



# CITY OF HIGHLAND

## PUBLIC SAFETY SUBCOMMITTEE AGENDA

**Special Meeting**  
**July 9, 2025 at 4:00 PM**  
**City Hall Upright Conference Room**  
**27215 Base Line, Highland CA 92346**

### SUBCOMMITTEE MEMBERS

Penny Lilburn, Member  
District 3

Jimmy Saldana, Member  
District 4

### STAFF

Carlos Zamano, City Manager  
Lawrence Mainez, Community Development Director  
Leticia Nava-Cruz, Director of Administrative Services/City Treasurer  
Lissette Nock, Deputy City Clerk  
Michelle Gomez, Assistant Director of Administrative Services  
Octavio Duran Jr., Public Works Director/City Engineer

### MISSION STATEMENT

*Highland is dedicated to the betterment of the individual, the family, the neighborhood and the community. The City Council and the staff of Highland are dedicated to providing the quality of public facilities and services that its citizens are willing to fund and will do so as efficiently as possible.*

In compliance with the Americans with Disabilities Act (ADA), if you need special assistance, please contact the City Clerk's office at (909) 864-6861, ext. 226, prior to the meeting for any requests for reasonable accommodations, including interpreters.

Any disclosable public records related to an open session item provided to the majority of the Subcommittee after posting of this agenda are available for public inspection at Highland City Hall, 27215 Base Line, Highland, during normal business hours and available online at [www.cityofhighland.org](http://www.cityofhighland.org).

**PUBLIC SAFETY SUBCOMMITTEE**  
**JULY 9, 2025 - 4:00 p.m.**

**CALL TO ORDER**

**PUBLIC COMMENT**

Submission of Public Comments for ITEMS ON THIS AGENDA ONLY: For those wishing to make public comments by email, please submit your comments by 3:00 p.m. on July 9, 2025, to [publiccomment@cityofhighland.org](mailto:publiccomment@cityofhighland.org). If you are submitting a public comment pertaining to an item on the July 9, 2025 agenda, please identify the agenda item number in the subject line. Members of the public will be permitted to make public comments in person.

**BUSINESS ITEMS**

1. Minutes - April 23, 2025 Meeting  
RECOMMENDATION: Approve the Minutes as submitted.
2. Safety Improvements near American Legion Post 421  
RECOMMENDATION: That the Subcommittee provide input on traffic safety improvements on Highland Avenue.
3. Code Enforcement Restructuring to Help Expedite Due Process Related to Enforcement Officer Case Load  
RECOMMENDATION: That the Subcommittee hear staff's presentation concerning restructuring of the city's Code Enforcement Department and provide comments as appropriate.

**ADJOURN**

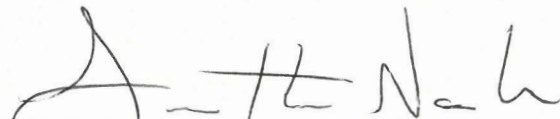
I, Lissette Nock, Deputy City Clerk, of the City of Highland, California, certify that I caused to be posted this Agenda on or before the 7th day of July, 2025, by 5:30 p.m. on our website at [www.cityofhighland.org](http://www.cityofhighland.org) and in the following designated areas:

Highland Branch Library  
7863 Central Avenue

Fire Station No. 1  
26974 Base Line

City Hall  
27215 Base Line

Date: July 7, 2025

  
\_\_\_\_\_  
Lissette Nock  
Deputy City Clerk



Business Item No.  
1

# STAFF REPORT

## TO THE PUBLIC SAFETY SUBCOMMITTEE

**DATE:** July 9, 2025  
**FROM:** Lissette Nock  
**SUBJECT:** Minutes – April 23, 2025 Meeting  
**RECOMMENDATION:** Approve the minutes as submitted.

**CALL TO ORDER**

The Public Safety Subcommittee special meeting was called to order at 11:00 a.m. in the Upright Conference Room, 27215 Base Line, Highland, California.

**ROLL CALL**

Present: Lilburn, Saldana  
Absent: None

**PUBLIC COMMENT**

Member Lilburn read public comment received from Mel Abeyta supporting the City of Highland Code Enforcement.

