



Neighborhood Leaders 'Planning for 2023' Training

November 29, 2022, 6:00 p.m.

Santa Ana College Johnson Center

Agenda

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



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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

ORGANIZATION

Santa Ana's General Plan is a dynamic, living document that incorporates topics, philosophies, and practices driven by the community, state law, and planning principles. The General Plan consists of a vision statement, five core values, 12 elements organized into three volumes, and this introductory section.

A SHARED VISION

A vision statement is the expression of our community's past, present, and future; our aspirations and dreams; and is only bound by the limits of our ambition. The following vision was created through a collaborative process that included community comments, the General Plan Advisory Group, and the City Council. This vision guides the General Plan's goals and policies and future decisions.



Santa Ana is a city that promotes the health and wellness of all residents, with a civic culture that actively embraces the power of diversity. Our city invests in resources that create economic opportunities for the next generation, and it is a community that celebrates our past while working together to create a sustainable future.

OUR CORE VALUES

Core values are traits or qualities that represent the community's highest priorities and serve as guiding principles of the General Plan.

H HEALTH

The people of Santa Ana value a physical environment that encourages healthy lifestyles, a planning process that ensures that health impacts are considered, and a community that actively pursues policies and practices that improve the health of our residents.

Eq Eq EQUITY

Our residents value taking all necessary steps to ensure equitable outcomes, expanding access to the tools and resources that residents need, and to balance competing interests in an open and democratic manner.

The value of equity that includes "EJ" in the upper corner indicates a policy related to environmental justice.

S SUSTAINABILITY

Santa Ana values land use decisions that benefit future generations, plans for the impacts of climate change, and incorporates sustainable design practices at all levels of the planning process.

C CULTURE

Our community values efforts that celebrate our differences as a source of strength, preserve and build upon existing cultural resources, and nurture a citywide culture of empowered residents.

Ed EDUCATION

We are a city that values the creation of lifelong learners, the importance of opening up educational opportunities to all residents and investing in educational programs that advance our residents' economic wellbeing.



ELEMENTS

The General Plan goals and policies are organized across a set of 12 elements divided into three volumes. A description of each element is provided in the following pages.

The elements address topics required by state law and a number that are optional, but of importance to the Santa Ana community (see list below). Some topics are discussed entirely within a single element while others are touched on throughout multiple elements.

REQUIRED TOPICS

- Circulation and complete streets
- Climate adaptation and resiliency
- Conservation
- Environmental justice
- Housing
- Land use
- Noise
- Open space
- Public utilities and facilities
- Safety

OPTIONAL TOPICS

- Air quality
- Community
- Economic prosperity
- Historic preservation
- Urban design

Notes: The topic of environmental justice is required for any jurisdictions that contain disadvantaged communities. The topic of air quality is optional for jurisdictions outside of the San Joaquin Air Pollution Control District.

POLICY FRAMEWORK

Each element contains a set of goals and policies on matters related to one or more topics. Goals are statements of desired future conditions toward which efforts, regulations, and use of resources are directed. Policies are statements that guide decision-making and specify an intended level of public commitment on a subject.

The tables, figures, and maps shall also be considered City policies, offering either greater detail or a visual depiction of the context or intended outcome.

Most of the improvements envisioned by this General Plan will not take place overnight. Both goals and policies are intended to be long-term in nature and are not intended to be changed frequently.

IMPLEMENTATION

Each element also contains an implementation section that provides a list, organized by goal, of the actions to take place in the next one to five years to make progress toward said goal(s).

These implementation actions provide the basis for establishing priorities, scheduling, and assigning staff and other resources. Implementation actions also identify who is responsible for implementing the action item and when it should be carried out.

Implementation is often contingent upon adequate funding. While many actions can be pursued through initiatives already underway, others will require additional resources. As such, the exact mix and timing of programs the City may pursue will in part be opportunity driven, dependent on the availability of funding, staffing, and other necessary resources.

CONSISTENCY

The General Plan (all content) must be internally consistent and all other City plans and documents must be consistent with the General Plan.



VOLUME 1. SERVICES AND INFRASTRUCTURE



The **Community Element** reinforces the City's values of recreation, culture, education, and health and wellness, and cultivates opportunities for improved quality of life for all residents. The goals and policies of this element can be made operational through partnerships with local agencies and organizations on facilities, activities, and events throughout Santa Ana.



The **Economic Prosperity Element** ensures that Santa Ana's local economy, and its role in the broader regional economy, expands, maintains, and enhances job opportunities; attracts and retains a balance of business types; provides sufficient revenue for public services; and contributes to the overall quality of life experienced by the City's residents.



The **Mobility Element** is the City's blueprint for moving people, goods, and resources throughout the community. Moving beyond mere functionality, the City seeks to improve the quality of life in Santa Ana by providing more complete streets, offering ways to be more active, and conserving our natural resources. In planning the City's transportation system for the 21st century, the City is also making our community safer, more affordable, and more livable.



The **Public Services (PS) Element** provides Santa Ana's diverse population with quality services and infrastructure, including accessible public facilities and enhanced public safety. Anticipated growth will require the City to fulfill community needs and to ensure proper management of those needs. It is important that public facilities and services are equitably distributed and maintained at sustainable levels throughout the community.



VOLUME 2. NATURAL ENVIRONMENT



The **Conservation Element** identifies the city’s natural resources and communicates the benefits for retention, enhancement, and development of these reserves toward improving quality of life and the environment as a whole. This Element will guide the City in its efforts to prioritize sustainability and enhance the environment for current and future generations.



The **Noise Element** appraises noise levels in the community, prepares noise contours to guide land use decisions, and establishes measures that address current and future noise impacts. This Element works to ensure that the City limits the exposure of the community to excessive noise levels in noise-sensitive areas and at noise-sensitive times of day.



The **Open Space Element** identifies and preserves open space areas that provide value to the community and enrich the quality of life. Such lands or waters provide value in the form of recreation, health, biodiversity, wildlife conservation, and aesthetics. Additionally, open spaces are used for climate change mitigation and adaption, flood risk reduction, managed natural resources production, agricultural production, and protection from hazardous conditions. This Element will guide the City in its efforts to plan for open space lands in what is largely a built-out, urban environment.



The **Safety Element** eliminates and minimizes risks associated with natural and human-generated hazards such as floods, earthquakes, and hazardous materials. By assessing and preparing for levels of risk, the city can endure the range of safety hazards and adapt to changes over time. This Element also contains, by reference, the City’s Local Hazard Mitigation Plan, which is provided under separate cover.



VOLUME 3. BUILT ENVIRONMENT



The **Land Use Element** provide a long-range guide for the physical development of the city, reflecting the community's vision for a high quality of life. This Element guides the distribution, location, and size of new development, ensuring that residential neighborhoods are protected and that future growth is sustainable and minimizes potential conflicts.



The **Historic Preservation Element** guides development and implementation to ensure that identification, designation, and protection of architectural, historical, cultural, and archaeological resources are integrated into the City's planning, development, and permitting processes.



