


TO: Elizabeth Minter, Library Director

FROM: Jim Roberts, Public Services Manager/Literacy Coordinator 

DATE : April 17, 2006

**SUBJECT: Poet Laureate.**

Meredith Laskow, Poet Laureate of the Placentia Library District, met with the Program Committee two times in March.

She coordinated the poet for the March 25, 2006 poetry workshop. Seven patrons attended the workshop.



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**PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES**

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**TO:** Library Board of Trustees  
**FROM:** Elizabeth D. Minter, Library Director  
**SUBJECT:** Status Report – Financial Audit  
**DATE:** April 17, 2005

Moreland & Associates made recommendations at the March 28, 2006 Board of Trustees Meeting to maintain the Capital Assets Report, Long-Term Debt Report and Cash & Investments in the General Ledger of the Orange County Auditor Financial Statements.

The standards are being coordinated by Administration. John Hanson from Moreland & Associates provided templates for the Investments report. Additional compliance issues will be addressed with the assistance of Moreland & Associates; Munson, Cronick & Associates and the Orange County Auditor's Office.

Prepared by: Wendy Goodson



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**PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES**

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**TO:** Library Board of Trustees  
**FROM:** Elizabeth D. Minter, Library Director *EDM*  
**SUBJECT:** Library Director's Report  
**DATE:** April 17, 2006

Activities Report:

- Feb 21 Library Board Meeting
- Feb 23 Attended Placentia Chamber of Commerce Breakfast
- Attended a Metropolitan Cooperative Library System/Santiago Library System joint Executive Council meeting at Burbank Public Library to discuss the future of public library systems in California with State Librarian Susan Hildreth.
- Feb 28 Participated in a live web cast with State Librarian Susan Hildreth to review issues of concern for public library directors.
- Mar 4 Participated in the Friends of Placentia Library Author's Luncheon at Alta Vista Country Club.
- Mar 5-19 Vacation
- Mar 20-25 Public Library Association Preconference Seminar and Biennial Conference, Boston.

The weakest program I attended was the full-day preconference entitled: "Organizing for what's next: How to staff, structure and design your organization in the age of permanent change." There was way too much time wasted in discussion groups and reporting out and not nearly enough time for presentation of sample programs. This topic had a lot of potential and I hope that PLA will re-work the format for the next Conference.

The best program I attended was entitled: "Reinventing III: The customer-centered Library. How to stop tweaking it and start doing it with 12 new steps for 2006." I ordered a CD of the Conference presentations and I hope that a lot of the staff will listen to this one when it arrives. Placentia stacked up well in most of the areas. The most glaring problem is our attitude about cell phones. The customer surveys discussed all showed that the public thinks that it's pretty stupid for public libraries to "outlaw" cell phones when staff and patrons are already talking in pretty loud voices. The recommendation is that phones be allowed and that the talking be treated as any other loud talking and people counseled to keep their voices down or asked move to a louder area. At the Staff Meeting on April 5 I asked the Placentia Library staff to

consider and recommend changes to the District's cell phone policy but they were totally defensive and non-receptive. Perhaps they will continue to think about it after they have a chance to listen to the research results.

On Friday morning staff from Placentia, Yorba Linda and Orange County met with representatives from Sirsi/Dynix (our library system people) about several of their products that simplify the direct loan and interlibrary loan processes. Since Yorba Linda has left the Tri City Library Network this is a way that Placentia can still be able to read and use the library cards issued by Yorba Linda and any other library that elects to pay for the software. The cost will be around \$3,000 per year and it will keep Placentia staff from having to issue library cards to users from other neighboring jurisdictions. Santiago Library System is hoping that virtually all of the public libraries in Orange County will participate in this.

- Mar 28 Library Board Meeting
- Mar 29 Met with the Placentia History Room Committee and Library Managers to plan the application for a LSTA Grant to the State Library for the digitization of 200 photography from the District's collection.
- Mar 30 Attended the quarterly membership luncheon of the Independent Special Districts of Orange County. Speaker from the Orange County Register Editorial Staff was hyper critical of all elected officials and professional staff – in his expressed opinion everyone who works in public service is dishonest and self-serving.
- Apr 1 Saturday manager at the Library.
- Apr 3 Participated in the Friends Annual Meeting, Volunteer Recognition, Author's program and reception.
- Apr 4 Presented staff with sandwiches in honor of National Library Employees' Day.
- Apr 5 Met with Foundation President Jean Lasley to discuss Board of Directors issues.
- Apr 6 Vernon Napier represented Placentia Library District at the Santiago Library System Executive Council in my absence for a medical procedure.
- Apr 12 Participated in the inaugural meeting of the Friends/Foundation Publications Committee
- Apr 13 Presented the Chamber of Commerce Mixer at Placentia Library, funded by the Friends.

Staff Meetings:

Feb 15

Mar 1 & 15

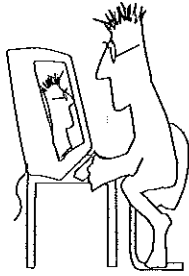
Apr 5

*Reinventing III:*

## The Customer-Centered Library

How to stop tweaking and start doing it with 12 new steps for 2006

Karen Hyman (hyman@sjrlc.org)  
Public Library Association Conference  
March 24, 2006



### After today's session, you will

- See from the customer's point view.
- Focus on user needs/expectations and service opportunities.
- Develop and implement the culture, policies services and environment that support a customer centered library.
- Operate your library for the convenience of the customer.
- Make customer service a way of life in your library.

### What makes a library really great?

---

- Money?
- Size?
- Luck?
- Use?

Really great to whom?

### Your library could be really great for your customers!

Or not...

### Customers have choices...

---

- Up to the minute googleized information on the Internet
- Readers' advisory, super bibliographic database, look inside the book and cheap/used copies at Amazon.com.
- Shiny books and magazines, story hours, community activities, pleasant environment, long hours and cappuccino at Barnes & Noble.

### Customers have choices...

---

- Movies on demand.
- Wireless networks from Starbucks or the people next door.
- Directions, consumer ratings, video clips, entertainment and more to the phone or PDA.

## THE BIG FEAR

Libraries (and what they can offer) will be increasingly irrelevant and invisible to the majority of people.

## New Opportunities to...

- Provide value-added services.
- Embrace new roles.
- Be a "third place" in the community.
- Take the library to the people.
- Fail to take advantage of new opportunities.
- Provide poor service in new and irritating ways.

## Value added equals

- Current.
- Relevant.
- In tune with customer needs.
- Beneficial from the customer's point of view.
- Defined by the quality of the result.

## Service can be our competitive edge

- Intelligent
  - Responsive
  - Personal

## Customer Service Basics

First, do no harm.

Everyone here is an expert on customer service, because everyone here is a customer.



Get a grip.

Dakota tribal wisdom says that  
when you're on a dead horse  
the best strategy is  
to dismount.

*Gary Hamel, Leading the Revolution, 2000.*

Of course there are other strategies

- You can change riders.
- You can get a committee to study the dead horse.
- You can benchmark how other companies ride dead horses.
- You can declare that it's cheaper to feed a dead horse.
- You can harness several dead horses together.

But after you've tried  
all of these things,  
you're still going to have to  
dismount.

Definitions

**pa·tron** - *n.*

- One that supports, protects, or champions someone or something, such as an institution, event, or cause; a sponsor or benefactor: a *patron of the arts*.

**cus·tom·er** - *n.*

- One that buys goods or services.

*Step One*

Care.

## Caring

---

- Some people just care.
- Some people just don't.
- Most of us fall in the middle.
- Caring (and not caring) is contagious.
- Blaming is the enemy of caring.
- Everything flows from caring.

- The key to quality customer service is creative problem solving.
- The key to creative problem solving is having a problem.

## Most of us care more when we...

---

- Know and like the other person.
- Don't feel tired.
- Don't feel threatened.
- Aren't having a bad day.
- Get support and rewards for caring.
- Take pride in caring ...or appearing to care.

## Try caring

---

- Caring can improve your day.
- Caring uses your skills.
- Caring can increase energy.
- Caring can be fun.
- You're paid to care.
- Make it a habit, and caring gets easier.

## Step two

---

Think like a customer.

## Why don't we think like customers?

---

- We work at the library.
- We don't understand the customer.
- We're not trying hard enough.
- We don't focus on results.
- We hear but we don't listen.
- We think we know better.
- We don't see options as options.

When you think like a customer, you...

- Put yourself in their place – really.
- Make it your business to see results for the customer.
- Make customer service a way of life and a part of every decision.

*Step three*

See the  
problem(s).

The devil is in the details...

To define problems from the customers' perspective...

- Somebody wants something and they're not getting it.
- Somebody's getting something they don't want.

*Step Four*

Change your  
approach...  
not the customer.

Why not change the customer?

- What do you do with somebody who...?
- Why can't people...?
- Shouldn't people...?
- People used to...  
and its corollary
- Children used to...

Because you can't.

Ditch the rules

- Have a bonfire for the signs.
- Look at your rules and root out the negatives and everything that reinforces a stereotypical impression of the library and/or looks stupid to the average person.
- Solve problems when they happen.

### Ditching the rules

- Work as a team.
- What are the rules?
- Do we really need this rule at all?
- Can we say the same thing in a more positive way?
- Share exceptions and look again.

### To get a new perspective, try out...

My problem is that I...

### To change your approach...

- Provide customers with the widest possible opportunity to do what you want.
  - Skateboard rack at the door
  - Baskets for books not taken in the children's department
- Try doing what they want!
  - Express checkout
  - Eating in the library

### When it comes to customer service...

- Every choice has a down side – including your current "choices."
- Err on the side of customer service that is positive, welcoming, and empowering for the consumer.

### *Step Five*

Abandon victimhood.

### Is your library a culture of victimhood?

- We never get any more money.
- We never get any respect.
- Why are we always the last one to know anything?
- Nobody understands all the great things we do.
- And we always have to clean up after these slobs...

What's your story?  
Victimhood...

---

- Obscures facts.
- Is powerless.
- Is personal.
- Saps your energy.
- Takes you nowhere.

Try telling the same story in a different way.

*Step Six*

---

Organize your library  
to support quality  
service.

To support quality service...

---

Set up an easy-to-use continuous  
communication system -- among staff and  
between customers and staff – and use it.

- Morning briefings
- Staff blog
- Whiteboard in staff area
- Email to customers
- Newsletter? Recommendations?
- Flexible, helpful, friendly signage

To support quality service...

---

- Create human and technical systems that support consistent great service.
- Make it fun. Reward for uncovering problem of the week?
- Create a culture that supports caring, risk taking, resourcefulness, curiosity, accountability, results.
- Set specific targets for quality service and measure your results.

Creative Customer Service

Next, deliver the goods.

*Step Seven*

---

Walk through  
everything.

### "Walk through" every process

- In the building, on the web, on the phone, in technical and lending services.
- To share the customer's experience.
- To see what works and what doesn't and fix what doesn't.

### In your library ...

- What makes it easy to find things?
- What makes it difficult to find things?
- What alerts (or obscures) possibilities?
- What makes navigation a breeze – or a chore?

Developed by Kathy Schalk-Greene, Mount Laurel (NJ) Library

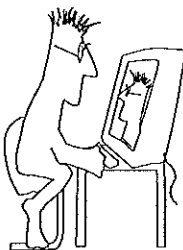
### Easy/alerts to possibilities...

- Very open, spacious, neat, well decorated, tasteful.
- Shelves well organized and documented in the catalog.
- Overhead signs in adult stacks
- Natural light, large windows.
- Large signs on soffits.

### Difficult, obscures possibilities...

- Lobby is dark and dull.
- No food/dogs sign in the lobby.
- Nothing "hits you" as you come in, no teaser/focal point.
- Nothing encourages people to ask for help.
- Looks like a "sample home" not a real home.
- Teen area lacks "coolness".
- Overload of little signs, hard to read until you're on top of them.
- Can't tell if it's OK to take a display book.
- Too much stuff on the desks.
- Variety of collections in dark, out-of-the-way locations.

### The Self Service Library

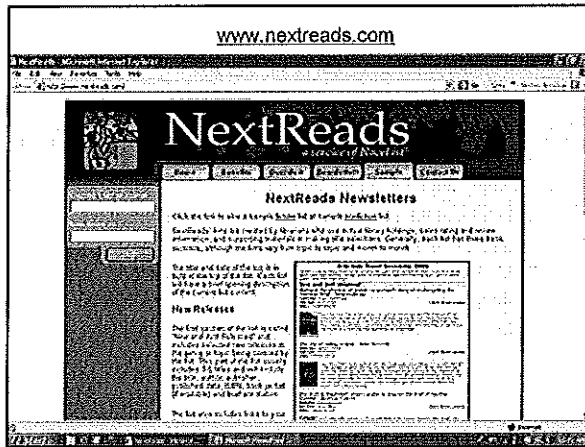


- Easy and intuitive to use
- Helpful, friendly signage
- Marketing/merchandizing techniques
- Alerts to possibilities
- Direct interaction with online library systems for library card, status, renewals, materials requests, paying fines, program registration, booking computers and space.
- Self check-out, pick up of reserves
- Drive-in window
- 24/7/365 access

### Step Eight

Get the "book"  
into the  
customers' hands.





*Step Nine*

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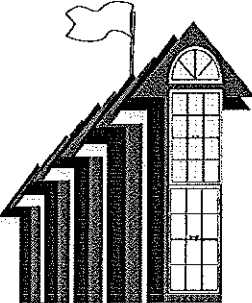
Transform the library experience.

A warm, inviting 21<sup>st</sup> century environment

---

- Has a greeter.
- Is a comfortable space to sit, read and spend time.
- Allows eating and drinking.
- Provides computers and effortless wireless connection for customer supplied equipment.
- Allows cell phone use.
- Avoids a plethora of rules; solves problems when they happen.

The Destination Library



- Enjoyable, friendly, fun environment
- Comfortable seating.
- Extended hours
- Hi tech, hi touch
- Browsing, book clubs, author events.
- Drop in story hours
- Supports personal use of technology
- Community center
- Fosters collegiality

*Step Ten*

---

Overcome Overdues.

Reexamining the rules: overdues

---

- Pay when you reach the \$10.00 threshold.
- Fine free Fridays.
- No overdues – but we love donations.
- Courtesy email reminder with a hot link to renewal screen.
- Multiple renewals based on use and requests.
- A new motto: "Late is great!"

Fine Free Fridays: Wellsville (KS) Public Library  
No fines/donations: Effingham (KS) Public Library & Oskaloosa (KS) Public Library  
"Late is Great!" Princeton Public Library

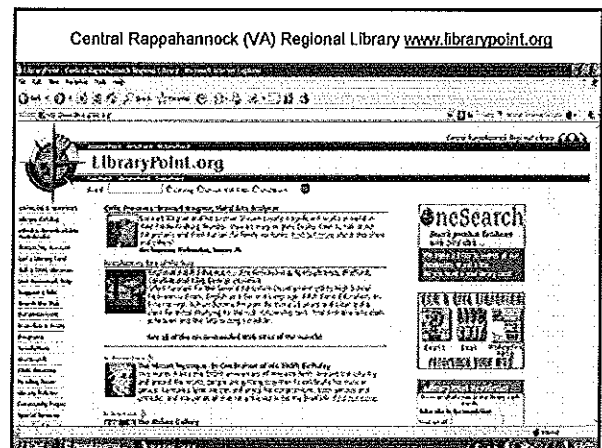
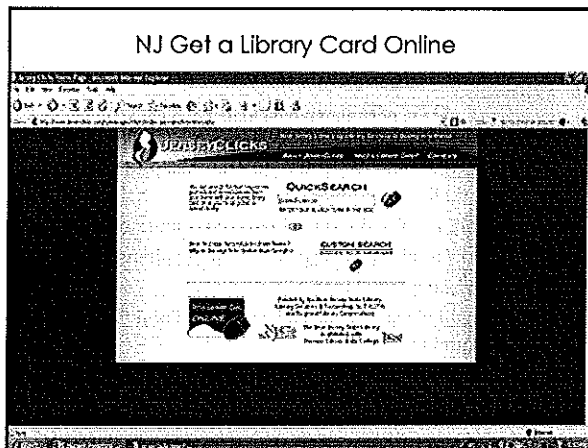
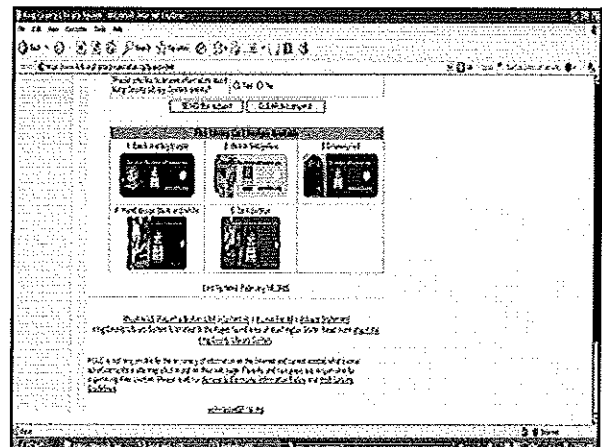
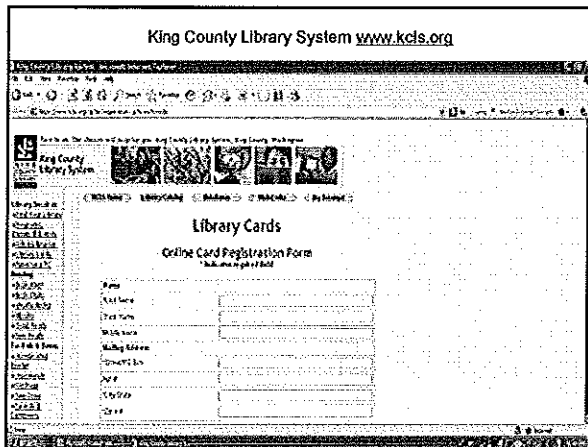


### Step Eleven

# Take the library to the people.

### To take the library to the people...

- Have an online application process and mail the card with library info.
- Provide live, interactive information service and a full range of materials and services on the web.
- Put satellite libraries in the community.
- Experiment with mobile communication to the cell phone/PDA.



**Got a question?  
 About anything?**

job hunting  
 health info  
 landlord/tenant  
 child care  
 business  
 term paper

term paper  
 song lyrics

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'Shelf Life' Mail Location at the Camden County (NJ) Library  
<http://www.camden.lib.nj.us/shelflife/shelflife.htm>

"Shelf Life" at Echelon Mall Now Open

Family Get Books New History Opens to Library

**Potential Mobile Services**

- Receive and reply to customer-initiated SMS or IM text messages.
- SMS distribution list of library announcements
- SMS enabled library OPAC notifications
- Wireless/WAP web site
- Pull-data mobile searches of common requests
- RSS feeds to mobile devices

*Step Twelve*

Make something happen.

Did anything happen?

- Depends on results for the customer not activities for the library.
- Depends on fit with everyday life of the customer.
- Ask yourself how many things have to "go right" for this to work?

