City of Long Beach
Working Together to Serve

Memorandun

Date: August 26, 2015

To: Patrick H. West, City Manager

From: John Gross, Director of Financial Management

For: Members of the Budget Oversight Committee

Subject: **Responses to Questions from the August 18, 2015 Budget Oversight Committee Meeting**

This memo provides responses to the questions raised by members of the Budget Oversight Committee (BOC) that were not answered on the floor during the August 18, 2015 BOC meeting.

Language Access Policy (LAP)

1. **Why were some funds from the FY 15 Language Access Policy (LAP) budget not spent in FY 15? Which specific parts of LAP were FY 15 funds used on, and which pieces are still unfunded or still require funding?**

   The FY 15 Budget included nearly $250,000 in funding to implement the City's Language Access Policy (LAP), with $152,000 for recorded phone messages in the LAP languages and the remainder used for Language Line, document translation, webpage translation, staff training and public noticing of the LAP. FY 15 was the first year implementing the LAP, and the budget was based on staff's best efforts to estimate costs. The City has made significant progress in implementing the LAP components funded in the FY 15 Budget.

TABLE 1: FY 15 LANGUAGE ACCESS POLICY IMPLEMENTATION

	Adopted Budget	FY15 Estimate to Close (ETC)	Budget less ETC
Recorded Telephone Messages	$ 152,331	$ 111,487	$ 40,844
Bilingual Staffing/Language Line	16,500	9,282	7,218
Translation of Hard Copy Documents	38,715	47,120	(8,405)
Translation of Web Pages	16,880	2,926	13,954
Staff Training	12,000	5,956	6,044
Notice of Policy	13,278	2,892	10,386
TOTAL	**$ 249,704**	**$ 179,663**	**$ 70,041**

Table 1 lists the budget and the amount spent or encumbered for LAP activities during FY 15. For the most part, unspent budget is the result of costs coming under estimate. The following discusses the accomplishments and budget variance by LAP component.

Recorded Telephone Messages and Bilingual Staff/Language Line

The Technology and Innovation Department has received all recorded outgoing messages in LAP Languages for the most frequently used phone lines within City Departments (Exhibit A). The programming for these outgoing messages was complex and required the services of a specialized consultant, pushing the go-live date for the messages to September 2015. Following activation of the translated outgoing messages, the Language Line pilot program was expanded to provide interpretation services to all City departments, and designated staff receiving phone calls in the LAP languages have been trained on how to utilize Language Line. While initial use of Language Line services has been slow to start, it is anticipated that usage will increase now that the frequently used phone lines include outgoing messages in the LAP languages.

Translation of Hard Copy Documents

The Development Services Department completed a Request for Proposals (RFP) to identify vendors to provide court certified translation of 177 documents that were identified by the Language Access Coalition and Centro CHA as priority documents. At this time, 95 percent of these priority documents have been translated into the LAP languages (Exhibit B). While the actual costs have exceeded the proposed budget for this high-priority activity, savings from web page translations have offset this overage as the translated documents will also be made available online.

Translation of Web Pages

The Technology and Innovation Department recently completed phase one of the City's website update, which includes the Google translate feature on each webpage. As part of phase two, translated documents will be uploaded onto individual departments' webpages. A portion of the savings from this activity have gone to offset the cost for hard copy translations.

Staff Training

The Development Services Department has selected a vendor who has developed a video for training approximately 570 staff receiving bilingual skill pay. The training covers appropriate techniques and ethics related to interpretation and translation. Cost savings have been realized in this activity because the training is being provided

in a video format rather than a series of in-person trainings as originally budgeted. Utilizing technology has provided significant savings and efficiencies, and a resource that can be referred to on demand.

Notice of Policy

The Development Services Department worked with the Water Department to provide notification of the LAP in the utility's June 2015 newsletter, which was included in its monthly billing. The notification provided in all languages went to 150,000 households. Thanks to the generosity and assistance of the Water Department, the Development Services Department did not have to do a standalone mailing and was able to achieve cost savings of more than 75 percent for this activity.

The FY 16 Proposed Budget includes a request to re-appropriate the $70,000 unspent during FY 15. If the request to re-appropriate the $70,000 for FY 16 is approved, the Development Services Department would use these funds to continue furthering key elements of LAP, including: continued access to Language Line services, additional document translation, additional phone line translation, continuing staff training, additional noticing regarding LAP, a pilot program for City evacuation route and resource signs in up to three neighborhoods, and interpretation at public meetings. The additional $80,000 included in the City Manager's Proposed Budget would allow further progress in implementing these activities.

