



City of Tustin
Community Development Department
Year in Review 2021

Presented on February 22, 2022



CONTENTS

OVERVIEW	3
CURRENT PLANNING.....	4
Old Town Tustin	4
Tustin Legacy	6
Activity within The District	7
Activity within The Market Place	8
Other Projects throughout Tustin	9
ADVANCE PLANNING.....	14
Historic Preservation	16
Community Development Block Grant	19
Workshops	20
Streamline Tustin	21
City of Tustin's Response to COVID-19	22
PLANNING DIVISION ACTIVITY SUMMARY	24
CODE ENFORCEMENT	25
BUILDING DIVISION	26
BUILDING DIVISION ACTIVITY SUMMARY.....	29



OVERVIEW

The City of Tustin's Community Development Department is pleased to present the Year in Review Report for 2021. The year 2021 has been an extraordinary year due to the challenges associated with the ongoing Coronavirus (COVID-19) pandemic. However, the City continues to adapt to these hardships to deliver quality services and attention to constituents and businesses through this unprecedented time. The City of Tustin has been fortunate to have maintained consistent development activity throughout our jurisdiction, despite the strains of the pandemic.

This report features development activity details, and other newly approved planning and building projects. The report is divided into the following six (6) sections:

- ➔ [Current Planning](#) - Provides updates on development within Old Town and Tustin Legacy, newly established businesses, and other development activities.
- ➔ [Advance Planning](#) – Provides updates on the Housing Element update, historic preservation, Community Development Block Grant funded programs and activities, community outreach efforts, Streamline Tustin, and City-funded programs in response to COVID-19.
- ➔ [Planning Division Activity Summary](#) – Provides an overview of the number of projects and applications received during 2021.
- ➔ [Code Enforcement](#) – Describes enforcement activities, including graffiti abatement and updates on the staff's participation in the Neighborhood Improvement Task Force.
- ➔ [Building Division](#) – Outlines accomplishments including construction activity, plan checks, permitting, and building inspections.
- ➔ [Building Division Activity Summary](#) - Summarizes construction project valuations, and Building Division activities.



CURRENT PLANNING

During the year 2021, the Community Development Department's Current Planning efforts included various planning activities, new project entitlements, and project approvals by the City Council, Planning Commission, the Zoning Administrator, and City Staff. This section highlights projects within the Old Town and Tustin Legacy areas, newly established businesses and other current planning projects throughout Tustin.

Old Town Tustin

Tustin is unique in that it has maintained and faithfully fostered the evolution of its historic core. Old Town Tustin continued to evolve in 2021 with the completion of a 140-unit residential community (Vintage at Old Town Tustin). City Staff also completed the much-anticipated citywide Historic Resources Survey update and Historic Context statements with the assistance of its consultant team. These documents are discussed later in this report. Robust historical knowledge on Old Town's resources and for individual properties within its borders is now available online on the [Community Development Department's website](#).



Vintage at Old Town Tustin (Sixth and B Streets): During 2021, construction of the Vintage 140-attached townhome residential community was completed. Residents continued to move-in to the new community throughout the year, joining a long tradition of proud residents in Tustin.



White Sparrow Coffee (100 W. Main Street):

Originally a pop-up coffee operation, White Sparrow Coffee has chosen Tustin as its first brick and mortar location. The café most recently operated inside of the Arvida Book Company and is working on tenant improvements at its new location just across the street.



White Sparrow Coffee

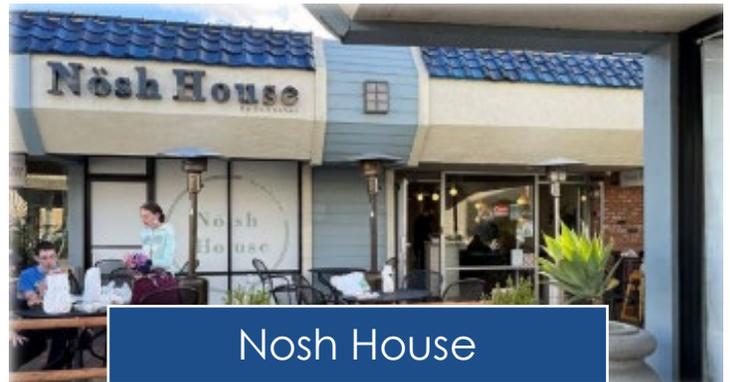


ImprovCity

ImprovCity (138 W. Main Street): In April 2021, the Zoning Administrator approved a request to allow improv group instruction/classes and improv live entertainment within the former Brushstrokes location. A separate request was later approved authorizing the sale of beer for on-site consumption in conjunction with the improvisation studio.

Nosh House (678 El Camino Real):

In September 2021, the Zoning Administrator approved a request to allow a Type 41 ABC license for the sales of beer and wine in conjunction with the recently-opened Nosh House restaurant located in El Camino Plaza.



Nosh House



El Camino Cafe

El Camino Cafe (195 El Camino Real):

In July 2021, the Zoning Administrator approved a request to allow a Type 47 ABC license for the sales of beer, wine, and spirits in conjunction with El Camino Café, a restaurant located on El Camino Real and Second Street.

Roma D'Italia (611 El Camino Real): The restaurant is remodeling its outdoor patio and adding an awning structure. Building permits have been issued and construction is underway.

Tustin Legacy



The Tustin Legacy area continued to change, as development progressed throughout this area during 2021. Significant accomplishments within the Tustin Legacy area during 2021 include:

- Levity at Tustin Legacy residential community is complete
- Encompass Health Rehabilitation Hospital is nearing completion
- Brookfield's 400-unit residential project has started construction

Levity in Tustin Legacy (Tustin Ranch Road/Victory Road): This 218-unit residential community project by Lennar Homes (formerly CalAtlantic Homes), approved in 2018, features three (3) new neighborhoods: (1) Fleet at Levity – townhomes; (2) Velocity at Levity – flats; and, (3) Icon at Levity – single family homes. Construction was completed for this project in 2021 and residents are moving in!



Encompass Health Rehabilitation Hospital of Tustin (15120 Kensington Park Drive): During 2021, construction continued to progress on a new acute care hospital facility. The new 65,000 square foot hospital will include 65 private patient rooms, a therapy gym, on-site pharmacy services, and various rehabilitation rooms. The new hospital is approaching its final phases of construction and inspections and is anticipated to open during 2022.