Focus on results for the customer will help you to...

- Choose among flawed options.
- Avoid "compromises" that produce no results.
- Handle the down side of a great choice.
- Do the extra work that makes a real difference.

5 things you can start today

1. Look at the rules; get rid of most of them and restate the rest in a positive way.
2. Look at what people want (and will want) and find ways to deliver it. Ask them and listen when they answer.
3. "Walk through" your building and every service and fix what doesn't work for the customer.



5 things you can start today

4. Incorporate customer service into every decision and problem-solving process.
5. Treat every customer like a person.


Contact Information:

Karen Hyman  
Executive Director  
South Jersey Regional Library Cooperative  
10 Foster Avenue, Suite F-3  
Gibbsboro, NJ 08026  
856 346-1222  
FAX: 856 346-2839  
Email: [hyman@sjrlc.org](mailto:hyman@sjrlc.org)



Agenda Item 32

TO: Elizabeth Minter, Library Director

FROM: Jim Roberts, Public Services Manager 

DATE: April 17, 2006

SUBJECT: Program Committee Report for the month of March.

*ADULT SERVICES*

	Mar 04-05	Mar 05-06	YTD 04-05	YTD 05-06
NUMBER OF PROGRAMS	2	1	8	9
NUMBER OF ATTENDEES	68	52	163	232

*CHILDREN'S SERVICES*

	Mar 04-05	Mar 05-06	YTD 04-05	YTD 05-06
NUMBER OF PROGRAMS	25	25	183	220
NUMBER OF ATTENDEES	1,316	894	7,584	8,504

*PROGRAM COMMITTEE*

	Mar 04-05	Mar 05-06	YTD 04-05	YTD 05-06
NUMBER OF MEETINGS	0	2	0	9
NUMBER OF ATTENDEES	0	18	0	51
NEWS RELEASES	NA	1	NA	5

*LITERACY SERVICES*

	Mar 04-05	Mar 05-06	YTD 04-05	YTD 05-06
Total Tutors	176	178	281	290
Total Students	232	214	319	325
Total Hours	1,132	1,210	11,135	10,172

For more detailed literacy statistics, see Agenda Item 38, pages 2 of 3 and 3 of 3.



To: Elizabeth Minter, Library Director

From: Caroline Gurkweitz, Children's Librarian



Date: for Board Meeting, April 17, 2006

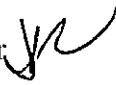
**Subject: March 2006 Activities in the Children's Department**

TYPE OF PROGRAM	NUMER OF PROGRAMS	TOTAL ATTENDANCE
Lap Sit 2 years and under	5	170
Story Time I : 6 years & under	5	196
Story Time II : 6 years & under	5	240
Music Time: under 6 year olds	4	133
Music Time : under 6 year olds	4	102
Class Visit	1	18
Read to the Dogs event	1	35
<b>Total March 2006</b>	<b>25</b>	<b>894</b>
<b>Total March 2005</b>	<b>25</b>	<b>1316</b>
<b>Current FY to date</b>	<b>220</b>	<b>8405</b>
<b>Previous FY to date</b>	<b>183</b>	<b>7584</b>





TO: Elizabeth Minter, Library Director

FROM: Jim Roberts, Public Services Manager/Literacy Coordinator 

DATE: April 17, 2006

**SUBJECT: Placentia Library Literacy Services (PLLS) Activities Report for the month of March.**

**Tutor Training.** There were two tutor training workshops in March and April and eight tutors were trained. The next tutor training workshop is scheduled for May 7.

**Families for Literacy (FFL) Program Status.** We had no FFL programming in February.

**Placentia Rotary Reading Enrichment Program (PRREP).** PRREP started again this school year early October. Thus far, we have recruited more than 80 PRREP tutors from El Dorado High School and Valencia High School, and they are again participating in the program this school year.

**Update on the two new PLLS homework clubs.** The Topaz-Tuffree Homework Club at Topaz Elementary School is averaging around 20 students every Monday-Thursday from 4-6 PM. At the Homeless Intervention Shelter (H.I.S. House), we are averaging six (6) school-age children Tuesday, Wednesday, and Thursday from 6:30-8:00 PM.

**English Language and Literacy Intensive (ELLI) Program Update.** In October, we started ELLI again this school year. We have ELLI active at three elementary schools: Ruby Drive, and Topaz, and Tynes, and we presently have six tutors who are working with more than 200 grade school students.

**Federal Work Study (FWS).** Our FWS partnership with Financial Aid at Cal State Fullerton grew stronger during FY 2004-05. In that respect, our FWS allocation for FY 2005-06 is now \$90,000, and we already have twenty-two (22) students approved for this school year. Our FWS partnership is also very strong with Western State College University of Law as we have fifteen (15) who have tutored this school year.

**Literacy statistics.** See Agenda Item 34, Pages 2 of 3, and 3 of 3.

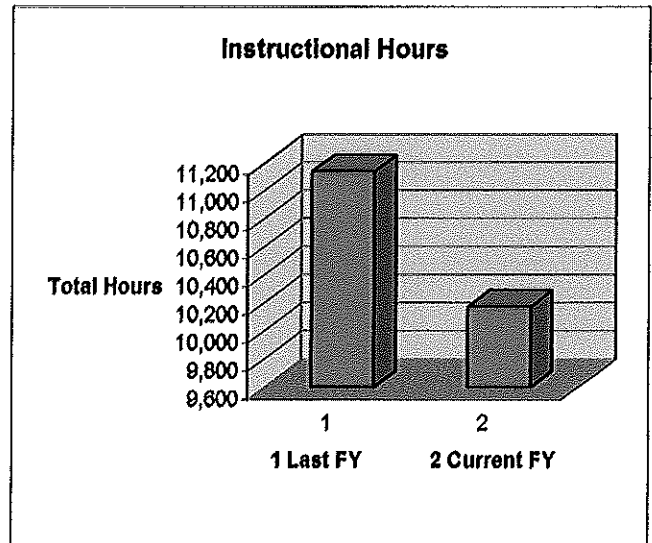
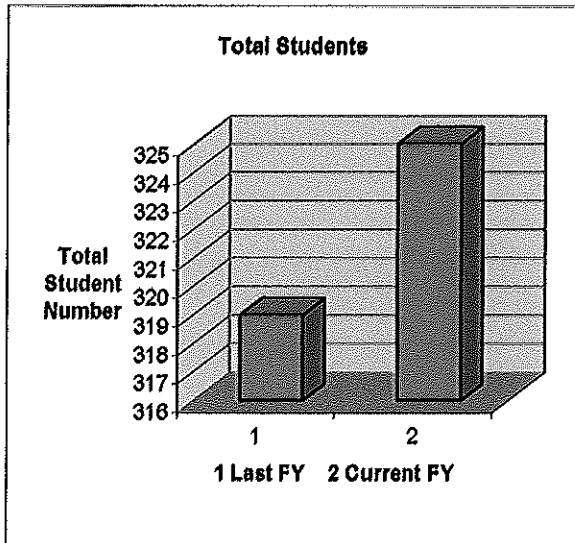


## Placenta Library Literacy Services

### Report of Growth and Progress

	Mar 04-05	Mar 05-06	YTD 04-05	YTD 05-06
<b>Tutors</b>				
Adult	103	94	163	151
Teen	73	84	118	139
Hours Instruction	1,060	1,210	11,135	10,172
Other Volunteer Hours	72	120	840	900
Total Hours	1,32	1,330	11,935	11,072
<b>Training Workshops</b>				
Workshops Held	1	2	22	22
Tutors Trained	8	8	174	175
<b>Students</b>				
With Adult Tutors	142	78	143	194
With Teen Tutors	64	142	130	142
In Groups	26	0	28	0
Total Active Students	232	214	311	336
<b>Families for Literacy</b>				
Family Students	6	5	10	6
Family Tutors	6	5	10	6
Hours of Instruction	80	60	480	480
<b>ELLI Program</b>				
K-6th Grade Students	45	201	45	201
Tutors for K-6th Grade	15	6	15	15
Hours of Instruction	450	736	2,754	5,447
<b>Homework Clubs</b>				
On-Site: Students	0	70	0	499
On-Site Tutors	0	16	0	30
Hours of Instruction	0	500	0	1,504
H.I.S. House Students	0	8	0	35
H.I.S. House Tutors	0	6	0	20
Hours of Instruction	0	200	0	1,272
Topaz Students	0	18	0	81
Topaz Tutors	0	6	0	39
Hours of Instruction	0	500	0	3,160
<b>Total Tutors</b>	176	178	281	290
<b>Total Students</b>	232	214	319	325
<b>Total Instruction Hours</b>	1,132	1,210	11,135	10,172







TO: Elizabeth Minter, Library Director  
FROM: Mary Strazdas, Librarian *MS*  
DATE: April 10, 2006  
SUBJECT: Reference and Adult Services report for March, 2006

- There were two Program Committee meetings during the month.
- Special library displays included one for the Placentia Round Table Women's Club (Bicentennial quilt), National Music in our Schools Month, the Placentia Art Association, the Sixteenth Century, and one for Jan Burke, the speaker at the annual Friends' meeting on April 3. We try to display items that are timely and will attract patrons' attention (e.g. the colorful Bicentennial quilt) or can be helpful in exploring issues, such as the bibliographies/webliographies about which we have had positive comments.
- We assisted Administration the evening of the Friends' meeting program before the program and at the reception.
- There was one program during the month. Marlene Hitt, past poet laureate of Sunland-Tujunga, presented a poetry workshop for adults on Saturday, March 25; seven people participated. The relaxed atmosphere of the workshop attracted poetry fans who were able to increase their writing and appreciatory skills with Ms. Hitt. Flyers relating to this event were available at the Reference Desk.
- There was a strong increase in instruction on library equipment this month. Reference and Adult Services are utilizing our reference librarians as well as trained pages and volunteers to show patrons how they may use our online catalog more effectively at the library and how they can access it from their homes. Many patrons are unaware of how they can save their time by using the Internet. An instruction opportunity such as this allows us to encourage internet use of library databases that might otherwise be ignored.





Statistical Comparisons at the Reference Desk  
March FY 2005/2006

	2005	2006	YTD 04-05	YTD 05-06
Phone Reference Questions	211	247	1,747	1,807
Desk Reference Questions	2,045	2,167	14,777	14,923
E-Mail Reference Questions	10	7	47	52
Ready Reference	30	34	317	309
Instruction	48	130	617	781
Computer Use	2,925	3,046	23,566	23,405
Reference Books: In-Library Use	3,587	4,341	24,228	28,253
Patron Database Signups	253	256	1,928	1,871



TO: Elizabeth Minter, Library Director

FROM: Gary Bell, Librarian *GAB*

DATE: April 17, 2006

**SUBJECT: History Room report for March**

History Room visitors in March: fiscal year 2005-2006 3

History Room visitors in March: fiscal year 2004-2005 3

The videotaping of the 1938 flood program was completed on March 24<sup>th</sup>. The program is now being edited and is the first in a series of local history programs planned for Placentia's ongoing mission to preserve our community's history for future generations.

Several books were purchased and added to the local history collection.

Third grade curriculum material was presented to Saint Joseph school.

Pictures of the First National Bank of Placentia were provided for a book on Southern California's citrus industry


Information was sought concerning the recreational activities of local youth prior to the founding of the Boy's Club in 1962.

Detailed reports on all aspects of Placentia's history were sought: including the Berkenstock house; a biography of A. S. Bradford; information on Sarah Jane McFadden; and a history of the Fred Tuffree house.

A Biography of Jane Lathrop Stanford was requested from the local history shelves.



To: Elizabeth Minter, Library Director

From: Jim Roberts, Public Services Manager 

Date: April 17, 2006

**SUBJECT: Placentia Library Web Site Development Report for the month of March.**

PLLS did not receive the Web statistics in time for this months report. Both March and April will be in the next report.

Pages Visited	Jan 04-05	Jan 05-06	Feb 04-05	Feb 05-06		
Borrowers	202	299	230	256		
Friends	129	147	114	214		
District	162	223	187	217		
Kids	277	263	216	579		
Foundation	106	126	193	162		
History Room	249	297	96	257		
Literacy/CLC Logo	154	206	154	222		
Passports	704	845	376	793		
Poet Laureate	514	705	154	415		
Total Views Most Hits	2,497	2,905	2,497	3,115		

Total Most Hits YTD      16,372      20,504      17,996      23,619



TO: Elizabeth Minter, Library Director  
FROM: Vernon Napier, Technical Services Manager  
DATE: April 10, 2006




**SUBJECT: Technology Report for March 2006**

- Commenced investigation into several projects, including
  - increasing bandwidth to improve public and staff access to the internet
  - preliminary discussion with OCLC about the digitization of newspapers
  - upgrading of the Library's security cameras
- Continued refining the new website
- Prepared a grant application for the digitizing of historical photographs
- Upgraded the PC in the administration office





TO: Elizabeth Minter, Library Director  
FROM: Laranne Remling, Development Director and Volunteer Coordinator   
DATE: April 17, 2006  
SUBJECT: Publicity materials produced for March 2006

**Information on the Placentia Library cable channel #24, updated February 2006:**

1. Welcome to Placentia Library, address, website & telephone number
2. Library Board of Trustees
3. Board of Trustees Meeting Schedule
4. Library Hours
5. President's Day Closure
6. Library Departments
7. 2006 Author's Luncheon
8. Friends of Placentia Library Used Bookstore
9. Bookstore Volunteers Needed
10. Special Back Room Book Sale Every 2<sup>nd</sup> Sunday, Hours and Dates
11. Amazon.com
12. Adult Poetry Workshop I
13. Library Hours
14. President's Day Closure
15. Shop for the Library
16. Literacy Services Logo
17. Literacy Program Tutors Needed
18. Dr. Charles Frazee – 16<sup>th</sup> Century
19. Placentia Historical Afghan Sale
20. In-N-Out Burger Program
21. Library Hours
22. President's Day Closure
23. Telephone Renewal Instructions
24. Wi Fi Here Now
25. Adopt-A-Chair
26. Apply for your passport at Placentia Library
27. Passport Hours
28. Now Doing Passport Photos
29. Library Hours
30. President's Day Closure
31. On Common Grounds Program
32. Placentia's Newest Local History For Children & Adults
33. Lapsit Storyhours
34. Story Time I
35. Story Time II
36. Music Times, ages 3-4
37. Music Times, ages 5-6
38. Story Time at Home, *Tumblebook Library*
39. Library Hours
40. President's Day Closure
41. [www.placentialibrary.org](http://www.placentialibrary.org), 24/7 Reference, the Library Catalog
42. [www.placentialibrary.org](http://www.placentialibrary.org), Online Resources
43. Placentia History Room Hours
44. Placentia History Room Displays

45. Placentia History Room Collections
46. Placentia History Room Archival Resources
47. 2006 Author's Luncheon
48. Create a Legacy
49. President's Day Closure

**General Newspaper articles published:**

1. 2 Indicted in Placentia Rail Project
2. Ex-City officials indicted
3. Placentia revamp touts blending of areas
4. City to pay off Office Depot debt with state funds
5. Downtown makeover
6. A vision for downtown


**Library Newspaper articles published:**

1. Six million ways to die
2. Film screening (2)
3. Books for sale (2)
4. Library catalog
5. If you like CSI
6. Today (Thursday)
7. Annual Meeting
8. Pelicula
9. What's Next

**Flyers and Notices:**

1. Foundation thank you cards and ID cards are sent out
2. Email request forms
3. Friends membership campaign letters
4. Friends membership thank you letters are sent out with membership cards
5. Second Sunday book sale flyers
6. Foundation Bookplates
7. President's Day Closures
8. Poetry Workshop Flyers
9. On Common Grounds Flyer
10. Annual Meeting Ballots
11. Annual Meeting Volunteer Invitations

Welcome to Placentia Library District



411 East Chapman Avenue  
Placentia, CA 92870-6198  
714-528-1906  
[www.placentialibrary.org](http://www.placentialibrary.org)

Placentia Library  
Board of Trustees

Al Shkoler, President  
Betty Escobosa  
Richard DeVecchio, Ed.D  
Jean Turner  
Gaeten Wood

Placentia Library  
Board of Trustees


Upcoming Meeting Schedule:  
Monday, Feb 21 at 6:30 P.M.  
Monday, Mar 28 at 6:30 P.M.  
Monday, Apr 17 at 6:30 P.M.  
Monday, May 15 at 6:30 P.M.

Placentia Library Hours


Sunday	1:00 - 5:00 P.M.
Monday	9:00 A.M. - 9:00 P.M.
Tuesday	9:00 A.M. - 9:00 P.M.
Wednesday	9:00 A.M. - 9:00 P.M.
Thursday	9:00 A.M. - 6:00 P.M.
Friday	CLOSED
Saturday	9:00 A.M. - 5:00 P.M.

LIBRARY CLOSED

Sunday, February 19<sup>th</sup>  
&  
Monday, February 20<sup>th</sup>



for



President's Day


Placentia Library  
528-1906

Renewals Ext.# 6  
Adult Services Ext.# 209  
Children Services Ext.# 212  
Literacy Ext.# 213  
Passport Information Ext.# 265  
Volunteer Information Ext. #201  
[www.placentialibrary.org](http://www.placentialibrary.org)

2006 Authors Luncheon


Saturday, March 4, Alta Vista Country Club

Featuring




D. P. Lyle, MD  
Author & Forensics Specialist  
Tickets on sale Now!

USED BOOKSTORE



☑ Staffed entirely by Volunteers  
☑ Located in the Library lobby

**GREAT BARGAINS!!**



Bookstore Volunteers Always Needed!


Sundays 3:00 - 5:00 P.M.  
Mondays 6:00 - 8:00 P.M.  
Tuesdays 4:00 - 6:00 P.M.  
Saturdays 11:00 A.M. - 1:00 P.M.  
Substitutes needed for additional hours

Please call Laverne at 528-1925, Ext. 201 for information

**SPECIAL BACKROOM SALE**  
**BARGAINS! BARGAINS! BARGAINS!**

When: Second Sunday of each month  
1:00 - 4:00 P.M.  
Upcoming Sales: Nov 13, Dec 11, Jan 8 & Feb 12

Where: BACKROOM where Friends sort and price donations - ENTER through delivery entrance from parking lot

What: **Everything** in stock 

Why: To provide money to support Library needs while providing quality reading materials at low cost


**amazon.com**

Shop at amazon.com through Placentia Library's website, [www.placentialibrary.org](http://www.placentialibrary.org) and a percentage of the sale is donated to the Library!

**Adult Poetry Workshop I**

Presented by Marlene Hitt

Saturday, Mar 25<sup>th</sup>  
1-4 P.M.



Placentia Library Meeting Room

**Placentia Library Hours**



Sunday	1:00 - 5:00 P.M.
Monday	9:00 A.M. - 9:00 P.M.
Tuesday	9:00 A.M. - 9:00 P.M.
Wednesday	9:00 A.M. - 9:00 P.M.
Thursday	9:00 A.M. - 6:00 P.M.
Friday	C L O S E D
Saturday	9:00 A.M. - 5:00 P.M.

