

# Neighborhood Leaders 'Planning for 2024' Training

Wednesday, October 11, 2023, 6 PM

Santa Ana Senior Center

Presented by Santa Ana Neighborhood Initiatives & Environmental Services Team

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

Email: [nies@santa-ana.org](mailto:nies@santa-ana.org)



# NIES Team Introductions



**Margarita G. Macedonio**, *Principal Community Planner*  
**Alyssa Ventura** *Assistant Community Planner*  
**Lizbhet Reyes Aguirre**, *Associate Community Planner*

**Frank Bejarano**, *Associate Community Planner*  
**Christian Arevalo**, *Senior Office Assistant*  
**Interns:** Joseph Trinidad & Karen Rodriguez



# Training Agenda

1. Welcome & NIES Team Introductions
2. Meeting Purpose
3. Ground Rules
4. Ice Breaker Activity
5. Historical Overview
6. NIES Office Updates
7. Special Events Planning Update
8. Environmental Justice Updates
9. Future Trainings & Workshops
10. Recap of NIES Support During Transition (Update/Margarita)
11. NIES Talk – Q&A
12. Reflection and Takeaways
13. Closing – Free Opportunity Drawing



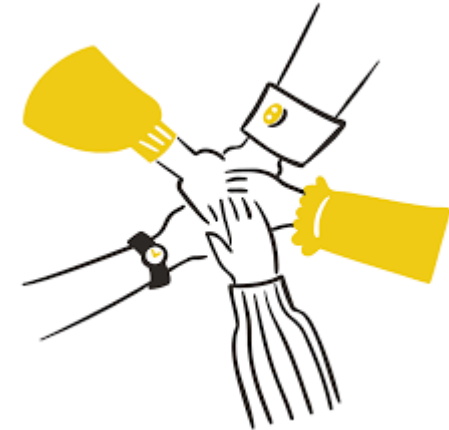
# Meeting Purpose

- Overview of the NIES Program
- Clarify support and expectations from the NIES staff team
- Enhance Neighborhood Association meeting abilities
- City's General Plan comprehensive zoning code update and Environmental Justice policy implementation
- Toolkit of resources and updates
  - The toolkit will help empower neighborhood association leaders in preparation for the 2024 schedule of events



# Ground Rules

- Start and end on time
  - Silence mobile phone
  - Participate fully and share insights
  - Be supportive
  - Actively listen
  - Do not interrupt speaker
  - Focus on being solution-oriented
- \*Facilitator /moderator will ensure conversations are agenda focused