The **Housing Element** directs the City's policies, programs, and land use planning to address the needs of both existing and future residents. This includes planning and facilitating, the production of new housing; the improvement and preservation of existing housing; the promotion of affordability for current households; and the affirmative furtherance of fair housing. Unlike other elements, the Housing Element must be reviewed and certified by the state.



The **Urban Design Element** establishes the long-range vision for the physical design, visual qualities, and sensory experience of the city. This element addresses the public realm and building form, and establishes programs and measures to improve the physical setting in which community life takes place while curtailing obsolete, dysfunctional, and chaotic development.



HOW TO USE THE GENERAL PLAN

CITY DECISION MAKERS & STAFF

The City Council, Planning Commission, other advisory entities, and City staff will use the General Plan when considering land use and planning-related decisions, in administering regulations, and when considering investments of time, money, or other resources.

All decisions made by City decision makers and staff is to be consistent with the Vision, Core Values, goals, and policies of the General Plan.

CITY RESIDENTS & BUSINESSES

City residents and those who operate businesses in Santa Ana can use the General Plan to better understand current and future decisions and investments made by the City government, other agencies, service providers, property owners, and other stakeholders.

Residents and business owners can also use the General Plan as a guide to actions they can take to take part in improving their community; whether it is to simply create a better place to live and work, promote environmental health, or to protect your investment and achieve future success.

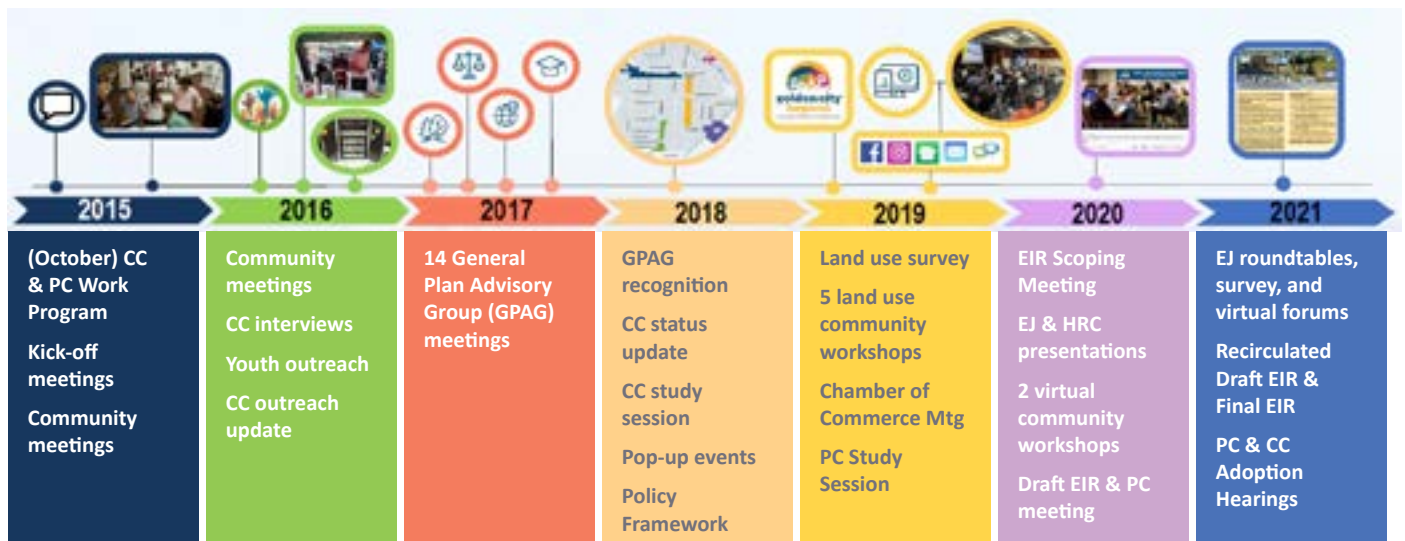
THE UPDATE PROCESS

IDENTIFYING THE NEED FOR AN UPDATE

A key objective in the City of Santa Ana’s 2014 Strategic Plan was to complete a comprehensive update of the City’s existing General Plan, which had not been comprehensively updated since 1982. An updated general plan would reflect current conditions, establish a shared vision of the community’s aspirations, and create the policy direction to guide Santa Ana’s long-term planning and growth over the next two decades.

The City also sought to streamline and refine the current General Plan, building on various updates to the City’s Land Use Element, Circulation Element, Urban Design Element and Economic Development that were completed in 1998.

The update process started in 2015 and took shape over the course of six years and five phases, with each phase including technical work and community outreach.



CC - City Council, PC - Planning Commission, EJ - environmental justice, HRC - Historic Resources Commission, EIR - environmental impact report



PHASE I. COMMUNITY OUTREACH: THE FIRST CONVERSATIONS (2015–2016)

The City of Santa Ana began outreach efforts in the fall of 2015 with a kick-off meeting and one-on-one meetings with City Council. By late 2016, the City had conducted 40 meetings and engaged 485 diverse community members through various in-person workshops and public events.

Community workshops were held with local service organizations, youth representatives, seniors, the business community, and neighborhood leaders. In addition to these focus groups, outreach meetings were held in each of the six City Council Wards.

As part of the City's commitment to local engagement, over 162 Santa Ana youth participated in a summer outreach effort to gather feedback and encourage youth involvement in the update of the Santa Ana General Plan. Their input resulted in the creation of an easy to understand infographic, the establishment of a social media campaign utilizing a customized hashtag (#SantaAnaGeneralPlan), and a series of pop-up events throughout Santa Ana.

In organizing and reviewing community comments, a number of reoccurring topics or themes were identified. These themes and related comments shared by the community are provided below.

- Arts and Culture
- Housing & Neighborhoods
- Business & Economic Development
- Human Services & Social Justice
- Community Facilities & Programs
- Mobility
- Community Safety
- Visual Character & Design
- Health & Sustainability
- Youth Development

PHASE II. GENERAL PLAN ADVISORY GROUP: COMMUNITY DIALOGUE (2017)

The General Plan Advisory Group (GPAG) was formed in 2017 with the stated goal of having a representative sample of various constituent groups help shape the update effort. The GPAG was comprised of 17 members of the public, bringing perspectives from youth, planning commissioners, business owners, community advocacy leaders, and residents. A total of 14 meetings were held over the course of ten months to review, extrapolate, and incorporate the input into the General Plan update process.

The GPAG reviewed and provided feedback on 39 goals and 299 policies through small group discussions. Workshop meetings also included small group exercises to help develop the framework and outreach components of the General Plan update. The GPAG also participated in an exercise to identify areas suited for future development opportunities.

In total, the GPAG assisted with refining community input to create four vision statements, five core values, and three land use maps.

PHASE III. POLICY FRAMEWORK: THE VOICE OF OUR COMMUNITY (2018)

After initial outreach and GPAG dialogue, the Interagency General Plan Technical Advisory Committee (GPTAC) was formed to refine draft goals, policies, and land use focus areas. The resulting draft General Plan Policy Framework was released in late 2018, including the Vision Statement, Core Values, 37 Goals, 288 Policies and five Focus Areas.

The five Focus Areas (see below) represented areas that could provide new housing options, encourage a range of businesses, promote access and linkages to leisure amenities, preserve industrial land, and concentrate development along transit corridors.

