



Neighborhood Leaders 'Planning for 2023' Training

Tuesday, November 29, 2022, 6 p.m.

Santa Ana College – Johnson Center

Presented by Santa Ana Neighborhood Initiatives & Environmental Services Team:

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Email: nies@santa-ana.org

Website: <https://www.santa-ana.org/departments/neighborhood-initiatives/>

Ground Rules

- Start and end on time
- Silence mobile phone
- Participate fully and share your insights
- Be supportive, not judgmental
- Listen to what others have to share
- Do not interrupt speaker
- Focus on being solution-oriented
- Facilitator / moderator will redirect the conversation to keep focused on the meeting agenda



Training Agenda

1. Welcome, Introductions, and Ground Rules
2. Ice Breaker Activity
3. Planning Division Team – Sunshine Ordinance and General Plan Implementation
4. Planning a Neighborhood Meeting
5. Neighborhood Clean Ups
6. Special Events Planning
7. Reporting Environmental Problems Quiz
8. NIES Quiz
9. Recap of NIES Support During Transition
10. NIES Talk – Q&A
11. Reflection and Takeaways
12. Closing – Free Opportunity Drawing

Introduction / Group Activity (5 minutes)

- **Pair up in partners of two**
- **Take one minute for each person to share their name, neighborhood, # of years in the neighborhood, and one interesting fact about themselves**
- **Your partner will introduce you to the group**

Training Purpose (5 min.)

- NIES Overview and new focus on the City's General Plan policies and implementation actions related to environmental justice
- Rollout of toolkit of resources and updates to help empower neighborhood association leaders to prepare for your schedule of events in 2023
- Clarify support and expectations from NIES staff team during transition
- Share recent neighborhood victories around environmental justice

Planning Division Special Guests

Ali Pezeshkpour, Planning Division Manager

Ricardo Soto, Principal Planner, Advanced Planning Section

Sunshine Ordinance Community Meetings

<https://www.santa-ana.org/sunshine-ordinance-guide-to-community-meetings/>



Community Involvement in City's General Plan Implementation

<https://www.santa-ana.org/departments/general-plan/>

INTRODUCTION

The Santa Ana General Plan provides long-term policy direction to guide the physical development, quality of life, economic health, and sustainability of the city through 2045. Informed by a comprehensive public engagement process, the General Plan establishes a shared vision of the community's aspirations as the world-class capital of Orange County that celebrates diversity, neighborhoods, and cultural heritage. The Santa Ana General Plan is meant to help every decision maker, stakeholder, business, and resident take the steps necessary to realize this vision.



Neighborhood Improvement Program History

- 1983 Neighborhood Improvement Program established in Housing Division under Planning
- 1996 Reorganized into 3 District Areas in Housing under Community Development
- 2007 NIP resources: Staffing of 11, including 3 District Managers
- 2008 NIP Resources: Staffing of 5, including 2 District Managers
- 2015 Neighborhood Initiatives Program moved to Planning
- 2022 Neighborhood Initiatives and Environmental Services: Staffing of 4

Planning for a Neighborhood Meeting



Steps for Planning a Neighborhood Meeting



1. Draft a meeting agenda and any guest speakers
2. Select a date, time, and location
3. Reach out to presenters and confirm their participation
4. Reserve a facility for your meeting and get confirmation
5. Prepare the meeting flyer to announce the meeting
 - Include a title, date, time, location, highlight topics and guest speakers, contact information, graphic or image
6. Send a finalized flyer to NIES staff for printed copies, mailer, and email campaign. Allow two weeks for the meeting flyer to be printed and mailed out to residents.

Planning a meeting takes about 3-4 weeks. Plan accordingly to allow guest speakers time to confirm their participation.

Meeting Location and Room Set-up

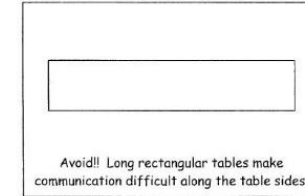
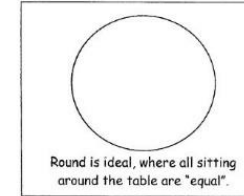
Meeting Location

Choose a location that is centrally located and familiar to all residents. Estimate the number of attendance and reserve a room to accommodate the number of people attending.

