

# ***Housing Agency***

***Housing Administration***

***Code Enforcement***

***Grants Administration***

***Neighborhood Revitalization***

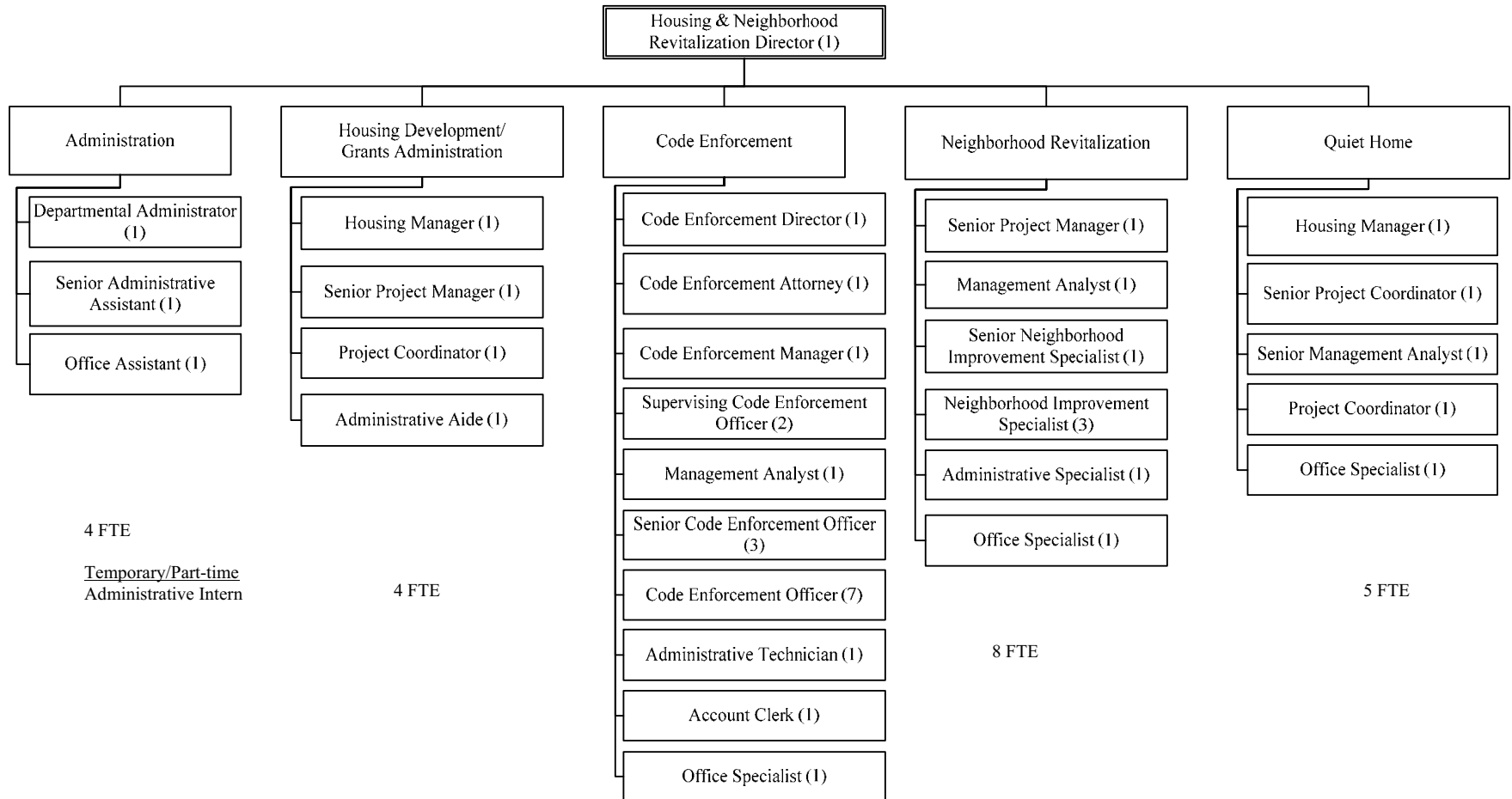
***Quiet Home***

2008-09 Organizational Chart

**Housing**

Effective July 1, 2008

(40 Full-time employees)



