

**From:** [Billy \[REDACTED\]](#)  
**To:** [City Clerk](#)  
**Cc:** [Keir Jones](#); [Kimberly Boles](#); [Daritza Gonzalez](#); [Carlos Luis](#); [Colleen Doan](#); [Carlo Tomaino](#); [Tina L. Hansen](#); [Lori Woods](#); [Robert Copeland](#); [Edward H. J. Wilson](#)  
**Subject:** Comments for planning commission public hearing for SHSS CUP 00-05 staff report. April 23rd 2024  
**Date:** Tuesday, April 23, 2024 1:41:01 PM

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**CAUTION:** This email originated from outside of the organization! Do not click links, open attachments or reply, unless you recognize the sender's email address and know the content is safe!

Good afternoon, since the last CUP review on March 19th 2024 there have been continuing issues related to SHSS.

On April 1st at approximately 3:37pm a SHSS customer was parked on the permit parking side of Gladys ave. At the time the parking lot of SHSS was COMPLETELY empty. SHSS management and employees are not monitoring their security cameras and mentioning anything to their customers about parking in their parking lot. If they were... then incidents like this would definitely not be occurring on our permit parking side of the street.

This problem has been an on going occurrence related to SHSS customers and it is very unfair that residents who live at our building and pay rent and have parking permits, cannot find decent parking when we return home from work.

On April 7th there was a transient who camped out overnight at the back entrance of SHSS. SHSS has not been monitoring their security cameras or hired security patrols as John Romero promised at previous meetings.

On the weekend of April 20th I have noticed trash that has been left on the exterior of a chain link fence just south of SHSS. This trash still remains as of April 22nd. I am attaching photos of these events for documentation purposes.

Please prohibit this nuisance business from operating in our neighborhood.

Thank you for your time.

DO NOT  
BLOCK GATE  
TOW AWAY  
AT  
VEHICLE OWNERS EXCEPT  
!!! NO ACCEPTANCE

DO NOT  
BLOCK DRIVEWAY  
TOW AWAY  
AT  
VEHICLE OWNERS EXCEPT  
!!! NO ACCEPTANCE





**NO  
PARKING  
EXCEPT BY  
PERMIT**

144 N. L. 028 240





NO  
PARKING  
EXCEPT BY  
PERMIT  
S.H.M.C. 10.28.240



2901 FOX



From: [Erin](#)  
To: [Kimberly Boles](#); [City Clerk](#)  
Cc: [Carlo Tomano](#); [Carlos Luis](#); [Colleen Doan](#); [Edward H. J. Wilson](#); [Keir Jones](#); [Lori Woods](#); [Robert Copeland](#); [Tina L. Hansen](#); [Mr. Cohen](#)  
Subject: Written Comment 4.23.2024 City Council Public Hearing SHSS 2901 E PCH CUP 00-05 w/ photos  
Date: Tuesday, April 23, 2024 4:52:40 PM  
Attachments: [image.png](#)

**CAUTION:** This email originated from outside of the organization! Do not click links, open attachments or reply, unless you recognize the sender's email address and know the content is safe!  
Re: Signal Hill Self Storage (SHSS), located at 2901 E PCH CUP# 00-05.

It is exhausting to have to continue to waste my time asking the City to take action against this nuisance business over and over again.

We are still experiencing the same nuisance issues caused by this business.

It is infuriating that the City is still entertaining amendments instead of revoking the permit or requiring them to limit operations to the front of the facility, where they are permitted to operate. I do not live in SP-10, yet I have to deal with this nuisance commercial business on a daily. A business that is only permitted to operate on the PCH side.

**WHY ARE THEY IN OUR RESIDENTIAL NEIGHBORHOOD STILL WHEN THE MUNICIPAL CODE PROHIBITS COMMERCIAL BUSINESS IN OUR NEIGHBORHOOD AND DOES NOT ALLOW FOR CUPs???**

Council has been apprised of the ongoing nuisance issues for several years from several residents. Mind you, the backside of the facility is visible to only a handful of residents on our very small street...

Instead of abating the nuisances SHSS DM John Romero has wasted time photographing/videotaping residents walking our dogs, of our cars, as well as taking random photos from others streets showing bulky items curbside and has sent complaints to the City about US. He's rude, makes loud comments and did not provide security footage to PD when one of his loitering customers came to my front door and attempted to come into my home in broad daylight. This man is incompetent, rude, condescending and a liar.

It is unbelievable to review public records and see how many lies he has told, and see that he has missed every deadline provided by the City as well. He has no respect for the neighborhood and no intent to correct ongoing issues. His MO is to attempt to blame shift and cover issues up instead of resolving the issues.

The business used to be closed on holidays. As of Easter 2024, they are now operating on holidays. We have to deal with this nuisance business all year round, and now we have to deal with their loud customers and parking issues on holidays too???? When did this change happen? Why didn't this change have to go through a public hearing with residents weighing in????