- South Main Street
- Grand/17th Street
- West Santa Ana Boulevard (OC Streetcar)
- 55 Freeway/Dyer Road
- South Bristol Street



PHASE IV. LAND USE ALTERNATIVES: A SURVEY OF THE COMMUNITY (2019)

The City conducted a series of community workshops (one per Focus Area) and distributed an online survey to introduce potential new land use designations, affirm the Core Values and Vision Statement, and obtain feedback on preferred land use alternatives and the overall direction of the City's Land Use Plan.

The City developed two scenarios for each Focus Area, generally offering a lower and higher density options. Results of the workshops and land use surveys helped guide the preferred land use option studied for environmental analysis.

PHASE V. ENVIRONMENTAL JUSTICE & CEQA: COMPLETING THE CONVERSATION (2020–2021)

Although the core values of health and equity led to a number of policies and actions designed to address the topic of environmental justice, the City conducted additional analysis, roundtables, and public engagement in 2020 to ensure Santa Ana's disadvantaged communities had opportunities to share their experiences and concerns.

The City released a Draft General Plan and Draft program environmental impact report (PEIR) in August 2020 and a Final EIR shortly after. Based on community input at the Planning Commission public hearing, the City opted to extend outreach efforts on environmental justice and recirculate the Draft PEIR on the topics of open space and air quality.

After additional efforts between Fall 2020 and Spring 2021, the City had conducted a multifaceted environmental justice outreach campaign consisting of two virtual community workshops, 10 community forums (centrally located to affected communities), and a multilingual survey, with flyers and meeting materials provided in multiple languages. The ideas and feedback communicated by residents and stakeholders led directly to revised and new policies and implementation actions.

In August 2021, the City released a revised Draft General Plan and a recirculated Draft PEIR, followed by the Final recirculated PEIR in October 2021. Public hearings were completed in November and December, with the City Council adopting the updated General Plan and certifying the PEIR in December 2021.

FUTURE UPDATES

While amendments can be made to the General Plan, they should be infrequent and based on significant and permanent changes to the context and assumptions that served as the foundation for this General Plan. Any changes or amendments to the General Plan must be consistent with the City's Vision and Core Values as well as any relevant goals and policies elsewhere in the General Plan.

There is no set, explicitly, or quantified timeframe for a comprehensive update. The City conducts an annual review of the General Plan to assess the level of implementation and effectiveness of the goals, policies, and actions. This review is formerly reviewed by City Council and submitted to the Governor's Office of Planning and Research. A more extensive review of the overall General Plan may be warranted every five years (jurisdictions typically plan for comprehensive updates every 10–15 years).

As Santa Ana is a charter city, updates to individual elements can take place as needed. The most common update is an amendment to the Land Use Map as property owners seek to develop something different from what is currently allowed.

The Housing Element is updated every eight years in connection with regional transportation planning efforts. The topic of safety must be reviewed by jurisdictions upon subsequent updates of the Housing Element. The topic of environmental justice must be reviewed upon the subsequent and concurrent update of any two or more elements. Based on the connection between housing and safety updates, the three topics can be expected to reviewed every eight years.



NEXT STEPS

The vision and policy framework of the General Plan elements focus on growing and sustaining a high quality of life in Santa Ana. Implementation of the General Plan (Plan) and realizing its vision will require an ongoing commitment and collaboration by city leadership and the community.

A major step toward implementing the Santa Ana General Plan is updating the zoning code and development standards to guide future development in the Land Use Focus Areas. The comprehensive zoning code update will be crafted through collaboration and meaningful community engagement to create development standards that are consistent with the community's vision and core values.

Lastly, to ensure Santa Ana is following the course charted by the General Plan, a progress review of implementation will be presented to the City Council and shared with the community annually. This annual process will provide an opportunity to prioritize implementation actions, and to allocate funding and resources to support the respective programs and actions. Additionally, a 5-year review of the General Plan will be conducted to set priorities to be achieved during a 5-year cycle, further ensuring the City is meeting the vision, goals, and metrics in implementing the General Plan.

As a living document, the periodic reviews are critical to ensuring that the vision and actions contained within the Plan align with community values and aspirations, and affirming ***Santa Ana Golden City Beyond.***

AMENDING RESOLUTIONS

The following is a chronology of the approved general plan amendments that have been incorporated into this document:

GPA 2020-06, Reso. No. 2022-030- (April 19, 2022)



City of Santa Ana – Planning and Building Agency

What You Need to Know About Your Early Outreach Community Meeting

(Ordinance Amended December 7, 2021 – Ordinance No. NS-3012 – Effective January 7, 2022)

The Santa Ana City Council encourages public input as early in the planning process as possible. To accomplish this, selected development projects require two (2) community meetings during the administrative development project review portion of the application process.

If your project fits into one of the following categories, then you will be required to hold two (2) community meetings described in this guide.

- City-sponsored development projects
- New residential projects containing 25 or more units, unless exempted for purposes of affordable housing funding deadlines
- New non-residential projects (including additions to existing buildings) of 10,000 square feet or more and which are subject to a Negative Declaration, Mitigated Negative Declaration or Environmental Impact Report as defined under the California Environmental Quality Act
- Development projects requiring a zone change, Specific Plan amendment or General Plan amendment

Community Meeting Process

For the types of projects listed above, it is important to hear from the community and address their concerns early in the development project review process. The purpose of these meetings is for you to explain the proposal to residents and receive their input. These meetings should accomplish the following things:

- Establish a positive dialog between the development team and the community
- Allow for project modifications early in the process
- Avoid delays during public hearings due to neighborhood concerns

As a project applicant, you are responsible for arranging for and conducting the meetings. The following two pages outline the steps you will need to follow.

1. Submit Your Development Project (DP) Review Application to the Planning Division

For this step, you will follow the instructions in the Development Project (DP) Review application checklist. A Planner will be assigned to help you with this process.

2. Set the Date and Time and Arrange for a Location

The first community meeting must be held within the first twenty (20) days after you submit your development project review application. Holding the meeting within this time period will ensure that members of the community have the earliest opportunity to comment on your project and will help you to avoid delays in the processing of your application.

After the City delivers comments on the initial project submittal, you should review the comments and prepare for the second community meeting. A minimum 10 days must elapse between your second community meeting and when you resubmit the project back to the City for review. This minimum 10-day period is intended to provide the applicant time to hold the second meeting, receive additional feedback from the meeting participants, and revise the project plans before resubmitting the project back to the City for review.

Your community meetings should be held either on a weeknight during the early evening hours or on a Saturday. Meetings must be in person; a virtual *option* to supplement the in person meeting is acceptable.

The in-person meetings must be held in any facility that is accessible to the public and that is no more than one (1) mile from the project site. If this type of facility is not available, you may instead arrange, at your own expense and subject to availability, to use a City facility that is closest to the project site.

3. Obtain the Mailing List

You will need to notify property owners and tenants/renters having a valid US Postal Service address within a 1,000-foot radius of the project site.

You will need to arrange to have the mailing list prepared by either a private address list company or other service capable of creating such a mailing list.

