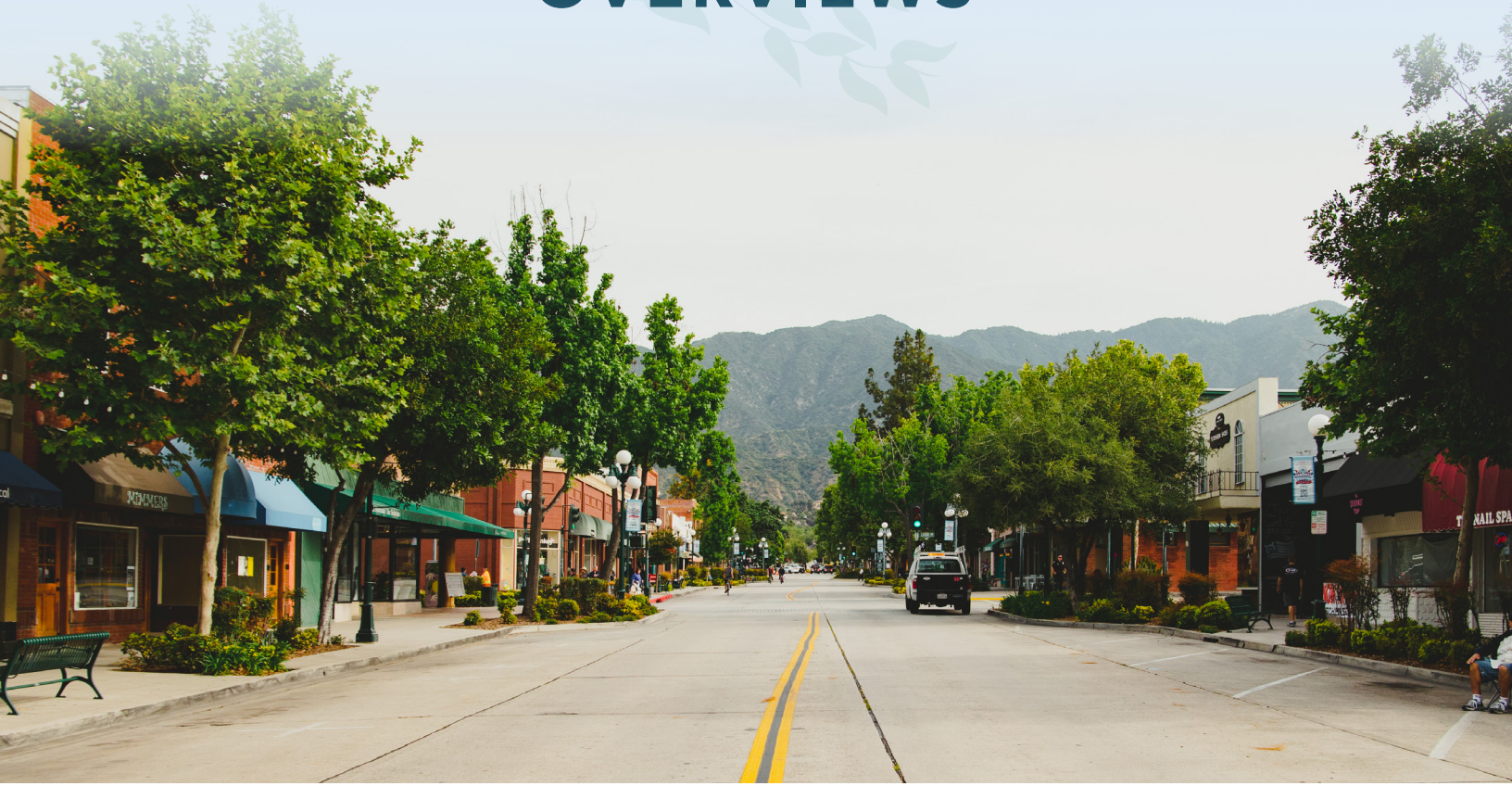


CITY OF
MONROVIA
CALIFORNIA



DEPARTMENT
OVERVIEWS



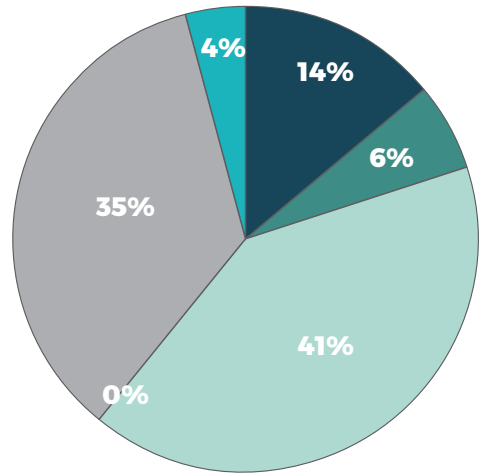
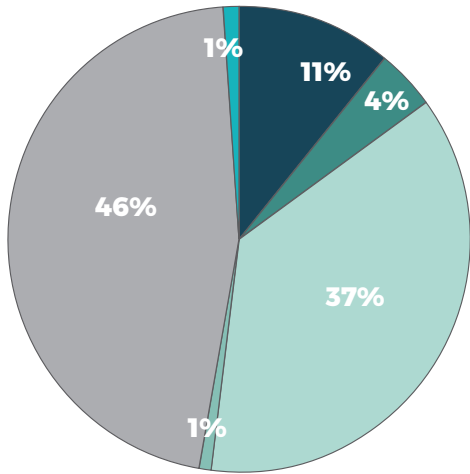
DEMOGRAPHICS SUMMARY REPORT

280 CITY EMPLOYEES SURVEYED

37,006 RESIDENTS SURVEYED

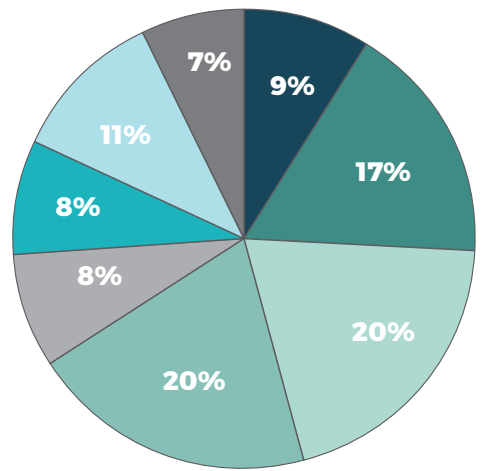
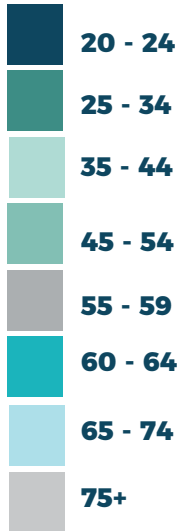
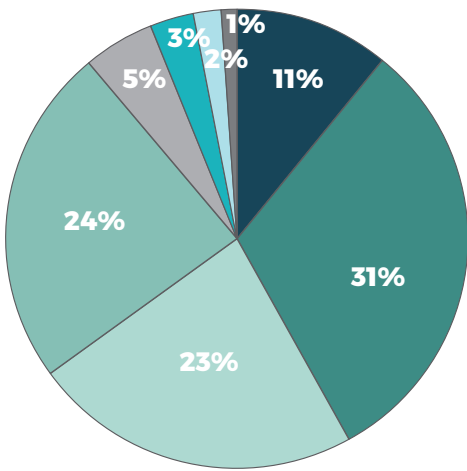
CITY EMPLOYEES RACE / ETHNICITY