**LIBRARY CLOSED**

Sunday, February 19<sup>th</sup>  
&  
Monday, February 20<sup>th</sup>

for

**President's Day**





**Shop for the Library**  
[shopforthelibrary.net](http://shopforthelibrary.net)

**NEW! Shop for the Library**

Now you can shop from more than 700 online merchants and help raise funds for the Placentia Library at the same time.

Whenever you make a purchase through the Shop for the Library website, up to 25% of the sale goes to benefit the Library!



**Placentia Library Literacy Services**


Call Literacy Coordinators Jim Roberts or Toby Silberfarb if you or someone you know needs help in reading or speaking English.

☎ 524-8408, x215 or x213

**Placentia Library Literacy Services**

- Volunteer tutors needed!
- Attend one 3 hour training workshop
- Training workshops are held at the Library on the first Sunday of the month 1:30 - 4:30 P.M.
- The next scheduled workshops are:  
Feb 9<sup>th</sup> - Mar 9<sup>th</sup> - Apr 2<sup>nd</sup> - May 7<sup>th</sup>

For more information and to sign up call 524-8408, Ext. 213



**Dr. Charles Frazee**  
Presents the  
**Sixteenth Century**

- ❖ Monday, Feb 27<sup>th</sup> from 7:00-8:30 P.M.
- ❖ Placentia Library Meeting Room
- ❖ Program is free
- ❖ Refreshments will be served

**Placentia Historical Afghans**




Green X Cranberry X Blue

On Sale Now at the Circulation Desk - \$65.00

*Proceeds support the Placentia History Room*

**In-N-Out Burger**  
**Food For Thought**  
**Reading Program**



**March 4 - April 15, 2006**


Children Must Register at the Library

**Placentia Library Hours**


Sunday	1:00 - 5:00 P.M.
Monday	9:00 A.M. - 9:00 P.M.
Tuesday	9:00 A.M. - 9:00 P.M.
Wednesday	9:00 A.M. - 9:00 P.M.
Thursday	9:00 A.M. - 6:00 P.M.
Friday	CLOSED
Saturday	9:00 A.M. - 5:00 P.M.

**LIBRARY CLOSED**

Sunday, February 19<sup>th</sup>  
&  
Monday, February 20<sup>th</sup>



for



**President's Day**

Renew your books  
by phone  
Using Telecirc

**714-765-1775**  
*24 hours a day / 7 days a week*

*"Please enter your library card number, followed by the # sign"*

- Renew books
- Find out which titles you have checked out
- Find out which items you have on hold
- Find out which titles you have overdue
- Find out if you have any fines



**WiFi Here Now!**

**Bring Your Laptop!**

**ADOPT-A-CHAIR**


Help replace 44 splintering chairs in the Children's Department!



Call 528-1925, x201 for more information



**PLACENTIA LIBRARY**




Passport Application  
Acceptance Agency

*Passport Services Available at the Library*

**Passport hours at the Library are:**

Sunday	1:00 - 4:30 P.M.
Monday	9:00 A.M. - 8:30 P.M.
Tuesday	9:00 A.M. - 8:30 P.M.
Wednesday	9:00 A.M. - 8:30 P.M.
Thursday	9:00 A.M. - 5:30 P.M.
Friday	CLOSED
Saturday	9:00 A.M. - 4:30 P.M.

Placentia Library is an official U.S. Department of State Passport Acceptance Agency. For Passport Information, call 528-1906 Ext. 245 or visit the Library Website at [www.placentialibrary.org](http://www.placentialibrary.org)



**WE DO PASSPORT PHOTOS!**

**2 PHOTOS FOR \$10**

**Placentia Library Hours**

Sunday	1:00 - 5:00 P.M.
Monday	9:00 A.M. - 9:00 P.M.
Tuesday	9:00 A.M. - 9:00 P.M.
Wednesday	9:00 A.M. - 9:00 P.M.
Thursday	9:00 A.M. - 6:00 P.M.
Friday	CLOSED
Saturday	9:00 A.M. - 5:00 P.M.


**LIBRARY CLOSED**

Sunday, February 19<sup>th</sup>  
&  
Monday, February 20<sup>th</sup>

for

**President's Day**


**"On Common Grounds"  
Viewing & Discussion**



Monday, April 10, 6:30 P.M.

Call 528-1906, x209 for information

**Placentia's Newest Local History  
For Children & Adults**



Available At The  
Library Circulation Desk

\$12.93 (including tax)



*Great Gift Idea  
For Young & Old*

**Lap-sit Story Times**  
*Presented by Lin Baesler*

Ages newborn to 2 years

Thursday Mornings  
9:05 - 9:25 A.M.



In the  
Childrens Area



Sponsored by the  
Gordon & Dixie Shaw Endowment

*No pre-registration required - no charge*



**Story Time I**  
For children  
under 6



Thursday Mornings  
9:45 - 10:15 A.M.

*Presented by Lin Baesler  
No pre-registration required - no charge*



**Story Time II**  
For children  
under 6



Thursday Mornings  
10:30 - 11:00 A.M.

*Presented by Lin Baesler  
No pre-registration required - no charge*


**Music Times  
For Children  
Ages 3 - 4**




Tuesday Evenings  
6:00 - 6:30 P.M.

*Featuring Lin Baesler  
No pre-registration required - no charge*

**Music Times  
For Children  
Ages 5 - 6**



**Tuesday Evenings  
6:30 - 7:00 P.M.**



*Featuring Lin Baester  
No pre-registration required - no charge*

**Story Time at Home**

Use the *Tumblebook Library*  
at  
[www.placentiaLibrary.org](http://www.placentiaLibrary.org)

Click on: Just for Kids

Click on the Tumblebooks icon

An on-line collection of animated, talking picture books

**Placentia Library Hours**



Sunday	1:00 - 5:00 P.M.
Monday	9:00 A.M. - 9:00 P.M.
Tuesday	9:00 A.M. - 9:00 P.M.
Wednesday	9:00 A.M. - 9:00 P.M.
Thursday	9:00 A.M. - 6:00 P.M.
Friday	<b>C L O S E D</b>
Saturday	9:00 A.M. - 5:00 P.M.

**LIBRARY CLOSED**

**Sunday, February 19<sup>th</sup>  
&  
Monday, February 20<sup>th</sup>**

for

**President's Day**

[www.placentiaLibrary.org](http://www.placentiaLibrary.org)

**24/7 Reference**

There are times you need help, but can't make it to the library. Live, real-time help from a librarian is available, 24 hours a day. (no library card number needed)

**The Library Catalog**

You can look up what books are available at the Placentia Library, as well as Yerba Linda Library, and all of the Anaheim Library branches. (no library card number needed)


Additionally, you can reserve books, check on your library account, and renew your books. (library card number needed)

[www.placentiaLibrary.org](http://www.placentiaLibrary.org)

**Online Resources**  
(To access, you must have your library card number available)

- LearnATest
- Newspapers
- Facts On File
- NovelList
- General Reference Center/Magazine Index
- Business & Company Resource Center
- Health & Wellness Resource Center

**Placentia History Room**







Staffed & Managed  
by Librarians  
& Volunteers

**Hours**  
Monday & Tuesday &  
Wednesday  
1:00 - 3:00 P.M.  
click on hours by special arrangement

**Placentia History Room**








Displays currently featuring

-  Local school annuals
-  Traveling historical photographs of local schools
-  Books by local authors



**Placentia History Room**

Historical Collections Include

-  Bancroft's historical series
-  Local oral histories
-  California historical fiction
-  Complete collection of Women's Round table Scrapbooks
-  Local citrus label collection
-  Spanish made cannonball - possibly from the 1769 Portola Expedition
-  Adobe brick from Ontiveros adobe built in 1832


**Placentia History Room**

Archival Resources Include


☐ West Atwood Yacht Club membership	☐ Virginia Carpenter photograph collection
☐ Assorted Samuel Lewis Kramer maps and papers	☐ Placentia Courier negative collection
☐ Articles on international student visit to Placentia, Italy	☐ Historic photograph collection
☐ West Placentia Little League	☐ Newspaper clippings, brochures, newsletters, maps of local historic interest
☐ International Kiwanis papers and scrapbook (1965-1976)	

**2006 Authors Luncheon**  
Saturday, March 4, Alta Vista Country Club

Featuring



**D. P. Lyle, MD**  
Author & Forensics Specialist  
Tickets on sale Now!





**Support Placentia**

**Create A Legacy**

**LIBRARY CLOSED**

Sunday, February 19<sup>th</sup>  
&  
Monday, February 20<sup>th</sup>

for

**President's Day**



# Six million ways to die

Author D.P. Lyle helps put the realism in crime fiction and TV with expert forensics advice offered on his Web site.

By SUSHMA SUBRAMANIAN  
PLACENTIA NEWS-TIMES

332  
When cardiologist D.P. Lyle attends a cocktail party, people often ask him about their health problems.

At writers' conferences, people tend to ask him how to kill someone.

Lyle, after all, is a forensics consultant for writers. It's expertise like his that separates "CSI" from "Scooby Doo." To give writers a resource for medical and forensic information for their stories, Lyle set up a Web site called "The Writers' Medical and Forensics Lab," which receives about a dozen questions a week from writers asking for the best way to sneak poison a drink or kill someone with a single punch. Many of the

writers work for television. **"It's hard to kill someone with a single gunshot."** Lyle spoke to a group of about 350 people at the Alta Vista Country Club Saturday about his writing career. His book, "Murder and Mayhem: A Doctor Answers Medical and Forensic Questions for Mystery Writers" is a compilation of the most interesting questions he has received over the years. His two thrillers "Devil's Playground" and "Double Blind" were released in 2003.

The event raised more than \$7,000 for the Placentia Library. Laranne

Remling, the library's development director, won an auction to have her name used in one of Lyle's upcoming books.

"You might be the president or the hooker or anywhere in between," Lyle said.

**Question: What got you interested in forensics?**

**Answer:** I've always been interested in science and criminal justice. And that's what forensics is: the interface of science and the law. As a physician, I studied many aspects of science in college and medical school.

Chemistry, biology, physics, anatomy, physiology, and toxicology to name a few. And forensic science deals with each of these disciplines. For me, the interest was natural, even inevitable.

**Q: On your Web site, you invite writers to submit questions about forensics and medicine. What's the most bizarre question you've been asked?**

**A:** There have been many. Never underestimate the devious and sick minds of fiction writers. It seems that nothing is off limits or too bizarre to dream up.

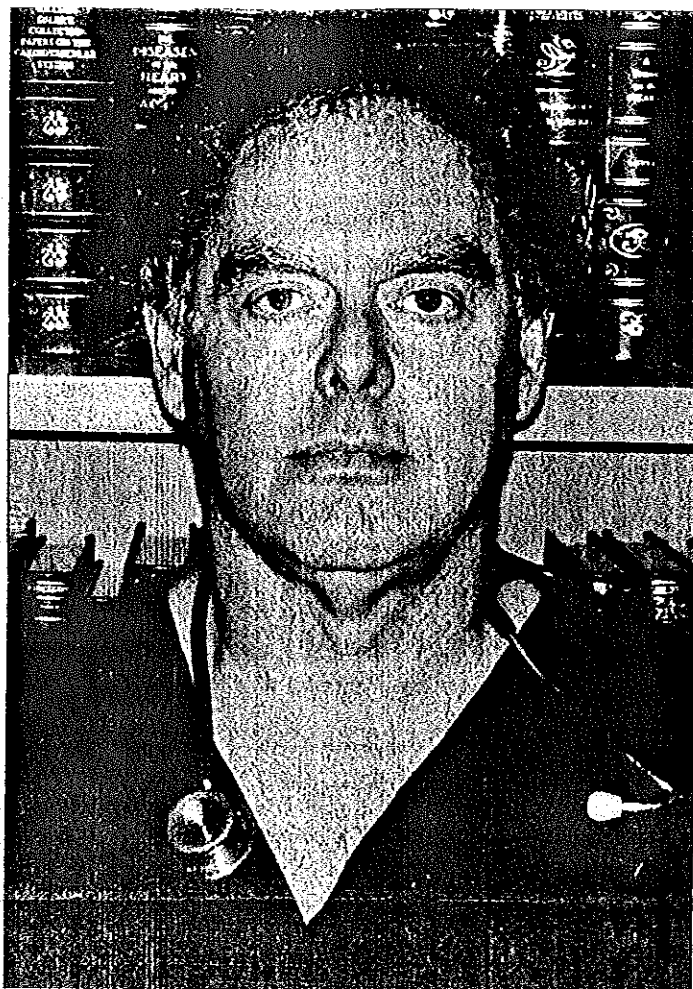
I've had questions about how vampires and werewolves might kill and consume their victims, how one might sabotage a woman's diaphragm to cause discomfort during sex, how to make a zombie, how to kill someone with a ball point pen, or how to make a homicide look like autoerotic asphyxiation. One person wanted to know what a person with neither arms nor legs would weigh.

Writers want to know what bodies look like if buried in the desert, closed into beer barrels, dumped in swamps, frozen in walk-in freezers, or enclosed in chimneys for weeks, months, years, or decades. I've been asked to explain how death arrives in everything from cyanide to insulin to injected air bubbles to flesh-eating bacteria to poisonous octopuses to crucifixions.

Many questions involve the need for an untraceable poison. Problem is that it doesn't exist. If they have good tissue and blood samples and look hard enough, they'll find it. The trick is to disguise the murder to look like something else and keep the toxicologist out of the picture.

**Q: Have you seen any gross scientific errors in books or on TV mysteries?**

**A:** Sure. All the time. Things like a one-punch knock out, a one-shot kill, or a pretty death are commonplace in fiction. Never in the real world. It's hard



COURTESY OF D.P. LYLE

**GORE AUTHORITY:** 'Never underestimate the devious and sick minds of fiction writers,' says forensics expert and author D.P. Lyle.

to knock someone unconscious with a single blow or kill someone with a single gunshot and real death is anything but pretty. But, this is fiction and fiction writers can get away with anything as long as it's believable.

Doesn't have to be true, but the reader or viewer must buy into it. Star Wars is a perfect example. Totally violated all the laws of physics, but everyone bought into the story. That's what makes fiction fun.

**Q: When you watch CSI, do you watch it in a more skeptical way? Do you enjoy watching these shows?**

**A:** I rarely watch any of these shows. I like the science parts and the wonderful graphics that CSI uses, but the requisite social entanglements I find tedious. I tend to watch Discovery Channel, A&E, or Court TV.

**Q: What's been your most clever piece of advice to a mystery writer?**

**A:** For one of Lee Goldberg's Diagnosis Murder books, he had a character who wanted to kill his father. The father needed a kidney transplant and the son was going to donate one of his own kidneys to help the father. Lee wondered if

the son could do something or have someone else do something to the kidney that would poison the father. Maybe soak it with some toxin after it was removed from the son's body and before it was placed in the father.

Since operating rooms are small and everyone knows everyone else this would be difficult to set up without someone knowing something was amiss. We settled on having the father severely allergic to penicillin. The son would know this so the night before surgery he would swallow a handful of penicillin tablets, which would cause him no harm but would saturate his tissues with penicillin. When the kidney was placed in the father, he would suffer an allergic reaction and die. Fun stuff.

**Q: Can you leave us with some mysterious words of wisdom?**

**A:** Reading, unlike watching a movie, is an interactive process. As a writer, do not tell your readers everything. Allow them to do their part. Learn the craft, but don't let it get in the way. Writing is both an art and a craft. The art is the storytelling and the craft is the writing. Don't let the writing kill the story.

# Placentia revamp touts blending of areas

## Plans aim to ease residents' worries of how city would renovate Old Town, industrial south.

BY SUSHMA SUBRAMANIAN  
THE ORANGE COUNTY REGISTER

PLACENTIA • After years of false starts, city leaders and community members heralded a new plan Friday for re-inventing the city's Old Town area with a mix of plazas, bridges, homes and new shops.

The trick, said some, will be in making it a reality.

Design firm Moule & Polyzoides introduced its plan Friday to join Placentia's historic Placita Santa Fe with a new shopping area south of the train tracks that cut through the city.

The developments would transform the city's Old Town, which has suffered graffiti problems, crumbling sidewalks and faded paint, and its aging industrial southside complex.

"I was really concerned when they started that they'd never be able to blend the two districts, and they've done a wonderful job," said Historical Committee member Jeanette Gardner.

# PLACENTIA: Officials sought residents' input

FROM PAGE 1

long." The southside shopping center would be anchored by a grocery store and filled out by flower, apparel, hardware and office supply stores, one of the firm's consultants said.

About 130,000 to 140,000 square feet of commercial retail space would be added to the area south of the railroad tracks.

The retail space would help generate about \$34 million in revenue each year, consultants estimated.

"I think it's rare that the community gets to not just see the future of the city, but to participate in it," Mayor Scott Brady said.

Residents have dinged Placentia in the past for not listening to their concerns - including efforts to redevelop the Old Town area in the 1970s, 1980s and in earlier stages of the current program.

Residents praised the plan

## The process

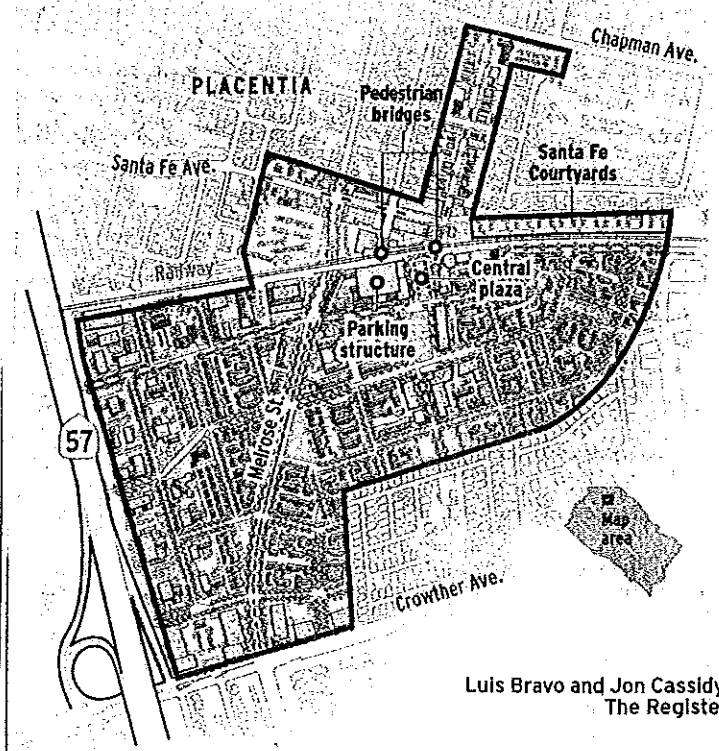
Design firm Moule & Polyzoides drew up the beginnings of its specific plan at a week-long planning session called a charrette, which allowed residents to provide input on engineers and architects' plans before they were finished. About 40 community members attended daily meetings the firm held to update its plans. Eighteen consultants helped to craft the report.

for incorporating ideas left out of past project proposals. Still, some said the proof will be in how the city follows through.