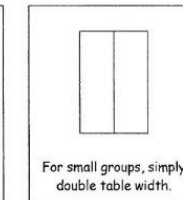
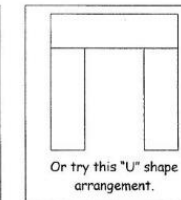
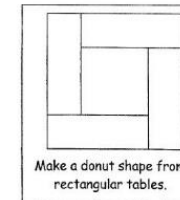
Room Set-Up

The meeting room should be arranged to encourage participation. Half circle helps promote dialogue and allows people to see each other. Include what you will require in your reservation form. Example: microphone, projector, screen, the layout of chairs and podium.

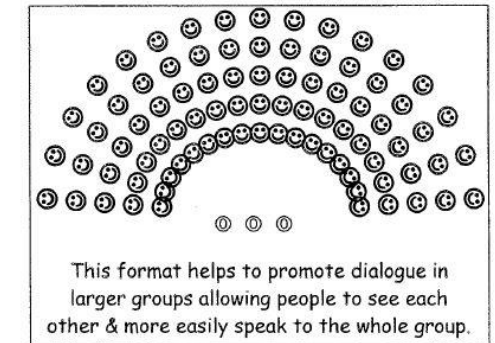
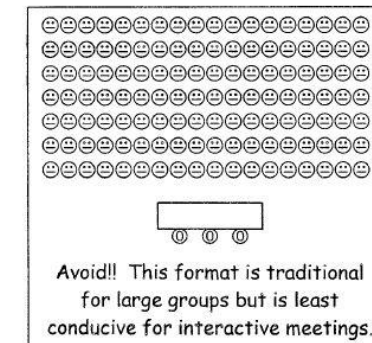
SMALLER MEETING ARRANGEMENTS



VARIATIONS OF "ROUND" WHEN GROUP SIZE OR FURNITURE DICTATE SHAPE



LARGE MEETING ARRANGEMENTS



Setting Meeting Ground Rules

Ground Rules

- At the beginning of the meeting set ground rules and expectations for an inclusive meeting. Some common rules to use:
 - One person speaks at a time
 - No derogatory comments
 - Be supportive, not judgmental and treat everyone with respect
 - Do not interrupt the speaker
 - Participate fully and share your insights
- The facilitator will encourage all participants to speak their mind, keep the meeting on schedule, redirect the conversation to keep focused on the meeting agenda, and mediate arguments when they arise.



Meeting Goals and Meeting Frequency

Meeting Goals

- Your meeting should consist of a clear goal and end with an action item
- Do not forget to follow up after the meeting. Delegate tasks and duties to other board members.

Meeting Frequency

- Check-in with your group to decide how often to meet (Monthly, quarterly, or as needed)
- It isn't always necessary to have a meeting. Find a balance to keep residents engaged and prevent burnout. If you want to gather residents do a potluck or neighborhood walk tour instead.



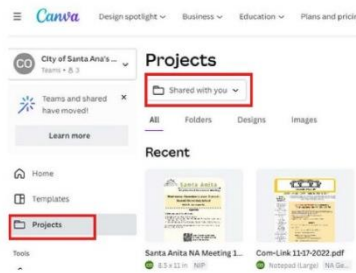
Online Graphic Tool Canva

www.canva.com

STEPS ON HOW TO USE CANVA

1. Login

Login to your account and click on Projects. Then select Shared with You. NIES staff will share a template with you to get started.



2. Edit Template

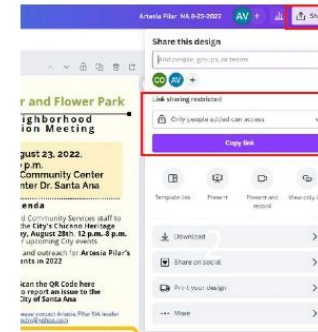
Open the template and click edit. Click on the text of the template to begin editing. A menu will appear above the design, you can change the font color, size, font style, etc. Edit the date, time, location, and agenda of your meeting.



Edit the date, time, location, and agenda

3. Share Flyer with NIES for Copies

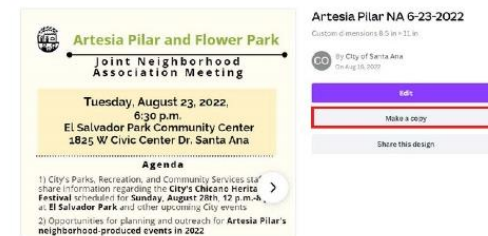
Once you are done editing your flyer, click on Share and select Copy Link. Have Link Sharing be Anyone with the Link can edit. Share with NIES staff to translate to Spanish and/or make copies. You can also download the flyer and share on social media.