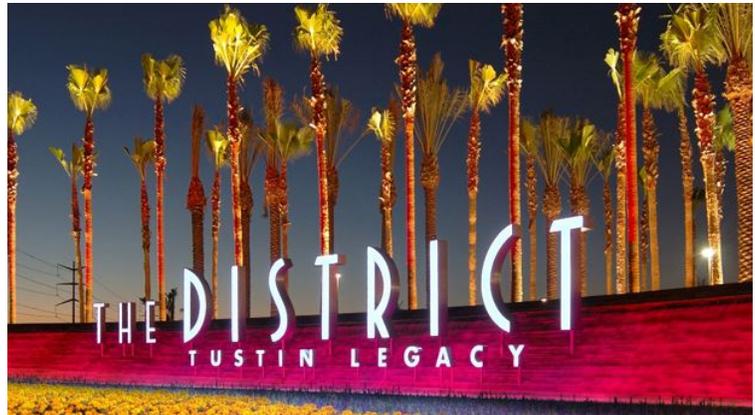
The Landing – A residential community by Brookfield Residential (Tustin Ranch Road/Warner Avenue): In December 2019, the City Council approved an application submitted by Brookfield Residential to construct a new community within Tustin Legacy, and during 2021, grading and construction work continued at the site. The community is proposed to include 400 residential units, including open space, park areas, and community amenities. The neighborhoods will be comprised of 117 detached homes, 129 triplex homes, and 154 stacked flats and townhomes. Model homes are under construction and are expected to open in the Spring of 2022.



The Landing at Tustin Legacy

Activity within The District

The District at Tustin Legacy shopping center continued to attract new businesses this year. The plan check process, construction activities, and inspections for the new businesses were monitored by the Building Division throughout the year, while the Planning Division oversaw the entitlement process for prospective new tenants.



SoCal G8 Session (2439 Park Avenue): A new finger-skateboarding hobby shop opened for business in 2021, offering related gear, accessories, and competitions.

Fast Hot Pot (2419 Park Avenue): A new hot pot restaurant is coming soon to The District. Fast Hot Pot is undergoing tenant improvements and will open next to Claire's.

Sal's Pizzeria (2459 Park Avenue): A new family-owned business serving Sicilian-inspired pizza and Italian foods will open next to the AMC theater. Plans are under review for proposed tenant improvements.

Casa Del Sol Cocina Mexicana (2497 Park Avenue): A new restaurant has opened within the former Auld Dubliner tenant space. Casa Del Sol Cocina Mexicana offers a unique dining experience with music performed by an 8-time Grammy nominated Mariachi band.



Casa Del Sol

The District Remodel & Refresh: The District is in the process of enhancing the center's aesthetics to create a new and improved shopping experience, including updating paint colors and facades and giving the Promenade area an inviting makeover. The work is expected to be complete by Summer 2022.



The District, Promenade Refresh

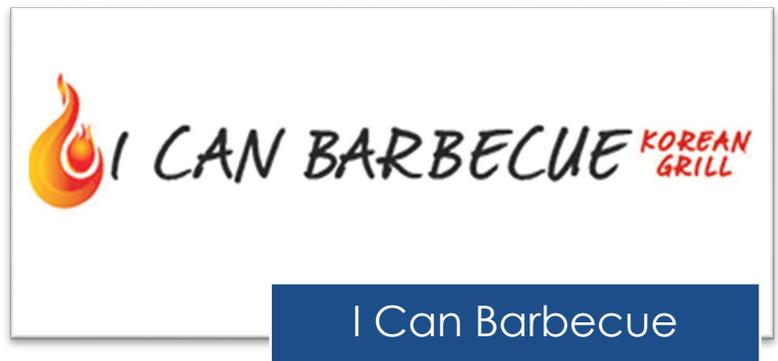
Activity within The Market Place

Similar to The District, the plan check process, construction activities, and inspections for the new businesses within The Market Place were monitored by the Building Division throughout the year, while the Planning Division oversaw the entitlement process for new tenants.

Rack Attack (2823 El Camino Real): Tenant improvements are underway for a new “Rack Attack” location, their first in Orange County. The business offers sales and installation of vehicle roof racks and accessories to hold bikes, storage space, and more. The store is expected to open in February 2022.



I Can Barbecue Korean Grill (2881 El Camino Real): A new full-service restaurant featuring all-you-can-eat Korean barbecue is coming to The Market Place, replacing Mizu Sushi Bar and Grill. Tenant improvements are underway and the business expects to open in March 2022.



I Can Barbecue

Fast5Express Carwash (2762 El Camino Real): Construction is underway for a new carwash including vacuum apparatuses and landscaping. The Zoning Administrator approved this project in February 2021.



Fast5Express Carwash

Other Projects throughout Tustin

Throughout the year 2021, development and construction activities progressed within all areas of Tustin. This report highlights just a few of the many current planning projects in progress, and new businesses which have opened during the year.

The Hill (13751 and 13841 Red Hill Avenue):

On August 17, 2021, the City Council approved a new mixed-use project consisting of 137 residential units (including six (6) very-low income affordable residential units) and 7,000 square feet of retail commercial space with 227 parking spaces. The development agreement was approved by the City Council on September 7, 2021. Construction plans have not been submitted for review, but are anticipated in 2022.



The Hill (Mixed-Use Project)

House of Ruth (1941 El Camino Real):

An application was approved by the Planning Commission in February 2021 for a new seven (7) unit multi-family residential facility to house families who are, or at risk of, experiencing homelessness. The project includes a 2-story, 8,098 square foot building with a resource room, office, common areas, and amenities. The House of Ruth will be constructed by HomeAid of Orange County and operated by Family Promise of Orange County. Construction plans are under review.



House of Ruth

Taqueria Hoy (14232 Newport Avenue): On February 9, 2021, the Planning Commission approved a request for the De Anda family to demolish the existing building, and to establish a new drive-thru restaurant with outdoor seating.

Aldi (1091 Old Irvine Boulevard): On June 22, 2021, the Planning Commission approved a request to establish joint-use parking and remodel a vacant commercial building into a multi-tenant commercial building. This includes exterior façade renovations and parking lot improvements. Construction plans are under review by staff.

SchoolsFirst Credit Union (15332 Newport Avenue): In July 2019, the City Council approved a new three-story 180,000 square foot facility, including a 5,000 square foot branch building for SchoolsFirst Credit Union. Construction of this impressive new facility was completed during 2021 and the buildings are now open for business!



SchoolsFirst Credit Union

Alta-Dena Dairy Remodel (1062 Irvine Boulevard): On November 9, 2021, the Planning Commission approved the remodel and conversion of a 786 square-foot drive-thru dairy (identified as a historic resource) into a drive-thru coffee shop. Construction plans are under review for the proposed improvements.