RESIDENTS RACE / ETHNICITY



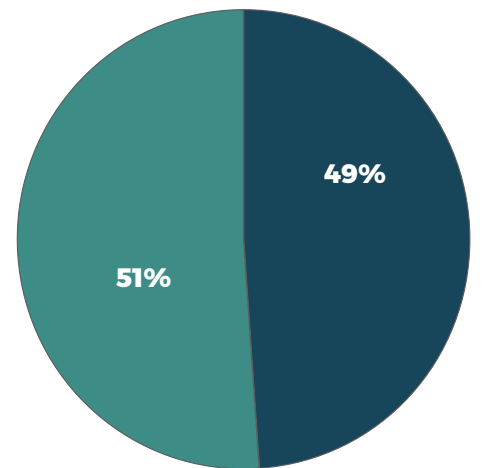
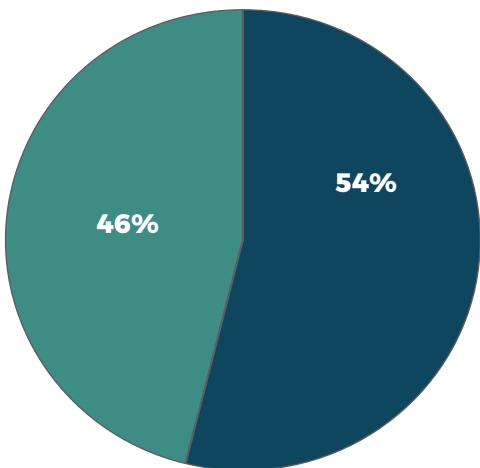
CITY EMPLOYEES AGE GROUP

RESIDENTS AGE GROUP



CITY EMPLOYEES GENDER

RESIDENTS GENDER





Administrative Services Department

Our Purpose:

The Administrative Services Department is responsible for the overall management and oversight of the City's financial assets and financial transactions.