Note: Download as a PDF for best format.

4. Reuse the Template for Future Meetings

For future meetings, reuse the flyer and edit. Click on the flyer and select Make a Copy. Rename the template with Neighborhood Name and meeting date.



Other Meeting Resources

Neighborhood Meeting Tools



Developing an Agenda



Guidelines for
Communication



Meeting "Working
Agreements"



Discussing Complex
Issues



How to Have a Successful
Committee



Discussion Topics for
Meetings



Guidelines Regarding
Neighborhood Meetings
During Political Season

- List of Agency and Departments Contact List
 - <https://www.santa-ana.org/discussion-topics-for-meetings/>
- List of City Facilities and other Community venues available

New Process for Neighborhood Clean Ups



The Program and Purpose



- The City of Santa Ana can provide a large dumpster bin for neighborhood clean-ups
- Republic Services can deliver up to 5 of these dumpsters per year to every neighborhood or resident volunteers
- It's free!
- The dumpster program encourages residents to coordinate clean-up events and a chance to dispose larger items in their neighborhood

Permitted vs Not Permitted



- Here is a list of disposable items allowed to go in the roll-off bin

PERMITTED	NOT PERMITTED
BBQ's, bicycles, exercise equipment	A/C Units or furnaces
Boxes (must be broken down with nothing inside)	Appliances (Refrigerators, microwaves, etc.)
Carpet rolls (6x2) and padding	Auto parts and tires
Exercise equipment	Electronic waste (Computers, televisions, phones)
Old furniture (Couches, desks, etc.)	Glass or mirrors
Green waste (bundled), tree branches, etc.	Hazardous waste (batteries, chemicals, needles, paint, propane, fluorescent bulbs, etc.)
Hardware	Machinery (Copy machines, sawmills)
Lumber and fencing	Oil, paint or chemicals of any kind
Mattresses and box springs	Oversized items (Tool sheds, swing sets, camper shells, pianos, spas in one piece)
Non-donatable clothes, bedding, books and toys	Tree trunks
Toilets and countertops	
Unwanted household items	

An illustration at the bottom of the sign showing three people. On the left, a man in a green shirt. In the center, a man in a white shirt standing next to a grey dumpster. On the right, a woman in a black shirt with her hand raised.

Submission and Requirements



- The most convenient way to obtain your dumpster is by submitting the form online
- [Neighborhood 40-Yard Roll-Off Container Request Form](#)
- Requirements for service:
 - An authorized neighborhood representative must be the one to request
 - A point of contact must be present at all times during the event
 - Valid address in Santa Ana
 - 3 week notice prior to event day

After Submission



- Once the web form is submitted, NEIS will confirm that the applicant meets the requirements
- Our office then coordinates with Republic Services, Public Works, and Police Planchek to provide flyers, temporary no parking signs, and the dumpster bin

The Day of Clean-up



- Republic Services will drop off dumpster bin in designated area at 7:00 AM and will pick up at 12:00 PM
- You may contact Republic Services if you encounter any issues
 - **Francella Aguilar** — (562) 755-7350
 - **Mark Mahan** — (657) 467-6207

Dumpster Program Feedback

- Quick Questions about the program?
- Your experience with the program?



Break Time!

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Event Planning

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Event and Project Planning Insights

- When was the last time you planned an event?
- Are there any planning tools that you already use?

Event Plan	Lead	Timeline	Resource Needs
<p>★ Event Vision and Overview: <i>(Event Title, Event Date, Event Location, and Event Description)</i></p>			
<p>★ Goals: <i>(What do you want to accomplish)</i></p>			
<p>★ Event Program: <i>(ex. Opening & Welcome Keynote Speakers, Recognitions, Entertainment, Resource Fair, Closing Remarks, etc.)</i></p>			
<p>★ Timeline: <i>(ex. Planning Meetings Scheduled, Event Flyer, Permits submitted to appropriate agency, Community Outreach, Budget for expenses, Agency/Partner event invitations and confirmations, Evaluation and Debrief of event, etc.)</i></p>			

PROJECT PLAN	Lead	Timeline	Resource Needs
<p>★ Program goal: <i>(What do you want to accomplish?)</i></p>			
<p>★ Framework & Strategy: <i>(How are we going to achieve this?)</i></p>			
<p>★ Objective #1: <i>(What are specific actions that will help us meet our goal?)</i></p> <p>★ Activities: <i>(Activities that you engage in to complete your work)</i></p>			