Alta-Dena Dairy Remodel

Dave's Hot Chicken (556 E. First Street): The iconic Nashville-style hot chicken restaurant is coming to Tustin! Tenant improvements are underway at their location at the corner of Newport Avenue and Bryan Avenue, replacing what was previously occupied by Togo's Sandwiches. The restaurant is anticipated to open in 2022.

At-Home Furnishings (2525 El Camino Real): Tenant improvements were recently completed for a new home furnishing store within the former Ansar Gallery tenant space. The project consists of a façade remodel and interior improvements to more than 100,000 square feet of tenant space.



Jack-in-the-Box (14002 Newport Avenue): In April 2021, the Planning Commission approved the demolition and remodel of an existing Jack-in-the-Box at the corner of Newport Avenue and El Camino Real. Construction drawings are currently under review by City Staff.

OC Sheriff's Facility (1382 Bell Avenue): On April 13, 2021, the Planning Commission considered a request for the lease of the facility at 1382 Bell Avenue to the County of Orange Sheriff-Coroner's Technology Division and Emergency Call Center, and made the determination that this lease is in conformance with the City's General Plan. On August 3, 2021, the City Council adopted Ordinance No. 1514, approving a change in the zoning designation of 1382 Bell Avenue from Planned Community Industrial (PC-IND) to Planned Community Industrial/Business (PC-IND/BUS). This follows the determination made by the Planning Commission on April 13, 2021 that the lease of this site, for the Orange County Sheriff-Coroner's Technology Division and Emergency Call Center, be deemed in conformance with the General Plan. Plans are currently under review by staff for building and site improvements.

Commercial Building Addition & Remodel (535 E. Main Street): On April 27, 2021, the Planning Commission approved a request to remodel and expand an existing commercial building, including a 3,227 square foot addition and a 2,282 square foot remodeled area. Tenant improvement plans are under review by City staff.

ABC License at Chevron (2740 Bryan Avenue): On May 6, 2021, the Zoning Administrator approved a request to establish a Type 21 ABC License at an existing Chevron service station, allowing the sale of off-site alcoholic beverages.

Stealth mono-eucalyptus (14861 Franklin Avenue): On June 8, 2021, the Planning Commission approved a stealth, wireless telecommunications facility consisting of a sixty (60) foot high mono-eucalyptus with associated equipment. Plans have been submitted into Building plan check and are currently under review.

Sign Amendment for Mutual Propane Plaza (1001 Edinger Avenue): On July 27, 2021, the Planning Commission approved a request to amend the Mutual Propane Plaza Master Sign Plan to include changeable gas pricing copy, including a Sign Code Exception (SCE) for static wayfinding text on the existing LED sign within Mutual Propane Plaza.

Adult Daycare (14471 Chambers Road): On September 7, 2021, the Zoning Administrator approved the establishment of an adult daycare business in the Irvine Industrial Complex planned community. No new construction was proposed as part of this request.

ABC License Upgrade (610 W. First Street): On November 4, 2021, the Zoning Administrator approved a request to upgrade an ABC License to Type 21 (Off-sale General – beer, wine and distilled spirits) for an existing convenience store.

Kairos University (2681 Walnut Avenue): On November 18, 2021, the Zoning Administrator approved a request to establish a religious/educational use in an existing office space. Both hybrid and in-person classes have begun starting January 2022.

Chiropractic Office (14081 Yorba Street): On November 18, 2021, the Zoning Administrator approved a request for a new chiropractic office with accessory massage services, to move into a space within the existing S.A.G.E. Holistic Center.

Carwash Conversion (1501 Nisson Road): Plans were recently approved by City staff for design changes associated with the conversion of an existing (vacant) hand carwash into an automated self-serve carwash with self-service vacuum stations and shade canopies. Construction is underway and expected to finish in 2022.

Public Counter Operations: Throughout 2021, City of Tustin Planning staff continued to assist the public with daily front counter operations, despite working remotely in a hybrid capacity due to the COVID-19 pandemic. Planning services continued to be provided virtually via on-line submittals, zoom meetings, virtual Planning Commission meetings and workshops, and virtual inspections, when possible. Services provided to the public by Tustin Planning staff include: plan checks; Business License reviews; fulfilling public records requests; and, general zoning, e-mail, and phone inquiries. Planning staff also continued to collaborate with the Building Division on development projects citywide, and with Code Enforcement staff on open Code Enforcement cases.

Key Inn Remodel (1611 El Camino Real): Plans were reviewed and approved by City Staff for a full renovation and remodel of the existing Key Inn Motel, along with rebranding the motel to “EuroInn.” Plans are under review by City staff.

— ADVANCE PLANNING —

During the year 2021, the Community Development Department's Advance Planning efforts included updates to the municipal code, general plan, and other special projects. Advance planning includes: grant-funded activities; historic preservation; environmental studies; ordinance updates, census and demographic research; the implementation of the Streamline Tustin program, assisting with programs implemented by the City of Tustin in response to COVID-19; and, other special projects and activities citywide.

General Plan Annual Report: This progress report to the Planning Commission and City Council was presented in March 2021. The report provides an update on the status of the City's General Plan and the progress in its implementation, including the progress in meeting its share of regional housing needs and efforts to remove government constraints to housing development, maintenance, and improvement as required by State Law.

Accessory Dwelling Unit Ordinance Update: On December 7, 2021, the City Council approved the update to the City's regulations regarding Accessory Dwelling Units (ADUs), bringing the City into compliance with State law. ADUs continue to be an important housing option throughout California to address our state's housing needs.

2021-2029 Housing Element Update: During 2021, the City of Tustin completed a draft of its 2021-2029 Housing Element Update. The housing element provides in-depth analysis of the City's population, economic, and housing stock characteristics as well as a comprehensive evaluation of programs and regulations related to housing. It also serves as the primary policy document on housing for the City's decision-makers to address housing opportunities and needs for present and future residents. Throughout 2021, City Staff conducted multiple workshops, public hearings, and performed additional community outreach throughout the process of drafting the plan. Staff is currently working with the State Department of Housing and Community Development for Certification of Tustin Housing Element.

Summary of Projects: Reports are brought before the Planning Commission and City Council on a regular basis summarizing the quarter's development activity such as entitlements approved, major development project updates, Code Enforcement data, and highlights from Public Works projects. Summary reports were presented in May and October of 2021.

SB 2 Grant Projects: In 2017, Governor Brown signed a legislative housing package aimed at addressing the state's housing shortage and high housing costs. The package included the Building Homes and Jobs Act (a.k.a. SB 2) which provides funding to cities to streamline affordable housing development and accelerate housing production,

among other objectives. The Community Development Department has five (5) SB 2 Planning Grant projects (described below) and has received \$310,000 in grant funding, with \$122,835 used thus far to reimburse staff time spent advancing these projects.