4. Prepare and Send Meeting Notices

The notices you prepare shall include the following items:

- The time, place and date of the community meeting
- A map depicting the location of the subject property, including the properties contained

- within the notification boundary
- A brief description of the project
- Your contact information

The notices must be written in English and Spanish and include instructions as to how to request language interpretation services for those wishing to have interpretation during the community meetings in languages other than English.

The notice must be mailed no less than 10 days before each meeting.

5. Post and Publish Meeting Notices

In addition to mailing the notices of the community meetings, you will also need to post a notice on the project site and publish the notice in a local newspaper for each meeting. Examples of these notices are included in this handout. Your case planner may provide you with additional public notice templates and instructions about publishing your notice in the newspaper. You may also wish to augment any of these required notices with alternative forms of communication, such as e-mail, websites and hand distributed fliers. Meeting notices will also be posted on the project's webpage on the City's website.

6. Prepare for the Meeting

You will need to have presentation-sized graphics prepared of the conceptual project plans, including at least a site plan and exterior elevation drawings. Colored plans are easiest for the public to understand and you are encouraged to use them.

If any members of the public have requested translation services in advance, you will need to arrange to have an interpreter available during the meeting. Requests for language interpretation services must be made in writing and submitted to you no later than 48 hours prior to each meeting.

7. At the Meeting

When community members arrive you may find it helpful to provide them with name tags and offer them a sign-in form so that you may contact them later to give them project updates or responses to specific questions. It is not mandatory that they provide you with their names or contact information.

At the start of each meeting, you should provide an introduction to the audience about the reason the meeting is being held, who received the notices, what will be discussed, the meeting format, and how participants can share their questions and feedback. It is also helpful to have an individual dedicated to taking notes to ensure questions and feedback from the audience are being noted.

All meetings, even those with an open house-style format, must feature a segment at the beginning of the meeting specifically to present the project and take questions and answers. The presentation must detail the components of the proposed development project and a description of any impacts or benefits to the community.

Following your presentation, members of the public should have ample opportunity to ask questions and provide feedback. You will need to prepare a detailed written record of each meeting.

8. After the Meeting

No more than four (4) days after each meeting, you will need to provide the Planning Division a copy of the meeting materials, assembled into a single PDF. The materials include:

1. An affidavit under penalty of perjury that the required community meetings were held in compliance with the Sunshine Ordinance;
2. A copy of the presentation materials;
3. Copies of all notices, notification lists, site postings, advertisements, radius maps, and any other communications to publicize the meeting;
4. Meeting sign-in sheets; and
5. Minutes and the written record of, and response to, the public comments made at each community meeting.

Staff will include the meeting minutes and responses as attachments to the administrative development project review comments and will post them on the project's webpage on the City's website. The public input will be made part of the public record and included as attachments to any required staff reports.

Canva For Neighborhood Associations

www.canva.com



WHAT IS CANVA?

Canva is a free graphic design website that can be used on your phone, tablet, or desktop computer. It allows you to quickly create polished-looking graphics for use in print or online, even if you have no design experience.

Canva for Neighborhood Associations

The free version of Canva has many great templates for social media posts, flyers, and other templates that can benefit your outreach efforts. Because of this, we highly encourage you to create your own Canva account. You can share your design with the Neighborhood Initiatives and Environmental Services (NIES) staff and they can process a request for a flyer to be printed. We kindly request that the file is shared with us at least two weeks in advance.

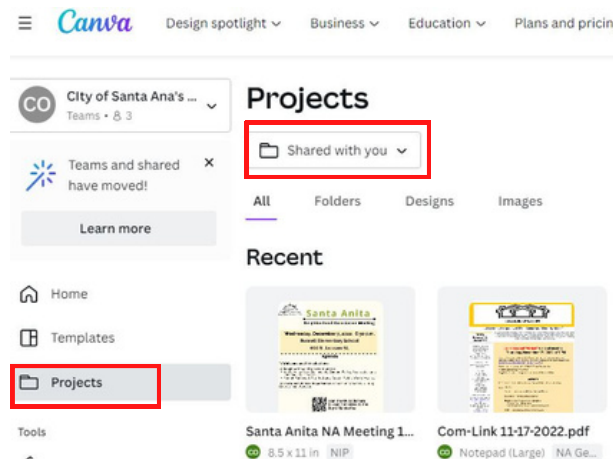
LEARN MORE

For a more in depth How-To or for additional information on using Canva as an outreach tool for your Neighborhood please visit: [Canva.com/learn](https://www.canva.com/learn)

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

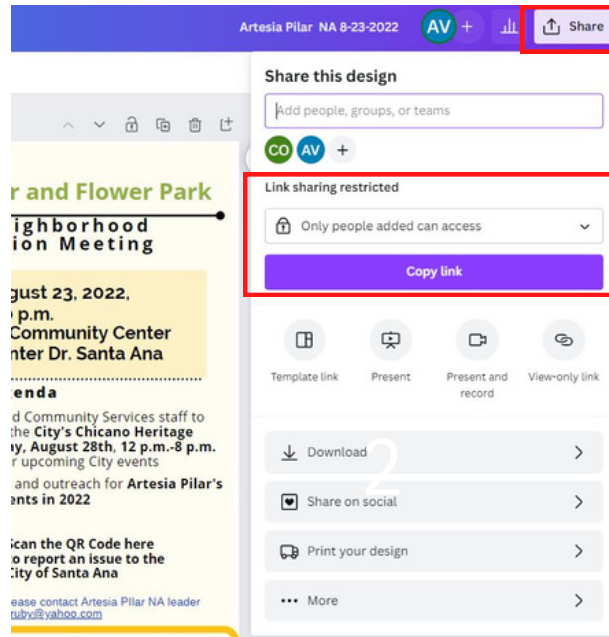
Canva For Neighborhood Associations

www.canva.com



3. Share Flyer with NIES for Copies

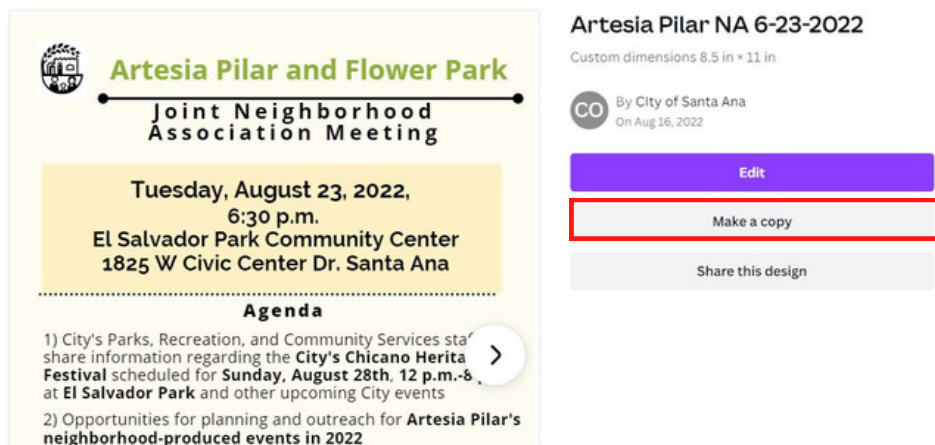
Once you are done editing your flyer. Click on Share and select Copy Link. Have Link Sharing be Anyone with the Link can edit. Share with NIES staff to translate to Spanish and/or make copies. You can also download the flyer and share on social media.