"I think the concept is fascinating. If you could snap your fingers and have it happen, it would be wonderful for the community," Councilman Russ Rice said. "The devil is always in the details."

## Downtown makeover

Design firm Moule & Polyzoides solicited ideas from the community this week to help shape a plan to remake Placentia's Old Town area, including plazas at both sides of the train tracks, more homes and more businesses.



Luis Bravo and Jon Cassidy,  
The Register

The firm's plan, created after a week of gathering community input, includes three plazas, a four-story parking garage and new housing.

The northside would be kept mostly intact as a historical district dominated by Mexican restaurants, but with additional shops - including a public market where residents can buy fresh vegetables, meats and specialty foods.

"We're very grateful that they're focusing on the Old Town area," said Rosalina Davis, interim Placita Santa Fe Merchants Association president. "We've needed this for so

SEE PLACENTIA • PAGE 5

## What's next

Moule & Polyzoides will take about 60 days to complete the specific plan, followed by a nine-month period for an in-depth environmental report on the project's impact on the community. The City Council has not yet approved the report. Council members expect to take formal vote next year on whether to follow the group's proposal.

# City to pay off Office Depot debt with state funds

Two of three mortgaged parks will be free and clear once again.

BY **SUSHMA SUBRAMANIAN**  
PLACENTIA NEWS-TIMES

337 The arrival of long-awaited funds from the state will allow Placentia to pay off debt acquired in the purchase of an Office Depot property on Placentia Avenue.

The city received the second half of \$11.8 million from the state last Tuesday, four years after the grant money was frozen during the state budget crisis and the financially strapped city was forced to borrow money, issue bonds and dip into own coffers to pay for projects.

Placentia received \$6.3 million Tuesday; \$5.5 million was disbursed to the city in January, though the city didn't announce it until last week.

"It hopefully puts one chapter, an unpleasant chapter, behind us," Mayor Scott Brady said. "It relieves our debt services and puts us more in line with other communities."

The money will help relieve Placentia's debt by about \$6.9 million, bringing it to about \$23 million, not counting a \$15 mil-

lion rail project debt, city spokesman Matt Reynolds said. The city had been warned by auditors that it was at its debt ceiling.

The city would regain a free and clear title to two of three parks being used as collateral for loans.

Koch and Los Vaqueros parks were pledged as collateral when the city issued certificates of participation (a financing mechanism similar to a bond) in order to raise the money to buy an Office Depot property in a right-of-way acquisition for a potential Placentia Avenue underpass.

City officials expect to use the funds to pay off debts incurred during the construction of the Melrose Street underpass and the purchase of the Office Depot property.

They also expect to fund construction of a pedestrian bridge at Bradford Avenue.

The remaining money will be used to build reserves and help pay for the Placentia Avenue underpass, officials said.

The California Transportation Commission had approved the state transportation grant funding, but then froze the money in 2002, when Placentia was in the midst of its rail projects, leaving the city scrambling to meet its construction and other obliga-

tions. Over the last three years, Placentia spent about \$4 million from its city budget to complete the Melrose Street underpass and issued the \$5.7 million certificate of participation for the Office Depot purchase.

At the time, city staff called and sent letters to the commission urging it to release the money, to no avail.

The city had to use its own money, drain reserves and borrow millions of dollars.

The city did not pay off the Office Depot debt in January, when it received its first installment of the money, because the terms of the certificate require 45 days notice before the city can pay off its debt, Reynolds said.

"We also had to wait for the entire amount to come in, in order to have sufficient funds to repay the bonds," Reynolds said.

With the Placentia underpass project stalled, the city will continue to receive some revenue from the Office Depot site; tenant ABC Billiard and Pool is paying \$11,440 a month.

Council members expect to formally vote on the expenditures at their April 4 meeting, City Administrator Bob Dominguez said.

## 337 Film screening

The Placentia Library will hold a free screening of the film "On Common Grounds" by the Fullerton filmmaker Ahmad Zahra at 6:30 p.m. on Monday, April 10. Panelists of different faiths and cultural backgrounds will be available for questions after the film.

"On Common Grounds" is a documentary about a group called On Common Grounds that travels to Mexico to build homes for homeless families. Despite the differences between their faiths and cultural backgrounds, individuals overcome their differences for a common goal.

For more information, call Mary Strazdas at (714) 528-1906.

### BRIEFLY

## 337 Books for sale

The Placentia Library's monthly used book sale is from 1 to 4 p.m. Sunday, March 12. The entire used book inventory is on sale. Enter at the loading dock. Call (714) 528-1925 for more information.

**pacific clippings**

p m b 1 1 7 8 9  
santa ana, calif. 92711

The Register Daily  
MAR 4 2006

**PLACENTIA 332**

**Library catalog:** Starting April 12, anyone with a Placentia library card will be able to obtain a card to access materials from the Yorba Linda Public Library. The Yorba Linda library is establishing an independent catalog that will allow for materials to be requested or placed on hold through their Web site. For information, call (714) 528-1906 or visit [placentialibrary.org](http://placentialibrary.org).

- Cindy Arora  
(714) 704-3706  
carora@ocregister.com

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Placentia News Weekly  
MAR - 2 2006

**If you like CSI...**

<sup>332</sup> Author D.P. Lyle will be at the Alta Vista Country Club at 10 a.m. Saturday, March 4, as the featured speaker at the Friends of the Placentia Library's annual Author's Luncheon.

Lyle has won the Macavity Award and been nominated for the Edgar award for his work, which includes "Murder and Mayhem: A Doctor Answers Medical and Forensic Questions for Mystery Writers" as well as a pair of thrillers.

Lyle is a practicing cardiologist, and has served as a consultant to several popular TV shows, such as "Law & Order," "CSI: Miami," and "Cold Case," as well as less popular TV shows such as "Judging Amy" and "1-800-Missing."

Tickets are \$35, and are on sale at the library.

**pacific clippings**

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The Register Daily  
MAR - 9 2006

# Railway pact to silence train whistles

<sup>332</sup> Placentia will ban the horns for now and hopes safety upgrades will make it a federal Quiet Zone for good.

BY SUSHMA SUBRAMANIAN  
THE ORANGE COUNTY REGISTER

**PLACENTIA • BNSF** Railway Co. will begin to install improved crossing gates Monday, ending months of delays in Placentia's effort to silence train whistles.

City leaders and rail-company negotiators reached the agreement even though the city has yet to resolve a dispute about an unpaid debt for related rail work.

BNSF says the installation should take about four months, just in time to meet a June 24 deadline set by the Federal Railroad Administration for the city to qualify for a temporary federal Quiet Zone.

Under the temporary whistle ban, the city would monitor the effect of new safety measures on traffic. If the measures increase safety, the city could then obtain federal approval for a permanent ban.

Residents have clamored for the Quiet Zone status since April 2001, when BNSF ceased to honor a voluntary whistle ban at 11 crossings because of liability concerns. Dozens of freight trains pass through the city daily.

"I'm really unhappy that our community has had to listen to train whistles for another year or two years because of a company that we simply can't control," Mayor Scott Brady said.

A series of bureaucratic delays - including city financial shortfalls - have dogged the effort, originally aimed at completion in August 2003.

The latest stems from BNSF's refusal to begin work until Placentia pays money owed for work on the Melrose Street underpass, part of a larger, long-term effort to eliminate crossings altogether.

The underpass diverts auto traffic beneath rail lines.

City officials estimate the debt to be less than \$70. The dispute has effectively halted the project since November.

"We've come to an agreement that the work will resume," said BNSF spokeswoman Lena Kent, who added that the rail company still has not agreed on the final debt.

The delay also led to higher costs.

The city on Tuesday agreed to allot an extra \$490,000 for the project, partly to cover revised estimates by BNSF for its work.

The increases bring Quiet Zone costs to \$9 million, Public Works Director Travis Hopkins said.

That's about \$4 million more than early project estimates in 2001. The rail company also said construction costs for its part of the project could increase further, but did not specify an amount, Hopkins said.

**CONTACT THE WRITER:**

(714) 704-3796 or

[ssubramanian@ocregister.com](mailto:ssubramanian@ocregister.com)

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Placentia News Weekly  
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**TODAY**

<sup>332</sup> 'Lapsit' stories for ages 2 and younger are read from 9:05 to 9:25 a.m. at the Placentia Library, 411 E. Chapman Ave. Free. Call (714) 528-1906, Ext. 212.

Story Times I and II for ages 5 and younger are held from 9:45 to 10:15 a.m. and 10:30 to 11 a.m. at the Placentia Library, 411 E. Chapman Ave. Free. Call (714) 528-1906, Ext. 212.

Placentia Presbyterian Church serves dinner at 6 p.m. at the church's Soup Kitchen, 849 N. Bradford Ave. Call (714) 528-1438.

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**ANNUAL MEETING**

<sup>332</sup> The Friends of the Library will hold its annual meeting at 6:30 p.m. on Monday in City Council chambers. Mystery writer Jan Burke will be the speaker. Dinner will follow in the Library meeting room. For information, call (714) 528-1925, ext. 210.

## **pacific clippings**

**p m b 1 1 7 8 9**  
**santa ana, calif. 92711**

Placentia News  
Weekly **MAR - 2 2006**

### **Books for sale**

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## **pacific clippings**

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Placentia News  
Weekly **MAR 2 3 2006**

### **UPDATE**

#### <sup>337</sup> THEN: JANUARY

The Yorba Linda City Council voted to establish an independent library catalog at the Yorba Linda Public Library to improve computer connectivity and to save money so the library could work on expanding its own collection, said assistant library director Melinda Steep.

### **NOW:**

Requests for Yorba Linda Public Library materials will be available only from the Yorba Linda website and catalog, and Yorba Linda Public Library materials will no longer be held for pickup in Placentia. The new rules were adopted on March 6.

### **WHAT'S NEXT:**

Beginning April 12, a Yorba Linda library card will be required to place requests on Yorba Linda materials. Placentia residents who want to borrow Yorba Linda materials will need to obtain a Yorba Linda Library card. Yorba Linda residents who want to borrow the Placentia Library District collections will need to obtain a Placentia library card. The Placentia Library District will continue to share a catalog and database with the Anaheim Public Library.

- Sushma Subramanian

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Placentia News  
Weekly **MAR 3 0 2006**

### **BRIEFLY**

#### <sup>337</sup> Film screening

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**santa ana, calif. 92711**

Excelsior  
Weekly **MAR 3 1 2006**

### <sup>337</sup> Película

Todos están invitados a ver la película "On Common Grounds", completamente gratis el lunes 10 de abril a las 6:30 p.m. en la Biblioteca de Placentia ubicada en el 401 E. Chapman Ave en Placentia.

Antes de la película se hablará de las diferencias entre religiones y sobre cómo mejorar las relaciones entre grupos de diferentes culturas.

Para más informes comuníquese al (714) 528-1906 ext.209





# 2 Indicted in Placentia Rail Project

The former public works chief, who won a lucrative consultancy, and the former city manager are accused of conflicts of interest.

By DAN WEIKEL  
 AND DAVID REYES  
 Times Staff Writers

Two former Placentia officials were indicted Wednesday on felony conflict-of-interest charges stemming from a controversial rail project that pushed the north Orange County city to the edge of bankruptcy.

After an 18-month investigation, the Orange County district attorney's office obtained grand jury indictments against former Public Works Director Christopher Becker, 46, of Rancho Santa Margarita and retired City Manager Robert D'Amato, 69, of Placentia.

Becker and D'Amato oversaw the formation and operation of OnTrac, an ambitious project to rebuild the rail corridor through the city's historic Old Town in an effort to spur redevelopment. The plan included lowering five miles of track into a concrete trench.

Meyer, said city officials "gave wholehearted approval" to the contracts in question and that his client secured tens of millions of dollars in government funding to rebuild the rail corridor.

Meyer said prosecutors waited too long to bring the charges, in violation of the statute of limitations, and failed to mention that Becker reimbursed the city for his public works salary.

"It is unfair and outrageous to wait five years and receive millions in [funding] before raising such a technical complaint," Meyer said. "The law, the facts and basic fairness are on our side."

Ronald Brower, D'Amato's attorney, said his client was advised of Becker's possible conflict of interest by the city's attorney. But he said the attorney also told D'Amato that if Becker's deal was approved at a public meeting and that if D'Amato received no compensation, "there would be no violation" on D'Amato's part.

D'Amato "received no compensation."

[See Placentia, Page B5]

Both are accused of violating state conflict-of-interest laws that prohibit public officials from influencing government contracts in which they have a financial stake.

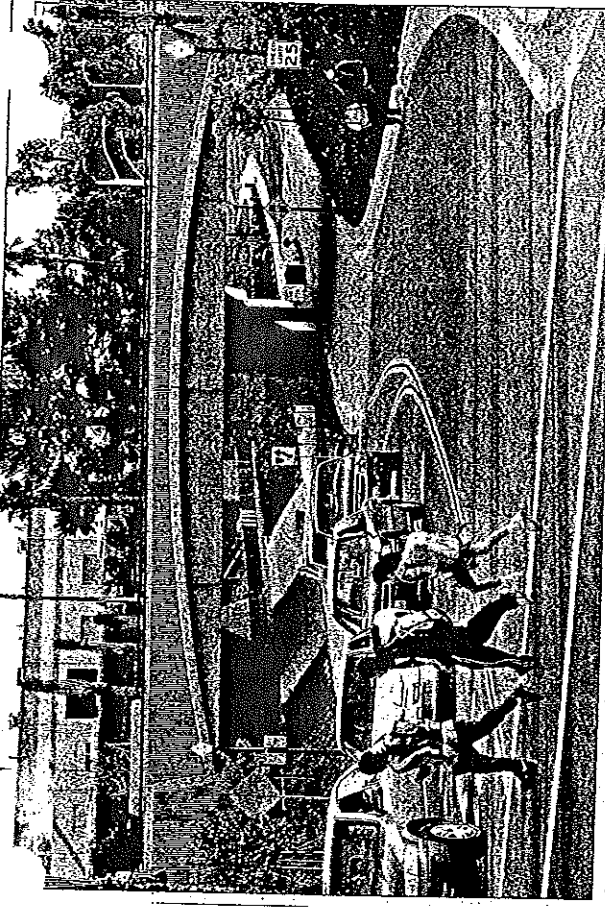
"City officers have a public duty, and one of them is not to turn around and use information gleaned from their service to get a lot of money," said Deputy Dist. Atty. Camille Hill, who is handling the case.

Prosecutors allege that Becker, as the city's public works director, illegally participated in the creation of OnTrac in April 2000 and his hiring by the city that month to manage the project as a private consultant. He also was allowed to stay on as public works director for more than two years.

Becker's original consulting contract guaranteed him \$450,000 a year for 10 years, making him one of the highest paid transportation officials in the nation. His contract was scaled back in 2003 amid controversy over his pay and OnTrac's expenditures. Prosecutors allege that he made more than \$1.3 million from the arrangement, plus city benefits as public works director.

D'Amato, who retired as city manager in December 2003, allegedly participated in the creation of OnTrac and Becker's contract even though he was warned that there were potential conflicts of interest.

D'Amato is accused of failing to investigate the situation despite warnings from the city attorney about potential conflicts within weeks of the creation of OnTrac. Instead, D'Amato allegedly withheld information or misinformed other city officials regarding the potential conflicts and the legality of the contracts, Becker's attorney, Paul S.



**STREET IMPROVEMENT:** Shown in January 2005, this stretch of Metrose Street had just opened as a rail underpass. It was part of a massive project that nearly bankrupted Placentia, a city of 50,000.

Photographs by CHRISTOPHER COTTELL for Los Angeles Times

## 2 Indictments Stem From Costly Placentia Rail Work

[Placentia, from Page B1]

penation or any award of any kind," Brower said. Hill, the prosecutor, said D'Amato knew that Becker intended to commit a crime and aided him. "There's no need to prove any compensation or award was given to D'Amato," she said.

The investigation began after Citizens for a Better Placentia, a grass-roots organization, filed a complaint with the district attorney in mid-2004. The county grand jury heard testimony from 30 witnesses in February and March this year.

"This is about holding individuals accountable who have apparently failed in their duties and loyalties to the citizens and city of Placentia — those they have sworn to serve," said Craig Green, a member of Citizens for a Better Placentia.

OnTrac was envisioned as one of the largest public works projects in Orange County, an enormous undertaking for a town of 50,000 with a \$25-million annual budget. Planners had hoped to raise



**INDICTED:** While public works chief, Christopher Becker became the project's manager as a private consultant.

Improve the movement of freight to and from the ports of Los Angeles and Long Beach. Since the late 1990s, the project's estimated cost nearly doubled to \$656 million.

Trac afloat during a budget crunch that compelled officials to cut public services, lay off staff, sell parkland and borrow tens of millions of dollars. The council also reduced the project's near-total reliance on expensive private consultants.

The lack of sufficient federal funding forced the abandonment of most of the project late last year. Becker was replaced in November by an engineering firm.

"There have been wholesale changes to OnTrac. We've tried to mend some of the earlier poor decisions," said Mayor Scott P. Brady. D'Amato and Becker "will now get their day in court and have the chance to explain themselves to their peers."

D'Amato and Becker appeared briefly Wednesday in Orange County Superior Court. Their arraignments were postponed until May 31. If convicted, each could get up to three years, eight months in state prison. A conviction also could result in the forfeiture of any earnings from the contracts in question.

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# Downtown makeover

Design firm Moule & Polyzoides gathered community ideas last week to help shape a plan to remake Placentia's Old Town area, including plazas at both sides of the train tracks, more homes and more businesses. See page 4 for more.



Luis Bravo and Jon Cassidy,  
Placentia News-Times



Voices

"I think it's a very ambitious project. I'm very impressed with the effort and the logistics it took to put this off."

CHRIS SCHAEFER

"I love it. They've done a really good job of proscribing our downtown. That's been a big concern."

JEANNETTE GARDNER

"I think it's fabulous. It's something we've been waiting for for years - a vision."

JIM GAFFNEY

"I think it's great as long as we take a fiscally stable, sound approach."

CEAL GREEN

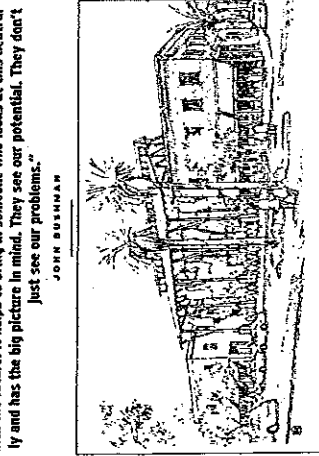
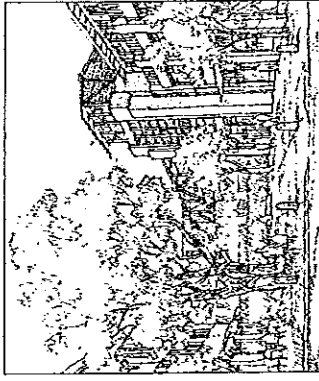
"They've taken a professional approach to blending the city's past with the future. It helps to bring in someone who looks at this neutrally and has the big picture in mind. They see our potential. They don't just see our problems."