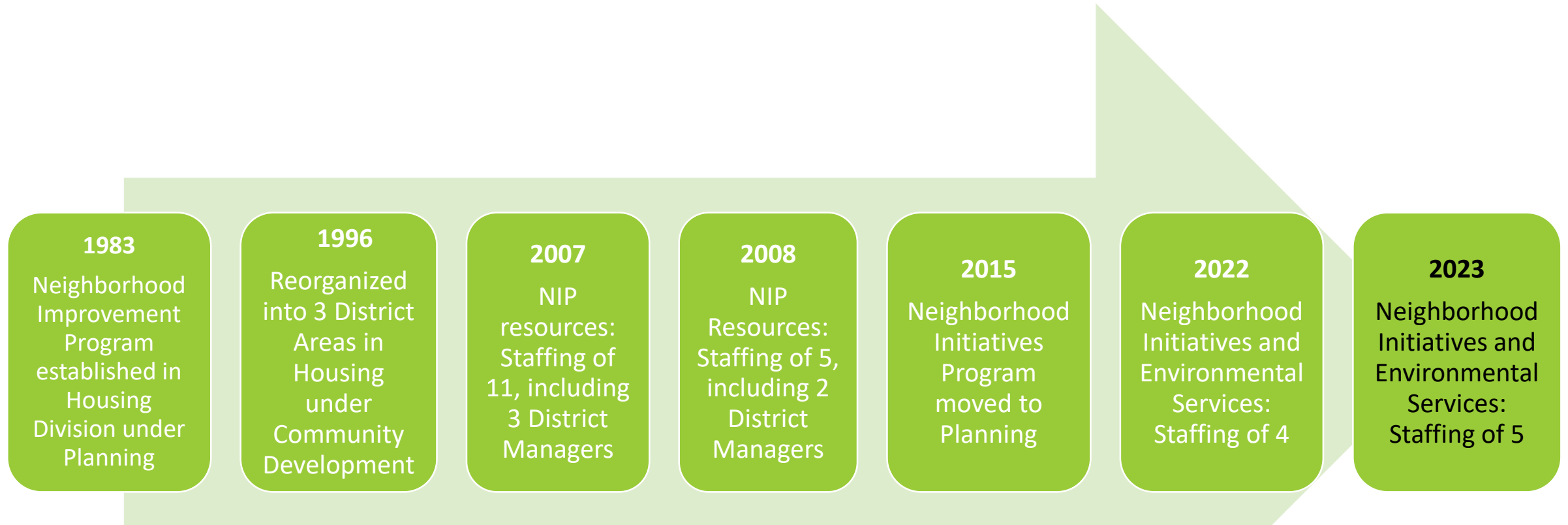




- **Select a partner**
- Share your **name** and **one thing that makes you proud to live in Santa Ana.**
- Your **partner** will **introduce you** and **share what makes you proud to live in Santa Ana.**



# Neighborhood Improvement Program History



# Neighborhood Initiatives and Environmental Services (NIES) Office Updates







## The Program and Purpose

- The dumpster program encourages residents to coordinate clean-up events and a chance to dispose larger items in their neighborhood
- Republic Services provides large dumpster bins for neighborhood clean-ups
  - Neighborhoods/ resident volunteers are eligible for 5 dumpsters per year

**It's free!**



# Requirements & Request Submission



- 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
  - 4 week notice prior to event day
- Coordinate dumpster requests directly through Republic Services staff
  - Mark Mahan: [\(657\) 467-6207](tel:6574676207) or [mmahan@republicservices.com](mailto:mmahan@republicservices.com)



# The Day of Clean-up



- Republic Services will drop off dumpster bins at the designated area
  - Delivery Time: 6:00 AM to 7:30 AM
  - Pick- Up: 12:00 PM to 2:00 PM
- Conflicts should be reported Republic Services
  - **Mark Mahan** — (657) 467-6207 or [mmahan@republicservices.com](mailto:mmahan@republicservices.com)
  - **Francella Aguilar** — (562) 755-7350 or [faguilar@republicservices.com](mailto:faguilar@republicservices.com)

**It's free!**



# Interpretation/ Translation Services

- Increase of interpretation/ translation services post-pandemic
  - At Neighborhood Association Meetings
  - Other City-Wide Events
- When scheduling speakers for NA meetings
  - Please request a bilingual presentation and bilingual delivery of the content
- Interpretation devices are available to all NAs from NIES office for translation needs



# Tracking NA Meetings & Event Outcomes

- Document meeting and event outcomes (Results/Impacts)
  - i.e. Attendance, Engagement, & Success Stories
- Through tracking outcomes, the NA's work (input), intent (mission) and accomplishment (outputs), can be better align.
  - Leads to further accomplishments and goal setting
- Ability to leverage accomplishments to pursue grant funding for ongoing and future programming.



# Effective and Transparent Communication Strategies

- Maintain clear, concise & complete communication
- Effective and Transparent Communication Includes:
  - Active listening
  - Providing and receiving feedback
  - Empathy and respect
  - Timeliness and responsive
  - Being clear and concise in messages
    - use simple & direct language



# Active Neighborhood Association Leadership Recruitment

- Recruitment means inviting neighbors to join meetings, events, and participation in leadership structure such as boards and Leader Teams
- Fostering active participation of current membership is just as important through:
  - Reminders in communication materials (i.e. Meeting Flyers)
  - Personal Approach
  - Sharing experiences outside of general meetings
  - Remaining consistent



# 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





# Comprehensive Zoning Code Update

- General Plan Updated in April 2022
- Zoning Code to be update for consistency with the General Plan
- Regulates what can and can't be done on a piece of property
- 18-month effort to begin October 2023
- Extensive community engagement
  - Partnership with CBOs
  - Grassroots activities



# Break Time!

7 Minutes



# Special Event Permits




# City of Santa Ana- SAPD Plan Check

## Intent and Purpose to Identify Special Events, Permits and Requirements

- What constitutes a special event
- Location
- Size
- Application and procedure
- Review and approval