**City of Ontario**  
**Summary of Personnel and Organizational Changes**

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<b><u>Housing Department</u></b>	<b><u>2006-07</u></b>	<b><u>2007-08</u></b>	<b><u>2008-09</u></b>
<b>Administration</b>			
Account Technician	1	1	0
Departmental Administrator	1	1	1
Housing & Neighborhood Revit. Director	1	1	1
Office Assistant	1	1	1
Senior Administrative Assistant	1	1	1
	<hr/> 5	<hr/> 5	<hr/> 4
<b>Code Enforcement</b>			
Account Clerk	1	1	1
Administrative Technician	1	1	1
Code Enforcement Attorney	1	1	1
Code Enforcement Director	1	1	1
Code Enforcement Manager	1	1	1
Code Enforcement Officer	7	7	7
Management Analyst	1	1	1
Office Specialist	1	1	1
Senior Code Enforcement Officer	3	3	3
Supervising Code Enforcement Officer	2	2	2
	<hr/> 19	<hr/> 19	<hr/> 19
<b>Housing Development/Grants Administration</b>			
Account Technician	0	0	0
Administrative Aide	0	0	1
Housing Manager	1	1	1
Project Coordinator	1	1	1
Senior Project Manager	1	1	1
	<hr/> 3	<hr/> 3	<hr/> 4
<b>Neighborhood Revitalization</b>			
Administrative Aide	1	1	0
Administrative Specialist	1	1	1

***Summary of Personnel and Organizational Changes***

***Fiscal Year 2008-09***

	<b><u>2006-07</u></b>	<b><u>2007-08</u></b>	<b><u>2008-09</u></b>
Management Analyst	1	1	1
Neighborhood Improvement Specialist	3	3	3
Office Specialist	1	1	1
Senior Neighborhood Improvement Specialist	1	1	1
Senior Project Manager	1	1	1
	<hr/>	<hr/>	<hr/>
	9	9	8
<b>Quiet Home Program</b>			
Housing Manager	1	1	1
Office Assistant	1	1	0
Office Specialist	1	1	1
Project Coordinator	1	1	1
Senior Management Analyst	0	0	1
Senior Project Coordinator	1	1	1
	<hr/>	<hr/>	<hr/>
	5	5	5
<b><i>Total – Housing Agency</i></b>	<b><i>41</i></b>	<b><i>41</i></b>	<b><i>40</i></b>

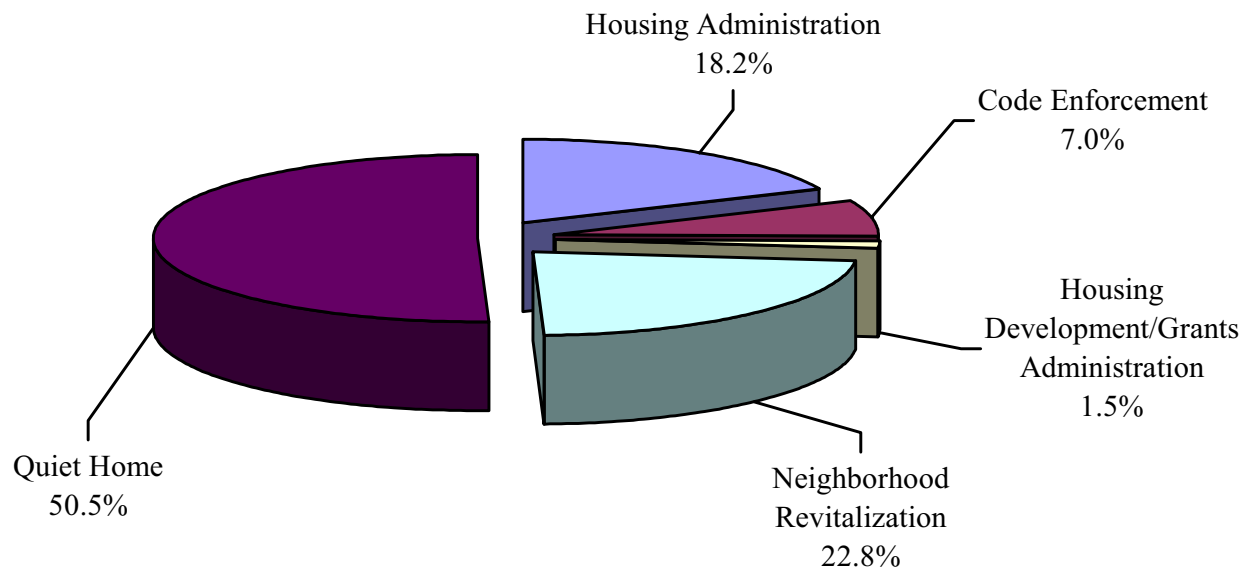
## Housing Agency

Total Funds:	\$41,261,775
General Fund:	\$2,212,892
Other Funds:	\$39,048,883

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### OTHER FUNDS CONSIST OF:

Quiet Home Program - \$19,041,205  
C.D.B.G. - \$1,921,912  
HOME Grants - \$3,991,619  
Dangerous Building - \$81,370  
RDA Center City - \$3,088,350  
Housing Set Aside - \$10,924,427



## AGENCY SUMMARY FOR FISCAL YEAR 2008-09

### Housing

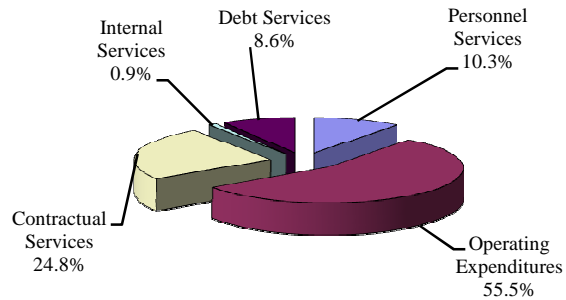
Agency includes Administration, Housing Set-Aside Projects, Code Enforcement, Housing Development/Grants Administration, Neighborhood Revitalization, and Quiet Home Departments.

### Service Objective:

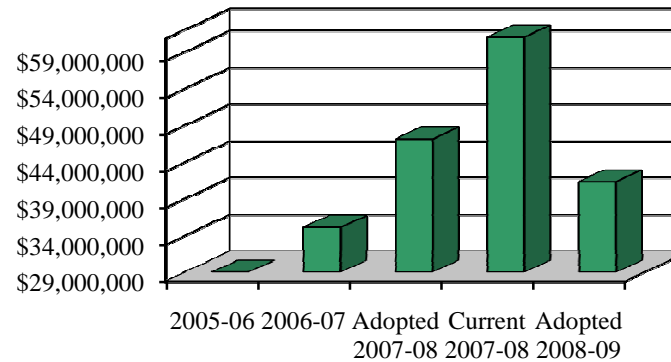
To implement and administer housing programs and projects in order to maintain, preserve and improve the City's existing housing stock; to work with private and non-profit developers to provide additional housing opportunities; to maintain and improve the City's existing infrastructure and provide for the development of new infrastructure; to provide enforcement of all codes, ordinances, and land use regulations; to improve the quality of life in the aircraft noise-impacted neighborhoods and to increase land use compatibility near Ontario International Airport.

### Adopted Budget Expenditures

**\$41,261,775**



### Expenditures



### Budget

<u>Expenditures Category</u>			<u>Adopted</u>		<u>Adopted</u>	<u>% Change to Adopted 07-08</u>
	<u>FY 2005-06</u>	<u>FY 2006-07</u>	<u>FY 2007-08</u>	<u>FY 2007-08</u>	<u>FY 2008-09</u>	
Personnel Services	\$ 2,950,492	\$ 3,330,100	\$ 3,873,755	\$ 4,171,726	\$ <b>4,243,069</b>	9.5%
Operating Expenditures	\$ 15,772,080	\$ 24,634,460	\$ 24,739,292	\$ 33,537,313	\$ <b>22,887,384</b>	-7.5%
Contractual Services	\$ 3,112,105	\$ 3,318,660	\$ 10,079,937	\$ 13,200,120	\$ <b>10,223,452</b>	1.4%
Internal Services	\$ 445,960	\$ 357,668	\$ 369,822	\$ 390,227	\$ <b>361,441</b>	-2.3%
Debt Services	\$ 1,047,718	\$ 3,458,193	\$ 8,046,881	\$ 9,635,998	\$ <b>3,546,429</b>	-55.9%
Capital Outlay	\$ 13,216	\$ -	\$ -	\$ 12,000	\$ -	0.0%
<b>Total Expenditures</b>	<b>\$ 23,341,571</b>	<b>\$ 35,099,081</b>	<b>\$ 47,109,687</b>	<b>\$ 60,947,384</b>	<b>\$ 41,261,775</b>	-12.4%
Annual Percentage Change		50.4%	34.2%	29.4%	-32.3%	
Annual Amount Change		\$ 11,757,510	\$ 12,010,606	\$ 13,837,697	\$ (19,685,609)	

Historical data may reflect fluctuations due to organizational restructuring.