Courthouse Demolition Funding

1. **The report indicated that "up to" $1.5 million would be needed for the 3rd & Pacific Storm Drain relocation associated with the Civic Center Project. Why the variable approach to the estimate? Is the scope of work unclear? Will the owners of the *Parks La Brea* apartment complex on 3rd & Pacific contribute to the cost of the storm drain relocation?**

   Because of pending development of privately owned land within the block, the City, as the owner of land also within the block at 3rd and Pacific, may wish to participate in a project to relocate a storm drain that runs through its property and that of the privately owned property. If the City participates, it would be to save money for costs that the City would necessarily incur at a future time. It is not a storm drain maintenance project and, thus, would not normally be funded with maintenance funds. Whether the City incurs the cost now and the level of participation has not yet been finally determined.

2. **If storm drain relocation is funded by General Fund, why is the cost of the 3rd and Pacific Storm Drain relocation rolled into the financing package of the Courthouse demolition? The crossover is unclear.**

The old Courthouse demolition is not a Civic Center project; it would be required at some point regardless of the Civic Center project. However, the timing of the demolition is associated with the Civic Center project. The potential storm drain relocation at 3rd and Pacific is also not a Civic Center project. These are two separate projects being funded by a single bond issue.

If you have any questions, please contact Budget Manager Lea Eriksen at 8-6533.

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ATTACHMENTS

CC: MAYOR AND MEMBERS OF THE CITY COUNCIL
CHARLES PARKIN, CITY ATTORNEY
LAURA L. DOUD, CITY AUDITOR
TOM MODICA, ASSISTANT CITY MANAGER
ARTURO SANCHEZ, DEPUTY CITY MANAGER
JYL MARDEN, ASSISTANT TO THE CITY MANAGER
LEA D. ERIKSEN, BUDGET MANAGER

EXHIBIT A

Frequently Called Numbers		
	Numbers with Auto Attendant	
	Description	Number
1	Airport	570-2600
2	City Clerk	570-6101
3	City Manager's Office - Special Events & Filming	570-5333
4	City Prosecutor	570-5600
5	Civil Service	570-6202
6	Development Services - Building Permits - Inspections	570-6651
7	Development Services - Building Permits - Main Line	570-5237
8	Development Services - General Planning & Zoning	570-6194
9	Development Services - Main	570-5237
10	Financial Management - Business License	570-6211
11	Financial Management - Business License Call Center	570-6212
12	Financial Management - Commercial Services	570-5700
13	Financial Management - Commercial Services - Meter Services	570-5991
14	Financial Management - Purchasing	570-6361
15	Fire	570-2500
16	Gas & Oil - Emergency Services	570-2140
17	Health & Human Services - CRU Call Center	570-4315
18	Health & Human Services - Environmental Health	570-4132
19	Health & Human Services - Housing Authority	570-6985
20	Health & Human Services - Main	570-4000
21	Health & Human Services - Vital Records	570-4305
22	Health & Human Services - WIC	570-4242
23	Human Resources - Workforce Development - Youth Services	570-1425
24	Library Services - Central Information	570-7500
25	Library Services - City Hall Information Desk	570-6555
26	Parks Recreation & Marine - Animal Care Services	570-7387
27	Parks Recreation & Marine - Main	570-3100
28	Police	570-7260
29	Police Auto Stats	570-7486
30	Police Public Records	570-7485
31	Public Works - Graffiti Hotline	570-2773
32	Public Works - Public Service Yard	570-2700
33	Public Works - Refuse Collection	570-2870
34	Public Works - Towing	570-2828