Fred Yauger spoke in support of staff's recommendations.

**BUSINESS ITEMS**

1. Minutes - December 20, 2022 Meeting  
Approved Minutes as submitted.
2. Discussion of City of Highland Public Safety and Infrastructure Sales Tax Increase  
The Subcommittee reviewed and recommended the Public Safety and Infrastructure Tax Increase item be brought forward to City Council for approval.
3. Consideration of Amendments to the Fireworks Ordinance Related to an Increase in Fines and the Enhancement of Enforcement Efforts (HMC Chapter 1.20, Arrest Citation Procedures, Chapter 2.56, Administrative Citation Process, and Chapter 8.58, Fireworks)  
The Subcommittee reviewed and recommended increasing the administrative fine as allowable under the State Fireworks Law for use of illegal fireworks, provide direction on enhanced code enforcement efforts, and make a recommendation to City Council as appropriate.
4. Code Enforcement Restructuring to Help Expedite Due Process related to Enforcement Officer Case Load  
The Subcommittee reviewed and recommended item be brought back for further discussion regarding restructuring of the City's Code Enforcement Division and Public Services Division and provide comments as appropriate.

**CLOSED SESSION**

none

**ADJOURN**

There being no further business, Member Lilburn adjourned the meeting at 12:07 p.m.

Submitted by:

Approved by:

\_\_\_\_\_  
Lissette Nock, Deputy City Clerk

\_\_\_\_\_  
Subcommittee Member



# STAFF REPORT

## TO THE PUBLIC SAFETY SUBCOMMITTEE

**DATE:** July 9, 2025

**FROM:** Carlos Zamano, City Manager *CZ*

**PREPARED BY:** Octavio Duran Jr., Public Works Director/City Engineer *OD*

**SUBJECT:** Safety Improvements near American Legion Post 421

**RECOMMENDATION:** Provide input on traffic safety improvements on Highland Ave

**FISCAL IMPACT:** Signage and striping improvements will be funded through RMRA or Gas Tax. There is sufficient funding in the adopted annual budget and 5-year CIP in FY25-26

**PUBLIC NOTICE:** The agenda for this item was posted at the three locations per Resolution No. 2011-047 and on the City's website.

**BACKGROUND:** The City's Public Works Department is responsible for maintenance and operation of the City's roadway system, including review of traffic requests from residents or businesses. The City received a request from the American Legion Post 421, located at 28309 Highland Ave, regarding speed and visibility concerns near the site. The request was for the installation of a large outdoor convex mirror on the north side of the road, directly in front of the site driveway. This portion of Highland Avenue is split between the City of Highland on the south side of the centerline, and City of San Bernardino on the north.

The City has received various requests for improvements on Highland Ave over the years and the engineering team has reviewed the area extensively. Staff have implemented several improvements as a result including, installation of botts dots, a speed radar sign, warning signs with flashing beacons, and additional striping. The City also worked with the neighboring property owner to the west of the American Legion to clear or trim trees for improved visibility. There is potential for development north of the sight and there is a plan to re-align Highland Avenue as part of that project which will provide a long-term solution.

### DISCUSSION:

Staff reviewed the request and does not recommend the installation of a convex mirror, however, is exploring other improvements to address the concerns from the American Legion. The use of convex mirrors is not recommended as there appears to be no research or documentation from any government agencies including the California Manual for Uniformed Traffic Control Devices (CA MUTCD) regarding their use within the public right-of-way. The CA MUTCD is the official standard for all traffic signs, road surface markings, and traffic signals on public roads in California.

Some of the concerns with the use of convex mirrors include:

- Mirrors are more appropriate on private roads/driveways/alleys with low speeds
- Mirrors do not function well at night, as they can be difficult to see and lights from vehicles reflect in different directions.
- Mirrors do not work in poor weather conditions, including rain, snow and ice events.
- Mirrors are constantly knocked out of alignment, due to high winds and other severe weather conditions.
- Mirrors distort the image, speed and distance of the oncoming traffic.

Staff reached out to the City of San Bernardino for input and they agreed on staff's findings.

