

Cash and Investments by Type	Beginning Book Value	Deposits	Withdrawals	Ending Book Value	3rd Quarter Interest Income
State Treasurer's Investment Fund	\$ 6,049,323	\$ 4,876	\$ 1,500,000	\$ 4,554,198	\$ 6,824
Public Funds Certificates of Deposits	500,000	250,000	250,000	500,000	224
Multiple Maturity Certificates of Deposits	70,957	-	-	70,957	898
Funds Under Trust Indenture	1,811,136	1,449,216	1,453,131	1,807,221	2,262
Deposits in Escrow	104,768	142,561	-	247,330	-
Demand Deposit Accounts	2,048,171	7,422,657	7,684,079	1,786,749	-
TOTAL	\$ 10,584,355	\$ 9,269,310	\$ 10,887,210	\$ 8,966,454	\$ 10,207

CURRENT PORTFOLIO SUMMARY

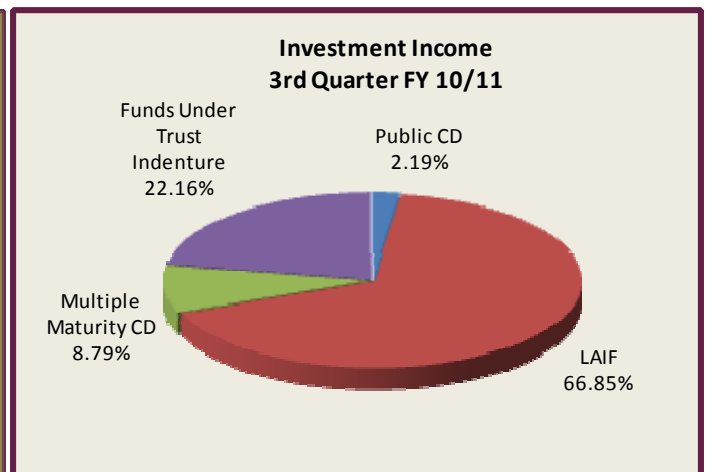
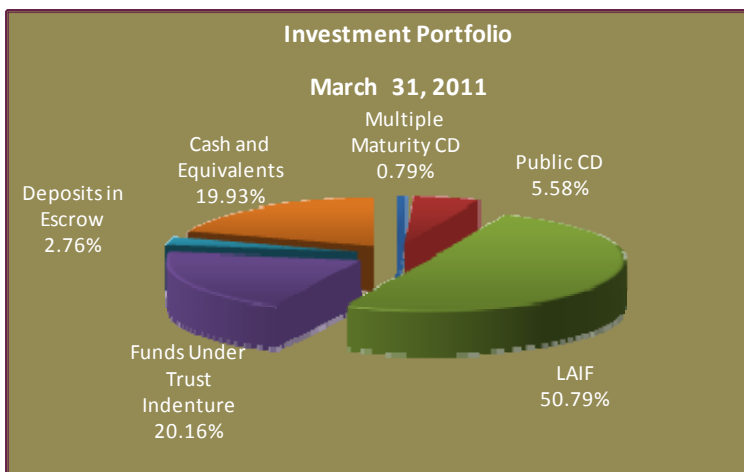
Short-term excess cash is currently invested primarily in the Local Agency Investment Fund (LAIF) administered by the State Treasurer. Held under trust indenture by The Bank of New York Mellon Trust Company, N.A, is a Reserve Fund established to secure the timely payment of principal and interest represented by the 2010 Refinancing Project bond issues. The City's investment policy approved by Council resolution is the prevailing guideline in managing investments.

CASH AND INVESTMENTS

The following is the summary of the cash and investments of the City-managed funds for the 2nd quarter ended March 31, 2011, compared with the same period of the previous fiscal year:

	31-Mar-11	31-Mar-10
Cash	\$1,786,749	\$817,917
Investments	<u>5,125,155</u>	<u>5,267,605</u>
Cash & Investments - City Managed Funds	6,911,904	6,085,522
Restricted Cash and Investments	<u>2,054,550</u>	<u>2,005,321</u>
Total Cash & Investments - All Funds	<u>\$8,966,454</u>	<u>\$8,090,843</u>

We believe the City's portfolio provides sufficient cash flow liquidity to meet the next six months of the City's projected operating expenditures.



CITY OF LAGUNA HILLS

AGENDA REPORT CITY CLERK'S DEPARTMENT

ISSUE: ZONING TEXT AMENDMENT NO. 3-11-1894, AMENDING TITLE 9 OF THE LAGUNA HILLS MUNICIPAL CODE ENTITLED "ZONING AND SUBDIVISIONS" INCLUDING CHAPTER 9-10 (ZONING DISTRICTS ESTABLISHED) AND CHAPTER 9-62 (TEMPORARY USES) TO PERMIT SEASONAL STRAWBERRY STANDS IN SOME COMMERCIAL DISTRICTS SUBJECT TO THE APPROVAL OF A TEMPORARY USE PERMIT

SUMMARY:

In response to direction received at the February 22, 2011, City Council meeting, this proposed Zoning Text Amendment was brought forward to amend the City's Development Code to permit seasonal strawberry stands in certain commercial zones subject to the approval of a Temporary Use Permit. This Zoning Text Amendment involves reorganizing and adding to Chapter 9-62, Section 9-62.070 and amending the permitted uses tables for all zoning districts affected.

The City Council introduced the Ordinance at its April 26, 2011, meeting. It is in order to adopt the Ordinance.

RECOMMENDATION: THAT THE CITY COUNCIL ADOPT AN ORDINANCE ENTITLED: AN ORDINANCE OF THE CITY OF LAGUNA HILLS, CALIFORNIA, AMENDING TITLE 9 OF THE LAGUNA HILLS MUNICIPAL CODE ENTITLED "ZONING AND SUBDIVISIONS" INCLUDING CHAPTER 9-10 (ZONING DISTRICTS ESTABLISHED) AND CHAPTER 9-62 (TEMPORARY USES) TO PERMIT SEASONAL STRAWBERRY STANDS IN CERTAIN COMMERCIAL DISTRICTS SUBJECT TO THE APPROVAL OF A TEMPORARY USE PERMIT.

ATTACHMENTS:

- Ordinance with Exhibit A

0480-20/110510 Rep Zoning Text Amendment Strawberry.doc

ORDINANCE NO. 2011-____

AN ORDINANCE OF THE CITY OF LAGUNA HILLS, CALIFORNIA, AMENDING TITLE 9 OF THE LAGUNA HILLS MUNICIPAL CODE ENTITLED "ZONING AND SUBDIVISIONS" INCLUDING CHAPTER 9-10 (ZONING DISTRICTS ESTABLISHED) AND CHAPTER 9-62 (TEMPORARY USES) TO PERMIT SEASONAL STRAWBERRY STANDS IN CERTAIN COMMERCIAL DISTRICTS SUBJECT TO THE APPROVAL OF A TEMPORARY USE PERMIT.

WHEREAS, the California Constitution and Section 65800 of the California Government Code gives cities the power to adopt and administer zoning laws, ordinances, rules, and regulations; and

WHEREAS, Section 65300 of the California Government Code requires that the City adopt a comprehensive, long-term General Plan for the development of the City and any land outside the City which bears relationship to the City's planning; and

WHEREAS, Section 65860 of the California Government Code requires that zoning ordinances are consistent with the adopted General Plan; and

WHEREAS, the City of Laguna Hills was incorporated on December 20, 1991, and adopted its current General Plan on July 14, 2009, and its first Development Code on November 14, 1995; and

WHEREAS, the City General Plan contains policies, goals, and strategies that affect community growth and development; and

WHEREAS, the General Plan requires that the City develop a comprehensive approach to zoning and development review which implements the community vision statement contained in the General Plan; and

WHEREAS, the proposed amendments adopted by this Ordinance pertaining to permitting strawberry stands as a type of temporary use will provide reasonable control, standards, guidelines, and regulations to aid the City in achieving its stated community vision, and to insure the compatibility and integrity of the temporary use with other established uses; and

WHEREAS, the proposed amendments adopted by this Ordinance are consistent with the intent of the goals and policies of the General Plan as a whole, and is not inconsistent with any element thereof; and

WHEREAS, the proposed amendments are the minimum provisions necessary to ensure the implementation of the community development and zoning objectives of the General Plan; and

WHEREAS, the proposed amendments are intended to: (a) provide reasonable regulations to protect the public safety, health, and general welfare of the community as a whole; (b) facilitate the administration of land use policy by City staff; (c) establish regulations concerning seasonal outdoor sales; (d) provide reasonable use of property while protecting environmentally sensitive land uses and species; and (e) correct discrepancies in standards or policies within the land use category for seasonal outdoor sales; and

WHEREAS, the City properly noticed the public hearing concerning the adoption of this Ordinance pursuant to Government Code section 6061 as required under Government Code section 65090.

THE CITY COUNCIL OF THE CITY OF LAGUNA HILLS, CALIFORNIA, DOES HEREBY ORDAIN AS FOLLOWS:

SECTION 1. Title 9 of the City of Laguna Hills Municipal Code entitled "Zoning and Subdivisions" is hereby amended to incorporate the text revisions set forth in Exhibit A attached hereto and incorporated herein by reference.

SECTION 2. Upon the effective date of this Ordinance, the amended provisions hereof shall supersede the applicable sections of Title 9 entitled "Zoning and Subdivisions" of the Municipal Code of the City of Laguna Hills, California, adopted on November 14, 1995.

SECTION 3. The City Council finds that this Ordinance is exempt from the California Environmental Quality Act ("CEQA") pursuant to Section 15061(b)(3) (it can be seen with certainty that the activity will not have a significant effect on the environment).

SECTION 4. If any section, subsection, subdivision, sentence, clause, phrase, or portion of this Ordinance is, for any reason, held to be invalid or unconstitutional by the decision of any court of competent jurisdiction, such decision shall not affect the validity of the remaining portions of this Ordinance. The City Council hereby declares that it would have adopted this Ordinance and each section, subsection, subdivision, sentence, clause, phrase, or portion thereof, irrespective of the fact that any one or more section, subsection, subdivision, sentence, clause, phrase, or portion thereof be declared invalid or unconstitutional.

SECTION 5. The City Clerk shall certify to the adoption of this Ordinance and cause the same to be posted at the duly designated posting places within the City and published once within fifteen days after passage and adoption as may be required by law; or, in the alternative, the City Clerk may cause to be published a summary of this Ordinance and a certified copy of the text of this Ordinance shall be posted in the Office of the City Clerk five days prior to the date of adoption of this Ordinance; and, within fifteen days after adoption, the City Clerk shall cause to be published, the aforementioned summary

and shall post a certified copy of this Ordinance, together with the vote for and against the same, in the Office of the City Clerk.

PASSED, APPROVED, AND ADOPTED this _____, 2011.

L. ALLAN SONGSTAD, JR., MAYOR

ATTEST:

PEGGY J. JOHNS, CITY CLERK

STATE OF CALIFORNIA)
COUNTY OF ORANGE) ss
CITY OF LAGUNA HILLS)

I, Peggy J. Johns, City Clerk of the City of Laguna Hills, California, DO HEREBY CERTIFY that the foregoing Ordinance No. 2011-__ was duly introduced and placed upon its first reading at a Regular Meeting of the City Council on the 26th day of April, 2011, and that thereafter, said Ordinance was duly adopted and passed at a Regular Meeting of the City Council held on the 10th day of May, 2011, by the following vote, to wit:

AYES:

NOES:

ABSENT:

ABSTAIN:

(SEAL)

PEGGY J. JOHNS, CITY CLERK

STATE OF CALIFORNIA)
COUNTY OF ORANGE) ss
CITY OF LAGUNA HILLS)

AFFIDAVIT OF POSTING
AND PUBLICATION

PEGGY J. JOHNS, being first duly sworn, deposes and says:

That she is the duly appointed and qualified City Clerk of the City of Laguna Hills;

That in compliance with State Laws of the State of California, ORDINANCE NO. 2011-x, being:

AN ORDINANCE OF THE CITY OF LAGUNA HILLS, CALIFORNIA, AMENDING TITLE 9 OF THE LAGUNA HILLS MUNICIPAL CODE ENTITLED "ZONING AND SUBDIVISIONS" INCLUDING CHAPTER 9-10 (ZONING DISTRICTS ESTABLISHED) AND CHAPTER 9-62 (TEMPORARY USES) TO PERMIT SEASONAL STRAWBERRY STANDS IN CERTAIN COMMERCIAL DISTRICTS SUBJECT TO THE APPROVAL OF A TEMPORARY USE PERMIT.

on the 29th day of April, 2011, was published in summary in The Register and on the 20th day of May, 2011, was published in summary in the Saddleback Valley News; and was, in compliance with City Resolution No. 2004-05-25-2, on the 27th day of April, 2011 and the 11th day of May, 2011, caused to be posted in summary in three places in the City of Laguna Hills, to wit:

Laguna Hills City Hall
Laguna Hills Community Center
Courtyard at La Paz Center

PEGGY J. JOHNS, CITY CLERK
Laguna Hills, California

**Zoning Text Amendment No. 3-11-1894
Laguna Hills Municipal Code
Title 9 “Zoning and Subdivisions”**

Table 9-10.050
LAND USE MATRIX

A C SUP P S T ◆ • U L	Accessory Use Conditional Use Special Use Permit Permitted Use Site Development Permit Required Temporary Use Special Requirements Prohibited Use See Urban Village Specific Plan See Laguna Hills Planned Community Development Plan and Text
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Land Use	Zones	Estate Residential (ER)	Low Density Residential (LDR)	Medium Low Density Residential (MLDR)	Medium Density Residential (MDR)	High Density Residential (HDR)	Office Professional (OP)	Village Commercial (VC)	Freeway Commercial (FC)	Community Commercial (CC)	Mixed Use (MXU)	Neighborhood Mixed Use (NMU)	Community/Private Institution (C/PI)	Open Space-1 (OS-1) Parks	Open Space-2 (OS-2) Drainage Facilities	Open Space-3 (OS-3) Landscape Corridors	Planned Community (PC)	Planned Community Residential (PCR)	Reference
Accessory living quarters/second unit		P	P	P	P	P	•	U	•	•	•	•	•	•	•	•	L	•	See Chapter 9-68

EXHIBIT A

[illegible]

EXHIBIT A

Community care facility	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆
Community center	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Conference/convention facility	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Construction office	T	T	T	T	T	T	T	T	T	T	T	T	T	T	T	T	T	T	T	T
Convenience store	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Day care center	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Department store	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Drainage facility	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	P	A	L	A
Drive-thru	•	•	•	•	•	•	•	C	U	C	C	C	C	•	•	•	•	L	•	•
Dwelling, duplex	•	•	P	P	P	•	•	•	U	•	•	•	P	•	•	•	•	L	P	P
Dwelling, multiple family	•	•	S	S	S	•	•	•	U	•	•	C	P	C	•	•	•	L	P	P
Dwelling, single-family attached	•	•	P	P	P	S	•	•	U	•	•	S	P	•	•	•	•	L	P	P
Dwelling, single-family detached	P	P	P	P	P	•	•	•	U	•	•	•	•	•	•	•	•	L	•	•
Equipment rental	•	•	•	•	•	•	•	•	U	C	C	C	•	•	•	•	•	L	•	•
Equitation facilities	C	•	•	•	•	•	•	•	U	•	•	•	•	•	C	•	•	L	•	•
Family day care home—large	•	•	•	•	•	•	•	•	U	•	•	•	•	•	•	•	•	L	◆	◆
Family day care home—small	•	•	•	•	•	•	•	•	U	•	•	•	•	•	•	•	•	L	◆	◆
Finance institution	•	•	•	•	•	•	S	•	U	S	S	S	P	•	•	•	•	L	•	•
Fire/police station	C	C	C	C	C	U	C	C	U	C	C	C	C	C	C	•	•	L	C	C
Fortune telling	•	•	•	•	•	•	S	•	U	S	S	S	•	•	•	•	•	L	•	•

EXHIBIT A

Fraternal organization	•	•	•	•	•	•	C	U	C	C	P	•	P	•	•	•	L	•
Fraternity/sorority house	•	•	•	•	•	•	C	•	U	•	•	•	C	•	•	•	L	•
Funeral home/mortuary/crematory	•	•	•	•	•	•	•	C	U	C	C	•	C	•	•	•	L	•
Game court	◆	◆	◆	◆	◆	◆	◆	◆	U	◆	◆	◆	◆	S	•	•	L	◆
Garage and/or yard sale	◆	◆	◆	◆	◆	◆	•	•	U	•	•	•	•	•	•	•	L	◆
Gas station	•	•	•	•	•	•	•	C	U	C	C	C	•	•	•	•	L	•
Golf course/driving range	•	•	•	•	•	•	•	•	U	•	C	C	•	S	•	•	L	•
Government facility	•	•	•	•	•	•	•	C	U	C	C	S	C	C	•	•	L	•
Greenhouse	A	A	A	A	A	A	A	•	U	•	•	P	A	•	•	•	L	A
Guest quarters/guest house	A	A	A	A	A	A	A	•	U	•	•	•	•	•	•	•	L	A
Gymnasium	•	•	•	•	•	•	•	•	U	•	•	•	S	S	•	•	L	•
Health club	•	•	•	•	•	•	•	S	U	S	S	S	C	•	•	•	L	•
Heliport	•	•	•	•	•	•	•	C	U	C	C	•	C	•	•	•	L	•
Home occupation	◆	◆	◆	◆	◆	◆	•	•	U	•	•	•	◆	•	•	•	L	◆
Hospital	•	•	•	•	•	•	•	C	U	C	•	C	C	•	•	•	L	•
Hotel/motel	•	•	•	•	•	•	•	C	U	C	C	C	•	•	•	•	L	•
Industry , light manufacturing	•	•	•	•	•	•	•	•	U	•	•	S	•	•	•	•	L	•
Industry, service	•	•	•	•	•	•	•	C	U	P	•	S	S	•	•	•	L	•
Kennel	•	•	•	•	•	•	•	•	U	C	•	•	•	•	•	•	L	•
Library, private	•	•	•	•	•	•	•	S	U	•	•	S	•	•	•	•	L	•

EXHIBIT A

Library, public	C	C	C	C	C	C	S	U	S	S	S	S	S	S			L	C	
Liquor store		•	•	•	•	•	S	U	S	S	S	S	•	•	•	•	L	•	
Maintenance facility		•	•	•	•	•	•	U	•	•	•	•	A	•	P	•	L	•	
Manufactured home	S	S	S	S	S	S	•	U	•	•	•	•	•	•	•	•	L	S	
Massage establishment	•	•	•	•	•	•	•	P♦	U	P♦	P♦	P♦	•	•	•	•	L	•	See Chapter 4-28
Mini-warehouse		•	•	•	•	•	•	U	•	•	C	C	•	•	•	•	L	•	
Mobile home	S	S	S	•	•	•	•	U	•	•	•	•	•	•	•	•	L	•	
Mobile home park		•	•	•	•	C	C	U	•	•	•	C	•	•	•	•	L	•	
Motion picture theatre		•	•	•	•	•	•	U	C	•	C	C	•	•	•	•	L	•	
Museum		•	•	•	•	•	•	U	S	•	•	•	•	S	•	•	L	•	
Nightclub		•	•	•	•	•	•	U	C	C	C	C	•	•	•	•	L	•	
Office/business/medical/ headquarters/professional		•	•	•	•	•	•	U	S	S	S	S	S	•	•	•	L	•	
Outdoor event		•	•	•	•	•	•	U	T	T	T	T	T	T	•	•	L	•	
Outdoor sales		•	•	•	•	•	•	U	T	T	T	T	•	•	•	•	L	•	See Chapter 9-62
Outdoor storage		•	•	•	•	•	•	U	•	•	•	•	•	•	•	•	L	•	See Chapter 9-30
Park, public/private	S	S	S	S	S	S	S	U	S	S	S	S	S	S	S	S	L	S	
Performing arts center		•	•	•	•	•	•	U	•	•	C	C	S	•	•	•	L	•	
Public transportation uses		•	•	•	•	•	•	U	S	•	S	S	•	•	•	S	L	•	
Recreational facility, private	A	A	A	A	A	A	A	U	C	C	C	C	•	•	•	•	L	A	

EXHIBIT A

	A	A	A	A	A	A	A	A	A	U	.	.	.	.	.	.	.	.	L	A	See Chapter 9-74
Recreational vehicle storage, private	.	.	.	.	.	.	.	.	.	U	C	.	C	.	.	.	.	.	.	.	
Recreational vehicle storage, public	.	.	.	.	.	.	.	.	.	U	C	.	C	.	.	.	.	.	.	.	
Recycling event/facility	.	.	.	.	.	.	.	.	.	U	♦	♦	♦	♦	♦	♦	♦	♦	♦	.	See Chapter 9-82
Research and development	.	.	.	.	.	.	.	.	.	U	.	.	P	.	.	.	.	.	.	.	
Restaurant	.	.	.	.	.	.	.	.	S	U	S	S	S	S	S	.	.	.	L	.	
Restaurant, fast food (drive-thru)	.	.	.	.	.	.	.	.	.	U	C	C	C	C	.	.	.	.	L	.	
Restaurant, fast food (no drive-thru)	.	.	.	.	.	.	.	S	S	U	S	S	S	S	.	.	.	.	L	.	
Retail/service business	.	.	.	.	.	.	P	U	P	P	S	.	P	.	.	.	.	.	L	.	
Riding club	C	.	.	.	.	.	.	.	U	.	.	.	.	.	.	.	.	.	L	.	
Riding and hiking trails	P	.	.	.	.	.	.	U	.	.	.	.	.	.	S	S	S	L	.	.	
Riparian preserve	.	.	.	.	.	.	.	U	.	.	.	.	.	.	P	P	.	L	.	.	
School, commercial	.	.	.	.	.	.	.	C	U	C	C	C	C	C	.	.	.	L	.	.	
School, private	C	C	C	C	C	C	C	C	U	C	C	C	C	C	.	.	.	L	.	.	
School, public	C	C	C	C	C	C	C	C	U	C	C	C	C	C	.	.	.	L	.	.	
Senior center	C	C	C	C	C	C	C	C	U	C	C	C	C	C	C	.	.	L	C	.	
Single room occupancy housing facility	.	.	.	.	.	.	.	♦	U	♦	♦	♦	♦	♦	♦	♦	♦	L	.	.	See Chapter 9-82
Stable, private	A	.	.	.	.	.	.	.	U	.	.	.	.	.	.	.	.	L	.	.	
Swim club	C	C	C	C	C	C	C	C	U	C	C	C	C	C	C	.	.	L	C	.	
Tennis club	C	C	C	C	C	C	C	C	U	C	C	C	C	C	C	.	.	L	C	.	
Truck terminal	.	.	.	.	.	.	.	.	U	.	.	C	C	.	.	.	.	L	.	.	

EXHIBIT A

[illegible]

Table 9-12.020
ESTATE RESIDENTIAL USES

Uses	Permitted	Accessory	Reference
Accessory living quarters/second unit housing	P		See Chapter 9-68
Accessory structure		P	See Chapter 9-70
Animals/pets	♦	♦	See Chapter 9-56
Apiary	C		
Athletic fields	S		
Church/temple	C		
Communication facility	♦		See Chapter 9-58
Community care facility	♦		See Chapter 9-64
Construction office	T		
Drainage facility		P	
Dwelling, single-family detached	P		
Equitation facility	C		
Family day care—large	♦		See Chapter 9-64
Family day care—small	♦		See Chapter 9-64
Fire/police station	C		
Game court		♦	See Chapter 9-70
Garage and/or yard sales	♦		See Chapter 9-62
Green house		P	
Guest quarters/guest house		P	
Home occupation	♦		See Chapter 9-60
Library, public	C		
Manufactured home	S		
Mobilehome	S		
Park, public/private	S		
Recreation facility, private		P	

EXHIBIT A

Recreation vehicle storage, private		P	
Riding club	C		
Riding and hiking trails	P		
School, private	C		
School, public	C		
Senior center	C		
Stable, private		P	
Swim club	C		
Tennis club	C		
Wholesale nurseries	C		

Note: Use is permitted subject to issuance of:

C = Conditional use permit (CUP)

S = Site development permit (SDP)

T = Temporary Use Permit (TUP)

P = Permitted

◆ = Special requirements

Table 9-14.020
LOW DENSITY RESIDENTIAL USES

Uses	Permitted	Accessory	Reference
Accessory living quarters/second unit housing	P		See Chapter 9-68
Accessory structure		P	See Chapter 9-70
Animals/pets	◆	◆	See Chapter 9-56
Athletic fields	S		
Church/temple	C		
Communication facility	◆		See Chapter 9-58
Community care facility	◆		See Chapter 9-64
Construction office	T		
Drainage facility		P	
Dwelling, single-family detached	P		
Family day care—large	◆		See Chapter 9-64

EXHIBIT A

Family day care—small	♦		See Chapter 9-64
Fire/police station	C		
Game court		♦	See Chapter 9-70
Garage and/or yard sales	♦		See Chapter 9-62
Green house		P	
Guest quarters/guest house		P	
Home occupation	♦		See Chapter 9-60
Library, public	C		
Manufactured home	S		
Mobilehome	S		
Park, public/private	S		
Recreation facility, private		P	
Recreational vehicle storage, private		P	
School, private	C		
School, public	C		
Senior center	C		
Swim club	C		
Tennis club	C		

Note: Use is permitted subject to issuance of:

C = Conditional use permit (CUP)

S = Site development permit (SDP)

T = Temporary use permit (TUP)

P = Permitted

♦= Special requirements

Table 9-16.020
MEDIUM LOW DENSITY RESIDENTIAL USES

Uses	Permitted	Accessory	Reference
Accessory living quarters/second unit housing	P		See Chapter 9-68
Accessory structure		P	See Chapter 9-70
Animals/pets		♦	See Chapter 9-56

EXHIBIT A

Athletic fields	S		
Boarding house	C		
Church/temple	C		
Communication facility	♦		See Chapter 9-58
Community care facility	♦		See Chapter 9-64
Construction office	T		
Drainage facility		P	
Dwelling, duplex	P		
Dwelling, multiple-family	S		
Dwelling, single-family attached	P		
Dwelling, single-family detached	P		
Family day care—large	♦		See Chapter 9-64
Family day care—small	♦		See Chapter 9-64
Fire/police station	C		
Game court		♦	See Chapter 9-70
Garage and/or yard sales	♦		See Chapter 9-62
Greenhouse		P	
Guest quarters/guest house		P	
Home occupation	♦		See Chapter 9-60
Library, public	C		
Manufactured home	S		
Mobilehome	S		
Park, public/private	S		
Recreation facility, private		P	
Recreation vehicle storage, private		P	
School, private	C		
School, public	C		
Senior center	C		
Swim club	C		
Tennis club	C		

EXHIBIT A

Note: Use is permitted subject to issuance of:

C = Conditional use permit (CUP)

S = Site development permit (SDP)

T = Temporary use permit (TUP)

P = Permitted

◆ = Special requirements

Table 9-18.020
MEDIUM DENSITY RESIDENTIAL USES

Uses	Permitted	Accessory	Reference
Accessory living quarters/second unit housing	P		See Chapter 9-68
Accessory structure		P	See Chapter 9-70
Animals/pets	◆	◆	See Chapter 9-56
Athletic fields	S		
Boarding house	C		
Church/temple	C		
Communication facility	◆		See Chapter 9-58
Community care facility	◆		See Chapter 9-64
Construction office	T		
Drainage facility		P	
Dwelling, duplex	P		
Dwelling, multiple-family	S		
Dwelling, single-family attached	P		
Dwelling, single-family detached	P		
Family day care—large	◆		See Chapter 9-64
Family day care—small	◆		See Chapter 9-64
Fire/police station	C		
Game court		◆	See Chapter 9-70
Garage and/or yard sales	◆		See Chapter 9-62
Greenhouse		P	
Guest quarters/guest house		P	

EXHIBIT A

Home occupation	♦		See Chapter 9-60
Library, public	C		
Manufactured home	S		
Mobilehome park	C		
Park, public/private	S		
Recreation facility, private		P	
Recreation vehicle storage, private		P	
School, private	C		
School, public	C		
Senior center	C		
Swim club	C		
Tennis club	C		

Note: Use is permitted subject to issuance of:

C = Conditional use permit (CUP)

S = Site development permit (SDP)

T = Temporary use permit (TUP)

P = Permitted

♦= Special requirements

Table 9-20.020
HIGH DENSITY RESIDENTIAL USES

Uses	Permitted	Accessory	Reference
Accessory living quarters/second unit housing	P		See Chapter 9-68
Accessory structure		P	See Chapter 9-70
Animals/pets	♦		See Chapter 9-56
Athletic fields	S		
Boarding house	C		
Church/temple	C		
Communication facility	♦		See Chapter 9-58
Community care facility	♦		See Chapter 9-64

EXHIBIT A

Construction office	T		
Drainage facility		P	
Dwelling, duplex	P		
Dwelling, multiple-family	S		
Dwelling, single-family attached	S		
Dwelling, single-family detached	P		
Family day care—large	♦		See Chapter 9-64
Family day care—small	♦		See Chapter 9-64
Fire/police station	C		
Fraternal organization	C		
Fraternity/sorority house	C		
Game court		♦	See Chapter 9-70
Garage and/or yard sales	♦		See Chapter 9-62
Greenhouse		P	
Guest quarters/guest house		P	
Home occupation	♦		See Chapter 9-60
Library, public	C		
Manufactured home	S		
Mobilehome park	C		
Park, public/private	S		
Recreation facility, private		P	See Chapter 9-70
Recreational vehicle storage, private		P	
School, private	C		
School, public	C		
Senior center	C		
Swim club	C		
Tennis club	C		

Note: Use is permitted subject to issuance of:

C = Conditional use permit (CUP)

S = Site development permit (SDP)

T = Temporary use permit (TUP)

P = Permitted

◆ = Special requirements

Table 9-21.020
PLANNED COMMUNITY RESIDENTIAL USES

Uses	Permitted	Accessory	Reference
Accessory structure		P	See Chapter 9-70
Animals/pets	◆		See Chapter 9-56
Athletic fields	S		
Communication facility	◆		See Chapter 9-58
Community care facility	◆		See Chapter 9-64
Construction office	T		
Drainage facility		P	
Dwelling, duplex	P		
Dwelling, multiple-family	P		
Dwelling, single-family attached	P		
Family day care—large	◆		See Chapter 9-64
Family day care—small	◆		See Chapter 9-64
Fire/police station	C		
Game court		◆	See Chapter 9-70
Garage and/or yard sales	◆		See Chapter 9-62
Greenhouse		P	
Guest quarters/guest house		P	
Home occupation	◆		See Chapter 9-60
Library, public	C		
Manufactured home	S		
Park, public/private	S		

EXHIBIT A

Recreation facility, private		P	See Chapter 9-70
Recreational vehicle storage, private		P	
Senior center	C		
Snack bar/market		C	Considered in conjunction with park/athletic field/clubhouse facility
Swim club	C		
Tennis club	C		

Note: Use is permitted subject to issuance of:

C = Conditional use permit (CUP)

S = Site development permit (SDP)

T = Temporary use permit (TUP)

P = Permitted

♦ = Special requirements

Table 9-22.020
OFFICE PROFESSIONAL USES

Uses	Permitted	Accessory	Reference
Administrative office	P		
Ambulance service	C		
Animals/pets	♦		
Athletic fields	S		See Chapter 9-56
Bar, tavern, cocktail lounge	C		
Boarding house	S		
Carnival, fair, circus	T		
Church/temple	C		
College	C		
Commercial recreation	C		
Communication facility	♦		See Chapter 9-58

EXHIBIT A

Community care facility	♦		See Chapter 9-64
Community center	C		
Conference/convention facility	C		
Construction office	T		
Convenience store	S		
Day care center	♦		See Chapter 9-64
Department store	S		
Drainage facility		P	
Drive-thru	C		
Finance institution	S		
Fire/police station	C		
Fortune telling	S		
Fraternal organization	C		
Funeral home/mortuary/crematory	C		
Game court	♦		See Chapter 9-70
Gas station	C		
Government facility	C		
Health club	S		
Heliport	C		
Hospital	C		
Hotel/motel	C		
Industry, service	C		
Library, private	S		
Library, public	S		
Liquor store	S		

EXHIBIT A

Massage Establishment	P		See Chapter 4-28
Night club	C		
Office/business/medical/headquarters/professional	S		
Outdoor event	T		
Outdoor sales	T		See Chapter 9-62
Park, public/private	S		
Recreational facility, private	C		
Recycling event/facility	♦		See Chapter 9-82
Research & development	P		
Restaurant	S		
Restaurant, fast-food/no drive-thru	S		
Retail/service business	P		
School, commercial	C		
School, private	C		
School, public	C		
Senior center	C		
Single-room occupancy housing	♦		See Chapter 9-72
Swim club	C		
Tennis club	C		
Vehicle leasing/rental	C		
Vehicle repair	C		
Vehicle sales	C		
Veterinary clinic	C		
Waste management facility	♦		See Chapter 9-82

Note: Use is permitted subject to issuance of:

C = Conditional use permit (CUP)

EXHIBIT A

S = Site development permit (SDP)

T = Temporary use permit (TUP)

P = Permitted

◆= Special requirements

Table 9-26.020
FREEWAY COMMERCIAL USES

Uses	Permitted	Accessory	Reference
Administrative office	P		
Ambulance service	S		
Animals/pets	◆		See Chapter 9-56
Arcade, game	C		
Athletic field	S		
Bar, tavern, cocktail lounge	S		
Boarding house	S		
Carnival, fair, circus	T		
Car wash	C		
Cemetery/mausoleum	C		
Church/temple	S		
Commercial recreation	C		
Communication facility	◆		See Chapter 9-58
Community center	C		
Conference/convention facility	S		
Construction office	T		
Convenience store	S		
Department store	S		
Drainage facility	◆		P
Drive-thru	C		

EXHIBIT A

Equipment rental	C		
Finance institution	S		
Fire/police station	C		
Fortune telling	S		
Fraternal organization	C		
Funeral home/mortuary/crematory	C		
Game court		♦	See Chapter 9-70
Gas station	C		
Government facility	C		
Health club	S		
Heliport	C		
Hospital	C		
Hotel/motel	C		
Industry, service	P		
Library, public	S		
Liquor store	S		
Massage Establishment	P♦		See Chapter 4-28
Motion picture theatre	C		
Museum	S		
Nightclub	C		
Office/business/medical/headquarters/professional	S		
Outdoor event	T		
Outdoor sales	T		See Chapter 9-62
Park, public/private	S		
Public transportation uses	S		
Recreation facility, private	C		

EXHIBIT A

Recreational vehicle storage, public	C		
Recycling event/facility			See Chapter 9-82
Restaurant	S		
Restaurant, fast food/drive-thru	C		
Restaurant, fast food/no drive-thru	S		
Retail/service business	P		
School, commercial	C		
School, private	C		
School, public	C		
Senior center	C		
Single-room occupancy housing	♦		See Chapter 9-72
Swim club	C		
Tennis club	C		
Vehicle body repair/paint/restoration	♦		See Chapters 9-11, 9-40
Vehicle leasing/rental	S		
Vehicle repair	♦		See Chapters 9-11, 9-40
Vehicle sales	S		
Veterinary clinic	C		
Warehouse/sales outlet	C		
Warehouse/storage & distribution	C		
Waste management facility	♦		See Chapter 9-82

Note: Use is permitted subject to issuance of:

C = Conditional use permit (CUP)

S = Site development permit (SDP)

T = Temporary use permit (TUP)

P = Permitted

♦= Special requirements

Table 9-28.020
COMMUNITY COMMERCIAL USES

Uses	Permitted	Accessory	Reference
Administrative office	P		
Ambulance service	C		
Animals/pets	♦		See Chapter 9-56
Arcade, game	C		
Athletic field	S		
Bar, tavern, cocktail lounge	C		
Boarding house	S		
Caretaker's quarters		P	
Carnival/fair/circus	T		
Car wash	C		
Church/temple	C		
Commercial recreation	C		
Communication facility	♦		See Chapter 9-58
Community center	C		
Construction office	T		
Convenience store	S		
Drainage facility		P	
Drive-thru	C		
Equipment rental	C		
Finance institution	S		
Fire/police station	C		
Fortune telling	S		
Fraternal organization	C		
Funeral home/mortuary/crematory	C		
Game court		♦	See Chapter 9-70

EXHIBIT A

Gas station	C		
Government facility	C		
Health club	S		
Heliport	C		
Hotel/motel	C		
Library, public	S		
Liquor store	S		
Massage Establishment	P♦		See Chapter 4-28
Mini-warehouse	C		
Nightclub	C		
Office/business/medical/headquarters/professional	S		
Outdoor event	T		
Outdoor sale	T		See Chapter 9-62
Park, public/private	S		
Recreation facility, private	C		
Recycling event/facility	♦		See Chapter 9-82
Restaurant	S		
Restaurant, fast food/drive-thru	C		
Restaurant, fast food/no drive-thru	S		
Retail/service business	P		
School, commercial	C		
School, private	C		
School, public	C		
Senior center	C		
Single-room occupancy housing	♦		See Chapter 9-72
Swim club	C		
Tennis club	C		
Vehicle leasing/rental	C		

EXHIBIT A

Vehicle repair	C		
Vehicle sales	C		
Veterinary clinic	C		
Waste management facility	♦		See Chapter 9-82

Note: Use is permitted subject to issuance of:

C = Conditional use permit (CUP)

S = Site development permit (SDP)

T = Temporary use permit (TUP)

P = Permitted

♦= Special requirements

Table 9-29.020
NEIGHBORHOOD MIXED USES

Uses	Permitted	Accessory	Reference
Administrative office	P		
Animals/pets	♦		See Chapter 9-56
Arcade, game	C		
Athletic field	S		
Bar, tavern, cocktail lounge	C		
Caretaker's quarters		P	
Carnival/fair/circus	T		
Car wash	C		
Church/temple	C		
College	C		
Commercial recreation	C		
Communication facility	♦		See Chapter 9-58
Community care facility	♦		See Chapter 9-64
Community center	C		
Conference/convention facility	C		
Construction office	T		

EXHIBIT A

Convenience store	S		
Day care center	♦		See Chapter 9-64
Department store	S		
Drainage facility		P	
Drive-thru	C		
Dwelling, duplex	P		Allowed only in conjunction with a mixed use project
Dwelling, multiple-family	P		Allowed only in conjunction with a mixed use project
Dwelling, single-family attached	P		Allowed only in conjunction with a mixed use project
Finance institution	P		
Fire/police station	C		
Game court		♦	See Chapter 9-70
Gas station	C		
Golf course/driving range	C		
Government facility	S		
Green house		P	
Health club	S		
Home occupation	♦		See Chapter 9-60
Hospital	C		
Hotel/motel	C		
Industry, service	S		
Library, private or public	S		
Liquor store	S		
Motion picture theatre	C		
Nightclub	C		
Office/business/medical/headquarters/ professional	S		
Outdoor event	T		

EXHIBIT A

Outdoor sale	T		See Chapter 9-62
Park, public/private	S		
Performing arts center	C		
Public transportation uses	S		
Recreation facility, private	C		
Recycling event/facility	◆		See Chapter 9-82
Restaurant	S		
Restaurant, fast food/drive-thru	C		
Restaurant, fast food/no drive-thru	S		
Retail/service business	P		
School, commercial	C		
School, private	C		
School, public	C		
Senior center	C		
Swim club	C		
Tennis club	C		
Vehicle leasing/rental	S		
Vehicle sales	S		
Veterinary clinic	C		

Note: Use is permitted subject to issuance of:

C = Conditional use permit (CUP)

S = Site development permit (SDP)

T = Temporary use permit (TUP)

P = Permitted

◆= Special requirements

Table 9-30.020
MIXED USES

Uses	Permitted	Accessory	Reference
Administrative office	P		
Ambulance service	S		

EXHIBIT A

Animals/pets	♦		See Chapter 9-56
Arcade, game	C		
Athletic field	S		
Bar, tavern, cocktail lounge	S		
Boarding house	S		
Caretaker's quarters		P	
Carnival/fair/circus	T		
Car wash	C		
Cemetery, mausoleum	C		
Church/temple	S		
College	C		
Commercial recreation	C		
Communication facility	♦		See Chapter 9-58
Community care facility	♦		See Chapter 9-64
Community center	C		
Conference/convention facility	C		
Construction office	T		
Convenience store	S		
Day care center	♦		See Chapter 9-64
Department store	S		
Drainage facility		P	
Drive-thru	C		
Dwelling, multiple-family	C		
Dwelling, single-family attached	S		
Equipment rental	C		
Finance institution	S		
Fire/police station	C		
Fortune telling	S		

EXHIBIT A

Fraternal organization	P		
Funeral home/mortuary/crematory	C		
Game court		♦	See Chapter 9-70
Gas station	C		
Golf course/driving range	C		
Government facility	C		
Green house	P		
Health club	S		
Heliport	C		
Hospital	C		
Hotel/motel	C		
Industry, light manufacturing	S		
Industry, service	S		
Kennel	C		See Chapter 9-56
Library, private	S		
Library, public	S		
Liquor store	S		
Mini-warehouse	C		
Massage Establishment	P♦		See Chapter 4-28
Mobilehome park	C		
Motion picture theatre	C		
Nightclub	C		
Office/business/medical/headquarters/ professional	S		
Outdoor event	T		
Outdoor sale	T		See Chapter 9-62
Outdoor storage		♦	See Chapter 9-30
Park, public/private	S		
Performing arts center	C		

EXHIBIT A

Public transportation uses	S		
Recreation facility, private	C		
Recreation vehicle storage, public	C		
Recycling center	C		
Recycling event/facility	♦		See Chapter 9-82
Research & development	P		
Restaurant	S		
Restaurant, fast food/drive-thru	C		
Restaurant, fast food/no drive-thru	S		
Retail/service business	S		
School, commercial	C		
School, private	C		
School, public	C		
Senior center	C		
Single-room occupancy housing	C		See Chapter 9-72
Swim club	C		
Tennis club	C		
Truck terminal	C		
Vehicle body repair, paint or restoration	C		See Chapter 9-40
Vehicle leasing/rental	S		
Vehicle repair	S		See Chapter 9-40
Vehicle sales	S		
Veterinary clinic	C		
Warehouse/sales outlet	S		
Warehouse/storage & distribution	S		
Waste management facility	♦		See Chapter 9-82
Wholesale nursery	S		

Note: Use is permitted subject to issuance of:

C = Conditional use permit (CUP)

EXHIBIT A

S = Site development permit (SDP)

T = Temporary use permit (TUP)

P = Permitted

◆= Special requirements

Table 9-32.020
COMMUNITY/PRIVATE INSTITUTION USES

Uses	Permitted	Accessory	Reference
Administrative office		P	
Animals/pets	◆		See Chapter 9-56
Athletic field	S		
Church/temple	S		
College	S		
Commercial recreation	C		
Communication facility	◆		See Chapter 9-58
Community care facility	◆		See Chapter 9-64
Community center	S		
Construction office	T		
Day care center	◆		See Chapter 9-64
Drainage facility		P	
Dwelling unit, multiple-family	C		
Fire/police station	C		
Fraternal organization	P		
Fraternity/sorority house	C		
Funeral home/mortuary/crematory	C		
Game court		◆	See Chapter 9-70
Government facility	C		
Gymnasium	S		
Health club	C		
Heliport	C		

EXHIBIT A

Hospital	C		
Library, public	S		
Maintenance facility		P	
Museum	S		
Office/business/medical/headquarters/professional	S		
Outdoor event	T		
Park, public/private	S		
Performing arts center	S		
Recycling event/facility	♦		See Chapter 9-82
Restaurant	S		
School, commercial	C		
School, private	C		
School, public	C		
Senior center	C		
Swim club	C		
Tennis club	C		
Waste management facility	♦		See Chapter 9-82

Note: Use is permitted subject to issuance of:

C = Conditional use permit (CUP)

S = Site development permit (SDP)

T = Temporary use permit (TUP)

P = Permitted

♦ = Special requirements

9-62.070 Special restrictions.

Temporary uses shall be restricted as follows:

A. Outdoor events, outdoor sales and recycling events shall be restricted to a period not to exceed ten consecutive calendar days per event, except as otherwise permitted by this Code. An additional forty-eight (48) hours shall be allowed for both the set-up and breakdown of facilities. Seasonal outdoor sales requiring longer selling periods shall be permitted as follows:

1. Christmas tree lots may not initiate sales until Thanksgiving weekend, and shall end on December 26th each calendar year.
2. Pumpkin patch sales shall not begin until October 1st each calendar year and shall end on November 1st.
3. Seasonal strawberry stands shall be subject to the following regulations:
 - a. Permits for strawberry stands are limited to 120 days per calendar year.
 - b. Strawberry stands shall be permitted to sell only items related directly to strawberries.
 - c. All associated signs shall be attached to the strawberry stand structure, and shall not extend above or beyond the strawberry stand structure. Other signs and advertising devices, such as banners, pennants, flags, A-frame signs, and light strings, are prohibited.
 - d. Portable toilets are not permitted at strawberry stands. Such temporary uses must have access to existing permanent restroom facilities for the use of employees.

B. Garage/yard sales shall be limited to two consecutive calendar days per event. For coordinated garage/yard sales involving five or more households within any given neighborhood, an address list shall be submitted with the temporary use permit application. A map indicating the location of the participating households may also be required if deemed necessary by the Planning Department.

C. Not more than one event per calendar quarter shall be permitted for any applicant, group or organization.

D. The event shall not encroach upon the public right-of-way unless the City Engineer has approved an encroachment permit.

E. The location of the event shall be cleaned and cleared of all materials and signage within forty-eight (48) hours after the close of the event.

F. Temporary construction offices and facilities may be permitted for the duration of construction for a given development project. The acceptable time period shall be

EXHIBIT A

determined by the Community Development Director subject to the review of a construction schedule to be submitted in conjunction with the temporary use permit application. (Ord. 98-8 § 2 (part); prior code § 9-49.070)

CITY OF LAGUNA HILLS

AGENDA REPORT PUBLIC SERVICES DEPARTMENT

**ISSUE: PROGRESS PAYMENT NO. 2 FOR LA PAZ ROAD WIDENING AT I-5
IMPROVEMENT PROJECT, CIP NO. 159**

SUMMARY:

Work on the La Paz Road Widening at I-5 Improvement Project, CIP No. 159, began on March 1, 2011, and is being performed by SEMA Construction, Inc. Work performed in April included engineering, Storm Water Pollution Prevention Plan preparation, signage, and traffic control preparation. The contractor has submitted the second progress payment request for approval.

BACKGROUND:

A routine monthly action for capital improvement projects is the submission, review, and approval of the contractor's invoice. Procedurally, field staff verifies the contractor's quantities and matches them with the submitted invoice. The unit prices and total costs of the project are confirmed by the office staff and a progress payment is then processed. A ten (10) percent retention is withheld from each payment to assure final performance of the work. The contractor for the project, SEMA Construction, Inc., has submitted the second progress payment for the subject project as follows:

ITEM #	DESCRIPTION	QUANTITY	UNIT	\$	AMOUNT
1	RE Office	.05	LS	\$50,000.00	\$2,500.00
5	SWPPP Prep	.75	LS	\$ 3,000.00	\$2,250.00
18	Construction Signage	.07	LS	\$40,400.00	\$2,828.00
19	Traffic Control System	.03	LS	\$55,700.00	\$1,671.00
20	Type II Barricade	2	EA	\$ 73.00	\$ 146.00
21	Temp Pavement Marking	84	SF	\$ 3.30	\$ 277.20
22	Temp Traffic Striping	451	LF	\$ 0.60	\$ 270.60
23	Channelizer	13	EA	\$ 35.00	\$ 455.00
27	Temporary Railing (K)	260	LF	\$ 7.50	\$1,950.00

**RECOMMENDATION: THAT THE CITY COUNCIL APPROVE PROGRESS
PAYMENT NO. 2, IN THE NET AMOUNT OF \$12,609.27, TO SEMA
CONSTRUCTION, INC., FOR THE LA PAZ ROAD WIDENING AT I-5 IMPROVEMENT
PROJECT, CIP NO. 159.**

Agenda Report
Progress Payment No. 2 for CIP No. 159
Page 2

28	Temp Crash Cushion	11	EA	\$	100.00	\$1,100.00
30	R/ Traffic Stripe	515	LF	\$	0.90	\$ 463.50
31	R / Pavement Marking	30	SF	\$	3.30	\$ 99.00
Total To Date		\$56,285.30				
Less Prior Billing		<u>\$42,275.00</u>				
Total This Period		\$14,010.30		\$14,010.30		
Less 10% Retention				<u>\$(1,401.03)</u>		
				\$12,609.27		

FISCAL IMPACT:

The progress payment is within the Capital Improvement Program Budget for the La Paz Road Widening at I-5 Improvement Project, CIP No. 159.