- **Downtown Commercial Core Specific Plan (DCCSP) and Red Hill Avenue Specific Plan (RHASP) streamlined applications and review**, intended to streamline project submittal, review, and approval in these two specific plan areas. Both projects were completed in 2021.
- **Residential-related, mixed-use parking strategies for the DCCSP**, intended to evaluate opportunities for shared parking and other mechanisms to incentivize the development of mixed-use housing in the DCCSP. Work continued on this project in 2021.
- **Accessory Dwelling Unit (ADU) Design Guidelines**, intended to provide examples to residents and designers of ADU projects that comply with city regulations and exemplify the character of the Tustin built environment. Work continued on this project in 2021.
- **Housing incentive plan for Tustin's southwest neighborhood**, intended to generate a program that will incentivize the preservation and rehabilitation of qualifying housing in a designated area of the city. Work continued on this project in 2021.
- **Identification of sites suitable for housing development**, intended to be in conjunction with the sixth cycle for the Housing Element Update. This step involves identifying and evaluating potential sites suitable for housing development and preparing action steps to achieving such development. Work continued on this project in 2021.

John Wayne Airport Noise Reporting: The Community Development Department continued to monitor and review the quarterly John Wayne Airport Noise Abatement Reports and Program to ensure compliance with airport/city noise standards. Noise levels remained consistent with prior quarters, with average daily noise levels remaining well below the City, County, and State criteria of 65 decibels (dB).

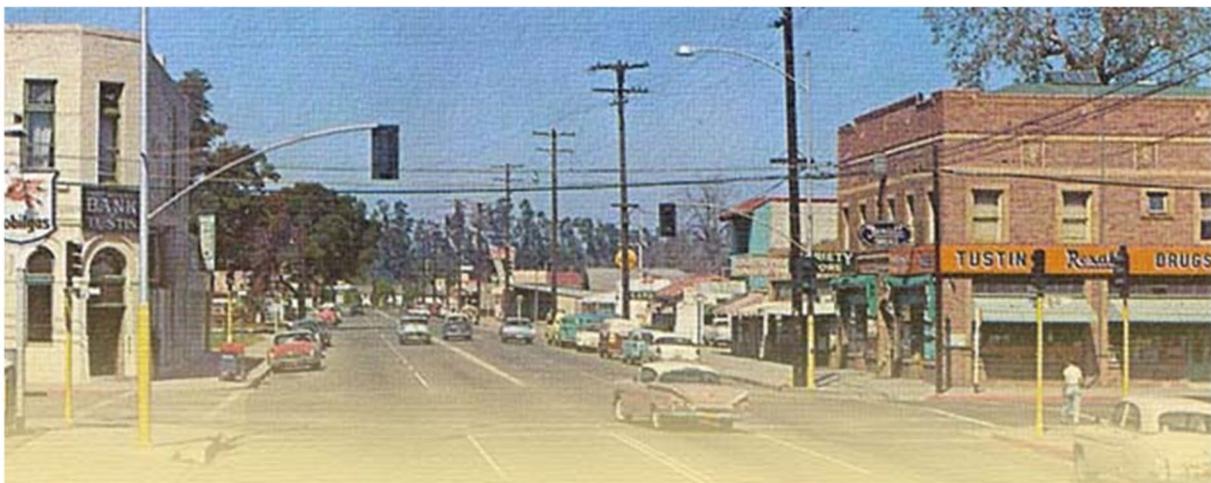


John Wayne Airport

Photo Courtesy: Tim Griffiths

Historic Preservation

2021 Historic and Cultural Resources Advisor Work (HCRA) Program: As stated in the Tustin City Code, the Planning Commission is responsible for advising the City Council on all matters relating to historical and cultural resources. These matters include the designation of cultural resources, the establishment of a Cultural Resources District, and acting as a liaison between residents, property owners, and the City Council as it relates to the Cultural Resources District. In February 2021, City staff presented the Planning Commission with an updated work program with goals and objectives for the year 2021. Staff also reported on progress made toward accomplishing the goals listed on the 2020 work program.



Mills Act: The Community Development Department continued to maintain the Mills Act Contract program monitoring all 29 contracts on file with the City. There were two (2) new properties which entered into a Mills Act contract during 2021: 200 S. B Street and 450 W. 3rd St. The properties with Mills Act contracts are as follows:

- 178 N. C Street
- 183 N. C Street
- 170 N. A Street
- 310 S. Pasadena Ave.
- 148 Mountain View Drive
- 405 W. Main Street
- 535 W. Third Street
- 245 S. A Street
- 165 S. A Street
- 300-302 S. B Street
- 160 Pacific Street
- 265 Pacific Street
- 150 Pacific Street
- 250 Pacific Street
- 455 W. 3rd Street
- 415 W. 6th Street
- 163 N. A Street
- 145 Pacific Street
- 148 N. B Street
- 124 N. B Street
- 350 S. B Street
- 365 W. 6th Street
- 168 N. A Street
- 520 W. Main Street
- 138 N. B Street
- 150 Mountain View Drive
- 130 Mountain View Drive
- [200 S. B Street](#)
- [450 W. 3rd Street](#)



New Mills Act Properties

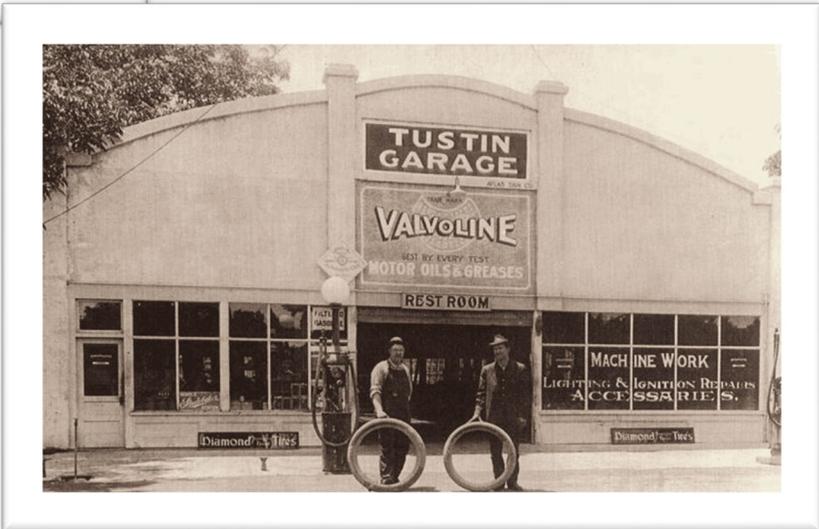
Historic Register Nominations: Properties in Old Town Tustin may participate in the City's plaque designation program, called the Tustin Historic Register Plaque Program. A bronze plaque is provided which displays the construction date of the building and its historic name. During 2021, the McGreavy-Powell House (135 South A Street) was nominated and approved by the Planning Commission to receive a plaque in the Tustin Historic Register.