City of Santa Ana- SAPD Plan Check

Step 1:

Determine type of event

Time, date, and potential locations

Determine whether it is public or private property and will it require a street closure or use of city property, street and/or sidewalk

Complete application special events or land use certificate

Submit for review to bmartin@santa-ana.org or policeplancheck@santa-ana.org at 30-45 days prior to your event

You will receive additional forms and a request for information depending on your type of event which might include:

- OCFA permit

- Insurance

- Site Map

- Traffic Control Plan

- Signatures from affected parties (for street closure)

- Business Tax Information

- OC Health

City of Santa Ana- SAPD Plan Check

What to do if the event is on public property (such as a street or sidewalk)

These events include festivals, concerts, neighborhood block parties, marches, rallies, posadas or any other activity, which impacts the normal flow of pedestrian or vehicle traffic.

Complete a City Public Property Use Permit Application (also called a “Street Closure Permit Application”)

If a street closure is required attach a petition form signed by all of the businesses and residents within the boundaries of the special event (included in the application form)

Attach a site plan showing how your event will be set up

Submit the completed form to the Police Department Permit Counter located at City Hall. Allow 30 business days for processing

Submit Permit Application Fee of \$168.68 to the Police Department Plan Check Counter located in City Hall.

Please make checks payable to the City of Santa Ana

[Special License to Use Public Property Permit Application](#)

City of Santa Ana- SAPD Plan Check

Events on private property

Events on private property require a Land Use Certificate. Examples of these type of events may include, but are not limited to, the following:

Sidewalk sales

Radio station promotional broadcasts

Carnivals

Any activity not conducted within a building

To obtain a land use certificate, applicants must submit a [Land Use Certificate Application](#) and three (3) sets of plans with the following information:

Site Plan and/or Floor Plan

Surrounding land uses of properties immediately adjacent to the project site

City of Santa Ana- SAPD Plan Check

Events on public property (excluding City parks)

Events on public property require a Special License for the Temporary Use of Public Property. Examples of these types of events include, but are not limited to, the following:

Street fairs/festivals

Concerts

Neighborhood block parties

Marches, rallies, or parades

Posadas or processions

Any other activity which impacts the normal flow of pedestrian or vehicle traffic

If a street closure is required, submittals must also include a traffic control plan designed by a licensed traffic control company, as well as a petition form signed by all of the businesses and residents within the boundaries of the special event (form included in the application).

City of Santa Ana- Parks, Recreation and Community Services- Special Events Planning

Special Event Permitting for Neighborhood Associations

Step 1: Submit a special event application AND SITE PLAN to specialevents@santa-ana.org

Ensure application is complete and has signature

Ensure site plan indicates all elements specified

The contact listed in the application will be contacted during the process

Will need to be submitted a minimum of 45 business days prior to event. 1 year max for events with over 1,000 participants

Step 2: Complete Event Participant List and send to Parks and Rec contact and JGonzalez20@santa-ana.org

Organizations will need to have a Santa Ana Business License

Step 2.5: Event Walk Through with Staff

Not all events will require a walk through

City of Santa Ana- Parks, Recreation and Community Services- Special Events Planning

Special Event Permitting for Neighborhood Associations

Step 3: Complete external permits (OCFA, OC Health, Building)

OC Health permit is through the County of Orange EHSpecialEvents@ochca.com

Event Organizer Application Packet

TFF Application Packet (if not using food truck)

OCFA

Special Event Screening Form

Special Event Permit

Building/ Electrical

Large Structures

Generators

City of Santa Ana- Parks, Recreation and Community Services- Special Events Planning

Special Event Permitting for Neighborhood Associations

Step 4: Insurance

Fill out “SELIP/Prompt Cover Application” <https://www.2sparta.com/index.php?p=selip>

Under the section requesting what “Public Entity” is requesting the insurance, please type or select “Santa Ana City of –ICRMA”.

Once your request is evaluated, SPARTA will email a quote to you for review.

Forward the quote to RMD@Santa-Ana.org and CC the staff point of contact

Step 5: Permit Sent

Event is not approved until permit is sent. Permit cannot be sent unless steps 1 – 4 are completed.

Please review your permit when received.

Reporting Environmental Problems



You can report Environmental Concerns to these agencies to help improve the environment and your community's health.