Staffing:

15 Full-time Staff

1 Part-time Staff

FY 20-21 Operating Budget:

\$2.8 Million

Responsibilities:

Budgeting/Long-Term Financial Planning

General Accounting /Financial Reporting

Treasury/Cash Management

Debt Administration

Payroll

Accounts Payable

Accounts Receivable

Fiduciary Grant Management

Utility Billing

Key Annual Reports Produced:

Annual Budget

Comprehensive Annual Financial Report (CAFR)

Key Statistics (FY 2019-20):

Payroll checks generated:

7,508 checks/direct deposits

Annual payments to vendors:

5,445 checks issued (10,193 invoices)

Annual cash receipts posted:

178,353 cash receipts

Accounts receivable invoices generated:

2,081 invoices

Annual water bills generated:

113,524 bills

Committees:

Audit Committee

Measure K Citizens Advisory Committee

We exist to serve the people of Monrovia to create a community that offers a premier quality of life.

City Manager's Office BY THE NUMBERS

The City Manager's Office is responsible for coordinating the following operations: City Clerk's Office, Human Resources, and City Administration.

Our mission is to be an internal resource to all operating departments, offering support and problem-solving. With a teamwork mentality, the City Manager's Office is dedicated to serving the community through serving each other.

\$4.5 MILLION ANNUAL OPERATING BUDGET

14 FULL-TIME EMPLOYEES

3 PART-TIME EMPLOYEES

HUMAN RESOURCES - 240 FULL TIME & 100 PART TIME EMPLOYEES

Recruitment, Reconnects, and Separations

2018-2019

- Conducted 41 recruitments, including new City Manager recruitment
- Onboarded 67 employees
 - 15 full time and 52 part time
- 67 employee orientations
- Reconnected with 20 employees for 6-month check-in
- Separated 89 employees

2019-2020

- Conducted 20 recruitments
- Onboarded 9 employees
 - 5 full time and 4 part time
- Reconnected with 12 employees for a 6-month check-in
- Separated 21 employees (5 Retirements)

Workers Compensation

2018-2019

- 66 claims were reported by the City
- 49 of those 66 claims were closed in the same fiscal year

2019-2020

- 31 claims were reported by the City
- 14 of those 31 claims were closed in the same FY

Trainings

- Customer Service Training
- Non-Harassment Training
- Cybersecurity Training
- National Incident Management System
- California Standardized Emergency Management System

CITY CLERK'S OFFICE

City Council Meetings & Support:

2019 - 54 Meetings

Elections

- Administered November 5, 2019, Special Election
- Conducted Vote Center outreach/education in preparation for 2020 election
- Conducted March 3, 2020 General Municipal Election

Public Records Requests:

2019 - 945 | 2020 - 588

Liability Claims:

- 2019 - 47 Claims Processed
- 2020 - 18 Claims Processed

Special Projects:

- Census 2020 Outreach

INFORMATION TECHNOLOGIES

Acorn Technology Services supports 317 workstations

- Over 3,000 service requests
- 65 remote work stations supported

PUBLIC INFORMATION

Publications

- 98 Newsletters
- 44 News Release

Website Visitors

1,006,325 page views

Social Media (4 - 7 posts weekly)

 6,065 Followers | 53,293 reach

 4,765 Followers | 285K impressions

 3,900 Followers | 12,540 reach

 15,381 views

ECONOMIC DEVELOPMENT

In the pipeline, Monrovia should expect:

- 1,498 housing units, 53 of which are for very low income
- 2 hotels with 234 hotel rooms
- 20,520 square feet of commercial space (mixed use residential developments)
- Other public amenities: public art, open space, pocket parks, public paseo, transit-oriented housing

Community Facilities Districts (Mello Roos)

- Established 4 CFDs, with 3 pending

GoMonrovia

- Launched in March 2018
- Provided 1,069,494 rides.
- Promo code has been used by 26,408 people



COMMUNITY DEVELOPMENT DEPARTMENT

Mission

The Community Development Department is dedicated to serving the community, protecting the quality of life, preserving property values, and improving the built and natural environment.