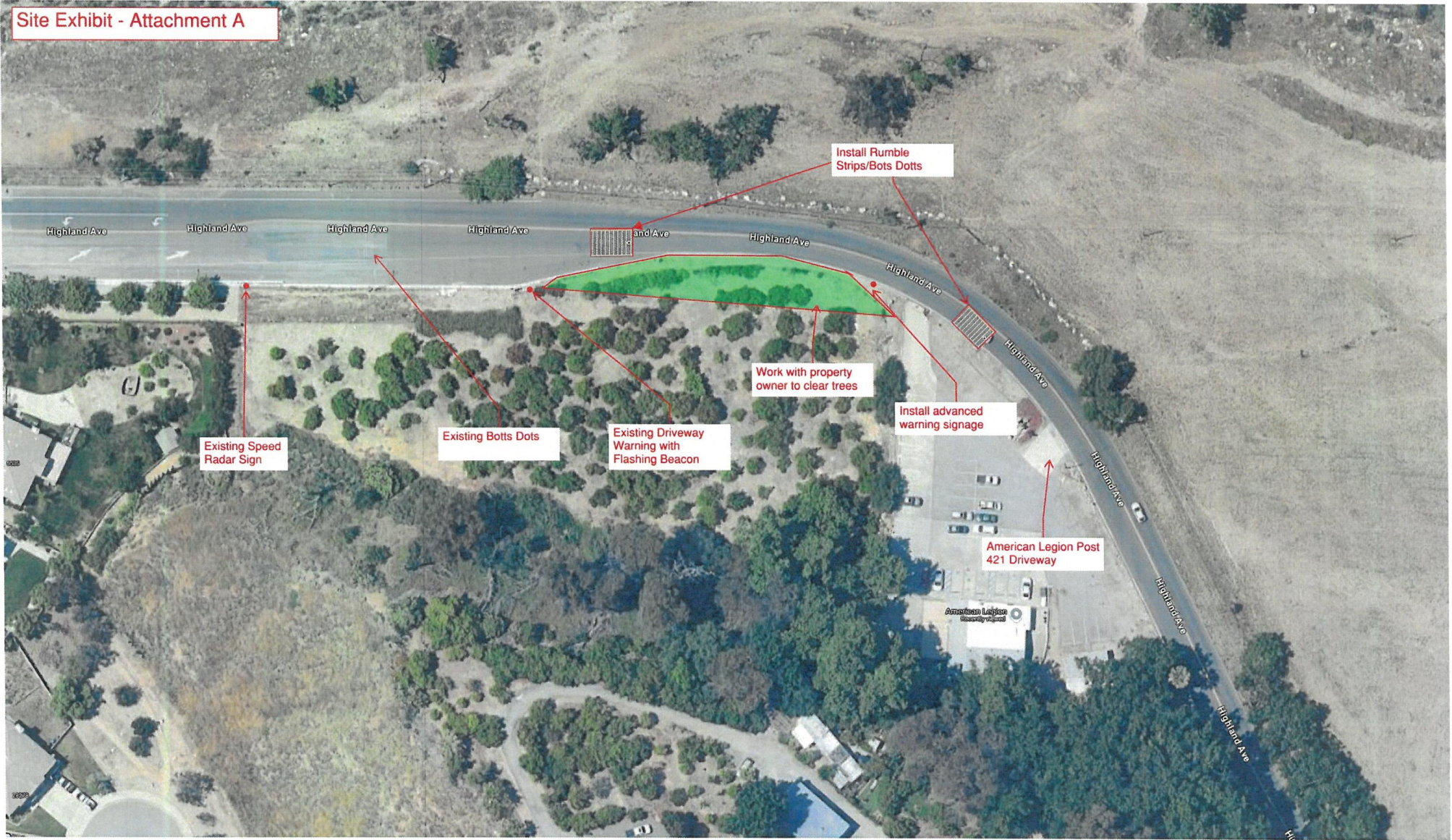
Although the use of a convex mirror is not being recommended, staff has evaluated other safety improvements that could be implemented on Highland Ave to address the concern. These improvements include the installation of additional signage, roadway "rumble strips" or "botts dots" for traffic calming, and upgrading the existing warning sign to be LED lit. Additionally, staff will work with property owner west of the American Legion to trim trees for improved visibility. Staff will further evaluate the best solution and coordinate with San Bernardino should any of the improvements be within their jurisdiction to implement. Staff is seeking input from the Public Safety Subcommittee on the improvements.