Historic Resources Survey/Historic Context Statements: An update to the City's Historic Resources Survey was completed in 2021. The previous update occurred in 2003. Staff

and consultants prepared Department of Parks and Recreation (DPR) forms which are primary records of each identified historic resource and which can be used by property owners to nominate their properties to the California or National Register of Historic Places. Staff will use the DPR forms to inform and guide the review of potential alterations of historic buildings. On August 10, 2021, the Planning Commission adopted the 2021 Historic Resources Survey Update Report and the updated survey was presented to the City Council on October 19, 2021.

Historic Resources Survey – GIS Mapping: Staff and consultants incorporated the historic survey findings into the City's Geographic Information System (GIS). The GIS system allows staff to quickly identify historic resources within the City.

Certified Local Government Annual Report: This report summarizes the City's historic preservation efforts and describes how the City met all of the requirements of the Certified Local Government (CLG) program during the 2019-20 reporting period. The annual report was presented to the Planning Commission and City Council in March and April 2021, respectively, and was then transmitted to the State Office of Historic Preservation.



Community Development Block Grant

The City of Tustin received an annual allocation of \$816,755 from the Federal Department of Housing and Urban Development under the Community Development Block Grant (CDBG) program for the 2021-22 Program Year. Above and beyond the CDBG allocations outlined below, an additional allocation of CDBG funds totaling \$1,220,716 was received to prevent, prepare for, or respond to the Coronavirus. During 2021, these funds were allocated to the City of Tustin’s Temporary Emergency Shelter, and for Emergency Rental and Utilities Assistance for families.

Public Services Activities (maximum 15% = \$122,513)

Boys & Girls Clubs of Tustin	\$19,600
Community Health Initiative of Orange County	\$9,600
Families Forward	\$20,350
Goodwill of Orange County	\$9,600
Human Options	\$ 7,100
Meals on Wheels Orange County	\$19,600
Mercy House	\$ 7,600
MOMS Orange County	\$ 6,600
Patriots and Paws	\$ 6,400
Veterans Legal Institute	\$ 8,350
YMCA of Orange County	<u>\$ 7,600</u>

Public Services Subtotal \$122,400

Public Facilities and Improvements

Pine Tree Park Improvements	<u>\$501,810</u>
-----------------------------	------------------

Public Facilities and Improvements Subtotal \$501,810

Rehabilitation and Preservation Activities

Code Enforcement	<u>\$88,000</u>
------------------	-----------------

Rehabilitation and Preservation Subtotal \$88,000

Program Administration & Planning Activities

CDBG Program Administration	\$90,000
-----------------------------	----------

Fair Housing Services	<u>\$14,545</u>
-----------------------	-----------------

Administration & Planning Subtotal **\$104,545**

Grand Total for all Activities **\$ 816,755**

Workshops

During 2021, the Community Development Department held workshops and trainings regarding the Historic Preservation Program, the Housing Element Update, and Senate Bill 9 (a recently signed housing streamlining bill). Tustin Planning Commissioners additionally participated in training seminars on topics such as the California Environmental Quality Act (CEQA).

Historic Preservation Program Workshop: On March 23, 2021 City Staff held a training workshop with the Planning Commission regarding the City's historic preservation programs. The workshop highlighted the City's programs to protect and revitalize historic structures, sites, and features within Tustin and provided the Commission with an update on the status of the City's historic preservation programs and the Commission's efforts to date. The content of this workshop is designed to satisfy the mandatory introductory training requirement for new Commissioners and as the annual refresher course for seasoned Commissioners as required by City Council Resolution 18-78. Planning Commissioners, staff, and the public also attended a walking tour of Old Town Tustin on September 28, 2021, led by Brian Sjoberg with the Tustin Preservation Conservancy.

2021-2029 Housing Element Update Workshops: Workshops and public hearings were held throughout 2021 to include the community on efforts related to the Housing Element Update, most recently concluding with the October 5, 2021 City Council session where the Final Draft 2021-2029 Housing Element Update was adopted. Staff is currently in the process of responding to comments received by the California Housing and Community Development Department and will report back to the City Council if needed to address the comments received.

Senate Bill 9: Commonly referred to as SB 9, this bill provides potential housing development opportunities in properties zoned for single-family residential uses. The bill was signed by Governor Newsom in September 2021 and went into effect January 1, 2022. Workshops were held for the Planning Commission and City Council summarizing key provisions of the bill and identifying City staff's next steps regarding implementation. Staff is in the process of drafting an ordinance to comply with this new State law.

Fair Housing Education Series: The [Fair Housing Foundation](#) (FHF) provides fair housing services for the City of Tustin and promotes equal access to housing opportunities. The FHF provides services regarding general housing-related assistance, housing discrimination, fair housing outreach/education, and tenant and landlord rights and responsibilities. Workshops were held at the Tustin Library and virtually in 2021 discussing these topics and resources, with regular virtual workshops planned for 2022 as described on the Community Development Department's [website](#).

Streamline Tustin

The onset of the COVID-19 pandemic has compelled cities to incorporate fully-virtual or hybrid elements into routine city services that were previously completed in-person or on paper, such as building plan reviews and entitlement processing. Throughout the year 2021, the City of Tustin has continued to innovate and refine its procedures to not only adapt to the realities of the pandemic, but to further streamline navigating City processes for staff, residents, and customers alike. Below are examples of how the Community Development Department has accomplished this throughout the year 2021.

Accelerated Building Plan Reviews: The Community Development Department conducts an initial review of building plans within ten (10) business days and reviews subsequent submittals within five (5) business days. The Department hired a new, in-house plan checker to accelerate this review process. An expedited review can also be requested for an additional fee depending on the availability of consultants. Once approved, electronic signatures from all departments are applied to the plans, thus eliminating the use of paper plans and reducing delays for permit issuance.

Online Plan Submittals, Reviews, and Inspections: Customers are able to request services and submit a variety of applications online, including submitting building permit, entitlement, and administrative permit applications, and requesting building inspections. Staff are then able to review such applications and requests virtually to the extent possible, reducing the amount of time these processes would normally take if completed fully in-person. Customers can also request services at City Hall (such as submitting hard copies of plans) by appointment. At their appointment, directional signage leads customers to the appropriate meeting location where they can call city staff using a newly installed intercom unit.