**CITY OF SANTA ANA  
SPECIAL EVENTS OFFICE**  
20 Civic Center Plaza, Santa Ana, CA 92701  
Office (714) 571-4227; [specialevents@santa-ana.org](mailto:specialevents@santa-ana.org)



**EVENT PERMIT APPLICATION**

For MINOR events (up to 100 attendees) and MODERATE events (between 100 and 1,000 attendees), applications and event site plans are required forty five (45) business days to six (6) months prior to the first event date. For MAJOR events (over 1,001 attendees), applications and event site plans are required between ninety (90) business days to one (1) year prior to the first event date. Late or incomplete applications will not be accepted. Please email your application and all supplemental documents (i.e. site plan, traffic plan, parade route, etc.) to [specialevents@santa-ana.org](mailto:specialevents@santa-ana.org).

**SELECT THE TYPE OF PERMIT OR LICENSE YOU ARE APPLYING FOR**  
(PLEASE SELECT ALL THAT APPLY)

**SANTA ANA POLICE DEPARTMENT**

Special Event Permit  Land Use Certificate

**PARKS, RECREATION AND COMMUNITY SERVICES AGENCY**

Parks Facility Permit  Film Permit

**SECTION 1: PRIMARY APPLICANT INFORMATION**

Business or Organization Name: \_\_\_\_\_

Full Name: \_\_\_\_\_

Title: \_\_\_\_\_ Preferred Pronoun(s): \_\_\_\_\_

Business or Organization Address: \_\_\_\_\_ Suite #: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Office Number: \_\_\_\_\_ Mobile Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Do you have a current Santa Ana Business License on file?  No  Yes # \_\_\_\_\_

If you are a non-profit organization, please provide your 9 digit EIN number: \_\_\_\_\_

**SECTION 2: VENUE INFORMATION**

**PLEASE CHECK THE TYPE OF LOCATION YOU ARE REQUESTING (CHECK ALL THAT APPLY):**

<input type="checkbox"/> Alley	<input type="checkbox"/> Private Property - Residence
<input type="checkbox"/> Civic Center	<input type="checkbox"/> Private Property - Commercial Business
<input type="checkbox"/> City Park	<input type="checkbox"/> Spurgeon Promenade
<input type="checkbox"/> Dan Young Soccer Complex	<input type="checkbox"/> Second Street Promenade
<input type="checkbox"/> Santa Ana Stadium	<input type="checkbox"/> Sidewalk
<input type="checkbox"/> Godinez Performing Arts Facility	<input type="checkbox"/> Street/Right of Way
<input type="checkbox"/> Plaza Calle Cuatro	<input type="checkbox"/> Other: _____

**CITY OF SANTA ANA**  
Planning and Building Agency  
20 Civic Center Plaza  
P.O. Box 1988 (M-20)  
Santa Ana, CA 92702  
(714) 847-5804  
[www.santa-ana.org](http://www.santa-ana.org)

**APPLICATION FOR LAND  
USE CERTIFICATE**

**CONTACT INFORMATION**

Business Name: \_\_\_\_\_

Business Address: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Applicant's Name (print): \_\_\_\_\_ Phone No.: \_\_\_\_\_

Mailing Address (if different): \_\_\_\_\_ Zone: \_\_\_\_\_

Present Use of Property: \_\_\_\_\_

Type of Project/Event: \_\_\_\_\_

Responsible Party On-Site Name: \_\_\_\_\_ Phone No.: \_\_\_\_\_

**EVENT INFORMATION**

Dates: \_\_\_\_\_ Time/Hours: \_\_\_\_\_

Live Music:  Yes  No If yes, describe: \_\_\_\_\_

ABC License:  Yes  No If yes, describe: \_\_\_\_\_

Video Games/Game Booths/Computers:  Yes  No If yes, describe: \_\_\_\_\_

Live/Exotic Animals:  Yes  No If yes, describe: \_\_\_\_\_

Additional Information: \_\_\_\_\_

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**TEN (10) BUSINESS DAYS ARE REQUIRED FOR PROCESSING A LAND USE CERTIFICATE.**

**SEE REVERSE SIDE FOR SUBMITTAL REQUIREMENTS.**

**Understanding and Affidavit**

I understand and agree that my application can be processed for final approvals only when the following steps are completed:

1. My plans have been reviewed by the appropriate City agencies and comments received; and,
2. Comments and conditions placed upon the project have been incorporated into the design and agreed to by both staff and myself.