JOHN BUSHMAN

RENDERINGS COURTESY OF MOULLE AND POLYZOIDES

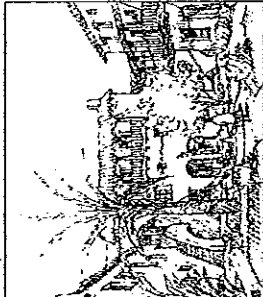
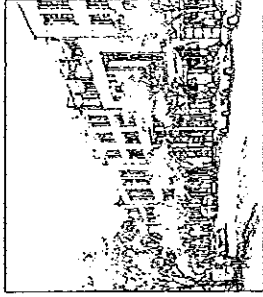
THE FUTURE:

A vision of things to come, if the designer's plans for downtown Placentia come to fruition.



The Charette

The French word "charette" means "cart" and is often used to describe the final, intense work effort expended by art and architecture students to meet a project deadline. This use of the term is said to originate from the Ecole des Beaux Arts in Paris during the 19th century, where professors circulated a cart to collect final drawings, while students frantically worked to complete them. The charette drew up the beginnings of its specific plan at a week-long planning session called a Charette which allowed residents to provide input on engineers and architects' plans before they were finalized. About 40 community members attended daily meetings. Some 18 consultants, involved in various elements of the downtown design - including building, traffic, acoustic, design, retail, landscape, historical preservation and finance - helped to craft the report.



# A vision for downtown

After a week of intensive discussions, a design team pursues its vision of what Old Town Placentia could become.

BY SUSANNA SUBRAHMANIAN  
PLACENTIA SUBRAHMANIANS

After years of false starts, city leaders and community members heralded a new plan for Old Town Placentia, an area with a mix of plazas, bridges, homes and new shops.

The trick, said some, will be in making it a reality. Design firm Moule & Polyzoides introduced its plan Friday to join Placentia's historic Placita Santa Fe with a new shopping area south of the train tracks that cut through the city.

The developments would transform the city's Old Town, which has suffered grating problems, crumbling sidewalks and faded paint, into a complex, vibrant, south-side community.

"I was really concerned when they started that they'd never be able to blend the two districts, and they've done a wonderful job," said Historical Committee member Joanne Gardner.

The firm's plan, created after a week of gathering community input, includes three plazas, a four-story parking garage and new walkways.

The new walkways would be laid out in a grid pattern, bisecting the downtown, but with

additional steps in building a plaza where new shops could buy fresh vegetables, meats and specialty foods.

The south-side shopping center would be anchored by a grocery store and filled out by flower, apparel, hardware and office supply stores, one of the firm's consultants said.

About 130,000 to 140,000 square feet of commercial space would be added to the area south of the railroad tracks.

The retail space would help generate about \$24 million in revenue each year, consultants estimated.

"I think it's rare that the community gets to not just see the future of the city, but to participate in it," Mayor Scott Brady said.

Placentia has been changed in the past, for rest, returning to residential during efforts to redevelop the same area in the 1970s and 1980s.

Residents praised the plan

for incorporating ideas left out of past joint proposals.

Sally, some said the proof will be in how the city follows through.

"I think the concept is fascinating. If you could snap your fingers and have it happen, it would be wonderful for the community," Councilman Russ Rice said.

ASPECTS

**Historic**  
The Cavalry Church, the former City Hall and the old telephone exchange are historical structures that are being preserved.

**Retail**  
Aside from the neighborhood shopping complex south of the tracks and the restaurants along Santa Fe Avenue, the best place for new retail in the city would be along major thoroughfares such as the Riverside (61) and Orange (67) freeways and Orangehorpe Avenue, one of the firm's consultants said.

WHAT'S NEXT

Moule & Polyzoides will take 60 days to complete the plan, followed by nine months for an environmental impact report. The City Council would then vote on the final proposal next year.

incorporating ideas left out of past joint proposals.

Sally, some said the proof will be in how the city follows through.

"I think the concept is fascinating. If you could snap your fingers and have it happen, it would be wonderful for the community," Councilman Russ Rice said.

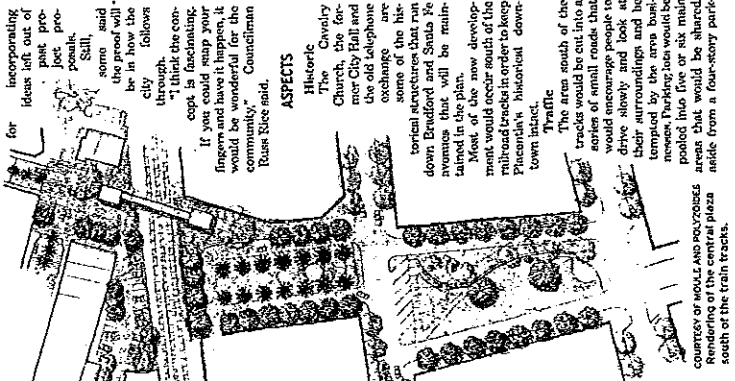
The bulk of the financing would come from developers, through a property tax paid to the Redevelopment Agency for increased property value created by the investments and the redevelopment.

Other options outlined by the group's financial specialists include a municipal bond that would be repaid through redevelopment revenues, business assessment, business pay property taxes in exchange for services such as parking facilities district.

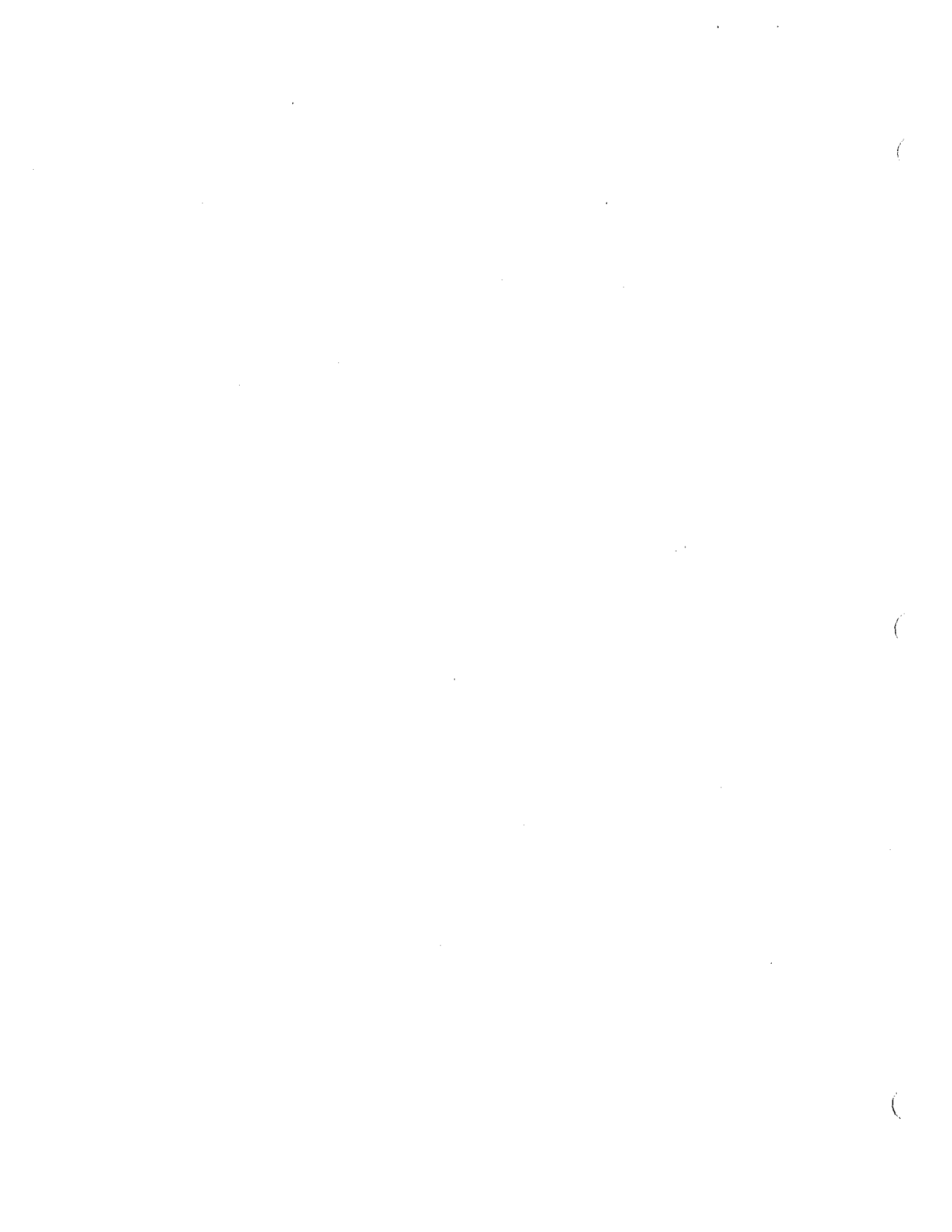
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RENDERING OF THE CENTRAL PLAZA SOUTH OF THE TRAIN TRACKS. COURTESY OF MOULLE AND POLYZOIDES



SAFETY COMMITTEE MEETING  
FEBRUARY 23, 2006  
MINUTES

I. Call to Order: 8:30 A.M.

Members Attending: Esther Guzman  
Katie Matas  
Wendy Goodson

Members Absent: Caroline Gurkweitz

III. Old Business

1. The fire extinguishers were checked by Katie Matas on March 30, 2006.
2. The broken Koala Seat in the public women's restroom was removed. A new one was ordered but has not arrived.
3. "Electrical Safety" and "Protecting Your Eyes" handouts were distributed at the March 1, 2006 staff meeting, and "Hazard Recognition and Control" handouts were distributed at the March 15, 2006 staff meeting.
4. A bulky item discard pick-up was completed.

IV. New Business

1. The furnace room was cleaned on March 26, 2006.
2. The City Maintenance department was called to repair the tiles in the lobby.
3. The locks on the Children's department restrooms were repaired.

The next meeting will be April 20, 2006 at 10:30 A.M.

Respectfully submitted,



Katie Matas



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**PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES**

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**TO:** Library Board of Trustees

**FROM:** Elizabeth D. Minter, Library Director *EDM*

**SUBJECT:** Legislative Issues and a Review of the Status of the State Budget and State Library Budget

**DATE:** April 17, 2006

**BACKGROUND**

The Legislative information is included with Agenda item 26.

In response to the California Special Districts Association request dated March 31, 2006, a letter of opposition for Senate Bill 1317 was sent to Senator Bob Margett with copies to members of the Senate Local Government Committee. A copy of the letter is Attachment A.

The District's internet access has been unavailable since Wednesday morning, April 20 so information that has arrived since that time will be presented at the Library Board meeting.

**RECOMMENDATION**

Action to be determined by the Library Board of Trustees.

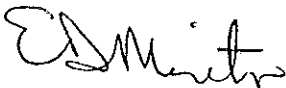




because they get too little property tax, or for other reasons? Following such an analysis, the Legislature would be in a much better position to determine if incentives, such as more property tax revenues, are necessary to assist cities and counties in their decision-making process relating to siting new generation facilities.

We appreciate the opportunity to advise you of our opposition to Assembly Bill 737 and we respectfully urge your nay vote.

Sincerely,



Elizabeth D. Minter  
Library Director

CC: Honorable Tom Torlakson, Room 4032 (Fax: 916/445-2527)  
California Special Districts Association (Fax: 916/442-7889)

Senator Christine Kehoe, Chair (San Diego)  
Room 3086  
Fax: 916/327-2188

Senator Dave Cox, Vice Chair (Eastern side of northern California, west to Sacramento)  
Room 2068  
Fax: 916/324-2680

Senator Ackerman (Northern California's central counties, from the Oregon border down to Sacramento)  
Room 305  
Fax: 916/445-9754

Senator Mike Machado (Northern Central Valley, from Yolo County down to Manteca)  
Room 5066  
Fax: 916/323-2304

Senator Tom Torlakson (Contra Costa County)  
Room 4032  
Fax: 916/445-2527

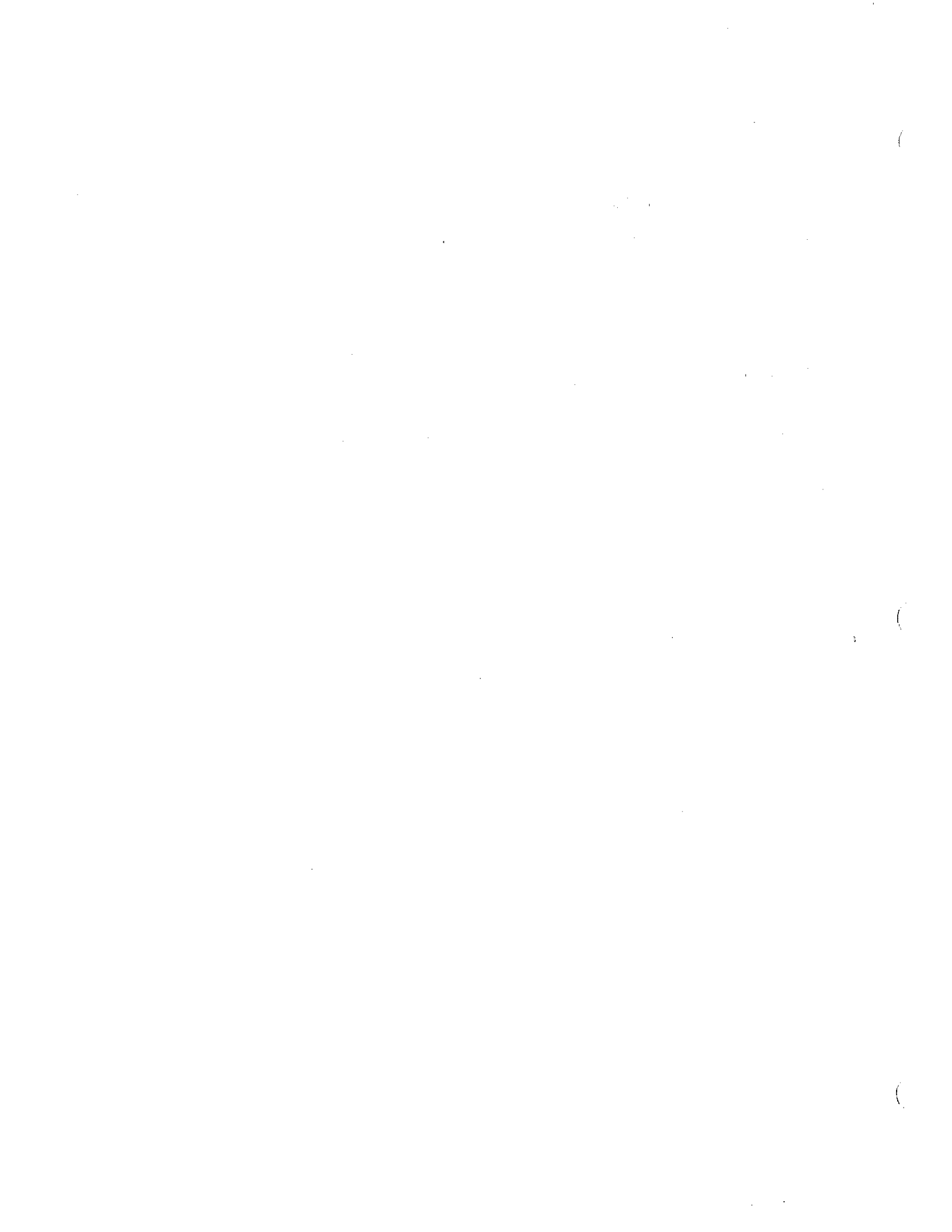


TO: Elizabeth Minter, Library Director  
FROM: Vernon Napier, Technical Services Manager  
DATE: April 10, 2006



**SUBJECT: Website update**

At the Board meeting scheduled for April 17, 2006, I will demonstrate the updated website, showing the alterations and additions suggested to me since the last meeting. I am working towards going live with the website in early May.




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**PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES**

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**TO:** Library Board of Trustees  
**FROM:** Elizabeth D. Minter, Library Director   
**SUBJECT:** Strategic Planning Update  
**DATE:** April 17, 2006

**BACKGROUND**

This item was deferred from the March 28, 2006 Library Board Meeting. A presentation will be made by the Library Director. There are no materials for this item.

**RECOMMENDATIONS**

Action to be determined by the Library Board of Trustees.



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## PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

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**TO:** Library Board of Trustees  
**FROM:** Elizabeth D. Minter, Library Director *EDM*  
**SUBJECT:** **Redevelopment Pass Through Funds and Developer Fees**  
**DATE:** April 17, 2006

### BACKGROUND

At its regular meeting on March 28, 2006 the Library Board requested a presentation on Redevelopment pass through funds and developer fees. Both of these items had been discussed at the annual seminar for the California Association of Library Trustees and Commissioners (CALTAC).

#### Redevelopment Agencies

The California Redevelopment Agency provides the following definitions of redevelopment:

- ☐ Redevelopment is a process created through State of California legislation to assist city and county governments in eliminating blight from a designated area, and to achieve desired development, reconstruction, and rehabilitation including residential, commercial, industrial, and retail land uses.
- ☐ "Redevelopment" can be defined as: "The planning, development, replanning, redesign, clearance, reconstruction, or rehabilitation, or any combination of these, of all or part of a survey area, and the provision of those residential, commercial, industrial, public, or other structures or spaces as may be appropriate or necessary in the interest of the general welfare, including recreational and other facilities incidental or appurtenant to them..." (California Health & Safety code 33020(a)).
- ☐ A redevelopment agency must first establish a redevelopment area before it can undertake any of the activities allowed under California Law. Establishing a redevelopment area is a highly public process. A proposed project area must be blighted, and the existence of that blight must be definitively demonstrated.
- ☐ Redevelopment activities are funded through a pioneering concept approved by the voters of the State of California known as "Tax Increment Financing," or TIF for short. When a redevelopment area is formed, the property tax values on the tax roll at the time of formation become a property tax "base" for redevelopment funding purposes. Through the efforts of a redevelopment agency to improve economic, environmental, social, and structural conditions in the area, property values presumably will increase. As these values increase, a portion of the value in excess of the "base year" becomes the incremental assessed value, or tax increment

revenue, and is used by a redevelopment agency to fund its activities. In this way, a redevelopment agency receives funding for further activities only if it is successful in improving the area's overall economic health and vitality. It is important to note that redevelopment agencies do not possess any power to tax or assess.