RECOMMENDATION: THAT THE CITY COUNCIL APPROVE PROGRESS PAYMENT NO. 2, IN THE NET AMOUNT OF \$12,609.27, TO SEMA CONSTRUCTION, INC., FOR THE LA PAZ ROAD WIDENING AT I-5 IMPROVEMENT PROJECT, CIP NO. 159.

CITY OF LAGUNA HILLS

AGENDA REPORT PUBLIC SERVICES DEPARTMENT

**ISSUE: AWARD OF CONTRACT FOR ENERGY EFFICIENCY PROJECT,
 CIP NO. 515**

SUMMARY:

In accordance with City Council authorization, three bids for the subject project were received on March 31, 2011. The apparent low bidder, Robert D. Gosney Construction, meets the contract requirements, is currently licensed, and provides satisfactory references. Award of contract for the low bid is recommended.

BACKGROUND:

On March 31, 2011, the City received three bids for the Energy Efficiency Project, CIP No. 515. The Engineer's Estimate for the project was \$175,000.

The following bids were received:

<u>COMPANY</u>	<u>BID</u>
Robert D. Gosney Construction	\$164,634.00
Titanium Construction Group	\$168,632.50
HMK Air Conditioning	\$180,176.00

The lowest responsive and responsible bidder, Robert D. Gosney Construction, meets the contract requirements, is currently licensed, and provides satisfactory references. This project will begin in June 2011, and will last for a period of forty-five (45) working days.

RECOMMENDATION: THAT THE CITY COUNCIL: (1) ADOPT A RESOLUTION ENTITLED, "A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF LAGUNA HILLS, CALIFORNIA, ADDING THE ENERGY EFFICIENCY PROJECT, CIP NO. 515, TO THE FISCAL YEAR 2010-2011 CAPITAL IMPROVEMENT PROGRAM BUDGET; AND (2) AWARD THE CONTRACT FOR THE ENERGY EFFICIENCY PROJECT, CIP NO. 515, TO THE APPARENT LOW BIDDER, ROBERT D. GOSNEY CONSTRUCTION, IN THE LOW BID AMOUNT OF \$164,634.00, AND AUTHORIZE THE MAYOR TO SIGN AND THE CITY CLERK TO ATTEST TO THE CONTRACT DOCUMENTS.

Upon receipt of the bids, the prevailing wage rate determination for the project was forwarded to the California Energy Commission (CEC) for review and approval in accordance with the requirement for the use of Federal Funds per the American Reinvestment and Recovery Act. The CEC has now issued an approval of the wage rate determination allowing the project to proceed to construction.

FISCAL IMPACT:

The adoption of the Resolution adding the project to the Fiscal Year 2010-2011 Capital Improvement Program Budget will allow the award of contract. The project is primarily funded by a grant from the CEC through American Reinvestment and Recovery Act funds in the amount of \$174,071.

CEQA FINDINGS:

The Energy Efficiency Project, CIP No. 515, is exempt pursuant to CEQA Guidelines Sections 15307 (the activity will enhance or protect a natural resource) and 15060(c)(3) (the activity is not a project as defined in Section 15378), Title 14, California Code of Regulations, because it will conserve fuels necessary to produce electricity, which are a natural resource, and otherwise have no potential for resulting in a physical change to the environment, directly or indirectly.

RECOMMENDATION: THAT THE CITY COUNCIL: (1) ADOPT A RESOLUTION ENTITLED, "A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF LAGUNA HILLS, CALIFORNIA, ADDING THE ENERGY EFFICIENCY PROJECT, CIP NO. 515, TO THE FISCAL YEAR 2010-2011 CAPITAL IMPROVEMENT PROGRAM BUDGET; AND (2) AWARD THE CONTRACT FOR THE ENERGY EFFICIENCY PROJECT, CIP NO. 515, TO THE APPARENT LOW BIDDER, ROBERT D. GOSNEY CONSTRUCTION, IN THE LOW BID AMOUNT OF \$164,634.00, AND AUTHORIZE THE MAYOR TO SIGN AND THE CITY CLERK TO ATTEST TO THE CONTRACT DOCUMENTS.

ATTACHMENTS:

- Resolution

RESOLUTION NO. 2011

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF LAGUNA HILLS, CALIFORNIA, ADDING THE ENERGY EFFICIENCY PROJECT, CIP NO. 515, TO THE FISCAL YEAR 2010-2011 CAPITAL IMPROVEMENT PROGRAM BUDGET

The City Council of the City of Laguna Hills, California, hereby finds, determines, declares, and resolves as follows:

WHEREAS, the City applied for Energy Efficiency Grant Funds through the California Energy Commission from funding provided by the American Recovery and Reinvestment Act in January 2010; and

WHEREAS, the California Energy Commission has granted the City \$174,071 for energy efficiency projects; and

WHEREAS, the Energy Efficiency Project, CIP No. 515, is exempt pursuant to CEQA Guidelines Sections 15307 (the activity will enhance or protect a natural resource) and 15060(c)(3) (the activity is not a project as defined in Section 15378), Title 14, California Code of Regulations, because it will conserve fuels necessary to produce electricity, which are a natural resource, and otherwise have no potential for resulting in a physical change to the environment, directly or indirectly; and

WHEREAS, the Energy Efficiency Project, CIP No. 515, is consistent with the objectives and policies of the Laguna Hills General Plan.

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF LAGUNA HILLS, CALIFORNIA, DOES RESOLVE, DECLARE, DETERMINE, AND ORDER AS FOLLOWS:

SECTION 1. There is hereby added to the Capital Improvement Program Budget for Fiscal Year 2010-2011, the project known as the Energy Efficiency Project, CIP No. 515, in the budgeted amount of \$175,000.

PASSED, APPROVED, AND ADOPTED this 10th day of May 2011.

L. ALLAN SONGSTAD, JR., MAYOR

ATTEST:

PEGGY J. JOHNS, CITY CLERK

STATE OF CALIFORNIA)
COUNTY OF ORANGE) ss
CITY OF LAGUNA HILLS)

I, Peggy J. Johns, City Clerk of the City of Laguna Hills, California, DO
HEREBY CERTIFY that the foregoing is a true and correct copy of Resolution No. 2011
adopted by the City Council of the City of Laguna Hills, California, at a Regular Meeting
thereof held on the 10th day of May 2011, by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

(SEAL)

PEGGY J. JOHNS, CITY CLERK

CITY OF LAGUNA HILLS
CITY COUNCIL
AGENDA REPORT
COMMUNITY SERVICES DEPARTMENT

ISSUE: 2011 FOURTH OF JULY CELEBRATION

SUMMARY:

The City of Laguna Hills will host its annual Fourth of July celebration at the Laguna Hills Sports Complex on Monday, July 4, 2011. The special event will be held from 4:00 p.m. to 9:30 p.m. and includes a number of activities in addition to the fireworks show. Staff's recommendation is to execute an agreement with Pyro Spectaculars, Inc. for Program "A", which has a total of six hundred and sixty five (665) shells, and a cost of \$24,675. The show will be approximately 16-18 minutes in length. Attached to this staff report are the three proposed fireworks programs for the 2011 event. This information was presented to the Parks and Recreation Commission at its April 6, 2011, meeting, at which time the Commission selected Program "A" fireworks show as the recommendation for City Council. It was the Parks and Recreation Commissions' opinion, and staff concurs, that the Program "A" show, which contains 75 additional shells over last year's show, is appropriate for one of the City's signature special events.

BACKGROUND:

The City of Laguna Hills will host its annual Fourth of July celebration at the Laguna Hills Sports Complex on Monday, July 4, 2011. Community Services staff has received three proposals from Pyro Spectaculars for the 2011 event. The proposals are attached to this report. Program "A", with a total of six hundred and sixty five (665) shells, has a cost of \$24,675. Program "B", with five hundred and thirty two (532) shells, has a cost of \$23,500. Staff requested the third proposal, Program "C", to match the program and shell count of the 2010 firework show. Program "C" has a total of five hundred and ninety (590) shells, and a cost of \$24,000. The cost for the fireworks show last year was \$23,500. Staff is recommending Program "A" for the 2011 event.

For the Fourth of July Celebration event this year, the following activities are tentatively scheduled:

RECOMMENDATION: THAT THE CITY COUNCIL AUTHORIZE THE CITY MANAGER TO EXECUTE THE AGREEMENT WITH PYRO SPECTACULARS, INC., APPROVED AS TO FORM BY THE CITY ATTORNEY, FOR THE FOURTH OF JULY FIREWORKS SHOW.

Main Stage Entertainment:

- Rokit Scientist (50's, 60's, and 70's music)

Games:

- Soccer Kick
- Double Hoop Shot
- Football Toss

Carnival Rides:

- The Zumar
- The Sizzler

Activities:

- 40 foot obstacle Course
- Spacewalk-Airwalk

Children's Activities

- Face Painting
- Crafts

City Information Booth: (To Date)

- Community Services Summer Camps/Programs
- City Commissions
- Water Quality
- Recycling Information
- CEPA/Neighborhood Watch
- Orange County Environmental Health
- Displays highlighting the "20th Anniversary of Cityhood"

Vendor Booths: (* Vendor responses pending)

- Snow Cones & Dippin Dots
- Cookies & brownies*
- Churros, candy, pretzels, & nachos
- Roasted corn & pizza
- Hamburgers, chips, baked beans, iced coffee
- Hot dogs & polish dogs

The following is the tentative schedule of events:

4:00 P.M. Event Begins

Activities, games, music, food and vendor booths

8:50 P.M. Mayor's Welcome/Comments

9:00 P.M. National Anthem

9:10 P.M. Fireworks Display

Vendor booth rental forms were sent to all past vendors. Vendors who have participated previously in the Fourth of July Celebration have until May 20, 2011, to submit their request for 2011. After this date, food items that have not been secured by a past vendor may be given away to other interested non-profit organizations.

Staff plans to incorporate the City's 20 year anniversary into the event for 2011. Preliminary ideas include designing a display for the City Information booth that would highlight the major accomplishments of the City during its first twenty years of incorporation. Staff is also considering using the 20 year anniversary as the theme for the event buttons that are made and given to attendees each year.

The Fourth of July Celebration event was attended by approximately 11,000 people last year. Each year the City provides entertainment and activities free of charge for the public to enjoy. The 2011 Fourth of July event will once again include carnival rides, games, informational and food booths, and entertainment.

FISCAL IMPACT:

The proposed budget for the 2011, Fourth of July event is \$52,500. The budget assumed a 5% increase to the \$23,500 fireworks show costs from 2010, which comes to \$24,675.

RECOMMENDATION: THAT THE CITY COUNCIL AUTHORIZE THE CITY MANAGER TO EXECUTE THE AGREEMENT WITH PYRO SPECTACULARS, INC., APPROVED AS TO FORM BY THE CITY ATTORNEY, FOR THE FOURTH OF JULY FIREWORKS SHOW.

ATTACHMENTS:

- Programs A, B, & C – Product Synopsis Pyrotechnic Proposal
- Pyro Spectaculars, Inc., Production Agreement

Product Synopsis
Pyrotechnic Proposal
City of Laguna Hills
Program A
\$24,675.00

Opening

<u>Description</u>	<u>Quantity</u>
◆ 3" Souza Designer Opening Salutes	75
Total of Opening	75

Main Body - Aerial Shells

<u>Description</u>	<u>Quantity</u>
◆ 3" Souza Designer Selections	160
◆ 4" Souza Designer Selections	140
◆ 5" Souza Designer Selections	130
Total of Main Body - Aerial Shells	430

Grand Finale

<u>Description</u>	<u>Quantity</u>
◆ 3" Souza Designer Finale Shells	40
◆ 3" Souza Designer Bombardment Shells	75
◆ 4" Souza Designer Finale Shells	30
◆ 5" Souza Designer Finale Shells	15
Total of Grand Finale	160

Grand Total 665

Product Synopsis
Pyrotechnic Proposal
City of Laguna Hills
Program B
\$23,500.00

Opening

<u>Description</u>	<u>Quantity</u>
◆ 3" Souza Designer Opening Salutes	50
Total of Opening	50

Main Body - Aerial Shells

<u>Description</u>	<u>Quantity</u>
◆ 3" Souza Designer Selections	140
◆ 4" Souza Designer Selections	110
◆ 5" Souza Designer Selections	90
Total of Main Body - Aerial Shells	340

Grand Finale

<u>Description</u>	<u>Quantity</u>
◆ 3" Souza Designer Finale Shells	30
◆ 3" Souza Designer Bombardment Shells	75
◆ 4" Souza Designer Finale Shells	25
◆ 5" Souza Designer Finale Shells	12
Total of Grand Finale	142

Grand Total 532

Product Synopsis
Pyrotechnic Proposal
City of Laguna Hills
Program C
\$24,000.00

Opening

<u>Description</u>	<u>Quantity</u>
◆ 3" Souza Designer Opening Salutes	50
Total of Opening	50

Main Body - Aerial Shells

<u>Description</u>	<u>Quantity</u>
◆ 3" Souza Designer Selections	145
◆ 4" Souza Designer Selections	130
◆ 5" Souza Designer Selections	110
Total of Main Body - Aerial Shells	385

Grand Finale

<u>Description</u>	<u>Quantity</u>
◆ 3" Souza Designer Finale Shells	35
◆ 3" Souza Designer Bombardment Shells	75
◆ 4" Souza Designer Finale Shells	30
◆ 5" Souza Designer Finale Shells	15
Total of Grand Finale	155

Grand Total 590

PRODUCTION AGREEMENT

This agreement ("Agreement") is made this _____ day of _____, 2011 by and between Pyro Spectaculars, Inc., a California corporation, hereinafter referred to as ("PYRO"), and City of Laguna Hills, hereinafter referred to as ("CLIENT"). PYRO and CLIENT are sometimes referred to as "Party" or collectively as "Parties" herein.

1. **Engagement** - CLIENT hereby engages PYRO to provide to CLIENT one fireworks production ("Production"), and PYRO accepts such engagement upon all of the promises, terms and conditions hereinafter set forth. The Production shall be substantially as outlined in Program "A", attached hereto and incorporated herein by this reference.

1.1 **PYRO Duties** - PYRO shall provide all pyrotechnic equipment, trained pyrotechnicians, shipping, pyrotechnic products, application for specific pyrotechnic permits (the cost of which, including standby fees, shall be paid by CLIENT) relating to the Production, insurance covering the Production and the other things on its part to be performed as more specifically set forth below in this Agreement and in the Scope of Work ("Scope of Work"), attached hereto, incorporated herein by this reference, and made a part of this Agreement as though set forth fully herein.

1.2 **CLIENT Duties** - CLIENT shall provide to PYRO a suitable site ("Site") for the Production, security for the Site as set forth in Paragraph 6 hereof, access to the Site, any permission necessary to utilize the Site for the Production, and the other things on its part to be performed as more specifically set forth below in this Agreement and in the Scope of Work. All Site arrangements are subject to PYRO's reasonable approval as to pyrotechnic safety, suitability, and security. All other conditions of the Site shall be the responsibility of CLIENT, including, but not limited to, access, use, control, parking and general safety with respect to the public, CLIENT personnel and other contractors.

2. **Time and Place** - The Production shall take place on July 4, 2011, at approximately 9:00 pm, at Laguna Hills High School between Tennis Court and Baseball Field, Laguna Hills, CA, Site.

3. **Fees, Interest, and Expenses** -

3.1 **Fee** - CLIENT agrees to pay PYRO a fee of \$24,675.00 USD (Twenty Four Thousand Six Hundred Seventy Five Dollars) ("Fee") for the Production. CLIENT shall pay to PYRO \$12,337.50 USD (Twelve Thousand Three Hundred Thirty-Seven Dollars and Fifty Cents) of the Fee plus estimated permit and standby fees, specified production costs, and other regulatory costs approximated at \$00.00, for a total of \$12,337.50, as a deposit ("Deposit") upon the execution of this Agreement by both parties but no later than April 15, 2011. The balance of the Fee shall be paid no later than July 5, 2011. CLIENT authorizes PYRO to receive and verify credit and financial information concerning CLIENT from any agency, person or entity including but not limited to credit reporting agencies. The "PRICE FIRM" date, the date by which the executed Agreement must be delivered to Pyro, is set forth in paragraph 20.

3.2 **Interest** - In the event that the Fee is not paid in a timely manner, CLIENT will be responsible for the payment of 1.5% interest per month or 18% annually on the unpaid balance. If litigation arises out of this Agreement, the prevailing party shall be entitled to reasonable costs incurred in connection with the litigation, including, but not limited to attorneys' fees.

3.3 **Expenses** - PYRO shall pay all normal expenses directly related to the Production including freight, insurance as outlined, pyrotechnic products, pyrotechnic equipment, experienced pyrotechnic personnel to set up and discharge the pyrotechnics and those additional items as outlined as PYRO's responsibility in the Scope of Work. CLIENT shall pay all costs related to the Production not supplied by PYRO including, but not limited to, those items outlined as CLIENT's responsibility in this Agreement and Scope of Work.

4. **Proprietary Rights** - PYRO represents and warrants that it owns all copyrights, including performance rights, to this Production, except that PYRO does not own CLIENT-owned material or third-party-owned material that has been included in the Production, and as to such CLIENT-owned and third-party-owned material, CLIENT assumes full responsibility therefore. CLIENT agrees that PYRO shall retain ownership of, and all copyrights and other rights to, the Production, except that PYRO shall not acquire or retain any ownership or other rights in or to CLIENT-owned material and third-party-owned material and shall not be responsible in any way for such material. If applicable, CLIENT consents to the use of CLIENT-owned material and represents that it has or will obtain any permission from appropriate third parties sufficient to authorize public exhibition of any such material in connection with this Production. PYRO reserves the ownership rights in its trade names that are used in or are a product of the Production. Any reproduction by sound, video or other duplication or recording process without the express written permission of PYRO is prohibited.

5. **Safety** - PYRO and CLIENT shall each comply with applicable federal, state and local laws and regulations and employ safety programs and measures consistent with recognized applicable industry standards and practices. At all times before and during the Production, it shall be within PYRO's sole discretion to determine whether or not the Production may be safely discharged or continued. It shall not constitute a breach of this Agreement by PYRO for fireworks to fail or malfunction, or for PYRO to determine that the Production cannot be discharged or continued as a result of any conditions or circumstances affecting safety beyond the reasonable control of PYRO.

6. **Security** - CLIENT shall provide adequate security personnel, barricades, and Police Department services as may be necessary to preclude individuals other than those authorized by PYRO from entering an area to be designated by PYRO as the area for the set-up and discharge of the Production, including a fallout area satisfactory to PYRO where the pyrotechnics may safely rise and any debris may safely fall. PYRO shall have no responsibility for monitoring or controlling CLIENT's other contractors, providers or volunteers; the public; areas to which the public or contractors have access; or any other public or contractor facilities associated with the Production.

7. **Cleanup** - PYRO shall be responsible for the removal of all equipment provided by PYRO and clean up of any live pyrotechnic debris made necessary by PYRO. CLIENT shall be responsible for any other clean up which may be required of the Production or set-up, discharge and fallout areas including any environmental clean-up.

8. **Permits** - PYRO agrees to apply for permits for the firing of pyrotechnics only from the Orange County Fire Authority, FAA, and USCG, if required. CLIENT shall be responsible for any fees associated with these permits including standby fees. CLIENT shall be responsible for obtaining any other necessary permits, paying associated fees, and making other appropriate arrangements for Police Departments, other Fire Departments, road closures, event/activity or land use permits or any permission or permit required by any Local, Regional, State or Federal Government.

9. **Insurance** - PYRO shall at all times during the performance of services herein ensure that the following insurance is maintained in connection with PYRO's performance of this Agreement: (1) commercial general liability insurance, including products, completed operations, and contractual liability under this Agreement; (2) automobile liability insurance, (3) workers' compensation insurance and employer liability insurance. Such insurance is to protect CLIENT from claims for bodily injury, including death, personal injury, and from claims of property damage, which may arise from PYRO's performance of this Agreement, only. The types and amounts of coverage shall be as set forth in the Scope of Work. Such insurance shall not include claims which arise from CLIENT's negligence or willful conduct or from failure of CLIENT to perform its obligations under this Agreement, coverage for which shall be provided by CLIENT.

The coverage of these policies shall be subject to reasonable inspection by CLIENT. Certificates of Insurance and copies of Endorsements evidencing the required general liability coverage shall be furnished to CLIENT prior to the rendering of services hereunder and shall include the following: that the following are named as additionally insured: CLIENT; Sponsors, Landowners, Barge Owners, if any; and Permitting Authorities, with respect to the operations of PYRO at the Production. Pyrotechnic subcontractors or providers, if any, not covered under policies of insurance required hereby, shall secure, maintain and provide their own insurance coverage with respect to their respective operations and services.

10. **Indemnification** - PYRO represents and warrants that it is capable of furnishing the necessary experience, personnel, equipment, materials, providers, and expertise to produce the Production in a safe and professional manner. Notwithstanding anything in this Agreement to the contrary, PYRO shall indemnify, hold harmless, and defend CLIENT and the additional insureds from and against any and all claims, actions, damages, liabilities and expenses, including but not limited to, attorney and other professional fees and court costs, in connection with the loss of life, personal injury, and/or damage to property, arising from or out of the Production and the presentation thereof to the extent such are occasioned by any act or omission of PYRO, their officers, agents, contractors, providers, or employees. CLIENT shall indemnify, hold harmless, and defend PYRO from and against any and all claims, actions, damages, liability and expenses, including but not limited to, attorney and other professional fees and court costs in connection with the loss of life, personal injury, and/or damage to property, arising from or out of the Production and the presentation thereof to the extent such are occasioned by any act or omission of CLIENT, its officers, agents, contractors, providers, or employees. In no event shall either party be liable for the consequential damages of the other party.

11. **Limitation of Damages for Ordinary Breach** - Except in the case of bodily injury and property damage as provided in the insurance and indemnification provisions of Paragraphs 9 and 10, above, in the event CLIENT claims that PYRO has breached this Agreement or was otherwise negligent in performing the Production provided for herein, CLIENT shall not be entitled to claim or recover monetary damages from PYRO beyond the amount CLIENT has paid to PYRO under this Agreement, and shall not be entitled to claim or recover any consequential damages from PYRO including, without limitation, damages for loss of income, business or profits.

12. **Force Majeure** - CLIENT agrees to assume the risks of weather, strike, civil unrest, terrorism, military action, governmental action, and any other causes beyond the control of PYRO which may prevent the Production from being safely discharged on the scheduled date, which may cause the cancellation of any event for which CLIENT has purchased the Production, or which may affect or damage such portion of the exhibits as must be placed and exposed a necessary time before the Production. If, for any such reason, PYRO is not reasonably able to safely discharge the Production on the scheduled date, or at the scheduled time, or should any event for which CLIENT has purchased the Production be canceled as a result of such causes, CLIENT may (i) reschedule the Production and pay PYRO such sums as provided in Paragraph 13, or (ii) cancel the Production and pay PYRO such sums as provided in Paragraph 14, based upon when the Production is canceled.

13. **Rescheduling Of Event** - If CLIENT elects to reschedule the Production, PYRO shall be paid the original Fee plus all additional expenses made necessary by rescheduling plus a 15% service fee on such additional expenses. Said expenses will be invoiced separately and payment will be due in full within 5 days of receipt. CLIENT and PYRO shall agree upon the rescheduled date taking into consideration availability of permits, materials, equipment, transportation and labor. The Production shall be rescheduled for a date not more than 90 Days subsequent to the date first set for the Production. The Production shall not be rescheduled to a date, or for an event, that historically has involved a fireworks production. The Production shall not be rescheduled between June 15th and July 15th unless the original date was July 4th of that same year, or between December 15th and January 15th unless the original date was December 31st of the earlier year unless PYRO agrees that such rescheduling will not adversely affect normal business operations during those periods.

14. **Right To Cancel** - CLIENT shall have the option to unilaterally cancel the Production prior to the scheduled date. If CLIENT exercises this option, CLIENT agrees to pay to PYRO, as liquidated damages, the following percentages of the Fee as set forth in Paragraph 3.1. 1) 50% if cancellation occurs 30 to 90 days prior to the scheduled date, 2) 75% if cancellation occurs 15 to 29 days prior to the scheduled date, 3) 100% thereafter. In the event CLIENT cancels the Production, it will be impractical or extremely difficult to fix actual amount of PYRO's damages. The foregoing represents a reasonable estimate of the damages PYRO will suffer if CLIENT cancels the Production.

15. **No Joint Venture** - It is agreed, nothing in this Agreement or in PYRO's performance of the Production shall be construed as forming a partnership or joint venture between CLIENT and PYRO. The Parties hereto shall be severally responsible for their own separate debts and obligations and neither Party shall be held responsible for any agreements or obligations not expressly provided for herein.

16. **Applicable Law** - This Agreement and the rights and obligations of the Parties hereunder shall be construed in accordance with the laws of California. It is further agreed that the Superior Court of California, County of Orange, Central Justice Center shall be proper venue for any such action. In the event that the scope of the Production is reduced by authorities having jurisdiction or by either Party for safety concerns, the full dollar amounts outlined in this Agreement are enforceable.

17. **Notices** - Any Notice to the Parties permitted or required under this Agreement may be given by mailing such Notice in the United States Mail, postage prepaid, first class, addressed as follows: PYRO - Pyro Spectaculars, Inc., P.O. Box 2329, Rialto, California, 92377, or for overnight delivery to 3196 N. Locust Avenue, Rialto, California 92377. CLIENT - City of Laguna Hills, 25555 Alicia Parkway, Laguna Hills, CA 92653 - July 4, 2011.

Pyro Spectaculars, Inc.
P.O. Box 2329
Rialto, CA 92377
Tel: 909-355-8120 :: Fax: 909-355-9813

City of Laguna Hills
Program A
July 4, 2011
Page 3 of 4

18. **Modification of Terms** – All terms of the Agreement are in writing and may only be modified by written agreement of both Parties hereto. Both Parties acknowledge they have received a copy of said written Agreement and agree to be bound by said terms of written Agreement only.

19. **Severability** – If there is more than one CLIENT, they shall be jointly and severally responsible to perform CLIENT's obligations under this Agreement. This Agreement shall become effective after it is executed and accepted by CLIENT and after it is executed and accepted by PYRO at PYRO's offices in Rialto, California. This Agreement may be executed in several counterparts, including faxed and emailed copies, each one of which shall be deemed an original against the Party executing same. This Agreement shall be binding upon the Parties hereto and upon their heirs, successors, executors, administrators and assigns.

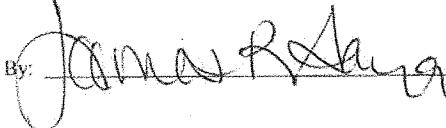
20. **Price Firm** – If any changes or alterations are made by CLIENT to this Agreement or if this Agreement is not executed by CLIENT and delivered to PYRO on or before the PRICE FIRM date shown below, then the price, date, and scope of the Production are subject to review and acceptance by PYRO for a period of 15 days following delivery to PYRO of the executed Agreement. In the event it is not accepted by PYRO, PYRO shall give CLIENT written notice, and this Agreement shall be void.

PRICE FIRM through April 15, 2011
EXECUTED AGREEMENT MUST BE DELIVERED TO PYRO BY THIS DATE.
See PRICE FIRM conditions, paragraph 20, above.

EXECUTED as of the date first written above:

PYRO SPECTACULARS, INC.

CITY OF LAGUNA HILLS

By: 

By: _____

Its: President

Its: City Manager

Bruce E. Channing
Print Name

SHOW PRODUCER: Sam Bruggema

Approved as to Form:

Gregory E. Simonian
City Attorney

Peggy J. Johns
City Clerk

SCOPE OF WORK
PYRO SPECTACULARS, INC. ("PYRO")
and
CITY OF LAGUNA HILLS ("CLIENT")

Pyro shall provide the following goods and services to CLIENT:

- One Pyro Spectaculars, Inc., Production on July 4, 2011, at approximately 9:00 pm at Laguna Hills High School between Tennis Court and Baseball Field, Laguna Hills, CA.
- All pyrotechnic equipment, trained pyrotechnicians, shipping, and pyrotechnic product.
- Application for specific pyrotechnic permits relating to the Production.
- Musical soundtrack for the Production supplied in agreed upon format.
- Insurance covering the Production as set forth in the Agreement with the following limits:

<u>Insurance Requirements</u>	<u>Limits</u>	
<u>Commercial General Liability</u>	\$1,000,000.00	Combined Single Limit- Each Occurrence (Bodily Injury & Property Damage)
<u>Business Auto Liability- Owned, Non-Owned and Hired Autos</u>	\$5,000,000.00	Combined Single Limit- Each Occurrence (Bodily Injury & Property Damage)
<u>Workers' Compensation</u>	Statutory	
<u>Employer Liability</u>	\$1,000,000	Per Occurrence

CLIENT shall provide to PYRO the following goods and services:

- All on-site labor costs, if any, not provided or performed by PYRO personnel including, but not limited to, local union requirements, all Site security, Police and Fire Dept. standby personnel, stagehands, electricians, audio and fire control monitors, carpenters, plumbers, clean-up crew. All these additional personnel and services shall be fully insured and the sole responsibility of CLIENT.
- Coordination and any applicable non-pyrotechnic permitting with the local, state or federal government that may hold authority within the Production.
- Costs of all permits required for the presentation of the Production and the event as a whole.
- Provision of a Safety Zone in accordance with applicable standards and all requirements of the authorities having jurisdiction throughout the entire time that the pyrotechnics are at the Site or the load site (if different) on the date of the Production and all set-up and load-out dates, including water security to keep unauthorized people, boats, etc. from entering the Safety Zone.
- A professional grade Audio System including all necessary equipment, installation of such equipment and trained audio engineers for operation based on audio and communications requirements provided by PYRO.
- General Services including, but not limited to, Site and audience security, fencing, adequate work light, dumpster accessibility, a secure office for PYRO personnel within the venue, secure parking for PYRO vehicles, access to washrooms, tents, equipment storage, hazmat storage, electrical power, fire suppression equipment, access to worksites, necessary credentialing, etc., will be required as necessary.

PYRO
SPECTACULARS
by Souza

March 14, 2011

City of Laguna Hills
Todd Holmes
25555 Alicia Parkway
Laguna Hills, CA 92653

Dear Mr. Holmes,

Pyro Spectaculars, Inc. is pleased to present to you our pyrotechnic proposal for your July 4, 2011 event. We are proposing our special **Sky Concert™** Programs "A" and "B" in the amounts of \$24,675.00 and \$23,500.00 respectively. Your display is scheduled for 9:00 p.m. and will be approximately 16-18 minutes in duration.

Our full service display includes the services of a licensed pyrotechnic operator, an electronic firing system, show choreography and design, insurance coverage, sales tax and delivery. We will process the necessary fire department permit applications. Our winning combination of products, people and production capabilities help produce the best fireworks entertainment package possible.

City of Laguna Hills will be responsible for payment of the Orange County Fire Authority permit fee and/or standby firemen fees, if any. The Fire Department may bill you directly for any standby fees for inspections. City of Laguna Hills will also be responsible for providing the display location and all necessary security for the display site.

Enclosed you will find a Product Synopsis, Production Agreements for signature and Scope of Work. Please have one copy of the fully executed agreement of your choice returned to our office by April 15, 2011 along with your deposit.

Please take the time to review this proposal in detail. If you wish to discuss any changes in your program or need more information, please call either myself or your Customer Service Representative Connie Martinez at (909) 355-8120 ext. 227.

Sincerely,

PYRO SPECTACULARS, INC.

Sam Bruggema
Sam Bruggema

PYRO Show Producer

SB/cm

Enclosures

Product Synopsis
Pyrotechnic Proposal
City of Laguna Hills
Program A
\$24,675.00

Opening

<u>Description</u>	<u>Quantity</u>
◆ 3" Souza Designer Opening Salutes	75
Total of Opening	75

Main Body - Aerial Shells

<u>Description</u>	<u>Quantity</u>
◆ 3" Souza Designer Selections	160
◆ 4" Souza Designer Selections	140
◆ 5" Souza Designer Selections	130
Total of Main Body - Aerial Shells	430

Grand Finale

<u>Description</u>	<u>Quantity</u>
◆ 3" Souza Designer Finale Shells	40
◆ 3" Souza Designer Bombardment Shells	75
◆ 4" Souza Designer Finale Shells	30
◆ 5" Souza Designer Finale Shells	15
Total of Grand Finale	160

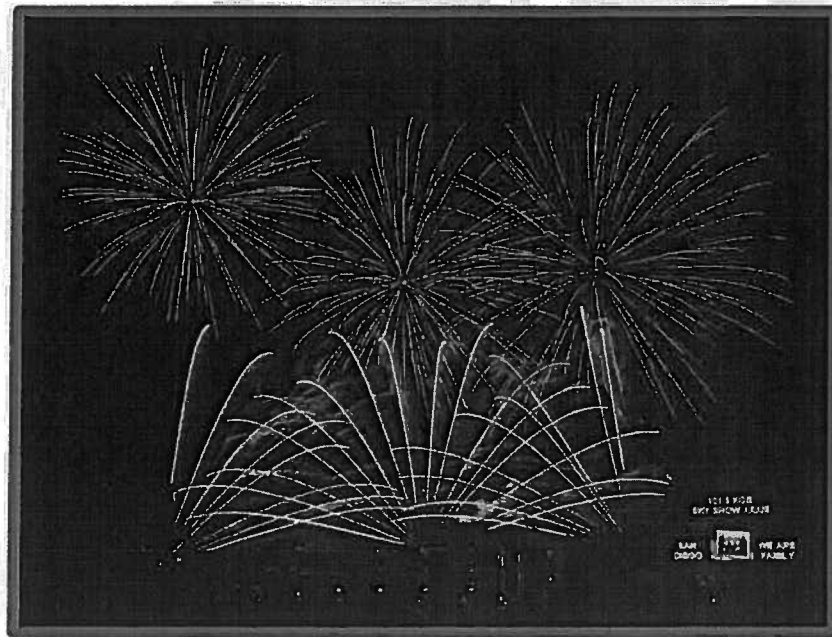
Grand Total 665

Proposal Outline for City of Laguna Hills

- **Product Synopsis**
- **Conclusion and Commitment**
- **Production Agreement & Scope
of Work**



Conclusion & Commitment



KGB Sky Show 2008

We'd like to thank the City of Laguna Hills for allowing us to make this presentation.

Our sincere effort has gone into preparing this proposal. We are eager to hear your comments and answer any questions you may have.

We are confident that after your complete review of our ideas and performance capabilities you will select Pyro Spectaculars by Souza as your fireworks company.

Sam Bruggema
PYRO Show Producer

CITY OF LAGUNA HILLS

AGENDA REPORT ADMINISTRATIVE SERVICES DEPARTMENT

**ISSUE: STATUS REPORT OF FLORENCE SYLVESTER SENIOR CENTER
 UPGRADES**

SUMMARY:

In July 2010, the City was awarded \$52,000 of Federal Community Development Block Grant (CDBG) funding for "Public Facilities and Improvements," administered by the County of Orange, for improvements to the Florence Sylvester Senior Center. This report provides a status update for improvements and construction activities taking place at the Center. In addition, the City was recently informed that it has tentatively been awarded \$63,750 to implement energy efficiency improvements at the Center. Consequently, it should be noted that since Fiscal Year 2009/2010, the City has been awarded a total of \$165,925 to complete a number of improvements and address deferred maintenance issues at the Florence Sylvester Senior Center.

BACKGROUND:

The County of Orange is responsible for administering all programs for those cities who participate in the Urban County Program, including the CDBG program. The Urban County consists of the unincorporated areas of Orange County, and the cities which are "non-entitlement" cities. "Non-entitlement" cities are those with a population under 50,000. There are thirteen cities in the County that must utilize the Urban County Program in order to access these funds, which are allocated on a competitive basis.

For Fiscal Year 2010/2011, the City of Laguna Hills was awarded \$52,000 in CDBG funds through the Public Facilities and Improvements program to address extensive deferred maintenance issues at the Florence Sylvester Senior Center.

The funds were specifically allocated for the following improvements at the Center: framing and installing portable walls to establish a designated storage area in the facility, replacing the baseboards throughout the Center and installing new carpet, and painting the interior of the Center.

**RECOMMENDATION: THAT THE CITY COUNCIL RECEIVE AND FILE THE
REPORT.**

Construction for the improvements began on March 18, 2011, and continued through the first week in April. To date all the improvements have been completed with the exception of the installation of the portable walls, as the item is currently on backorder. It is anticipated that the project will be completed and the walls installed by mid-May. In addition, City staff is in the process of completing the documentation and reporting requirements associated with expenditure of the funds, as required by applicable Federal, State, and County laws and regulations.

For Fiscal Year 2011/2012, the City has tentatively been awarded \$63,750 to complete energy efficiency improvements at the Center, specifically the installation of a solar panel system. The award letter from the County of Orange is included as an attachment to this report. Consequently, since Fiscal Year 2009/2010, the City has been awarded a total of \$165,925 to complete a number of improvements and upgrades at the Florence Sylvester Senior Center.

RECOMMENDATION: THAT THE CITY COUNCIL RECEIVE AND FILE THE REPORT.

ATTACHMENTS:

- Preliminary Funding Letter from the County for FY 2011/2012

ORANGE COUNTY
OC Community Resources
Our Community. Our Commitment.

STEVE FRANKS
DIRECTOR
OC COMMUNITY RESOURCES

RYAN DRABEK
DIRECTOR
OC ANIMAL CARE

KAREN ROPER
DIRECTOR
OC COMMUNITY SERVICES

MARK DENNY
DIRECTOR
OC PARKS

HELEN FRIED
COUNTY LIBRARIAN
OC PUBLIC LIBRARIES

RECEIVED

FEB 22 2011

Fax no. (949) 707-2614
Original via U.S. Certified Mail

COPY

February 17, 2011

CITY OF LAGUNA HILLS

Mr. Bruce Channing, City Manager
City of Laguna Hills
24035 El Toro Rd.
Laguna Hills, CA Address

Re: Public Facilities and Improvements (PF&I) Application for Funding FY 2011-12

Dear Mr. Channing:

Thank you for submitting an application under the PF&I Request for Proposal. Your project, Florence Sylvester Senior Center Project, has been identified as meeting the criteria required for submittal under the Request for Proposal requirements and is preliminarily recommended for funding in the amount of \$63,750. This amount is based on estimated cuts in Federal funding for FY 2011-12.

Your agency's proposal is being preliminarily recommended to be included in the FY 2011-12 Annual Action Plan application submitted to the U.S. Department of Housing and Urban Development (HUD), subject to the conditions outlined in this letter.

Although all projects have been scored according to the criteria outlined in the RFP the final funding and ranking recommendations are subject to the County's Board of Supervisor's and HUD allocations.

Your award is conditionally based on the following items:

- Approval by the Board of Supervisors at the May 3, 2011 scheduled meeting.
- Approval of the Annual Action Plan by HUD.
- Allocations received from HUD.

These preliminary awards are based on best estimates for FY 2011-12 Federal funding levels. Any further decrease (or increase) to FY 2011-12 Federal funding levels may result in adjustments to these preliminary awards.

Thank you for participating in this Request for Proposal.

Sincerely,



Julia Bidwell
Deputy Director

c: Ms. Melissa Au-Yeung, Senior Management Analyst



OC CommunityServices
1770 NORTH BROADWAY
SANTA ANA, CA 92706-2642
PHONE: 714.480.2900
FAX: 714.480.2803

CITY OF LAGUNA HILLS

PLANNING AGENCY AGENDA REPORT COMMUNITY DEVELOPMENT DEPARTMENT

ISSUE: CONDITIONAL USE PERMIT/SITE DEVELOPMENT PERMIT/MASTER SIGN PROGRAM/VARIANCE NO. 2-11-1877, A REQUEST BY G&M OIL COMPANY TO RECONSTRUCT THE EXISTING GAS STATION AND ADD A NEW 1,316 SQUARE FOOT CONVENIENCE STORE, LOCATED AT 23991 EL TORO ROAD IN THE VILLAGE COMMERCIAL (VC) ZONING DISTRICT

SUMMARY:

G&M Oil Company ("G&M Oil") has filed an application to reconstruct the existing Chevron gas station at 23991 El Toro Road in the Village Commercial (VC) zoning district. The request includes a complete redesign and reconstruction of the site, including new fueling islands and canopy, a new 1,316 square foot convenience store, new signage, and new landscaping. Due to the substandard size of the site and its configuration, a number of variances for a variety of development standards are required, including setbacks, site layout, parcel size, circulation, and landscaping requirements. Due to the City's acquisition of a fifteen-foot wide portion of the property to accommodate the Avenida de la Carlota ("Carlota") street widening project, the existing gas station structures must be demolished and reconstructed. Currently, the site is non-conforming in many ways, including the size of the parcel, the site design, and signage. While the non-conformities cannot be eliminated entirely due to the small size of the lot, the proposed design is an overall improvement to the site and existing non-conformities are decreased where possible.

Staff has reviewed the Development Code requirements as well as General Plan issues, goals, and strategies, and has determined that the proposed project, subject to conditions of approval, will not result in any significant adverse impacts to the public

RECOMMENDATION: THAT THE PLANNING AGENCY: (1) CONDUCT A PUBLIC HEARING; AND (2) ADOPT A RESOLUTION ENTITLED: "A RESOLUTION OF THE PLANNING AGENCY OF THE CITY OF LAGUNA HILLS, CALIFORNIA, APPROVING CONDITIONAL USE PERMIT/SITE DEVELOPMENT PERMIT/MASTER SIGN PROGRAM/VARIANCE NO. 2-11-1877, A REQUEST BY G&M OIL COMPANY TO RECONSTRUCT THE EXISTING GAS STATION AND ADD A NEW 1,316 SQUARE FOOT CONVENIENCE STORE, LOCATED AT 23991 EL TORO ROAD IN THE VILLAGE COMMERCIAL (VC) ZONING DISTRICT."

health, safety, and general welfare. The project is categorically exempt from the California Environmental Quality Act ("CEQA").

AUTHORITY:

The LHMC Sections 9-92.080 C, F, G, and H grant the Planning Agency the authority to approve applications such as this for Conditional Use Permits, Variances, Site Development Permits, and Master Sign Programs, respectively. A Conditional Use Permit is required for gas stations in the Village Commercial Zoning District and Site Development Permits are required for most development projects, and are specifically required in conjunction with a Master Sign Program. Variances are used when a particular site cannot, because of special circumstances unique to the site, meet development code requirements such as lot size, setbacks, etc.

BACKGROUND:

The subject site is located at the northwest corner of El Toro Road and Carlota. It is an existing Chevron station, which contains seven (7) double-sided gas pumps with fueling canopy and approximately 300 square feet of storage areas, mechanical room, an employee restroom, and an attendant booth selling limited sodas, snacks, cigarettes, and other similar items.

The station was originally approved by the County of Orange ("County") prior to 1981. In 1981, the County approved SP 81-54P, an application to change signage at the site from "Texaco" to "Mobil." At that time, the layout of the site was essentially the same as it is now. Sometime prior to 1997 a seventh fuel pump was added. In 1996 the area north of El Toro Road, including the subject site, was annexed to the City of Laguna Hills. In 1997, the Planning Agency approved CUP 97-012, a similar application to the one before you now. CUP 97-012 was filed in response to the County's plans for the widening of Carlota. This CUP contained six (6) double-sided fuel pumps under a canopy with a 600 square foot convenience store. When the County was not able to complete the widening project, CUP 97-012 was not implemented. In 2009, the current owners worked with the City to bring several non-conformities on site up to Code.

In the past there have been issues with petroleum hydrocarbon contamination at this site. Soil and groundwater remediation activities have been conducted at this site under the regulatory oversight of the State of California Regional Water Quality Control Board, Santa Ana Region (RWQCB-SAR). Staff has reviewed the most recent Quarterly Status Report submitted by the applicant to the RWQCB-SAR detailing the status of the hydrocarbon plume remediation. The remediation required by the RWQCB-SAR continues to be implemented. Additionally, this site will be further cleaned due to the construction and grading that will take place to implement this project. All contaminated

soils encountered during the implementation of this project will be removed from the site and disposed of appropriately. This issue is a pre-existing condition (prior to the subject request) and continues to be addressed by the applicant under the regulatory oversight of the RWQCB-SAR. Therefore, staff feels that this should not be a factor in determining the impacts of the project being proposed today nor be a roadblock to City approval of this project.

PROJECT DESCRIPTION AND ANALYSIS:

Site Plan

As shown on the attached site plan, G&M Oil is requesting to demolish the existing gas station and to rebuild it (and a small convenience mart) on the residual smaller parcel created by the Carlota street widening. Specifically, they will be building a new fueling canopy with four (4) double-sided fuel pumps, reflecting a decrease in the number of fueling pumps and the size of the canopy. The canopy will be designed in a clean, contemporary look – an improvement over the current, somewhat dated canopy structure. The applicant is also requesting to install a small convenience store in the back corner of the site. The area of the convenience store will be 1,316 square feet. Approximately half of the new convenience store will be sales area, while the balance will be storage, restroom, and utility area. The existing five (5) underground fuel storage tanks will be removed and replaced with two (2) new underground storage tanks.

Single driveways providing access/egress to El Toro Road and Carlota will be retained. However, a new shared driveway between the subject parcel and the new Ashley Furniture site is proposed. **Condition 25** has been added to ensure that if no agreement is reached with the adjacent property (Ashley Furniture), G&M Oil will be required to finish this area of the site with a curb and planter area consistent with the landscape area adjacent to the parking spaces.

Master Sign Program

The applicant is proposing changes to the signage program at the gas station. Currently, there are several legal non-conforming signs on site, including a large, thirty foot tall pole sign and a roof sign. The new signage program removes the non-conforming signs and replaces them with new canopy signage, a new corner monument, price signage along El Toro and Carlota, pump spanners, and a wall sign for the convenience store. Generally the signage proposed is conforming to current codes. The maximum height for monument signs is four (4) feet (LHMC § 9-42.090), however, deviations from the sign standards may be granted by the Planning Agency with the approval of a Master Sign Program (LHMC § 9-42.180). The monument signs proposed are 3'10 ½" plus the height of the base (listed at a "varying" height up to a maximum of

six (6) feet). Staff believes that a corner monument sign up to six (6) feet high is consistent with other center monument signage in the area, including other gas stations within the Urban Village. However, staff has included a condition of approval (**Condition 22**) that limits the overall exposed height of the two (2) additional price signs to five (5) feet. Staff feels this proposal is appropriate for the following reasons. (1) The monument sign areas meet Code requirements; in fact the corner monument is only twenty square feet – half what is permitted by Code. (2) The monument is replacing a 30-foot high pole sign with a much larger area. (3) The bases of the monument signage (corner and price signs) will be finished with ledgerstone and further screened by landscaping (**Condition 27** has been included to ensure ledgerstone is installed on the monument bases). In addition, a variance is being requested for the price sign setbacks. This request will be discussed in the “Variances” section of this report.

Parking and Circulation

The applicant is proposing four (4) parking spaces (including one handicapped accessible space) plus one (1) additional space in front of the air/water station. The parking supplied meets the amount of parking required by Code (4 spaces).

While the new small convenience store increases the total square footage of convenience area by about 1000 square feet, the number of gas pumps is decreasing by almost half (14 pumps to 8 pumps). Using the Institute of Transportation Engineers rates for average trip generation for a Gasoline Service Station with Convenience Market (Land Use 945) on a weekday during the Peak PM Hour, staff did a traffic analysis for the existing and proposed gas station layouts. The findings of this analysis were that the theoretical trip generation for the proposal represents a 32.3% decrease in overall trip generation from what currently exists at the site.

On-site circulation at the site is somewhat limited due to the small size of the lot. The LHMC requires a twenty-four (24) foot drive aisle for two-way traffic. The applicant maintains this width for the major driveway through the site; however, a variance is requested for the drive aisle on the northeast side of the pump canopy, along Carlota, and for general circulation around the pump islands. This request will be discussed in the “Variances” section of this report.

Design/Aesthetic Elements

The applicant has proposed buildings and materials that will complement each other as well as other construction in the Urban Village area. The convenience store and the canopy use similar colors and ledgerstone accents, while still respecting the look of the Chevron and Extra Mile national brand. The convenience store also has several decorative lighting sconces to further enhance the look of the building.