I CERTIFY under penalty of perjury that the foregoing statements and answers herein contained and any other information herewith submitted as part of this application are in all respects true and correct to the best of my knowledge and belief.

Legal Owner's Name: \_\_\_\_\_ Phone No.: \_\_\_\_\_

Mailing Address: \_\_\_\_\_ Fax: \_\_\_\_\_

Signature: \_\_\_\_\_ Title: \_\_\_\_\_ Date: \_\_\_\_\_

**NOTE:** An agent may sign for the property owner if a notarized power of attorney is filed with this application.

LAND USE CERTIFICATE NO. \_\_\_\_\_

APPROVE  DENY

cmant4rmlLUC 508



# 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, to be held on street, private lot and/or sidewalk

## Step 2:

- Complete application special events or land use certificate
- Submit for review to [bmartin@santa-ana.org](mailto:bmartin@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 all affected parties, residents/businesses (80% must agree to street closure)

Business Tax Information (For profit or non-profit included)

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”)
- Gather signatures all of the businesses and residents within the boundaries of the special event, 80% must agree (included in the application form)
- Attach a site plan showing how your event will be set up, traffic control plan (if applicable)
- Submit the completed form to the Police Department to [bmartin@santa-ana.org](mailto:bmartin@santa-ana.org) for review
- Questions and/or more information please call 714-647-5840

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



# City of Santa Ana- SAPD Plan Check

## Special Events on Private Property

Temporary 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/Circus
- Car show
- Parking lot events, church festivities, pop-up sales, and/or a similar kind of temporary outdoor exhibition

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
- Questions and/or more information please call 714-647-5804

***Submit to Planning Division, Police Department and OCFA - requires all 3 agency approvals***



# 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](mailto: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](mailto: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](mailto: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](mailto:RMD@Santa-Ana.org) and CC the staff point of contact

### Step 5: Payment

Cost depends on the approved miscellaneous fee schedule for the year. Applied fees are dependent on the size and elements of your event.

If interested in applying for Council discretionary funding, you must apply directly on the website. (It is a separate process than the permitting process.)



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

## Special Event Permitting for Neighborhood Associations

### Step 6: Permit Sent

Event is not approved until permit is sent. Permit cannot be sent unless steps 1 – 5 are completed.

Please review your permit when received.

### Step 7: Deposit

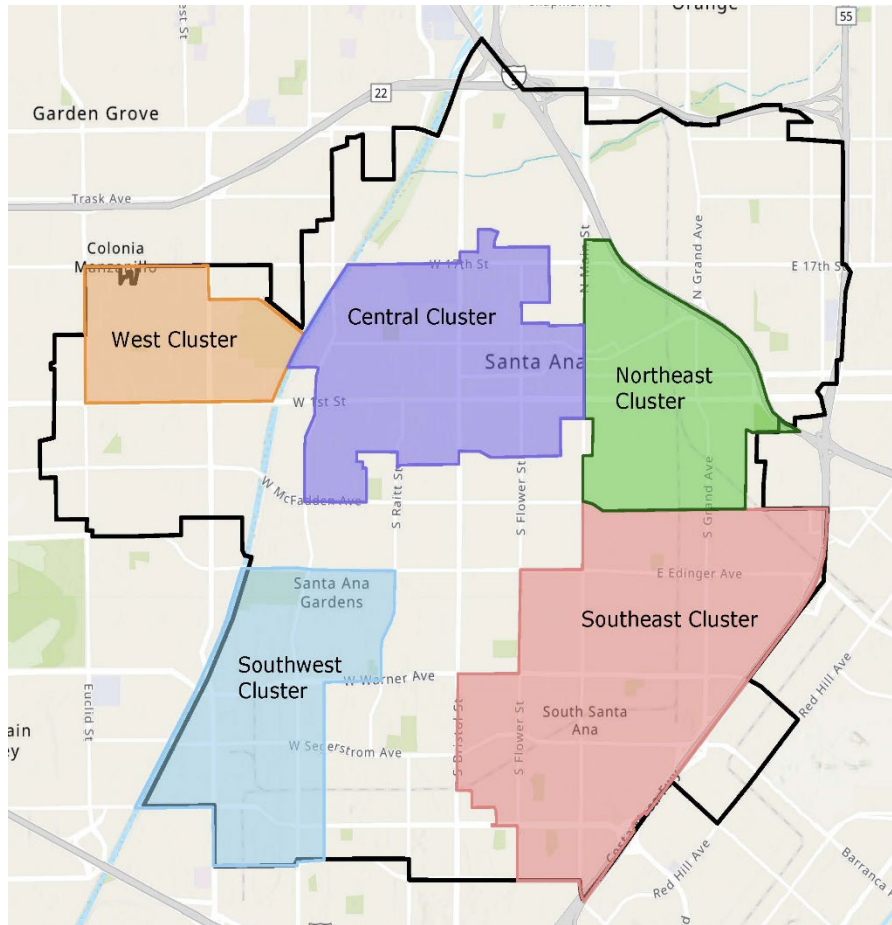
If deposit was required and no damages occurred, deposit will be returned via check.