REPORTING ENVIRONMENTAL PROBLEMS



There are many laws in place to protect our environment and our health. Local, State, and Federal Agencies are responsible for making sure that those laws are followed and that public health and the environment are protected from pollution. These agencies rely on the residents that live in the community to be the eyes and ears of any environmental concerns. You can report problems to these agencies to help improve the environment and your community's health.

REPORTING ENVIRONMENT AND FOOD SAFETY COMPLAINTS

Contact OC Health Care Agency - Environmental Health
Call (714) 433-6000. For a lead blood test for your child call (714) 567-6220.

General food safety, hazardous waste (illegal dumping, storage, solid waste), lead exposure, public swimming pools, body art/permanent makeup, etc.

REPORTING AIR QUALITY COMPLAINTS

Contact South Coast AQMD
Call (800) 288-7664 or visit www.AQMD.gov/Complaints

Have the date, time, type of air quality event (odors, dust, asbestos, smoke), odor description, and address or location of suspected source.

DISCHARGE OF POLLUTANTS INTO STORM DRAIN

National Pollutant Discharge Elimination System (NPDES)
Public Works Agency Dispatch call (714) 647-3380 or report an issue www.santa-ana.org/report-issue

Prohibited discharge, spill, illegal dumping, sediment (dirt) tracking, water pollution, storm drain, and flooding.

FIRE HAZARD COMPLAINT

Orange County Fire Authority
Call (714) 573-6000 or email Referral@ocfa.org

Open burning, fire pit or barbecue, combustible waste storage, obstructed exits, overcrowding, fire hydrant or lanes, hoarding, etc.

REPORT CODE ENFORCEMENT COMPLAINTS

Code Enforcement Division
Call (714) 667-2780 or go to www.santa-ana.org/submit-a-complaint-online/

Health and safety, land use, zoning violations and substandard conditions on commercial, industrial, and residential properties.

ENVIRONMENTAL LAWS VIOLATION

US EPA Region 9
<https://echo.epa.gov/report-environmental-violations>

To report possible violation of federal environmental laws and regulations.

FOR ADDITIONAL QUESTIONS OR CONCERNS CONTACT THE CITY OF SANTA ANA'S NEIGHBORHOOD INITIATIVES AND ENVIRONMENTAL SERVICES OFFICE AT (714) 667-2260 OR VISIT WWW.SANTA-ANA.ORG/ENVIRONMENTAL-RESOURCES/

Environmental Resources



Reporting Environmental Problems Flyer

This page shares State, Federal, and local agencies and organizations' data, reports, and news on environmental topics influencing Santa Ana's environmental quality. Information will continue to be posted as it is made available.

Environmental News

- EPA Finds Methylene Chloride Poses an Unreasonable Risk to Human Health - www.epa.gov/assessing-and-managing-chemicals-under-tsca/final-risk-evaluation-methylene-chloride
- Attorney General Rob Bonta says companies face millions in liability for PFAS contamination - <https://www.siliconvalley.com/2022/11/10/california-files-major-lawsuit-to-clean-up-chemicals-it-calls-toxic-and-harmful-to-human-health-and-the-environment/>
- AQMD has issued a Notice of Intent to Issue Permit to Applicant: Dan Gurney's All American Racers, 2434 S. Broadway, Santa Ana to construct and operate one new paint spray booth. SCAQMD.PublicNoticeDanGurneysAllAmericanRacersInc
- UCI EcoGovLab Press Release: Preparing for Chemical Disasters - <https://faculty.sites.uci.edu/fortunlab/2022/10/04/torrance-toxic-tour/>
- Former DICEON Electronics Inc. Facility, 2215 S. Standard Avenue: DTSC.ApprovalofInterimRemedialActionPlanJune25_2021