Variances Requested

The subject lot is 16,160 square feet, and has been operating as a gas station for over thirty (30) years. The size of the lot has been reduced over the years due to road widening projects on both Carlota and El Toro Road, representing a circumstance unique to this site. To maintain functionality of this site as a gas station, several variances are needed. Generally, these variances represent existing non-conformities on the site, which are being reduced, but which still do not meet current Code requirements.

- Lot size:
The Urban Village Specific Plan ("UVSP"), Chapter V, Table 2, requires a minimum lot size of 30,000 square feet for gas stations. The existing site is currently below this requirement and will be further reduced to 16,160 square feet due to the City's widening project of the adjacent portion of Carlota. The small lot size is the result of road widening projects that have occurred over the years and represent a unique circumstance.
- Site layout:
The UVSP, Chapter V (page 34) requires gas stations to use the reverse-design site layout for new construction. This method places the pump islands at the rear of the site with the office/store at the front to screen the pump islands. Due to the small size of this site – approximately half the size of what is required for gas stations – the reverse design layout is not feasible in this instance.
- Price sign setbacks:
LHMC § 9-42.220 requires a five (5) foot setback from the public right-of-way for monument signs. There are three monument signs proposed. One at the corner of El Toro and Carlota and two additional price sign monuments, one on El Toro and one on Carlota. No variance is requested for the larger corner monument. However, due to the small size of this property, the other two smaller price signs are only set back 2'3" from the public right-of-way. These signs are as far back as they can be positioned in the landscape planters and they are out of the sight triangles for the intersection.

- Landscaping:
The UVSP requires fifteen (15) percent of commercial lots be landscaped. The LHMC also requires that twenty (20) percent of parking spaces be shaded by tree canopy (LHMC § 9-44.060). In this case, the applicant is unable to meet these requirements due to the reduced size of the lot and therefore reduced area available for landscaping. The proposed site plan provides 14.6% landscape lot coverage and 13.4% of parking spaces shaded by tree canopy. The landscaping provided is attractive and represents an improvement over what currently exists at the site. The proposed landscape plan shows one Pink Trumpet tree in the landscape planter on each street frontage. Staff believes the landscape planter along Carlota is long enough to accommodate a second tree, and that the overall aesthetics of the site would be improved by this addition. **Condition No. 23** has been added to the conditions of approval to require the planting of one additional Pink Trumpet Tree in the edge landscape planter along Carlota.
- Circulation:
The LHMC § 9-44.D requires that two-way drive aisles be twenty-four (24) feet wide. The main drive through the site connecting the two driveways maintains this width; however, circulation around the pump islands themselves is very limited, leaving only space for the width of one car in some areas. Staff is supportive of this variance because the overall on-site circulation can be maintained with the main driveway between the two entrances to the gas station, which maintains a width of at least twenty-four (24) feet at all points. This variance is required to maintain the ability of this site to continue to function as a gas station with the reduced size of the lot due to the adjacent street widening.

PUBLIC COMMENT:

A total of eleven (11) public hearing notices were mailed to surrounding property owners within a 300-foot radius of the subject site. To date, staff has not received any comments.

CEQA FINDINGS:

Staff has reviewed the proposed project for compliance with CEQA. Upon completion of this review, it has been determined that the proposed project is categorically exempt from CEQA, pursuant to CEQA Guideline Sections 15302 (Class 2, Replacement or Reconstruction), 15303 (Class 3, New Construction or Conversion of Small Structures), 15305 (Class 5, Minor Alterations in Land Use Limitations), and 15311 (Class 11 Accessory Structures). Categorical Exemptions are designated for classes of projects which have been determined not to have a significant effect on the environment and

which have therefore been exempted from the requirements of CEQA. The Class 2 exemption applies to the replacement or reconstruction of existing structures and facilities where the new structure will be located on the same site as the structure replaced and will have substantially the same purpose and capacity as the structure replaced. Here, the existing fueling islands and canopies will be replaced. The Class 3 exemption applies to the installation of new, small structures such as stores not exceeding 2,500 square feet. The proposed convenience store here will be 1,316 square feet. The Class 5 exemption applies to minor alterations in land use limitation, including the setback variances proposed for the project here. The Class 11 exemption applies to the construction of minor structures accessory to existing commercial uses, including the construction of on-premise signs as proposed for the project here. Based on the foregoing, it is hereby determined that the project is exempt from CEQA.

CONCLUSION:

In general, staff supports the project and believes it represents an overall improvement to the site. The new site design will provide a more contemporary fresh look for this gas station. While the new design does add a convenience store to the site, the traffic calculations indicate that the new design represents a less intense use than currently exists, in terms of trips generated. In general, the variances requested, with the exception of lot size, represent existing conditions in which non conformities are being reduced. For example, the signage proposed, while still requiring a small variance relative to setbacks, is decreasing the overall non-conformity of signage on site. The variances requested can all be attributed to the small lot size and configuration – a result of the City's Carlota widening project. Given the importance of the widening of this portion of Carlota to improve traffic flow at this key point within the City, accommodations should be made for the existing businesses that are affected by this widening, that they might continue to operate.

RECOMMENDATION: THAT THE PLANNING AGENCY: (1) CONDUCT A PUBLIC HEARING; AND (2) ADOPT A RESOLUTION ENTITLED: "A RESOLUTION OF THE PLANNING AGENCY OF THE CITY OF LAGUNA HILLS, CALIFORNIA, APPROVING CONDITIONAL USE PERMIT/SITE DEVELOPMENT PERMIT/MASTER SIGN PROGRAM/VARIANCE NO. 2-11-1877, A REQUEST BY G&M OIL COMPANY TO RECONSTRUCT THE EXISTING GAS STATION AND ADD A NEW 1,316 SQUARE FOOT CONVENIENCE STORE, LOCATED AT 23991 EL TORO ROAD IN THE VILLAGE COMMERCIAL (VC) ZONING DISTRICT."

ATTACHMENTS:

1. Resolution of Approval
2. Letter of Justification
3. Colors and materials
4. Color elevations
5. Plans

J:\DEVELOP\0600 (Discretionary Apps)\0610-55 (Use Permits)\2011 CUPs\CUP-02-11-1877 G&M Oil Chevron

RESOLUTION NO. PA2011-

A RESOLUTION OF THE PLANNING AGENCY OF THE CITY OF LAGUNA HILLS, CALIFORNIA, APPROVING CONDITIONAL USE PERMIT/SITE DEVELOPMENT PERMIT/MASTER SIGN PROGRAM/VARIANCE NO. 2-11-1877, A REQUEST BY G&M OIL COMPANY TO RECONSTRUCT THE EXISTING GAS STATION AND ADD A NEW 1,316 SQUARE FOOT CONVENIENCE STORE, LOCATED AT 23991 EL TORO ROAD IN THE VILLAGE COMMERCIAL (VC) ZONING DISTRICT

The Planning Agency of the City of Laguna Hills, California, hereby finds, determines, declares, and resolves as follows:

WHEREAS, an application for Conditional Use Permit/Site Development Permit/Master Sign Program/Variance (CUP/SDP/MSP/VA) No. 2-11-1877 has been received to reconstruct the existing gas station, and add a 1,316 square foot convenience store, located at 23991 El Toro Road in the Village Commercial (VC) Zoning District; and

WHEREAS, CUP/SDP/MSP/VA No. 2-11-1877 is hereby found to be Categorically Exempt from the California Environmental Quality Act (CEQA) based upon the following exemptions: Class 2 (CEQA Guidelines §15302, Replacement or Reconstruction), Class 3 (CEQA Guidelines §15303, New Construction of Small Structures), Class 5 (CEQA Guidelines §15305, Minor Alterations in Land Use Limitations), and Class 11 (CEQA Guidelines Sections 15311, Accessory Structures) exemptions; and

WHEREAS, the Planning Agency has considered evidence presented by the Community Development Department, the applicant, and other interested parties with respect to the subject application at a public hearing held on May 10, 2011.

NOW, THEREFORE, THE PLANNING AGENCY OF THE CITY OF LAGUNA HILLS, CALIFORNIA, DOES RESOLVE, DECLARE, DETERMINE, AND ORDER AS FOLLOWS:

SECTION 1. The above recitals are true and correct, and are incorporated herein by reference.

SECTION 2. That the required findings by the City for approval of CUP/SDP/MSP/VA No. 2-11-1877 have been met and made as follows:

Conditional Use Permit

1. The proposed use is consistent with the General Plan in that:

The General Plan designates the site as Village Commercial (VC). This General Plan designation provides for the development and maintenance of medium intensity commercial uses that serve the needs of the motoring

public in the local community and the regional area, and that take advantage of the access and visibility provided by Interstate 5. Gas stations and convenience stores are considered medium intensity commercial uses and are therefore consistent with the Village Commercial designation.

2. The nature, condition and development of adjacent uses, buildings, and structures have been considered and the proposed conditional use will not adversely effect or be materially detrimental to the adjacent uses, buildings, or structures in that:

The site has been occupied by a gas station since its original development nearly thirty years ago. This Conditional Use Permit, therefore, does not change the existing and historical use of the site. The Conditional Use Permit authorizes the replacement of the existing gas station with a modernized facility that includes a convenience store. And given the fact that surrounding development consists of a wide variety of building styles, the design of the proposed project will be compatible with surrounding development. The proposed conditional use, therefore, will not adversely affect or be materially detrimental to the adjacent uses, buildings, or structures.

3. The proposed site is adequate in size and shape to accommodate the use and integrate it with the existing and planned uses in the vicinity in that:

Although the size of the site has been reduced and the shape of the site has been modified to accommodate the adjacent road widening, the proposed project calls for a more efficient, less-intense use on the reduced site while maintaining on-site circulation. The design of the project utilizes building materials, architectural features, and massing that are compatible with the existing and planned surrounding land uses. The site is therefore adequate in size and shape to accommodate the proposed project, which can be integrated with the existing and planned uses in the vicinity.

4. All required development standards prescribed by the Laguna Hills Development Code can be achieved in that:

The proposed development complies with the height, parking, and building setback provisions of the Urban Village Specific Plan. However, given the reduction in the subject site size and shape due to adjacent road widening, a number of variances to the City's development standards are necessary to accommodate the proposed project. The granting of variances by the Planning Agency provides for deviations to landscape, parking/circulation, signage, site layout, and parcel size requirements while ensuring that the new project represents a significant improvement to the subject site. The reduction in the subject site size and the change to the

site's shape due to adjacent roadway widening represents a special and unusual circumstance which qualifies the project for the subject variances.

5. The conditions and limitations placed upon the use are necessary to insure compatibility with adjacent or abutting uses and the preservation of the public peace, safety, and welfare in that:

The conditions imposed on the project approval are intended to address short-term and long-term potential impacts of the gas station and convenience store on community aesthetics, circulation, water quality, noise, and air quality.

Site Development Permit

1. The site design complies with standards of the development code in that:

With the conditions of approval, the project meets and/or exceeds the development code standards relative to height, building setbacks, and parking. However, given modifications to the subject site due to adjacent road widening, a number of variances to the City's development standards are necessary. The reduction in the subject site size and the change of the site's shape due to the adjacent road widening represents a special and unusual circumstance, which qualifies the project for the subject variances.

2. The site is suitable for the proposed development in that:

The site is already used as a gas station, and the proposed development includes the reconstruction of the gas station and addition of a small convenience store. Gas Stations and Convenience Stores are permitted uses in the Village Commercial (VC) Zone subject to a conditional use permit.

3. The project is consistent with the general plan and applicable design guidelines in that:

According to the General Plan, the purpose of this area is to develop a community core with a wide variety of uses with a goal of ensuring development is compatible with neighboring uses. Not only are gas stations permitted in this area, but they are also compatible with neighboring uses due to the close proximity of the site to the freeway. Since neighboring development consists of a wide variety of building styles and the Urban Village Specific Plan specifically encourages diversity in its design guidelines, the design of the proposed project will be compatible with surrounding development.

4. The site design and structural components are appropriate for the site and function of the proposed uses in that:

The gas station and convenience store have been designed consistent with the Chevron Gas Station design criteria. The design of the project utilizes building materials, architectural features, and massing that are compatible with surrounding land uses.

Master Sign Program

1. The design and application of the sign criteria required by the Development Code are satisfied by the proposed sign program in that:

With adoption of the Resolution of Approval and associated conditions of approval, the building and monument signage will comply with the Development Code.

2. The sign program provides a compatible and harmonious design between advertising, landscaping, and building design in that:

The proposed signage features basic colors, a simple letter style, and basic materials. The internally illuminated channel lettering mounted on the gas station canopy will enhance the visibility of the business in an orderly, tasteful manner. With implementation of conditions of approval, the monument sign and price signs will be constructed in a manner that reflects the aesthetic quality of the community.

Variance

1. The strict application of the Development Code deprives the property owner of privileges enjoyed by other properties in the vicinity and in an identical land use designation because of special circumstances applicable to the subject property or intended use of the property that do not generally apply to other properties in the same zoning district such as size, shape, topography, location, or surroundings in that:

The property is subject to special circumstances resulting from the widening of the two adjacent major roadways, i.e. El Toro Road and Avenida de la Carlota. These widening projects have changed the size and shape of the property over time. Other properties in the vicinity of the subject property have not been impacted by these road widening projects. The most recent reduction in the size of the subject property, due to the current widening of Avenida de la Carlota, has further reduced the property size to 16,160 square feet, which is nearly one-half of the minimum standard of 30,000 square feet required of gas stations in the Urban Village Specific Plan. The resulting small property size effectively eliminates its ability to comply with the Urban Village Specific Plan's

requirement that a “reverse-design site layout” be utilized whereby the office/store is located at the intersection corner of the property to effectively screen the pump islands. The small property size also necessitates variances for landscape areas, setbacks for signs, and circulation dimensions. However, these non-conforming setbacks, and property conditions, will not adversely impact surrounding commercial properties.

2. The grant of the variance does not constitute the grant of special privilege not available to other properties under similar circumstance in the same zoning district in that:

The granting of the subject variances are a direct result of the widening of Avenida de la Carlota that was needed to improve circulation in the immediate area. The widening project does not include other properties and only impacts the size and shape of the subject site. The reduction in the subject site due to adjacent roadway widening represents a special and unusual circumstance that does not apply to the other properties in the vicinity of the subject property. The approval of the variance for the subject property, therefore, does not constitute the grant of a special privilege. Further, the existing site, as developed, contains a number of non-conforming conditions including the site layout, and parcel size, a pole sign, substandard landscape areas, and inadequate circulation elements. While the proposed project will require variances, the new project represents a substantial overall improvement to the existing non-conforming conditions at the site.

3. The variance is granted upon hardship and not convenience in that:

The variance is granted upon hardship and not convenience because widening of Avenida de la Carlota placed constraints on the size and configuration of the site, which substantially reduced the size of the subject gas station site.

4. The grant of variance will not be detrimental to the public health, safety, and welfare of the community, nor be injurious to properties, uses, or improvements in the vicinity in that:

The granting of the variances relative to landscape, signage, site size, circulation, and site design standards will not be detrimental to the public health, safety, and welfare of the community, nor be injurious to properties, uses, or improvements in the vicinity because it will represent an overall improvement to the existing non-conforming conditions at the site. The reconstructed site will improve community aesthetics, while providing adequate circulation on-site and access to adjacent roadways and neighboring property.

5. The variance does not grant a use not permitted by the zoning district in that:

The project is located in the Village Commercial land use district in which gas stations and convenience stores are conditionally permitted.

NOW, THEREFORE, based upon the above findings, the Planning Agency of the City of Laguna Hills does hereby approve CUP/SDP/MSP/VA No. 2-11-1877 subject to the following conditions:

General

1. This approval constitutes approval of the proposed project only to the extent that it complies with the City's Development Code and any other applicable zoning regulations. Approval does not include any action or findings as to compliance or approval of the project regarding any other applicable ordinance, regulation, or requirement.
2. Failure to abide by and faithfully comply with any and all conditions of approval shall constitute grounds for revocation of said Conditional Use Permit by the Laguna Hills Planning Agency.
3. As a condition of issuance of this approval, the applicant/owner, hereby agrees, at its sole cost and expense and to the fullest extent permitted by law, to defend, indemnify, and hold harmless the City, its officers, employees, agents, and consultants, from any claim, action, or proceeding brought by a third party against the City, its officers, employees, agents, and consultants, which seeks to attack, challenge, set aside, void, or annul an approval of the City Council, Planning Agency, or other decision-making body, or staff action concerning this project. The City agrees to promptly notify the applicant of any such claim filed against the City and to fully cooperate in the defense of any such action. The City may, but is not obligated to, at its sole cost and expense, elect to participate in the defense of any such action under this condition.
4. The applicant/owner shall agree in writing to these conditions of approval within 30 days of the Planning Agency's approval.
5. The applicant/owner shall reimburse the City for any outstanding staff time spent on the processing of CUP/SDP/MSP/VA No. 2-11-1877 within 60 days of the Planning Agency's approval.
6. The Conditional Use Permit and associated entitlements shall expire and be of no further force or effect if the permit is not implemented within two years from May 10, 2011.
7. Within 48 hours from project approval, the applicant/owner shall submit to the City a check in the amount of \$50.00, made payable to the Orange County Clerk-Recorder, for filing the Notice of Exemption.

Building

8. The applicant/owner shall secure applicable building permits, as required by Section 105 of the 2010 California Building Code (see work exempt from permits).
9. Any required plans shall be accurately labeled and reflect all work, as required by Section 107 of the 2010 California Building Code (construction documents).
10. The applicant/owner shall secure any required approvals from AQMD and the Planning Department, prior to issuance of any required building permit.
11. Prior to issuance of building or grading permits, the applicant/owner shall provide an EPA Environmental Site Assessment.
12. Prior to issuance of building or grading permits, the applicant/owner shall secure all applicable approvals from the Orange County Health Department.
13. The applicant/owner shall comply with the California Disabled Accessibility requirements, as required by Chapter 11 of the California Building Code.
14. The applicant/owner shall comply with all California Energy requirements, as required by the California Energy Commission.
15. All construction shall comply with the 2010 California Building, Plumbing, Mechanical, Electrical, and Green Building Codes, in regard to applicable occupancy types, including mixed occupancies.
16. The applicant/owner shall submit Construction and Demolition Waste Recycling Program paperwork, if applicable, as required by the City of Laguna Hills Ordinance No. 2003-9 and to comply with mandates of the California Integrated Waste Management Board (CIWMB).
17. As applicable, the applicant/owner shall comply with all general construction Water Quality Ordinances, as required by the City of Laguna Hills, and Ordinance No. 2003-12.

OCFA

18. Prior to issuance of Building Permits, the applicant/owner shall submit a Fire Master Plan (Service Code PR 145) for review and approval to the Orange County Fire Authority. All facets of the project shall comply with regulations of the Orange County Fire Authority. The applicant may contact OCFA at (714) 573-6100 for a copy of the Site/Architectural Notes to be placed on the plans prior to submittal.

Planning

19. Prior to the issuance of a Building Permit, the applicant/owner shall submit a detail of the trash enclosure. This detail shall comply with Section 9-40.070 of the Laguna Hills Municipal Code, and shall include a roof and a drain connected to the sewer. The applicant/owner shall demonstrate that the trash enclosure, including the roof, utilizes finishes and colors that are compatible with the main building to the satisfaction of the Community Development Director.
20. Outdoor security and other lighting shall be designed and maintained so as not to illuminate beyond the project boundary. Exterior lights shall be focused inward and away from surrounding uses.
21. All signage, including any required approvals and permits, shall comply with L.H.M.C. Chapter 9-42. Signs shall be maintained to prevent deterioration, disrepair and shall be legible and in good condition.
22. The total exposed height of each of the two (2) price signs shall not exceed five (5) feet.
23. One additional Pink Trumpet Tree (24" box size) shall be planted in the edge landscape area along Avenida de la Carlota. The proposed price sign shall be relocated, as needed, in order to accommodate the additional tree.
24. The ledgerstone installed as a part of this project shall be dry stacked with tight-fitted joints (no visible mortar joints).
25. In the event that no agreement can be reached with the adjacent property owner for the installation of the driveway connecting the two properties (as shown on the site plan), the applicant/owner shall be responsible for installing a curb and planter area in this location, consistent with the curb and planter area shown on the site plan, adjacent to the parking spaces. Such curb and planter shall be installed prior to building and planning final inspections, and/or subject to other terms agreed to by the Community Development Director.
26. All construction must meet noise requirements pursuant to L.H.M.C. Chapter 5-24.
27. The monument sign and price monument sign bases shall be finished with stacked ledgerstone, matching the ledgerstone used on the buildings in this project.

Public Services

28. The applicant/owner shall submit a final Landscape Plan which shall specify low water use landscape plants and corresponding irrigation

system, pursuant to Chapter 9-47 of the Laguna Hills Municipal Code. The planting plan must be consistent with the irrigation plan.

29. Prior to issuance of a grading or building permit, the applicant/owner shall submit a Water Quality Management Plan ("WQMP") for review and approval by the City Engineer. The WQMP shall utilize Best Management Practices for reducing pollutants in stormwater leaving the site.
30. The applicant/owner shall ensure BMPs for water quality involving perimeter drainage capture with a filter system capable of handling hydrocarbons are utilized during construction.
31. Prior to issuance of any permits, applicant/owner shall submit grading plans and a soils/geotechnical report to the City Engineer for review and approval.
32. Prior to issuance of building permits, applicant/owner shall submit a plan showing the path of travel for delivery trucks.
33. Prior to issuance of grading permits, applicant/owner shall submit an export trucking plan, including hours of construction access. No construction access shall occur between the hours of 7:00 am and 9:00 am, or 4:00 pm and 7:00 pm.
34. The applicant/owner shall file a Notice of Intent with the State Water Resources Control Board (SWRCB) prior to initiating grading of the site and maintain the Stormwater Pollution Prevention Plan onsite at all times.
35. Prior to issuance of a demolition permit, the applicant/owner shall submit and receive approval of an erosion control plan.
36. Prior to issuance of building permits, the applicant/owner shall pay all applicable City fees including Traffic Impact Fees (per LHMC §9-102) and Public Art In-lieu Fee (UVSP Ch. 5 pg. 36).
37. The applicant/owner shall demonstrate they are in compliance with the process required for the treatment and removal of constituents of hydrocarbons from the site, as required and administered by the Santa Ana Regional Water Quality Control Board Case No. 08000580T and any other related cases.
38. The applicant/owner shall coordinate the site construction and cooperate with the City of Laguna Hills Avenida de la Carlota Widening Improvement Project, CIP No. 164.

PASSED, APPROVED, AND ADOPTED this 10th day of May, 2011.

L. ALLAN SONGSTAD, JR., CHAIR

ATTEST:

PEGGY J. JOHNS, CITY CLERK

STATE OF CALIFORNIA)
COUNTY OF ORANGE) ss
CITY OF LAGUNA HILLS)

I, Peggy J. Johns, City Clerk of the City of Laguna Hills, California, DO
HEREBY CERTIFY that the foregoing is a true and correct copy of Resolution
No. PA2011- adopted by the Planning Agency of the City of Laguna Hills, California, at
a Regular Meeting thereof held on the 10th day of May, 2011, by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

PEGGY J. JOHNS, CITY CLERK



G&M Oil Company, Inc.
G&M Oil Co., LLC

February 10, 2011

City of Laguna Hills
Planning Department
24035 El Toro Road
Laguna Hills, CA 92653

RE: G&M Oil # 40
23991 El Toro Road, Laguna Hills
Letter of Justification

To Whom It May Concern,

Due to the proposed street improvements on El Toro Road and Avenida de la Carlotta, G&M Oil would like to demolish the existing gasoline service station and remove all above ground and underground structures. After the site has been demolished and all structures removed, we would like to build a new gasoline service station with a food mart. We propose to operate 24 hours per day, 7 days a week and would like to include alcohol sales as part of the proposed project. We will be installing new underground storage tanks, associated piping and dispensers. We will be building a new canopy structure and building structure. There will be on and off site improvements proposed along with new landscaping, parking and signage. At this time there is believed to be variances required for parking and landscaping.

Sincerely,

Andrea Munoz
Project Coordinator

RECEIVED
APR 14 2011
CITY OF LAGUNA HILLS



EXTERIOR COLORS



Nutmeg



Café Au Lait



Chilled Wine



Mocha

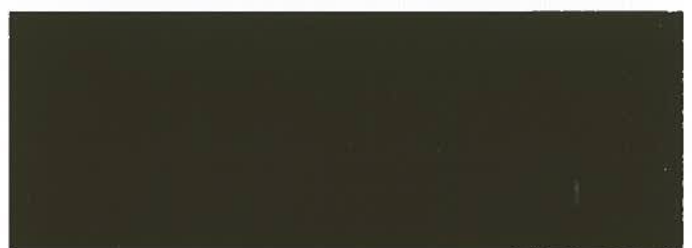


Noir

INTERIOR COLORS



Interactive Cream



Sable



Darkroom



Noir

Note: Turn Card Over For Additional Information



ExtraMile Paint & Finish Schedule

Color

Description & Item Codes

Identification Sign Colors:

Maroon, ID sign background	PMS 209
Butterscotch, ID sign logo, wordmark, arch	PMS 7408
Beige, ID sign background	PMS 4755
Opaque Natural Beige, ID sign borders & APC sign background	to match Spraylat Lacryl L5-9358 acrylic paint

NOTE: Contact Jones-Blair for SoCal products due to different VOC requirements.

Exterior Building Paint Colors

Building Fascia & Proscenium	Café Au Lait	Recommended: Jones-Blair Semi-gloss urethane # A3W8007 Minimum standard: Jones-Blair Acrylic Semi-gloss #RHW-D80069
Building Body, Tower, Trash enclosure	Nutmeg	Recommended: Jones-Blair Semi-gloss urethane #A3W8006 Minimum standard: Jones-Blair Acrylic Semi-gloss #RHW-D80070
Accent Stripe below Fascia (re-formulated color)	Chilled Wine	Recommended: Jones-Blair Semi-gloss urethane #A3N-D10101 Minimum standard: Jones-Blair Acrylic Semi-gloss #RHN-D10101
Building Wainscot	Mocha	Recommended: Jones-Blair Semi-gloss urethane #A3N7002 Minimum standard: Jones-Blair Acrylic Semi-gloss #RHN-D80071
POP Sign Frames	Noir	Recommended: Jones-Blair Semi-gloss urethane #45637-CA Minimum standard: Jones-Blair Acrylic Semi-gloss #RHN-D60118
Canopy Under Deck Ceiling (if repainting)	White	Jones-Blair #45011-CA Urethane. Do Not Use Latex Paint

Interior Building Paint Colors

Interior Walls, Doors & Trim	Interactive Cream	Jones-Blair Semi-gloss Acrylic RHW-D80073
Interior Food Service walls (where space prevents dark graphics from being installed, e.g. Island Marketer buildings)	Sable	Jones-Blair Semi-gloss Acrylic #RHN-D80074
Interior Wall Base	Darkroom	Jones-Blair Semi-gloss Acrylic #RHN-D80075
Cabinetry & Slatwall	Noir	Jones-Blair Semi-gloss Acrylic #RHN-D60118

Yard & Drive:

Light Poles	GY-210 Dk. Gray	Jones-Blair Urethane Dk.Gray Gloss
Vent Risers	GY-210 Dk. Gray	Jones-Blair Urethane Dk.Gray Gloss
Curbs	GY-210 Dk. Gray	Jones-Blair Urethane Dk.Gray Gloss
Bollards/Safety Poles	45011-CA White	Jones-Blair Urethane White Semi-gloss

Misc.:

Trash Enclosures, remote	Nutmeg	Recommended: Jones-Blair Semi-gloss urethane #A3W8006 Minimum standard: Jones-Blair Acrylic Semi-gloss #RHW-D80070
Trash Enclosures, attached to building wainscot	Nutmeg w/ Mocha	Recommended: JB Semi-gloss urethane A3W8006/A3N7002 Minimum standard: JB Acrylic latex #RHW-D80070/RHN-D80071
Ancillary Buildings (ie. Car Wash, Restroom, Auto Service)	Café Au Lait,	Recommended: Semi-gloss urethane
Chilled Wine accent stripe is NOT used.	Nutmeg & Mocha	Minimum standard: Acrylic Semi-gloss
Restroom Doors	Nutmeg	Recommended: Jones-Blair Semi-gloss urethane A3W8006 Minimum standard: Jones-Blair Acrylic Semi-gloss #RHW-D80070

Customer Service Ordering Information:

Attn: Elida Espinoza, Email: sales@jones-blair.com
1-800-492-9400 or Direct 214-353-1604
Toll Free Fax: 1-800-325-7540

Technical Assistance: Cell: 214-676-7000

Will Dryden, Email: wdryden@jones-blair.com
Direct: 214-353-1634
1-800-492-9400 Fax: 214-350-7624



JONES-BLAIR
INDUSTRIAL COATINGS

CHEVRON

Hallmark 21 Image Refresh



JONES-BLAIR®
INDUSTRIAL COATINGS
PAINT CARD

Image Refresh Colors (Canopy Fascia, Canopy Columns, Etc.)

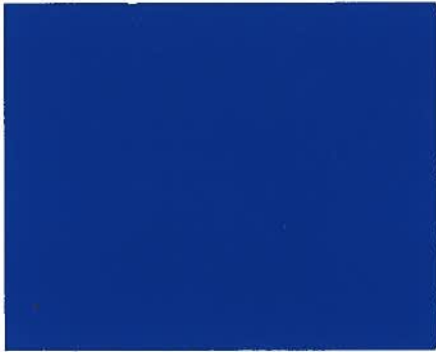


Image Refresh (IR) Blue



Image Refresh (IR) Silver

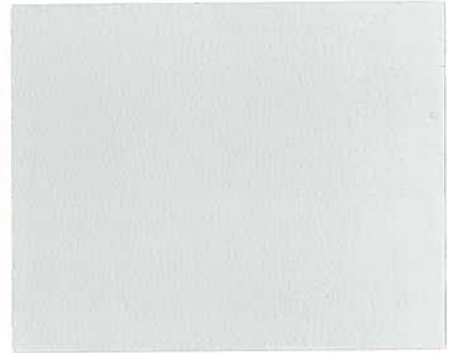
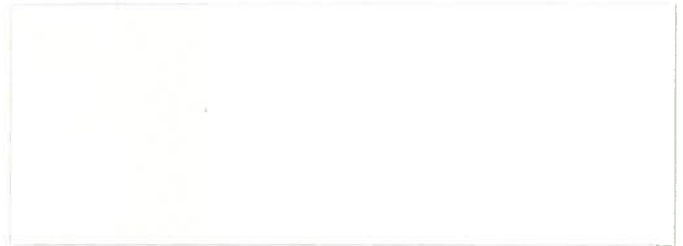


Image Refresh (IR) White

HM21 Colors - Canopy Under Decks, Bollards, Sign Poles, Island Forms, Directional Signs & Poles

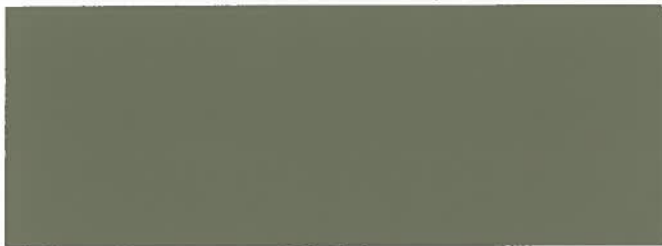


Dark Gray GY-210



White WH-835-S

Image Refresh Backcourt / Under Canopy C Store Scheme/Trash Enclosures Monument Sign Bases / Solid Public Doors / Non Public Doors

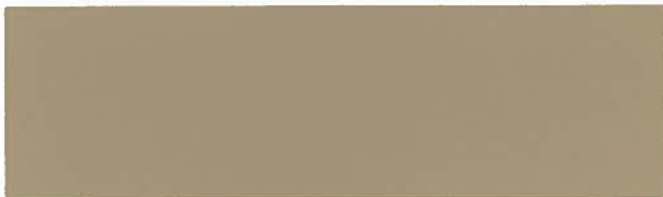


Stone Gray 516-5



Southern Breeze 414-2

HM21 Grand Entrance Backcourt Scheme (Legacy)



Havana Cream



Zephyr Hill

Note: Turn Card Over For Additional Information



Hallmark 21 Image Refresh

Chevron Exterior Colors for Branded Facilities (Revised Nov. 14th, 2006)

Please consult data pages or JONES-BLAIR® Field Application Guide on

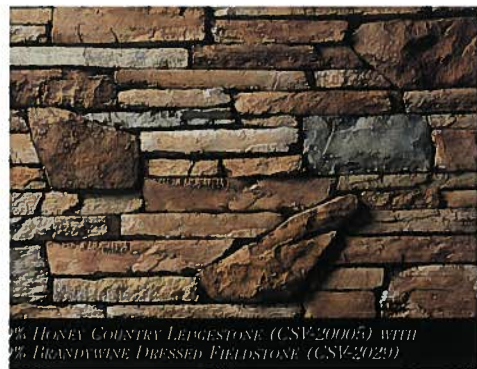
JB/Chevron website for appropriate surface preparation and primers.

USE OF PRIMERS IS MANDATORY FOR CHEVRON IMAGE REFRESH PROGRAM AND BUILDING APPLICATIONS

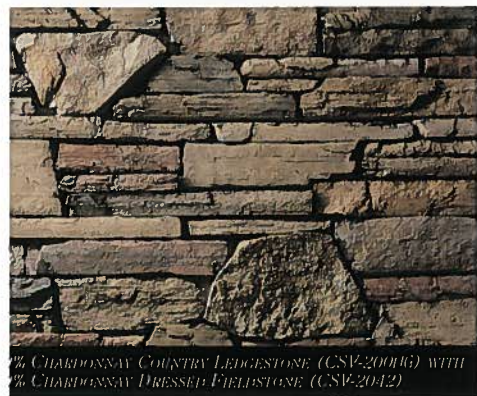
AREAS TO BE PAINTED FUELING AREAS, YARD LIGHT POLES, ID SIGN POLES & HIGH RISE SIGN POLES	COLORS	JONES-BLAIR® DESCRIPTION & ITEM CODES
Main ID Sign Poles, High Rise Poles, Directional Sign Frames, Poles, Air/Water Fixtures, Building 3x3 POP Frames, and Yard Light Poles.	Dark Gray GY-210	Acrylithane HS3 Dark Gray #4560-001/99951*
Canopy Under-deck Ceilings Fuel Island Bollards (6" SQ. or 6" diameter round)	White WH-835-S	Acrylithane HS3 White #45011-CA/99951* For orders in CA, including SOCAL, order 4600-011 effective 11-15-06
Canopy Columns/Poles (paint option when not clad)	IR Silver	Acrylithane HS2 Silver #45963/99951*
Fuel Island Curbs (if previously painted, otherwise leave natural) Diesel Island Curbs	Dark Gray GY-210	Acrylithane HS3 Dark Gray #4560-001/99951*
Dispenser, 3x3 POP Fixture, and Trash Valet Bases (2" - 6" range)	Dark Gray GY-210	Acrylithane HS3 Dark Gray #4560-001/99951*
Building and Site (4" SQ or 4" diameter round) Guard Posts	White WH-835-S	Acrylithane HS3 White #45011-CA/99951* For orders in CA, including SOCAL, order 4600-011 effective 11-15-06
Canopy Fascia Ingress/Egress - IR Blue (Paint Option)	IR Blue	Acrylithane HS3 IR Blue #4550-001/99951*
Canopy Fascia Returns - IR White (Paint Option)	IR White	Acrylithane HS3 IR White #4500-001/99951*
BUILDING EXTERIORS, CARWASH EXTERIORS AND TRASH ENCLOSURES (Legacy HM21 blue, gray and white scheme stores, including under canopy stores, are recommended to be repainted to new colors)	COLORS	JONES-BLAIR® DESCRIPTION & ITEM CODES
BACKCOURT IR SCHEME (NEW): Lower Wainscot Portion of Buildings (carry up to 3 inches below windows), Monument Sign Bases and Solid Public Doors (Don't paint anodized or bronze factory finish)	Stone Gray	Acrylithane HS3 Stone Gray #4560-002/99951*
BACKCOURT IR SCHEME (NEW): Upper Portion of Buildings, Fascia, Trash Enclosures, and Non Public Doors.	Southern Breeze	Acrylithane Hs3 #4580-001/99951*
HM21 Grand Entrance Backcourt Scheme (Legacy)	Havana Cream Zephyr Hill	Acrylithane HS3 Havana Cream #A3W8004/99951* Acrylithane HS3 Zephyr Hill #A3W8005/99951*

*TWO-COMPONENT PRODUCTS MUST BE MIXED. Colors listed for "Areas" to be painted, were approved by Chevron at time of printing. Jones-Blair Company is not liable for potential color or surface changes made by Chevron. Chevron IR & HM21 materials define specifications and supercede any conflicting usages shown in this guide. FOR MORE INFORMATION: Refer to Jones-Blair website linked through Chevron Business Point portal. TO ORDER: Go to website www.jones-blair.com/chevron. (Contact Elida Espinoza in Customer Service for User Name & Password) at 800-492-9400, or Email - sales@jones-blair.com OR Direct Phone: 214-353-1604, Toll Free Phone: 1-800-492-9400 OR Toll Free Fax: 1-800-325-6321. FOR TECHNICAL INFORMATION: Call Will Dryden at 1-800-492-9400 OR Cell: 214-676-7000 OR Email-wdryden@jones-blair.com. Acrylithane is a Trademark of JONES-BLAIR COMPANY..





1% HONEY COUNTRY LEDGESTONE (CSV-20005) WITH
9% BRANDWINE DRESSED FIELDSTONE (CSV-2023)

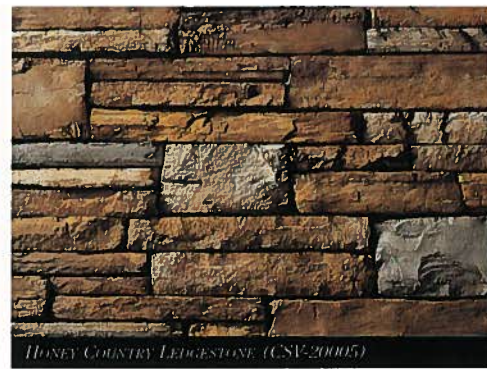


1% CHARDONNAY COUNTRY LEDGESTONE (CSV-20006) WITH
9% CHARDONNAY DRESSED FIELDSTONE (CSV-2042)

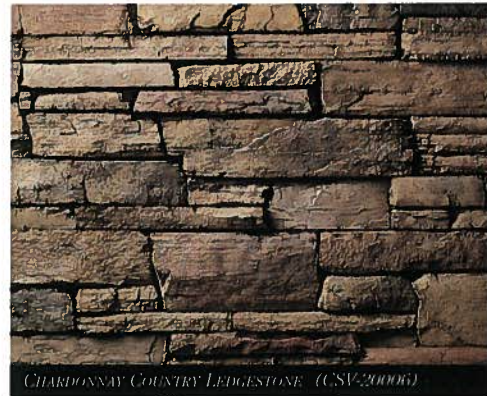


HONEY COUNTRY LEDGESTONE (CSV-20005), 1/2" MORTAR JOINTS

The coverage for Country LedgeStone is based on typical 1/2" mortar joints as above. Coverage will vary based on joint size, cutting or trimming preferences. The photos on the right and the Blended Texture photos to the left show installation with tight-fitted joints.



HONEY COUNTRY LEDGESTONE (CSV-20005)



CHARDONNAY COUNTRY LEDGESTONE (CSV-20006)

Blending textures:

Country LedgeStone can be blended on site with Cultured Stone's Dressed Fieldstone.

Above: two examples.



HONEY

All product samples shown in 3/4"=1'-0" scale.



CARAMEL COUNTRY LEDGESTONE (CSV-20007)



ASPEN COUNTRY LEDGESTONE (CSV-20008)



CORNER TREATMENT



HONEY

The Attachments referenced in
the Agenda Report:

4. Color Elevations, and 5. Plans,

are available for review in the
City Clerk's Department.

CITY OF LAGUNA HILLS

AGENDA REPORT ADMINISTRATIVE SERVICES DEPARTMENT

ISSUE: 2011 BIENNIAL CITIZEN SURVEY

SUMMARY:

The Survey Research Center (SRC) at the University of North Texas has conducted the 2011 Citizen Survey for the City. The 2011 survey is the ninth citizen survey conducted for the City in conjunction with its Biennial Budget process. According to the SRC, "The results of the 2011 survey indicate a high overall level of general citizen satisfaction with municipal services. There is not one municipal service or activity that appears to emerge as a serious problem or concern. Also noteworthy are the very small percentages found at the lower end of the various rating scales used. Particularly noteworthy are the high positive ratings for public safety-related services. Residents seem to genuinely like Laguna Hills' quality of life as evidenced by the 96% of the respondents who rate the community as an excellent or good place to live. Neighborhood quality also received high ratings from respondents. Ninety-three percent of respondents felt either very safe or safe walking alone or with someone in their neighborhood at night." The survey also shows that respondents like the overall direction the City is taking as evidenced by the 83.3% of residents who either agree or strongly agree with the statement, "I am pleased with the overall direction that the City is taking." Finally, 82.6% of respondents either agree or strongly agreed with the statement, "I receive good value for the City taxes I pay."

BACKGROUND:

Based on information provided by respondents, we are able to draw the following conclusions about the typical survey respondent:

- Lived in Laguna Hills for more than 10 years (75.3%)
- Home owner (91.5%)

RECOMMENDATION: THAT THE CITY COUNCIL RECEIVE AND FILE THE 2011 BIENNIAL CITIZEN SURVEY.

- 46 years of age and older (86.6%)
- 71 years of age and older (23.9%)
- College educated (91.1%)
- Household income over \$75,000 (62.7%)
- Employment Status (40.1% retired, 32% employed full-time)
- No children under 18 at home (78%)

The demographic profile of respondents has changed dramatically over the last several years. For example, the number of respondents that were 71 and older was 10.7% in 2005 compared to 23.9% this year. The number of respondents who indicated they were retired was 24.2% in 2007 compared to 40.1% this year. In the January 11, 2011 staff report on this subject, staff stated that the SRC had informed the City that they were very concerned about the representative nature of the survey and that it has eroded over time. This erosion is attributable to the fact that fewer people have their telephone land lines listed and the general macro-migration from land lines to cellular phones, especially among younger adults. SRC stated that survey samples of the kind used in the past have narrowed and are trending toward an older demographic resulting in skewed data. This, in fact, turned out to be the case in the current survey. Of all survey respondents, only 13.4% were 18 to 45 years of age. This is half of what it was in 2005 (26.6%) and 2007 (26.9%). This means that the City's younger, adult demographic, including younger families with school-aged children, is under represented in the survey sample. That said, the survey does offer insight into the feelings and perceptions of those residents who tend to be older and are long-time residents. But, unlike earlier surveys, margin of error, as it relates to the expected difference between the sample's results and the results from the entire target population (every adult resident in the City), does not apply.

SURVEY HIGHLIGHTS

The 2011 survey instrument was designed using the 2007 instrument as the starting point. The City Council will recall that the 2009 survey was significantly altered to allow for more questions related to the update of the Parks and Recreation Master Plan. A copy of the 2011 survey instrument can be found in Appendix A to the Citizen Survey Report (pages 88-100). The following are selected highlights:

All Services

- Respondents were read a list of 16 city services and asked whether the service was important to them (see table 2, page 7 and table 11, page 12). Maintaining a low crime rate (94%), maintaining the streets (86.9%), and providing trash collection and recycling services (83.1%) were the top three services. (page7)

- There was a downward shift in the number of respondents who gave many of the services an extremely important rating in 2007 to a very important rating in 2011. (pages 7 and 12)

Streets

- With the exception of the 2009 survey, respondents have been asked about traffic congestion in the City. Since 1995, traffic congestion as a perceived problem has been decreasing from the “serious problem” or “problem” categories to the “somewhat a problem” category. (page 17)
- The same may be said of traffic speed on residential streets. (page 19)
- 84.7% of respondents rated the quality of street and road surfaces as either excellent (26.4%) or good (58.3%). These ratings are generally consistent with prior surveys. (page 21)

Parks, Slopes and Medians

- The ratings for the maintenance of parks, slopes, and streetscapes (medians and parkways) remain high and are generally consistent with prior years. (page 23)
- Excellent and good ratings for slopes have increased over prior surveys in the past ten years. (page 23)

Solid Waste Collection and Recycling

- 93.2% of respondents rated the solid waste system as either excellent (40.9%) or good (52.3%). (page 25) This is consistent with prior surveys.
- 66.3% of respondents have contacted CR&R. Of these 98.1% reported that their reason for contacting them was resolved to their satisfaction.

Trail Systems

- Almost half (48.1%) of respondents stated that they or a member of their family used one of more trail systems within or near the City in the last twelve months. (page 32) Use of trails decreased with age.
- Frequency of trail usage remained largely unchanged when compared to prior surveys. (page 34)
- A large majority (84.3%) used the trail system for walking. (page 35)

- 89.3% of respondents rated the trail system as excellent (25.1%) or good (64.2%). (page 37)

Animal Control

- 57.8% of respondents rated animal control as either excellent (16%) or good (41.8%). This is up from 51.5% in 2009. (page 38)
- 14.8% of respondents rated animal control as fair, 10% as poor, and 17.5% said they didn't know. Each of these ratings are slightly down from 2009.
- 41.1% of respondents stated that they have a dog at home and of these, 96% said that they were licensed. (pages 39-40)
- 93.2% of respondents stated that their dogs were either spayed or neutered. (page 40)

Public Safety

- 83.6% of respondents rated police services as either excellent (37.8%) or good (45.8%). (page 41) This rating is consistent with prior surveys.
- About one-third of respondents reported having had contact with police services in the past year. (page 42) This is consistent with prior surveys.
- 90.9% of respondents who reported having had contact with police services, rated the professionalism and courtesy of police personnel as either excellent (76.5%) or good (14.4%). (page 45) This is consistent with prior surveys.
- 81% of respondents rated fire/paramedic services as either excellent (52.5) or good (28.5%). (page 46) This is consistent with prior surveys.

City Web Site

- 95% of respondents are connected to the internet from work, home, or both. (page 47)
- 30.6% of respondents visited the City's web site in the last twelve months. (page 48)
- Of the respondents who visited the City's web site in the last twelve months, 51.2% said they visit it less than monthly and 26.4% said they visited it only once. (page 50)

- Of the respondents who visited the web site, 78.2% rated it as either excellent (18.5%) or good (59.7%). Given the margin of error with this smaller population, these ratings are consistent with prior surveys. (page 52)
- Respondents were asked if they would be likely to watch web-streamed city council meetings if the city decided to provide this service. 37% of all respondents said they were either very likely (10.4%) or somewhat likely (26.4%) to watch council meetings on the web. (page 53)

Social Media

- Approximately one-third (34.2%) of respondents use social media. (page 54)
- 33.5% of respondents utilize Facebook, followed by 2.8% who say they use Twitter.
- The percentage of respondents using Facebook decreased as the age of the respondent increased, increased as the number of children in the household increased, and was higher among respondents employed part-time and female respondents. (pages 55-56)
- Over half of all respondents stated that they were very unlikely to use social media to receive an e-newsletter (50.9%), send comments or suggestions (58.5%), or receive regular update on city news (63.1%). (page 58)
- As a reminder, only 13.4% of respondents were 18 to 45 years of age, a demographic that would be more likely to use social media as a primary form of communication.