EXHIBIT A

Frequently Called Numbers		
	Other "Main" Numbers	
1	City Attorney	570-2200
2	City Auditor	570-6751
3	City Manager's Office	570-6711
4	City Manager's Office - Citizen Police Complaint Commission	570-6891
5	City Treasurer	570-6845
6	Civil Service - Recruitment	570-7126
7	Council District 1	570-6919
8	Council District 2	570-6684
9	Council District 3	570-6300
10	Council District 4	570-6918
11	Council District 5	570-5555
12	Council District 6	570-6816
13	Council District 7	570-7777
14	Council District 8	570-6685
15	Council District 9	570-6137
16	Development Services - Planning Commission	570-6321
17	Development Services - Housing & Community Improvement	570-6615
18	Financial Management	570-6237
19	Financial Management - Parking Citations	570-6821
20	Financial Management - Parking Citations	570-6822
21	Human Resources - ADA	570-6304
22	Human Resources - Workforce Development Board	570-3650
23	Human Resources - Workforce Development Bureau	570-3654
24	Human Resources - Workforce Development Bureau - CTC	570-3797
25	Mayor's Office	570-6801
26	Parks Recreation & Marine - Marine - Alamitos Bay	570-3215
27	Parks Recreation & Marine - Marine - Downtown	570-4950
28	Police - Gang Hotline	570-7127
29	Public Works	570-6383
30	Public Works - Construction Management	570-6537
31	Public Works - Engineering	570-6383
32	Public Works - Environmental Services	570-2850
33	Public Works - Flood Zone	570-6784
34	Public Works - Inspections	570-5160
35	Public Works - Street Sweeping	570-2890
36	Public Works - Traffic & Transportation	570-6331

City Department		Translation Status as of October 1, 2014					Current Translation Status			
Bureau	**Language Access Policy**	**Spanish**	**Khmer**	**Tagalog**	**Received Form**	**Sent to Vendor**	**Spanish**	**Khmer**	**Tagalog**	**Returned to Dept.**
					City Manager					
	Anti-Fireworks Materials	x	x	x	x	x	x	x	x	x
	Citizen Police Complaint Commission Brochure	x	x		x	x	x	x	x	x
Citizen Police Complaint Commission	Complaint Forms	x	x		x	x	x	x	x	x
	Facts At A Glance Brochure (Quick Facts for Commissioners Brochure)	x	x		x	x	x	x	x	x
	"What To Do When Stopped By The Police" – Pedestrian Stops	x			x	x	x	x	x	x
	"What To Do When Stopped By The Police" – Traffic Stops	x			x	x	x	x	x	x
					City Prosecutor					
	Domestic Violence Materials				x	x	x			
	Truancy Letter	x	x		x	x	x	x	x	x
					Civil Service					
	LB Cvl Svc Dept Employment Process Brochure				x					
	Recruitment materials for specific jobs that may include custom brochures, orientation session information, typing certificate instructions, etc				x	N/A	N/A	N/A	N/A	N/A
	Employment Services Brochures	x			x		x			
					Development Services					
Building Bureau	Building Permit				x	x	x	x	x	x
	Bulletins for Building				x	N/A	N/A	N/A	N/A	N/A
	Restaurant Guidelines Brochure				x	x	x	x	x	x
	2013 Guide to Building Energy Efficiency Standards				x	x	x	x	x	x
	Notice to Property Owner				x	x	x	x	x	x
	Consolidated Plan Submittal List				x	x	x	x	x	x
Code Enforcement	ADMINISTRATIVE CITATION				x	N/A	N/A	N/A	N/A	x
	Housing Inspection Program Brochure				x	x	x	x	x	x
	NOTICE IMMEDIATELY VACATE THE PREMISES (PLACARD)				x	x	x	x	x	x