Federal Resources



US Environmental Protection Agency

Visit our Environmental Resources page for additional information

www.santa-ana.org/environmental-resources/

Gathering Information to Report Environmental Problems

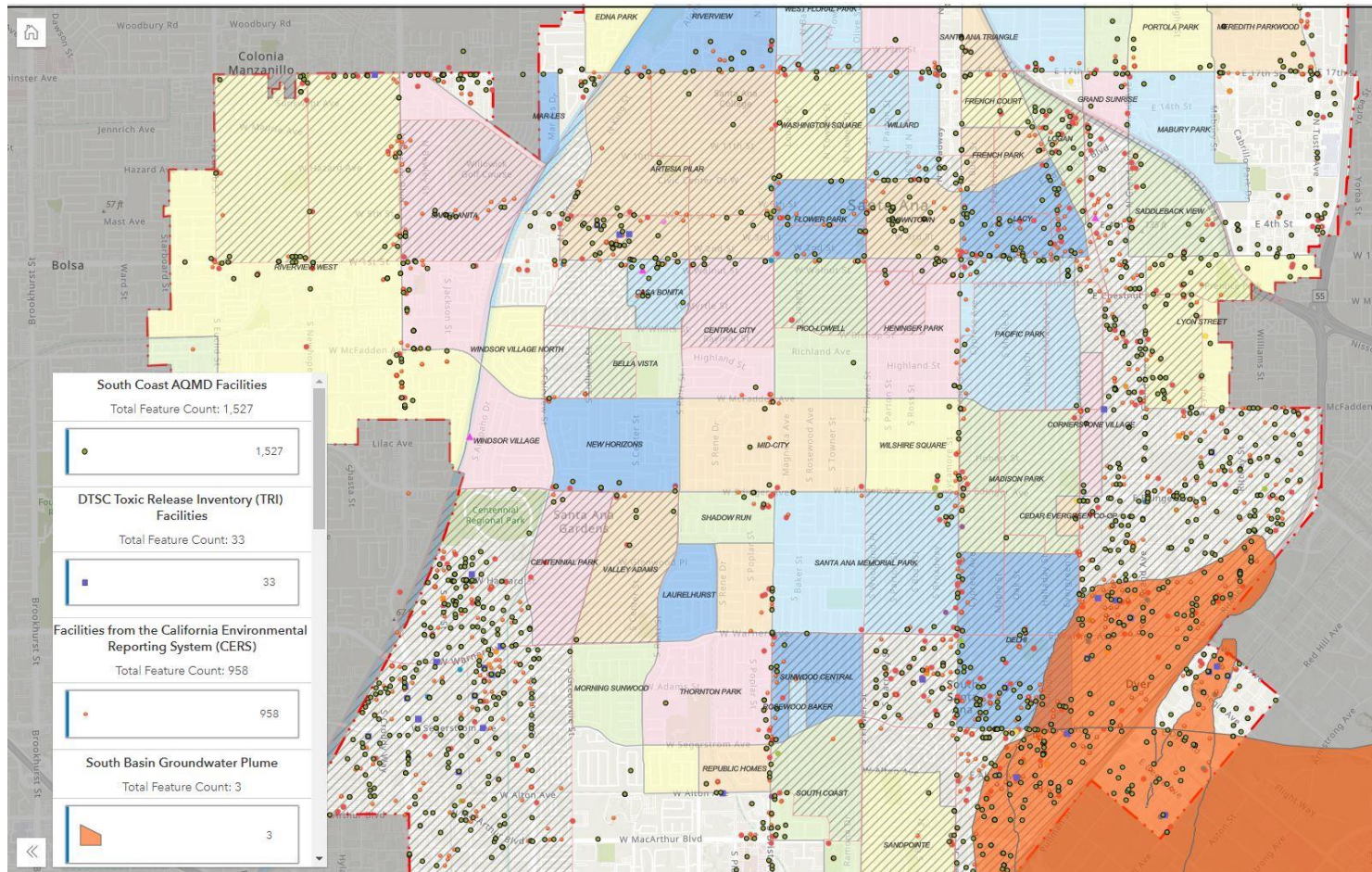
Tips for Your Report

- Provide as much detail as possible, including the time and date of the problem, specific location, and any other details that could help an investigation.
- Give your name and contact information for follow up.
- If calling, ask for name and direct contact of person you are speaking to. Ask for details on follow up and if they can provide a complaint or record number. Note the date and time of the call.
- If using an online complaint form, note the complaint number and keep confirmation emails.
- If you are reporting again after not having the concern addressed, mention that to the representative and ask to speak to a supervisor.
- Ask to report in the language you are most comfortable using.
- Submit and keep copies of pictures taken to document the problem.

Source: <http://www.publichealth.lacounty.gov/eh/about/how-why-report-problems.htm>

Santa Ana Environmental Justice Facilities Map

Santa Ana Environmental Justice Facilities Map - Interactive Legend



This map is intended for Santa Ana residents that live within or near Environmental Justice communities. Use this map to better understand where facilities that obtain permits from the South Coast Air Quality Management District, CalEPA, Department of Toxic Substances Control, OC Water District, State Water Resources Control Board, and CalRecycle are located.