City Newsletter

- 64.3% of respondents said they were aware of City Views. (page 60)
- Of those respondents aware of City Views, 87.8% said they read it. (page 62)
- Of those who read it, 89.6% said they found it useful to them in providing information about Laguna Hills. (page 63)
- Respondents were asked where they get most of their information about the City. The most common sources are listed in descending order below:
 - OC Register 29.8%
 - City Views 20.8%
 - Saddleback Valley News 12.7%

- Word of Mouth	9.0%
- LA Times	6.3%
- City's Web Site	5.8%
- Handouts/flyers/mailers	5.0%
- Internet in general	2.4%
- Local newspapers/local news	1.8%
- Recreation Center	1.3%
- Laguna Hills Watchdog	1.3%
- Radio	0.5%
- Community-based blogs	0.3%
- Other	2.9%

City Government Ratings

- 82.6% of respondents agree with the statement, "I receive good value for the City taxes I pay." (page 65) While the average score in this category has hovered at 4.00 in a 1-5 range, the percentage of respondents stating strong agreement with this statement increased sharply since 2009, from 21.4% to 27.5%. There was also a lesser increase at the lower end of the scale where respondents who strongly disagree with the statement increased from 0.5% to 3.4%.
- 83.3% of respondents agree with the statement, "I am pleased with the overall direction that the City is taking." (page 65) This is consistent with prior surveys.
- 57.5% of respondents agree with the statement, "I am well informed on major issues in the City of Laguna Hills." (page 65) This is consistent with prior surveys.
- 71.3% of respondents agree with the statement, "The City of Laguna Hills government welcomes citizen involvement." (page 65) As shown in Table 73 on page 66 of the survey, responses to this statement varied with household income.
- 24.3% of respondents had contact with City officials in the past 12 months. This is down from 30.2% in 2009. (page 67)
- Of that 24.3%, 26.4% had contact with the City Council. (page 69-70)
- By telephone or in person continue to be the favored method of contacting City officials. (page 71)
- Respondents who thought that their contact with City officials resolved their problem, request or question increased from 64.2% in 2009 to 72.6% in 2011.

Quality of Life and Overall Impression

- 96% of respondents rate Laguna Hills as an excellent (67.5%) or good (28.5%) place to live. (page 75) These ratings have been consistent since the first survey in 1995 with more respondents rating Laguna Hills as excellent.
- 87.9% of respondents rate the overall quality of their neighborhood as excellent (44.5%) or good (42.4%). (page 76) These ratings have been consistent since the first survey in 1995.
- 93.3% of respondents feel very safe (47.2%) or safe (46.1%) walking alone or with someone in their neighborhood at night. (page 78) These ratings have been consistent over the years with a slight improvement since 1995 and 1997.
- At the beginning of the survey respondents were asked, "If the City government could change one thing to make Laguna Hills a better place to live now and in the future, what change would you like to see?" The following are the top 3 general responses from 44.8% of all respondents (page 85):
 - No change/everything is fine (24.5%)
 - Don't Know (14.3%)
 - Parks, Athletic Fields, Trails (6%)

For a complete listing of individual responses, see Appendix B in the Survey Report.

FISCAL IMPACT

The cost of the citizen survey was \$16,850. Given the systemic problems associated with achieving a representative sample, staff is recommending that the City Council direct the City Manager to eliminate the 2013 citizen survey from the proposed 2011-13 Biennial Budget (\$18,000).

RECOMMENDATION: THAT THE CITY COUNCIL RECEIVE AND FILE THE 2011 BIENNIAL CITIZEN SURVEY AND DIRECT THE CITY MANAGER TO ELIMINATE THE 2013 CITIZEN SURVEY FROM THE PROPOSED 2011-13 BIENNIAL BUDGET.

ATTACHMENTS:

- 2011 Citizen Survey Report

2011 CITIZEN SURVEY

**Prepared for:
City of Laguna Hills**

By:

D'Arlene Ver Duin
Paul Ruggiere
Survey Research Center
University of North Texas

April 29, 2011

TABLE OF CONTENTS

TABLE OF CONTENTS	I
LIST OF FIGURES.....	II
LIST OF TABLES.....	III
I. INTRODUCTION.....	1
II. METHODOLOGY	2
A. SAMPLE	2
B. QUESTIONNAIRE	2
C. DATA COLLECTION.....	2
III. SAMPLE CHARACTERISTICS	4
IV. CITY SERVICES	6
A. ALL SERVICES	7
B. STREETS.....	17
C. OUTSIDE AREAS	23
D. SOLID WASTE COLLECTION AND RECYCLING	25
E. TRAIL SYSTEMS.....	32
F. ANIMAL CONTROL	38
G. PUBLIC SAFETY	41
H. CITY WEB SITE.....	47
I. SOCIAL MEDIA	54
J. CITY NEWSLETTER	60
V. CITY MANAGEMENT AND STAFF RATINGS.....	65
A. CITY GOVERNMENT RATINGS.....	65
B. CONTACT AND RATINGS OF CITY STAFF	67
VI. QUALITY OF LIFE.....	74
A. OVERALL LAGUNA HILLS RATINGS	75
B. NEIGHBORHOOD RATINGS	76
C. CITY CODES AND REGULATIONS	80
D. FUTURE SPENDING PRIORITIES	83
VII. CONCLUSIONS	86
APPENDIX A: SURVEY INSTRUMENT	87
APPENDIX B: OPENENDED RESPONSES	101

LIST OF FIGURES

Figure 1	How Serious a Problem Is Traffic Congestion?	17
Figure 2	How Serious a Problem Is Traffic Speed on Residential Streets?	19
Figure 3	Quality of Road Surfaces	21
Figure 4	Ratings of Solid Waste Collection System	25
Figure 5	Ever Contacted CR&R	28
Figure 6	Satisfaction with Outcome of CR&R Inquiry	31
Figure 7	Used Trail Systems in Last 12 Months	32
Figure 8	Frequency of Trail Systems Usage in Past Year	34
Figure 9	Ratings of the Trail Systems	37
Figure 10	Ratings for Animal Control Program.....	38
Figure 11	Have Dogs	39
Figure 12	Overall Ratings for Police Services	41
Figure 13	Requested Services or Had Contact with Police	42
Figure 14	Professionalism and Courtesy of Police	45
Figure 15	Ratings for Fire/Paramedic Service.....	46
Figure 16	Computer Connectivity.....	47
Figure 17	Frequency of City Web Site Usage	50
Figure 18	Ratings of the City's Web Site	52
Figure 19	Likelihood of Watching Web-Streamed City Council Meetings.....	53
Figure 20	Utilize Social Media Applications	54
Figure 21	Aware of "City Views" Newsletter	60
Figure 22	Read "City Views" Newsletter	62
Figure 23	Usefulness of "City Views" Newsletter	63
Figure 24	Contacted City Officials.....	67
Figure 25	What Official or Department Did You Contact?	69
Figure 26	Contact Resolved Problem	73
Figure 27	Ratings for Laguna Hills as a Place to Live	75
Figure 28	Ratings for Overall Neighborhood Quality	76
Figure 29	Graffiti is a Problem	77
Figure 30	Feel Safe Walking in Neighborhood at Night	78
Figure 31	Commercial/Retail Signs Detract from Appearance of City	80

LIST OF TABLES

Table 1	Sample Characteristics	4
Table 2	Importance of City Services	7
Table 3	Maintaining a Low Crime Rate by Selected Demographics	8
Table 4	Providing Trash Collection and Recycling Services by Selected Demographics.....	8
Table 5	Preparing the City for Emergencies by Selected Demographics	9
Table 6	Keeping Public Buildings and Facilities Clean by Selected Demographics.....	9
Table 7	Managing Traffic Congestion around Schools by Selected Demographics.....	9
Table 8	Maintaining Slopes, Parkways and Street Medians by Selected Demographics.....	10
Table 9	Maintaining City Parks and Sports Fields by Selected Demographics.....	10
Table 10	Enforcing Traffic Laws by Selected Demographics	11
Table 11	Importance of City Services (continued).....	12
Table 12	Providing Library Services by Selected Demographics	13
Table 13	Keeping Citizens Informed of City Business and Events by Selected Demographics.....	14
Table 14	Providing Animal Control Services by Selected Demographics	14
Table 15	Providing a Variety of Recreation Programs by Selected Demographics.....	15
Table 16	Revitalization of Commercial Areas by Selected Demographics	15
Table 17	Providing Special Events by Selected Demographics	16
Table 18	How Serious a Problem Is Traffic Congestion by Year.....	17
Table 19	Traffic Congestion is a Problem by Selected Demographics.....	18
Table 20	How Serious a Problem Is Traffic Speed on Residential Streets by Year	19
Table 21	How Serious a Problem Is Traffic Speed on Residential Streets by Selected Demographics	20
Table 22	Quality of Road Surfaces by Year	21
Table 23	Quality of Road Surfaces by Selected Demographics	22
Table 24	Maintenance Ratings for Parks, Slopes, Medians and Streetscapes	23
Table 25	Rate Maintenance of City Parks by Selected Demographics.....	24
Table 26	Ratings of Solid Waste Collection System by Year	25
Table 27	Ratings of Solid Waste Collection System by Selected Demographics	26

Table 28	Reasons for Rating System as Fair or Poor	27
Table 29	Ever Contacted CR&R by Year	28
Table 30	Ever Contacted CR&R by Selected Demographics	29
Table 31	Rate Courtesy and Professionalism of CR&R Representatives.....	30
Table 32	Rate Professionalism of CR&R Representatives by Selected Demographics.....	30
Table 33	Satisfaction with Outcome of CR&R Inquiry by Year	31
Table 34	Used Trail Systems in Last 12 Months by Year	32
Table 35	Used Trail Systems in Last 12 Months by Selected Demographics.....	33
Table 36	Frequency of Trail Systems Usage in Past Year by Year	34
Table 37	Frequency of Trail Systems Usage in Past Year by Selected Demographics.....	35
Table 38	Type of Use of Trail Systems	35
Table 39	Running by Selected Demographics	36
Table 40	Biking by Selected Demographics.....	36
Table 41	Ratings of the Trail Systems by Year	37
Table 42	Ratings for Animal Control Program by Year	38
Table 43	Have Dogs by Year	39
Table 44	Have Dogs by Selected Demographics.....	40
Table 45	Dogs Are Spayed or Neutered by Selected Demographics.....	40
Table 46	Overall Ratings for Police Services by Year	41
Table 47	Requested Services or Had Contact with Police by Year	42
Table 48	Requested Services or Had Contact with Police by Selected Demographics.....	43
Table 49	Type of Contact	44
Table 50	Professionalism and Courtesy of Police by Year	45
Table 51	Ratings for Fire/Paramedic Service by Year	46
Table 52	Type of Computer Connectivity by Year	47
Table 53	Type of Computer Connectivity by Selected Demographics.....	48
Table 54	Computer Connectivity by Year	48
Table 55	Visited City Web Site in Past 12 Months by Selected Demographics.....	49
Table 56	Reason for Visiting City's Web Site.....	51
Table 57	Ratings of the City's Web Site by Year	52
Table 58	Type of Social Media Utilized	54
Table 59	Utilize Social Media Applications by Selected Demographics.....	55

Table 60	Twitter by Selected Demographics.....	55
Table 61	Facebook by Selected Demographics.....	56
Table 62	Utilize Applications on Your Work Computer by Selected Demographics.....	56
Table 63	Utilize Applications on Your Mobile Device by Selected Demographics	57
Table 64	Likelihood of Using Social Media	58
Table 65	Receiving Instant Emergency Information by Selected Demographics	58
Table 66	Sending Comments or Suggestions to the City by Selected Demographics.....	59
Table 67	Aware of “City Views” Newsletter by Year	60
Table 68	Aware of “City Views” Newsletter by Selected Demographics	61
Table 69	Read “City Views” Newsletter by Year	62
Table 70	Usefulness of “City Views” Newsletter by Year	63
Table 71	Source of Most of Your Information about Laguna Hills	64
Table 72	Ratings of City Management and Direction	65
Table 73	The City of Laguna Hills Government Welcomes Citizen Involvement by Selected Demographics	66
Table 74	Contacted City Officials by Year.....	67
Table 75	Contacted City Officials by Selected Demographics	68
Table 76	Official or Department Contacted by Year.....	70
Table 77	Method of Contacting City Official or Office	71
Table 78	Ratings of City Employees	72
Table 79	Contact Resolved Problem by Year	73
Table 80	Ratings for Laguna Hills as a Place to Live by Year	75
Table 81	Ratings for Overall Neighborhood Quality by Year	76
Table 82	Graffiti is a Problem by Year	77
Table 83	Feel Safe Walking in Neighborhood at Night by Year	78
Table 84	Feel Safe Walking in Neighborhood at Night by Selected Demographics.....	79
Table 85	Commercial/Retail Signs Detract from Appearance of City by Year	80
Table 86	Changes in Commercial and Residential Regulations.....	81
Table 87	Regulations for Commercial Property by Selected Demographics	81
Table 88	Regulations for Residential Property by Selected Demographics.....	82
Table 89	Future Spending Priorities.....	83
Table 90	Priority to Increase Number of Recreation Facilities by Selected Demographics.....	84

Table 91	Type of Recreational Facilities Would Like City to Provide.....	84
Table 92	Changes Would Like to See in Laguna Hills	85

I. INTRODUCTION

During the months of March and April 2011, a citizen survey was designed and administered by the University of North Texas Survey Research Center (SRC) for the City of Laguna Hills. The 2011 survey was the ninth multi-service citizen survey conducted for the city. The results of the survey provide the City Council and staff with a database that is representative of attitudes of the citizens of Laguna Hills in 2011 and that can be compared to survey results of previous years.

The information identifies the extent of municipal facility use, citizen perceptions regarding various aspects of city performance, support for new construction projects and the degree of citizen satisfaction or dissatisfaction with city services and life in Laguna Hills. These perceptions include the following services and concerns:

- Ratings of city services including landscape maintenance, parks, animal control and public safety;
- Views on adding recreational facilities;
- Citizen contact with city officials;
- Citizen information resources on city news, and;
- Quality of life issues.

The analysis of the responses and differences among the respondents' replies should help to identify those areas where expectations are not being met or where dissatisfaction has been expressed either by the citizenry in general or by identifiable segments of the population.

The report is divided into seven sections: introduction, methodology, sample characteristics, city services, city management and staff ratings, quality of life, and conclusions.

II. METHODOLOGY

A. Sample

The primary objective in drawing the sample was to target people who actually live in the City of Laguna Hills. Using a listing of up-to-date phone numbers through the sampling company *Genesys Sampling Systems, Inc.*, a sample of listed phone numbers from the census tracts comprising Laguna Hills was drawn. Special care was taken to be sure that all portions of Laguna Hills were included in the sampling frame. Respondents were asked several screening questions. First they were asked if they lived North or South of El Toro Road. They were then asked if they lived in Laguna Woods or Leisure World. If they lived in Laguna Woods or Leisure World, the interview was ended. Before proceeding, all potential respondents were asked how long they had lived in Laguna Hills. If they had lived in Laguna Hills for 12 months or longer, the interview proceeded. If they had lived in Laguna Hills for less than 12 months or did not live in Laguna Hills, the interview was ended.

B. Questionnaire

The survey instrument for the 2011 survey was designed after consultation with the city manager and staff using the 2007 instrument as the starting point. The instrument used in the 2011 survey incorporated many of the questions used in the 2007 survey so that comparisons of the results of the two surveys could be made. The results of some questions are available for 2009, 2007, 2005, 2003, 2001, 1999, 1997 and 1995.

The 2007 instrument does differ in several respects from the instruments of previous years. Questions about recycling, library services, public schools, Doctor's Ambulance services, type of connection to the Internet, and shopping destinations were removed in 2011. Questions about social media usage, the source of most information about Laguna Hills, web-streaming city council meetings, and whether respondents' dogs have been spayed/neutered and are licensed with the city were added in 2011.

C. Data Collection

SRC's trained interviewers administered the survey. Training for all interviewers consisted of three basic elements. First, interviewers were informed about details of the survey. Such items as the reasons for doing the survey, the concept of a random sample, and the administration of the survey were discussed. Second, telephone-interviewing methods were presented. The interviewer's attitude, methods of conducting an interview, interviewing problems, and standard procedures were covered. Finally, the trainees were familiarized with the questionnaire. Each question was discussed and the specific instructions on the questionnaire were explained. The interviewers were provided with written material on the interviewing process, and they were instructed to conduct several practice interviews.

All interviewing was conducted from SRC's telephone bank in Denton, Texas. An experienced telephone supervisor was on duty at all times to supervise the administration of the sample, monitor for quality control, and handle any other problems. Shifts of interviewers were used throughout the day and evening, both weekdays and weekends. All telephone numbers in the sample were tried at least five times, using a rotating schedule of callbacks to ensure that a number had been tried on weekends, during weekday evenings, and during the day. Interviews were conducted between March 22 and April 6, 2011.

SRC uses the Sawtooth Windows Computer Assisted Telephone Interviewing (*WinCATI*) system on IBM personal computers for all telephone surveys. *WinCATI* is an interactive computing system that allows on-line interviewing and continual data entry for each respondent. The survey questionnaire is programmed into the system; interviewers then read each question as it appears on a computer monitor and directly enter the respondent's answer into the computerized database. The software automatically takes the interviewer through any skip or branching patterns in the instrument, eliminates incorrect response codes, eliminates the need for separate data entry, and allows for frequent tabulation of data as the survey proceeds.

The need for editing of surveys as they are completed is minimized by the use of *WinCATI*. The software eliminates response codes that are not in the appropriate field for individual questions. Despite the reduced probability for error, printouts of survey responses were reviewed to ensure that additional editing was not necessary.

Using the latest state-of-the-art statistical software (SPSS Windows 14.0), the data file was analyzed. Frequency distributions for each survey question and demographic characteristics were developed. Cross-tabulations of each question by selected demographic characteristics were then calculated.

The data are presented in tabular form with some descriptive comments and only preliminary interpretation and evaluation. The objectives were to secure overall citizen perceptions and to identify particular concerns for detailed evaluation by city officials. The analysis of the data involved two steps. First, the observed frequencies or percentages for each question were calculated. These frequencies are displayed in the report as the percent responding "yes" or "no" or "excellent," "good," "fair," or "poor" to a question. If the percentage of respondents answering "don't know" is 10 percent or more of the sample, this percentage is reported. Otherwise, the "don't know" responses were removed from the analysis and percentages are calculated on the remaining respondents.

Upon completion of the first step, each question was then cross-tabulated with the eight descriptive characteristics indicated below. In order to ensure enough responses for valid cross-tabulations, demographic categories with a small number of responses were combined with other categories where noted below:

- Length of residence
- Owner-renter status
- Age (18 to 25 and 26 to 35 were combined)
- Employment (student, homemaker and unemployed were combined)
- Education (less than 8th grade, less than high school, and high school graduate were combined)
- Income (under \$30,000 and \$30,000 to \$50,000 were combined)
- Families with children (3 and 4 or more were combined)
- Gender

The eight characteristics comprise a set of independent variables that could help to explain variations among the responses of the residents. In those instances where differences between demographic groups were statistically significant, the findings are detailed in tables or in text. If no demographic differences are discussed, one can assume that there were no differences between demographic groups on the question addressed.

III. SAMPLE CHARACTERISTICS

Table 1
Sample Characteristics

Demographic	Percent Responding
<u>Length of residence</u>	
1-5 years (n=45)	11.3
6-10 years (n=54)	13.5
More than 10 years (n=301)	75.3
<u>Live North or South of El Toro Road</u>	
North (n=66)	17.3
South (n=315)	82.7
<u>Home ownership</u>	
Owner (n=365)	91.5
Renter (n=31)	7.8
Rent Free Situation (n=3)	0.8
<u>Age group</u>	
18-25 (n=3)	0.8
26-35 (n=16)	4.0
36-45 (n=34)	8.6
46-60 (n=125)	31.5
61-70 (n=124)	31.2
71 and older (n=95)	23.9
<u>Education</u>	
8 or less (n=3)	0.8
9-11, Some high school (n=4)	1.0
12, High school graduate (n=27)	6.8
13-15 Some college (n=100)	25.3
16 College graduate (n=141)	35.7
17 or more, Graduate school or degree (n=120)	30.1
<u>Income</u>	
Under \$30,000 (n=28)	8.0
\$30,000-\$50,000 (n=38)	10.9
\$50,001-\$75,000 (n=64)	18.4
\$75,001-\$100,000 (n=50)	14.4
\$100,001-\$150,000 (n=75)	21.6
Over \$150,000 (n=93)	26.7

- As shown in Table 1, most of the respondents in the sample owned their homes (91.5 percent), were between the ages of 46 and 70 (62.7 percent), had some college experience or a degree (91.1 percent), and incomes over \$100,000 (48.3 percent). Seventy-five percent of the respondents lived in Laguna Hills for more than 10 years. Eighty-three percent lived south of El Toro Road.

Table 1
Sample Characteristics (Continued)

Demographic	Percent Responding
<u>Type of employment</u>	
Full-time (n=127)	32.0
Part-time (n=49)	12.3
Retired (n=159)	40.1
Student (n=4)	1.0
Homemaker (n=37)	9.3
Unemployed (n=21)	5.3
<u>Gender</u>	
Female (n=239)	59.8
Male (n=161)	40.2
<u>Number of children under 18</u>	
None (n=310)	78.0
1 (n=37)	9.3
2 (n=30)	7.6
3 (n=16)	4.0
4 or more (n=4)	1.1
<u>Children in junior high or high school</u>	
Junior high (n=12)	13.8
High school (n=28)	32.2
Both (n=14)	16.1
None (n=33)	37.9

- Forty-four percent of the sample was comprised of full-time or part-time employees. Forty percent were retired. Sixty percent was female. Twenty-two percent of the respondents had children under 18 living in the home with most having one (9.3 percent) or two (7.3 percent). About one-third (32.2 percent) had children in high school.

IV. CITY SERVICES

The majority of survey questions concerned services provided by the City of Laguna Hills. This section of the report presents responses to the service questions. Included are the following services or service concerns:

- Streets
- Maintenance of outside areas
- Solid waste collection and recycling
- Public schools
- Library services
- Trail systems
- Animal control
- Public safety
- City Web site
- City newsletter
- Revitalization of commercial areas
- Keeping citizens informed of city business and events.

A. All Services

Table 2
Importance of City Services¹

	Percentage Responding			
	Extremely Important	Very Important	Somewhat Important	Not at all Important
Maintain a low crime rate 2011 (n=397)	44.6	49.4	5.0	1.0
2007 (n=399)	50.9	45.4	3.5	0.3
Maintaining the streets 2011 (n=398)	23.6	63.3	12.1	1.0
2007 (n=400)	29.3	59.0	11.3	0.5
Providing trash collection and recycling services 2011 (n=392)	29.3	53.8	13.8	3.1
2007 (n=395)	32.2	54.7	9.1	4.1
Preparing the city for emergencies 2011 (n=394)	31.5	51.5	14.5	2.5
2007 (n=398)	38.2	46.0	12.8	3.0
Keeping public buildings and facilities clean 2011 (n=399)	15.8	56.4	24.8	3.0
2007 (n=399)	18.0	56.6	24.1	1.3
Managing traffic congestion around schools 2011 (n=386)	21.0	47.7	25.6	5.7
2007 (n=396)	27.5	49.0	17.4	6.1
Maintaining slopes, parkways and street medians 2011 (n=399)	12.8	55.6	27.3	4.3
2007 (n=398)	20.9	52.0	24.9	2.3
Maintaining city parks and sports fields 2011 (n=396)	14.9	52.5	29.0	3.5
2007 (n=399)	20.3	56.9	21.6	1.3
Enforcing traffic laws 2011 (n=398)	18.6	48.5	28.9	4.0
2007 (n=397)	27.7	45.8	22.4	4.0

- Respondents were read a list of services and asked whether each service was important to them. As shown in Table 2, all services were reported to be important by more than 90 percent of the respondents. Services are presented in descending order of the combined percentage for extremely important and very important. Ratings of other services are shown in Table 11.

Maintain a low crime rate

- Nearly all (94.0 percent) the respondents reported that maintaining a low crime rate was either extremely important (44.6 percent) or very important (49.4 percent) to them.
- Female respondents (53.2 percent) were more likely than male respondents (31.9 percent) to report that maintaining a low crime rate was extremely important (see Table 3).

¹ These questions were new in the 2007 survey instrument, were removed in 2009, and reinserted into the survey instrument in 2011.

Table 3
Maintaining a Low Crime Rate
by Selected Demographics

Demographic	Percentage responding			
	Extremely important	Very important	Somewhat important	Not at all important
Overall	44.6	49.4	5.0	1.0
Gender				
Female	53.2	42.2	4.2	0.4
Male	31.9	60.0	6.3	1.9

Maintaining the streets

- Eighty-seven percent of the respondents reported that maintaining the streets was either extremely important (23.6 percent) or very important (63.3 percent) to them.

Providing trash collection and recycling services

- Providing trash collection and recycling services was either extremely important (29.3 percent) or very important (53.8 percent) to 83.1 percent of the respondents.
- The percentage of respondents who reported that providing trash collection and recycling services was either extremely important or very important varied with the age of the respondent and was higher among female respondents (see Table 4).

Table 4
Providing Trash Collection and Recycling Services
by Selected Demographics

Demographic	Percentage responding			
	Extremely important	Very important	Somewhat important	Not at all important
Overall	29.3	53.8	13.8	3.1
Age group				
18-35	10.5	73.7	15.8	0.0
36-45	32.4	55.9	5.9	5.9
46-60	30.3	44.3	21.3	4.1
61-70	27.7	53.8	15.1	3.4
71 and older	32.6	61.1	5.3	1.1
Gender				
Female	34.3	53.2	11.2	1.3
Male	22.0	54.7	17.6	5.7

Preparing the city for emergencies

- Eighty-three percent of the respondents indicated that preparing the city for emergencies was either extremely important (31.5 percent) or very important (51.5 percent) to them.
- As shown in Table 5, 38.3 percent of female respondents and 21.4 percent of male respondents indicated that preparing the city for emergencies was extremely important to them.

Table 5
Preparing the City for Emergencies
by Selected Demographics

Demographic	Percentage responding			
	Extremely important	Very important	Somewhat important	Not at all important
Overall	31.5	51.5	14.5	2.5
Gender				
Female	38.3	52.8	8.1	0.9
Male	21.4	49.7	23.9	5.0

Keeping public buildings and facilities clean

- Seventy-two percent of the respondents indicated that keeping public buildings and facilities clean was either extremely important (15.8 percent) or very important (56.4 percent) to them.
- The percentage of the respondents who indicated that keeping public buildings and facilities clean was either extremely or very important to them was greater among female respondents than male respondents (see Table 6).

Table 6
Keeping Public Buildings and Facilities Clean
by Selected Demographics

Demographic	Percentage responding			
	Extremely important	Very important	Somewhat important	Not at all important
Overall	15.8	56.4	24.8	3.0
Gender				
Female	19.3	58.4	21.0	1.3
Male	10.6	53.4	30.4	5.6

Managing traffic congestion around schools

- Managing traffic congestion around schools was either extremely important (21.0 percent) or very important (47.7 percent) to 68.7 percent of the respondents.
- Twenty-six percent of female respondents and 13.6 percent of male respondents indicated that managing traffic congestion around schools was extremely important to them (see Table 7).

Table 7
Managing Traffic Congestion around Schools
by Selected Demographics

Demographic	Percentage responding			
	Extremely important	Very important	Somewhat important	Not at all important
Overall	21.0	47.7	25.6	5.7
Gender				
Female	25.9	48.3	22.0	3.9
Male	13.6	46.8	31.2	8.4

Maintaining slopes, parks and street medians

- Maintaining slopes, parks and street medians was reported to be either extremely important (12.8 percent) or very important (55.6 percent) to 68.4 percent of the respondents.
- As shown in Table 8, the percentage of respondents who indicated that maintaining slopes, parks and street medians was either extremely important or very important varied by the number of children under 18 living in the household.

Table 8
Maintaining Slopes, Parkways and Street Medians
by Selected Demographics

Demographic	Percentage responding			
	Extremely important	Very important	Somewhat important	Not at all important
Overall	12.8	55.6	27.3	4.3
Number of children under 18				
None	13.3	57.0	26.2	3.6
1	8.1	62.2	27.0	2.7
2	10.0	36.7	36.7	16.7
3 or more	15.0	50.0	35.0	0.0

Maintaining city parks and sports fields

- Over two-thirds (67.4 percent) of the respondents reported that maintaining city parks and sports fields was either extremely important (14.9 percent) or very important (52.5 percent) to them.
- The percentage of the respondents who reported that maintaining city parks and sports fields was either extremely important or very important to them was higher among female respondents than male respondents (see Table 9).

Table 9
Maintaining City Parks and Sports Fields
by Selected Demographics

Demographic	Percentage responding			
	Extremely important	Very important	Somewhat important	Not at all important
Overall	14.9	52.5	29.0	3.5
Gender				
Female	15.6	57.4	25.7	1.3
Male	13.8	45.3	34.0	6.9

Enforcing traffic laws

- Enforcing traffic laws was either extremely important (18.6 percent) or very important (48.5 percent) to 67.1 percent of the respondents.
- The percentage of respondents who indicated that enforcing traffic laws was either extremely important or very important generally increased as the age of the respondent increased. A greater percentage of female respondents (73.1 percent) than male respondents (58.2 percent) reported that enforcing traffic laws was either extremely important or very important to them (see Table 10).

Table 10
Enforcing Traffic Laws
by Selected Demographics

Demographic	Percentage responding			
	Extremely important	Very important	Somewhat important	Not at all important
Overall	18.6	48.5	28.9	4.0
Age group				
18-35	5.3	36.8	57.9	0.0
36-45	20.6	44.1	35.3	0.0
46-60	16.8	42.4	32.8	8.0
61-70	19.4	54.8	22.6	3.2
71 and older	21.5	51.6	24.7	2.2
Gender				
Female	21.8	51.3	24.4	2.5
Male	13.8	44.4	35.6	6.3

Table 11
Importance of City Services (continued)¹

	Percentage Responding			
	Extremely Important	Very Important	Somewhat Important	Not at all Important
Reducing traffic congestion on city streets 2011 (n=391)	14.8	47.3	32.0	5.9
2007 (n=397)	21.7	52.1	21.4	4.8
Providing library services 2011 (n=395)	16.5	42.3	27.1	14.2
2007 (n=395)	16.5	46.3	29.1	8.1
Keeping citizens informed of city business and events ² 2011 (n=396)	12.1	46.5	37.6	3.8
Providing animal control services 2011 (n=395)	12.4	39.2	38.0	10.4
2007 (n=399)	13.9	38.0	41.0	7.1
Providing a variety of recreation programs 2011 (n=399)	6.3	38.8	42.9	12.0
2007 (n=399)	10.5	41.6	38.8	9.0
Revitalization of commercial areas ³ 2011 (n=382)	7.9	35.9	43.5	12.8
Providing special events like July 4 th fireworks show 2011 (n=396)	6.6	23.0	52.0	18.4
2007 (n=399)	8.3	26.8	48.1	16.8

- Respondents were read a list of services and asked whether each service was important to them. As shown in Table 11, all services were reported to be important by more than 85 percent of the respondents, except for “providing special events like 4th of July fireworks show which was important to 81.6 percent of the respondents. Services are presented in descending order of the combined percentage for extremely important and very important. Ratings of other services are shown in Table 2.

Reducing traffic congestion on city streets

- Sixty-two percent of the respondents reported that reducing traffic congestion on city streets was either extremely important (14.8 percent) or very important (47.3 percent) to them.

Providing library services

- Fifty-nine percent of the respondents indicated that providing library services was either extremely important (16.5 percent) or very important (42.3 percent) to them.
- As shown in Table 12, the percentage of respondents who reported that providing library services was either extremely important or very important varied with the age of the respondent, generally decreased as education and income increased, and was higher among female respondents.

¹ These questions were new in the 2007 survey instrument, were removed in 2009, and reinserted into the survey instrument in 2011.

² This question was new in 2011.

³ This question was new in 2011.

Table 12
Providing Library Services
by Selected Demographics

Demographic	Percentage responding			
	Extremely important	Very important	Somewhat important	Not at all important
Overall	16.5	42.3	27.1	14.2
Age group				
18-35	15.8	36.8	36.8	10.5
36-45	11.8	58.8	26.5	2.9
46-60	18.9	26.2	30.3	24.6
61-70	13.1	45.1	28.7	13.1
71 and older	20.0	52.6	20.0	7.4
Education				
High school grad or less	14.7	55.9	17.6	11.8
Some college	13.3	51.0	30.6	5.1
College graduate	15.1	35.3	33.1	16.5
Graduate school or degree	21.8	37.0	21.0	20.2
Income				
Less than \$50,000	10.6	54.5	25.8	9.1
\$50,001-\$75,000	20.3	43.8	34.4	1.6
\$75,001-\$100,000	26.5	40.8	16.3	16.3
\$100,001-\$150,000	12.3	39.7	35.6	12.3
Over \$150,000	12.9	32.3	25.8	29.0
Employment				
Full-time	16.0	32.8	32.8	18.4
Part-time	10.6	42.6	21.3	25.5
Retired	14.6	49.4	27.2	8.9
Student/Homemaker/Unemployed	24.2	43.5	21.0	11.3
Gender				
Female	19.8	42.2	27.8	10.1
Male	11.4	42.4	25.9	20.3

Keeping citizens informed of city business and events

- Fifty-nine percent of the respondents reported that keeping citizens informed of city business and events was either extremely important (12.1 percent) or very important (46.5 percent) to them.
- As shown in Table 13, the percentage of respondents who reported it was either extremely important or very important to them that the city keep citizens informed of city business and events general increased as the age of the respondents increased, and was higher among female respondents.

Table 13
Keeping Citizens Informed of City Business and Events
by Selected Demographics

Demographic	Percentage responding			
	Extremely important	Very important	Somewhat important	Not at all important
Overall	12.1	46.5	37.6	3.8
Age group				
18-35	0.0	42.1	52.6	5.3
36-45	8.8	29.4	55.9	5.9
46-60	14.4	37.6	44.8	3.2
61-70	11.4	56.1	30.1	2.4
71 and older	14.1	52.2	28.3	5.4
Gender				
Female	13.6	50.0	35.6	0.8
Male	10.0	41.3	40.6	8.1

Providing animal control services

- Fifty-two percent of the respondents reported that providing animal control services was either extremely important (12.4 percent) or very important (39.2 percent) to them.
- As shown in Table 14, 61.0 percent of female respondents and 37.7 percent of male respondents indicated that providing animal control services was either extremely important or very important to them.

Table 14
Providing Animal Control Services
by Selected Demographics

Demographic	Percentage responding			
	Extremely important	Very important	Somewhat important	Not at all important
Overall	12.4	39.2	38.0	10.4
Gender				
Female	16.5	44.5	32.6	6.4
Male	6.3	31.4	45.9	16.4

Providing a variety of recreation programs

- Providing a variety of recreation programs was reported to be either extremely important (6.3 percent) or very important (38.8 percent) to 45.1 percent of the respondents.
- The percentage of respondents who indicated that providing a variety of recreation programs was either extremely important or very important to them was greater among female respondents (49.4 percent) than male respondents (38.8 percent), as shown in Table 15.

Table 15
Providing a Variety of Recreation Programs
by Selected Demographics

Demographic	Percentage responding			
	Extremely important	Very important	Somewhat important	Not at all important
Overall	6.3	38.8	42.9	12.0
Gender				
Female	7.1	42.3	42.3	8.4
Male	5.0	33.8	43.8	17.5

Revitalization of commercial areas

- Forty-four percent of the respondents reported that revitalization of commercial areas was either extremely important (7.9 percent) or very important (35.9 percent) to them.
- As shown in Table 16, a greater percentage of female respondents (46.9 percent) than male respondents (38.9 percent) indicated that revitalization of commercial areas was either extremely important or very important to them.

Table 16
Revitalization of Commercial Areas
by Selected Demographics

Demographic	Percentage responding			
	Extremely important	Very important	Somewhat important	Not at all important
Overall	7.9	35.9	43.5	12.8
Gender				
Female	9.2	37.7	45.2	7.9
Male	5.8	33.1	40.9	20.1

Providing special events

- Less than one-third (29.6 percent) of the respondents indicated that providing special events like the 4th of July fireworks show was either extremely important (6.6 percent) or very important (23.0 percent) to them.
- As shown in Table 17, the percentage of respondents who reported that providing special events was either extremely important or very important to them was higher among renters (48.2 percent), female respondents (33.2 percent), and respondents with 2 children under 18 living in the household (53.4 percent).

Table 17
Providing Special Events
by Selected Demographics

Demographic	Percentage responding			
	Extremely important	Very important	Somewhat important	Not at all important
Overall	6.6	23.0	52.0	18.4
Home ownership				
Owner	6.6	21.5	53.7	18.2
Renter	3.4	44.8	31.0	20.7
Gender				
Female	5.9	27.3	53.4	13.4
Male	7.6	16.5	50.0	25.9
Number of children under 18				
None	5.5	20.5	52.1	21.8
1	2.7	27.0	64.9	5.4
2	16.7	36.7	40.0	6.7
3 or more	10.5	31.6	47.4	10.5

B. Streets

Figure 1
How Serious a Problem Is Traffic Congestion?¹
(n=397)

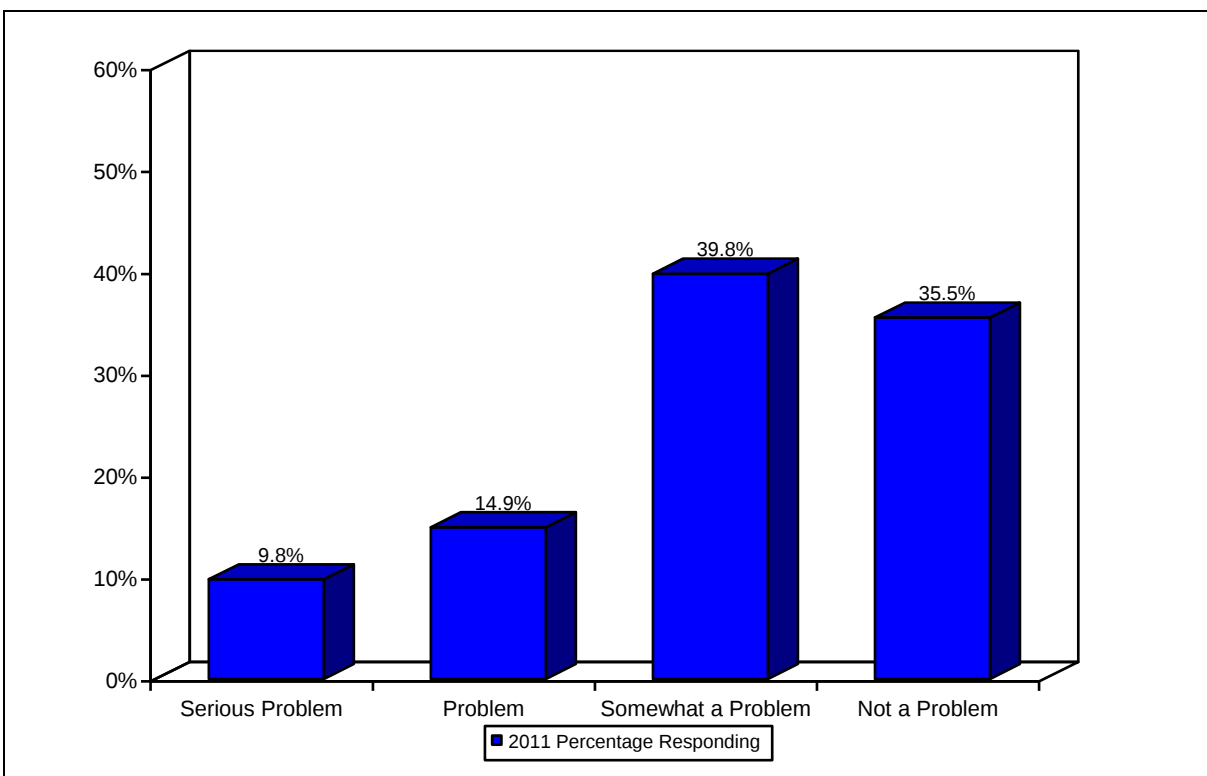


Table 18
How Serious a Problem Is Traffic Congestion by Year

Survey Year	Serious Problem	Problem	Somewhat a Problem	Not a Problem
2011	9.8	14.9	39.8	35.5
2007	11.9	16.0	43.9	28.2
2005	15.4	22.2	34.6	27.8
2003	11.6	25.1	37.2	26.1
2001	14.4	17.4	40.2	28.0
1999	13.0	29.8	27.8	29.3
1997	14.3	33.2	12.0	40.4
1995	17.8	39.6	-	42.6

- Respondents were first asked about traffic congestion in the city. As may be seen in Figure 1, 64.5 percent of respondents think that traffic congestion is a serious problem (9.8 percent), a problem (14.9 percent) or somewhat of a problem (39.8 percent). Ratings for traffic congestion generally appear to have improved to some degree (see Table 18).
- As shown in Table 19, the percentage of respondents who reported that traffic congestion was either a serious problem or a problem decreased as household income increased.

¹ This question was removed in 2009 and reinserted into the survey questionnaire in 2011.

Table 19
Traffic Congestion is a Problem
by Selected Demographics

Demographic	Percentage responding			
	Serious problem	Problem	Somewhat a problem	Not a problem
Overall	9.8	14.9	39.8	35.5
Income				
Less than \$50,000	10.6	12.1	48.5	28.8
\$50,001-\$75,000	10.9	20.3	42.2	26.6
\$75,001-\$100,000	12.2	14.3	38.8	34.7
\$100,001-\$150,000	10.7	13.3	50.7	25.3
Over \$150,000	7.5	14.0	23.7	54.8

Figure 2
How Serious a Problem Is Traffic Speed on Residential Streets?¹
(n=399)

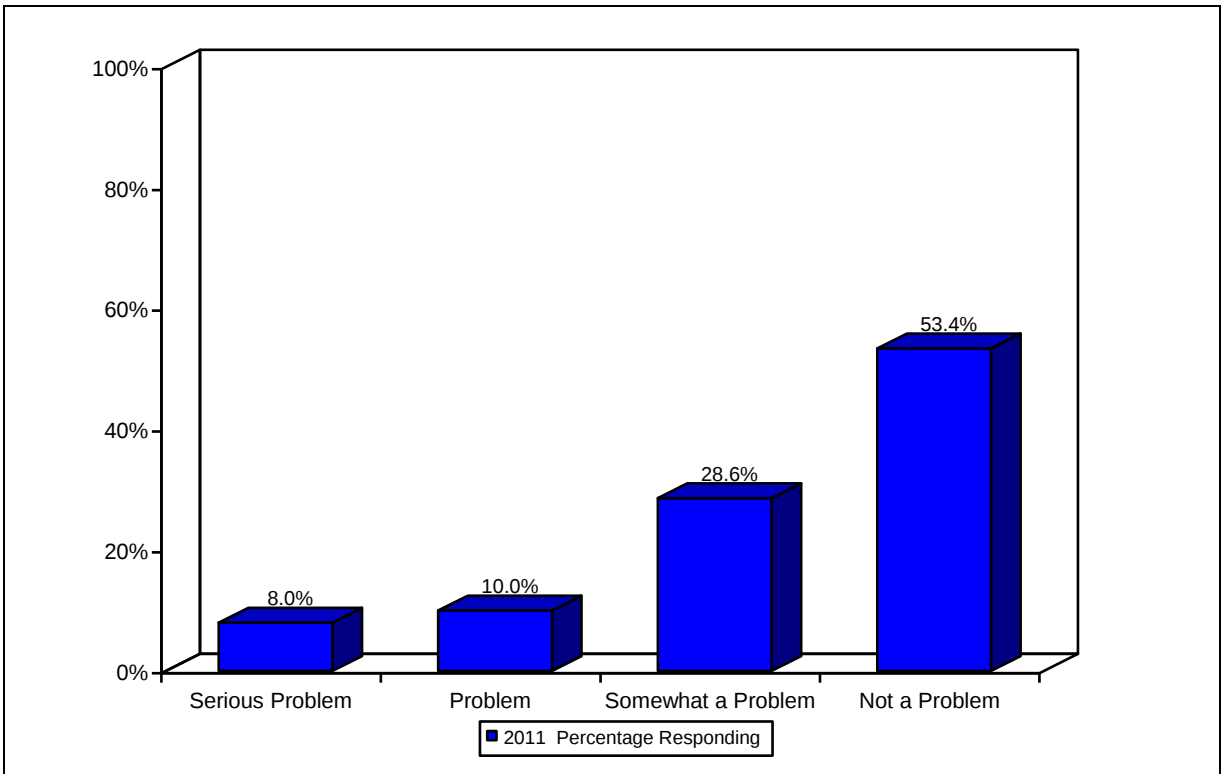


Table 20
How Serious a Problem Is Traffic Speed on Residential Streets by Year

Survey Year	Serious Problem	Problem	Somewhat a Problem	Not a Problem
2011	8.0	10.0	28.6	53.4
2007	12.3	12.8	27.6	47.2
2005	10.6	15.3	27.1	47.0
2003	9.5	16.8	27.9	45.7
2001	12.0	10.6	22.7	54.6
1999	12.5	13.7	19.5	54.4
1997	10.6	22.0	7.1	60.4
1995	12.3	27.3	-	60.4

- When asked about traffic speed on residential streets, 53.4 percent of the respondents indicated that residential traffic speed was not a problem (see Figure 2). This percentage has increased to 53.4 percent in 2011 from 47.2 percent in 2007 (see Table 20).
- As shown in Table 21, 32.3 percent of renters and 17.1 percent of homeowners reported that residential traffic speed was either a serious problem or a problem.

¹ This question was removed in 2009 and reinserted into the survey questionnaire in 2011.

Table 21
How Serious a Problem Is Traffic Speed on Residential Streets
by Selected Demographics

Demographic	Percentage responding			
	Serious problem	Problem	Somewhat a problem	Not a problem
Overall	8.0	10.0	28.6	53.4
Home ownership Owner	6.9	10.2	29.9	53.0
Renter	22.6	9.7	9.7	58.1

Figure 3
Quality of Road Surfaces¹
(n=398)

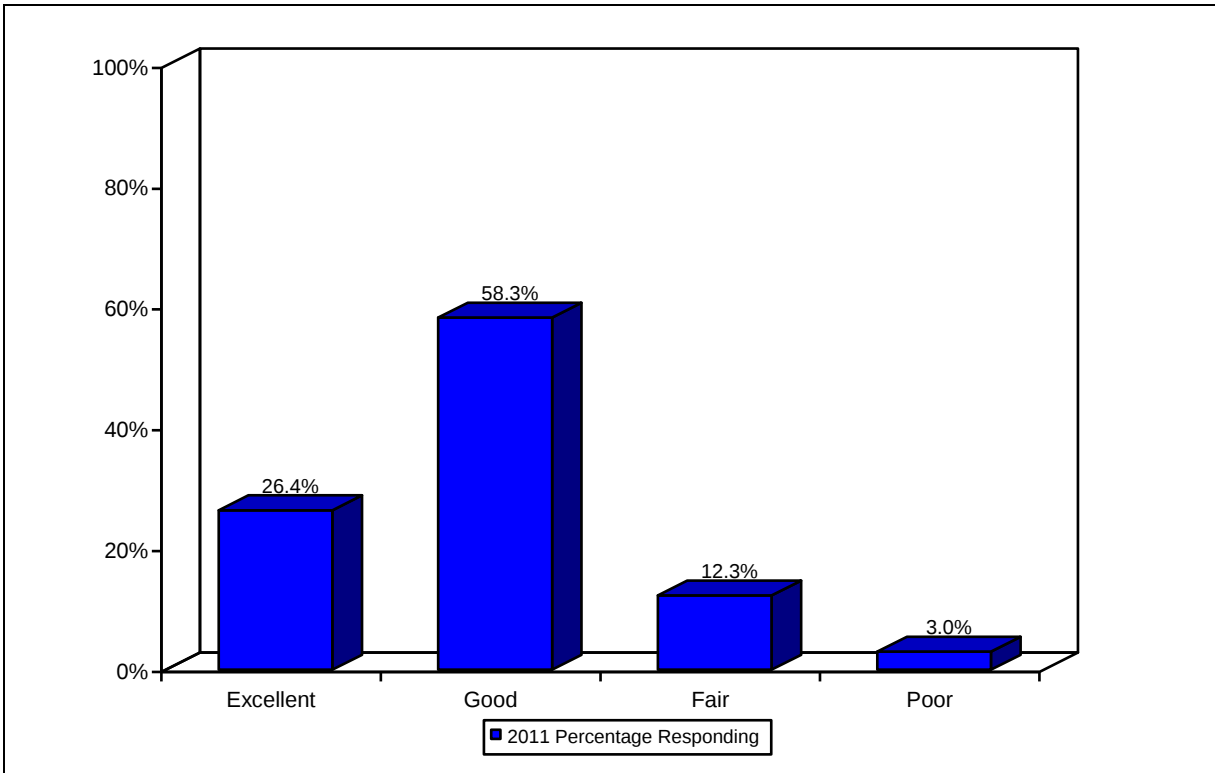


Table 22
Quality of Road Surfaces by Year

Survey Year	Excellent	Good	Fair	Poor
2011	26.4	58.3	12.3	3.0
2007	29.9	57.5	11.8	0.8
2005	20.1	63.7	13.0	3.3
2003	20.4	65.6	12.3	1.8
2001	23.0	61.0	12.6	3.5
1999	21.1	61.2	16.3	1.5
1997	27.2	55.9	14.6	2.3
1995	23.3	60.2	14.5	2.0

- The final question about streets concerned the quality of street and road surfaces in the city. As displayed in Figure 3, a large majority (84.7 percent) rated street quality as either excellent (26.4 percent) or good (58.3 percent). Ratings are generally consistent with those of previous years and appear to show some improvement (see Table 22).
- Respondents living in Laguna Hills for 6 to 10 years (41.5 percent) were more likely than other respondents to rate street quality and road surfaces as excellent (see Table 23).