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Bureau	**Language Access Policy**	**Spanish**	**Khmer**	**Tagalog**	**Received Form**	**Sent to Vendor**	**Spanish**	**Khmer**	**Tagalog**	**Returned to Dept.**
	NOTICE OF LONG BEACH MUNICIPAL CODE VIOLATION				x	N/A	N/A	N/A	N/A	N/A
	NOTICE OF SUBSTANDARD BUILDING				x	N/A	N/A	N/A	N/A	N/A
Nuisance Abatement	Nuisance Abatement Letter	x	x		x	x	x	x	x	x
	Nuisance Abatement Warning Letter				x	x	x	x	x	x
	Nuisance Abatement Appeal Notice				x	x	x	x	x	x
Community Improvement Bureau	Rehabilitation Housing Loans Program Brochure	x	x		x	x		x	x	x
Neighborhood Improvement Division	Center For Civic Mediation Brochure	x	x		x	x	x	x	x	x
	Commercial Improvement Rebate Program: Business Owner Application	x	x		x	x	x	x	x	x
	Commercial Improvement Rebate Program: Property Owner Application	x	x		x	x	x	x	x	x
	Façade Improvement Program Description	x	x		x	x	x	x	x	x
	Fair Housing Foundation: What Is Fair Housing Brochure	x	x	N/A	N/A	N/A	x	x	N/A	N/A
	Graffiti Removal Program Description	x	x				x	x		
	Guidelines For Tree Planting Projects	x	x		x	x	x	x	x	x
	Maintaining Your Business Exterior: Information For Business Owners Booklet	x	x		x	x	x	x	x	x
	Neighborhood Clean-Up Assistance Program Application	x	x		x	x	x	x	x	x
	Neighborhood Clean-Up Assistance Program: Your Guide To Organizing A Clean-Up	x	x		x	x	x	x	x	x
	Neighborhood Leadership Program Booklet (Brochure)	x	x		x	x	x	x	x	x
	Neighborhood Leadership Program Interest Card	x	x		x	x	x	x	x	x
	Neighborhood Resource Center Information Flyer	x	x		x	x	x	x	x	x
	Notice For Abandoned Shopping Carts Flyer	x	x		x	x	x	x	x	x
	Protect Your Family From Lead In Your Home Booklet	x	x		x	x	x	x	x	x
	"Spruce Up Your Home" Flyer	x	x		N/A	N/A	N/A	N/A	N/A	N/A
	Whose Job Is It Flyer	x	x		x	x	x	x	x	x

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Bureau	**Language Access Policy**	**Spanish**	**Khmer**	**Tagalog**	**Received Form**	**Sent to Vendor**	**Spanish**	**Khmer**	**Tagalog**	**Returned to Dept.**
Financial Management Department										
Business Services Bureau	Business License Application				x	x	x	x	x	x
	Garage Sale Application				x	x	x	x	x	x
Fleet Services Bureau	Impounded Vehicle Debt Collections Notice	x		x	x	x	x	x	x	x
	Notification Required To Release Vehicle Towed	x	x	x	x	x	x	x	x	x
	Towing Service Fees		x		x	x	x	x	x	x
Billing and Collections	Notification Of Debt Collection For Vehicle Towed	x		x	x	x	x	x	x	x
Fire Department										
	9-1-1 System Information	x	x				x	x		
	Abandonment of Buildings									
	Business License Inspection Guidelines			x	x	x	x	x	x	x
	Cooking Booth Requirements			x	x	x	x	x	x	x
	Incident Report Procedures Letter				x	x	x	x	x	x
	Incident Report Request Forms (Fire and Paramedic)				x	x	x	x	x	x
	Information On Smoke And Carbon Monoxide Alarms	x	x		x	x	x	x	x	x
Harbor Department (Port of Long Beach)										
	The Clean Trucks Program (Factsheet)	x			N/A	N/A	N/A	N/A	N/A	N/A
Health and Human Services										
Administration	Health Department Services Brochure				x	x	x	x	x	x
Community Health	City Brochures, (i.e. HOME Program, Mental Health)				x	x	x	x	x	x
	Diabetes Prevention & Management Program Flyer	x	x		x	x	x	x	x	x
	HOME Application				x	x	x	x	x	x
	MSC Fact Sheet									
	Multi-Service Center Intake Documents				x	x	x	x	x	x
	Tenant Rights Flyer				x	x	x	x	x	x
Environmental Health	ALSAA Consent Form	x	x		x	x	x	x	x	x
	CAARE Consent Form	x	x		x	x	x	x	x	x
	CAARE/ALSAA	x	x		x	x	x	x	x	x
	Certified Food Handlers School Listing	x	x	x	x	x	x	x	x	x
	Community Event Organizer Permit Application	x	x		x	x	x	x	x	x
	Environmental Health Programs And Services Brochure	x			x	x	x	x	x	x
	Farmers Market Permit Application	x	x		x	x	x	x	x	x
	Food Handler Guide	x	x		x	x	x	x	x	x
	How to File a Noise Complaint Form in the City of Long Beach	x	x		x	x	x	x	x	x