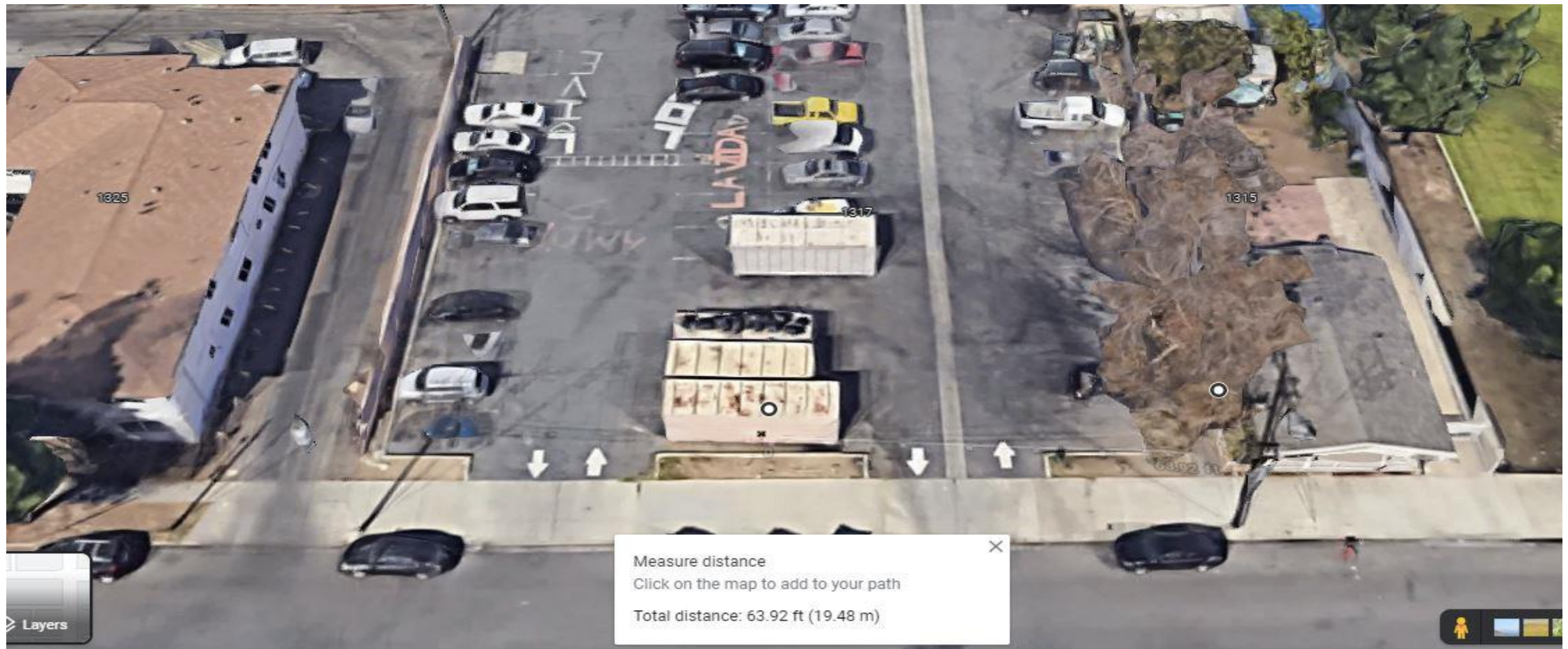
Example of EJ Concern and How to Report



Example of EJ Concern Continued



Example of EJ Concern Continued



What were the concerns that you saw?

- Recycling Facility
 - Noise, smell, trash debris, proximity to residential property line, hours of operation
 - CalRecycle jurisdiction Convenience Zones and Code Enforcement
- **Sec. 41-1253. Standards for small collection facilities.**

Sec. 41-1253. Standards for small collection facilities.