## **ENVIRONMENTAL DETERMINATION**

The project was evaluated in accordance with the California Environmental Quality Act (CEQA) and is categorically exempt under section 15301.

Attachments:  
Site Exhibit

Site Exhibit - Attachment A





# STAFF REPORT

## TO THE PUBLIC SAFETY SUBCOMMITTEE

**DATE:** July 9, 2025

**FROM:** Carlos Zamano, City Manager *CZ*

**PREPARED BY:** Lawrence Mainez, Community Development Director *LM*

**SUBJECT:** Code Enforcement restructuring to help expedite due process related to enforcement officer case load.

**RECOMMENDATION:** Staff recommends the Public Safety Subcommittee hear staff's presentation concerning restructuring of the City's Code Enforcement Division and provide comments as appropriate.

**FISCAL IMPACT:** None.

**PUBLIC NOTICE:** The agenda for this item was posted at the three locations per Resolution No. 2011-047 and on the City's website.

**BACKGROUND:** This item is being considered as a result of an inquiry by the Mayor related to assigning a code enforcement officer to each Council District.

Currently the Code Enforcement Division is part of the Community Development Department and managed by the Community Development Director. The Code Enforcement Division is staffed by three (3) full-time Code Enforcement Officers. One Officer is assigned to an area identified as the Community Development Block Grant area (CDBG)(see Attached Map), and one Officer is assigned to the central and easterly portion of the City and assists in the CDBG area, as well as works on Fridays and Saturdays on a rotating basis. The third officer is the Senior Code Compliance Officer who serves in a supervisory capacity and also serves as the City's Homeless Liaison responsible for quality-of-life initiative objectives, such as homeless encampment mitigation and business outreach efforts related to panhandling and trespassing. The Senior Code Compliance Officer also handles public nuisance code cases and works on Fridays and Saturdays on a rotating basis.

Within the Public Services Department, there is one (1) Code Compliance Officer funded by Burrtec Waste Management Franchise to assist with trash complaints and recycling programs city-wide.

This item was initially scheduled and briefly discussed at the April 23, 2025, Public Safety Subcommittee meeting, but due to time constraints staff was directed to reschedule for further discussion.

**Code Enforcement Activity:**

The following are Code Enforcement Division complaint stats for the Subcommittee's information.

The number of **public nuisance** code complaints received by calendar year:

<u>Year:</u>	<u>Complaints Received:</u>	<u>Average per month:</u>
2021	993	83 avg/mon
2022	1,185	99 avg/mon
2023	1,003	84 avg/mon
2024	1,104	92 avg/mon
2025 (Jan. to May. 2025)	400 (est.)	80 avg/mon (est.)

The number of estimated **homeless** complaints received by calendar year:

<u>Year:</u>	<u>Complaints Received:</u>	<u>Average per month:</u>
2023	300	25
2024	400	33

Types of Complaints:

There are 64 types of complaint categories the City can receive to process, but in general, most of the complaints fall under one of the following 14 categories. The general location of complaints received in 2024 are illustrated on the attached map (see Attached 2024 Reported Code Enforcement Complaints Map).

- Animal Type Complaints
- Graffiti
- Homeless loitering and encampment
- Illegal construction
- Illegal dumping (trash and debris)
- Illegal food/street vending
- Illegal home occupation (business)
- Illegal food service from a residential unit
- Loud music/noise
- Yard sales
- Parking violations/parking in the front yard/abandon vehicles
- Property maintenance
- Recreational Vehicle (RV) parking
- Unpermitted signs/banners

Code complaints can be submitted to the City in the following manner:

1. Through the "Report an Issue" portal on the City's website.
2. Emailing the City.
3. Calling City Hall.
4. Visiting City Hall in person.
5. Graffiti Hotline

**Code Enforcement Due Process:**

The following is a brief overview (steps) involved in the City's code enforcement in-take and due process (applied to all cases).

**Step 1** - The Community Development Director and Community Development Department Administrative Assistant collect the complaint received and open a code enforcement case using the City's web-based code management system (iWorQ), and assign the case to a code officer.