Engage Tustin Mobile App: A mobile application, known as Engage Tustin, was developed to allow members of the public to communicate with city government and staff more effectively. The primary purpose of the application is to allow the public to report non-emergency issues such as code and building violations, potholes, street light malfunctions, and graffiti in a more convenient manner. Photos can be attached to such requests to equip staff with more context regarding these requests, allowing for faster and more meaningful action to take place. Additionally, users can view and register for upcoming classes and activities sponsored by the City, view the City's calendar of events, pay a water bill, and more. Use of Engage Tustin is free of charge.

Transparency and Community Engagement: The Community Development Department is dedicated to engaging with the public on matters regarding the community's vision for the future. The year 2021 saw multiple of such projects take the spotlight including the Housing Element Update, Historic Survey Update, and the Outdoor Dining & Commercial Services Survey. Dedicated webpages have been created on the [Department website](#) summarizing these efforts and shared on social media as

opportunities for community engagement to occur. The community can also keep track of major current projects under review on the Current Projects page on the Department website.

Streamlined DCCSP and RHASP Projects (SB2): One of the Department's SB 2 Planning Grant-funded projects includes streamlining applications and review systems for projects within the Downtown Commercial Core Specific Plan and Red Hill Avenue Specific Plan areas. The goal of this effort is to offer streamlined project submittal, review, and approval for development within this area. These streamlining measures were completed in 2021.

Response to COVID-19

The City of Tustin has implemented a variety of new grant programs and incentives to assist the residents, businesses, and non-profits within the City. Below is an update to efforts under the Community Development Department programs. Other efforts are reported separately under the Cares Act/Tustin Cares programs.

Temporary Use Permit for Expanded Outdoor Commercial Activities: The City of Tustin has continued to allow increased opportunities for outdoor commercial activities with the Temporary Use Permit (TUP) for outdoor restaurant seating, retail establishments, and assembly uses, extending this program until September 30, 2022. These businesses continue to have the opportunity to apply for a no-fee permit to provide outdoor dining and assembly areas for their customers, while adhering to State and local public health regulations. Restaurants may temporarily convert portions of adjacent parking areas, walkways, patios, sidewalks, and public rights-of-way into customer dining areas. Other qualified businesses also would be provided the same opportunities. Approximately 90 businesses have been granted permits for outdoor expansions from March 2020 to date. City staff is in the process of analyzing survey feedback received from Tustin business owners, residents, and patrons regarding their experiences with these outdoor commercial spaces to determine the program's future.

Temporary Outdoor Expansion Grant Program: The City has continued its grant program which provides funding to assist eligible businesses, such as restaurants and retailers (including gyms), to expand their outdoor areas and activities to mitigate restrictions placed on indoor activities due to COVID-19 related State and County health orders. This program provides eligible businesses with a grant, up to \$2,000, to pay for purchases or rentals of furniture, shade structures (with only one wall), decor, landscaping, lighting, fencing/barricades, PPE, outdoor dining ware or other items to support allowable outside activities. These grants are available to Tustin businesses that have an approved and active Temporary Use Permit (see above) that has been issued since June 2, 2020, for new or expanded outdoor activities. More than 50 Temporary Outdoor Expansion grants have been awarded to Tustin businesses.

Emergency Rental and Utilities Assistance Program (for families): In partnership with Family Solutions Collaborative, an allocation of \$250,000 in Community Development Block Grant (CDBG) funds was authorized to be used to assist families that have been affected by COVID-19 and have struggled financially to meet their rent and utility bills. The program benefits Tustin families who are at-risk of homelessness, and will help them to maintain stable housing. To date, over 180 Tustin residents, including adults and children, have received assistance, utilizing more than \$172,000 in CDBG funding.

Emergency Rental and Utilities Assistance (for singles, couples, and homeless adults): In partnership with Families Together of Orange County, an allocation of \$100,000 in Community Development Block Grant (CDBG) funds has been authorized to be used to assist singles, couples, and homeless adults that have been affected by COVID-19 and have struggled financially to meet their rent and utility bills. To date, over 45 Tustin residents have been assisted by this program.

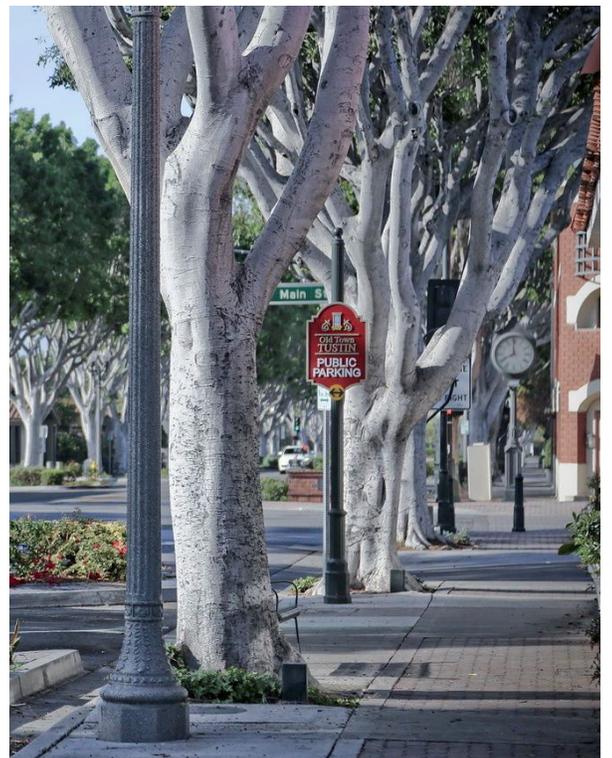
Supplemental CDBG Funding for Meals on Wheels: In May 2020, the Tustin City Council authorized \$20,000 in additional CDBG funding to be granted to Meals on Wheels Orange County (above and beyond their original allocation), in order to supplement their Lunch Café and Home Delivered Meal programs, enabling them to continue to serve seven (7) meals per week to Tustin seniors. Meals on Wheels reported serving approximately 250 (unduplicated) seniors.

Supplemental Funding for Existing CDBG Subrecipients: In September 2020, the Tustin City Council authorized allocations awarded to the existing non-profit subrecipients to be doubled, designating that the additional funding should be spent to prevent, prepare for, or respond to COVID-19. A total of \$127,200 was awarded to the non-profit subrecipients. Non-profit subrecipients have proposed to spend their allocations on costs incurred due to telecommuting, COVID-19 public health messaging and education, to supplement the additional staff needed to provide support to clients due to COVID-19, and PPE costs.