# Environmental Justice Updates



# Environmental Justice Action Committee



- Power to influence initiatives in disadvantaged EJ communities
  - Collaborate
  - Provide Guidance
- 1 representative from each of the impacted clusters will be selected.  
Requirements:
  - For Residents w/ in the affected areas
  - For CBOs, should have direct EJ project involvement & experiences in Santa Ana (only 2 seats in total for the committee)
- Apply TODAY!
  - Residents: [Environmental Justice Action Committee - Resident Application - City of Santa Ana \(santa-ana.org\)](https://www.santa-ana.org/environmental-justice-action-committee-resident-application)
  - CBOs: [Environmental Justice Action Committee - CBO Application - City of Santa Ana \(santa-ana.org\)](https://www.santa-ana.org/environmental-justice-action-committee-cbo-application)

**Final Deadline is  
OCTOBER 26, 2023!**



# Environmental Services

- Accomplishments
  - Received \$125,000 CDBG funding for Cool Pavement Project at Campesino Park and Madison Park
  - Received \$469,700 from the Southern California Association of Governments (SCAG) Sustainable Communities Program – Civic Engagement, Equity and Environmental Justice Grant
- In Progress
  - City Lead Policies Action Team
  - South Basin Groundwater Clean Up Updates with various regulatory agencies
  - Environmental Justice Action Committee



## 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.

### 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/](http://www.santa-ana.org/submit-a-complaint-online/)

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

### REPORTING AIR QUALITY COMPLAINTS

Contact South Coast AQMD  
Call (800) 288-7664 or visit  
[www.AQMD.gov/Complaints](http://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](http://www.santa-ana.org/report-issue)

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

### 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/](http://WWW.SANTA-ANA.ORG/ENVIRONMENTAL-RESOURCES/)



# Report Environmental Concerns

Resources here can help:

- Improve the environment
- Improve the communities we live in
- Promote better health

Visit our Environmental Resources page for additional information

[www.santa-ana.org/environmental-resources/](http://www.santa-ana.org/environmental-resources/)

## 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](http://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 Public Notice Dan Gurneys All American Racers Inc](http://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 Approval of Interim Remedial Action Plan June 25, 2021](http://DTSC.ApprovalofInterimRemedialActionPlanJune25,2021)  
[Interim Remedial Action Plan](http://InterimRemedialActionPlan)