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.



If you have any questions email the Neighborhood Initiatives and Environmental Services Office:
nies@santa-ana.org or call at (714) 667-2260.

City of Santa Ana
Available Facilities for Neighborhood Meetings

Facility	Address	Facility General Phone	City Reservations Staff Contact Info (name, email, phone)
Cabrillo Tennis Center	800 Cabrillo Park Drive	(714) 541-0503	PRCSA Administration (714) 571-4200
El Salvador Community Center	1825 W. Civic Center Drive	(714) 647-6558	Bill Sandoval wsandoval@santa-ana.org (714) 571-4258
Fisher Park Cabin	2501 N. Flower Street	N/A	America Robledo arobledo@santa-ana.org (714) 647-6556
Garfield Community Center (Joint Use)	501 N. Lacy Street	(714) 571-4288	Elena Martinez Emartinez15@santa-ana.org (714) 571-4288
Godinez High School (Joint Use)	3002 Centennial Road	(714) 571-4225	America Robledo arobledo@santa-ana.org (714) 647-6556
Jerome Recreation Center	726 S. Center Street	(714) 647-6559	America Robledo arobledo@santa-ana.org (714) 647-6556
Lawn Bowling Clubhouse at Santiago Park	2615 Valencia St N	N/A	America Robledo arobledo@santa-ana.org (714) 647-6556
Memorial Park Community Center	2102 S. Flower Street	(714) 571-4242	Kristin Moorman KMoorman@santa-ana.org (714) 571-4242
Newhope Library	122 N. Newhope Street	(714) 647-6992	Michelle Loera mloera@santa-ana.org (714) 647-5250
Roosevelt Walker Community Center	816 E. Chestnut Avenue	(714) 647-5220	Rudy Hernandez RHernandez5@santa-ana.org (714) 571-4229
Salgado Community Center at Rosita Park	706 N. Newhope Street	(714) 571-4267	Bill Sandoval wsandoval@santa-ana.org (714) 571-4258
Sandpointe Center	3700 S. Birch Street	N/A	PRCSA Administration (714) 571-4200
Santa Ana Public Library	26 Civic Center Plaza	(714) 647-5250	
Santa Ana Police Department Community Room	60 Civic Center Plaza (fee to park in parking structure)	(714) 245-8003	Elizabeth Plotnik eplotnik@santa-ana.org
Santa Ana Senior Center	424 W. 3 rd Street	(714) 647-6540	Juan Lara jlara@santa-ana.org (714) 647-6540

Southwest Community Center	2201 W. McFadden Avenue	(714) 647-5306	Juan Lara jlara@santa-ana.org (714) 647-6540
Willard Park	1342 N Ross St.	(714) 647-6556	America Robledo arobledo@santa-ana.org

**Other Available Facilities in the Community
For Neighborhood Meetings**

Facility	Address	Phone Number	Reservations Staff Contact Info (name, email, phone)
Delhi Community Center	505 E. Central Avenue	(714) 481-9600	Adriana Evaristo adriana@delhicenter.org (714) 481-9600 ext. 628
Immaculate Heart of Mary Church	1100 S. Center Street	(714) 751-5335	Yaret Macedo ihminfo@ihmsantaana.org
KidWorks Community Center	1902 W. Chestnut Avenue	(714) 834-9400	Sonia Rios sonia.rios@kidworksoc.org
Pentecostal Church of God	1025 W. Memory Lane	(714) 543-1460	Edgard Martinez martinezedgard64@gmail.com (714) 574-1749
Saint Peter Lutheran Church	1510 N. Parton Street	(714) 542-6781	office@saintpeterlutheran.net
Santa Ana College (coordinate with City staff)	1530 W. 17 th Street	(714) 564-6000	Norma Castillo Castillo_Norma@sac.edu
The Wooden Floor	1810 N. Main St	(714) 541-8314	Vanessa Rodriguez Vanessa.rodriquez@thewoodenfloor.org



REQUEST FORM

Dumpster Program

Today's Date *

Requestor's Name *

First

Last

Requestor's Email *

Requestor's Phone Number *

Requestor or other group/organization *

Authorized Neighborhood Representative

2nd step may require Neighborhood Representative's Info:

- Name
- Email
- Phone Number

<https://www.santa-ana.org/our-neighborhoods/>

Your Name and Contact Info

1st step requires the organizer's information:

- Name
- Email
- Phone Number
- Organization

Have you reached out to your Neighborhood Representative? *

If yes, please enter Neighborhood Representative's name

First

Last

Neighborhood Representative's Email

Neighborhood Representative's Phone Number



REQUEST FORM

Dumpster Program

1st Preferred Date *

Month ▾ Day ▾ Year ▾

2nd Preferred Date

Month ▾ Day ▾ Year ▾

Container Quantity *

Please enter a number from 0 to 5.

Each Neighborhood can receive up to five (5) roll-off containers each fiscal year

1st Container Address *

Street Address

Address Line 2

ZIP Code

Date and Address for Cleanup

3rd step requires:

- Date for the event
 - a second date
- Dumpster bins
 - up to 5 a year
- Address for event
 - optional addresses

Flyers and No Parking Signs

4th step requires:

- How many flyers
 - limit is 50
- How many Temporary No Parking Signs
 - limit is 2
 - Provided by SAPD
- Mail-in address
 - Optional

How many flyers or sets of flyers will you need? *

You may receive 50 flyers for each dumpster / roll-off container. Copies of clean-up flyers are available for you to promote in your neighborhood.

Flyers to be picked up or mailed: *

- Pick-up - Flyers may be picked up from City Hall
 Mail-in - Please mail to the address below

Mail-in Address

Street Address

Address Line 2

ZIP Code

If mail-in option is selected above, please provide your address here.

How many temporary no parking signs will you need? *

You can request two signs per dumpster. Temporary no parking street signs are approved by the Santa Ana Police Department and are available for pick up at Santa Ana City Hall. You may post your signs 48 hours before the clean-up day.

<https://www.santa-ana.org/neighborhood-40-yard-roll-off-container-request-form/>

Project Plan Template

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>			
<p>★ Objective #2</p> <p>★ Activities:</p>			

Event Planning Template

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>			

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

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

- OC Health permit is through the County of Orange EHSpecialEvents@ochca.com
 - o Event Organizer Application Packet
 - o TFF Application Packet (if not using food truck)
- OCFA
 - o Special Event Screening Form
 - o Special Event Permit
- Building/ Electrical
 - o Large Structures
 - o Generators

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.

SAPD - Permit Information

- 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

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](#)

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

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).

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 barbeque, 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.

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.