**Step 2** - Each Code Officer reviews their iWorQ dashboard everyday and responds accordingly by: 1) scheduling an inspection to locate and confirm violation; and 2) mailing a courtesy letter to tenant/property owner/business.

**Step 3** - Follow-up inspection scheduled, and issue Notice of Violation, or Citation. Appropriate time is given to the property owner to abate violation. Up to three (3) citations may be issued. The property owner has the right to appeal within ten (10) days of receipt of a citation to the Planning Commission/Appeals Board, and subsequently to the City Council. If an Appeal is filed all further code enforcement action is stayed (stopped) until the Appeal is resolved.

**Step 4** - Failure by the property owner or business owner to abate the violation may trigger the City Attorney to mail a cease and desist letter.

**Step 5** - Should the citation or City Attorney letter fail to facilitate abatement of the violation(s), the code officer will prepare the case to be presented to the Planning Commission/Appeals Board to adopt a Declaration of Public Nuisance. The Declaration of Public Nuisance includes a deadline for the property owner to abate the violation, or legal action will be taken. The Declaration of Public Nuisance can be appealed to the City Council. As noted under Step 3 above, if an Appeal is filed all further code enforcement action is stayed (stopped) until the Appeal is resolved.

**Step 6** - In the event the above administrative due process fails to achieve compliance, the Code Officer will request the City Attorney prepare the case for court. The City Attorney will file a court ordered Injunction to compel the property owner to abate the violation. Some other legal procedures could be involved including: 1) obtaining a court ordered Abatement Warrant which may involve the city abating the violation and recording a lien on the property to recover costs. Prior to proceeding to court, in some cases due to the potential legal costs, a City Council closed session may be necessary to obtain direction.

**Proposed Restructuring of the Code Enforcement Division:**

In response to the inquiry of whether a code officer should be assigned to a specific City Council District, staff has concluded such an arrangement would result in a disproportional workload among the code officers. This is due to the fact most of the public nuisance complaints and homelessness impacts are generated west of the SR-210 Freeway. However, the reasoning behind the inquiry is clear, and that is there is a need to improve the responsiveness to the volume of public nuisance complaints reported annually and to implement more proactive code enforcement efforts to preserve the quality-of-life in the City.

To address this concern, staff is implementing the following actions:

- Action 1.** Increase collaboration between the Public Service - Code Compliance Officer and the Code Enforcement Division - Senior Code Compliance Officer on matters related to homeless complaints and business outreach efforts. This will help expedite cleanup of homeless and trash nuisance cases in a timely manner.
- Action 2.** Hire a contract code compliance officer from Willdan Code Enforcement Services to assist with code complaint due process and help with weekend coverage (Friday and Saturday). In addition, the code officer will also intervene with illegal food and street vendors. This action will increase the number of City Code Officers to four (4) full-time officers. A Willdan Code Enforcement Services Agreement is scheduled for the July 8<sup>th</sup> City Council meeting for approval.
- Action 3.** Distribute code cases more evenly among the Code Officers. The current practice of assigning one (1) Code Officer to the Community Development Block Grant (CDBG) area and one (1) Code Officer citywide, and one (1) Code Officer assigned exclusively to homeless mitigation will be restructured as soon as Action 2 is complete. Effective immediately, three (3) Code Officers will be assigned cases more evenly utilizing the new iWorQ code mapping service. The fourth Code Officer (Senior Code Compliance Officer) will continue to deal proactively with homelessness and trespassing city-wide, enforce the City's No Camping Ordinance (anticipated to take effect in September 2025), and assist other code officers as needed. This restructuring will help improve due processing times and help code officers dedicate more time to pro-active enforcement efforts.