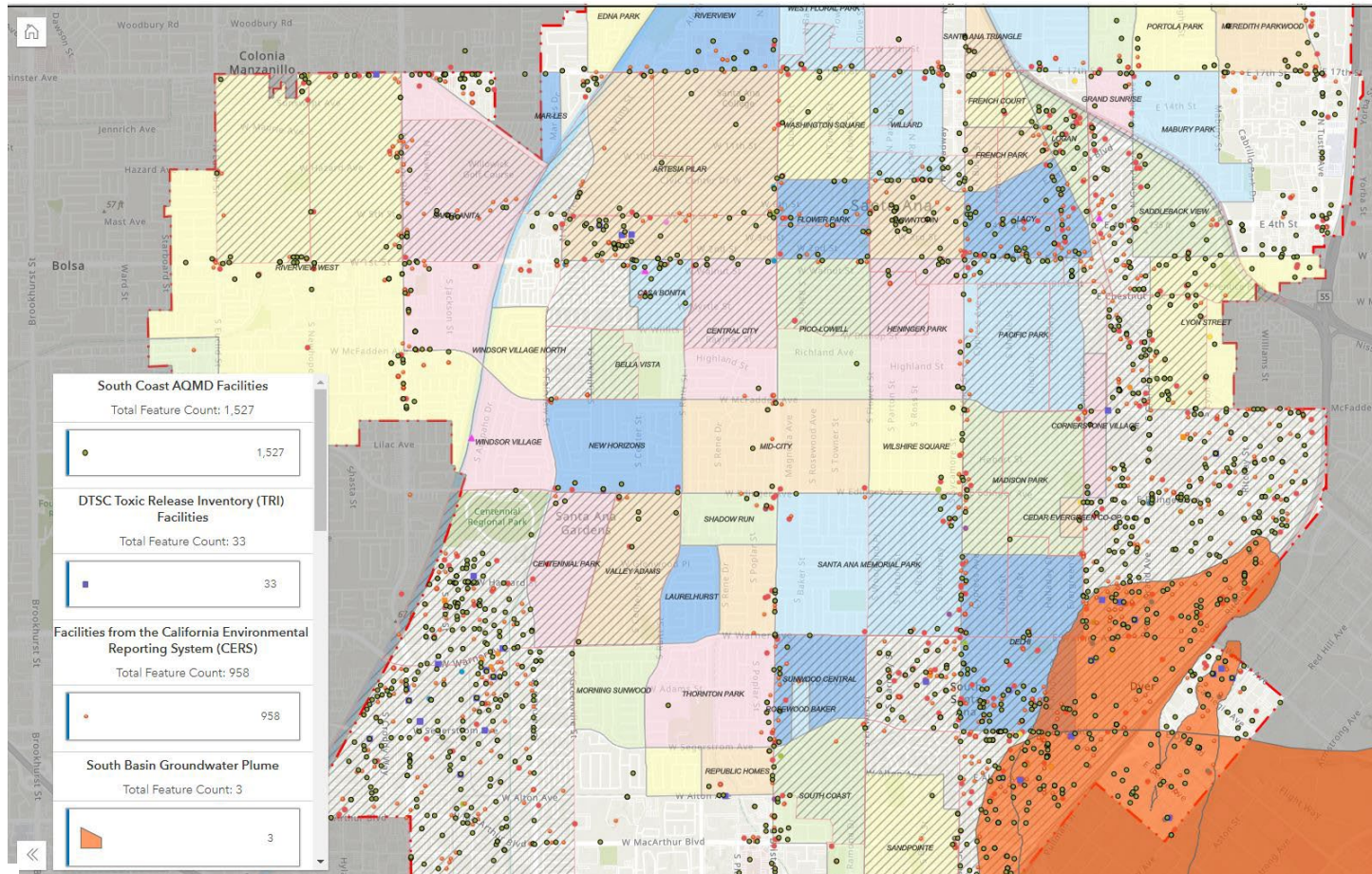
## Federal Resources



US Environmental  
Protection Agency

# 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.





# Recap of NIES Support during Transition






# Additional Resources Available to Neighborhoods

- Visit our website and resources page!  
[www.santa-ana.org/resources-for-neighborhoods/](http://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

< 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

## 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

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

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Increasing Neighborhood Association Membership
<b>Conflict Resolution Resources</b>
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/](http://www.ochumanrelations.org/mediation-services/)



# Reflection and Takeaways



# Takeaways

Based on the tools gain:

- What were your biggest takeaways from tonight's training?
  - How will this be useful to you and your neighborhood?

Opportunities for improvement

- What topics would you like to see in future trainings?
  - Learning how to writing an agenda
  - Minute tracking
  - Flyer creation
- How can we collaborate to promote civic engagement?



# Q&A NIES Talk



# Future Training Opportunities

- Engaging with Conflict and Resolution Workshop Series
  - Tentative Date: February/March 2024



# Free Opportunity Drawing