- ☐ In addition, agencies are required by law to designate and spend at least 20% of their tax increment funds on low- and moderate-income housing.
- ☐ The State of California sets firm restrictions on what a redevelopment agency can and can't spend TIF funds on, and establishes public reporting requirements and other measures of public accountability.
- ☐ In more general terms, redevelopment is one of the most effective ways to breathe new life into deteriorated areas plagued by physical, environmental or economic conditions which act as a barrier to new investment by private enterprise.
- ☐ Through redevelopment, a project area will receive focused attention and financial investment to reverse deteriorating trends and structures, create jobs, revitalize the business climate, rehabilitate and add to the affordable housing stock, and gain active participation and investment by citizens which may not otherwise occur in areas where the private sector are less inclined to invest without governmental assistance.

The Redevelopment Agency for the City of Placentia consists of the Placentia City Council. It maintains separate minutes but meets at the same time as the regular City Council Meetings. Leigh De Santis is the staff manager for Redevelopment.

When I asked Ms. De Santis about pass through funds for Placentia Library District she explained that it has been a number of years since the Redevelopment Area has been amended, the last time being in 1990, prior to my arrival at Placentia Library District. In the early years of Redevelopment Agencies there were no pass through provisions. For over a decade fees were negotiable between property tax agencies and the Redevelopment Agencies. For example, Placentia Library District would have received a notice in 1990 about the proposed City of Placentia Redevelopment Agencies amendments and could at that time have applied for a pass through. In 1994 AB1290 abolished the authority of local redevelopment agencies to enter into separate agreements with other taxing entities to address the adverse fiscal effects caused to those entities by redevelopment plans. Beginning with AB1290 in 1994 the pass through to other agencies became automatic for any new or amended redevelopment areas.

The Board may want to consider hiring a financial consultant to review the current City of Placentia Redevelopment Agency activities to ensure that the proper pass through, if any, is being allocated. I have identified the names of several firms who are qualified to do this type of work. One of these firms is *NBS*. According to Ms. De Santis these issues are regularly addressed in the work of the Redevelopment Agency and that the amount of the pass through is currently spell out in the California Code. *Tavel*

#### Developer Fees

Developer fees are usually sought by agencies experiencing new growth although they can also be used for individuals taking out licenses for expansions or improvements to their homes.

With the exception of Banning Library District most of the public libraries taking advantage of developer fees are city or county libraries. In these cases they have the statutory authority to collect the fees.

In the case of the school district if anyone wants to take out a license they have to get a release from the school district saying that the appropriate developer fee has been paid. The City does not collect the money.

For independent library districts the issue of developer fees is a gray area. The Districts would need to be dependent on a strong relationship with the agency issuing the permits, in this case the City of Placentia. The City has no statutory requirement to cooperate with any developer fees for an independent special district in the way that it does for a school district because the school districts have a statutory authority.

If an independent library district would want to negotiate developer fees with the City of Placentia there would need to be a formal study (by a financial consultant/engineering firm) to establish the cost per unit or per square foot. Banning Library District (formerly a school district library) is currently working on this with a firm in Newport Beach that also works with Placentia/Yorba Linda Unified School District.

Does the Library Board want to talk with the City of Placentia to find out how amenable it is to the Library creating a developer's fee program? Does it want to address new construction only or all additions/remodels over a specified square footage? This activity would involve seeking legal counsel as well as technical consultants. I received my information from David Taussig & Associates in Newport Beach and it represents water and sanitation districts, one library district (Banning), cities and school districts.

#### **RECOMMENDATION**

Action to be determined by the Library Board of Trustees






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**PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES**

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**TO:** Library Board of Trustees  
**FROM:** Elizabeth D. Minter, Library Director   
**SUBJECT:** Budget Priorities for Fiscal Year 2006-2007  
**DATE:** April 17, 2006

**BACKGROUND**

This item was deferred from the March 28, 2006 Library Board Meeting. A presentation will be made by the Library Director. There are no materials for this item.

**RECOMMENDATION**

Action to be determined by the Library Board of Trustees



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**PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES**

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**TO:** Library Board of Trustees  
**FROM:** Elizabeth D. Minter, Library Director *EM*  
**SUBJECT:** Budget Priorities for Fiscal Year 2006-2007  
**DATE:** April 17, 2006

**BACKGROUND**Revenue Assumptions

☞ Neal Gruber, Orange County Auditor's Office of Property Tax Allocation, estimates that the property tax growth rate for Fiscal Year 2006-2007 will be approximately the same as Fiscal Year 2005-2006. The actual last year was 11.15%. I am recommending budgeting for 9.0% over the current year estimate from the Auditor: \$1,432,742.06 plus 9% (\$128,946.79) for \$1,561,688.85. Mr. Gruber estimates that there will be a distinct slowing in property tax growth by the time of the Fiscal Year 2007-2008 Budget because of changes in the real estate market.

Mr. Gruber also estimated that there would be a continued slowdown in the rate for unsecured. The actual for last year was -2.23%. I am recommending budgeting for -5% over the current year estimate from the Auditor: \$60,928.84 minus 5% (\$3,046.44) for \$57,882.40.

- ☞ I estimate that local revenue will remain fairly constant. The loss in Passport processing is being offset by photo fees and notary fees.
- ☞ I estimate that the State Library reimbursements will remain fairly constant will no increase in either the Public Library Fund or Literacy grants. The only area at risk is interlibrary loan reimbursements because of the withdrawal of Yorba Library Public Library from the Tri City Library Network and the loss of delivery service to that Library.
- ☞ The net increase in budget will be approximately \$125,900.

Expenditure Possibilities

- ☞ COLA information will be available on Wednesday, April 19. It looks as if it is going to be in the 5% range. A change in minimum wage would affect the Page salary rates. A 5% increase in personnel costs would equal approximately \$50,000.
- ☞ A 10% increase in medical benefits would equal approximately \$12,915.

- 📖 The addition of 1.0 FTE Library Assistant would equal approximately \$47,900. This position, actually probably two half time positions (making two current half time positions full time) will allow for activities related to the Strategic Plan – expanding the relationship with area schools, establishing a formal home schooling support program with parents and students, expanding Library programming and web site activities and creating programs for retirees.
- 📖 Adding to the Library Materials Budget at 10% would equal approximately \$10,000.
- 📖 Absorbing increases in supplies and services would equal approximately \$5,000.
- 📖 Staff is looking at some savings in telecommunications costs that will be used to offset other fee increases in supplies and services.
- 📖 Literacy Services has applied for grants to expand the homework club programs.

Placentia Library District  
Fiscal Year 2006-2007 Budget Priorities  
April 17, 2006

Category	Revenue Changes	Expenditure Changes	Balance
			\$0
Secured property tax	\$128,947		\$128,947
Unsecured property tax	(\$3,046.44)		\$125,900
Salary COLA		\$50,000	\$75,900
Medical Benefits		\$12,915	\$62,985
1.0 FTE Library Assistant		\$47,900	\$15,085
Library Materials Increase		\$10,000	\$5,085
Supplies & Services Increase		\$5,000	\$85

**RECOMMENDATION**

Action to be determined by the Library Board of Trustees

*Thurs of home.*  
Cola - plus step  
AL - drug merit

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**PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES**

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**TO:** Library Board of Trustees  
**FROM:** Elizabeth D. Minter, Library Director *EDM*  
**SUBJECT:** Review of Placentia Library District Medical Benefits Program for Staff  
**DATE:** April 17, 2006

**BACKGROUND:**

Placentia Library District's medical insurance policy with Blue Cross of California is up for renewal. The District's Medical Insurance Broker, Stormy Waldeck, will be at the Library Board meeting to review the options for renewal, including a change to the new Special District Risk Management Authority coverage.

A copy of the Blue Cross renewal information is Attachment A.

**RECOMMENDATION:**

1. Determine the provider and plan level for the medical insurance coverage for Library Staff for the next year.
2. Authorize the Library Director to sign all contract documents related to the provision of medical insurance coverage.



*Thank you* for choosing health care coverage from industry leaders, Blue Cross of California and BC Life & Health Insurance Company. It's been our privilege to help you provide your employees with valuable health and financial protection.

We take seriously our job of constantly monitoring trends that contribute to the rising cost of coverage and raise premiums only after all other solutions are exhausted. At this time, we find that we must:

- Raise medical rates due to rising costs, plan utilization and other trends;
- Modify some medical plan benefits but not deductibles, copays/coinsurance or out-of-pocket maximums

*Dental coverage has also been updated, eliminating waiting periods on our Silver, Gold, Gold Preferred, Platinum, Platinum Preferred and Dental Net plans. Dental Net has additional changes as well.*

At the top of the next page, you will find all changes listed. They are effective on **May 1, 2006**. You have a special open window from May 1 to July 1, 2006 to make plan changes. This booklet will provide you with options to consider in keeping with your budget or other priorities. On the last pages, there are instructions and simple forms you may use when requesting a plan change.

Please contact your Blue Cross agent or call (800) 627-8797 if you have any questions. We appreciate your business and we are ready to help make this process easier for you.

Sincerely,



Steve Synott, General Manager  
Small Group Services

Changes effective on May 1, 2006 for:  
PLACENTIA LIBRARY

Your open window is from May 1, 2006  
to July 1, 2006.

Your Blue Cross Agent is:  
WILLIAM A WALDECK  
949-724-0844



*This package has been  
prepared especially  
for you*





**YOUR GROUP IS RECEIVING THE FOLLOWING CHANGES**  
(SEE THE "WHAT'S CHANGING?" SECTION OF THIS BOOKLET FOR COMPLETE DETAILS)

Medical Plan Rate Increase

Medical Plan Changes

**GOOD NEWS - No Reductions on Key Benefits**  
(Deductibles, Co-Pays/Co-Insurance or Out-of-Pocket Maximums)

**YOUR GROUP MAY BE ELIGIBLE FOR SPECIAL SAVINGS**

By adding \$25,000 or more of Life Insurance and any insured Dental Plan, you could qualify for up to a 6% savings on both your Life and Dental premiums.

Ask your agent for details.

*What's in this booklet to help you:*

Information about health care costs and price control ..... **See next page for discussion**

Specific details about your coverage changes ..... **"What's Changing?" Section**

Included are census reports showing how these changes will impact your current group coverage; price sheets; upgrade and downgrade suggestions in case you want to request changes during your open window, and other information.

*Easy next steps:*

**If you want to maintain your current coverage, modified as shown above,** simply keep paying your monthly premium at the new rate. That's it!

**If you want to make changes during your open window,** see the "What Are My Options?" Section for information about:

- Options available to change medical plans
- Options for dental, vision and life coverage

*Also enclosed in your package:*

For each member: personalized packets including a letter, plan changes summary, informational flyers, important updates to keep with their plan documents ..... **"Please Distribute" Cover Sheet**

For Group Administrator: New Amendments and Endorsements and important information about Medicare Part D ..... **Stand-alone Enclosures**



## *Health care costs and premium prices ... how does this affect my business?*

**Health care premiums are directly related to shifts in medical technology and socioeconomic trends that drive the cost of health care.**

According to a recent study by PricewaterhouseCoopers for The American Association of Health Plans (AAHP), medical premiums have risen in recent years for a handful of reasons:

- Spending on prescription drugs and new medical technologies
- Physician and network expenses (including hospital consolidations)
- Costs of litigation and risk management

No matter what the experts determine, rising costs and their impact on premium prices are a concern for all of us.

*"We approach a rate increase with the utmost discipline. Before we raise rates, we make sure we are doing as much as we can to control costs, and we use our resources as one of the largest providers of health care benefits in the nation to help solve the dilemma of rising health care costs."*

Steve Synott, General Manager, Small Group

### **What is Blue Cross doing to help control costs?**

Our experience within the health benefit industry allows us to anticipate changes in the cost of care and provide the leadership to implement solutions where possible.

- In areas where we see cost trends rising, we develop plan designs that incorporate choices that can lessen the impact of those changes and give consumers more control over health care spending decisions.
- Our network of physicians and hospitals is one of the largest in the state and the nation. This ensures that you receive special, negotiated rates when you present your Blue Cross membership card to your in-network doctor.
- By thoroughly monitoring formularies of medications and by adding less expensive drug alternatives when possible, we maintain quality care.

And, to give you as much stability as possible, we do our best to limit the frequency of rate changes.

*"We work diligently to balance the need to offset rising health care costs with the desire to maintain a product portfolio that provides a great deal of value and financial protection to our current and future members."*

Mary Floyd, Vice President, Agency Sales



# What's Changing and What's Not?

## ***What's Not Changing?***

*Good News!* There are no significant medical benefit changes affecting your copayments/coinsurance, deductibles or out-of-pocket maximums.

## ***What's Changing?***

In this section, you will find details about the changes, including benefit reductions, in your group's coverage. Look in the next few pages for:

- Census report(s) showing what is changing based on your current coverage selections
- Census report legend
- Rate sheet(s)
- Upgrade and Downgrade suggestions for you to consider in case your needs have changed
- Other plan information

You may also be receiving a Risk Adjustment Factor (RAF) change. To help understand what this means, please note that small group premiums are based on cost trends in geographic areas and other factors that determine the standard rate for each medical plan. A RAF is then established for your group based on your group's health history and other factors that may help us predict your future costs. Your group's final medical rates are determined by multiplying the standard rate times your RAF.

As you review this section, please remember that Blue Cross gives you **many** options if your needs have changed during the past year. Look in the "*What are My Options?*" section for ways to control costs and other possibilities you might want to consider. Look on the last two pages for simple instructions and forms that make requesting changes easy.

***If you have any questions, please contact your Blue Cross agent or call us at (800) 627-8797.***

**What's Changing?**



CENSUS SHEET LEGEND

Medical Contract Code Listing:

CONTRACT CODE	PLAN NAME
5030	Premier PPO \$20 Copay Plan
5031	PPO \$30 Copay Plan
5032	PPO \$40 Copay Plan
5033	Basic PPO Plan
5034/5036/5038/5202	HMO 100% Plan
PD40/PD41	Classic HMO Plan
8977/8980	Saver HMO Plan
PD56	Power Select HMO
8978/8979	High Deductible EPO Plan
8982	Premier PPO \$10 Copay Plan
NM01	Saver HMO Plan
PE24	Advantage PPO \$25 Copay Plan
PD40/PD41	Classic HMO Plan
P942	PPO Power Health Fund \$750
P943	PPO Power Health Fund \$500
T159	PPO \$35 Copay GenRx
V469	PPO 2400 HSA Compatible
V471	PPO 3500 HSA Compatible

Dental Contract Code Listing:

CONTRACT CODE	PLAN NAME
2461	Standard PPO Dental
5198	High Option Fee-For-Service Dental
5199	High Option PPO Dental
5201	Standard Option Fee-For-Service Dental Plan
QI4R/QI4S	Dental Net Plan
SMG0	Basic Option PPO Dental Plan
SMG1	Basic Fee-For-Service Dental Plan
ZE70	Blue Cross Dental SelectHMO Plan
G890	Voluntary PPO Dental Plan
G891	Dental Saver SelectHMO Plan
G892	Voluntary PPO Dental Plus Plan
P971	Platinum Preferred 2000 2-24
P970	Platinum Preferred 2000 25+
P975	Platinum 2000 2-24
P974	Platinum 2000 25+
P979	Gold Preferred 1500 2-24
P978	Gold Preferred 1500 25+
P983	Gold 1500 2-24
P982	Gold 1500 25+
P987	Silver 1000 2-24
P986	Silver 1000 25+

Age Listing:

Age Code	Description
A	Under 30
B	30-39
C	40-49
D	50-54
E	55-59
F	60-64
G	65 and over, Blue Cross primary
H	65 and over, Medicare Primary

Type Listing:

Type Code	Description
A	Single Male Subscriber
B	Single Female Subscriber
C	Male Subscriber with Spouse/Domestic Partner
D	Female Subscriber with Spouse/Domestic Partner
E	Male or Female Subscriber with Dependent Child(ren)
F	Male Subscriber with Family
G	Female Subscriber with Family
L	(Dental only) Male or Female Subscriber with 2 or more Children







**SMALL GROUP MEDICAL CENSUS**  
5/1/2006



**BROKER:** WILLIAM A WALDECK

**GROUP NAME:** PLACENTIA LIBRARY

**GROUP #:** 323019

**WORK LOCATION:** 3907

**CURRENT MEDICAL RAF:** 1.10

**NEW MEDICAL RAF:** 1.10

*copy of group on 5/1/06*

Age	Type Area	Subscriber Name	Contract Code	Medical Product Name	Current Rates		New Rates		Total New Rate
					Emp.	Dep(s)	Emp.	Dep(s)	
60-64	A	Gary H. Bell	5038	HMO 100%	690.00		794.00		794.00
0-29	B	Nadia B. Dallstream	5038	HMO 100%	229.00		264.00		264.00
0-29	D	Yesenia Gomez	5038	HMO 100%	229.00	376.00	264.00	431.00	695.00
30-39	D	Wendy G. Goodson	5038	HMO 100%	293.00	429.00	337.00	493.00	830.00
55-59	B	Caroline E. Gurkweitz	5038	HMO 100%	510.00		586.00		586.00
40-49	E	Katherine L. Matas	5038	HMO 100%	323.00	285.00	371.00	327.00	698.00
60-64	D	Elizabeth D. Minter	5038	HMO 100%	690.00	577.00	794.00	662.00	1456.00
60-64	C	Vernon J. Napier	5038	HMO 100%	690.00	577.00	794.00	662.00	1456.00
30-39	A	Manuel Perez	5038	HMO 100%	293.00		337.00		337.00
40-49	B	Beatrice V. Quintanar	5038	HMO 100%	323.00		371.00		371.00
30-39	D	Laranne M. Remling	5038	HMO 100%	293.00	429.00	337.00	493.00	830.00
60-64	F	James A. Roberts	5038	HMO 100%	690.00	781.00	794.00	897.00	1691.00
40-49	B	Julie L. Shook	5038	HMO 100%	323.00		371.00		371.00
55-59	B	Toby R. Silberfarb	5038	HMO 100%	510.00		586.00		586.00
60-64	B	Mary C. Strzadas	5038	HMO 100%	690.00		794.00		794.00
40-49	B	Estella A. Whnek	5038	HMO 100%	323.00		371.00		371.00
<b>Total for Group</b>					<b>\$7,099.00</b>	<b>\$3,454.00</b>	<b>\$8,165.00</b>	<b>\$3,965.00</b>	<b>\$12,130.00</b>

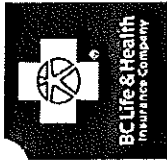
PLEASE NOTE: Census based on enrollment on 2/18/2006. Age, area, and enrollment changes after this date may not be reflected on this report.

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# Need a lower cost option?