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/

REPORTAR PROBLEMAS AMBIENTALES



Existen muchas leyes para proteger nuestro medio ambiente y nuestra salud. Las agencias locales, estatales y federales son responsables de asegurarse de que se cumplan esas leyes y que la salud pública y el medio ambiente estén protegidos de la contaminación. Estas agencias dependen de los residentes que viven en la comunidad para ser los ojos y oídos de cualquier preocupación ambiental. Reportar los problemas a estas agencias puede ayudar a mejorar el medio ambiente y la salud de su comunidad.

REPORTAR QUEJAS SOBRE MEDIO AMBIENTE Y SEGURIDAD ALIMENTARIA



Contacte OC Health Care Agency - Environmental Health

llame (714) 433-6000. Para un análisis de sangre de plomo para su hijo llame (714) 567-6220.

Seguridad alimentaria, desechos peligrosos (vertido ilegal, almacenamiento, sólidos), exposición al plomo, piscinas públicas, arte de cuerpo / maquillaje permanente y condiciones de vivienda deficientes.

QUEJA DE PELIGRO DE INCENDIO

Orange County Fire Authority
llame al (714) 573-6000 o
Referral@ocfa.org

Quema abierta, fogata o barbacoa, almacenamiento de residuos combustibles, salidas obstruidas, hacinamiento, boca de incendios, carriles contra incendios, acaparamiento, etc.

REPORTAR QUEJAS SOBRE LA APLICACIÓN DEL CÓDIGO

Code Enforcement Division
llame (714) 667-2780 o www.santa-ana.org/submit-a-complaint-online/

Salud y seguridad, uso de la tierra, violaciones de zonificación y condiciones deficientes en propiedades comerciales, industriales y residenciales.



REPORTAR QUEJAS SOBRE LA CALIDAD DEL AIRE

Contacte South Coast AQMD
llame (800) 288-7664 o visite
www.AQMD.gov/Complaints

Tenga lista la fecha, hora, tipo de evento de calidad del aire (olores, polvo, asbesto, humo), descripción del olor, dirección o ubicación del lugar sospechosa.

DESCARGA DE CONTAMINANTES EN EL DRENAJE DE TORMENTAS

National Pollutant Discharge Elimination System (NPDES)
Public Works Agency Dispatch
llame (714) 647-3380 o reporte en línea
www.santa-ana.org/report-issue

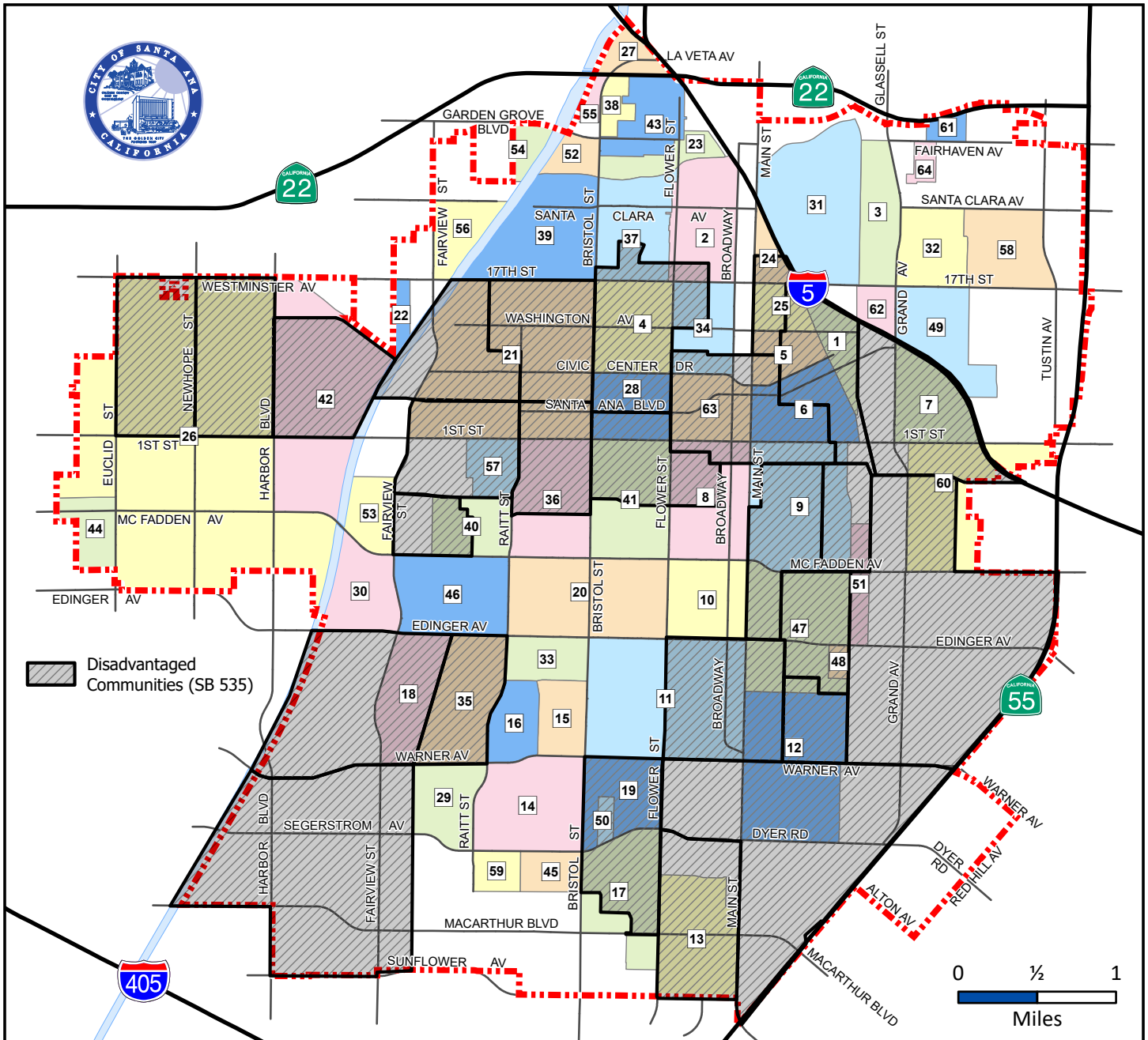
Descargas prohibidas, derrames, vertidos ilegales, seguimiento de sedimentos (suciedad), contaminación del agua, drenaje de tormenta, e inundación.

VIOLACIÓN DE LAS LEYES AMBIENTALES

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

Para reportar posibles violaciones de las leyes y regulaciones ambientales federales.