## Housing 2008-09 Department Summary

Department Title (Department ID)	Detail Book Page Number	2005-06 Actual	2006-07 Actual	2007-08 Adopted Budget	2007-08 Current Budget	2008-09 Adopted Budget	% Change to Adopted Budget 2007-08
Housing Administration (176)	312	\$ 3,378,150	\$ 3,539,796	\$ 4,574,960	\$ 4,502,905	\$ 3,873,323	-15.3%
Housing Administration/Housing Set-Aside Projects (177)	315	10,837,270	3,803,787	13,300,435	13,459,214	4,312,272	-67.6%
Code Enforcement/Code Enforcement Admin (115)	316	1,467,229	1,702,268	2,022,138	2,033,905	1,912,412	-5.4%
Code Enforcement/Community Improvement Team-CIT (131)	318	670,271	672,277	677,842	677,342	870,008	28.3%
Code Enforcement/Temp Homeless Services Area (132)	319	-	-	-	-	300,480	0.0%
Code Enforcement/Citywide Bldg. Safety Fund (198)	319	39,674	41,939	79,000	79,000	81,370	3.0%
Code Enforcement/Code Enforcement Project (313)	320	494	2,385	7,688	7,688	5,695	-25.9%
Housing Development/Grants Administration (128)	321	307,901	266,091	285,668	286,168	290,089	1.5%
Housing Development/HUD Project (312)	323	341,218	339,678	339,838	820,616	309,840	-8.8%
Neighborhood Revitalization/Housing Revitalization (125)	324	62,778	128,181	150,000	171,819	150,000	0.0%
Neighborhood Revitalization/HOME Program (126)	325	48,270	42,299	41,864	41,864	92,689	121.4%
Neighborhood Revitalization/HOME CHDO Program (127)	325	30,870	-	143,648	143,648	139,033	-3.2%
Neighborhood Revitalization Project (314)	326	4,228,728	5,423,948	17,399,518	19,647,259	9,883,359	-43.6%
Quiet Home/FAA NC-DOA 97 Acquisition (247)	330	229,370	36,358	53,000	28,600	10,000	-81.1%
Quiet Home/FAA 17-LAWA 03 Acquisition (259)	331	1,490,839	68,610	129,000	134,500	100,000	-22.5%
Quiet Home/FAA 25-LAWA 05 Noise Insulation (265)	332	208,508	766,834	4,337,276	3,312,960	-	-100.0%
Quiet Home/FAA 26/LAWA 06 Property Acq (269)	333	-	7,993,307	1,350,942	756,693	87,302	-93.5%
Quiet Home/FAA/LAWA Land Sale (270)	334	-	98,272	500,000	492,600	480,000	-4.0%
Quiet Home/LAWA 26 Property Acquisition (271)	335	-	10,173,052	1,126,870	23,300	10,000	-99.1%
Quiet Home/LAWA Noise Mitigation Project (272)	336	-	-	290,000	230,000	312,143	7.6%
Quiet Home/LAWA 07 Property Acquisition (273)	337	-	-	-	10,122,303	1,607,289	0.0%
Quiet Home/FAA 28-LAWA07 Noise Insulation (274)	339	-	-	-	3,675,000	3,106,471	0.0%
Quiet Home/LAWA 08 Property Acquisition (275)	340	-	-	-	-	9,653,000	0.0%
Quiet Home/FAA 30-LAWA 08 Noise Insulatn (276)	341	-	-	-	-	3,675,000	0.0%
Quiet Home/LAWA Misc Projects (323)	341	-	-	300,000	300,000	-	0.0%
<b>TOTAL HOUSING</b>		<b>\$ 23,341,571</b>	<b>\$ 35,099,081</b>	<b>\$ 47,109,687</b>	<b>\$ 60,947,384</b>	<b>\$ 41,261,775</b>	-12.7%

Historical data may reflect fluctuations due to organizational restructuring.

**Housing Agency  
Major Accomplishments  
Fiscal Year 2007-08**

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**Housing Administration**

- Completed the affordability and maintenance monitoring of 1,464 restricted units for the following projects: Cambridge Square Townhomes, Cedar Villas, Cinnamon Ridge, Estancia, Grove Apartments, HOGI, Landmark, Mercy House, Mission Oaks, Mountain View Senior Apartments, Ontario Seasons Senior Apartments, Ontario Senior Housing Apartments, Parc Vista, Park Centre, Sunnyside III, Terrace View, Vintage Apartment Homes, Waterford Court Apartments, Waverly Place, Woodside Senior II and III Apartments, and HOME projects to ensure compliance with the respective Agreements.
- Completed office renovations and relocation of the Housing Agency to 208 W. Emporia Street.