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Bureau	Language Access Policy	Spanish	Khmer	Tagalog	Received Form	Sent to Vendor	Spanish	Khmer	Tagalog	Returned to Dept.
	Mobile Food Facility Plan Check Guide	x	x		x	x	x	x	x	x
	Mobile Food Facility Written Operational Procedures	x	x		x	x	x	x	x	x
	Noise Complaint Form and Petition	x	x		x	x	x	x	x	x
	Noise Variance Application	x	x		x	x	x	x	x	x
	Plan Construction Guide For Food Facilities in Long Beach	x	x		x	x	x	x	x	x
	Quick Guide to Obtaining a Health Permit for Outdoor Barbecue	x	x		x	x	x	x	x	x
	Temporary Food Facility Permit Application	x	x		x	x	x	x	x	x
Housing Authority	60-day Notice To Vacate	x			x	x	x	x	x	x
	Annual Certification Package - Missing Items	x			x	x	x	x	x	x
	Annual Recertification Appointment	x			x	x	x	x	x	x
	Appointment Notice	x			x	x	x	x	x	x
	Briefing Packet - Establishing Rents	x			x	x	x	x	x	x
	Briefing Packet - HVC Program For Tenants	x			x	x	x	x	x	x
	Briefing Packet - Income and Deductions	x			x	x	x	x	x	x
	Briefing Packet - Initial Disclosure Form	x			x	x	x	x	x	x
	Briefing Packet - Local Policy Master Form	x			x	x	x	x	x	x
	Briefing Packet - Owner And Tenant Acknowledgement	x			x	x	x	x	x	x
	Briefing Packet - Owner Packet	x			x	x	x	x	x	x
	Briefing Packet - Owner Payment Assignment	x			x	x	x	x	x	x
	Briefing Packet - Participant's Right To An Informal Hearing	x			x	x	x	x	x	x
	Briefing Packet - Pre-Inspection Checklist	x			x	x	x	x	x	x
	Briefing Packet - Searching For A Rental Unit	x			x	x	x	x	x	x
	Briefing Packet - Subject Property Profile	x					x			
	Briefing Packet - Subsidy/Occupancy Standards	x			x	x	x	x	x	x
	Briefing Packet - Time To Move In	x					x			
	Briefing Packet Checklist	x			x	x	x	x	x	x
	Change of Unit Size	x			x	x	x	x	x	x
	Eligibility Interview	x			x	x	x	x	x	x
	Final Notice of Action	x			x	x	x	x	x	x
	Information Required - Final Notice	x			x	x	x	x	x	x
	Lease/Contract Termination	x			x	x	x	x	x	x
	Mandatory Home Visit	x			x	x	x	x	x	x
	Mandatory Office Appointment	x			x	x	x	x	x	x
	Move Information	x			x	x	x	x	x	x
	Move Instructions	x			x	x	x	x	x	x
	Notice to Tenant of Unit Approval	x			x	x	x	x	x	x

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Bureau	Language Access Policy	Spanish	Khmer	Tagalog	Received Form	Sent to Vendor	Spanish	Khmer	Tagalog	Returned to Dept.
	Portability Packet Receipt Notification	x			x	x	x	x	x	x
	Subsidy/Occupancy Standards	x			x	x	x	x	x	x
	Trifold Housing Authority Information Brochure									
Physician Services	HIV Facts Brochure	x			x	x	x	x	x	x
Preventative Health	Infant Feeding During Emergencies Brochure	x	x		x	x	x	x		
	Medi-Cal Outreach Program Flyer	x					x	N/A	N/A	N/A
	The Navigator: A Community Transportation Guide	x	x		x	x	x	x	x	x
Human Resources										
	Citizens Advisory Commission on Disabilities				x	x	x	x	x	x
Library Services										
	Annual Summer Reading Programs	x			x	x	x			
	Basic Program Flyers				x	x	x			
	Fines and Fees	x			x	x	x			
	General Information Brochures	x	x				x	x		
	Library Card Applications	x	x		x	x	x	x	x	
	Preschool Library Cards	x	x				x	x		
	Reading Lists	x	x		x	x	x	x		
Long Beach Gas and Oil										
Business Operations	Annual Gas Safety Calendar	x	x		x		x	x		
	Customer Account Information Letters				x	N/A	N/A	N/A	N/A	N/A
	Customer Bill				x	N/A	N/A	N/A	N/A	N/A
Gas Services	13 Forms (Essential Notices as Required by State Law)	x	x		x	x	x	x	x	x
	Annual Gas Safety Calendar	x	x		N/A	N/A	x	x	N/A	N/A
	Gas Service May Be Off (for meter exchange)				x	x	x	x	x	x
	Meter Off for Fumigation	x			x	x	x	x	x	x
	Notice of Hazardous Condition				x	x	x	x	x	x
	Service Termination				x	x				
	Sorry We Missed You				x	x	x	x	x	x
Inspection	Notice of Violation (G291) Form				x					