Blue Cross offers many different plans and financing options to help employers balance cost and coverage demands. For example, here is how your monthly cost could change by selecting a less expensive plan. **Please ask your agent or visit our website at [www.bluecrossca.com](http://www.bluecrossca.com) for other options available to you.**

Group Name: PLACENTIA LIBRARY      Agent Name: WILLIAM A WALDECK  
 Group Number: 323019      Work Location: 3907  
 Rate Adjustment Factor: 1.10      Rates Effective: 5/1/2006

Age	Type	Area	Subscriber Name	Less Expensive Option #1		Less Expensive Medical Plan		Less Expensive Option #2		Less Expensive Medical Plan		Total	
				Plan Description	Employee	Dependent(s)	Total	Plan Description	Employee	Dependent(s)	Total		
60-64	A	04	Gary H. Bell	Classic HMO	689.00		689.00	Saver HMO	655.00		655.00	655.00	
0-29	B	04	Nadia B. Dallstream	Classic HMO	229.00		229.00	Saver HMO	222.00		222.00	222.00	
0-29	D	04	Yesenia Gomez	Classic HMO	229.00	373.00	602.00	Saver HMO	222.00	350.00	572.00	572.00	
30-39	D	04	Wendy G. Goodson	Classic HMO	293.00	426.00	719.00	Saver HMO	277.00	403.00	680.00	680.00	
55-59	B	04	Caroline E. Gurkewitz	Classic HMO	509.00		509.00	Saver HMO	489.00		489.00	489.00	
40-49	E	04	Katherine L. Matas	Classic HMO	323.00	282.00	605.00	Saver HMO	308.00	269.00	577.00	577.00	
60-64	D	04	Elizabeth D. Minter	Classic HMO	689.00	574.00	1263.00	Saver HMO	655.00	545.00	1200.00	1200.00	
60-64	C	04	Vernon J. Napier	Classic HMO	689.00	574.00	1263.00	Saver HMO	655.00	545.00	1200.00	1200.00	
30-39	A	04	Manuel Perez	Classic HMO	293.00		293.00	Saver HMO	277.00		277.00	277.00	
40-49	B	04	Beatrice V. Quintanar	Classic HMO	323.00		323.00	Saver HMO	308.00		308.00	308.00	
30-39	D	04	Laranne M. Remling	Classic HMO	293.00	426.00	719.00	Saver HMO	277.00	-403.00	680.00	680.00	
60-64	F	04	James A. Roberts	Classic HMO	689.00	777.00	1466.00	Saver HMO	655.00	740.00	1395.00	1395.00	
40-49	B	04	Julie L. Shook	Classic HMO	323.00		323.00	Saver HMO	308.00		308.00	308.00	
55-59	B	04	Toby R. Silberfarb	Classic HMO	509.00		509.00	Saver HMO	489.00		489.00	489.00	
60-64	B	04	Mary C. Strazdas	Classic HMO	689.00		689.00	Saver HMO	655.00		655.00	655.00	
40-49	B	04	Estella A. Wnek	Classic HMO	323.00		323.00	Saver HMO	308.00		308.00	308.00	
				<b>Total for Group</b>				\$7,092.00	\$3,432.00	\$10,524.00	\$6,760.00	\$3,255.00	\$10,015.00

This sample census is based on enrollment on 2/18/2006; age, area and enrollment changes after that date may not be reflected in this example. Availability of plan option above may be subject to medical underwriting. Blue Cross of California (BCC) and BC Life & Health Insurance Company (BCL&H) are independent licensees of the Blue Cross Association (BCA). Agenda Item 46  
Attachment A  
Page 7 of 8



Rates effective 05/01/2006 Rates subject to change without notice.

Group Number: 323019 Contract Code: 5038 Aggregate (RAF)\* = 1.10

Plan Name: HMO 100%

Rating Group	Age Range	Rating Area									
		1	2	3	4	5	6	7	8	9	
Employee	Under 30	410.00	356.00	331.00	264.00	243.00	281.00	312.00	290.00	248.00	
	30-39	512.00	453.00	413.00	337.00	306.00	358.00	398.00	374.00	311.00	
	40-49	556.00	490.00	451.00	371.00	336.00	396.00	432.00	408.00	342.00	
	50-54	704.00	619.00	564.00	468.00	416.00	498.00	543.00	515.00	422.00	
	55-59	892.00	783.00	718.00	586.00	528.00	625.00	688.00	646.00	537.00	
	60-64	1188.00	1032.00	950.00	794.00	710.00	832.00	906.00	863.00	722.00	
	65+ Primary	1522.00	1270.00	1284.00	1079.00	921.00	1067.00	1116.00	1104.00	936.00	
	65+ Secondary	1046.00	871.00	873.00	797.00	688.00	790.00	819.00	819.00	699.00	
	Employee and Spouse	Under 30	1075.00	908.00	853.00	693.00	619.00	733.00	797.00	760.00	631.00
		30-39	1272.00	1076.00	1016.00	830.00	740.00	873.00	946.00	908.00	752.00
40-49		1395.00	1159.00	1106.00	909.00	815.00	959.00	1018.00	994.00	830.00	
50-54		1435.00	1219.00	1137.00	939.00	840.00	992.00	1068.00	1027.00	855.00	
55-59		2041.00	1722.00	1621.00	1322.00	1183.00	1395.00	1510.00	1447.00	1206.00	
60-64		2200.00	1830.00	1752.00	1456.00	1300.00	1532.00	1601.00	1588.00	1324.00	
65+ Primary		3152.00	2581.00	2626.00	2200.00	1866.00	2162.00	2262.00	2245.00	1901.00	
65+ Secondary		2522.00	2057.00	2095.00	1895.00	1624.00	1866.00	1802.00	1937.00	1654.00	
Employee and Child(ren)		Under 30	960.00	831.00	764.00	620.00	562.00	666.00	733.00	688.00	570.00
		30-39	1051.00	928.00	858.00	701.00	623.00	738.00	819.00	765.00	635.00
	40-49	1049.00	917.00	850.00	698.00	623.00	734.00	804.00	760.00	635.00	
	50-54	1045.00	911.00	842.00	689.00	617.00	733.00	801.00	754.00	625.00	
	55-59	1236.00	1076.00	985.00	803.00	723.00	854.00	946.00	886.00	734.00	
	60-64	1515.00	1327.00	1222.00	1015.00	911.00	1070.00	1168.00	1111.00	926.00	
	65+ Primary	1873.00	1558.00	1581.00	1327.00	1130.00	1312.00	1369.00	1356.00	1152.00	
	65+ Secondary	1223.00	1018.00	1030.00	937.00	805.00	929.00	897.00	962.00	818.00	
	Family	Under 30	1358.00	1182.00	1085.00	893.00	803.00	939.00	1041.00	973.00	817.00
		30-39	1585.00	1388.00	1279.00	1042.00	933.00	1101.00	1218.00	1142.00	948.00
40-49		1683.00	1474.00	1355.00	1116.00	996.00	1185.00	1293.00	1228.00	1013.00	
50-54		1901.00	1652.00	1533.00	1261.00	1125.00	1328.00	1452.00	1376.00	1144.00	
55-59		2138.00	1842.00	1705.00	1392.00	1247.00	1471.00	1619.00	1525.00	1266.00	
60-64		2530.00	2211.00	2040.00	1691.00	1518.00	1783.00	1938.00	1848.00	1544.00	
65+ Primary		3571.00	2967.00	3019.00	2528.00	2156.00	2497.00	2609.00	2587.00	2193.00	
65+ Secondary		2768.00	2306.00	2345.00	2121.00	1823.00	2085.00	2022.00	2162.00	1857.00	

65 + PRIMARY - BLUE CROSS IS PRIMARY TO MEDICARE  
65 + SECONDARY - BLUE CROSS IS SECONDARY TO MEDICARE

\*Rates rounded to whole dollars



## Summary of Employee Elect Medical Plan Changes Effective 5/1/06

Plan Change	Before:	Checkmark below (✓) indicates that change applies to this plan:  <b>Effective 5/1/06:</b> *New limitation or condition of coverage  Must be medically necessary and performed at Center of Expertise (COE). *  Added travel expense benefit for out-of-CA insureds if they live 50 miles or more from a COE.  Under "Authorized Referrals" definition, removed statement that authorized referrals are not available for bariatric COE services.  Treatment must be received within one year following accidental injury or within one year following your original effective date, whichever date is later. Treatment excludes orthodontia.  Individuals who lose Healthy Families coverage in the middle of a benefit year because they have exceeded age or income limits, can qualify as late enrollees by requesting enrollment within 30 days of losing coverage.	Basic PPO 5033, X363	Saver PPO NM01, X362	PPO \$35 Copay GenRx T159, X355, Y369, BA65	PPO \$40 Copay 5032, X359	PPO \$30 Copay 5031, X358, BA64	Advantage PPO \$25 Copay PE24, X364	Premier PPO \$20 Copay 5030, BA63, X357	Premier PPO \$10 Copay 8982, X366	PP0 3500 HSA-Compatible V471, Y368	PP0 2400 HSA-Compatible V469, Y367, BA66	Power HealthFund 500 P943, Y365	Power HealthFund 750 P942, Y366	Power Select HMO PD56, Y364, Y370	Saver HMO 8977, 8980, X361, X367	Classic HMO PD40, PD41, X365, X368	HMO 100% 5034, 5036, 5038, 5202, X360, X366	
<b>Bariatric Surgery</b> <sup>(1)</sup>	Must be medically necessary		✓										✓	✓					
<b>Bariatric Centers of Expertise (COE)</b> <sup>(1)</sup>	Bariatric surgery covered if medically necessary only at Centers of Expertise (COE).		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Dental Injury</b> <sup>(1)</sup>	Treatment must be received within one year following the injury		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Healthy Families Late Enrollees</b> <sup>(1)</sup>	Not applicable		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

(1) Plan changes filed by BC Life & Health Insurance Company (BCL&H) and Blue Cross of California (BCC) with the California Department of Insurance and Department of Managed Health Care; BCL&H plan changes pending approval.

Blue Cross of California (BCC) and BC Life & Health Insurance Company (BCL&H) are independent licensees of the Blue Cross Association (BCA). The Blue Cross name and symbol are registered service marks of the BCA. The following Medical plans are offered by BCC: PPO \$40/\$30 Copay, Premier PPO \$20/\$10 Copay, HMO 100%, Classic HMO, Saver HMO and Power Select HMO. The following Medical plans are offered by BCL&H: Basic PPO, Saver PPO, PPO \$35 Copay GenRx, Advantage PPO \$25 Copay, Power HealthFund 750/500 and PPO 3500/2400 (HSA Compatible) plans.





**Summary of Employee Elect Medical Plan Changes Effective 5/1/06 Continued**

<b>Plan Change</b>	<b>Before:</b>	<b>Effective 5/1/06:</b>	<b>Basic PPO</b> 5033, X363	<b>Saver PPO</b> NM01, X362	<b>PPO \$35 Copay Genrx</b> 1159, X355, Y369, BA65	<b>PPO \$40 Copay</b> 5032, X359	<b>PPO \$30 Copay</b> 5031, X358, BA64	<b>Advantage PPO \$25 Copay</b> PE24, X364	<b>Premier PPO \$20 Copay</b> 5030, BA63, X357	<b>Premier PPO \$10 Copay</b> 8982, X356	<b>PPO \$3500 HSA-Compatible</b> V471, Y368	<b>PPO 2400 HSA-Compatible</b> V469, Y367, BA66	<b>Power HealthFund 500</b> P943, Y365	<b>Power HealthFund 750</b> P942, Y366	<b>Power Select HMO</b> PD56, Y364, Y370	<b>Saver HMO</b> 8977, 8980, X361, X367	<b>Classic HMO</b> PD40, PD41, X365, X368	<b>HMO 100% 5034, 5036, 5038,</b> 5202, X360, X366
		<p>Checkmark below (✓) indicates that change applies to this plan:</p> <p><b>Effective 5/1/06:</b> *New limitation or condition of coverage.</p> <p>Existing definition expanded.</p> <p>Medicare Part D reference added to "What is Not Covered", Non-Duplication of Medicare and Pharmacy sections.</p> <p><b>Optometrist network has been created so Member can choose a Participating Provider.</b></p> <p>Required for certain procedures including CT, MRI, MRS, PET and NC scans.*</p> <p>In some cases, payment may be made directly to the subscriber/certificate-holder and the subscriber/certificate-holder is responsible for paying the provider. Applies to some Non-Participating Providers and Non-Contracting Hospitals.*</p>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Medical Necessity (1)</b>	Defined		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Medicare Part D (1)</b>	Not applicable		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Optometrist (1)</b>	Considered "other eligible providers"		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Preservice Review (1)</b>	Required for certain procedures including MRI, CAT and PET scans		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Pay Non-Participating Providers and Non-Contracting Hospitals (1)</b>	Plan usually pays claim directly to Non-Participating Provider and Non-Contracting Hospital		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

(1) Plan changes filed by BC Life & Health Insurance Company (BCL&H) and Blue Cross of California (BCC) with the California Department of Insurance and Department of Managed Health Care; BCL&H plan changes pending approval.



Summary of Employee Elect Medical Plan Changes Effective 5/1/06 Continued

Plan Change	Before:	Checkmark below (✓) indicates that change applies to this plan:  <b>Effective 5/1/06:</b> *New limitation or condition of coverage  <b>Program no longer offered.*</b>																																											
Administrative MedCall Change (2)	Program offered		Basic PPO 5033, X363	✓		Saver PPO NM01, X362		PPO \$35 Copay GenRx T159, X355, Y369, BA65		PPO \$40 Copay 5032, X359		PPO \$30 Copay 5031, X358, BA64		Advantage PPO \$25 Copay PE24, X364		Premier PPO \$20 Copay 5030, BA63, X357		Premier PPO \$10 Copay 8982, X356		PPO 3500 HSA-Compatible V471, Y368		PPO 2400 HSA-Compatible V469, Y367, BA66		Power HealthFund 500 P943, Y365		Power HealthFund 750 P942, Y366		Power Select HMO PD56, Y364, Y370	✓	Saver HMO 8977, 8980, X361, X367	✓	Classic HMO PD40, PD41, X365, X368	✓	HMO 100% 5034, 5036, 5038, 5202, X360, X366	✓										
PrecisionRx Specialty Solutions (1)	Certain high cost drugs obtainable through retail pharmacies	Certain high cost drugs (injectable, infused, oral or inhaled) are obtainable only through PrecisionRx Specialty Solutions.*		✓																																									
Deductible	Language not as specific	Applies to the Insured's out-of-pocket coinsurance maximum.		✓																																									
Deductible	Language not as specific	Must be satisfied after first dollar coverage has been exhausted.																																											
Acupuncture	12 visits per year	24 visits per year.																																											
Domestic Partner	Certificate not updated on 5/1/05	Added revisions made to other Small Group medical plans on 5/1/05.																																											
COBRA/ Cal-COBRA	Certificate not updated on 5/1/05	Added revisions made to other Small Group medical plans on 5/1/05.																																											

(1) Plan changes filed by BC Life & Health Insurance Company (BCL&H) and Blue Cross of California (BCC) with the California Department of Insurance and Department of Managed Health Care; BCL&H plan changes pending approval.

(2) Important: new ID cards reflecting this change are not being provided at this time; re-issued ID cards from 5/1/06 forward will not display MedCall information for this plan.



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## What are my options?

**Keep your Current Plan Offering(s).** If you want to continue your current coverage as modified with the new rates, simply keep paying your monthly premiums at the new rate. You're done!

**Make Changes.** If you aren't already taking advantage of these opportunities, you'll find more information in this section to:

- Consider changing your plan options within the EmployeeElect portfolio. Your employees will continue to have access to quality plans with graduated prices and coverage levels. Underwriting may be required.
- Reduce your payroll taxes with a Premium Only Plan (P.O.P.) available through our special arrangement with Ceridian Benefit Services. The \$125 yearly fee could pay for itself many times over in tax savings.
- Get a 10% Workers' Compensation discount from the Employers Compensation Insurance Company (ECIC) with our Integrated MediComp Program if your group qualifies.
- Add Specialty Products – we offer a wide range of dental, vision and life products ... affordable ways to help you round out a valuable benefits package.
- We have other portfolios available that may be more cost-effective if your needs have changed in the past year.

The last two pages of this section provide an easy-to-use form you may use to request changes during your group's open window.

*If you have any questions, please contact your Blue Cross agent  
or call us at (800) 627-8797.*

**What are my options?**



# Option: Choose from 16 medical plans

Here's a high-level comparison of the 16 plans available in the EmployeeElect portfolio. We have everything you're looking for. Talk to your agent for more instructions on how to make changes.

## EmployeeElect Portfolio

16 Plans to choose from:	Annual Deductible	Annual Out-of-Pocket Maximum	Office Visits Deductible waived unless otherwise noted	Prescription Drugs Deductible waived unless otherwise noted	Inpatient Hospital Charges	Relative Price Comparison Low → High
Basic PPO **	\$1,250	Deductible plus \$2,000	No coverage	\$10 Generic/\$25 Brand (\$500 annual maximum)	20%	
Saver PPO **	\$500+ separate deductible on some expenses	\$2,000	Limited coverage; ask your agent for details	\$10 Generic/\$25 Brand (\$500 annual maximum)	20%	
PPO \$35 Copay GenRx **	\$500	\$4,000	\$35/first 12; then 45%	Generics only: \$15 (negotiated savings on Brand)	35%	
PPO \$40 Copay *	\$500	\$4,500	\$40/first 12; then 45%	\$15 Generic/\$25 Brand after \$150 Brand deductible	40%	
PPO \$30 Copay *	\$500	\$4,000	\$30/first 12; then 45%	\$15 Generic/\$25 Brand after \$150 Brand deductible	30%	
Advantage PPO \$25 Copay **	\$250	\$3,600	\$25/first 12; then 45% up to \$900; then 10% up to \$3,600	\$15 Generic/\$25 Brand	30% up to \$900 then 10% up to \$3,600	
Premier PPO \$20 Copay *	\$250	\$3,000	\$20/first 12; then 40%	\$15 Generic/\$25 Brand	20%	
Premier PPO \$10 Copay *	\$250	\$2,500	\$10/first 12; then 30%	\$10 Generic/\$20 Brand	10%	
Power HealthFund 500 **	First, plan pays \$500; then \$1,000 deductible	\$5,000	\$40 after first dollar coverage & deductible	\$10 Generic/\$35 Brand after \$350 Brand deductible	40%	
Power HealthFund 750 **	First, plan pays \$750; then \$500 deductible	\$5,000	\$35 after first dollar coverage & deductible	\$10 Generic/\$30 Brand after \$250 Brand deductible	25%	
PPO 2400 (HSA-Compatible) **	\$2,400	\$3,600	\$35 after deductible	\$10 Generic/\$25 Brand after annual deductible	20%	
PPO 3500 (HSA-Compatible) **	\$3,500	\$4,000	\$35 after deductible	\$10 Generic/\$25 Brand after annual deductible	No charge	
Power Select HMO *	\$500	\$2,250	\$25/Primary Physician; \$35/Specialist Referral	\$15 Generic/\$25 Brand after \$150 Brand deductible	10%	
Saver HMO *	\$1,500	\$2,250	\$20	\$10 Generic/\$25 Brand after \$150 Brand deductible	No charge	
Classic HMO *	None	\$1,750	\$20	\$10 Generic/\$25 Brand after \$150 Brand deductible	\$250 copay per admission	
HMO 100% *	None	\$1,750	\$10	\$10 Generic/\$20 Brand after \$150 Brand deductible	No charge	

Key benefits shown here represent per-member in-network costs, subject to deductible and copayments unless otherwise stated. Request the Summaries of Features, Certificates or Combined Evidence of Coverage & Disclosure forms for more complete information, including family costs and exclusions & limitations.  
\*Offered by Blue Cross of California. \*\*Offered by BC Life & Health Insurance Company.