**Code Enforcement**

**Citywide**

- Responded to 12,099 resident complaints. Of this total, 9,937 were via telephone calls, 1,789 from residents coming into the Housing Agency office and 283 were online complaints.
- Conducted 9,599 field inspections in response to resident complaints on raw sewage spills, vacant and unsecured buildings, other dangerous building conditions and illegal vendors that required immediate attention.
- Worked in a cooperative effort with residents to abate 2,672 code violations.
- Removed approximately 10,400 illegal signs from the public right-of-way.
- Adopted a community noise ordinance to address residents' concerns about nuisance noise in their neighborhoods.
- Implemented and monitored the Temporary Homeless Services Area (THSA).
- Submitted a systematic inspection program for rental units to City Council for approval.

**Community Improvement Team (CIT)**

- Assigned two properties to a court-appointed receiver and are in the rehabilitation phase. In addition, 102 properties have been referred to the City Attorney for receivership, demolition and criminal prosecution.
- Monitored rehabilitation progress at old G.E. buildings in the 100-400 blocks of East Main Street.
- Investigated 398 substandard housing complaints received throughout the City.



**Housing Agency  
Major Accomplishments  
Fiscal Year 2007-08**

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**Housing Development**

- Monitored construction of the \$80 million Ontario Town Square Phase I project which includes 140 townhomes and 160 apartments.
- Awarded \$3.57 million of BEGIN program funds to provide down payment assistance at the Ontario Town Square project.
- Obtained entitlements on the proposed 5,876 square foot Mercy House permanent Intake Center and Emergency Shelter.
- Submitted funding applications for the Mercy House Intake Center and Emergency Shelter - \$1 million from the State of California (Emergency Housing and Assistance Program Capital Development), and \$1.25 million from the County of San Bernardino (Mental Health Services Act).
- Started construction on a 48-unit affordable senior housing project located at 1449 E. D Street: \$8.5 million construction project funded by \$7,251,146 in HUD Section 202 funds and \$1,276,909 of Ontario Redevelopment Agency assistance.
- Completed an amendment to the Disposition and Development Agreement for the 76-unit Ontario Town Square Senior Project with Related Companies, and submitted a tax credit application for funding.
- Monitored the rehabilitation of the Parc Vista and Terrace View Apartments. This rehabilitation project by JH Real Estate Partners, Inc. includes the rehabilitation of 153 current affordable housing units.

**Grants Administration**

- Prepared the One-Year Action Plan for 2008-09 for \$4 million of CDBG, HOME and ESG funds.
- Executed seven non-profit contracts to complete 10 housing and community development programs.
- Prepared annual performance reports on the CDBG, HOME and ESG programs for submission to HUD in September 2007.

**Neighborhood Revitalization**

- Submitted documentation to the County Assessor's Office to acquire four tax-defaulted properties.
- Hosted a community celebration to kick-off two new CARES neighborhoods: Jay Littleton Phase I and Centennial.
- Completed 240 units CARES beautification grants (48 units in the Lincoln/Mission Focus Areas and 192 in the Jay Littleton Phase I/Centennial Focus Areas). Of this total, 6 properties had California Friendly water conservation design elements.

**Housing Agency**  
**Major Accomplishments**  
**Fiscal Year 2007-08**

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- Assisted 25 homes through the Emergency Grant Program. This program assists elderly, handicapped and very low-income residents on a Citywide basis.

**Quiet Home Program:**

***Residential Sound Insulation***

- Secured \$3.75 million in FAA and LAWA sound insulation grants to sound insulate 75 – 100 additional houses.
- Completed sound insulation improvements on 116 houses with a value of \$3.37 million. The following health and safety issues were addressed: emergency egress on 255 windows; installed or replaced quick release security grilles in 65 locations; installed 183 smoke detectors and 118 carbon monoxide/smoke detectors; installed 111 electrical service panels.
- Completed public bidding on 75 home noise insulation projects with an estimated construction cost of \$2.3 million.
- Completed construction of the residential sound insulation display conference room at 208 West Emporia.

***Property Acquisition Program***

- Secured an \$11.25 million LAWA acquisition grant to acquire 21 properties, of which 11 properties were purchased at a cost of \$4.3 million.
- Completed building demolition on 67 properties.
- Provided relocation assistance for 40 individuals within the acquisition area.
- Submit an \$11.25 million grant application to LAWA to acquire 44 properties.