Staff

22 Full Time, 2 Part Time

Operating Budget

\$5,803,781 (FY2020)

Key Statistics (FY2020)

Building Valuation: \$25.9 million

Business Licenses: 2,619

Code Enforcement Cases: 674

Historic Landmarks: 155

Dwelling Units approved: 1,140

Review Bodies


Planning Commission


Historic Preservation Commission


Development Review Committee

Art in Public Places Committee

Board of Appeals

 [(626) 932-5565]

 [cd@ci.monrovia.ca.us]

 Cityofmonrovia.org/cd

Department Responsibilities

Building and Safety Division

Evan Nuckles, Division Manager

- Building Plan Checking and permitting
- Building Inspections
- Building Code maintenance
- Code Enforcement Support

Neighborhood & Business Services Division

Sheila Spicer-Batice, Division Manager

- Code Enforcement (Residential and Commercial)
- Administrative Fines & Hearings
- Board of Appeals Support
- Business Licensing and Regulation
- Monrovia Area Partnership (MAP)
- CDBG/Housing Programs

Planning Division

Sheri Bermejo, Division Manager

- Current Planning/Zoning
- Neighborhood Compatibility Design Review
- Advance Planning/General Plan Administration
- Historic Preservation
- Historic Assessment preparation/Demolition Ordinance

Administration

Craig Jimenez, Director

- Budget management
- Art in Public Places
- Document Management
- Development Services coordination
- Staff/Commissions training
- City Council/Commissions support
- Economic Development support



City of Monrovia Community Services Department

FY 2019-2020 • Year End Review

Overview

22 Full Time Staff (4 Vacancies)

40-60 Part Time Staff

3 Divisions - Administration, Library, Recreation

3 Commissions & Boards - Community Services Commission, Library Board, Monrovia Old Town Advisory Board

\$4.3 M Annual Budget

Our Purpose

Create Community • Connect People to Resources
Provide Essential Social Services

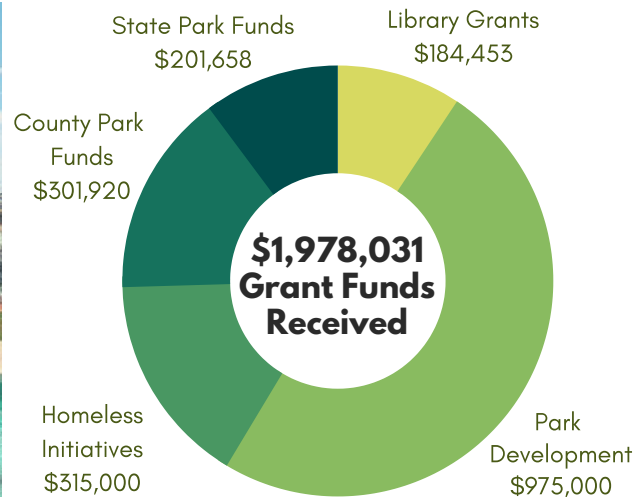
By the Numbers

- 177,335 Visitors to the Library
- 87,457 Canyon Park and HWP Trail Users
- 512 Library Programs with 18,583 Attendees
- 31 City-wide Special Events
- 1,279 Senior Lunches Served
- 3,760 Senior Program Participants
- 5,477 Students Served by Monrovia Reads Van
- 1,737 Facility Rentals at 17 Facilities
- 1,976 Served by the Veterans Resource Center
- 236,247 Materials Borrowed from the Library
- 504 Contract Classes Offered
- 1,753 Passports Processed
- 207 Youth Participants in Recreation Programs
- 3,232 Instructional Hours for Adult Learners Provided by 53 Volunteer Tutors
- 2.5 Tons (5,000 lbs.) Diverted from Landfill at Community Garden
- 500 lbs. of Produce Grown at Community Garden
- 6,500 Views of Community Garden Video Tutorials
- 850 Volunteer Hours at Community Garden
- 200 Participants in Community Garden Workshops



Community Partners

- American Legion Post 44
- Boys and Girls Club of the Foothills
- Centre Stage, Inc.
- Community Media of the Foothills
- Foothill Unity Center
- Friends of the Monrovia Public Library
- Gad-A-Bouts Senior Club
- Interfaith Council
- KGEM-Community Media of the Foothills
- Latino Heritage Society
- Ministerial Association
- MOHPG
- Monrovia Association of Fine Arts
- Monrovia Chamber of Commerce
- Monrovia Coordinating Council
- Monrovia Duarte Black Alumni Association
- Monrovia Historical Museum
- Monrovia Historical Society
- Monrovia Kiwanis Club
- Monrovia Providers Group
- Monrovia Public Library Foundation
- Monrovia Reads
- Monrovia Rotarian Club
- Monrovia Unified School District
- Mountainside Communion
- New Horizons Senior Club
- Oak Crest Institute of Science
- Options for Learning
- Santa Anita YMCA
- Scouts of America Troop 66
- Volunteer Center of the San Gabriel Valley
- Wilderness Preserve Foundation





MONROVIA FIRE & RESCUE

We are committed to helping anyone in need, with pride, through quality life safety services and rapid response, focusing on operational readiness, department unity and professionalism.