## **Option: Get more savings ...**

Are you already taking advantage of these special opportunities to **reduce monthly costs and get more for your money?**

### **Control Costs by Changing Your Employer Contribution Amount**

As you know, you are only required to pay part of each employee's monthly premium; and if your employees have dependents, your contributions to dependent premiums are optional. Your employees pay the rest of their monthly premiums through payroll deductions.

You have flexibility to adjust your employer contribution amount if your budget needs have changed in the past year. See the last few pages for more information about requesting changes.

#### Minimum Medical Employer Contributions for Employee Elect:

- Fixed Dollar – at least \$100 (in \$5 increments)
- Percentage – at least 50%
- Percentage and Plan\* – at least 50% (in 5% increments)

#### Minimum Employer Contributions – Other Specialty Products

##### **Dental**

- Fixed Dollar – at least \$15 per employee/month (in \$5 increments)
- Percentage – at least 50% (in 5% increments)

##### **Life**

- At least 25%
- At least 50%

\* Does not apply to the Basic PPO plan

##### **Vision**

### **Get a 10% Workers' Compensation Discount with our Integrated MediComp Program**

Wouldn't it be great to get a 10% discount? With Integrated MediComp combining medical coverage from Blue Cross and with Workers' Compensation insurance from Employers Compensation Insurance Company (ECIC), you get that and more:

- Automatic 10% discount on the Workers' Compensation portion
- Savings on the Medical portion if your group qualifies
- Convenience of a single, consolidated monthly bill
- Access to the Blue Cross network for personal and work-related health care needs to help expedite the return to work

### **Cut Payroll Taxes with a Premium Only Plan (P.O.P.)**

Through our special arrangement with Ceridian Benefits Services, they will help you receive Section 125 Tax Code advantages by setting up a payroll process for you.

- Employee premiums are paid using pre-tax dollars
- Results in reduced payroll taxes for you ... and increased take-home pay for employees
- The cost is only \$125 a year and could pay for itself many times over.

**Ask your agent or call Customer Service at (800) 627-8797 for more information about these options and other ways you may be able to save.**



## **Option: Add value with Vision and Life**

Specialty Products add tremendous value to your company's benefits package. And we make it easy on your budget. Ask your agent for a quote, and see how affordable it can be to give your employees access to high-quality Vision and Life coverage.

### **Take a look at Vision – our newest offering**

Offering vision benefits provides savings as far as the eye can see. You can choose to offer **Blue View Vision<sup>SM</sup>** or **Blue View Plus** from BC Life & Health Insurance Company to give your employees one of the strongest choices in sight. It is easy to explore these options for a more comprehensive benefits package.

Both plans feature:

- Eye exam every 12 months for a low \$25 copay
- New lenses & frames or contacts every 12 or 24 months
- Extensive provider network that includes LensCrafters<sup>®</sup>, Target Optical, and most Sears Optical and Pearle Vision locations
- Additional savings of 15-40% on non-covered vision products

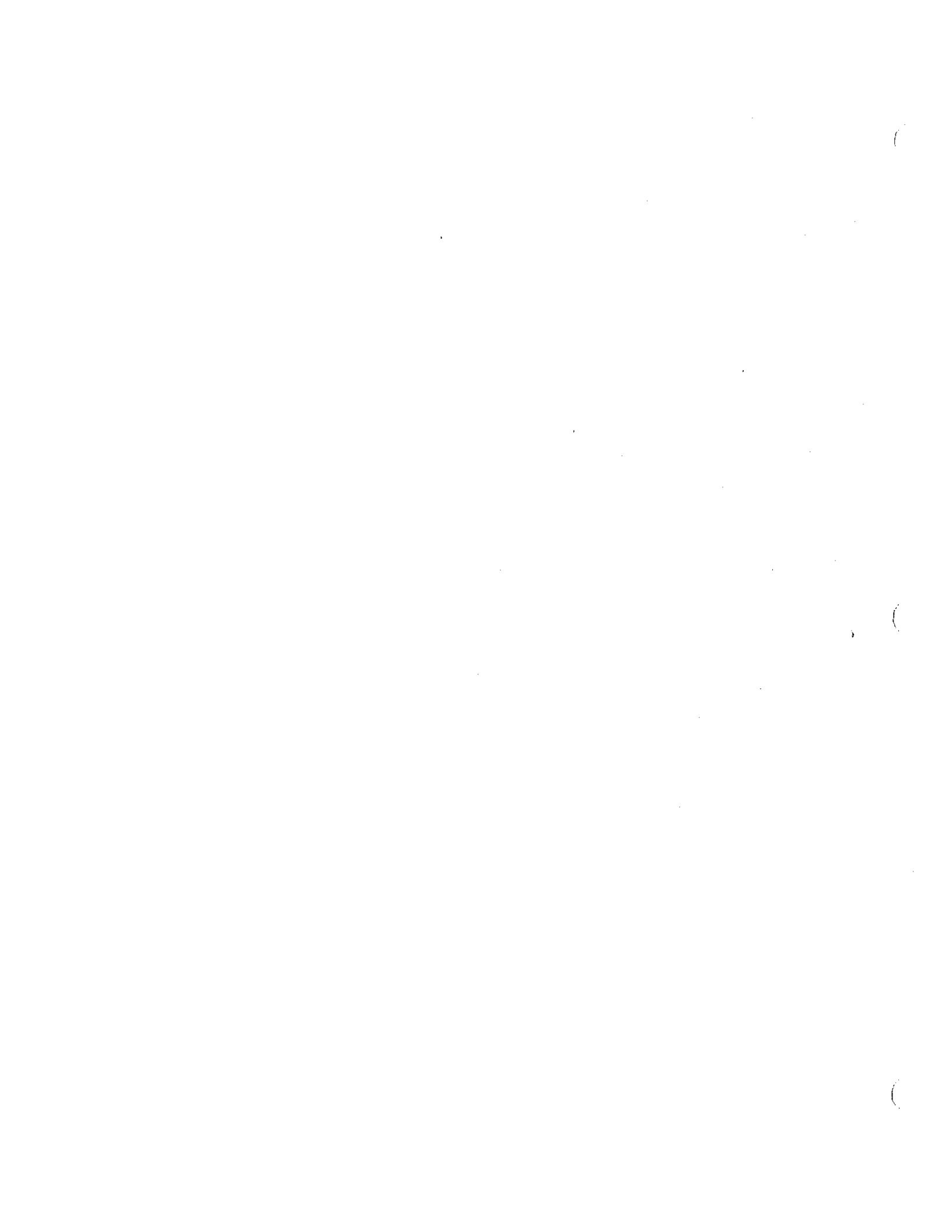
The advantages are clear. Providing vision benefits will help your company's overall health and wellness.

### **Life Insurance ... affordable protection and peace of mind**

You'll be surprised how affordable it is to offer life insurance from BC Life & Health Insurance Company. Life coverage is an important, inexpensive way to protect your employees' family financial future.

- Composite rates are automatic when 11 or more employees enroll, which means you get a single rate per \$1,000 of coverage for all enrollees, regardless of age and sex
- Basic Term Life coverage is available from \$15,000 to \$250,000
- Also includes Accidental Death & Dismemberment (AD&D) coverage with an Accelerated Death Benefit and child education, seat belt/air bag and repatriation benefits

**Ask your agent or call Customer Service at (800) 627-8797 for more information about these options and other ways you may be able to save.**



# How to request changes

**Two easy questions** will guide you. (Only one question for All Plans groups!)

**1. Is your group set up for All Plans, Designated (Mix n Match) or Single Plan?**

For All Plans Groups (Includes Employees/Elect groups, that are currently enrolled in the All Plans option) One easy step - You automatically have access to all plans, so no employer-level changes are needed. If employees want to move to other available plans, changes can be made by using the form provided to simplify requests or by writing a letter.\*

For Designated and Single Plan Groups Please continue to Question # 2.

**2. Does the desired change require underwriting?**

To determine this, please refer to the Employer Plan Change Guide on this page. Find the plan your group wants to move from in the left column and the plan they want to move to in the top row. "N" in the junction means that underwriting is not required; "Y" means underwriting is required.

**Note - Underwriting approval is required if a group wants to increase the number of plans currently offered.**

**If change does not require underwriting**

Employer-level changes can be requested by simply writing a letter.\*  
Designated Plan Groups  
Employee-level changes can be made to currently available plans or to new plans by using the form provided to simplify requests or by writing a letter.\*

**Single Plan Groups**  
Employee-Level change requests are only needed to note HMO Primary Care Physician selections, if applicable.

**If change requires underwriting**

Employer-level changes can be requested by submitting a letter\* listing the desired change, new Employer Application, and current DE-6.

**Designated Plan Groups**

Employee-level changes can be made to currently available plans or to approved new plans by using the form provided to simplify requests or by writing a letter.\*

**Single Plan Groups**  
Employee-Level change requests are only needed to note HMO Primary Care Physician selections, if applicable.

\*All letters must be on company letterhead, signed by an owner/officer. Letters requesting employee-level changes can be combined with the group-level change letter and should include the following information: employee names, ID numbers, desired new plan names, and Primary Care Physician numbers for HMO plan selections.

**Medical Plan Employer Contribution Changes:** Write us a letter on company letterhead, signed by an owner/officer, requesting your desired new contribution to employee's monthly premiums (dependent contributions are optional); Underwriting approval may be required.

**Specialty Product (Dental, Vision, Life) Changes:** To request changes in your current Dental, Vision and/or Life plans and contributions levels, please write us a letter on company letterhead, signed by an owner/officer, stating your desired changes. Underwriting approval may be required for Life plans. Employees who previously declined coverage: If any employees previously declined coverage and want to enroll during your open window, they must submit a complete Employee Application.

**Ask your agent or call Customer Service at (800) 627-8797 if you need any help, or want to explore other changes that may be possible.**

We've streamlined change request processes during your group's open window and provided simple forms for member-level medical plan changes.

## Employer Plan Change Guide

MOVE FROM:

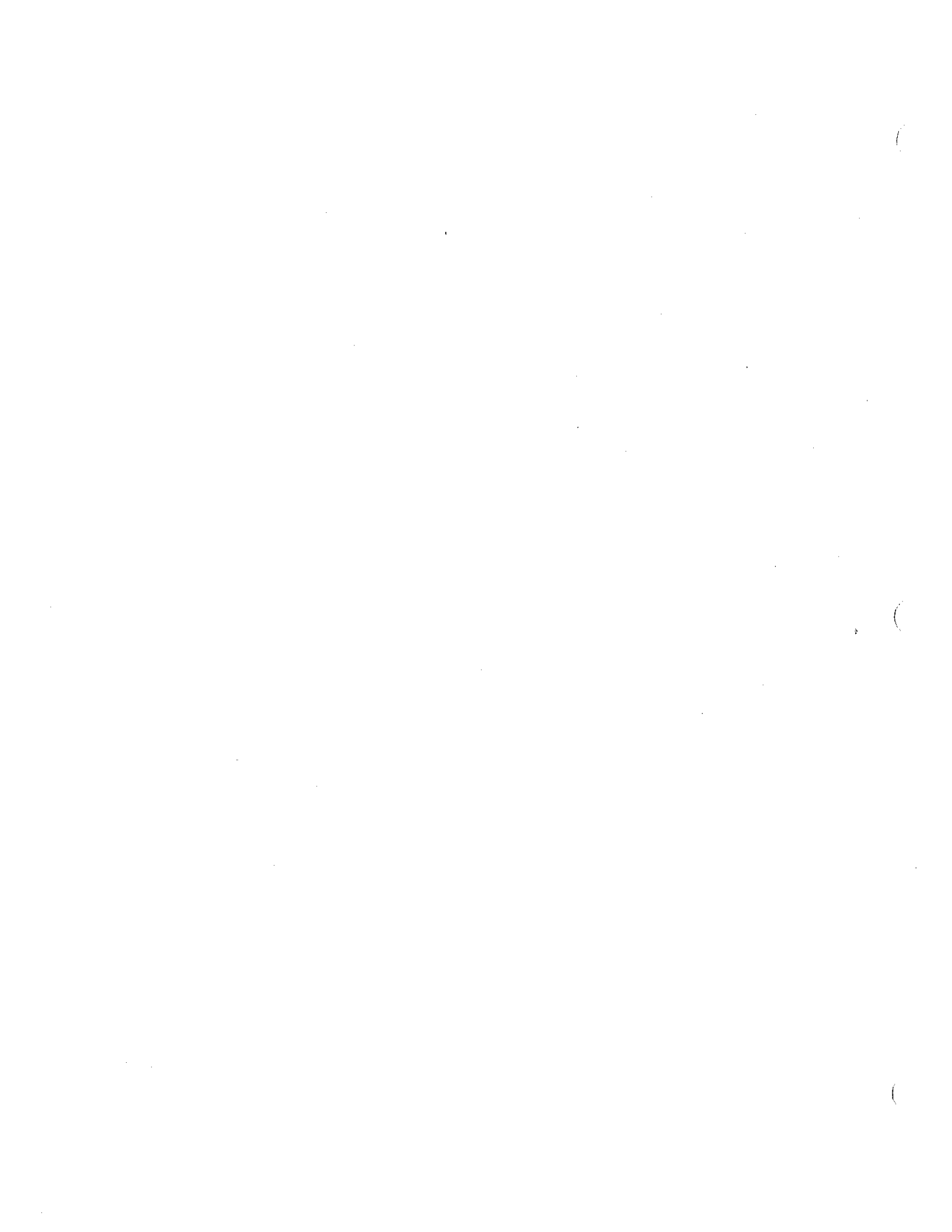
MOVE TO	Premier \$10 Copay	Premier \$20 Copay	HMO 100%	Classic HMO	Saver HMO	Power Select HMO	Advantage \$25 Copay	\$30 Copay	\$35 Copay GenRx	\$40 Copay	Power HealthFund 750	Power HealthFund 500	High Deductible EPO	PPO 2400 (HSA-Comp)	PPO 3500 (HSA-Comp)	Saver PPO	Basic PPO
Premier \$10 Copay	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Premier \$20 Copay	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
HMO 100%	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Classic HMO	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Saver HMO	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Power Select HMO	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Advantage \$25 Copay	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
\$30 Copay	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
\$35 Copay GenRx	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
\$40 Copay	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Power HealthFund 750	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Power HealthFund 500	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
High Deductible EPO	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
PPO 2400 (HSA-Comp)	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
PPO 3500 (HSA-Comp)	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Saver PPO	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Basic PPO	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y

\* offered by Blue Cross of California. \*\* offered by BC Life & Health Insurance Company  
Notes: The Power Select HMO cannot be offered alongside any other HMO products; moving to a less expensive plan may mean having lesser coverage; high-deductible health plans are HSA-Compatible; underwriting is always required to add plans (if Designated Plans groups want to increase the number of plans currently offered).

**Mail or FAX all requests and forms to:**

Blue Cross of California  
P.O. Box 9042 - Oxnard, CA 93031-9042  
FAX: (805) 480-7024

Requests must be received during your group's open window period. The effective date of requested changes depends on receipt of all completed forms and will be the first of the month following approval.



CUT HERE



# Medical Plan Change Requests - "All Plans" Groups

If you offer "All Plans," members can freely move to a different plan - use this form to request member plan changes.  
FAX your completed form to 805-480-7024



Please tell us who you are and how we can reach you: **Be sure to complete this Certification to authorize these changes:**

Blue Cross Group No.	Company Name
Phone	Contact Name
FAX	E-mail

Signature	Printed Name	Date
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I am an owner or officer of this company, and hereby authorize the following changes to our Blue Cross group medical coverage.

For each member who wishes to change plans, please provide their name and identification number, and check the plan to which the member wishes to be moved.

Note that employers may offer either the Power Select HMO plan or the other three HMOs.

	Member's Name	Member's Social Security or ID No.	Basic PPO 5033, X363	Saver PPO NM01, X362	PPO \$36 Copay GenRx T159, X355, Y369, BA65	PPO \$40 Copay 5032, X359	PPO \$30 Copay 5031, X358, BA64	Advantage PPO \$25 Copay PE24, X364	Premier PPO \$20 Copay 5030, X357, BA63	Premier PPO \$10 Copay 8982, X356	PPO \$600 HSA-Compatible V471, Y368	PPO \$2400 HSA-Compatible V469, Y367, BA66	Power HealthFund 500 P943, Y365	Power HealthFund 750 P942, X366	EPO 8978, 8979	Power Select HMO PD56, Y364, Y370	Saver HMO 8977, 8980, X361, X367	Classic HMO PD40, PD41, X365, X368	HMO 100% 5034, 5036, 5038, 5202, X360, X366		
1)																					
2)																					
3)																					
4)																					
5)																					
6)																					
7)																					
8)																					
9)																					
10)																					

For HMO plans, please provide 3- or 6-digit Primary Care Physician number here.

Please photocopy form if additional rows:

Blue Cross of California (BCC) and BC Life & Health Insurance Company (BCL&H) are independent licensees of the Blue Cross Association (BCA). The Blue Cross name and symbol are registered service marks of the BCA. BCC offers: PPO \$30/\$40 Copay, Premier \$20/\$10 Copay, EPO and all HMO plans; all other plans listed here are offered by BCL&H.



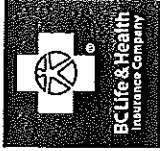


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# Medical Plan Change Requests - "Designated Plans" Groups

If you designate a specific mix of plans to be available for enrollment, use this form to request member plan changes.  
FAX your completed form to 805-480-7024



Please tell us who you are and how we can reach you:

Blue Cross Group No.	Company Name
Phone	Contact Name
FAX	E-mail

Be sure to complete this Certification to authorize these changes:

I am an owner or officer of this company, and hereby authorize the following changes to our Blue Cross group medical coverage.

Signature \_\_\_\_\_ Date \_\_\_\_\_  
Printed Name \_\_\_\_\_

First, write in the names of the plans available to your group members.

- List only designated plans you currently offer.
- If you want to change your designated plans, you'll need to write us a letter requesting those changes; upon underwriting approval (if needed), you can then use this form to list your new plan mix.

Next, for each member who wishes to change plans, please provide their name and identification number, and check the plan to which the member wishes to be moved.

	Plan 1:	Plan 2:	Plan 3:	Plan 4:	Plan 5:	Plan 6:	Plan 7:	Plan 8:	For HMO plans, please provide 3- or 6-digit Primary Care Physician number here.
1)									
2)									
3)									
4)									
5)									
6)									
7)									
8)									
9)									
10)									

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