**Housing Agency  
Major Goals  
Fiscal Year 2008-09**

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**Housing Development**

**Focus Resources in Ontario's Commercial and Residential Neighborhoods**

- Monitor \$80 million Phase I construction on the JH Snyder portion of the Ontario Town Square Project.
- Monitor construction of the 48-unit D Street Senior Housing development.
- Implement a program of compatible in-fill housing on vacant or deteriorated structure sites in targeted neighborhoods.
- Start construction on the 76-unit Ontario Town Square senior housing project.

**Housing Administration**

**Operate in a Businesslike Manner**

- Implement the fourth year of the adopted Five-Year Housing Implementation Plan.
- Monitor completed affordable housing projects to ensure regulatory agreement compliance including, but not limited to, affordability levels, property maintenance and revenue sharing.
- Concentrate on first-time homebuyer programs at Ontario Town Square and CARES program Focus Areas to help renters become homeowners.

**Neighborhood Revitalization**

**Focus Resources in Ontario's Commercial and Residential Neighborhoods**

- Continue to implement the CARES Exterior Beautification Program in the Jay Littleton Phase I and Centennial Focus Areas.
- Integrate programs of code enforcement and targeted financial assistance.
- Pro-actively facilitate the acquisition, substantial rehabilitation and professional management of selected multi-family projects in high-density neighborhoods.

**Quiet Home Program**

**Pursue City's Goals and Objectives by Working with other Governmental Agencies**

- Explore and develop land disposition strategies for City-owned properties.
- Secure a \$11.25 million land acquisition grant from LAWA to purchase approximately 44 properties.

**Housing Agency  
Major Goals  
Fiscal Year 2008-09**

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- Secure \$3.75 million in FAA and LAWA sound insulation funding and complete sound insulation work on approximately 100 houses.
- Obtain FAA approval on program's noise land inventory and reuse plan pursuant to FAA guidelines.
- Develop and circulate the Quiet Home Program newsletter to eligible homeowners.

**Code Enforcement**

**Focus Resources in Ontario's Commercial and Residential Neighborhoods**

***Citywide***

- Focus inspection efforts on reduction of substandard, dangerous, and/or unhealthy conditions, removal of inoperative vehicles, illegal business activity, un-permitted signage, deferred property maintenance issues, and inappropriate land use.
- Work cooperatively with the Public Works Agency and the Police Department to implement on-going graffiti abatement efforts citywide, and continue to develop new tools for graffiti prevention.
- Continue to monitor the Temporary Homeless Services Area.

***Community Improvement Team (CIT)***

- Complete thorough inspections of unit interiors and building exteriors on multi-family housing to ensure compliance with the Uniform Housing Code and Ontario Municipal Code.
- Coordinate with CARES program staff to ensure inspection efforts maximize our impact on neighborhood improvement.
- Pursue demolition and appointment of receivers on properties that present a danger to the public.

**Housing Agency  
Performance Measures  
Fiscal Year 2008-09**

	Page, Goal #	Actual FY 2006-07	Estimated FY 2007-08	Target FY 2008-09
<b>Housing Administration</b>				
Review applications within one week of receipt	Pg. xxix, 4	95%	95%	95%
Paint and/or landscape units within the CARES focus area	Pg. xxxi, 6	273	240	200
Subordinations, short sales, pay-offs within a 30-day turnaround	Pg. xxix, 4	100%	100%	100%
Affordable housing units monitored for compliance with affordability covenants (Total # of units within each project)	Pg. xxxi, 6	1,464	1,469	1,469
<b>Code Enforcement</b>				
Provide initial response to citizen complaints within 3 days	Pg. xxix, 4	100%	100%	100%
Pursue appointment of receivers and/or demolition on dangerous buildings where appropriate	Pg. xxxi, 6	100%	100%	100%
Respond to substandard complaints within 3 days	Pg. xxix, 4	100%	100%	100%
<b>Grants Administration</b>				
Monitor subrecipients for program compliance; determine number of subrecipients in compliance.	Pg. xxx, 5	100%	100%	100%
<b>Quiet Home Program</b>				
Complete construction on residential sound insulation projects (# of units)	Pg. xxxi, 6	0	116	75-100
Complete work with LAWA on avigation easement guidelines	Pg. xxxi, 6	90%	90%	100%
Acquire properties near LA/Ontario International Airport	Pg. xxx, 5	45	21	44