PARA PREGUNTAS O INQUIETUDES ADICIONALES, COMUNÍQUESE CON LA OFICINA DE INICIATIVAS DE VECINDARIOS Y SERVICIOS AMBIENTALES DE LA CIUDAD DE SANTA ANA AL (714) 667-2260 O VISITE WWW.SANTA-ANA.ORG/ENVIRONMENTAL-RESOURCES/



Santa Ana Neighborhoods and CalEPA Disadvantaged Communities

SANTA ANA NEIGHBORHOODS

- | | | | | |
|-----------------------------|------------------------|----------------------|----------------------------|---------------------------|
| 1. Logan | 14. Thornton Park | 27. Northwest | 39. Riverview | 52. Casa De Santiago |
| 2. Floral Park | 15. Bristol/Warner | 28. Flower Park | 40. Bella Vista | 53. Windsor Village North |
| 3. Fairhaven | 16. Laurelhurst | 29. Morning Sunwood | 41. Pico-Lowell | 54. Concord |
| 4. Washington Square | 17. South Coast | 30. Windsor Village | 42. Santa Anita | 55. Riverglen |
| 5. French Park | 18. Centennial Park | 31. Park Santiago | 43. Morrison/Eldridge Park | 56. Edna Park |
| 6. Lacy | 19. Sunwood Central | 32. Portola Park | 44. West Grove Valley | 57. Casa Bonita |
| 7. Saddleback View | 20. Mid-City | 33. Shadow Run | 45. Republic Homes | 58. Meredith Parkwood |
| 8. Heninger Park | 21. Artesia Pilar | 34. Willard | 46. New Horizons | 59. Metro Classic |
| 9. Pacific Park | 22. Mar-Les | 35. Valley Adams | 47. Madison Park | 60. Lyon Street |
| 10. Wilshire Square | 23. Fisher Park | 36. Central City | 48. Cedar Evergreen Co-Op | 61. Fairbridge Square |
| 11. Santa Ana Memorial Park | 24. Santa Ana Triangle | 37. West Floral Park | 49. Mabury Park | 62. Grand Sunrise |
| 12. Delhi | 25. French Court | 38. Bristol Memory | 50. Rosewood Baker | 63. Downtown |
| 13. Sandpointe | 26. Riverview West | Coalition | 51. Cornerstone Village | 64. Young Square |



City of Santa Ana



Download the mySantaAna App

The mySantaAna mobile app puts the power of the Santa Ana city government in the palm of your hand!

Use the app to easily report issues such as:

Graffiti Removal

Street Light Issues

Sidewalk Defects

...and many more!

Scan QR Code to download the app:



www.santa-ana.org/mysantaana-app



OC Human Relations

Building community by fostering respect, resolving conflict and pursuing equality

The Orange County Human Relations Council (more commonly known as OC Human Relations) is a private, non-profit 501(c)3 organization founded in 1991 for the purpose of developing and implementing proactive human relations programs in partnership with schools, corporations, cities, foundations and individuals. OC Human Relations provides an award-winning inter-group and violence prevention program in the schools, and conflict resolution programs and inter-group relations initiatives in the communities all over Orange County.

Programs and Services Include:

- **MEDIATION SERVICES**

OC Human Relations provides up to 8 hours of mediation service to Orange County residents at **no charge***. After completing a Mediation Inquiry Form below, a case manager will contact you within 2 working days to explain what mediation is (and isn't!). Then you can decide if OCHR's mediation services could be helpful in your unique situation. If so, the Case Manager will ask for contact information for the other side so we can contact them to see if they wish to participate. Mediation is always a voluntary process and OCHR can only proceed with convening a mediation when both parties have agreed to participate.

- **MEDIATION CERTIFICATION**

This 32-hour training is provided by OC Human Relations staff, and exceeds the requirements of the Dispute Resolutions Programs Act (DRPA). Successful completion of the training qualifies the new mediator to participate in DRPA mediation programs across the state of California.

- **HATE CRIME EDUCATION**

OC Human Relations considers bias-motivated crime an important indicator of bigotry and discrimination in our communities. We track Hate Crimes in an effort to assist victims and make strides to build and increase intergroup understanding in Orange County.

- **BRIDGES SAFE & RESPECTFUL SCHOOLS PROGRAM/ RESTORATIVE PRACTICES**

Featuring our award winning Bridges Safe & Respectful Schools Program, a multi-year program with the mission of improving inter-group relations by partnering with schools and communities to create, advocate for and sustain



OC Human Relations

Building community by fostering respect, resolving conflict and pursuing equality

a safe, inclusive and equitable school environment and our Restorative Schools Program, which seeks to address the ineffectiveness and disproportionality that arises in more traditional school discipline systems.

- **DIVERSITY, EQUITY, AND INCLUSION TRAINING**

OC Human Relations offers interactive trainings and workshops for organizations and groups around the topics of diversity, equity, and inclusion. Specific topics include implicit bias, levels of racism, the history of civil rights in Orange County, and more.

CONTACT INFORMATION:

OC Human Relations
1801 E. Edinger Ave, Suite 115
Santa Ana, CA, 92705
(714) 480-6570
Email: ochumanrelations.org



FLOOD CHANNEL JURISDICTION

The Santa Ana Police Department is responsible for general law enforcement within the boundaries of Santa Ana. Some county-owned and maintained properties, including flood channels, lie within the boundaries of Santa Ana.

Simply stated, if you observe a crime in progress, including tagging, robbery, theft, assaults, indecent exposure, drug sales or consumption, etc., call the Santa Ana Police Department. If you see an illegal encampment, graffiti, trash, debris, damaged fencing or gates, contact Orange County Public Works.

As a result, the OC Sheriff's Department and the Santa Ana Police Department sometimes share concurrent jurisdiction. A memorandum of understanding, dated August 1, 2000, clarifies jurisdictional responsibilities.

CONTACT



SANTA ANA POLICE DEPARTMENT

EMERGENCY
911
DISPATCH
(714) 245-8049
NON-EMERGENCY
(714) 245-8665

ORANGE COUNTY Public Works

PHONE
(714) 955-0200
SERVICE REQUEST
myOCeServices.ocgov.com



THE SANTA ANA POLICE DEPARTMENT WILL:

- Accept law enforcement responsibility over county-owned bike trails, flood control channels, retentions basins, and river channels
- Enforce general laws, ordinances and regulations, including those of the County and the City, within county-owned properties

Flood control channels and other county-owned or maintained properties are usually identified by a sign similar to this one (picture below)



THE COUNTY WILL:

- Maintain county properties
- Clear all illegal encampments, abandoned property, trash, and other debris
- Graffiti removal
- Repair and install fencing and gates (as needed)



JURISDICCIÓN DEL CANAL DE CONTROL DE INUNDACIONES

El Departamento de Policía de Santa Ana hace cumplir las leyes generales dentro de los límites de Santa Ana. Algunas propiedades del condado, como los canales de inundación, se encuentran dentro de los límites de Santa Ana.

En pocas palabras, si observa un delito en curso, incluidos la etiqueta de grafiti, el robo, el hurto, los asaltos, la exhibición indecente, la venta o el consumo de drogas, etc., llame al Departamento de Policía de Santa Ana. Si usted ve un campamento ilegal, grafiti, basura, refugio, cercas o puertas dañadas, comuníquese con Obras Públicas del Condado de Orange.

Como resultado, el Departamento del Alguacil del Condado de Orange (Sheriff's Department) y la Policía de Santa Ana comparten jurisdicción concurrente. Un memorando de entendimiento, con fecha del 1 de agosto de 2000, aclara las responsabilidades jurisdiccionales.