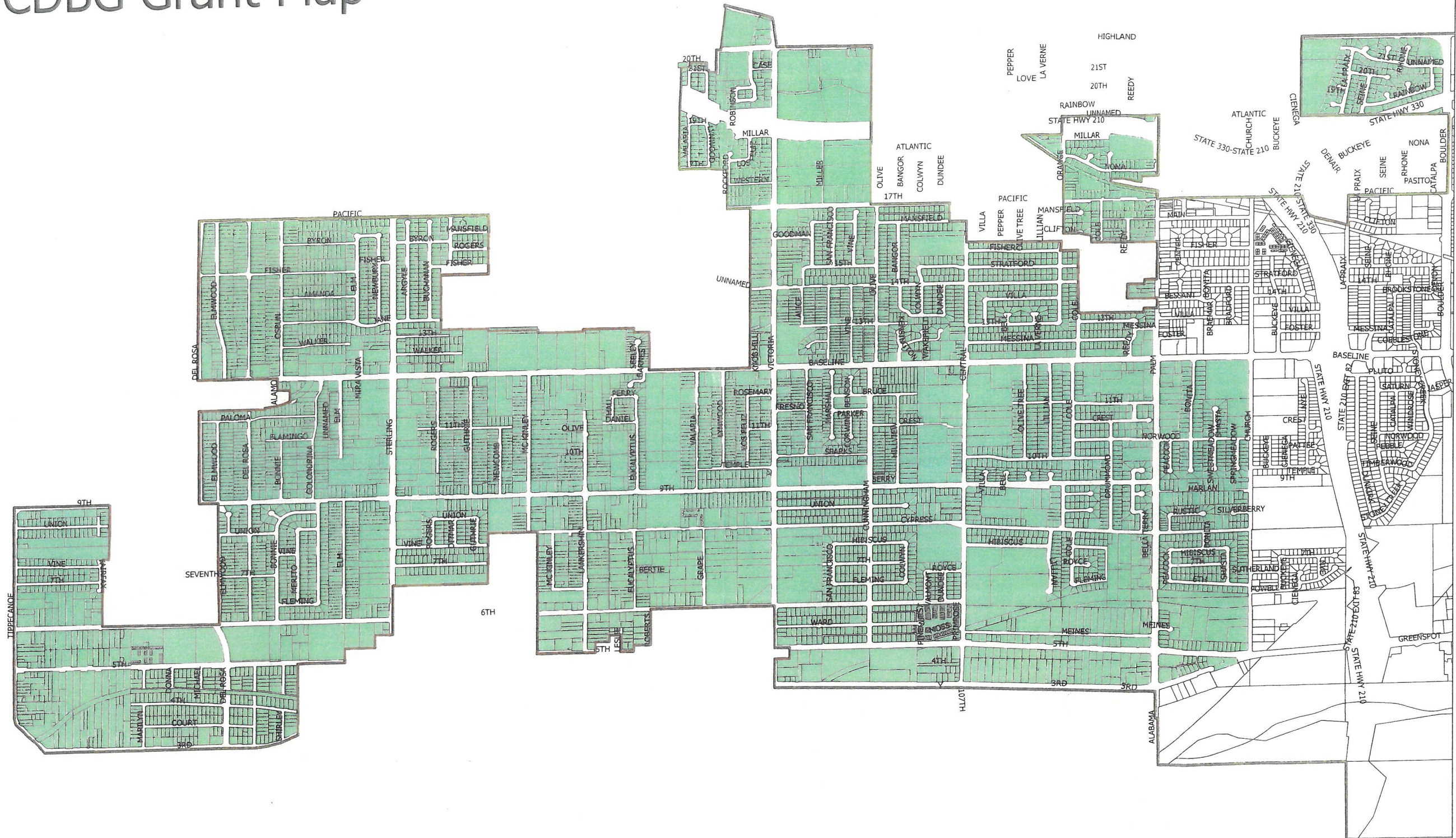
The restructuring of the City's Code Enforcement Division as outlined above is designed to improve responsiveness to the volume of code complaints received annually and to ensure due process is adhered to. In addition, by adding an additional Code Officer the City will have the ability to implement more pro-active code enforcement efforts – particularly on the westerly portion of the City. Staff looks forward to the Public Safety Subcommittee's support concerning its restructuring of the City's Code Enforcement Division as outlined above.

Attachments:

- 1. CDBG Grant Map
- 2. 2024 Reported Code Enforcement Complaints Map

**ATTACHMENT - 1**  
**CDBG Grant Map**

# CDBG Grant Map



### Legend



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**ATTACHMENT - 2**  
**2024 Reported Code Enforcement Complaints Map**