¹ This question was removed in 2009 and reinserted into the survey questionnaire in 2011.

Table 23
Quality of Road Surfaces
by Selected Demographics

Demographic	Percentage responding			
	Excellent	Good	Fair	Poor
Overall	26.4	58.3	12.3	3.0
Length of residence				
5 years or less	22.2	64.4	6.7	6.7
6 to 10 years	41.5	39.6	15.1	3.8
More than 10 years	24.3	60.7	12.7	2.3

C. Outside Areas

Table 24
Maintenance Ratings for Parks, Slopes, Medians and Streetscapes

Attribute	Excellent	Good	Fair	Poor	Don't Know
Park maintenance					
2011 (n=400)	33.5	52.3	9.8	1.0	3.5
2009 (n=400)	37.0	52.8	4.0	1.0	5.3
2007 (n=400)	30.0	57.8	7.0	1.0	4.3
2005 (n=374)	33.0	50.5	8.3	1.8	6.5
2003 (n=400)	35.0	51.8	5.5	0.3	7.5
2001 (n=408)	33.3	48.5	8.3	0.7	9.1
1999 (n=401)	29.1	52.0	8.2	2.2	8.2
1997 (n=397)	36.8	46.3	5.0	1.3	10.6
1995 (n=402)	31.6	50.4	7.7	1.0	9.7
Slopes					
2011 (n=400)	17.5	53.8	14.8	6.0	8.0
2009 (n=400)	18.5	49.3	18.8	5.8	7.7
2007 (n=400)	11.8	49.0	22.8	8.2	8.2
2005 (n=364)	12.0	50.5	23.0	5.5	9.0
2003 (n=400)	11.8	48.5	21.8	8.3	9.8
2001 (n=408)	11.3	46.6	19.4	7.8	15.0
1999 (n=401)	11.7	48.8	20.1	7.7	11.4
1997 (n=397)	18.1	48.4	15.9	6.0	11.6
1995 (n=402)	12.9	48.3	20.4	6.7	11.7
Medians/parkways					
2011 (n=398)	34.4	54.0	9.5	2.0	-
2009 (n=398)	32.4	54.3	11.3	2.0	-
2007 (n=400)	30.0	57.2	10.8	2.0	-
2005 (n=400)	24.0	62.3	12.3	1.5	-
2003 (n=400)	26.3	59.1	12.8	1.8	-
2001 (n=405)	25.2	61.0	11.6	2.2	-
1999 (n=399)	22.8	61.9	12.5	2.8	-
1997 (n=389)	28.3	59.1	11.3	1.3	-
1995 (n=387)	18.6	67.4	10.6	3.4	-

- Respondents were asked to rate the quality of maintenance of parks, slopes, and street medians and parkways. Ratings for each factor in 2011 were generally consistent with those of previous years.

Park maintenance

- As Table 24 shows, 85.8 percent of the respondents rated park maintenance as excellent (33.5 percent) or good (52.3 percent).
- The percentage of respondents who rated park maintenance as either excellent or good was higher among female respondents (89.1 percent) than male respondents (80.8 percent) as shown in Table 25.

Table 25
Rate Maintenance of City Parks
by Selected Demographics

Demographic	Percentage responding				
	Excellent	Good	Fair	Poor	Don't know
Overall	33.5	52.3	9.8	1.0	3.5
Gender					
Female	32.6	56.5	7.9	0.0	2.9
Male	34.8	46.0	12.4	2.5	4.3

Street medians and parkways

- Ratings for street medians and parkways were also strong. Thirty-four percent of the respondents rated street medians and parkways as excellent, and 54.0 percent rated them as good.

Slopes

- Ratings for slope maintenance, while still favorable (71.3 percent excellent/good), came in behind those for parks and medians/parkways.

D. Solid Waste Collection and Recycling

Figure 4
Ratings of Solid Waste Collection System¹
(n=386)

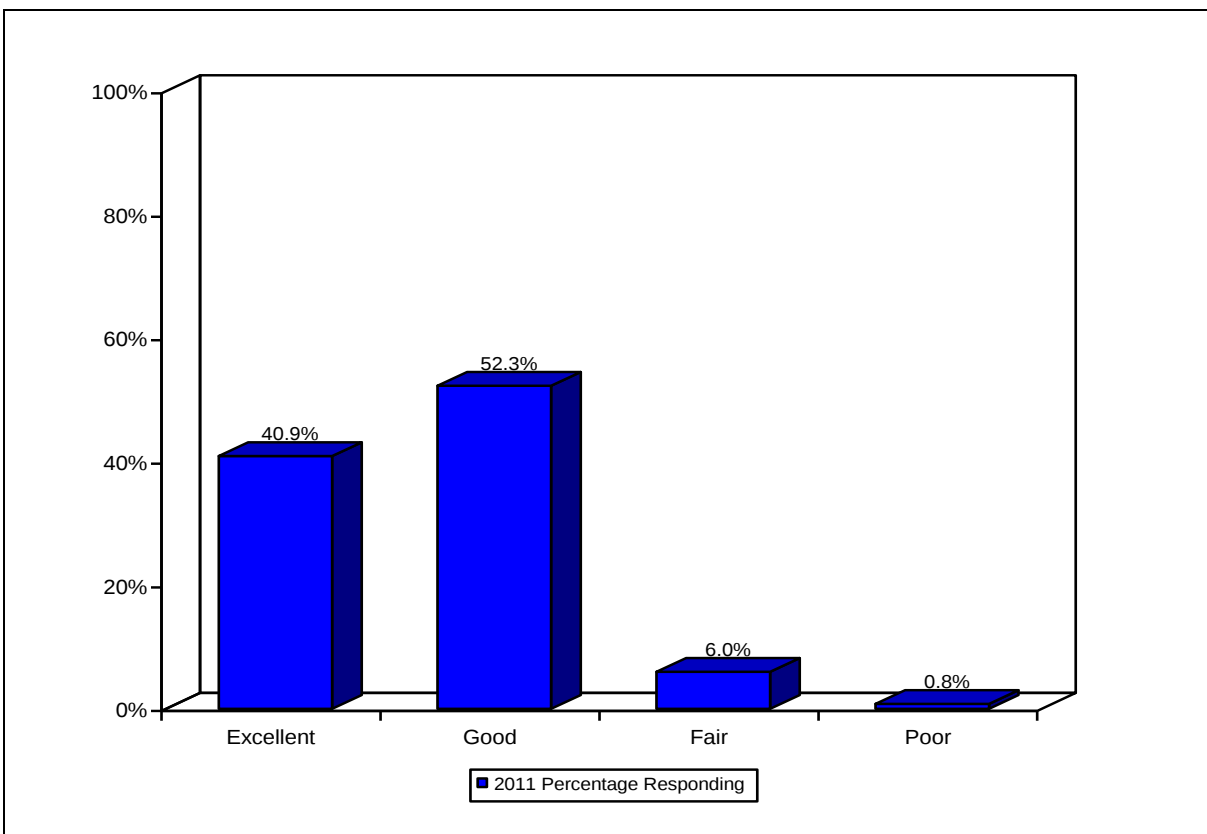


Table 26
Ratings of Solid Waste Collection System
by Year

Survey Year	Excellent	Good	Fair	Poor
2011	40.9	52.3	6.0	0.8
2007	51.1	41.0	5.9	2.1
2005	38.8	52.7	6.9	1.5
2003	44.2	49.1	5.7	1.0

- Respondents were asked to rate the Laguna Hills solid waste collection system as excellent, good, fair or poor. As shown in Figure 4, 93.2 percent of the respondents rated the solid waste collection system as either excellent (40.9 percent) or good (52.3 percent). A larger percentage of respondents rated the system as excellent in 2007 than in 2011.

¹ This question was not asked in 2009 and reinserted into the survey questionnaire in 2011.

- As shown in Table 27, the percentage of respondents who rated the solid waste collection system as excellent was higher among female respondents (47.3 percent) than male respondents (31.9 percent).

Table 27
Ratings of Solid Waste Collection System
by Selected Demographics

Demographic	Percentage responding			
	Excellent	Good	Fair	Poor
Overall	40.9	52.3	6.0	0.8
Gender				
Female	47.3	47.3	5.3	0.0
Male	31.9	59.4	6.9	1.9

Table 28
Reasons for Rating System as Fair or Poor *

	Percentage responding		
	2005 (n=33)	2007 (n=30)	2011 (n=26)
Missed pick up(s)	18.2	13.3	11.5
Cost	0.0	13.3	7.7
Liked old service better (no recycling)	6.1	10.0	7.7
Too restrictive on items for pick up	12.1	10.0	7.7
Need more capacity	18.2	6.7	7.7
Want more trash barrels	15.2	3.3	7.7
Problems with bulky item pick-up service	9.1	6.7	3.8
Throwing trash cans around	6.1	-	3.8
Problems with bin rentals	3.0	-	3.8
Problems with the pick-up schedule	9.1	-	-
Workers were sloppy	9.1	-	-
Problems with the containers	12.1	-	-
Other, specify	12.1	43.3	42.3

- Respondents who rated the Laguna Hills solid waste collection system as fair or poor were asked their reasons for their rating. Twelve percent of the 26 respondents indicated that they rated the collection fair or poor because of missed pick up(s). Eight percent each mentioned cost, liked the old service better (no recycling), thought it was too restrictive on items for pick up, needed more capacity or wanted more trash barrels. Four percent had problems with bulky item pick-up service, throwing trash cans around, or problems with bin rentals. No respondents gave the other reasons listed in Table 28 for rating the solid waste collection system fair or poor.
- Of the respondents who answered “other” and gave a reason, one respondent reported each of the following reasons: “No choice, can only use one company,” “Homes empty, nobody cares,” “I don’t see too many activities going out,” “It smells all the time, or most of the time,” “Little bit of trash left over after pickup,” “Make the city look cleaner,” “Not that convenient, not very accessible,” “Stop services, truck leaks hydraulic fluids, bad attitudes,” and “Trash would fall out of truck and they wouldn’t pick it up; don’t take stuff not in the trash can.”

* Because respondents were asked to check all that applied the percentages may not total to 100.0 percent. This question was not asked in 2009 and reinstated in 2011.

Figure 5
Ever Contacted CR&R*
(n=395)

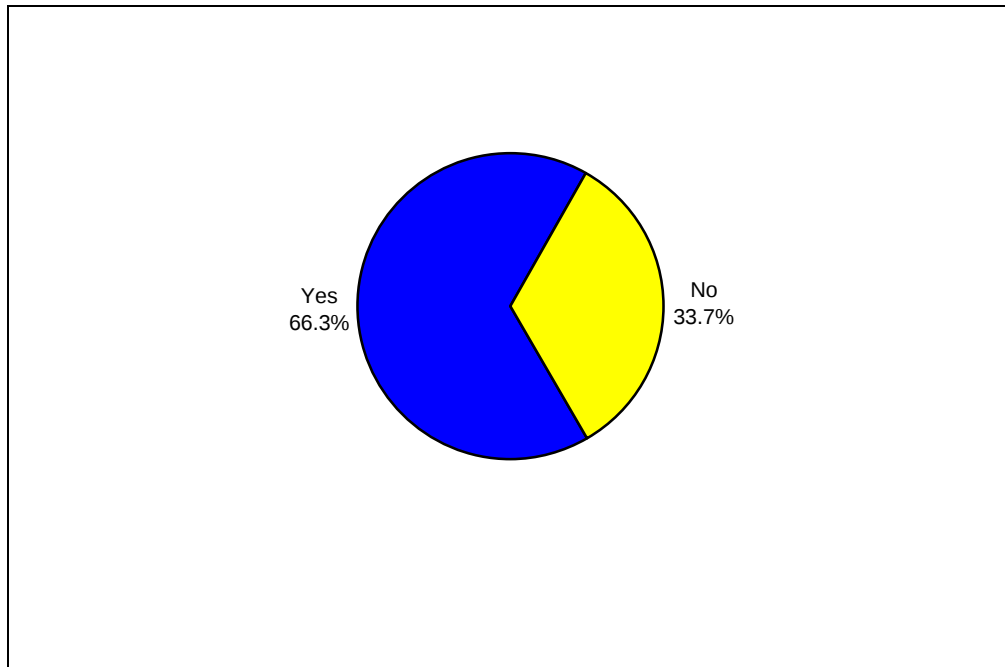


Table 29
Ever Contacted CR&R
by Year

Survey Year	Yes	No
2011	66.3	33.7
2007	64.4	35.6
2005	64.2	35.8
2003	60.3	39.7

- Respondents were asked if they had ever contacted CR&R, the company that provides Laguna Hills with solid waste collection services, either by phone or in person. As shown in Figure 5, 66.3 percent of the respondents reported that they had contacted CR&R.
- As shown in Table 30, the likelihood of contacting CR&R was greater among homeowners (71.1 percent) and respondents age 61 to 70 (76.9 percent). The likelihood increased as length of residence increased, and varied with household income.

* This question was removed in 2009 and reinstated in 2011.

Table 30
Ever Contacted CR&R
by Selected Demographics

Demographic	Percentage responding	
	Yes	No
Overall	66.3	33.7
Length of residence		
5 years or less	40.9	59.1
6 to 10 years	60.4	39.6
More than 10 years	71.1	28.9
Home ownership		
Owner	71.1	28.9
Renter	16.1	83.9
Age group		
18-35	22.2	77.8
36-45	70.6	29.4
46-60	66.9	33.1
61-70	76.9	23.1
71 and older	58.9	41.1
Income		
Less than \$50,000	50.0	50.0
\$50,001-\$75,000	61.9	38.1
\$75,001-\$100,000	72.0	28.0
\$100,001-\$150,000	66.2	33.8
Over \$150,000	75.6	24.4

Table 31
Rate Courtesy and Professionalism of CR&R Representatives¹

	Percentage Responding			
	Excellent	Good	Fair	Poor
Courtesy				
2011 (n=261)	51.7	42.1	4.6	1.5
2007 (n=249)	53.0	37.8	7.6	1.6
2005 (n=256)	43.4	43.4	10.1	2.7
2003 (n=234)	47.9	44.0	5.1	3.0
Professionalism				
2011 (n=260)	48.1	45.8	5.4	0.8
2007 (n=248)	51.6	41.5	5.2	1.6
2005 (n=256)	39.8	45.7	9.4	3.1
2003 (n=233)	45.1	48.1	6.0	0.9

- Respondents who had contacted CR&R were asked to rate the courtesy and professionalism of CR&R representatives. As shown in Table 31, over 93 percent of the respondents rated courtesy as excellent (51.7 percent) or good (42.1 percent) and professionalism as excellent (48.1 percent) or good (45.8 percent). It appears that ratings of excellent and good in both courtesy and professionalism are higher in 2011 than in 2007.
- Female respondents (56.5 percent) were more likely than male respondents (35.8 percent) to rate CR&R professionalism as excellent (see Table 32).

Table 32
**Rate Professionalism of CR&R Representatives
by Selected Demographics**

Demographic	Percentage responding			
	Excellent	Good	Fair	Poor
Overall	48.1	45.8	5.4	0.8
Gender				
Female	56.5	38.3	3.9	1.3
Male	35.8	56.6	7.5	0.0

¹ These questions were removed in 2009 and were reinstated in 2011.

Figure 6
Satisfaction with Outcome of CR&R Inquiry¹
(n=262)

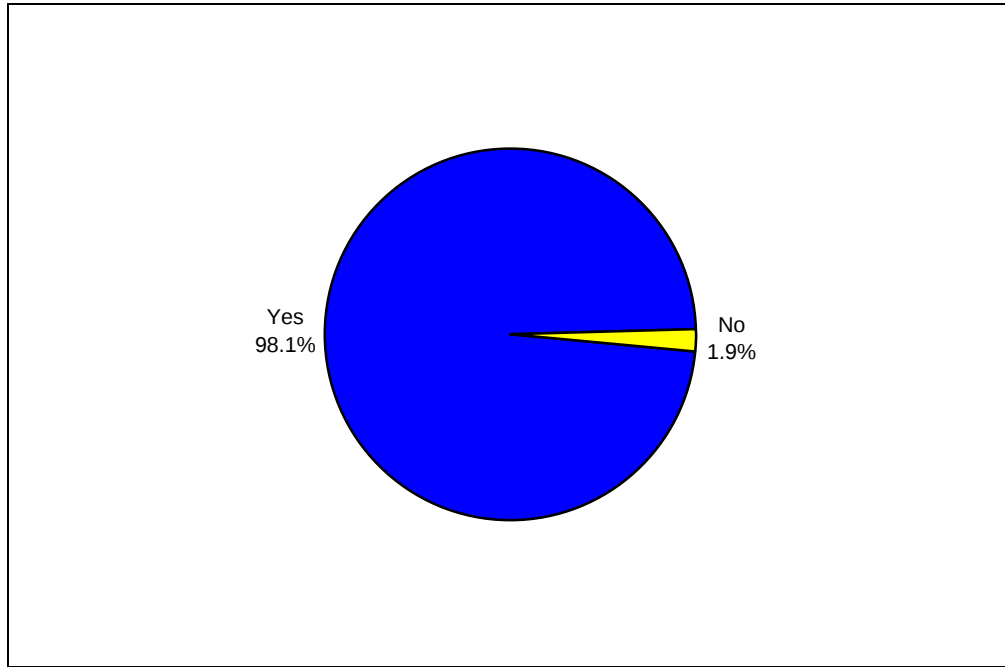


Table 33
Satisfaction with Outcome of CR&R Inquiry
by Year

Survey Year	Yes	No
2011	98.1	1.9
2007	96.8	3.2
2005	92.2	7.8
2003	92.8	7.2

- Respondents who had contacted CR&R were asked if their inquiry was resolved to their satisfaction. As shown in Figure 6, 98.1 percent of the respondents stated that their inquiry was resolved to their satisfaction.
- Respondents who were not satisfied were asked why. Four respondents were not satisfied because they were charged fees they thought were unfair. The other two respondents complained that when the trash collector spilled trash, he did not pick it up and put it in the truck. The spilled trash was left on the street and walkways.

¹ This question was removed in 2009 and was reinstated in 2011.

E. Trail Systems

Figure 7
Used Trail Systems in Last 12 Months¹
(n=397)

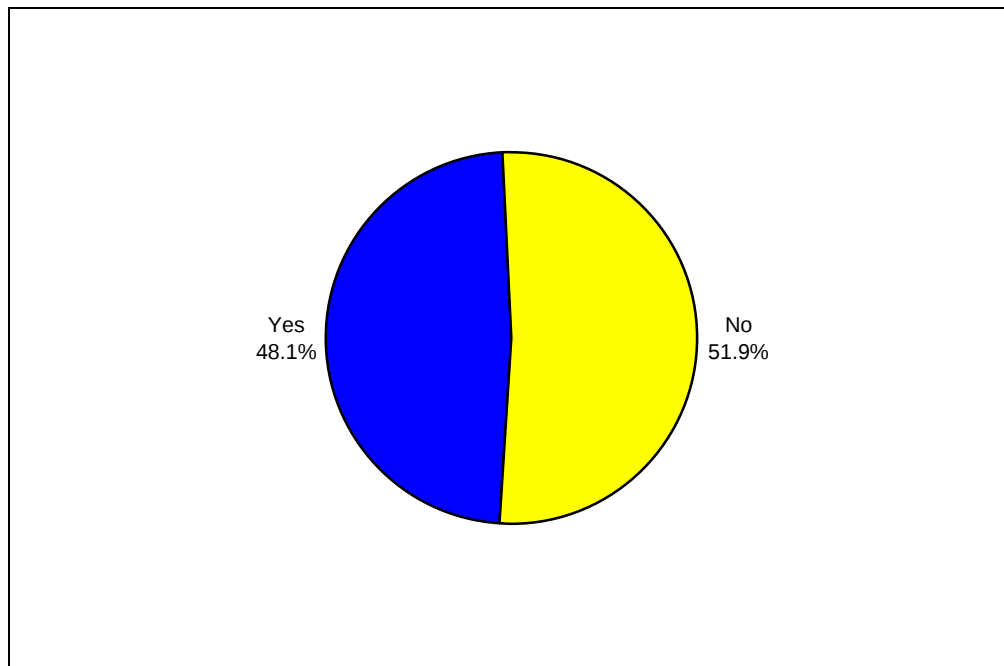


Table 34
Used Trail Systems in Last 12 Months
by Year

Survey Year	Yes	No
2011	48.1	51.9
2007	55.6	44.4
2005	50.7	49.3
2003	45.2	54.8

- Respondents were asked if they or a member of their household had used one or more of the trail systems within or nearby Laguna Hills in the last 12 months. As shown in Figure 7, 48.1 percent of the respondents indicated that they had used one or more of the trail systems. Usage appears to have fallen since 2007.
- As shown in Table 35, the use of trails decreased as age increased. Usage increased as education, income and the number of children under 18 living in the household increased. Retired respondents were the least likely to use the trails (32.7 percent).

¹ This question was removed in 2009 and was reinstated in 2011.

Table 35
Used Trail Systems in Last 12 Months
by Selected Demographics

Demographic	Percentage responding	
	Yes	No
Overall	48.1	51.9
Age group		
18-35	57.9	42.1
36-45	61.8	38.2
46-60	57.6	42.4
61-70	46.0	54.0
71 and older	30.4	69.6
Education		
High school grad or less	32.4	67.6
Some college	38.8	61.2
College graduate	48.9	51.1
Graduate school or degree	59.7	40.3
Income		
Less than \$50,000	35.9	64.1
\$50,001-\$75,000	32.8	67.2
\$75,001-\$100,000	48.0	52.0
\$100,001-\$150,000	42.7	57.3
Over \$150,000	71.0	29.0
Employment		
Full-time	57.5	42.5
Part-time	53.1	46.9
Retired	32.7	67.3
Student/Homemaker/Unemployed	62.9	37.1
Number of children under 18		
None	43.6	56.4
1	54.1	45.9
2	60.0	40.0
3 or more	85.0	15.0

Figure 8
Frequency of Trail Systems Usage in Past Year¹
(n=189)

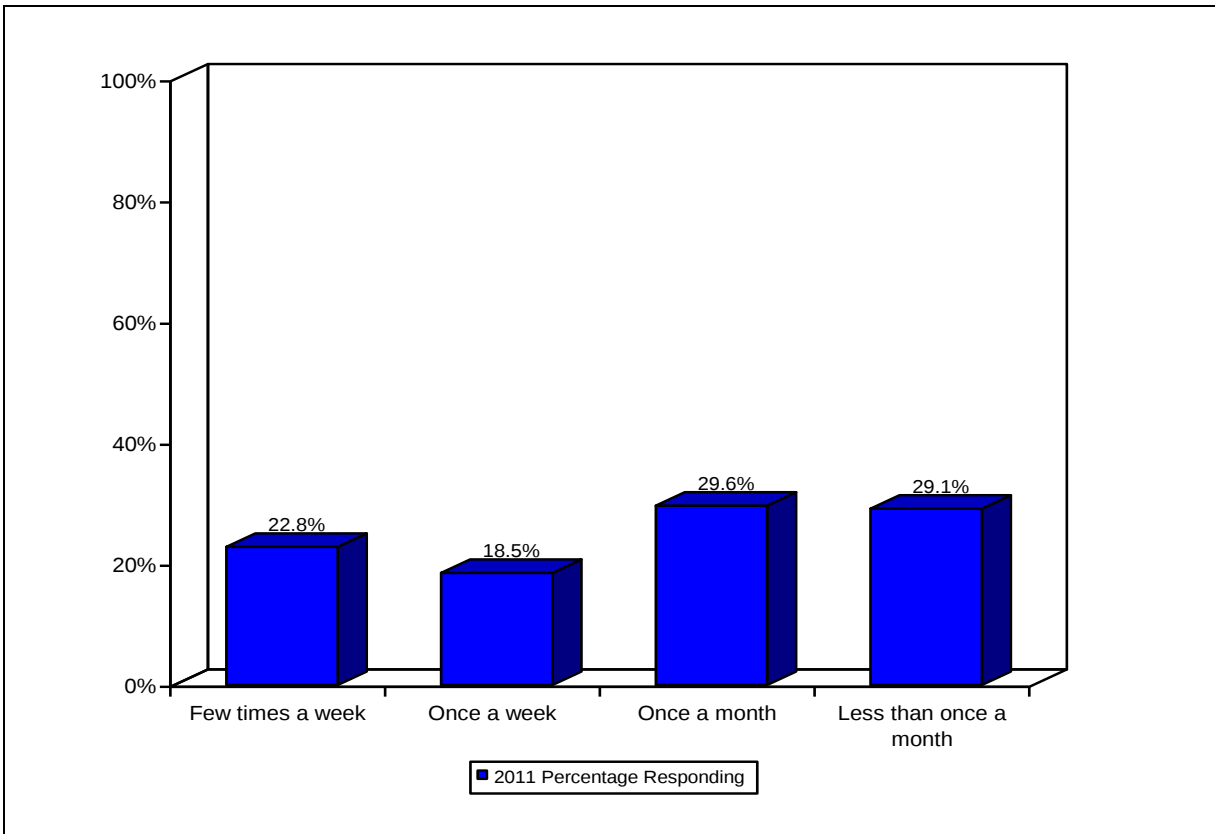


Table 36
Frequency of Trail Systems Usage in Past Year
by Year

Survey Year	Few times a week	Once a week	Once a month	Less than once a month
2011	22.8	18.5	29.6	29.1
2007	22.5	19.3	30.3	28.0
2005	27.6	14.8	24.6	33.0
2003	19.4	15.0	31.1	34.4

- Respondents who had used the trail systems were asked how often members of their household had used them in the past year. As shown in Figure 8, 22.8 percent of the respondents indicated that they used the trails a few times a week and 18.5 percent used the trails once a week.
- Retired respondents were more likely to report using the trail systems a few times a week compared to those of other employment status (see Table 37).

¹ This question was removed in 2009 and was reinstated in 2011.

Table 37
Frequency of Trail Systems Usage in Past Year
by Selected Demographics

Demographic	Percentage responding			
	A few times a week	Once a week	Once a month	Less than once a month
Overall	22.8	18.5	29.6	29.1
Employment				
Full-time	25.0	15.3	37.5	22.2
Part-time	15.4	0.0	34.6	50.0
Retired	26.0	22.0	20.0	32.0
Student/Homemaker/Unemployed	17.9	33.3	23.1	25.6

- Respondents were asked if they used the trails for walking, running, horseback riding, biking or mountain biking. The most common use was walking (84.3 percent). Twenty-three percent used the trails for biking and 13.6 percent used the trails for running (see Table 38).

Table 38
Type of Use of Trail Systems*

Type of Use	Percentage responding
Walking	
2011 (n=161)	84.3
2007 (n=167)	75.9
2005 (n=147)	72.4
2003 (n=109)	60.6
Biking	
2011 (n=43)	22.5
2007 (n=74)	33.6
2005 (n=67)	33.0
2003 (n=72)	40.0
Running	
2011 (n=26)	13.6
2007 (n=37)	16.8
2005 (n=33)	16.3
2003 (n=32)	17.8
Mountain biking	
2011 (n=12)	6.3
2007 (n=31)	14.1
2005 (n=32)	15.8
2003 (n=15)	8.3
Horseback riding	
2011 (n=8)	4.2
2007 (n=6)	2.7
2005 (n=3)	1.5
2003 (n=11)	6.1

* Because respondents could give more than one answer, percentages may not add to 100.0 percent. These questions were removed in 2009 and reinstated in 2011.

Type of Use	Percentage responding
Other	
2011 (n=1)	0.5
2007 (n=5)	2.3
2005 (n=3)	1.5
2003 (n=1)	0.6

- The percentage of the respondents who reported using the trails for running varied with employment status and was highest among respondents employed full-time (20.5 percent), as shown in Table 39.

Table 39
Running
by Selected Demographics

Demographic	Percentage responding	
	Yes	No
Overall		
Employment		
Full-time	20.5	79.5
Part-time	11.5	88.5
Retired	2.0	98.0
Student/Homemaker/Unemployed	17.9	82.1

- As shown in Table 40, usage of the trails for biking increased as length of residence increased, and was higher among college graduates.

Table 40
Biking
by Selected Demographics

Demographic	Percentage responding	
	Yes	No
Overall		
Length of residence		
5 years or less	4.2	95.8
6 to 10 years	14.8	85.2
More than 10 years	27.1	72.9
Education		
High school grad or less	0.0	100.0
Some college	10.5	89.5
College graduate	33.3	66.7
Graduate school or degree	21.1	78.9

Figure 9
Ratings of the Trail Systems¹
(n=187)

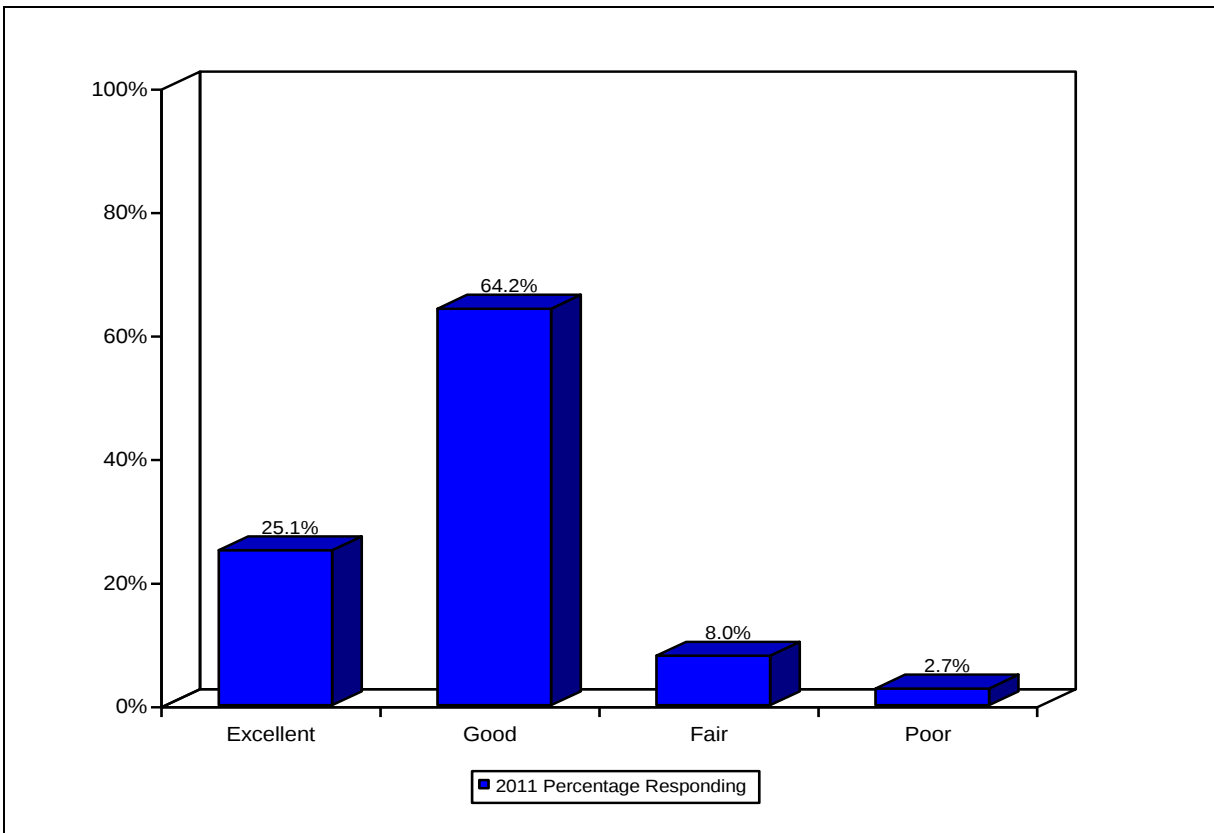


Table 41
Ratings of the Trail Systems
by Year

Survey Year	Excellent	Good	Fair	Poor
2011	25.1	64.2	8.0	2.7
2007	30.7	56.4	10.1	2.8
2005	31.3	57.6	11.1	0.0
2003	31.3	57.9	9.7	1.1

- Respondents who used trails were asked to rate as excellent, good, fair or poor the trail systems that were specifically within Laguna Hills city limits. As shown in Figure 9, 25.1 percent of the respondents rated the trails as excellent and 64.2 percent rated them as good.

¹ This question was removed in 2009 and was reinstated in 2011.

F. Animal Control

Figure 10
Ratings for Animal Control Program
(n=400)

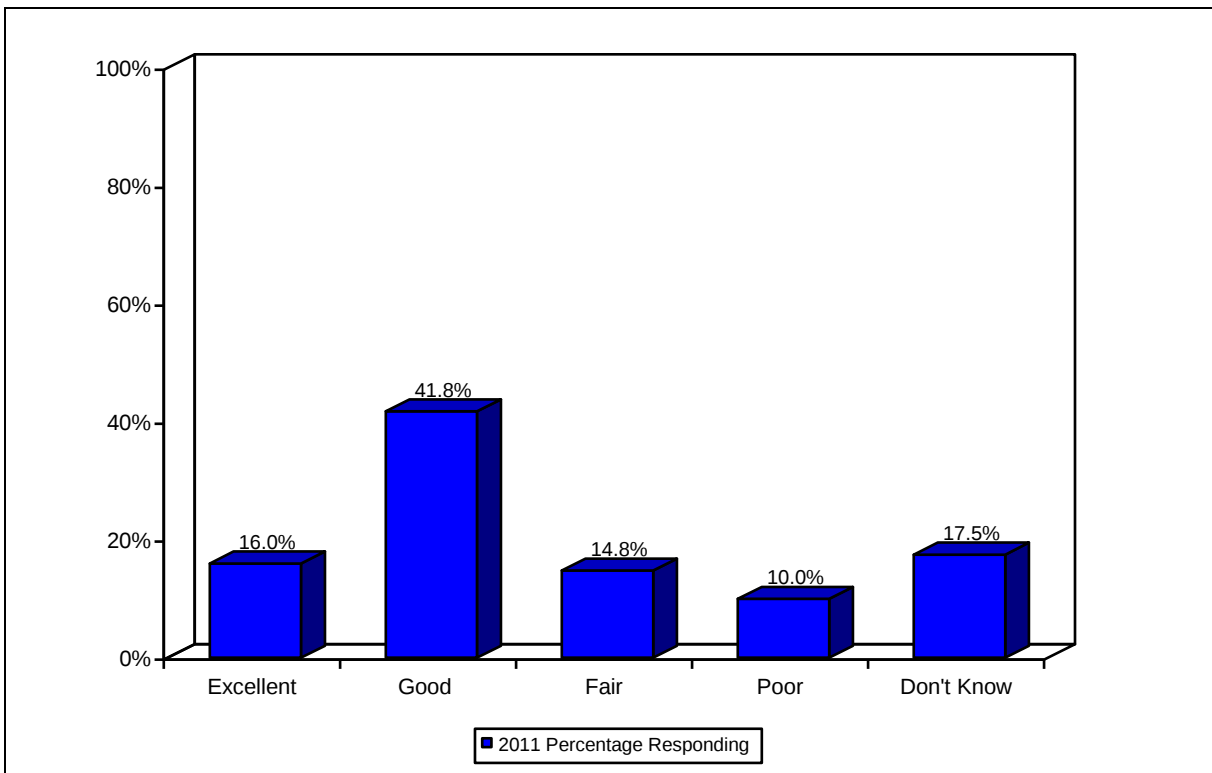


Table 42
Ratings for Animal Control Program by Year

Survey Year	Excellent	Good	Fair	Poor	Don't Know
2011	16.0	41.8	14.8	10.0	17.5
2009	15.0	36.5	16.3	12.8	19.5
2007	14.3	43.8	10.3	9.7	22.0
2005	14.8	39.8	11.8	8.5	25.2
2003	15.0	42.5	10.8	4.5	27.3
2001	15.0	43.6	11.5	4.2	25.7
1999	11.9	43.8	15.7	7.2	21.4
1997	16.6	46.3	13.6	6.0	17.4
1995	13.2	40.0	14.9	9.7	22.1

- The quality of animal control was the next question posed to respondents. The majority of respondents (57.8 percent) rated animal control services as excellent (16.0 percent) or good (41.8 percent), as Figure 10 shows.

Figure 11
Have Dogs
(n=399)

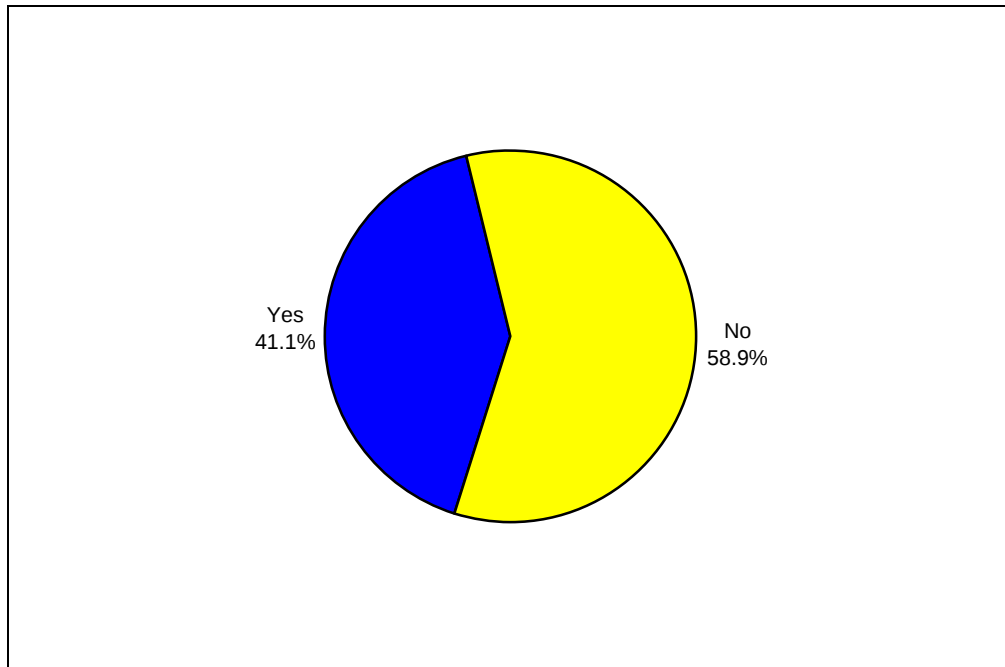


Table 43
Have Dogs by Year

Survey Year	Yes	No
2011	41.1	58.9
2009	43.6	56.4
2007	36.5	63.5

- Respondents were asked if they had any dogs. Forty-one percent answered “yes” (see Figure 11).
- The percentage of the respondents who reported having dogs was higher among respondents age 46 to 60 (52.0 percent), respondents with household income over \$150,000 per year (48.4 percent), students/homemakers/unemployed respondents (54.9 percent), and female respondents (45.6 percent), as shown in Table 44.

Table 44
Have Dogs
by Selected Demographics

Demographic	Percentage responding	
	Yes	No
Overall	41.1	58.9
Age group		
18-35	31.6	68.4
36-45	47.1	52.9
46-60	52.0	48.0
61-70	45.2	54.8
71 and older	22.1	77.9
Income		
Less than \$50,000	30.3	69.7
\$50,001-\$75,000	45.3	54.7
\$75,001-\$100,000	40.0	60.0
\$100,001-\$150,000	36.0	64.0
Over \$150,000	48.4	51.6
Employment		
Full-time	46.8	53.2
Part-time	51.0	49.0
Retired	28.9	71.1
Student/Homemaker/Unemployed	54.9	45.2
Gender		
Female	45.6	54.4
Male	34.4	65.6

Dog was spayed or neutered

- When asked if their dogs were spayed or neutered, 93.2 percent answered “yes.”
- Ninety-five percent of homeowners and 62.5 percent of renters reported their dogs were either spayed or neutered (see Table 45).

Table 45
Dogs Are Spayed or Neutered
by Selected Demographics

Demographic	Percentage responding	
	Yes	No
Overall	93.2	6.8
Home ownership		
Owner	94.7	5.3
Renter	62.5	37.5

Dog was licensed

- Ninety-six percent of respondents with a dog reported their dog was licensed with the City.

G. Public Safety

Figure 12
Overall Ratings for Police Services
(n=400)

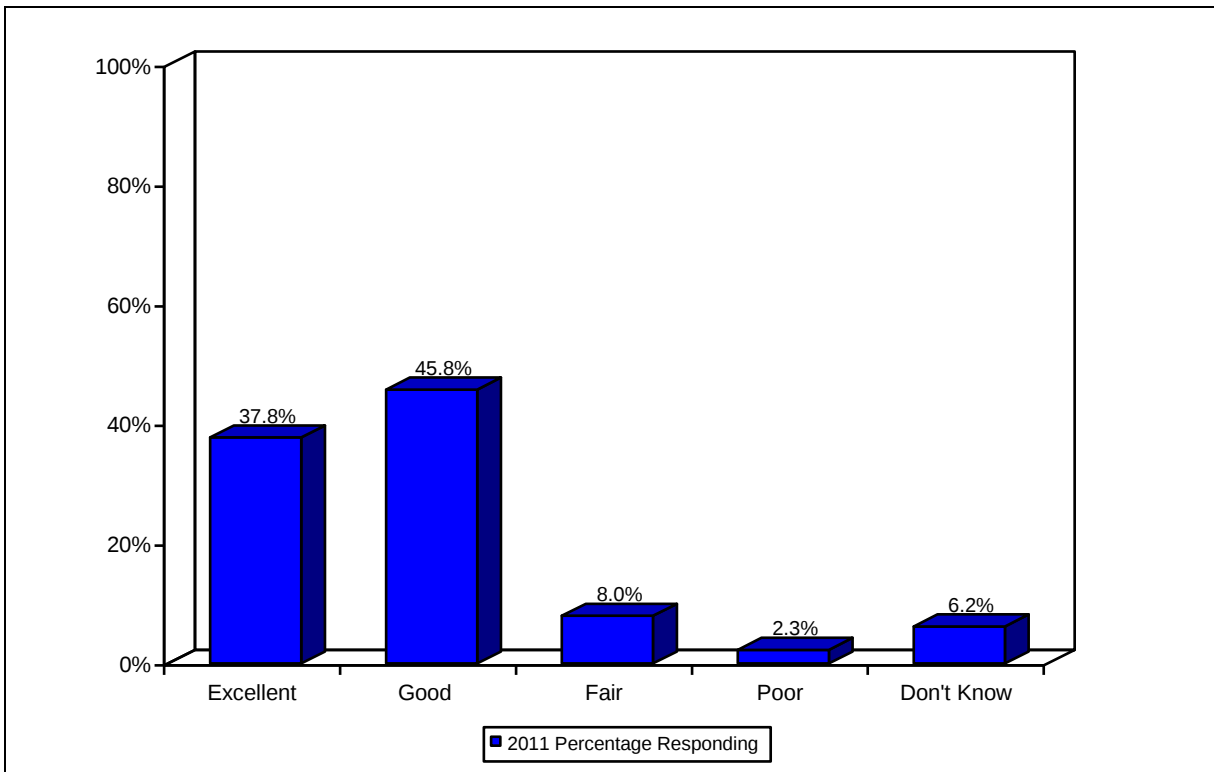


Table 46
Overall Ratings for Police Services by Year

Survey Year	Excellent	Good	Fair	Poor	Don't Know
2011	37.8	45.8	8.0	2.3	6.2
2009	36.3	42.8	12.3	3.5	5.2
2007	34.3	50.8	5.5	2.5	7.0
2005	34.5	47.0	8.5	3.0	7.0
2003	31.5	46.7	9.8	3.5	8.5
2001	32.8	48.3	7.6	1.5	9.8
1999	30.3	52.2	9.2	2.2	6.0
1997	34.5	45.8	7.3	2.3	10.1
1995	28.1	47.4	9.7	2.6	12.2

- Overall ratings for Laguna Hills police services are provided in Figure 12. The majority of respondents rated police service as excellent (37.8 percent) or good (45.8 percent).

Figure 13
Requested Services or Had Contact with Police
(n=397)

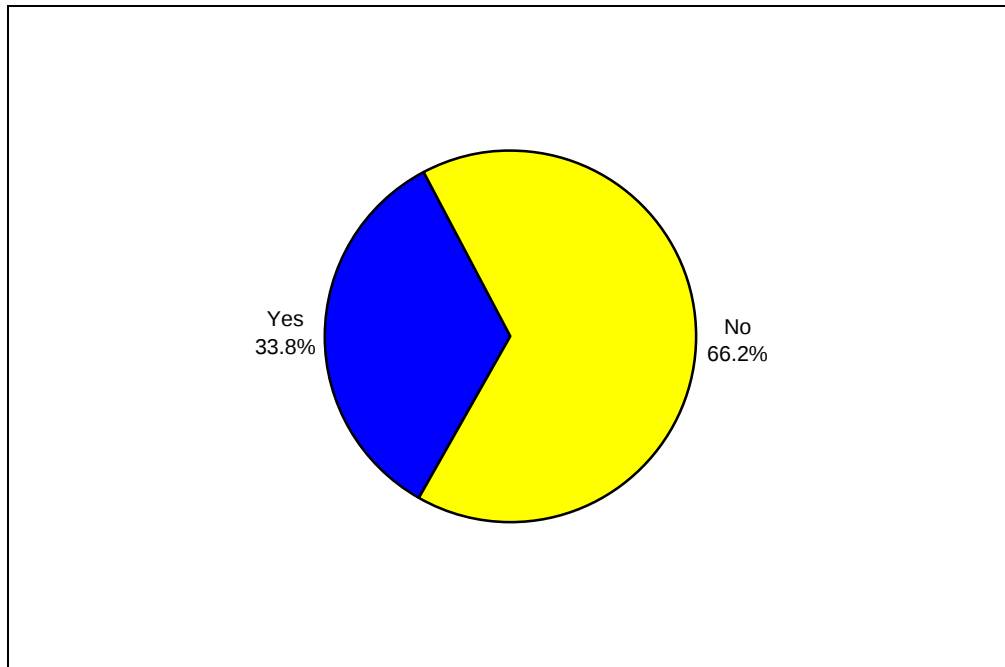


Table 47
Requested Services or Had Contact with Police
by Year

Survey Year	Yes	No
2011	33.8	66.2
2009	33.5	66.5
2007	35.3	64.7
2005	37.9	62.1
2003	34.8	65.2
2001	26.7	73.3

- Respondents were asked if they, or a member of their family, had requested the services of, or come into contact with Laguna Hills' police services during the past year. As shown in Figure 13, 33.8 percent of the respondents reported that they or a family member had come into contact with police services.
- As respondents' age increased their contact with police services decreased (see Table 48). Contact with police was greater for respondents employed full-time and respondents with two children.
- When asked what type of contact they had with the Laguna Hills police, 24.4 percent reported that they called to report a crime (see Table 49). Other common responses included reporting a suspicious activity (13.7 percent) and getting stopped for a traffic violation (10.7 percent). Among other reasons for contact were: called police because of a disturbance, noise problems, an emergency, a parking violation, and attending a neighborhood crime watch association meeting.