Only one (1) small collection facility may occupy a convenience zone at any time; and, each small collection facility:

- (1) Shall be established in conjunction with an existing commercial use which is in a convenience zone and not host to another operating small collection facility and is in compliance with all applicable zoning, building and fire code requirements;
- (2) Shall be no larger than five hundred (500) square feet;
- (3) Shall be set back at least fifty (50) feet from any street line and shall not obstruct pedestrian or vehicular circulation;
- (4) Shall accept only glass, metals, plastic containers, papers and reusable items. Used motor oil may not be accepted at these locations;
- (5) Shall use no power-driven processing equipment;
- (6) Shall use containers that are constructed and maintained with durable waterproof and rustproof material, covered when site is not attended, secured from unauthorized entry or removal of material and shall be of a capacity sufficient to accommodate materials collected and collection schedule;
- (7) Shall store all recyclable material in containers or in the mobile unit vehicle, and shall not leave materials outside of containers where attendant is not present;
- (8) Shall be maintained free of litter and any other undesirable materials, and mobile facilities, at which truck or containers are removed at the end of each collection day, shall be swept at the end of each collection day;
- (9) Shall not exceed noise levels of sixty (60) dBA as measured at the property line of residentially zoned or occupied property, otherwise shall not exceed seventy (70) dBA; and
- (10) Shall provide access to water/hose bib within fifty (50) feet.
- (11) Recycling facilities may not locate within one hundred (100) feet of a property zoned or occupied for residential use and shall operate only during the hours between 9:00 a.m. and 7:00 p.m.
- (12) Containers shall be clearly marked to identify the type of material which may be deposited; the facility shall be clearly marked to identify the name and telephone number of the facility operator and the hours of operation and display a notice stating that no material shall be left outside the recycling enclosure or containers.

NIES Quiz!

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Use your cellphone to join the quiz!

slido



QR Code to Join Quiz on Slido



www.Slido.com and enter
#3234478

Or type the link on a web browser

Recap of NIES Support during Transition

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Additional Resources Available to Neighborhoods

- Visit our website and resources page!
 - www.santa-ana.org/resources-for-neighborhoods/
- Santa Ana Com-Link Board
- OC Human Relations Conflict Resolution Resources

Neighborhood Initiatives and Environmental Services / Resources for neighborhoods / Conflict Resolution Resources

< Back
40-Yard Roll-Off Container Neighborhood Program
Planning a Community Clean-up
Neighborhood Initiatives Trainings
Guidelines for Creating a Neighborhood Association
Guidelines for Neighborhood Association By-Laws
Increasing Neighborhood Association Membership
Conflict Resolution Resources
Stages of Working Together
Neighborhood Meeting Tools

Conflict Resolution Resources

Conflicts Arise in Neighborhood Associations

As neighborhood associations meet and have events there are differing views on what's best for the neighborhood as a whole. Various community members come from different backgrounds and not always does everyone reach a smooth agreement. Our Neighborhood Initiatives and Environmental Services office understands that conflict arises within neighborhood associations. Below are some resources that may help neighborhoods when conflicts arise.

OC Human Relations Mediations Services

OC Human Relations provides conflict resolution services to Orange County Residents. They provide up to 8 hours of mediation service to Orange County residents at **no charge**.

What is mediation?






Mediation provides parties with a way to address a conflict situation before it escalates to the point that the parties go to court and/or personal relationships are destroyed. In mediation, parties work together in a non-adversarial process facilitated by the mediator to understand their different perspectives on the problem and collaborate to find a solution that can work for both of them. Mediation allows parties to focus on their unique set of circumstances and explore creative solutions in areas of disagreement.

To learn more about OC Human Relations Mediation Services visit their website at www.ochumanrelations.org/mediation-services/

Neighborhood Initiatives and Environmental Services / Resources for neighborhoods

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Conflict Resolution Resources
Stages of Working Together
Neighborhood Meeting Tools

Resources for neighborhoods

 Neighborhood Clean Up Request Program	 Neighborhood Initiatives Trainings	 Neighborhood Meeting Tools
 Guidelines for Creating a Neighborhood Association	 How to Create Neighborhood Associations By-Laws	 New Resident Packet
 Increasing the Neighborhood Association Membership	 Conflict Resolution Resources	 Stages of Working Together

Q&A NIES Talk

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Reflection and Takeaways

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Takeaways

- What were the main things you learned today?
 - How will this be useful to you?
- Opportunities for improvement
 - What would you like to see different?
 - What other topics would you like to see?

Future Training Opportunities

- Santa Ana Grants for Blocks- Charitable Ventures Event Planning Training
 - Neighborhood Associations with active accounts/projects will have an in-depth event planning training in collaboration with Charitable Ventures of OC. Tentative Date: February 2023
- City of Santa Ana- Special Events Training
 - Spring 2023

Free Opportunity Drawing

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