— PLANNING DIVISION ACTIVITY SUMMARY —

Applications Received

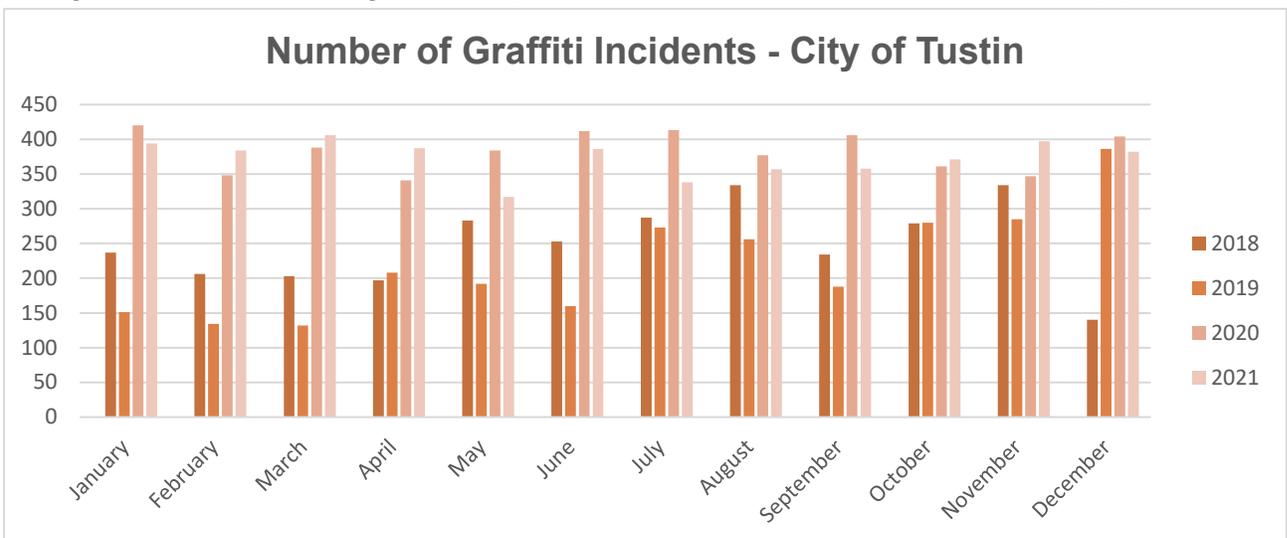
Temporary Use Permits (New Outdoor Expansions)	4
Temporary Use Permits	55
Conditional Use Permits	28
Design Reviews	15
Film Permits	10
Temporary Sign Permits	8
Certificates of Appropriateness	17
Large Gathering Permits	12
Subdivisions	3
Development Agreements	2
Zone Changes	1
General Plan Amendments	1
Variances	0
Minor Adjustments	1
Use Determinations	2
Code Amendments	1
Specific Plan Amendments	0



— CODE ENFORCEMENT —

The Code Enforcement Division continued its efforts in supporting the enforcement of the Tustin City Code. The following statistics and figures, describe the Code Enforcement Division's activities during 2021:

- ➔ A total of 808 code cases were initiated in 2021, of which 123 of those cases remain open to date, and 685 of those cases are closed. The number of code cases decreased during 2021 in comparison to the 937 cases from 2020.
- ➔ The Administrative Citations Program continued to assist Code Enforcement Officers and Police Officers in resolving code violations in a timely manner. In 2021, there were 463 administrative citations issued and processed by the Code Enforcement Division.
- ➔ Code Enforcement Officers, Police Safety Officers, and the City's graffiti removal contractor actively responded to and removed a total of 4,477 incidents of graffiti during 2021. Approximately \$214,000 was spent in 2021 on the removal of graffiti. The number of graffiti incidents reported between 2018 and 2021 are depicted in the graph below.
- ➔ Code Enforcement Officers additionally coordinated the removal of discarded debris through CR&R Waste Services.
- ➔ The Code Enforcement Division actively participates in the City's Neighborhood Improvement Task Force (NITF). NITF is a community governance committee, originally formed by the Tustin Police Department, in which collaborative efforts from different City Departments, outside agencies, and community-based organizations work together to provide services to address community problems.



BUILDING DIVISION

The Building Division is responsible for the acceptance, review, and approval of all applications for building, electrical, mechanical, plumbing, and grading permits, and for performing all required inspections during construction. The Building Division actively and cooperatively coordinates with the Public Works Department, the Orange County Fire Authority for inspection and enforcement, various utility companies and agencies, and other regulatory agencies such as the State Department of Health Services, Orange County Health Care Agency, and Regional Water Quality Control Board. The following are major accomplishments and highlights from the Building Division in 2021.

Construction Activities: In 2021, the Building Division addressed a steady stream of plan check and construction activities. Building, Code Enforcement, and Planning staff continued plan check, permitting, inspection, and enforcement activities during this time. During 2021, the Building Division issued 1,063 construction permits.

Construction activities include a new acute care hospital/rehabilitation facility within The Village at Tustin Legacy. In addition, 140 new single-family residential units have completed construction within the Vintage at Old Town Tustin community. Levity at Tustin Legacy also completed construction of its 218-unit residential community.



Levity at Tustin Legacy

Grading and construction permits were issued to Brookfield Residential in support of their plans to develop 400 residential condominium units, a community recreation facility, open space areas, and other neighborhood amenities. Model homes are currently under construction and are expected to open in 2022. In addition, construction was completed on a 180,000 square foot office building, a 5,000 square foot credit union

branch building, and a parking structure associated with SchoolsFirst Federal Credit Union Headquarters. Permits were also issued to Costco for a new gas station associated with their store at Bryan Avenue and Tustin Ranch Road.