Table 48
Requested Services or Had Contact with Police
by Selected Demographics

Demographic	Percentage responding	
	Yes	No
Overall	33.8	66.2
Age group		
18-35	47.4	52.6
36-45	33.3	66.7
46-60	41.9	58.1
61-70	32.5	67.5
71 and older	23.2	76.8
Employment		
Full-time	43.3	56.7
Part-time	37.5	62.5
Retired	22.6	77.4
Student/Homemaker/Unemployed	36.7	63.3
Number of children under 18		
None	30.4	69.6
1	41.7	58.3
2	55.2	44.8
3 or more	35.0	65.0

Table 49
Type of Contact

Type of Contact	Percent Responding
Called to report a crime	
2011 (n=32)	24.4
2009 (n=36)	27.5
2007 (n=58)	41.1
2005 (n=44)	29.5
2003 (n=38)	27.3
Reported suspicious activity	
2011 (n=18)	13.7
2009 (n=20)	15.3
2007 (n=27)	19.1
2005 (n=20)	13.4
2003 (n=23)	16.5
Stopped for a traffic violation	
2011 (n=14)	10.7
2009 (n=12)	9.2
2007 (n=16)	11.3
2005 (n=13)	8.7
2003 (n=14)	10.1
Reported a traffic accident	
2011 (n=11)	8.4
2009 (n=8)	6.1
2007 (n=11)	7.8
2005 (n=9)	6.0
2003 (n=10)	7.2
Called for information	
2011 (n=6)	4.6
2009 (n=4)	3.1
2007 (n=6)	4.3
2005 (n=11)	7.4
2003 (n=7)	5.0
Other not mentioned	
2011 (n=55)	38.2
2009 (n=51)	38.9
2007 (n=23)	16.3
2005 (n=52)	34.9
2003 (n=57)	41.0

Figure 14
Professionalism and Courtesy of Police
(n=132)

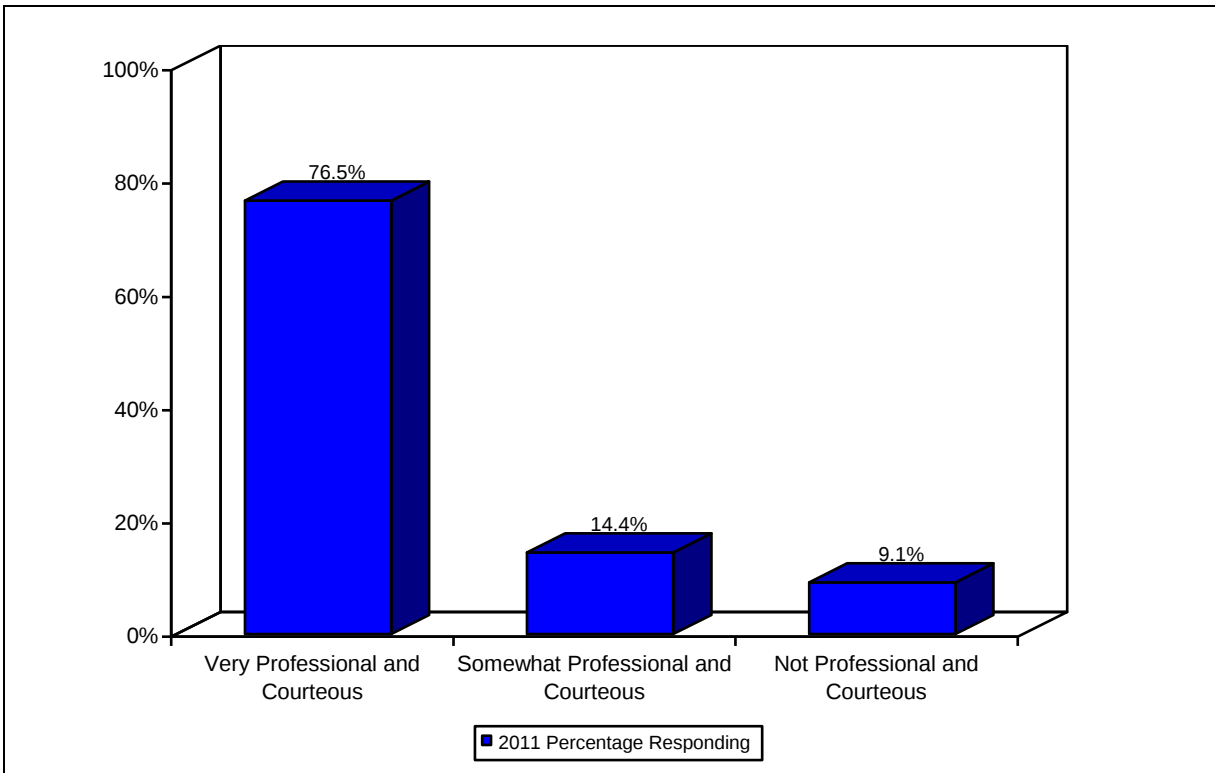


Table 50
Professionalism and Courtesy of Police
by Year

Survey Year	Very professional and courteous	Somewhat professional and courteous	Not professional and courteous
2011	76.5	14.4	9.1
2009	75.0	15.9	9.1
2007	79.6	12.4	8.0
2005	82.1	13.8	4.1
2003	74.6	16.7	8.7
2001	83.3	9.3	7.4

- As shown in Figure 14, 90.9 percent of the respondents who had contact with police rated police personnel as very professional and courteous (76.5 percent) or somewhat courteous (14.4 percent).

Figure 15
Ratings for Fire/Paramedic Service
(n=400)

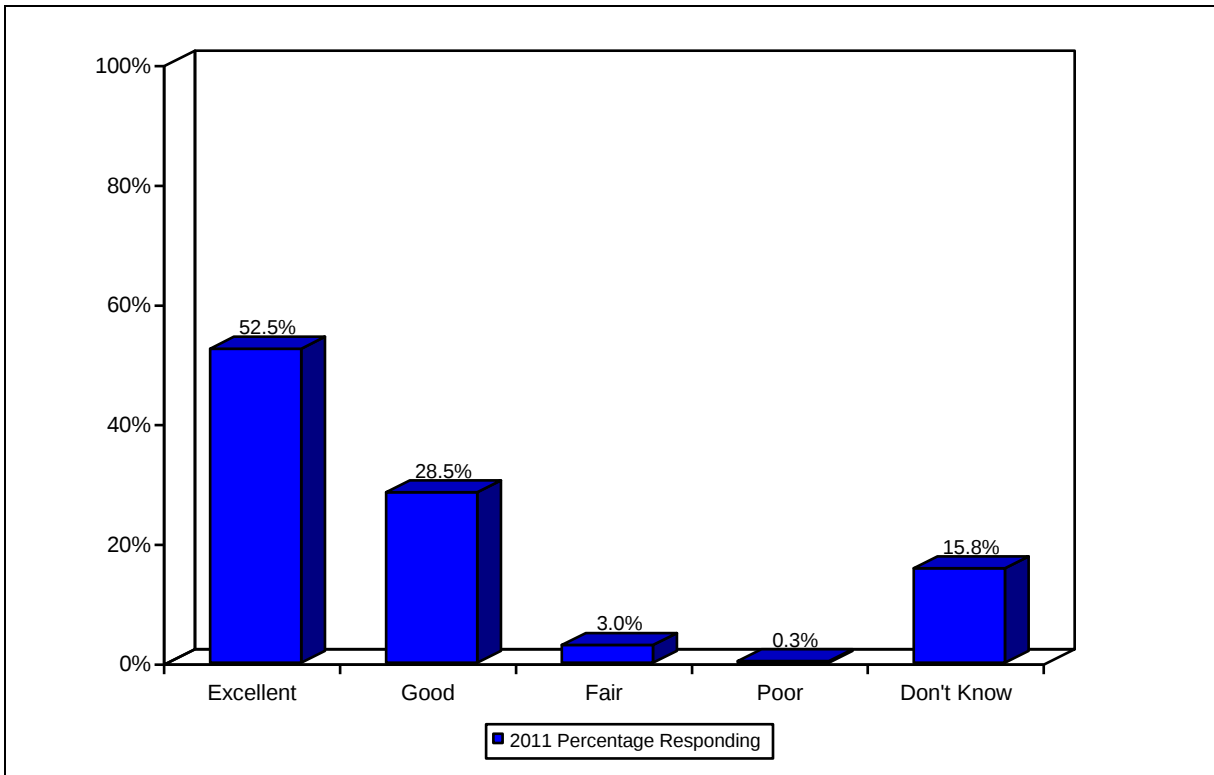


Table 51
Ratings for Fire/Paramedic Service
by Year

Survey Year	Excellent	Good	Fair	Poor	Don't Know
2011	52.5	28.5	3.0	0.3	15.8
2009	54.3	27.3	0.5	0.3	17.7
2007	48.3	28.5	1.0	0.5	21.8
2005	46.5	29.0	1.5	0.0	23.0
2003	43.3	31.0	0.3	0.3	25.2
2001	40.2	34.8	1.2	0.7	23.0
1999	45.0	39.1	2.7	0.5	12.7
1997	50.4	34.8	2.8	0.0	12.1
1995	36.7	33.2	2.8	0.8	26.5

- Respondents were asked to rate fire and paramedic services. As shown in Figure 15, a large majority of the respondents (81.0 percent) rated these services as excellent (52.5 percent) or good (28.5 percent). Ratings have been consistently high since 1995.

H. City Web Site

Figure 16
Computer Connectivity
(n=398)

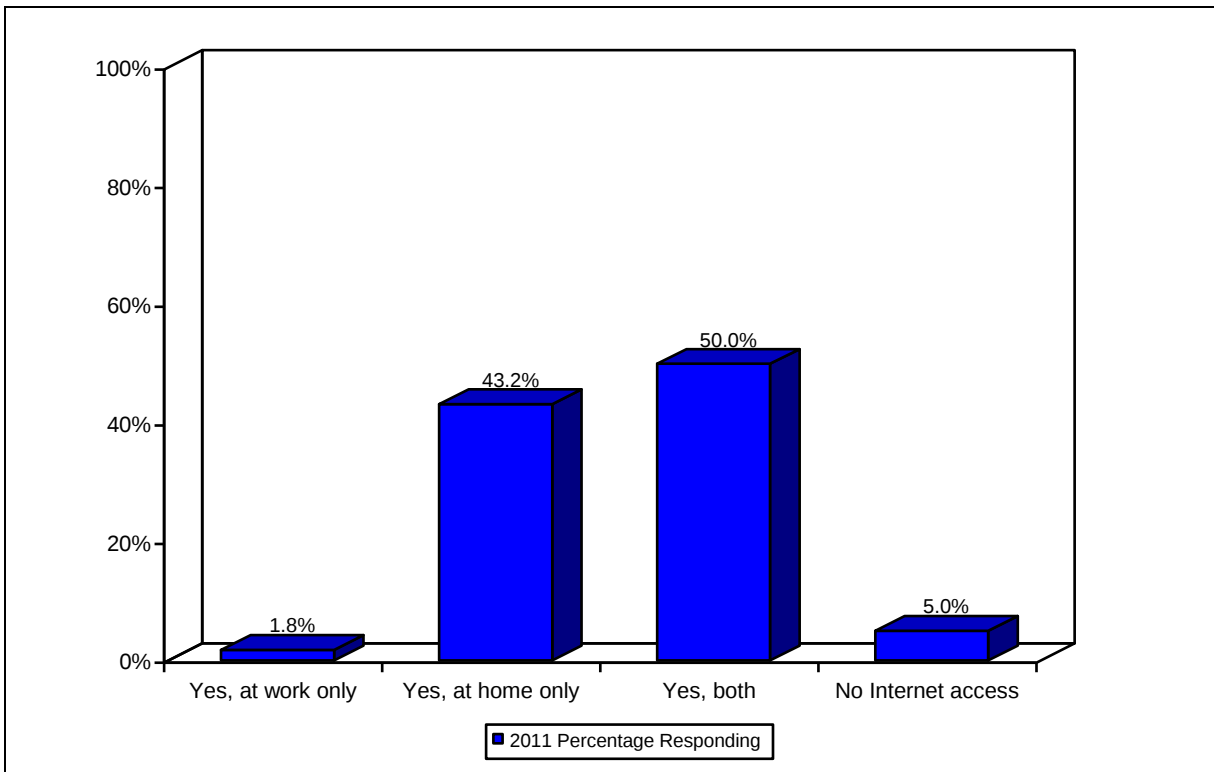


Table 52
Type of Computer Connectivity
by Year

Survey Year	Yes, at work only	Yes, at home only	Yes, both	No Internet access
2011	1.8	43.2	50.0	5.0
2009	3.5	36.3	53.9	6.3

- Respondents were asked two questions designed to gauge their connectivity to the Internet and use of the city's Internet web site. Ninety-five percent of all respondents were connected to the Internet (see Figure 16). Fifty percent had Internet access from both home and work.
- As shown in Table 53, homeowners were more likely than renters to have Internet access at home, and at both home and work locations.

Table 53
Type of Computer Connectivity
by Selected Demographics

Demographic	Percentage responding			
	Yes, work	Yes, home	Yes, both	No Internet access
Overall	1.8	43.2	50.0	5.0
Home ownership Owner	1.7	43.3	51.0	4.1
Renter	3.2	41.9	38.7	16.1

- Thirty-one percent of all respondents had visited the city's web site in the past 12 months (see Table 54). This percentage represents an apparent increase of 3.5 percent from the 27.1 percent who had visited the site in 2009.

Table 54
Computer Connectivity by Year

Connectivity	Percentage of Full Sample
Internet access (n=398) ¹	
2011	93.2
2009	90.2
2007	95.2
2005	88.5
2003	86.0
2001	72.1
1999	65.9
1997	45.0
1995	30.8
Visited City web site (n=395)	
2011	30.6
2009	27.1
2007	23.7
2005	31.9
2003	23.8
2001	6.1
1999	6.9

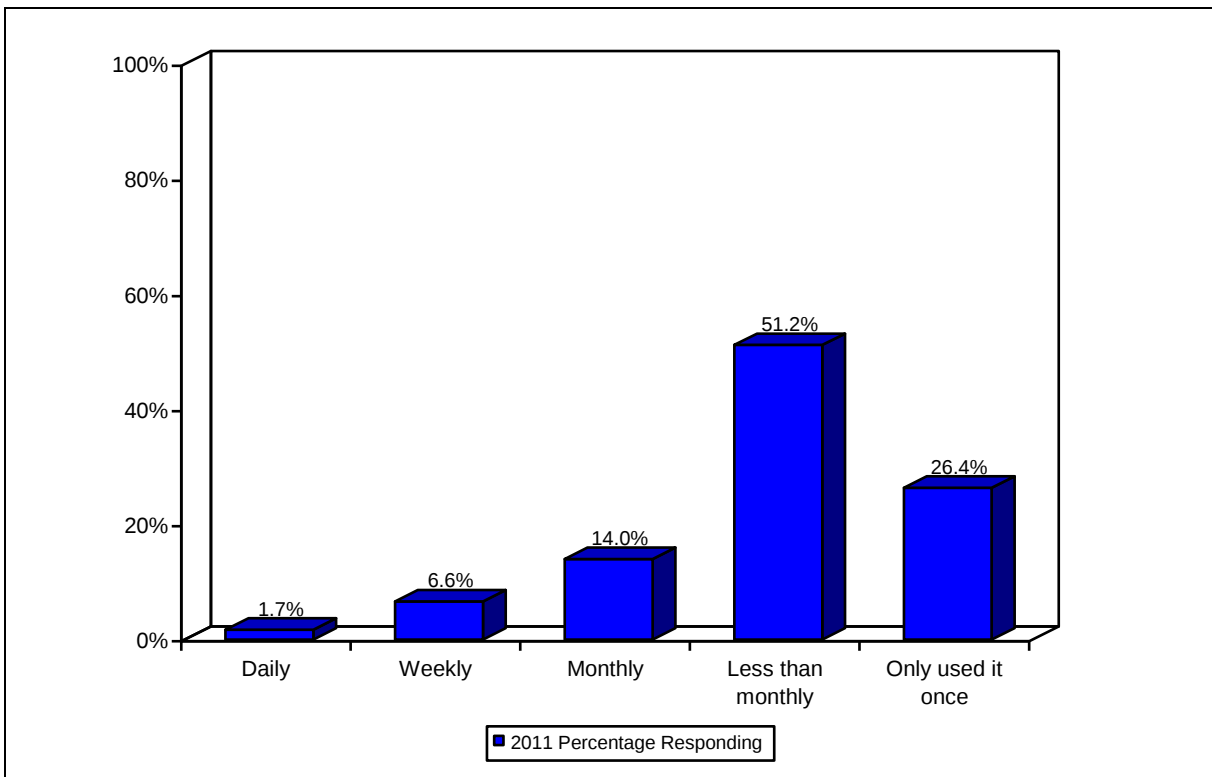
- The percentage of respondents visiting the city's web site in the past 12 months decreased as age increased, increased as education, income, and the number of children under 18 living in the household increased, and was higher among homeowners and respondents employed full-time (see Table 55).

¹ In previous years, the question read "Is your home connected to the Internet?" with possible answers of "yes" or "no." Percentages of "yes, at home only" and "yes, both" were added together to total to 90.2 percent for 2009.

Table 55
Visited City Web Site in Past 12 Months
by Selected Demographics

Demographic	Percentage responding	
	Yes	No
Overall	30.6	69.4
Home ownership		
Owner	32.2	67.8
Renter	12.9	87.1
Age group		
18-35	57.9	42.1
36-45	47.1	52.9
46-60	31.5	68.5
61-70	32.8	67.2
71 and older	15.1	84.9
Education		
High school grad or less	14.7	85.3
Some college	26.5	73.5
College graduate	30.0	70.0
Graduate school or degree	40.7	59.3
Income		
Less than \$50,000	17.2	82.8
\$50,001-\$75,000	15.6	84.4
\$75,001-\$100,000	28.0	72.0
\$100,001-\$150,000	44.0	56.0
Over \$150,000	37.0	63.0
Employment		
Full-time	44.0	56.0
Part-time	32.7	67.3
Retired	21.7	78.3
Student/Homemaker/Unemployed	24.6	75.4
Number of children under 18		
None	27.9	72.1
1	27.0	73.0
2	40.0	60.0
3 or more	65.0	35.0

Figure 17
Frequency of City Web Site Usage¹
(n=121)



- Respondents who had visited the web site were asked how often they used it. As shown in Figure 17, over half (51.2 percent) used the web site less than monthly. Twenty-two percent used it at least monthly. Twenty-six reported using the site only once.

¹ This question was new in 2011.

Table 56
Reason for Visiting City's Web Site

Reason	Percentage Responding				
	2003 (n=91)	2005 (n=124)	2007 (n=114)	2009 (n=106)	2011 (n=117)
Get general information on the City	53.8	44.4	47.3	37.7	30.8
Register for recreation classes	-	16.1	15.1	17.9	12.8
Recreation/community activities	-	-	11.8	14.2	11.1
Get contact numbers	7.7	8.9	7.5	7.5	10.3
Get information on municipal codes	9.9	9.7	4.3	4.7	7.7
View city council meeting agendas	-	2.4	1.1	3.8	4.3
View city council minutes	3.3	0.0	2.2	-	3.4
Obtain a building permit	-	4.8	-	2.8	3.4
View employment opportunities	4.4	1.6	4.3	2.8	2.6
File a request for service	6.6	2.4	2.2	5.7	1.7
Animal control	-	-	4.3	-	-
Wanted to see the site	-	6.5	-	-	-
Other	14.3	3.2	-	2.8	12.0

- Respondents who had visited the web site were asked the reason why they had visited the site. As shown in Table 56, 30.8 percent used the web site to get general information on the city. Thirteen percent used it to register for recreation classes. Other reasons included: election information, look up salary information, pay a parking ticket, real estate research, and to follow-up on a complaint.
- Eighty-seven percent of respondents who had visited the web site reported being successful in accomplishing their purpose.

Figure 18
Ratings of the City's Web Site
(n=119)

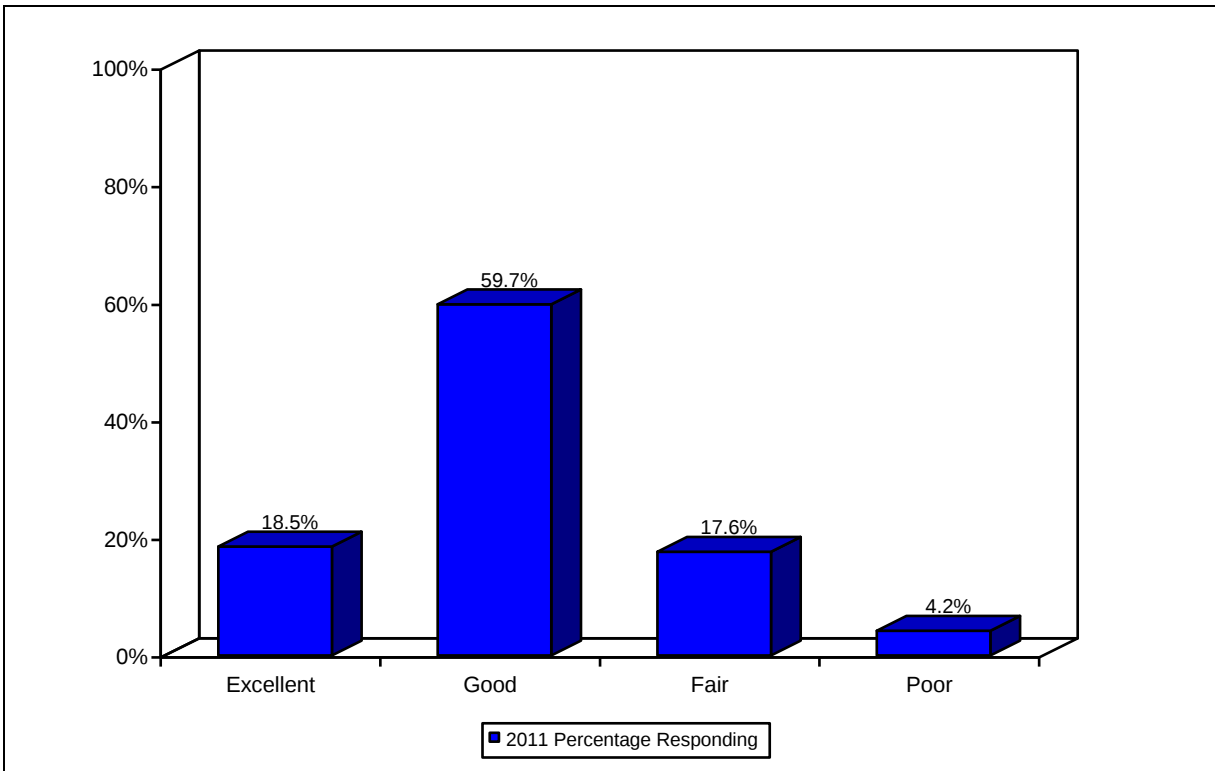
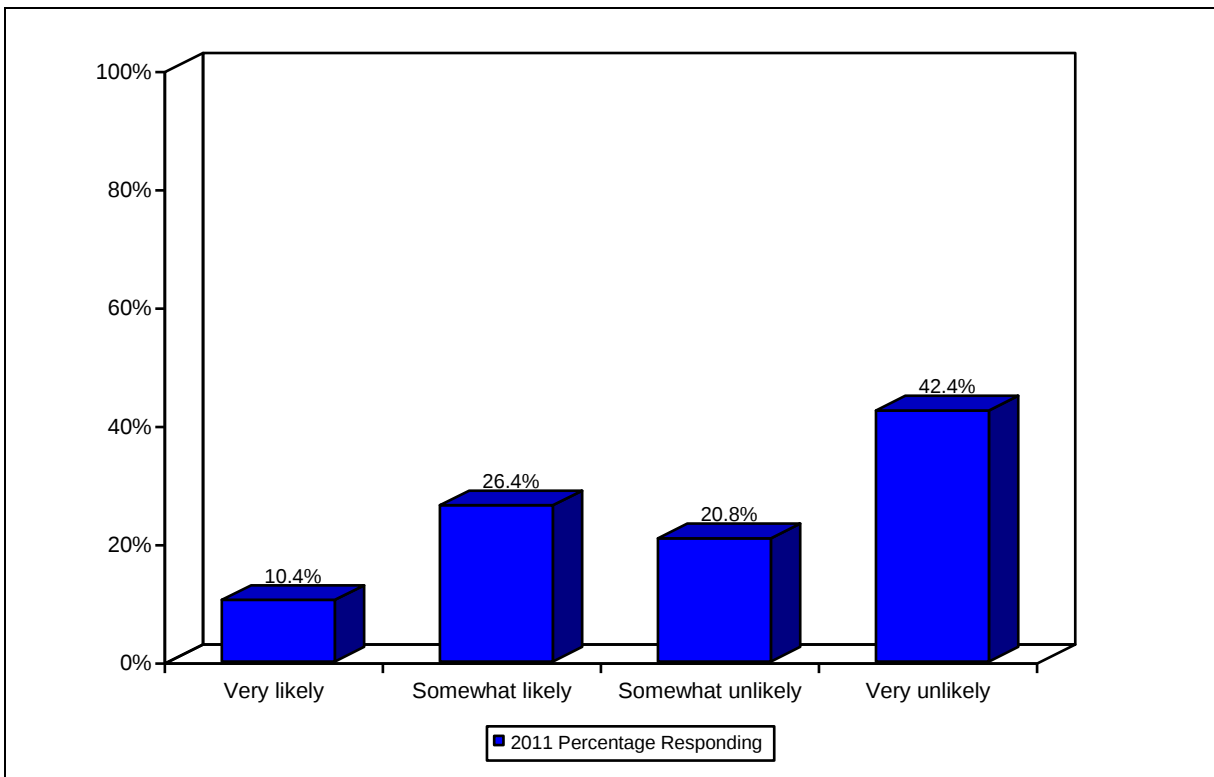


Table 57
Ratings of the City's Web Site
by Year

Survey Year	Excellent	Good	Fair	Poor
2011	18.5	59.7	17.6	4.2
2009	21.5	57.0	17.8	3.7
2007	25.0	59.8	14.1	1.1
2005	17.1	70.7	9.8	2.4
2003	15.2	67.4	16.3	1.1
2001	8.3	75.0	4.2	12.5

- As shown in Figure 18, 18.5 percent of the respondents stated that the web site was excellent and 59.7 percent of the respondents rated the web site as good. The percentage rating the website as “excellent” generally appears to have decreased since 2007.

Figure 19
Likelihood of Watching Web-Streamed City Council Meetings¹
(n=394)

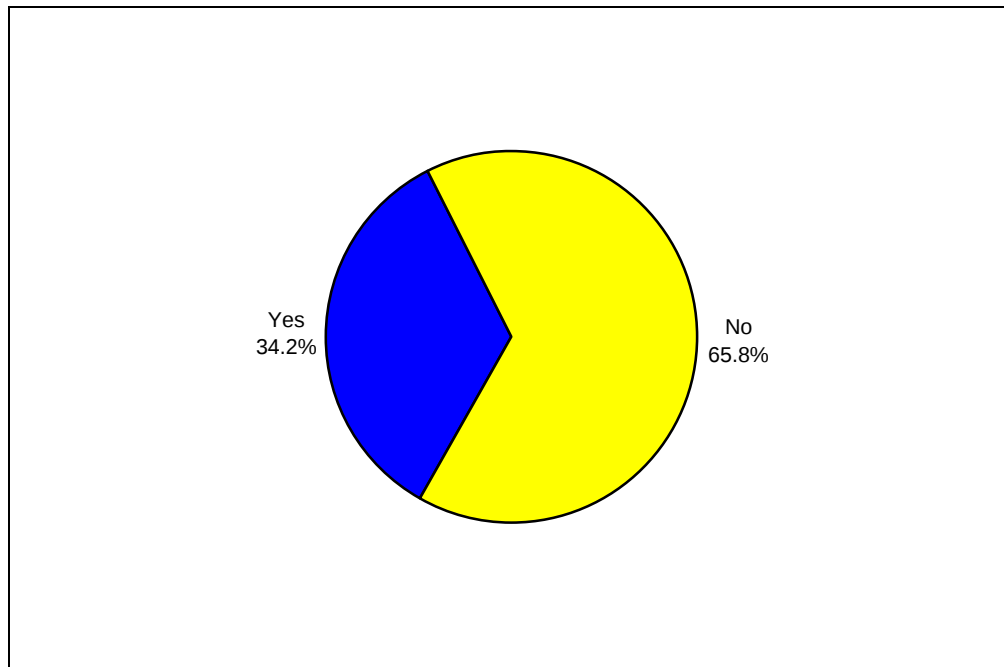


- Respondents were asked if they would be likely to watch web-streamed city council meetings if the city decided to provide this service. Thirty-seven percent of all respondents reported they were either very likely (10.4 percent) or somewhat likely (26.4 percent) to watch council meeting on the web (see Figure 19).

¹ This question was new in 2011.

I. Social Media

Figure 20
Utilize Social Media Applications
(n=398)



- Respondents were asked if they utilized social media such as Facebook, Twitter or MySpace. As shown in Figure 20, approximately one-third (34.2 percent) answered “yes.”
- When asked which applications they used, one-third (33.5 percent) reported using Facebook. Less than 3 percent used any of the other applications. One half percent used LinkedIn or YouTube applications.

Table 58
Type of Social Media Utilized

Application	Percentage responding “Yes”
Facebook	33.5
Twitter	2.8
MySpace	1.0
Nixle	0.3
Other	0.5

- As shown in Table 59, the percentage of respondents who reported using social media applications decreased as the age of the respondent increased, increased as the number of children in the household increased, and was higher among respondents employed part-time and female respondents.

Table 59
Utilize Social Media Applications
by Selected Demographics

Demographic	Percentage responding	
	Yes	No
Overall	34.2	65.8
Age group		
18-35	73.7	26.3
36-45	55.9	44.1
46-60	39.5	60.5
61-70	29.8	70.2
71 and older	17.0	83.0
Employment		
Full-time	41.7	58.3
Part-time	44.9	55.1
Retired	22.3	77.7
Student/Homemaker/Unemployed	38.7	61.3
Gender		
Female	40.8	59.2
Male	24.4	75.6
Number of children under 18		
None	29.5	70.5
1	45.9	54.1
2	46.7	53.3
3 or more	65.0	35.0

- Male respondents were more likely than female respondents to report using Twitter (see Table 60).

Table 60
Twitter
by Selected Demographics

Demographic	Percentage responding	
	Yes	No
Overall	2.8	97.2
Gender		
Female	1.3	98.7
Male	5.0	95.0

- As shown in Table 61, the percentage of respondents who reported using Facebook decreased as the age of the respondent increased, increased as the number of children in the household increased, and was higher among respondents employed part-time and female respondents.

Table 61
Facebook
by Selected Demographics

Demographic	Percentage responding	
	Yes	No
Overall	33.5	66.5
Age group		
18-35	73.7	26.3
36-45	55.9	44.1
46-60	37.6	62.4
61-70	29.8	70.2
71 and older	16.8	83.2
Employment		
Full-time	40.2	59.8
Part-time	44.9	55.1
Retired	22.0	78.0
Student/Homemaker/Unemployed	38.7	61.3
Gender		
Female	40.2	59.8
Male	23.6	76.4
Number of children under 18		
None	28.7	71.3
1	45.9	54.1
2	46.7	53.3
3 or more	65.0	35.0

- When asked on which platform they used these applications, 97.8 percent used their home computer, 39.1 percent used their mobile device and 21.8 percent used their work computer.
- Respondents who were employed full-time (44.2 percent) were more likely to report using these applications on their work computer (see Table 62).

Table 62
Utilize Applications on Your Work Computer
by Selected Demographics

Demographic	Percentage responding	
	Yes	No
Overall	21.8	78.2
Employment		
Full-time	44.2	55.8
Part-time	9.5	90.5
Retired	2.9	97.1
Student/Homemaker/Unemployed	8.7	91.3

- The percentage of respondents who reported using these applications on their mobile device decreased as length of residence and age of the respondent increased, increased as income increased, and was higher among male respondents (see Table 63).

Table 63
Utilize Applications on Your Mobile Device
by Selected Demographics

Demographic	Percentage responding	
	Yes	No
Overall	39.1	60.9
Length of residence		
5 years or less	68.8	31.2
6 to 10 years	45.0	55.0
More than 10 years	33.0	67.0
Age group		
18-35	71.4	28.6
36-45	68.4	31.6
46-60	27.7	72.3
61-70	37.8	62.2
71 and older	13.3	86.7
Income		
Less than \$50,000	10.0	90.0
\$50,001-\$75,000	36.4	63.6
\$75,001-\$100,000	50.0	50.0
\$100,001-\$150,000	38.7	61.3
Over \$150,000	57.1	42.9
Gender		
Female	33.7	66.3
Male	52.6	47.4

Table 64
Likelihood of Using Social Media

	Percentage responding			
	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely
Receive instant emergency information (n=386)	30.3	13.2	8.3	48.2
Receive an e-newsletter (n=385)	15.1	19.5	14.5	50.9
Send comments or suggestions to the city (n=386)	10.4	16.3	14.8	58.5
Receive regular updates on city news (n=390)	8.5	13.1	15.4	63.1

- Respondents were asked how likely they would be to use social media for any of the activities mentioned in Table 64. Likelihood of projected usage is reported in descending order.

Receive instant emergency information

- Forty-four percent of respondents were either very likely (30.3 percent) or somewhat likely (13.2 percent) to use social media to receive instant emergency information.
- As shown in Table 65, the percentage of respondents who were either very likely or somewhat likely to use social media to receive instant emergency information decreased as the age of the respondent increased, and was higher among female respondents.

Table 65
**Receiving Instant Emergency Information
by Selected Demographics**

Demographic	Percentage responding			
	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely
Overall	30.3	13.2	8.3	48.2
Age group				
18-35	31.6	42.1	0.0	26.3
36-45	39.4	18.2	12.1	30.3
46-60	29.4	9.2	10.1	51.3
61-70	33.3	13.0	6.5	47.2
71 and older	23.6	11.2	9.0	56.2
Gender				
Female	37.0	11.3	8.7	43.0
Male	20.5	16.0	7.7	55.8

Receive an e-newsletter

- Thirty-five percent were either very likely (15.1 percent) or somewhat likely (19.5 percent) to use social media to receive an e-newsletter.

Send comments or suggestions to the city

- Twenty-seven percent of respondents indicated they were either very likely (10.4 percent) or somewhat likely (16.3 percent) to use social media to send comments or suggestions to the city.

- As shown in Table 66, the percentage of respondents who were either very likely or somewhat likely to use social media to send comments or suggestions to the city decreased as length of residence and the age of the respondent increased.

Table 66
Sending Comments or Suggestions to the City
by Selected Demographics

Demographic	Percentage responding			
	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely
Overall	10.4	16.3	14.8	58.5
Length of residence				
5 years or less	9.3	30.2	4.7	55.8
6 to 10 years	13.5	15.4	25.0	46.2
More than 10 years	10.0	14.4	14.4	61.2
Age group				
18-35	21.1	42.1	0.0	36.8
36-45	8.8	29.4	8.8	52.9
46-60	12.5	11.7	20.0	55.8
61-70	11.6	17.4	11.6	59.5
71 and older	4.5	11.2	16.9	67.4

Receive regular updates on city news

- Twenty-two percent reported they were either very likely (8.5 percent) or somewhat likely (13.1 percent) to use social media to receive regular updates on city news.

J. City Newsletter

Figure 21
Aware of "City Views" Newsletter
(n=398)

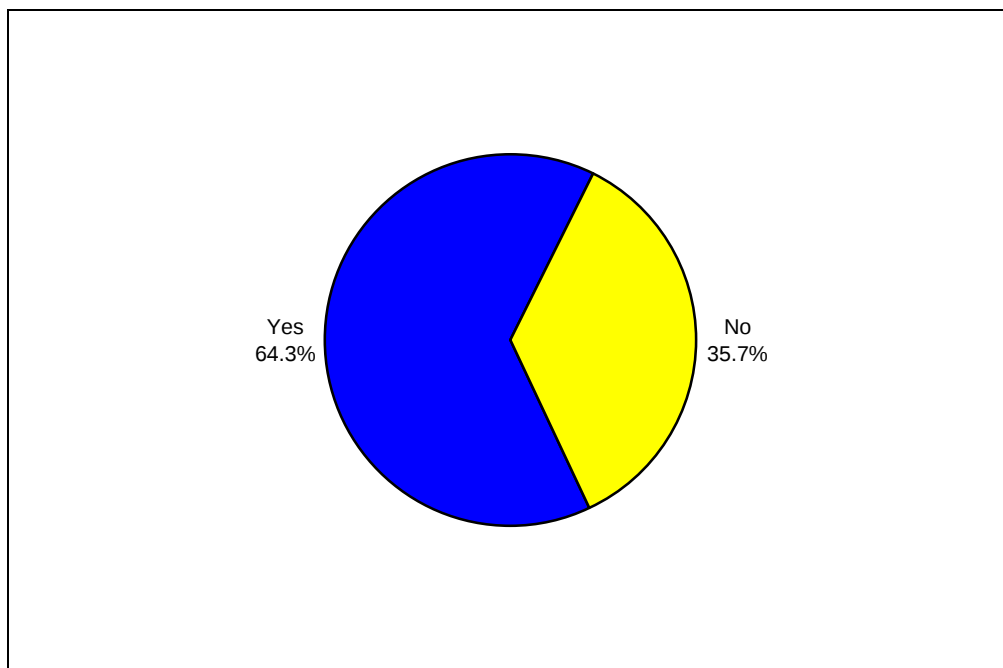


Table 67
Aware of "City Views" Newsletter
by Year

Survey Year	Yes	No
2011	64.3	35.7
2009	65.7	34.3
2007	56.4	43.6
2005	60.4	39.6
2003	51.9	48.1

- Respondents were asked if they were aware that the City publishes a newsletter called "City Views." As shown in Figure 21, 64.3 percent were aware of the newsletter.
- Awareness generally increased as length of residence increased, varied with education and was higher among homeowners (see Table 68).

Table 68
Aware of “City Views” Newsletter
by Selected Demographics

Demographic	Percentage responding	
	Yes	No
Overall	64.3	35.7
Length of residence		
5 years or less	48.9	51.1
6 to 10 years	46.3	53.7
More than 10 years	69.9	30.1
Home ownership		
Owner	66.1	33.9
Renter	48.4	51.6
Education		
High school grad or less	75.8	24.2
Some college	58.6	41.4
College graduate	58.2	41.8
Graduate school or degree	73.3	26.7

Figure 22
Read "City Views" Newsletter
(n=255)

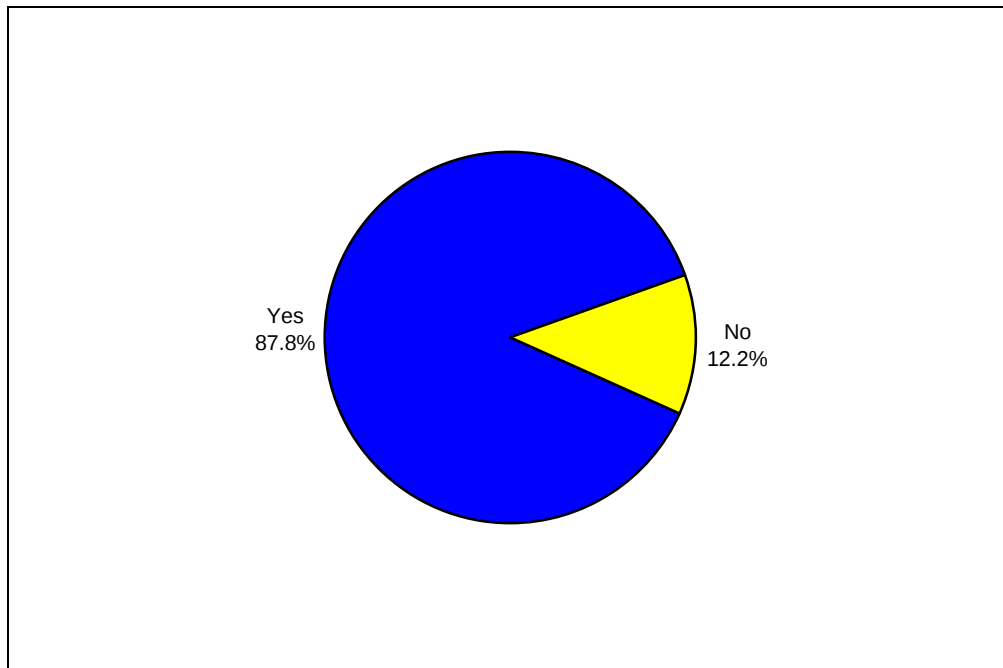


Table 69
Read "City Views" Newsletter
by Year

Survey Year	Yes	No
2011	87.8	12.2
2009	85.3	14.7
2007	81.4	18.6
2005	87.3	12.7
2003	88.3	11.7

- Respondents who were aware of the "City Views" newsletter were asked if they read it. As shown in Figure 22, 87.8 percent of the respondents answered "yes." It appears that readership of the newsletter has steadily increased since 2007.

Figure 23
Usefulness of "City Views" Newsletter
(n=222)

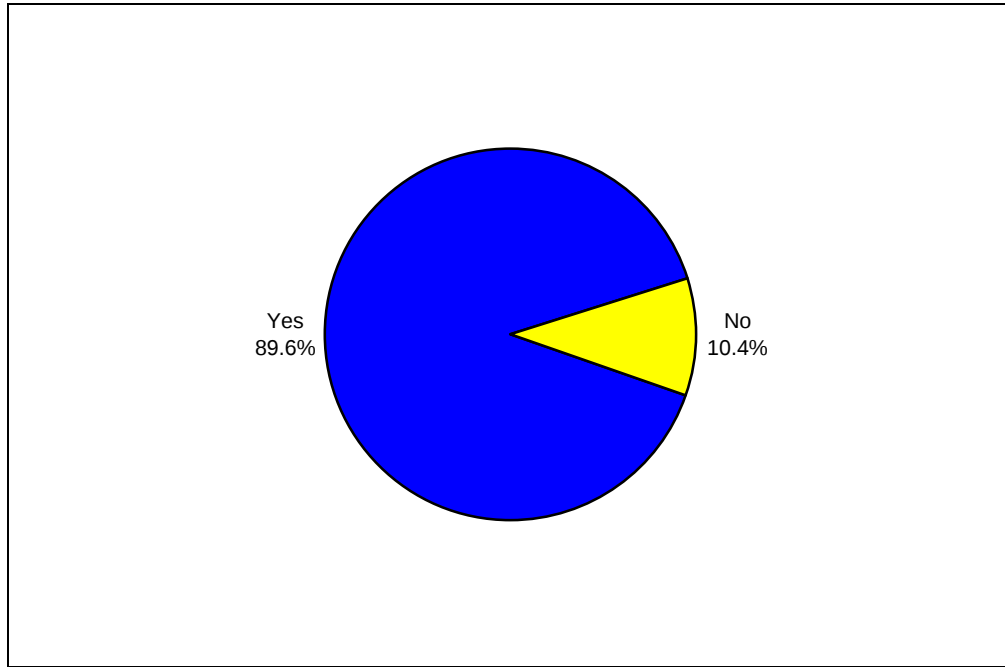


Table 70
Usefulness of "City Views" Newsletter
by Year

Survey Year	Yes	No
2011	89.6	10.4
2009	92.7	7.3
2007	92.0	8.0
2005	88.2	11.8
2003	92.7	7.3

- Respondents who read the "City Views" newsletter were asked if the newsletter was useful to them in providing information about Laguna Hills. As shown in Figure 23, 89.6 percent of the respondents reported that the "City Views" newsletter was useful.

Table 71
Source of Most of Your Information about Laguna Hills

	Percentage responding	
	2009 (n=376)	2011 (n=379)
O.C. Register	29.5	29.6
City Views	18.1	20.8
Saddleback Valley News	16.0	12.9
Word of mouth	17.0	9.0
L.A. Times	6.4	6.3
City's Web site	4.0	5.8
Handouts/flyers/mailers	1.9	5.0
Internet in general	-	2.4
Local newspapers/local news	2.7	1.8
Recreation center	2.1	1.3
Laguna Hills Watchdog	-	1.3
Radio	-	0.5
Community-based blogs	-	0.3
Other	2.4	2.9

- Respondents were asked where they got most of their information about the City of Laguna Hills. As presented in Table 71, the most common source was O.C. Register (29.6 percent), followed by City Views (20.8 percent), Saddleback Valley News (12.9 percent) and word of mouth (9.0 percent). Fewer than seven percent mentioned any of the other sources.

V. CITY MANAGEMENT AND STAFF RATINGS

Several questions dealt with issues of city management in the City of Laguna Hills. This section of the report presents responses to these management questions including ratings of city government and contacts with City staff.

A. City Government Ratings

Table 72
Ratings of City Management and Direction

	Average Score (1-5)	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)
I receive good value for the City taxes I pay						
2011 (n=385)	3.97	3.4	6.8	7.3	55.1	27.5
2009 (n=379)	4.03	0.5	4.0	8.4	65.7	21.4
2007 (n=379)	4.03	0.5	4.0	8.4	65.7	21.4
2005 (n=386)	4.06	0.3	3.6	8.3	65.5	22.3
2003 (n=385)	3.97	0.5	5.7	7.5	69.1	17.1
2001 (n=384)	3.99	1.6	4.9	6.0	68.0	19.5
I am pleased with the overall direction that the city is taking						
2011 (n=389)	3.97	2.3	4.9	9.5	60.2	23.1
2009 (n=387)	4.02	1.0	5.2	8.0	62.5	23.3
2007 (n=385)	3.99	0.5	6.2	6.2	67.8	19.2
2005 (n=392)	4.04	0.3	4.6	5.6	69.9	19.6
2003 (n=387)	3.98	0.5	5.9	5.2	71.6	16.8
2001 (n=388)	4.03	1.3	2.6	6.2	71.6	18.3
I am well informed on major issues in the City of Laguna Hills						
2011 (n=388)	3.39	3.4	25.0	14.2	44.1	13.4
2009 (n=387)	3.32	4.7	23.5	16.8	45.7	9.3
2007 (n=387)	3.25	4.9	25.8	18.6	40.8	9.8
2005 (n=396)	3.24	3.3	29.5	16.2	41.9	9.1
2003 (n=393)	3.31	1.8	28.8	13.7	48.1	7.6
2001 (n=391)	3.44	2.0	23.3	14.1	50.1	10.5
The City of Laguna Hills govt. welcomes citizen involvement						
2011 (n=342)	3.74	2.3	10.5	15.8	53.2	18.1
2009 (n=348)	3.80	3.2	7.5	14.4	56.0	19.0
2007 (n=338)	3.71	3.0	7.7	18.9	56.5	13.9
2005 (n=351)	3.69	2.0	10.0	16.8	59.8	11.4
2003 (n=349)	3.72	0.6	10.6	16.9	59.9	12.0
2001 (n=338)	3.84	1.8	5.6	14.2	63.3	15.1

- Respondents were asked to rate their level of agreement on a series of statements regarding city government (see Table 72).

Receive good value for city taxes paid

- When asked, 82.6 percent of the respondents indicated that they agreed or strongly agreed with the statement, “I receive good value for the City taxes I pay.”

Pleased with overall direction of city

- Eighty-three percent of the respondents indicated that they were pleased with the overall direction that the city is taking.

Well informed on major city issues

- Fifty-eight percent indicated that they are well informed on major issues in the City.

City government welcomes citizen involvement

- Seventy-one percent of the respondents agreed or strongly agreed with the statement that the City of Laguna Hills government welcomes citizen involvement.
- As shown in Table 73, the percentage of respondents who either strongly agreed or agreed that the City of Laguna Hills government welcomes citizen involvement varied with household income.