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Bureau	**Language Access Policy**	**Spanish**	**Khmer**	**Tagalog**	**Received Form**	**Sent to Vendor**	**Spanish**	**Khmer**	**Tagalog**	**Returned to Dept.**
Parks, Recreation and Marine										
	Quarterly Recreation Connection (contract class guide)				N/A	N/A	N/A	N/A	N/A	N/A
	Summer Family Entertainment Brochure				x					
	Summer Food Program Flyers				x					
	Summer Fun Days/Day Camp Flyers				x					
Police Department										
	Community Watch Program Booklet	x	x		x	x	x	x	x	x
	Domestic Violence Advocate Release form				x	x	x	x	x	x
	Domestic Violence Resource forms				x	x	x	x	x	x
	Report Receipt				x	x	x	x	x	x
	Taxi Driver Permit Application				x	x	x	x	x	x
	Temporary Restraining Order Information				x	x	x	x	x	x
Crime Prevention	Identity Theft Brochure				x	x	x	x	x	x
	Pawn Information	x	x		x	x	x	x	x	x
	Residential Burglary Prevention				x	x	x	x	x	x
	Utility Worker Scam				x	x	x	x	x	x
Internal Affairs	Citizen Complaint Procedures form	x	x		x	x	x	x	x	x
	Citizen Complaint Form	x			x	x	x	x	x	x
Investigations Bureau	Compensation For Victims Of Violent Crimes	x	x		x	x	x	x	x	x
	Juvenile Resource Guide	x	x		N/A	N/A	x	x	N/A	N/A
	Los Angeles County Hotline For Victims Of Domestic Violence And Sexual Assault	x	x		x	x	x	x	x	x
Jail Division	Complaint Forms	x			N/A	N/A	x	N/A	N/A	N/A
Patrol Bureau	Complaint Forms	x	x		N/A	N/A	x	x	N/A	N/A
	Crime Prevention	x	x		x	x	x	x	x	x
	DUI Pamphlets	x	x		x	x	x	x	x	x
	Fourth Of July Flyers	x	x		x	x	x	x	x	x
	Handwritten Parking Ticket Form				x	x	x	x	x	x
	Public Safety Flyers	x	x		x	x	x	x	x	x
	Report Forms	x	x		x	x	x	x	x	x
	Vehicle Impound Forms	x	x		x	x	x	x	x	x
	Victim Resource Guides	x	x		x	x	x	x	x	x
Public Works										
Engineering Bureau	Door hanger – Imminent Sidewalk/Street Work				x	x	x	x	x	x
	Where to Recycle Used Oil (New HHW Collection Facility)	x			x	x	x	x	x	x

City of Long Beach
Public Documents

City Department		Translation Status as of October 1, 2014					Current Translation Status			
Bureau	Language Access Policy	Spanish	Khmer	Tagalog	Received Form	Sent to Vendor	Spanish	Khmer	Tagalog	Returned to Dept.
Environmental Services Bureau	Litter Free Street Banners	x	x		N/A	N/A	x	x	N/A	N/A
	"No Litter Zone" Packet (Litter Free LB Trifold Pamphlet and Litter Free LB Packet Inserts)	x	x		x	x	x	x	x	x
	Special Collection for Residents (Used Motor Oil and Special Collections Flyer)	x			x	x	x	x	x	x
	Tree-Cycling Flyer	x	x		x	x	x	x	x	x
	Used Motor Oil Recycling Information (Same as Used Motor Oil and Special Collections Flyer)	x	x		N/A	N/A	x	x	N/A	N/A
Public Service Bureau	Fireworks Official Notice Flyer	x	x		x	x	x	x	x	x
Water Department										
	Annual Water Quality Report	x	x		x	x	x	x	x	x
	Quarterly Citywide Newsletter (sent with utility bill)				x	x	x	x	x	x
	Stage 1 Water Prohibitions				x	x	x	x	x	x
	Conservation Materials- Updated Schedule and Rebate				x	x	x	x	x	x
	Landscape Program Application (L2G Program)				x	x	x	x	x	x
	Notice Of Shutoffs (door hanger)				x	x	x	x	x	x