The following identifies the status of major construction projects that occurred throughout Tustin in 2021:

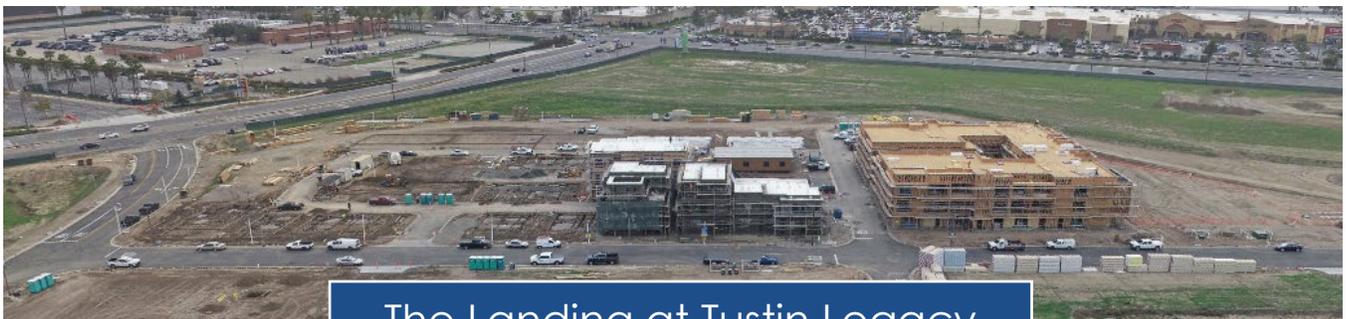
- **Encompass Health acute care/rehabilitation facility:** Nearing Completion
- **Vintage at Old Town Tustin:** Complete
- **Levity in Tustin Legacy:** Complete
- **SchoolsFirst Credit Union Headquarters:** Complete
- **Costco Gas Station:** In Progress
- **Residential Community by Brookfield:** In Progress

Over-the-Counter (OTC) Plan Checks:

During the current COVID-19 Pandemic, the Building Division is not accepting over-the-counter plan submittals at City Hall. No over-the-counter plan checks are being performed during this time. Instead, a web portal has been created to permit online submittals and paper plan drop off by appointment only. Submitted plans are reviewed within ten (10) business days for the first submittal, and second submittals are plan checked within five (5) business days. In addition, applicants may request expedited plan check services ensuring a faster plan check response when urgently needed.



Permit Tracking System: The Building Division utilizes a computerized permit tracking system that maintains and organizes permit records. The system supports the Planning, Public Works, and Economic Development Department's information tracking requirements and allows information to be used by and shared between the various departments/ divisions. The system also allows the public to apply online for building permits and view the status of their applications from submittal through final inspection/approval.

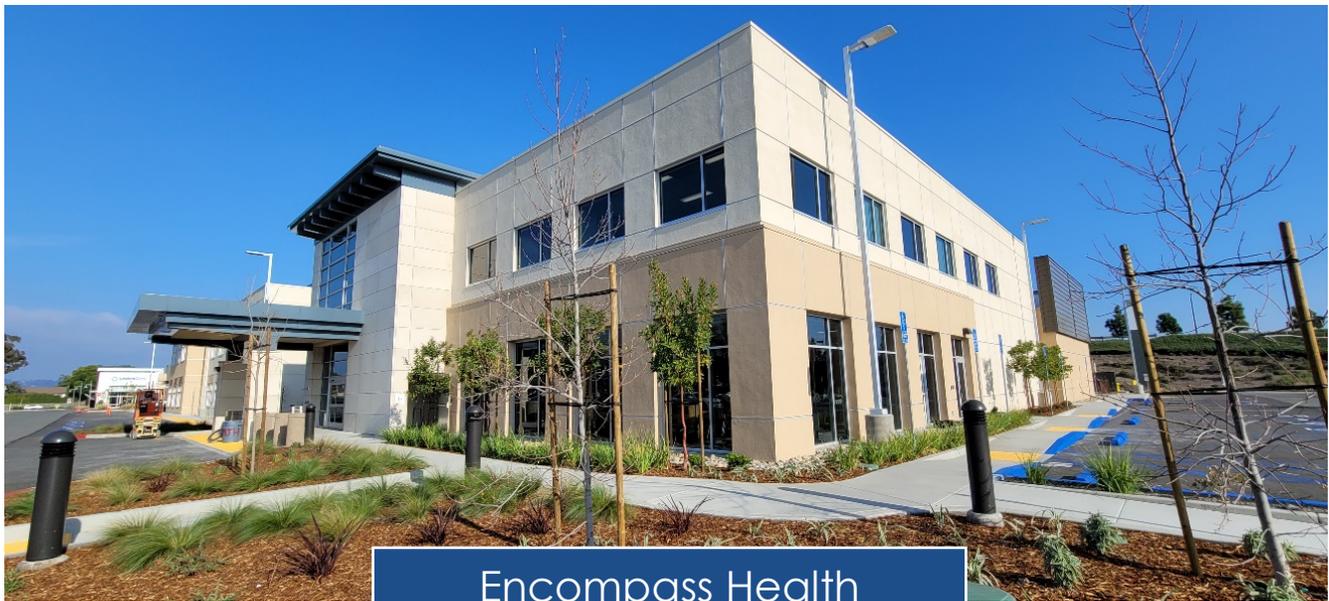


The Landing at Tustin Legacy

Storm-Water Inspections: Building plan checkers ensure compliance with State requirements for water quality control plans and inspectors, and Building Inspectors ensure that storm water runoff control is installed and maintained at active construction sites. Staff also ensures that contractors at active construction sites install adequate runoff prevention devices and sandbags prior to the beginning of the rainy season to ensure that approved preventative measures are in place, and that they are effective at preventing sediments from entering the storm water system. Following a storm, inspectors re-inspect the site to ensure that the preventative measures were effective and that uncontrolled runoff or mud is not allowed to leave the site or is cleaned from the City's streets.

Business Licenses and Design Reviews: Building Division staff continued to review business license applications to ensure that any new or proposed change of use to a building is acceptable for its intended use. Staff also participates in the Department's Design Review process and provides proactive input to ensure proposed development in Tustin complies with City-adopted building Codes and other regulations. This effort also involves coordinating with OCFA on occupancies regulated by the Fire Code.

Code Enforcement: Building Division staff members and Code Enforcement Officers work together on the investigation and enforcement of zoning violations and illegal construction-related cases.



BUILDING DIVISION ACTIVITY SUMMARY

New Residential Construction

Number of Permits Issued	13
Number of Units	34
Total Valuation:	\$11,507,390

Note: New residential permits include single-family detached, condo/townhomes, duplex, three (3) and four (4) unit apartments, and five (5) or more unit apartments.

New Non-Residential Construction

Number of Permits Issued	2
Total Valuation:	\$19,988,011

Note: New non-residential construction permits include permits for construction of new retail, industrial, hospitals, and institutional buildings.

Residential Additions and Alterations

Number of Permits Issued	904
Total Valuation:	\$23,107,416

Note: Residential additions and alterations permits include room additions, alterations, patio covers, pools and spas, garages, sheds, fences, etc.

Non-Residential Additions and Alterations

Number of Permits Issued	144
Total Valuation:	\$46,320,622

Note: Non-residential additions and alterations permits include permits issued for high pile racks, storage racks, fire sprinklers, masonry walls, ADA parking, etc. within commercial and industrial establishments.

Total number of construction permits issued in 2021: 1063

Total valuations in 2021: \$100,923,439