Table 73
The City of Laguna Hills Government Welcomes Citizen Involvement
by Selected Demographics

Demographic	Percentage responding				
	Strongly disagree	Disagree	Neither	Agree	Strongly agree
Overall	2.3	10.5	15.8	53.2	18.1
Income					
Less than \$50,000	2.0	3.9	21.6	66.7	5.9
\$50,001-\$75,000	1.7	12.1	12.1	63.8	10.6
\$75,001-\$100,000	0.0	4.4	15.6	48.9	31.1
\$100,001-\$150,000	1.6	11.5	19.7	44.3	23.0
Over \$150,000	6.1	15.9	8.5	46.3	23.2

B. Contact and Ratings of City Staff

Figure 24
Contacted City Officials
(n=399)

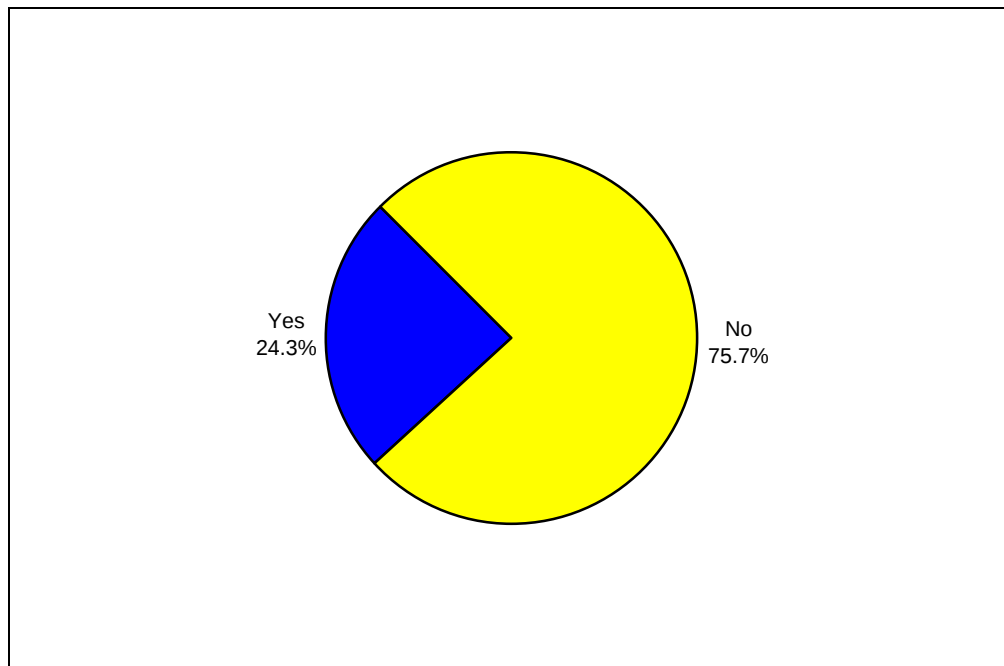


Table 74
Contacted City Officials by Year

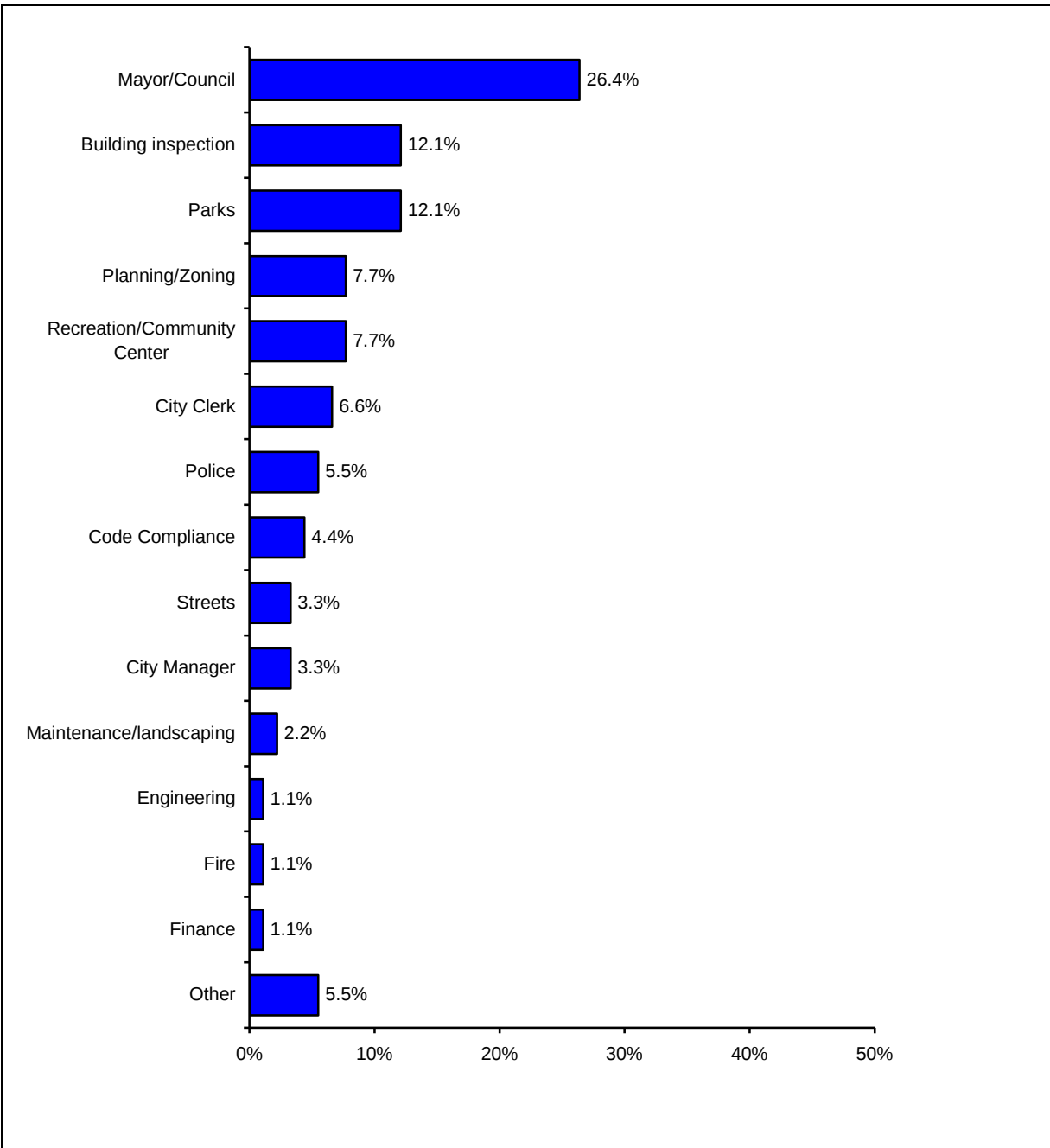
Survey Year	Yes	No
2011	24.3	75.7
2009	30.2	69.8
2007	29.7	70.3
2005	29.0	71.0
2003	31.7	68.3
2001	25.1	74.9

- As shown in Figure 24, 24.3 percent of the respondents reported that they had contacted a city official in the past 12 months.
- The percentage of the respondents who reported contacting the City varied with the age of the respondent and was higher among homeowners (see Table 75).

Table 75
Contacted City Officials
by Selected Demographics

Demographic	Percentage responding	
	Yes	No
Overall	24.3	75.7
Home ownership		
Owner	26.3	73.7
Renter	3.3	96.7
Age group		
18-35	10.5	89.5
36-45	5.9	94.1
46-60	24.8	75.2
61-70	33.1	66.9
71 and older	22.3	77.7

Figure 25
What Official or Department Did You Contact?
(n=91)



- As shown in Figure 25, Mayor/Council was the most frequent contact (26.4 percent). This was followed by Building Inspection (12.1 percent), Parks (12.1 percent), Planning/Zoning (7.7 percent), Recreation/Community Center (7.7 percent), and City Clerk (6.6 percent). Responses by year are presented in Table 76.

Table 76
Official or Department Contacted by Year

	1999	2001	2003	2005	2007	2009	2011
Mayor or Council	12.5	11.8	15.1	11.2	7.0	25.7	26.4
Building Inspection	2.9	4.9	8.7	13.8	9.6	5.3	12.1
Parks	3.8	5.9	7.9	6.0	5.3	5.3	12.1
Planning, Zoning	9.6	8.8	10.3	7.8	14.0	10.6	7.7
Recreation/Community Ctr.	1.9	4.9	7.1	7.8	7.9	3.5	7.7
City Clerk	1.9	6.9	-	5.2	3.5	0.9	6.6
Police	11.5	2.9	4.0	3.4	4.4	5.3	5.5
Other	26.0	10.8	9.5	8.7	4.4	6.2	5.5
Code Compliance	3.8	11.8	9.5	6.9	8.8	8.0	4.4
City Manager	7.7	3.9	4.0	6.9	8.8	9.7	3.3
Streets	9.6	14.7	11.9	7.8	8.8	7.1	3.3
Maintenance/landscaping	-	-	-	-	4.4	6.2	2.2
Engineering	3.8	2.0	3.2	6.0	2.6	5.3	1.1
Fire	-	-	-	-	0.9	-	1.1
Finance	-	-	-	-	0.9	-	1.1
Public Works	-	-	-	-	4.4	-	-
Animal Control	-	-	-	-	-	-	-
Don't Know	4.8	9.8	8.7	8.6	-	1.0	-

Table 77
Method of Contacting City Official or Office

	Percentage responding				
	2003 (n=125)	2005 (n=115)	2007 (n=118)	2009 (n=120)	2011 (n=97)
By telephone	60.8	48.7	47.5	49.2	53.6
In person	23.2	39.1	33.9	28.3	26.8
In a City Council meeting	4.0	3.5	1.7	10.8	4.1
By e-mail	4.8	2.6	6.8	6.7	4.1
By letter	2.4	0.9	0.8	2.5	4.1
In a commission meeting	0.8	0.9	0.8	-	1.0
By Internet	-	-	5.1	2.5	1.0
Other method	4.0	4.3	3.4	-	5.1

- Respondents were asked how they contacted the City (see Table 77). The most common method was by telephone (53.6 percent). “In person” was next with 26.8 percent of the responses. Respondents answering “other” generally reported they contacted the City using several of these methods.

Table 78
Ratings of City Employees

	Percentage responding			
	Excellent	Good	Fair	Poor
Knowledge				
2011 (n=95)	45.3	33.7	10.5	10.5
2009 (n=115)	38.3	34.8	13.9	13.0
2007 (n=111)	40.5	45.0	7.2	7.2
2005 (n=109)	42.2	34.9	18.3	4.6
2003 (n=118)	33.1	44.9	14.4	7.6
2001 (n=97)	36.1	48.5	8.2	7.2
Responsiveness				
2011 (n=96)	40.6	29.2	14.6	15.6
2009 (n=118)	40.7	25.4	13.6	20.3
2007 (n=113)	38.9	33.6	14.2	13.3
2005 (n=110)	39.1	26.4	22.7	11.8
2003 (n=120)	33.3	35.8	16.7	14.2
2001 (n=98)	35.7	36.7	11.2	16.3
Courtesy				
2011 (n=96)	52.1	32.3	7.3	8.3
2009 (n=117)	43.6	34.2	11.1	11.1
2007 (n=112)	47.3	37.5	10.7	4.5
2005 (n=109)	50.5	36.7	10.1	2.8
2003 (n=120)	40.8	44.2	11.7	3.3
2001 (n=98)	50.0	36.7	8.2	5.1
Overall rating				
2011 (n=97)	42.3	29.9	14.4	13.4
2009 (n=118)	39.8	29.7	12.7	17.8
2007 (n=114)	35.1	41.2	14.9	8.8
2005 (n=110)	40.0	31.8	18.2	10.0
2003 (n=119)	31.9	37.8	17.6	12.6
2001 (n=97)	35.1	44.3	10.3	10.3

- Respondents who had contacted the city were asked to rate the knowledge, responsiveness, courtesy, and overall impression of the city employees they contacted (see Table 78).

Knowledge

- Seventy-nine percent rated the knowledge of employees as either excellent (45.3 percent) or good (33.7 percent).

Responsiveness

- Responsiveness was rated as excellent (40.6 percent) or good (29.2 percent) by 69.8 percent of the respondents.

Courtesy

- Eighty-four percent of the respondents rated City officials' courtesy as excellent (52.1 percent) or good (32.3 percent).

Overall impression

- Seventy-two percent of the respondents stated that their overall impression of the city officials they contacted was either excellent (42.3 percent) or good (29.9 percent).

Figure 26
Contact Resolved Problem
(n=95)

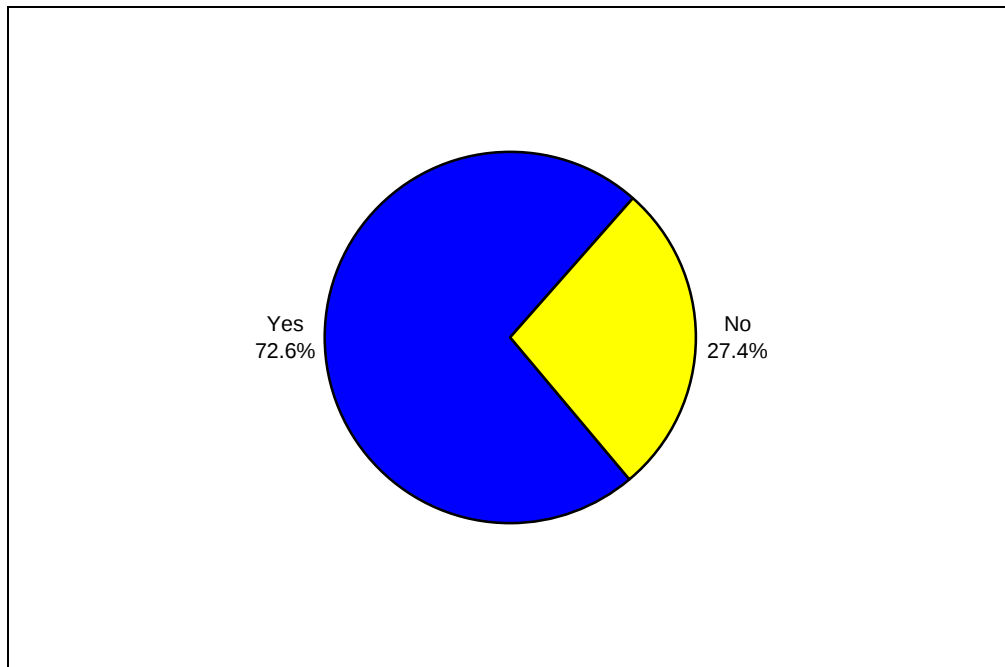


Table 79
Contact Resolved Problem by Year

Survey Year	Yes	No
2011	72.6	27.4
2009	64.2	35.8
2007	69.8	30.2
2005	68.4	31.6
2003	65.9	34.1
2001	69.4	30.6
1999	72.5	27.5
1997	68.2	31.8
1995	72.4	27.6

- Respondents who contacted the City were asked if the contact resolved their problem, request, or question. As shown in Figure 26, 72.6 percent of the respondents stated that their contact had resolved their question, problem or request. This finding is similar to the percentage of respondents who answered yes in previous years.

VI. QUALITY OF LIFE

Many questions measured quality of life issues in the City of Laguna Hills. This section of the report presents responses to various quality of life questions including:

- Overall ratings
- Neighborhood ratings
- City codes and regulations
- Future spending priorities

A. Overall Laguna Hills Ratings

Figure 27
Ratings for Laguna Hills as a Place to Live
(n=400)

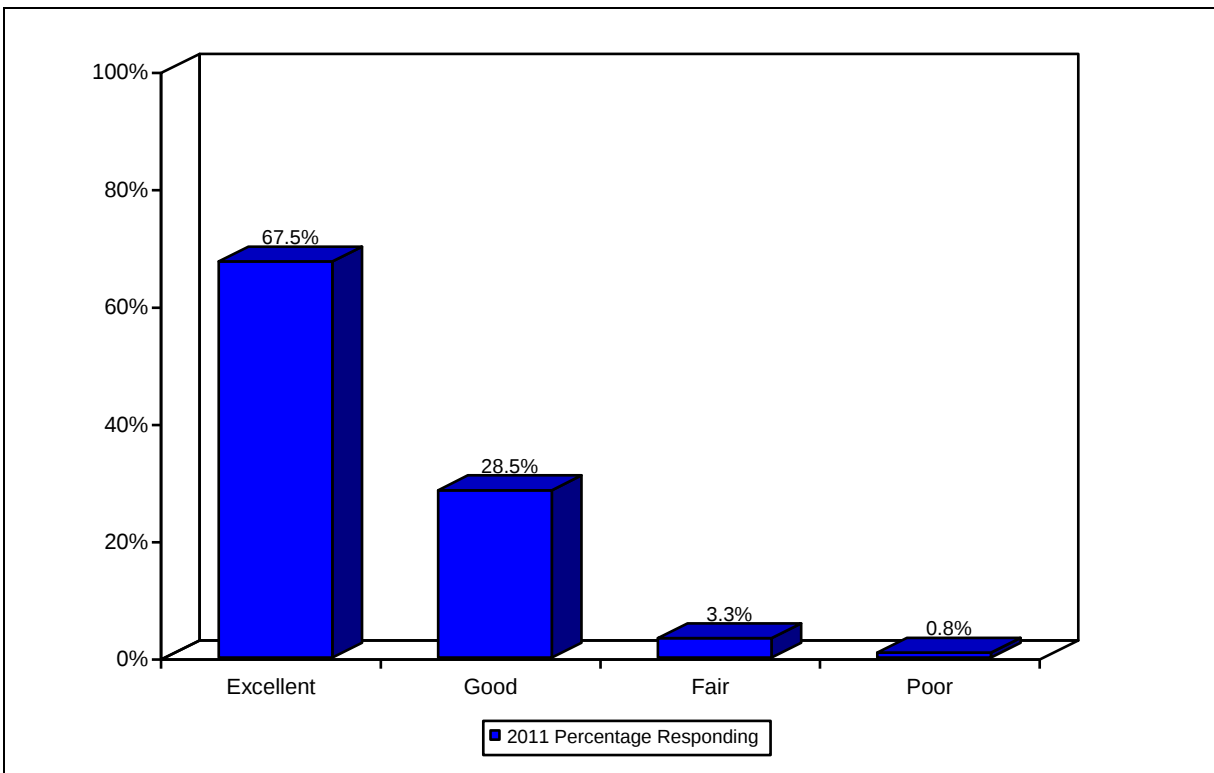


Table 80
Ratings for Laguna Hills as a Place to Live by Year

Survey Year	Excellent	Good	Fair	Poor
2011	67.5	28.5	3.3	0.8
2009	66.0	31.0	3.0	0.0
2007	66.3	31.0	2.0	0.8
2005	64.9	31.8	2.8	0.5
2003	63.5	34.3	2.0	0.3
2001	61.8	36.3	1.0	1.0
1999	61.6	35.4	2.7	0.2
1997	60.9	36.1	3.1	0.0
1995	56.6	39.8	2.8	0.8

- Residents of Laguna Hills seem quite satisfied with their choice of a place to live. Sixty-eight percent of the respondents rated Laguna Hills as an excellent place to live, and 28.5 percent rated the city as a good place to live, for a combined excellent/good rating of 96.0 percent (see Figure 27). These ratings have remained consistently high since 1995 (see Table 80).

B. Neighborhood Ratings

Figure 28
Ratings for Overall Neighborhood Quality¹
(n=396)

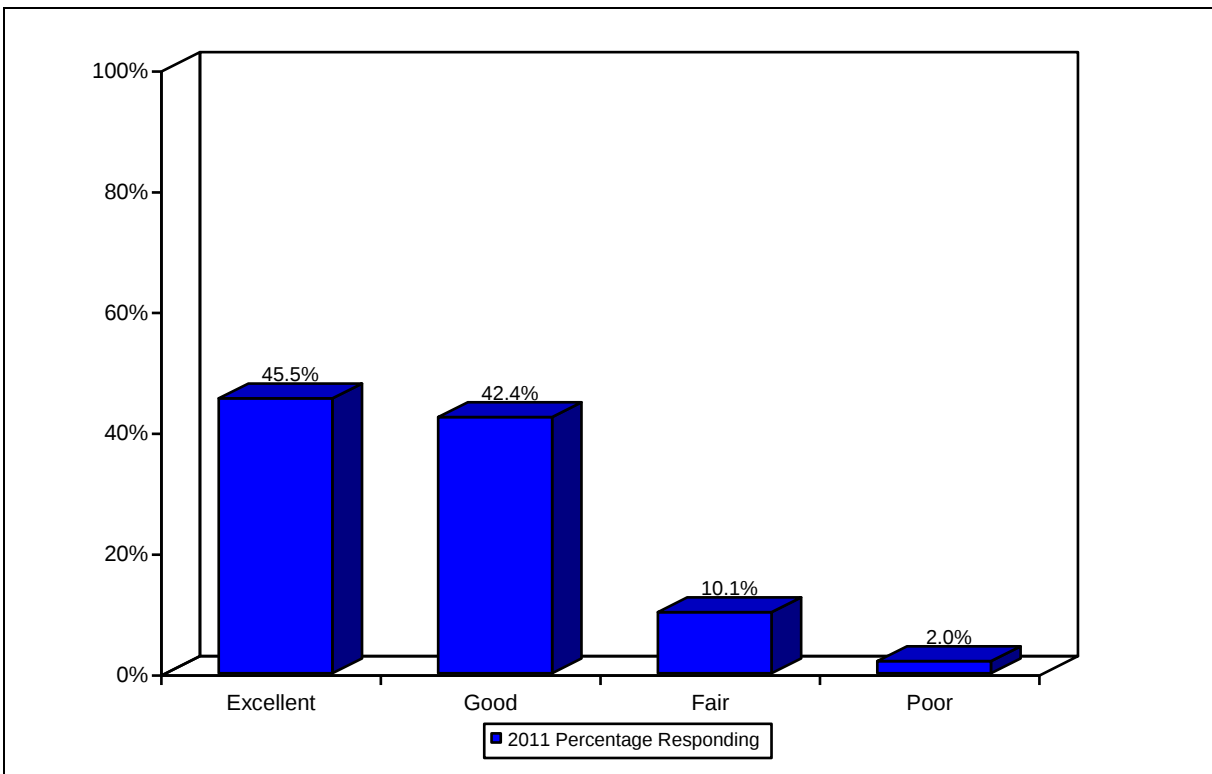


Table 81
Ratings for Overall Neighborhood Quality by Year

Survey Year	Excellent	Good	Fair	Poor
2011	45.5	42.4	10.1	2.0
2007	44.2	44.2	10.9	0.8
2005	39.1	48.9	10.3	1.8
2003	40.6	47.4	9.3	2.8
2001	34.5	50.5	11.1	3.9
1999	39.7	46.4	11.0	3.0
1997	41.6	47.8	8.7	1.8
1995	43.0	45.8	9.2	2.0

- Respondents were also asked to rate the overall quality of their neighborhood in terms of such things as the condition of houses, landscaping, and property maintenance. As shown in Figure 28, 87.9 percent of the respondents rated their neighborhood as an excellent (45.5 percent) or good (42.4 percent) place to live. These ratings are generally consistent with those of previous years (see Table 81).

¹ This question was removed in 2009 and was reinstated in 2011.

Figure 29
Graffiti is a Problem¹
(n=400)

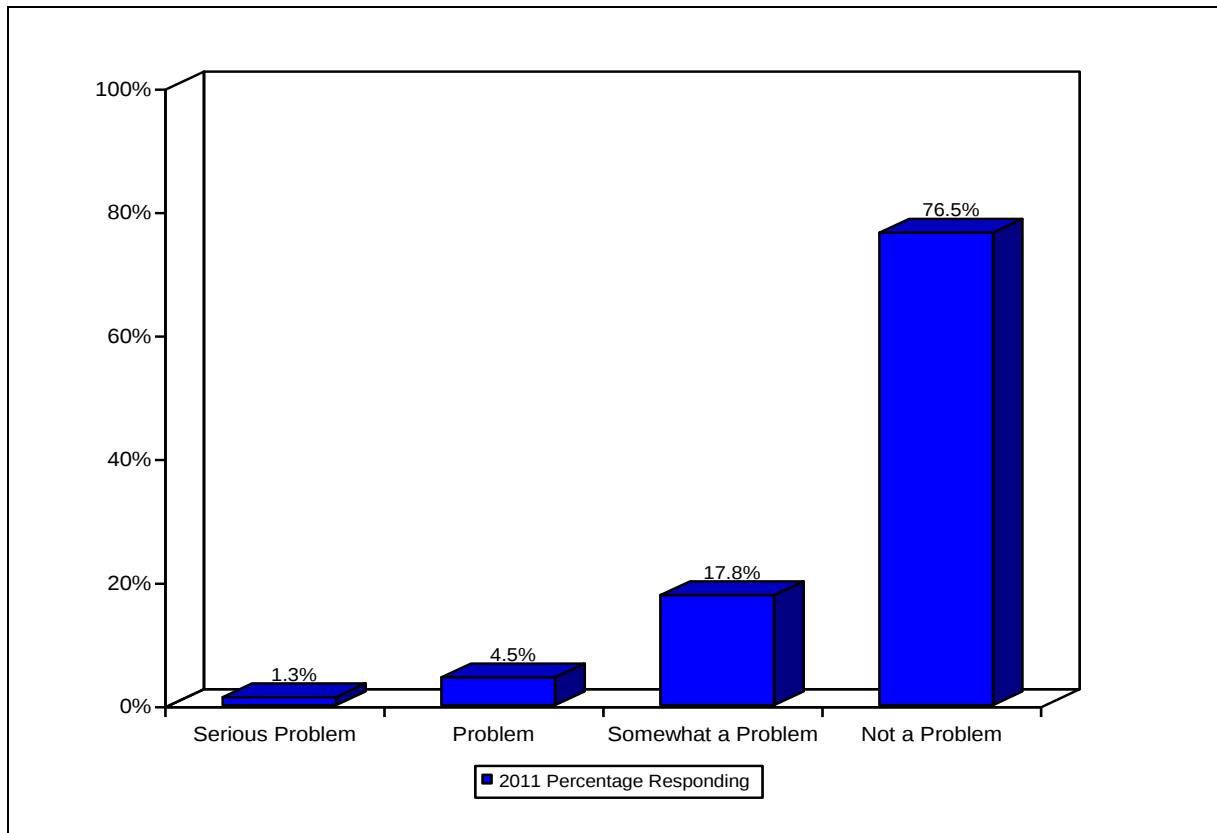


Table 82
Graffiti is a Problem by Year

Survey Year	Serious problem	Problem	Somewhat a problem	Not a problem
2011	1.3	4.5	17.8	76.5
2007	3.5	4.5	21.7	70.2

- Respondents were asked if graffiti was a problem in their area. Seventy-seven percent reported it was not a problem (see Figure 29).

¹ This question was removed in 2009 and was reinstated in 2011.

Figure 30
Feel Safe Walking in Neighborhood at Night
(n=388)

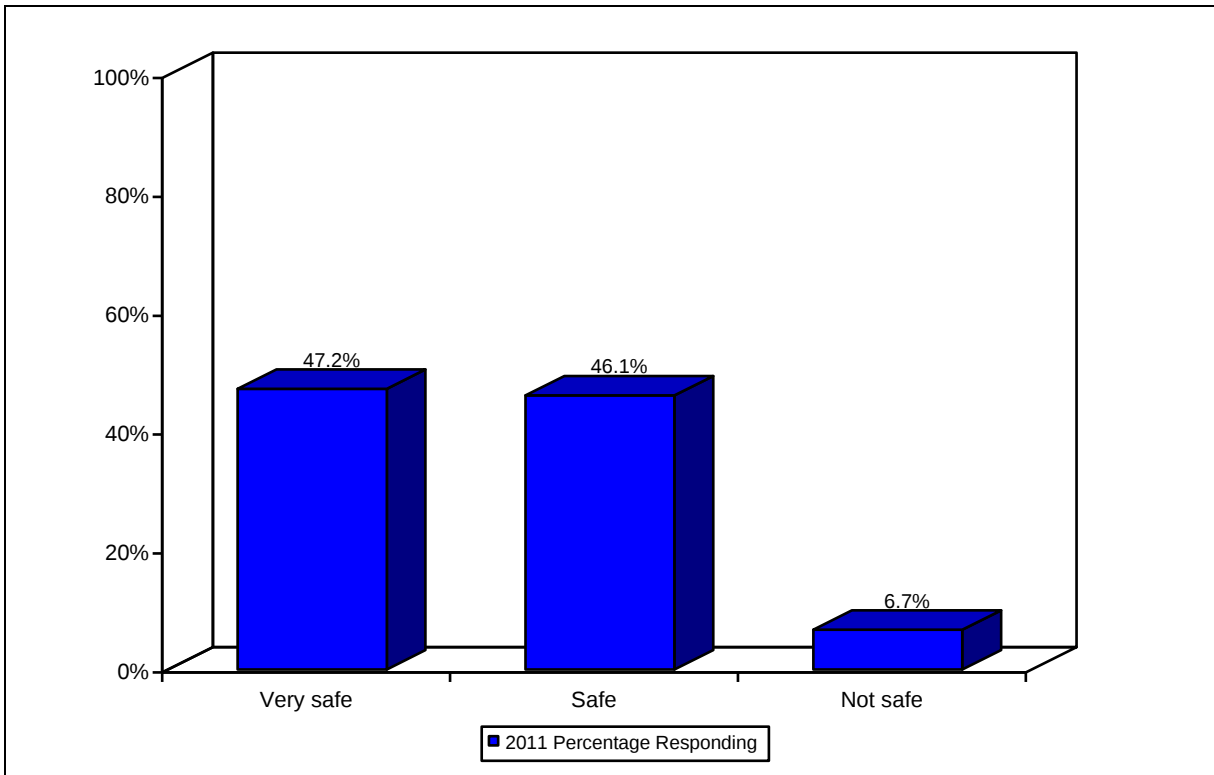


Table 83
Feel Safe Walking in Neighborhood at Night
by Year

Survey Year	Very Safe	Safe	Not Safe
2011	47.2	46.1	6.7
2009	48.0	46.7	5.3
2007	49.4	45.3	5.4
2005	42.3	49.7	7.9
2003	36.3	56.5	7.3
2001	42.8	50.3	6.9
1999	41.8	50.8	7.4
1997	39.6	47.7	12.7
1995	31.3	53.9	14.8

- Ninety-three percent of the respondents indicated they felt very safe (47.2 percent) or safe (46.1 percent) walking alone or with someone in their neighborhood at night (see Figure 30).
- The percentage of respondents who felt very safe walking at night in their neighborhood was higher among homeowners and male respondents, and increased as household income increased (see Table 84).

Table 84
Feel Safe Walking in Neighborhood at Night
by Selected Demographics

Demographic	Percentage responding		
	Very Safe	Safe	Not safe
Overall	47.2	46.1	6.7
Home ownership			
Owner	49.2	44.9	5.9
Renter	26.7	56.7	16.7
Income			
Less than \$50,000	30.2	50.8	19.0
\$50,001-\$75,000	42.6	52.5	4.9
\$75,001-\$100,000	49.0	49.0	2.0
\$100,001-\$150,000	59.5	39.2	1.4
Over \$150,000	57.1	36.3	6.6
Gender			
Female	41.6	48.9	9.5
Male	55.4	42.0	2.5

C. City Codes and Regulations

Figure 31
Commercial/Retail Signs Detract from Appearance of City¹
(n=391)

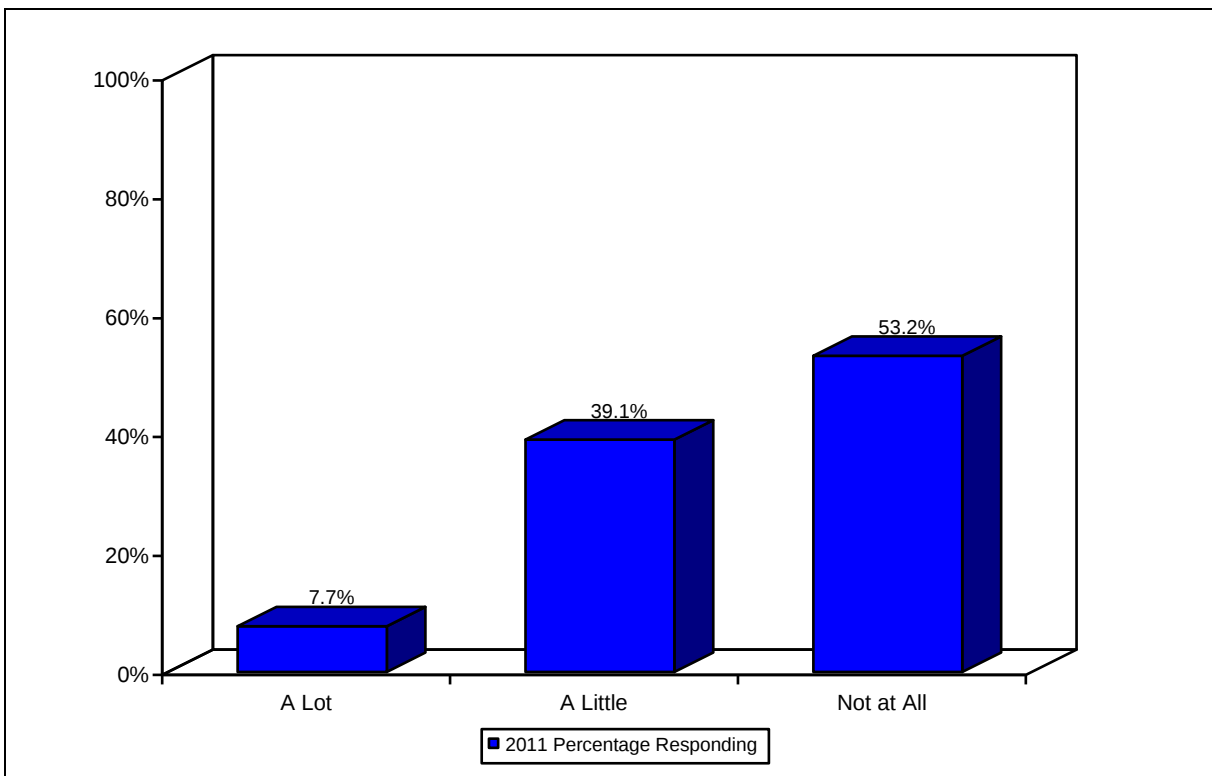


Table 85
Commercial/Retail Signs Detract from Appearance of City
by Year

Survey Year	A Lot	A Little	Not at all
2011	7.7	39.1	53.2
2007	14.9	40.2	44.8
2005	10.9	38.0	51.1
2003	8.5	45.3	46.1
2001	11.6	40.3	48.1

- Respondents were asked if the presence of commercial and retail signs in Laguna Hills detracted from the appearance of the city a lot, a little, or not at all. As shown in Figure 31, 53.2 percent of the respondents stated that the presence of such signs does not detract from the appearance of the city at all. Forty percent stated that the presence of those signs detracted from the appearance a little and 7.7 percent stated that they detracted from the city's appearance a lot. Reports of signs detracting from the appearance of the city appear to have decreased since 2007 (see Table 85).

¹ This question was removed in 2009 and was reinstated in 2011.

Table 86
Changes in Commercial and Residential Regulations¹

Type of Regulation	Percentage Responding Regulations Should. . .			
	More restrictive	Same as now	Less Restrictive	Don't Know
Commercial regulations				
2011 (n=400)	27.5	16.3	24.8	31.5
2007 (n=400)	19.5	59.3	-	21.3
2005 (n=400)	15.0	64.8	-	20.3
2003 (n=316)	16.8	62.3	-	21.0
2001 (n=408)	15.7	59.6	-	24.8
Residential regulations				
2011 (n=400)	27.8	20.5	30.8	21.0
2007 (n=400)	15.5	70.3	-	14.3
2005 (n=400)	16.4	70.3	-	13.3
2005 (n=360)	13.5	76.5	-	10.0
2001 (n=408)	15.9	69.1	-	15.0

- Respondents were asked if commercial or residential regulations regarding property maintenance should be more or less restrictive or the same as they are now. As shown in Table 86, 27.5 percent of respondents thought that commercial regulations should be more restrictive while 30.8 percent of respondents thought that residential regulations should be less restrictive. A fairly large percentage of respondents answered “don’t know” to both questions.
- As shown in Table 87, the percentage of the respondents who indicated the regulations for commercial property should be more restrictive varied with the age of the respondent. A larger percentage of male respondents than female respondents reported that commercial property regulations should be less restrictive.

Table 87
**Regulations for Commercial Property
by Selected Demographics**

Demographic	Percentage responding			
	More restrictive	Less restrictive	Same as now	Don't know
Overall	27.5	24.8	16.3	31.5
Age group				
18-35	26.3	26.3	21.1	26.3
36-45	20.6	32.4	32.4	14.7
46-60	28.8	30.4	15.2	25.6
61-70	24.2	18.5	16.9	40.3
71 and older	33.7	22.1	9.5	34.7
Gender				
Female	28.5	17.6	15.9	38.1
Male	26.1	35.4	16.8	21.7

- The percentage of respondents who reported that regulations for residential property should be less restrictive varied with household income. Male respondents were more

¹ The wording for these two questions was changed in 2011. The wording prior to 2009 asked if commercial/residential regulations regarding property maintenance should be the same as they are now or if they should be increased. The possible answers were: (1) Remain the same, (2) Be increased, and (9) Don't know.

likely than female respondents to report that residential property regulations should be less restrictive (see Table 88).

Table 88
Regulations for Residential Property
by Selected Demographics

Demographic	Percentage responding			
	More restrictive	Less restrictive	Same as now	Don't know
Overall	27.8	30.8	20.5	21.0
Income				
Less than \$50,000	18.2	30.3	15.2	36.4
\$50,001-\$75,000	21.9	32.8	25.0	20.3
\$75,001-\$100,000	34.0	36.0	12.0	18.0
\$100,001-\$150,000	33.3	32.0	25.3	9.3
Over \$150,000	30.1	29.0	25.8	15.1
Gender				
Female	33.1	25.5	19.7	21.8
Male	19.9	38.5	21.7	19.9

D. Future Spending Priorities

Table 89
Future Spending Priorities

	Percentage responding			
	1st priority	2nd priority	3rd priority	4th priority
Improve landscaping on City-owned slopes and open spaces (n=273)	27.1	27.8	20.1	24.9
Expand and improve city-wide trail system (n=341)	22.0	25.5	26.7	25.8
Increase the number of recreation facilities (n=275)	20.0	25.5	24.7	29.8
Construct landscaped median islands on all major streets (n=332)	27.7	16.9	25.0	30.4

- Respondents were read a list of four items and then were asked to rank their priorities for future spending with 1 being their first priority and 4 being their last priority. Items are presented in descending order of the first and second priorities combined.

Improve landscaping on slopes and open spaces

- Fifty-five percent of respondents who answered ranked improving landscaping on City-owned slopes and open spaces as either their first (27.1 percent) or second (27.8 percent) for future spending.

Expand and improve trail system

- Nearly half (47.5 percent) of respondents who answered ranked expanding and improving the city-wide trail system as either their first (22.0 percent) or second (25.5 percent) priority.

Increase number of recreation facilities

- Increasing the number of recreational facilities was the first (20.0 percent) or second (25.5 percent) priority for 45.5 percent of respondents who answered.
- As shown in Table 90, the percentage of respondents who indicated that increasing the number of recreation facilities was their first or second priority for future spending generally decreased as the age of the respondent increased.

Table 90
Priority to Increase Number of Recreation Facilities
by Selected Demographics

Demographic	Percentage responding			
	1st priority	2nd priority	3rd priority	4th priority
Overall	20.0	25.5	24.7	29.8
Age group				
18-35	13.3	46.7	0.0	40.0
36-45	21.4	17.9	14.3	46.4
46-60	15.4	35.2	23.1	26.4
61-70	24.7	15.3	25.9	34.1
71 and older	22.6	22.6	35.8	18.9

- Any respondent who gave a first or second priority to increasing the number of recreation facilities were asked what type of recreational facilities they would like to see the city provide. As shown in Table 91, the largest percent of respondents who had an answer wanted more parks (23.2 percent).

Table 91
Type of Recreational Facilities Would Like City to Provide
(n=56)

	Percentage
Parks	23.2
Swimming pool	16.1
Exercise facilities/gym	8.9
Youth facilities/activities/programs	8.9
Baseball fields	5.4
Golf course	3.6
No improvement needed	3.6
Soccer fields	1.8
Senior Center	1.8
Sports fields (not specific)	1.8
Tennis courts	1.8
Other	23.2

- The other suggestions included: school sports fields, classes, skate park for kids, better restrooms, dances, fair grounds park, safer bike trails for kids, better crosswalks, redeveloped community center, a track, enhance existing parks, more concerts, more equestrian facilities, outdoor basketball courts, more of what's offered at the community center just at different places, racquetball courts, roller hockey facility, safe place for the kids to gather, more adult baseball leagues, tourist and day trips.

Construct landscaped median islands on all major streets

- Twenty-eight percent of respondents who answered ranked constructing landscaped median islands on all major streets as their first priority for future spending while 16.9 percent ranked is as their second priority.

Table 92
Changes Would Like to See in Laguna Hills¹
(n=400)

	Percentage responding
No changes/everything is fine	24.5
Don't know	14.3
Parks/athletic fields/trails	6.0
Government processes/city communication	5.0
Traffic lights	5.0
Roads/road planning	4.8
Landscaping/maintenance/city cleanup	4.0
Schools and education	4.0
Staff/Council compensation	3.8
Police/law enforcement	3.0
Festivals/events/services/public transportation	3.0
Code enforcement/zoning regulations	2.8
Housing/growth/property taxes	2.5
Traffic enforcement/parking issues	2.3
Animal shelter	2.0
City services/distribution of funds	2.0
Utility issues	2.0
Traffic	1.8
Shopping	1.0
New library	0.8
Public assistance	0.8
Jobs	0.3
Other	4.8

- At the beginning of the questionnaire, respondents were asked:

If the City government could change one thing to make Laguna Hills a better place to live now and in the future, what change would you like to see?
- As shown in Table 92, 24.5 percent of all respondents thought that no changes were required; everything was fine as it is. Fourteen percent did not know what changes they wanted to see. Six percent wanted to see changes in parks, athletic fields or trails. Five percent each wanted changes in government process/city community and traffic lights. Less than five percent mentioned a different change.
- A complete list of responses can be found in Appendix B.

¹ In 2011, some of the categories were split and were not directly comparable to data from 2007 and 2009.

VII. CONCLUSIONS

The results of the 2011 Laguna Hills citizen survey indicate a high overall level of general citizen satisfaction with municipal services. All city services were deemed important by over 85 percent of the respondents, except providing special events like the 4th of July fireworks show (81.6 percent). There is not one municipal service or city activity that appears to emerge as a serious problem or concern. Also noteworthy are the very small percentages found at the lower end of the various rating scales used. Particularly noteworthy are the high positive ratings for public safety-related services.

Residents seem to genuinely like Laguna Hills' quality of life as evidenced by the 96.0 percent of the respondents who rate the community as an excellent or good place to live. Neighborhood quality also received high ratings from respondents. Ninety-three percent of respondents felt either very safe or safe walking alone with someone in their neighborhood at night.

When asked to prioritize four items for future spending, the following projects in descending order of combined first and second priority were: improve landscaping on City-owned slopes and open spaces (54.9 percent), expand and improve City-wide trail system (47.5 percent), increase the number of recreation facilities (45.5 percent), and construct landscaped median islands on all major streets (44.6 percent). Those respondents who ranked increasing the number of recreation facilities either first or second priority requested parks (23.2 percent) or a swimming pool (16.1 percent) as the facilities they would most like the city to provide.

No changes were needed, everything was fine was the most common response (24.5 percent) to the question, "If the City government could change one thing to make Laguna Hills a better place to live now and in the future, what change would you like to see." Fourteen percent answered "don't know." The next most common answer was parks/athletic fields/trails (6.0 percent), followed by better government processes/city communication (5.0 percent) and traffic lights (5.0 percent).

Ninety-five percent of respondents had an Internet connection either at work, at home, or both. Thirty-one percent reported visiting the City's web site during the past 12 months. Twenty-two percent of those respondents used the web site at least monthly. When asked if they would be likely to watch web-streamed city council meetings if the city provided this service, 36.8 percent of all respondents were either very likely (10.4 percent) or somewhat likely (26.4 percent) to watch.

Approximately one-third (34.2 percent) of all respondents utilized social media such as Facebook, Twitter or MySpace. Thirty-four percent of those respondents used Facebook while less than 3 percent used Twitter, MySpace, Nixle or other applications. When asked on which platform they used these applications, 97.8 percent used their home computer, 39.1 percent used their mobile device and 21.8 percent used their work computer. Respondents were more likely to report they would use social media for receiving instant emergency information (43.5 percent), or to receive an e-newsletter (34.6 percent), than to send comments or suggestions to the city (26.7 percent) or receive regular updates on city news (21.6 percent).

Overall, residents appear to be quite satisfied with their community and the direction being taken by the city.

APPENDIX A: SURVEY INSTRUMENT

**2011 Citizen Survey
Laguna Hills Citizen Survey**

Hello, my name is _____ with the Survey Research Center. I'm calling on behalf of the city of LAGUNA HILLS. The city is conducting a survey of citizens and I would like to talk with any person over 18.

(TO THE RESPONDENT) The City of Laguna Hills is conducting a survey to determine how citizens rate city services. Your participation is voluntary. The questions that I want to ask you typically take about 15 minutes and your answers will be useful to the city council and staff as they consider decisions about the future of the city. This project has been approved by the UNT Institutional Review Board. Your individual answers will remain confidential since they will be combined with others and reported to the city council and staff only as percentages. If you have any questions you may call 800-687-7055.

SCREEN1. Do you live north or south of El Toro Road?

1. North (GO TO SCREEN2)
2. SOUTH (GO TO SCREEN3)
9. NR/DK (TERMINATE)

SCREEN2. Do you live in Laguna Woods or Leisure World?

1. YES (TERMINATE)
2. NO (GO TO SCREEN3)
9. NR/DK

SCREEN3. Do you live in the City of Laguna Hills?

1. YES
 2. NO (TERMINATE)
 9. NR/DK (TERMINATE)
- If no, terminate interview

Q1. First, how long have you lived in Laguna Hills?

1. LESS THAN 12 MONTHS (TERMINATE)
2. NO LONGER LIVE IN LAGUNA HILLS (TERMINATE)
3. 1- 5 YEARS
4. 6-10 YEARS
5. MORE THAN 10 YEARS
9. NR/DK

If less than 12 months say "Sorry, this study is interviewing people who lived for a minimum of 12 months in Laguna Hills"

Q2. If the City government could change one thing to make Laguna Hills a better place to live now and in the future, what change would you like to see?

Q3. I am going to read you a list of services and programs. For each of the services, please tell me whether the service is extremely important, very important, somewhat important, or not at all important to you.

ROTATE	Extr. Imp.	Very Imp.	SW Imp.	Not at All Imp.	DK/NR
a. Maintaining a low crime rate	1	2	3	4	9
b. Maintaining streets	1	2	3	4	9
c. Providing trash collection and recycling services	1	2	3	4	9
d. Preparing the city for emergencies	1	2	3	4	9
e. Reducing traffic congestion on city streets	1	2	3	4	9
f. Managing traffic congestion around schools	1	2	3	4	9
g. Maintaining city parks and sports fields	1	2	3	4	9
h. Providing library services	1	2	3	4	9
i. Enforcing traffic laws	1	2	3	4	9
j. Keeping public buildings and facilities clean	1	2	3	4	9
k. Maintaining slopes, parkways and street medians	1	2	3	4	9
l. Providing a variety of recreation programs	1	2	3	4	9
m. Providing animal control services	1	2	3	4	9
n. Providing special events like the 4 th of July fireworks show	1	2	3	4	9
o. Revitalization of commercial areas	1	2	3	4	9
p. Keeping citizens informed of city business and events	1	2	3	4	9

Q4. I would like to ask you some questions about traffic and streets in the City. Is traffic congestion a serious problem, a problem, somewhat a problem, or not a problem in Laguna Hills?

1. SERIOUS PROBLEM
2. PROBLEM
3. SOMEWHAT A PROBLEM
4. NOT A PROBLEM
9. NR/DK

Q5. Is traffic speed on residential streets in your neighborhood a serious problem, a problem, somewhat a problem, or not a problem?

1. SERIOUS PROBLEM
2. PROBLEM
3. SOMEWHAT A PROBLEM
4. NOT A PROBLEM
9. NR/DK

Q6. Would you rate the quality of street and road surfaces in the City as excellent, good, fair, or poor?

1. EXCELLENT
2. GOOD
3. FAIR
4. POOR
9. NR/DK

Q7. How would you rate the maintenance of City street medians and parkways? Is it excellent, good, fair, or poor?

1. EXCELLENT
2. GOOD
3. FAIR
4. POOR
9. NR/DK

Q8. What about slopes? Would you evaluate the maintenance of City slopes as excellent, good, fair, or poor?

1. EXCELLENT
2. GOOD
3. FAIR
4. POOR
9. NR/DK

Q9. Would you evaluate the maintenance of the City's parks as excellent, good, fair, or poor?

1. EXCELLENT
2. GOOD
3. FAIR
4. POOR
9. NR/DK

Q10. Is graffiti in your area a serious problem, a problem, somewhat a problem, or not a problem?

1. SERIOUS PROBLEM
2. PROBLEM
3. SOMEWHAT A PROBLEM
4. NOT A PROBLEM
9. NR/DK

Q11. Overall would you rate the Laguna Hills solid waste collection system as excellent, good, fair or poor?