CONTACT



SANTA ANA POLICE DEPARTMENT

EMERGENCIA
911

DESPACHO
(714) 245-8049

HACER UN REPORTE
(714) 245-8665

ORANGE COUNTY Public Works

Teléfono
(714) 955-0200

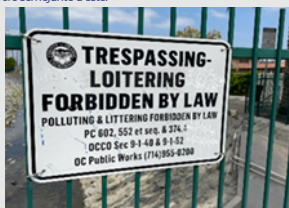
INTERNET
myOCeServices.ocgov.com



EN RESUMEN, EL DEPARTAMENTO DE POLICÍA DE SANTA ANA:

- Acepta la responsabilidad de hacer cumplir la ley sobre los senderos para bicicletas, los canales de control de inundaciones, las cuencas de retención y los canales de ríos (propiedades del condado)
- Hace cumplir las leyes generales, las ordenanzas y los reglamentos de la ciudad y el condado dentro de las propiedades del condado

Los canales de control de inundaciones y otras propiedades del condado se identifican con un letrero semejante a este.



EL CONDADO DE ORANGE:

- Mantener las propiedades del condado
- Limpiar todos los campamentos ilegales, propiedad abandonada, basura, y otros escombros
- Quitar grafiti
- Reparar e instalar cercas y portones (según sea necesario)



Who to Call

Homeless Resources and Services

The Santa Ana Multi-Disciplinary Homeless Response Team (SMART)

Specialized non-police response team provides outreach via direct field engagement to offer resources including shelter and mental health assistance.



Call the Santa Ana **SMART** Outreach Team at: **714-242-3706** or
Send a request via the *mySantaAna* app <https://www.santa-ana.org/report-issue>

SMART operates **7:00am to 9:00pm M-F, and 9:00am to 9:00pm weekends.**

Santa Ana Police Department

To report **24-hour non-emergency** matters including: narcotic activity, trespassing and drinking in public: **714-834-4211**



If an individual is in distress and/or in an emergency state: **Call 9-1-1**

Santa Ana Homeless Navigation Center

For **referrals** into the Navigation Center, please contact City Net: 714-242-3706 or
City of Santa Ana Homeless Hotline: 714-647-5341



For donations or volunteer information: www.ifhomeless.org or email:
info@ifhomeless.org

Orange County 24/7 Assistance



For 24 hour county-wide resource assistance: Call: 2-1-1 or Visit 211oc.org

ADDITIONAL RESOURCES

<p>City of Santa Ana Homeless Hotline: 714-647-5341</p> <p>City of Santa Ana email: endinghomelessness@santa-ana.org</p>	<p>City of Santa Ana Public Works: 714-647-3380 or PWAdispatch@santa-ana.org Report trash or abandoned property on public property</p>	<p>City of Santa Ana MySantaAna App: https://www.santa-ana.org/report-issue - To report issues including encampments and requests for outreach</p>	<p>City of Santa Ana Code Enforcement: 714-667-2780 Enforcement of State Health and Safety Code and property maintenance</p>
<p>Cal Trans Encampments and Trash by freeway underpass and off-ramps https://csr.dot.ca.gov</p>	<p>Union Pacific Railroad Concerns on the railroad tracks: 888-877-7267</p>	<p>Orange County Sanitation District To report encampments in storm drains 714-593-7025</p>	



ABORDANDO A LAS PERSONAS SIN HOGAR EN SANTA ANA

La falta de vivienda es un problema complejo que requiere la atención de todos. La Ciudad de Santa Ana, junto con nuestros numerosos socios, está haciendo nuestra parte para garantizar que se dirige la falta de vivienda en nombre de nuestros residentes y la comunidad.

El equipo multidisciplinario de respuesta para personas sin hogar de Santa Ana (SMART)



Si tiene una inquietud o queja sobre la falta de vivienda, necesita ayuda o está solicitando ayuda para una persona que actualmente se encuentra sin hogar:

Informe al Equipo de Alcance SMART de Santa Ana llamando al 714-242-3706 O a través de la aplicación mySantaAna <https://www.santa-ana.org/report-issue>

- 7:00 a.m. a 9:00 p.m.
- Opera los 7 días de la semana
- Se envían equipos de respuesta especialmente capacitados para abordar y comprometerse con la población sin hogar

Centro de Navegación para personas sin hogar de Santa Ana



Para información sobre el Centro de navegación para personas sin hogar, donaciones o para ser voluntario:

Visite www.ifhomeless.org

- Correo electrónico: info@ifhomeless.org
- Contacto Corporativo: 949-273-0555

Para obtener información sobre una remisión al refugio:

- City Net: 714-242-3706

Asistencia 24/7 del Condado de Orange



Para asistencia de recursos en todo el condado las 24 horas:

- Llame: 2-1-1
- Visite 211oc.org

Departamento de policía de Santa Ana



Si llama fuera del horario llame a la línea que no es de emergencia las 24 horas del Departamento de Policía de Santa Ana para evaluar y comunicarse con Outreach:

- Llame: 714-834-4211

Si una persona se encuentra en angustia y/o en estado de emergencia:

- Llame al 9-1-1

Para recursos adicionales de servicios para personas sin hogar



- Línea directa para personas sin hogar: 714-647-5341
- Correo electrónico: endinghomelessness@santa-ana.org
- Union Pacific Railroad: 888-877-7267
- MySantaAna aplicación <https://www.santa-ana.org/report-issue>

SANTA ANA POLICE DEPARTMENT



PHONE NUMBERS

911	EMERGENCY / EMERGENCIA
714-834-4211	POLICE / POLICÍA (NON-EMERGENCY / NO EMERGENCIA)
714-245-8100	JAIL / CÁRCEL
714-245-8200	TRAFFIC / TRAFICO
714-245-8400	INVESTIGATIONS / INVESTIGACIONES
714-245-8384	NARCOTICS / NARCÓTICOS
714-245-8600	RECORDS / DEPARTAMENTO DE ARCHIVOS
714-647-5400	CITY INFORMATION / INFORMACIÓN DE LA CIUDAD
714-443-6406	ILLEGAL DUMPING / DEPOSITO ILEGAL DE BASURA
714-245-8278	SANTA ANA FAMILY JUSTICE CENTER / CENTRO DE JUSTICIA FAMILIAR DE SANTA ANA
877-786-7824	GRAFFITI / GRAFITI
714-245-8272	HOMELESS EVALUATION ASSESSMENT RESPONSE TEAM
714-647-5375 714-647-3380	HOMELESS ENCAMPMENTS / ABANDONED PROPERTY
714-647-5062	WESTEND PSO ERIKA BACA EBACA@SANTA-ANA.ORG
714-245-8508	EASTEND PSO MELISSA ORTEGA MORTEGA@SANTA-ANA.ORG
714-245-8406	TRAFFIC PSO NANCY LOPEZ NLOPEZ@SANTA-ANA.ORG

SANTA ANA POLICE DEPARTMENT



QUICK LINKS

Santa Ana Police Website:

santa-ana.org/pd

E-Reporting:

santa-ana.org/pd/e-police-reporting

Programs and Resources:

santa-ana.org/pd/public-safety-law-enforcement

Neighborhood Watch:

santa-ana.org/pd/neighborhood-watch

Social Media:

Facebook: facebook.com/santaanapd

Instagram: instagram.com/santaana_pd/

Twitter: twitter.com/SantaAnaPD

Nixle: local.nixle.com/city/ca/santa-ana/

City Website:

santa-ana.org