“Helping Anyone in Need”

In 2019, Monrovia Fire & Rescue responded to 4,600 emergency calls for service, approximately 80% required paramedic care.



\$11.6 MILLION BUDGET

2 STRATEGICALLY PLACED FIRE STATIONS

42 FIRE SUPPRESSION / EMS

2 FIRE PREVENTION

2 FIRE ADMINISTRATION

1 PT DISASTER PREPAREDNESS COORDINATOR

Fire Divisions

FIRE ADMINISTRATION

Responsible for planning, organizing and directing all of the activities within the fire department.

FIRE PREVENTION

Reduce the likelihood of fires through public education, code enforcement, plan reviews, inspections of buildings, hazardous facilities and brush zones.

OPERATIONS

Oversee day-to-day activities and all aspects related to “All-Hazard” responses. Maintain stations, equipment, and fire engine fleet.

DISASTER PREPAREDNESS/COMMUNITY RISK REDUCTION

Maintain citywide disaster plans, train city staff and residents in emergency management, and manage community risk reduction programs.

TRAINING/EMS

Oversee all aspects of training programs, regulations, mandates, certificates and licensure. Develop entry-level and promotional exam processes.

Fire Station 102 is a regional training center that allows for a multitude of training scenarios such as: rope rescue, structure fire, hazardous materials, trench rescue, confined space, structural collapse, mayday situations and forcible entry.



Samson the Mascot

MONROVIA POLICE DEPARTMENT



The Monrovia Police Department provides 24-hour police services to the community members of the City of Monrovia. The department is made up of 50 sworn police officers, 29 non-sworn employees and 8 part-time employees.

The department is divided into an **Operations Division** and **Services Division**. Both divisions are individually managed by a Captain.

OPERATIONS is composed of Patrol, Parking Control, Jail Operations, Reserves, Police Explorers, Chaplain Program, Personnel and Training Office, Air Support Liaison and the Regional Foothills Special Enforcement Team Liaison.

Patrol Watches are led and managed by a Lieutenant and Sergeants.

On average, the Monrovia Police Department handles 24,000 service related calls annually.

SERVICES is comprised of Detectives, Special Enforcement Team, Records Bureau, Community Activist Policing Bureau, Animal Control Liaison, and Communications and Crime Analysis Technology.

DETECTIVES/SPECIAL ENFORCEMENT TEAM

The Detective Bureau is led and managed by a Lieutenant, with a Sergeant overseeing the Special Enforcement Team. The Detective Bureau investigates between 970 and 1200 cases annually.

The Special Enforcement Team (SET) is managed by a Sergeant and is comprised of 3 officers. This team is overseen by the Detective Bureau Lieutenant. The objective for SET is to place emphasis on any special community issues, crime trends, and to provide support to detective investigations.

COMMUNITY ACTIVIST POLICING BUREAU (CAP)

The CAP Bureau is comprised of a Sergeant, Community Policing Officer and a School Resource Officer. A clinician from Los Angeles County Mental Health is also assigned 2 weeks/month to the department for outreach and resource to the community.

CAP has been ingrained in department outreach since the early 1990s. The purpose of CAP is to work with community members and other city and state departments to find innovative ways to bring long-term solution to crime, blight and other quality of life issues. Outreach in the forms of individual Neighborhood Watch meetings, working with partners such as the Foothill Unity Center, faith based community members, local business and the Monrovia Area Partnership are just a few. CAP is annually involved in over 40 to 50 community related events.

Over the last several years, CAP continues to focus its efforts on outreach and assistance of individuals suffering from homelessness. To date, CAP, with the assistance of local outreach services organizations, has been able to manage the housing and placement of over 34 community members. CAP works daily with other city departments to outreach and provide assistance in dealing with homelessness situations and mental health follow-up visits.

RECORDS BUREAU

The Records Bureau processes, on average, 3700 case files annually. The Records Bureau is also responsible for the filings of misdemeanor cases, reporting statistics to the State Department of Justice and the FBI, managing court subpoenas, and researching Public Records Requests.

PARKING CONTROL

Parking Control is supervised by one, full-time Lead Parking Control Officer, who also handles administrative duties, and three part-time Parking Control Officers who handle parking control issues within the city.

ANIMAL CONTROL SERVICES

Animal Control is a contracted service through the Pasadena Humane Services.