1. EXCELLENT (SKIP TO Q13)
2. GOOD (SKIP TO Q13)
3. FAIR
4. POOR
9. NR/DK (SKIP TO Q13)

Q12. What are your reasons for rating the system as [fair/poor]? (CHECK ALL THAT APPLY)

1. Problems with bulky item pick-up service
2. Problems with bin rentals
3. Missed pick up(s)
4. Too restrictive on items for pick up
5. Need more capacity
6. Throwing trash cans around
7. Cost
8. Want more trash barrels
9. Liked old service better (no recycling)
10. Other _____

Q13. CR&R is the company that provides Laguna Hills with solid waste collection services. Have you ever contacted CR&R by phone or in person?

1. Yes
2. No (SKIP TO Q14)
9. DK/NR (SKIP TO Q14)

Q13A. Considering the call you made, would you rate the (courtesy/professionalism) of CR&R representatives as excellent, good, fair or poor?

	Excellent	Good	Fair	Poor	NR/DK
Courtesy	1	2	3	4	9
Professionalism	1	2	3	4	9

Q13B. Was your inquiry resolved to your satisfaction?

1. Yes
2. No (Why? _____)
9. DK/NR

Q14. Several trail systems exist within or nearby Laguna Hills. Have you or a member of your household used one or more of these trails in the last 12 months?

1. Yes
2. No (SKIP TO Q18)
9. NR/DK (SKIP TO Q18)

Q15. Did you use these trails a few times a week, once a week, once a month, or less than once a month in the past year?

1. A FEW TIMES A WEEK
2. ONCE A WEEK
3. ONCE A MONTH
4. LESS THAN ONCE A MONTH
9. DK/NR

Q16. Do you use the trails for walking, running, horseback riding, biking, or mountain biking.
(SELECT ALL THAT APPLY)

1. WALKING
2. RUNNING
3. HORSEBACK RIDING
4. BIKING
5. MOUNTAIN BIKING
6. OTHER
9. NR/DK

Q17. Considering the trails that are within Laguna Hills city limits, would you rate these trails as excellent, good, fair or poor?

1. EXCELLENT
2. GOOD
3. FAIR
4. POOR
9. NR/DK
0. DO NOT USE LAGUNA HILLS TRAILS

Q18. Would you rate animal control services provided by Orange County to the City of Laguna Hills as excellent, good, fair, or poor?

1. EXCELLENT
2. GOOD
3. FAIR
4. POOR
9. NR/DK

Q19. The next several questions concern Laguna Hills police services. First, would you rate overall Police Services in the city as excellent, good, fair, or poor?

1. EXCELLENT
2. GOOD
3. FAIR
4. POOR
9. NR/DK

Q20. Have you, or any member of your family requested the services of, or come into contact with Laguna Hills's police services during the past year?

1. YES
2. NO (SKIP TO Q23)
9. DK/NR (SKIP TO Q23)

Q21. What type of contact did you have with the police services?

1. Stopped for a traffic violation
2. Called for information
3. Called to report a crime
4. Reported suspicious activity
5. Reported a traffic accident
6. Other not mentioned
9. NR/DK

Q22. Were the officers you had contact with very professional and courteous, somewhat professional and courteous or not professional and courteous.

1. VERY PROFESSIONAL AND COURTEOUS
2. SOMEWHAT PROFESSIONAL AND COURTEOUS
3. NOT PROFESSIONAL AND COURTEOUS
9. DK/NR

Q23. Do you feel very safe, safe, or not safe either walking alone or with another person in your neighborhood at night?

1. VERY SAFE
2. SAFE
3. NOT SAFE
9. NR/DK

Q24. Would you rate the fire and paramedic services received by Laguna Hills residents as excellent, good, fair, or poor?

1. EXCELLENT
2. GOOD
3. FAIR
4. POOR
9. NR/DK

Q25. Would you rate the overall quality of your neighborhood in terms of such things as the condition of houses, private landscaping, and property maintenance as excellent, good, fair, or poor?

1. EXCELLENT
2. GOOD
3. FAIR
4. POOR
9. NR/DK

Q26. Does the appearance of the commercial and retail signs in Laguna Hills detract from the appearance of the City a lot, a little, or not at all?

1. A LOT
2. A LITTLE
3. NOT AT ALL
9. NR/DK

Q27. The City regulates property maintenance through ordinances. Please tell me if the regulations for commercial property should be the same as they are now or if they should be more restrictive or less restrictive?

1. More restrictive
2. Less restrictive
3. Same as now
9. NR/DK

Q28. How about for residential property?

1. More restrictive
2. Less restrictive
3. Same as now
9. NR/DK

Q29. Now I would like to ask you about contacts you have had with City officials. Have you or a member of your household contacted the City of Laguna Hills about a complaint, request for service, or for information in the past 12 months?

1. YES
2. NO (SKIP TO Q31)
9. DK/NR (SKIP TO Q31)

Q30. Who in the City did you contact, what person or office?

1. MAYOR OR MEMBER OF CITY COUNCIL
2. CITY MANAGER
3. FINANCE
4. CITY CLERK
5. PLANNING/ZONING
6. BUILDING INSPECTIONS
7. CODE COMPLIANCE
8. POLICE
10. FIRE
11. PARKS
12. RECREATION/COMMUNITY CENTER
13. STREETS
14. CITY ATTORNEY
15. ENGINEERING
16. OTHER (SPECIFY)
99. NR/DK

Q30A. Was this contact made:

1. In a City Council meeting
2. In a commission meeting
3. In person
4. By telephone
5. By letter
6. By Internet
7. By Email
8. Or in some other way? (SPECIFY)
9. NR/DK

Q30B. In your most recent contact with City officials, what was your impression of the following characteristics? Please rate each as either excellent, good fair or poor.

- Q30b1. Knowledge
- Q30b2. Responsiveness
- Q30b3. Courtesy
- Q30b4. Overall impression

Q30C. Did the contact resolve your problem, request, or question?

- 1. Yes
- 2. No
- 9. NR/DK

Q31. Do you have internet access at home, work or both?

- 1. Yes, at work only
- 2. Yes, at home only
- 3. Yes, both
- 4. No internet access (SKP Q32)
- 9. NR/DK (SKP (Q32))

Q32. In the past 12 months, have you visited the city's web site for any reason?

- 1. Yes
- 2. No (SKIP Q34)
- 9. NR/DK (SKIP Q34)

Q32B. How often do you use the web site? Would you say . . .

- 1. Daily
- 2. Weekly
- 3. Monthly
- 4. Less than monthly
- 5. Only used it once
- 9. DK/NR

Q33. What was your intended purpose?

- 1. Get general information on the city
- 2. Get contact numbers
- 3. View city council meeting agendas
- 4. View city council minutes
- 5. File a request for service
- 6. Get information on Municipal Codes
- 7. View employment opportunities
- 8. Register for recreation classes
- 9. Obtain a building permit
- 10. Other _____
- 99. NR/DK

Q33A. Were you successful in accomplishing your purpose?

1. Yes
2. No
9. NR/DK

Q33B. Would you rate the City's web site as excellent, good, fair or poor?

1. EXCELLENT
2. GOOD
3. FAIR
4. POOR
9. NR/DK

Q34. Do you utilize social media applications such as Facebook, Twitter or MySpace?

1. Yes
2. No (SKP Q34C)
9. NR/DK (SKP Q34C)

Q34A. If yes, which applications specifically do you use?

1. Twitter
2. Facebook
3. Nixle
4. MySpace
5. None of the above
6. Other:
9. DK/NR

Q34B. Do you utilize these the applications on your _____? INSERT LIST

1. Home computer
2. Work computer
3. Mobile device
4. None of the above
9. DK/NR

Q34C (MEDIA4). Would you be very likely, somewhat likely, somewhat unlikely or very unlikely to use social media for any of the following activities

	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	DK/NR
a. Receiving regular updates on city news	1	2	3	4	9
b. Receive instant emergency information	1	2	3	4	9
c. Sending comments or suggestions to the city	1	2	3	4	9
d. Receiving an e-newsletter	1	2	3	4	9

Q35. Are you aware the City publishes a newsletter called City Views?

1. YES
2. NO (SKIP TO Q36)
9. NR/DK (SKIP TO Q36)

Q35A. Do you read the City newsletter?

1. YES
2. NO (SKIP TO Q36)
9. NR/DK (SKIP TO Q36)

Q35B. Is the City's newsletter useful to you in providing information about Laguna Hills?

1. YES
2. NO
9. NR/DK

Q36. Where do you get most of your information about the City of Laguna Hills?

1. O.C. Register
2. Saddleback Valley News
3. L.A. Times
4. City Views
5. City's website
6. Community-based blogs (SPECIFY: Which one?)
7. OTHER (SPECIFY)
9. NR/DK

Q37. The city is considering web-streaming city council meetings. Would you be very likely, somewhat likely, somewhat unlikely or very unlikely to watch web-streamed city council meetings?

1. VERY LIKELY
2. SOMEWHAT LIKELY
3. SOMEWHAT UNLIKELY
4. VERY UNLIKELY
9. DK/NR

Q38. Do you rate Laguna Hills as an excellent, good, fair or poor place to live?

1. EXCELLENT
2. GOOD
3. FAIR
4. POOR
9. NR/DK

Q39A-D. Please tell me if you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree with the following statements.

Q39A. I receive good value for the City taxes I pay

Q39B. I am pleased with the overall direction that the City is taking

Q39C. I am well informed on major issues in the City of Laguna Hills

Q39D. The City of Laguna Hills government welcomes citizen involvement

Q40. I am going to read to you a list of four items. After I read them, please rank your priorities for future spending with 1 being your first priority and 4 your last. The four items are:

Rank the four areas	ROTATE
	Construct landscaped median islands on all major streets
	Expand and improve City-wide trail system
	Improve landscaping on City-owned slopes and open spaces
	Increase the number of recreation facilities (If ans=1 or 2; What type of recreational facilities would you like to see the city provide?)

Q41. Now for the last few questions, I would like to ask you several things about yourself so that we can develop a general profile of our sample. First of all, do you own your home or do you rent your home or apartment?

1. Own
2. Rent
3. Rent free situation
9. DK/NR

Q42. Into which of the following age groups do you fall?

1. 18-25
2. 26-35
3. 36-45
4. 46-60
5. 61-70
6. OVER 70
9. NR/DK

Q43. How many years of education have you completed?

1. 8 OR LESS
2. 9 - 11, SOME HIGHSCHOOL
3. 12, HIGHSCHOOL GRAD
4. 13 - 15, SOME COLLEGE
5. 16, COLLEGE GRADUATION
6. 17 OR MORE, GRADUATE SCHOOL/GRADUATE DEGREE
9. NR/DK

Q44. Are you employed full-time, part-time, or are you retired, a student a homemaker, or unemployed?

1. FULL-TIME
2. PART-TIME
3. RETIRED
4. STUDENT
5. HOMEMAKER
6. UNEMPLOYED
9. NR/DK

Q45. How many children do you have living at home under the age of 18?

(INTERVIEWER: ENTER 99 FOR NR/DK)

IF ANSWER IS 0 SKIP TO Q46

Q45A. Are any of those children in junior high or high school?

1. YES, HIGH SCHOOL
2. YES, JUNIOR HIGH
3. YES, BOTH
4. NO
9. DK/NR

Q46. Do you have any dogs?

1. YES
2. NO (SKP Q47)
9. DK/NR (SKP Q47)

Q46A. Are your dogs spayed or neutered?

1. YES
2. NO
9. DK/NR

Q46B. Are your dogs licensed with the City?

1. YES
2. NO
9. DK/NR

Q47. I am going to read several different income categories. Without telling me your exact income, into which category did your total household income for the past year fall?

1. LESS THAN \$30,000
2. \$30,001 - 50,000
3. \$50,001 - 75,000
4. \$75,001 - 100,000
5. \$100,001 - 150,000
6. OVER \$150,000
9. NR/DK

THANK YOU VERY MUCH FOR YOUR TIME AND COOPERATION. WE BELIEVE THAT THIS PROJECT WILL HELP CITY OFFICIALS PROVIDE BETTER SERVICE TO ALL CITIZENS.

APPENDIX B: OPENENDED RESPONSES

If the City government could change one thing to make Laguna Hills a better place to live now and in the future, what change would you like to see?

No changes/everything is fine

Everything is fine how it is.
Can't answer that.
Can't really think of anything.
Can't think of any. (2)¹
Can't think of anything right now.
Can't think of anything specific.
Can't think of anything.
Everything is fine. (2)
Everything is good here so it doesn't need to be changed.
Happy with current conditions.
Happy with the city.
He is happy with Laguna Hills.
I am pleased with Laguna Hills at the moment, and I have no improvements to suggest.
I am pretty happy with everything.
I am pretty satisfied with it. I wouldn't change anything.
I am very pleased with this city.
I can't really think of anything.
I can't [give] you an answer.
I can't really think of anything off hand.
I can't think of any changes.
I can't think of any right now.
I can't think of anything I would like to change.
I can't think of anything in particular.
I can't think of anything right now.
I can't think of anything.
I can't think of anything; I'm real happy with them.
I do not what to see anything.
I don't get out that much.
I don't have a comment.
I don't have a suggestion.
I don't have an answer for that one.
I don't have any changes.
I don't have any complaints about the city.
I don't have any complaints right now.
I don't have any opinion.
I don't have any.
I don't have anything in mind right now. I'm not saying it's perfect, but I can't think of anything.

¹ The number in parentheses indicates the number of respondents who gave identical responses. In this case, two respondents answered "Can't think of any."

I don't have anything in mind.
 I don't have one.
 I don't know I'm happy with the way it is
 I don't know of any changes I'd like to see it seems like it's going on okay.
 I don't know, I can't think of anything that is particularly wrong.
 I don't know. I think they've been doing a real good job. Our area is good, but some areas have owners that are negligent of their property. They need to watch those people because they need to keep up with their property. I don't know if the RV needs permits though. Stock Park, off of Alicia, needs to be watched; bad things tend to happen there. It need stop be watched more carefully.
 I don't need any changes.
 I don't see anything credible that needs to be changed.
 I don't think, I think it's a pretty nice place.
 I enjoy living here how it is.
 I feel pretty comfortable here.
 I have no complaints. (2)
 I have no idea. Everything is fine.
 I have no idea. Everything's fine as far as I'm concerned.
 I kind of like it the way it is.
 I like it how it is. I do not think that they should change anything.
 I like it the way it is. (2)
 I really don't have a problem.
 I really like Laguna Hills the way it is and I don't have any changes.
 I think it is quite well. A few problems, do not respond well to graffiti.
 I think it's a perfect place to live.
 I think they are doing a good job.
 I think they are doing fine right now as long as it doesn't cost us anymore money.
 I'm a very happy camper here.
 I'm actually quite happy with the city. No change.
 I'm comfortable with it.
 I'm happy how it is.
 I'm not familiar enough to suggest anything.
 I'm pretty pleased.
 I'm pretty well satisfied.
 I'm quite pleased.
 I'm very happy with what's going on in the city. I wouldn't change anything.
 I'm very pleased with living here.
 It's a pretty good city.
 It's fine.
 It's perfect; no change.
 It's pretty good the way it is.
 It's pretty perfect.
 It's properly run now. No changes.
 No change.
 No changes at all as of right now because I do not know too much about the city.
 No changes I am very happy.

No comment.
No complaints.
No problem.
No problems
No real complaints.
Nothing comes to mind.
Nothing I would want to change.
Nothing should be changed.
Nothing that I can...completion of freeway on ramps and off ramps.
Nothing to change.
Nothing. (3)
Oh, um, everything seems pretty good.
Pretty happy.
Satisfied.
The city does a wonderful job. I have no complaints.
The current mix of people on the board in the past has been actually pretty good.
They are doing a good job.
They're doing a pretty good job as far as I'm concerned.
They've done a lot since we lived here (1998). They've done a lot with putting in the Fresh & Easy and the Big Lots. I can't say that there's anything more. I'm within 15 minutes of walking to [various businesses] ... I don't have to drive very far to get to anything.
Things are pretty good. Potholes in roads could be fixed but Laguna Hill is a nice place to live in. So no serious issues.
Very satisfied.
We are pretty satisfied.
We are very pleased.
We're fine.

Parks/athletic fields/trails

Build a dog park.
Build an aquatic park.
Good public swimming pool, because there is no public swimming pool available.
I want to see more trails and businesses.
I would like the city to be more environmentally friendly.
I would like them to put restrooms inside the parks.
I would like to keep horse trails.
I would like to see a dog park by the recreation facilities.
I would like to see a small park on the edge of Ridge Route.
I would like to see parks that are nicer.
I would like to see redeployment of the community center's athletic fields.
Improvements to city parks, larger and more numerous.
More parking at the ball fields and the community center.
More parks and trails.
More parks.
More places for teenagers to hang out.

More playing areas for very young children (under 2 years old).
More programs for seniors.
More support of the local baseball fields.
My husband would like to see more sports parks.
Nicer community center and a ball park.
Park entrance from her yard to have steps
Pay more attention to the senior citizens.
Racquetball courts.
Some kind of recreation center, so I can utilize a track to run or walk on.
We don't have a park close to our house because all the other cities have one, but we do not.

Government processes/city communication

A more open election for council members.
All the goofballs could get out of here.
Allow the people to moon the train. Other than that they are doing their job, and publish City Council's salaries and reimbursements.
Change the council members.
Get rid of the city manager.
Lay off the third of their staff, and get them to working harder in landscaping.
Less politicians.
Make sure the city council meeting [?] are published online.
More and better quality communication with residents. Don't like flyers they send need more one on one.
More citizen involvement.
More communication to the citizens in regard to city issues.
More up front and honest about running the city.
Not to roll over with the political corruption. Some councilmen need to be removed. Do not agree with gay marriage decision.
Televised city council meetings.
The whole city divided into equal parts, with a city councilor for every portion of the city to make it fair and even, so we all have representation.
They should dissolve themselves. It should be under county administration.
They should use more actions instead of politics.
To see the city in one piece, eliminate separation in Laguna Hills. Improve the parking next to Laguna Hills community center.
Transparency: Where everything is out in the open: salaries, meetings and proceeds and process thereof are published.
Worried that the new council woman might change things.

Traffic lights

Better synchronization of traffic lights. That would relate to traffic flow.
Better traffic control
Better traffic control.
Better traffic control.
Better traffic timing on Alicia Pkwy.
Controlling the traffic and the streets is what I would like to see. Making intersections safer.

I would like to see better coordinated signals.

I would like to see the street lights to be set up and working on the regular.

I would like to see traffic lights that are more synchronized. I would like to see the "Welcome to Laguna Hills" sign near the freeway replaced.

Improve the flow of traffic. Especially on El Toro and La Paz.

Less traffic lights.

Lighting.

One thing. To synchronize those stupid lights. That's no joke! Especially with the price of gas these days, you get stopped at every light.

Stop lights readjusted. No more low income housing.

Synchronized traffic lights.

That El Toro I-35 needs easing of traffic.

The stop light timing goes faster

Traffic flow patterns would be improved in my vision.

Traffic flow.

Traffic lanes should either increase or add a warning if it is a turn only lane before it is too late.

Updating the traffic signals.

Roads/road planning

Better road conditions.

Better roads

Fill the potholes.

Fix the roads: Moulton.

Get rid of traffic on Alicia Parkway at night.

I am concerned about how they have handled street repairs; it has caused traffic congestion.

I guess taking care of the roads a little better, especially in front where I live.

I think they could repave Ridge Route.

I would like the road repairs done quicker.

I would like them to smooth out the bumps in the sidewalk and on the street.

I would like to see better roads and free health programs.

I would like to see improvement in the streets and landscaping.

I would like to see the finishing of the pavement of El Toro Road and Moulton Rd. Stop doing different construction projects and finish the original and be done with it!!!

I'd like to see a lot of street repaired, and I'd like to see better care of the city property.

Improvements on the road, they are full of potholes.

Some of the roads need to be fixed.

The potholes and keeping the roads paved nicely.

The quality of paving in residential streets is an embarrassment to the city of Laguna Hill. It's too bad the city council doesn't care.

The work on the streets should be completed faster and finish one project before starting a new one, slows down traffic.

They need to fix the south corridor by Alicia.

Well paved streets.

Well the roads; they need to be fixed. There is a lot of damage to the roads. We have a park up the street and there's a continual [stream of] water coming down the street right in front of our house; it's slimy and running green. My husband has called them about it and they have not done anything about it yet.

Well, they are improving the roads. And that is the main thing that I would like to see done.

Landscaping/maintenance/city clean-up

Better landscaping on the streets.

Create areas for the community to work on placing plants and trees in the neighborhood, in which would make the community flow and look a lot better.

I can't say off the top my head, I'm not really unhappy with anything. Actually molten rework is taking too long. I want to see public work done efficiently and residents are not in convinces. Specifically the rework on Molten parkway.

I honestly don't know. I live off of Osell (Oso?) Parkway, between Cabot Rd and Nelly Gail Rd (sp?) there are hillsides with lots of untrimmed shrubbery. I believe it's the responsibility of the homeowners association, but it is not being taken care of.

I would like to see better landscaping.

Improvement in the cleanliness of the city.

Keep the palm trees and branches trimmed, so they do not house rats.

Landscape, cleaning of off ramp to Laguna Hills, because it looks filthy. Because going to Mission Viejo looks better, I mean we had trees for the past 20 years. And all our neighbors had to call to get trees trimmed. My concern is that every year it's going to be the same thing. So I would like to see the widening of the streets and signals on Paseo de Valencia.

More landscaping.

Plant more trees in the parks and city areas, and mitigate the sounds and pollution effects of the freeway. Also, I would like to have a decent size city animal shelter.

Quality of the neighborhood has gone downhill, graffiti and poor maintenance of yards.

Take better care of the slopes and along the roads.

The landscaping all over, do not seem to like to trim trees.

The street sweeper isn't as thorough as he should be but that's my only complaint.

They could do better on landscaping along the roads and parks.

They have a slope right behind me that needs to be maintained. They need to realize when it's theirs and to keep it clean. I would like to see better maintenance of the slopes and properties around my house. For example, the palm trees and the slopes are eye sores and I'd like for the city to know if they own certain properties before they say they can't fix them.

Schools and education

A middle school for Laguna Hills.

Better schools.

Higher rate of night classes.

I wanted a better education, schools, smaller classrooms.

I would change...I don't like the fact that there is no middle school in my area.

I would like for there to be a junior high school.

I would like to see them spend more money on their high schools.

I'd find a way to get a junior high school within city, so kids don't have to cross freeway to get to intermediate school.

Improve the surrounding school system.

Improved educational system.

Make the schools better. Keep the kids active, more active, or as active as they have been.

Over all security system. The schools do not have a lot of safety and people have concerns about their safety. The facilities around the school need to be more secure for the kids' safety.

Put more money into public schools and provide more activities for the youth.

The kids that live in Laguna Hills could go to school in the city of Laguna Hills.

Um, give more money to the schools.

Very concerned in the Laguna Hills High School. They are no longer meeting education standards.

To attract business to the area there are too many empty spaces in the area. They need to move traffic and to be attractive to business.

We need to look in to where the kids are coming from in our school. We need to see where everyone is coming from. The streets are crowded and the schools are crowded, so it is unclear where the kids are coming from.

Staff/Council compensation

A lower price city manager.

City manager is making too much money compared to other city sizes.

I don't see any immediate change needed. Salaries of city officials are bothersome.

I would not change anything right now, except maybe salaries and benefits for government employees.

I'd like to see the city managers' to a reasonable salary, 150-175 thousand. I also think the assistant city manager. They should be moved to services for children and the elderly.

More efficiency, Employees are overpaid, city council is grossly overpaid.

Pay officials less pay, Laguna Hills is not too big so I think they are paid too much.

Pay the city manager a lot less money, reduce the overhead of city government, cost, city bases.

Reduce city manager's salary. He is making too much money.

Reduction of the city manager's salary.

Salary review.

Stop wasting money on the medians and the roads.

The biggest thing we're looking at is the salaries being paid to the officials. Some of the salaries in some of the towns are getting excessive. If you're a part-time city mayor and you're getting \$400,000, that's a lot of money. I think that city improvements would be a better location for the money.

The cost in government drop. City manager is making too much money along with staff.

The expense account.

Police/law enforcement

A city government. Improve the Police Department.

Enforce the laws that they make: they have no drinking in parks, no smoking in parks, no storing of trailers or boats, and none of these laws are enforced.

I would like more police patrols and less costly children's' classes.

I would like to see a stop on the organized crime, gang, and dirty cops in the area. I would also like to see warning signs near residential areas and apartments that warn people about the keynotes in the area so they can protect their dogs or cats.

I would probably like see a better effort from law enforcement to solve drug use at parks.

I would say more police and sheriffs, and making sure that hill sides are cleaner.

Improve the Police Department, and more observation of general crimes. Improve the traffic stoplights and city congestion.

It's a waste of time having cops looking for traffic violators within the neighborhood I live in. Don't waste taxpayer money on that.

More law enforcement.

More policemen drive around because of robberies.

Nobody pays attention to traffic signals.

On the street of Olso Parkway, patrol needs to be heavier for speeding.

Police force is too aggressive.

Police officers who better complete their jobs and district attorney who better complete their jobs as well.

Probably more policemen.

Festivals/events/services/public transit

Better transit system.

Better transportation, better stoplights systems. You have to wait 5 to 7 minutes. Traffic control and more bus stops. Better telephone system and better water systems and better public parks, put more effort in cleaning the parks.

I believe more community events.

I would like a swimming pool and transportation for people who don't drive.

I would like to see more community events.

I would say a better service between Laguna hills bus station and Urban train station.

Maybe better public transportation, such as more bus routes and more frequently too.

More access to wider sidewalks more community availability.

More activities for young people.

More city public transportation and lower costing community classes.

More public transportation, and more walkable city, and more bike trails.

Probably more community events.

Public transportation.

Code enforcement/zoning regulations

Fairness in enforcing city code and lack of uniformity and tend to play favorites and specifically the law.

Get rid of illegal immigrants and they are a drain on the school system and they don't contribute taxes. I would like to see the travel trailers off the street. I would like to see people who live in Laguna Hills doing the survey.

Get rid of illegal immigrants. Less safe and poor economy, multiple people living in the same condos. Shopping carts on front lawns and street.

I noticed more graffiti. It looks horrible and makes it look worn down.

Making it easier to get conditional use permits.

More aggressive enforcement on people who don't clean up their lawns and on street parking in neighborhoods.

More cost effective local government. More streamlined planning and building department.

More mixed use development.

Not allowing smoking in apartment buildings.

Stricter laws on shopping centers to keep them more exclusive.

They could do a better job with the way people take care of their homes. Take away trashy cars off the streets, and some of the playgrounds should have bathrooms.

Housing/growth/property taxes

Better housing.

In areas that don't have home associations, the city should have more control of how the homes look. In some areas that don't have them, the neighborhoods look really bad, reducing the property value.

It's going good. Maybe around the Laguna Hills Plaza, it's going bad. Something should be done there to liven up the place.

Less development.
Less taxes. (2)
Like to see the city government not grow, services that can be outsourced, outsourced.
Lower taxes. (2)
Lower taxes. Don't like supporting people who don't belong here.
Stop building.
To try to keep the growth rate down. The good thing about Laguna Hills is that it is not too crowded, but in the last 10 years, there has been more traffic and more people.

Traffic enforcement/Parking issues

A little more parking space, shopping centers and more roads to get around.
I would like them to stop using my street as a car park.
I would like to see better parking on the streets. Particularly around the corners where the cars are just packed and it makes it very difficult to go around the street.
Little better traffic enforcement, real bad problem with people running lights and making right hand turns when it's not allowed.
Nothing specific comes to mind. More condominium parking,
On our street, we can't even park in front of our own house. It used to be so open.
Post the signs for street cleaning days throughout the neighborhood as opposed to one location.
Some arrangement that would limit jammed parking space along the streets in the city. There are certain areas where it's like one lane between the cars and the curb. Both curbs and down the center of the street is the only thing available. It obscures stop signs and it's generally dangerous ... The east end of Cousteau (from Alicia east through Mackenzie) is [particularly bad] ... more cars than houses. I have a 3 car garage ... but cars park in front of my driveway anyway. They overhang into my driveway.
We need more street parking closer to the house. One of the main streets has been designated "no parking" and it's a pretty wide street.

Animal shelters

A dog shelter.
An animal shelter.
Animal shelter is needed.
I would like to see an animal shelter, so they don't have to go to the Orange County or Kill shelter.
I would like to see them build a local animal shelter in the city or combined with other south county cities.
I'd like to see a no kill animal shelter,
I'd like to see them cooperate with other cities and an animal shelter.
Well, I think that it would be very helpful if there was an animal shelter so we wouldn't have to go to Orange County. Something more nearby would be helpful.

City services/distribution of funds

Cut down on expensive [?] and would like to see a dog park.
I think they can stop spending money on things they don't need to.
I would like to see if they could sell the city hall that they've got and make some money off of that.
I would like to see the city manager take a salary more in line with the private sector. Such as half of what he is currently getting.
Lower costs.

Maintain and expand city trail systems and provide facilities like benches and water fountains at trail intersections and trailheads.

More services and less expensive than now.

Spend less money.

Stop spending money on the lavish improvements of the city hall and on large bonuses to the city manager.

To stop squandering money, they seem to have money to burn. Planting grass like in Alicia Parkway.

Utility issues

City using less water.

Do something about the blackouts in the city.

Fix water situation. They are all rationing on water.

It's dark around here. I would like more light at night.

Summertime is too dry and the hillsides should look better. They look too dry.

The end of water rationing.

They have chopped down all the utilities trees by the highway just to put in one new lane.

To improve the water quality of the city.

Well, I guess the water district is becoming an issue. They keep jacking up our rate. We use the same amount of water and it doesn't make sense. We used a lot of water this winter, it is not right.

Traffic

Less traffic problems at peak hours.

Less traffic. (4)

Reduce the traffic through the city.

Traffic concerns, freeway exits into Laguna Hills are too congested.

Traffic.

Shopping

Disneyland or a big mall.

More restaurants.

Strip malls and large mall is run down and need to be updated.

The appearance of the shopping center so that it looks more attractive, and the ability to access the freeway better.

New library

A library, more gardens, and parks. A better post office location and better post office.

A library.

Have libraries.

Public assistance

More services for people who are older than 65 such as handicapped travel assistance.

Transportation for special needs to doctor's appointments.

More support for senior issues.

Their assistance to bring back small business.

Jobs

I want to see it that we get people in here for jobs, when I first lived here it was empty. Growth is good, but let's get people jobs. Either by giving people tax breaks or something and get business in here.

I would want to see more jobs because right now I am unemployed.

Other

A new post office.

But there are houses that people moved (from) and left abandoned, and there are health problems. I have called the city but to no avail. Mosquitoes.

Continuing the diversity of city council, well the past election we had a new member and we were happy and we want to get new [members] in. I'm very happy with last election, new member.

Developing an ethnic problem in Laguna Hill and I would like to see something done about that.

I don't want city government doing stuff, want a simple lifestyle.

I would like to change the area where I live. It's in a bad condition.

I would like to see more friendly people that are more trusting with one another.

I would like to see them to take down the trees in the back my house at Alicia Parkway. It is also a safety hazard, if those trees split during a storm, it would not be a safe situation.

Just make it more of a community somehow. The town is so spread out so it doesn't have a real town feeling. When I first moved here they would show on the local cable access network someone going through all of the propositions that you could vote on and explain what each one meant. I think this was very insightful and would help people know how to vote. I think they should start doing this again.

Less control by Nelly Gail.

Lot more provisions for older people.

Make it have more of a downtown. Like a central downtown, like in the mid-west.

Pay the teachers better and get rid of tenure. We have great teachers and they are being bullied out of money.

That we could have more dogs in the area.

The neighborhoods have greater identity, a fostering of neighbors knowing each other and participating with each other.

The post office being closer to homes, or more centrally located.

There are two of them. More intelligent management of projects such as street reconstruction (execution was poorly done). And finding a way to give the citizens of Laguna Hills the ability to use recycled water for their plants, rather than regular water. There's a third, as well. Stop any and all development until the area has sufficient water resources available so we don't go on drought condition by increased residential and business development.

To be more resident friendly, for example garage sale signs being ripped down.

To make it more inviting during the holidays. There weren't any decorations for Christmas and it was like, "Come on, let's celebrate."

To restrict the kind of people who move in to the area and so that it doesn't look poor, and to have the crime rate go down.

To see the kind of services they offer. I don't know what they offer.

Un-privatization of parking violations, taken care of by private company, as well as the hassle taking care of parking violations. Would rather deal directly with Laguna Hills.

CITY OF LAGUNA HILLS

AGENDA REPORT ADMINISTRATIVE SERVICES DEPARTMENT

ISSUE: COMPENSATION STUDY – CONSULTANT PRESENTATION

SUMMARY:

At the March 22, 2011, City Council meeting, the City Council approved the following seventeen comparator agencies for the Compensation Study:

Mission Viejo	Lake Forest	Laguna Niguel
Laguna Beach	San Juan Capistrano	Irvine
Ranch Santa Margarita	Dana Point	Tustin
San Clemente	Fountain Valley	Orange
Yorba Linda	Brea	Cypress
Newport Beach	Buena Park	

The consultant, Doug Johnson with Ralph Andersen & Associates, has been working under a short-time frame to be able to make a presentation of his findings to the City Council at tonight's meeting.

It should be remembered that this is the initial presentation to the City Council. Based on results of the Compensation Study and feedback from the City Council, staff will work with the consultant to develop a long-term compensation strategy and implementation plan.

**RECOMMENDATION: THAT THE CITY COUNCIL RECEIVE A PRESENTATION
FROM RALPH ANDERSEN & ASSOCIATES.**

CITY OF LAGUNA HILLS

AGENDA REPORT COUNCIL MEMBER KOGERMAN

ISSUE: REVISION OF THE CITY'S ON-LINE "PUBLIC OFFICIALS' COMPENSATION REPORT FOR CALENDAR YEAR 2010"

SUMMARY:

The purpose of this recommendation is to direct staff to streamline the City's on-line "Public Officials' Compensation Report for Calendar Year 2010," eliminate text that is irrelevant to the purpose of the report, and revise portions that may be misleading or inaccurate.

BACKGROUND:

The City Council and staff desire to address our residents' right to transparency regarding the question, "What is the full financial extent of the cost to compensate each of the City's Council members and members of the management team?" Staff was directed by the Council to provide information to answer this question as it relates to the year 2010 in an "at-a-glance" report to be published on the City's website in February of this year and subsequent years for the preceding calendar year.

The resulting report, however, contains extensive text that is not relevant to the intended topic, more reflective of a "public relations" effort than is appropriate, and in some cases includes factual errors.

The following analysis of the introductory portion of the on-line report, the content of the "at-a-glance" tables, and the placement of management biographies, serves as a guide for revision to produce a report that is streamlined, factual, and more responsive to the desires of both the City Council and residents for transparency and accountability.

RECOMMENDATION: THAT THE CITY COUNCIL DIRECT STAFF TO REVISE THE CITY'S ON-LINE "PUBLIC OFFICIALS' COMPENSATION REPORT FOR CALENDAR 2010" BY INCORPORATING THE CHANGES INDICATED IN THE "BACKGROUND" OF THIS ITEM AND HAVE THE REVISED DOCUMENT AVAILABLE FOR CITY COUNCIL REVIEW AT THE JUNE 14, 2011, MEETING.

Analysis of the City's On-Line Compensation Report (as of May 2, 2011).

SECTION 1: INTRODUCTORY TEXT

Analysis:

Key: Inaccurate self-serving irrelevant	Introductory Text as it appears On-Line: Public Officials' Compensation Report for Calendar Year 2010
This entire text should be omitted. The media attention referred to reached its crescendo with the "Orange County City Managers Compensation Report" produced in May of 2010 by newly-elected Council member Kogerman. Her findings were considered one of the top 10 stories of 2010 by <i>OC Register</i> investigative reporters; were acknowledged by the <i>LA Times</i> as the "precursor" to their reportage of the City of Bell scandal; inspired legislative reform; and were additionally covered by KFI Radio's "John and Ken" and Bill Carroll shows, KNBC News, the Fox Business Channel's Eric Bolling Fox News Channel's Carol McCallum, and Orange County's KOCE television. Kogerman appeared on Fox News 12 times, and the graduate student interns who assisted in her research were on Fox several times. Fox dubbed her "California's Whistle-Blower." Her interns have received numerous accolades, including publicCEO.com's 2010 "Service to the State" award, and recently one was singled out as one of <i>OC Metro</i> magazine's "40 Under 40," and another on KCAL9 television, for their contributions to her research and the resulting wave of public outcry and legislative reform. To imply that the motivation for publishing this report on-line was motivated solely by factors listed here is disingenuous. The sentence should be omitted. This comment is merely self-serving and omits the generous supplemental retirement plans provided senior city officials.	Public Officials' Compensation Report for Calendar Year 2010 A great deal of media attention has recently been focused on the subject of public officials' compensation. In Orange County, this media coverage first began a couple of years ago when the Orange County Board of Supervisors questioned the propriety of providing significantly enhanced pension benefits to their public safety officers which, by contractual agreement, had been retroactively applied to all of their prior years of service. The Board of Supervisors filed a lawsuit to have these retroactive benefits declared illegal, but lost in the Trial Court and has subsequently filed an appeal. In a similar fashion, many cities in the County and across the State also took action to significantly enrich their pension plans. It should be noted, however, that Laguna Hills did not follow suit and provide employees with an enriched defined benefit plan. In fact, Laguna Hills is the only City in Orange County that retained the traditional and sustainable 2% at 60 Cal-PERS formula. A PDF copy of the Public Officials' Compensation Report including "at-a-glance" tables may also be downloaded by clicking here.
This entire section should be omitted. As stated above, this text ignores a chief cause of the current public interest in local agency compensation.	During this past year, due in large measure to the recession's historic negative impact on the economy in general and, in particular, the financial health of the State-run pension system known as Cal-PERS, more attention has been brought to bear on the guaranteed pension benefits commonly provided to government workers. Now, as if that sobering reality weren't difficult enough to swallow, we encounter the recent revelations regarding excessively high salaries being paid to City Council members and employees of the City of Bell, in Los Angeles County. It is not surprising, therefore, that all of this media coverage has

Agenda Report
Revision of Public Officials' Compensation Report
Page 3

	prompted greater public interest in the financial management practices of municipal government and, more specifically, the compensation programs for all elected officials and their top management staff.
This section is self-serving and should be omitted. The more accurate word would be "permitted." The rest of this section should be omitted as irrelevant to the purpose of this report.	The City of Laguna Hills welcomes and encourages public participation and interest in the important decisions associated with governing our City and delivering the services that are most important to our citizens. Crucial to this undertaking is the establishment of a strong public trust. Your elected and appointed leaders are empowered by you, the citizenry, to make decisions that can have a significant impact on the quality of life in this community. That responsibility is taken very seriously. That is why good financial stewardship and transparency with regard to the expenditure of the City's treasury is so important. CITY COUNCIL COMPENSATION: City Council members, as most people know, are elected to serve four year terms of office. They are paid a monthly stipend of \$623.66, as authorized under State Law, for the time they contribute to serving their community and fulfilling their constitutional duties. While it is considered a part-time job, there are periods of time when a great many hours must be committed to attending public meetings within the City and also to representing the City of Laguna Hills at events and meetings held by other governmental agencies. Most of these meeting are held during the regular work week and require Council members to take leave from their private, full-time employment.
This section is factually incorrect. While the city is required to offer some form of retirement program to City Council members, the program can be either Ca;-PERS, Social Security, or the defined contribution plan mentioned at the bottom of this paragraph. This section should be deleted. It is self-serving, irrelevant, and misleading. Council members do not "retire" from city service. They are either termed out of office, voted out of office, or choose not to run for another term.	City Council members are also required to participate in the City's retirement program with Cal-PERS. This participation is in-lieu of Social Security, which would otherwise be required under federal law. The City contributes the Council members' 7% contribution to Cal-PERS. This amounts to \$43.66 monthly. Under the City's 2% at 60 retirement program, if a Council member were to have served twenty years on the City Council and retire at age 60 from City service today, he or she would receive a monthly pension check of about \$250. By law, Council member pensions can only be calculated on the Council member's age, years of service, and monthly stipend. No other forms of compensation or benefits can be used to calculate his or her pension.

Agenda Report
Revision of Public Officials' Compensation Report
Page 4

There is no new provision applying only to Council members "elected on or after November 2, 2010" to permit a defined contribution retirement plan option. This option was available prior to the recent election.	A Council member elected on or after November 2, 2010, may select an alternative defined contribution retirement plan in place of Cal-PERS. If the newly elected Council member chooses this option to supplant the Cal-PERS program, the City contributes 3.75% of the monthly stipend, which amounts to \$23.39.
There is little or no cost-saving as a result of the City Council serving as the City's Planning Agency.	In an effort to streamline the land-use planning process and save money, the City Council also sits as the Laguna Hills Planning Agency. Council members do not receive any additional compensation for this service. The full City Council also appoints individual Council members to serve on a variety of regional boards. You can find a complete listing of all appointments by clicking here. For the most part, Council members serve on these governing boards with no additional compensation; however, there are a few governing boards that pay meeting stipends to appointed members to compensate them for their mileage and the amount of time required to effectively serve. The Council members that receive meeting stipends in 2011 from the Boards on which they serve are as follows: Orange County Fire Authority – Randal Bressette: \$100 meeting stipend (\$300 maximum per month). Orange County Vector Control District – Melody Carruth: \$100 per month maximum. San Joaquin Transportation Corridor Agency – Joel Lautenschleger: \$120 meeting stipend (maximum of eighteen meetings per quarter). Southern California Association of Governments – Joel Lautenschleger: \$120 monthly meeting stipend.
City Council members and their family members are "eligible" only because the City Council voted to make themselves and their families eligible. It would be more honest to state that "the City Council has chosen to allow Council members and their dependent family members to participate . . ."	As part-time employees, City Council members and their dependent family members are eligible to participate in the City's group health plans (medical, dental and vision) along with all other City employees. Until recent changes in Federal Law dictated that the cost of medical insurance

Agenda Report
Revision of Public Officials' Compensation Report
Page 5

The costs of the City Council members' medical insurance premiums are exceedingly high because the City did not pay attention to and correct the problem in a timely way. As a result, Laguna Hills City Council members; current medical insurance premiums are among the highest in the State of California, second only to those in the City of Vernon. As this report is supposed to reflect compensation in the year 2010, only figures for 2010 should be reported, not figures assumed for the year 2011. Council member Lautenschleger's figure will need to be changed to reflect the actual monthly amounts paid in 2010. Former Council member Scott's medical premium costs should be provided, and Council member Kogerman's name should be listed, both footnoted as to their terms of office. Other figures may require adjustment if those shown are different from those paid in 2010. The use of the word "retired" is inappropriate. (See previous comment.)	premiums must be segregated and priced according to certain "age bands," the cost for a City Council member to participate in the medical plan was the same as for everyone else. Now, however, each Council member's medical insurance premium varies according to his or her age and the number of family members included in the plan. The following listing is the current breakdown of the monthly health insurance premiums paid by the City of Laguna Hills in 2011 for each member of the City Council: <table> <tr> <td>Mayor Randal Bressette:</td><td>\$ 1,373.30 mo.</td></tr> <tr> <td>Mayor Pro Tempore Melody Carruth:</td><td>\$ 2,199.88 mo.</td></tr> <tr> <td>Councilmember Barbara Kogerman:</td><td>\$ 0.00 mo.</td></tr> <tr> <td>Councilmember Joel Lautenschleger:</td><td>\$ 0.00 mo.</td></tr> <tr> <td>Councilmember Allan Songstad:</td><td>\$ 2,400.92 mo.</td></tr> </table> The City does not provide retired Council members with any retiree health coverage, nor are they permitted to purchase their health benefits through the City's group health plan after they retire. In addition to the monthly stipends, Cal-PERS contribution, and insurance premiums as stated above, City Council members may be reimbursed for their routine travel and incidental expenses associated with attending training, meetings, or other official business pertaining to the City. This can vary widely from year-to-year depending on the circumstances and demands of City business. On average, the total cost for all five Council members' business-related travel and meetings ranges from \$5,000 to \$6,000 annually. You can find an at-a-glance table that details all compensation received by City Council members for calendar year 2010 here.	Mayor Randal Bressette:	\$ 1,373.30 mo.	Mayor Pro Tempore Melody Carruth:	\$ 2,199.88 mo.	Councilmember Barbara Kogerman:	\$ 0.00 mo.	Councilmember Joel Lautenschleger:	\$ 0.00 mo.	Councilmember Allan Songstad:	\$ 2,400.92 mo.
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While a discussion of city organization may be an appropriate topic for a report on the City's website, this section is completely irrelevant to the purpose of this report and should be omitted here.	CITY ORGANIZATION: The City of Laguna Hills is a General Law City which means that most of the laws we operate under were first established by the State of California. When permitted to do so by the State Constitution, the City may adopt new or more restrictive laws than those already established by the State. Laguna Hills operates under what is known as the Council-Manager Form of Government. This form of										

	government is modeled after the traditional corporate business model of a Board of Directors (The City Council) and a Chief Executive Officer (The City Manager). So the role of the City Council is primarily to make policy-level decisions, to adopt the annual budget, and to make land-use decisions and other financial and legislative decisions as required by law. The City Manager's role is to oversee the day-to-day operations of the City, to implement the City's \$28.4 million annual budget and to implement the laws and policies established by the City Council. The specific enumerated duties of the City Council and the City Manager are set forth in Sections 2-04 and 2-08 of the City of Laguna Hills Municipal Code and may be viewed by clicking here. Additionally, you can find a copy of the City's organization chart depicting the reporting relationships and primary responsibilities of each department here.
The entire section should be omitted. This section is plainly self-serving and irrelevant to the purposes of this report.	Laguna Hills has always prided itself in being a streamlined and efficient organization, and while there are only 26 full-time employees, the City's actual total workforce is over 130. These positions are filled with a variety of full-time employees, part-time employees, and contract employees. By design, the City Council and City Manager have chosen to use contracted services whenever advantageous to do so in lieu of hiring city employees to perform the work. This strategy has proven to be a cost-effective approach to providing traditional city services. It has also proven to be a very effective way to quickly adjust staffing levels to properly reflect the changing demands that are often driven by the economic conditions of a given time period. It should be noted that while some contract employees may be represented by unions, or other employee associations, the employees hired directly by the City of Laguna Hills have not organized and are not represented by any union.
This statement should be corrected to read, "The City Manager has a management staff of <u>five</u> professionals who report directly to him." This statement is misleading in that it refers only to "salaries" and not total compensation. Salaries are only part of compensation. In fact, the City Manager and Assistant City Manager are the first- and fifth-highest compensated city management employees among all 34 Orange County cities.	The City Manager has a management staff of <u>six</u> professionals who report directly to him. Collectively, they serve as department heads over all City operations. All management salaries are set by the City Council pursuant to authorizing Resolutions adopted at public meetings. The most recent Salary Resolution adopted by the City Council may be viewed by clicking here. Salaries are benchmarked against similar positions throughout the County. The compensation of all management staff, beginning with the City Manager is listed below.

CONCLUSION: The entire introductory text should be revised to eliminate misleading, self-serving, or irrelevant content. Any introductory text should be brief and focused solely on introducing the subject matter at hand, which is, "What are the City's management team and Council members compensated?"

SECTION 2: TABLES

The City Manager's Compensation Table

The chart shows no cost attendant to an auto allowance for the City Manager. City officials argued vociferously that the "Orange County City Managers Compensation Report" was wrong to list the \$60,000 cost of his vehicle purchased in 2009 as part of his compensation, arguing that the vehicle should have been valued over a 5-year period, with depreciation, or that the report should have listed only the amount taxable to the City Manager over a period of years. The taxable value which he will report to the IRS should be provided. If the table shows no dollar amount for an auto allowance, then a footnote must be added to show that he receives the exclusive use of a City-owned vehicle valued at \$60,000 in 2009.

Additional Information

Each manager's table should include a report of the current value of accumulated, unused (or "banked") sick leave and vacation leave, as these are City obligations provided as compensation in their employment agreements or contracts.

SECTION 3: Biographies of Management Team

These narrative resumes are appropriate content located inappropriately. The tables should be presented in order for each management position with a link to the respective manager's biography for those who wish to view it.

RECOMMENDATION: THAT THE CITY COUNCIL DIRECT STAFF TO REVISE THE CITY'S ON-LINE "PUBLIC OFFICIALS' COMPENSATION REPORT FOR CALENDAR 2010" BY INCORPORATING THE CHANGES INDICATED IN THE "BACKGROUND" OF THIS ITEM AND HAVE THE REVISED DOCUMENT AVAILABLE FOR CITY COUNCIL REVIEW AT THE JUNE 14, 2011, MEETING.