We are STILL continuously dealing with SHSS customers parking in residential permit parking on daily basis. Sometimes multiple times a day and it needs to stop already. The facility is doing nothing to prevent it. They DO NOT confirm where customers are parked, and they DO NOT advised customers verbally to PARK IN THEIR PARKING LOTS.

The permit area on our very small street is approximately 200ft. There are zero other businesses that operate on our block. The signs were obviously installed at some point (before I moved here) because of SHSS.

At this point SHPD is a major contributing factor to the parking issues on our street caused by SHSS customers. PD is inconsistent and STILL favors letting people go with a warning instead of issuing citations. They will sit in their car and wait for a customer instead of issuing a citation. They only issue citations when they cannot locate vehicle owners. Why exactly would people stop parking here if they know they can get away with it? They literally tell the officers they are storage customers loading/unloading and officers just tell them to move when they're done and mark the call "advised".

There's no consequences for customers and there's no consequences for SHSS doing absolutely nothing to stop it either.

The majority of the permit amendments are useless.

Customers ignore permit parking signs, SHPD still "uses their discretion" to NOT cite customers the majority of the time we call them out, and the solution is to put up more signs at SHSS for customers to ignore?

Has The City even communicated to SHPD patrol officers that the parking issues/municipal code violations should be addressed with citations EVERY TIME until the problem gets under control??? IT'S BEEN TWO YEARS. Customers tell PD they are storage customers that are "just loading/unloading" and PD "uses their discretion" to let them go. ALL. THE. TIME.

It is unbelievable to me that after 2 consistent years of communicating with SHPD and a year and a half communicating with The City, that SHPD continues to "use their discretion" to ask people to move their vehicles instead of ISSUING CITATIONS to CORRECT THE PROBLEM.

I'm wondering now if we are being told they're "using their discretion" to NOT cite because only the traffic officer has an e-cite machine.

Can The Council please confirm that ALL patrol officers are equipped with e-cite machines? Because you told us a year ago that PD is "prepared to issue citations", and the majority of the time, they still chose not to. There is no reason to "advise" customers at this point. They need to be cited so they LEARN it's not acceptable. SHPD's typical response makes no sense. Yet we continue to have to tolerate snarky dispatchers because they don't like the calls. Apparently it doesn't dawn on any of these officers that calls will go down once SHSS customers learn where to park. The permit section is approx 200 ft in length, but it generates HUNDREDS of calls per year to SHPD because of SHSS.

SHSS has not met a single City imposed deadline. The City's response has been to keep extending them more and more time ...then when

they STILL don't comply, the City's response is to give them even more time.

The City changed the municipal code to allow for administrative citations in lieu of revoking their permit.

AND THE CITY IS STILL EXTENDING THEM MORE TIME INSTEAD OF ISSUING FINES.

WHY???

Make it make sense.

Their permit should be revoked. SHSS has demonstrated that they don't care about residents, and they don't care about compliance with the conditions of their permit. When is Council going to take corrective action??? The last date thrown out to comply was February 1, 2024. They didn't make the deadline, and still, zero consequences. Zero fines, same old problem.

WHY???

The City wanted to paint SHSS green 2 hr parking curb (that they refer to as a loading zone) red. SHSS argued against that and the City of course obliged. Since the annual permit review in January they have had the green curb blocked off with orange cones.

This facility has not met any of the City's deadlines to come into compliance. They lie, they drag their feet and what does the City do? Continue to give them more and more time. They have made zero good faith efforts to RESOLVE nuisance issues they cause in the neighborhood.

Employees are still NOT VERIFYING THAT CUSTOMERS ARE PARKED IN THE PARKING LOT PRIOR TO ALLOWING ACCESS.

Please revoke the permit and/or limit this facility to PCH SP-10 Zone only.

**Signal Hill Police Department**2745 Walnut Ave  
Signal Hill, CA 90755**Event Record**

Event #: 2402S-0052	Date 02/02/24	Final Type PARKING VIOLATION COMPLAIN	Disposition(s) Advised
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Address: 1843 Gladys Ave, Signal Hill			
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Related Events:			
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Beat: 972	Sector:	Fire Area:	EMS Post:	Parcel:
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<b>Event Times and Assignment Data</b>			
Received By: MCOVARUBIA	Primary Unit: OOCHOA	Units Assigned: P171 09:49	
Received: 09:49:00	First/Original Unit: OOCHOA		
Dispatched: 09:49:37	Priority When Assigned: 3		
Arrived: 09:56:21	Original Type: PARKING VIOLATION COMPLAINT		
Cleared: 09:59:01			

<b>Parties</b>			
Name	Phone	Address	Notes

<b>Case Assignments</b>		
Case #	Assigned To	Report Title

CONTROLLED DOCUMENT

DO NOT DUPLICATE

2/16/2024

SIGNAL HILL POLICE DEPARTMENT

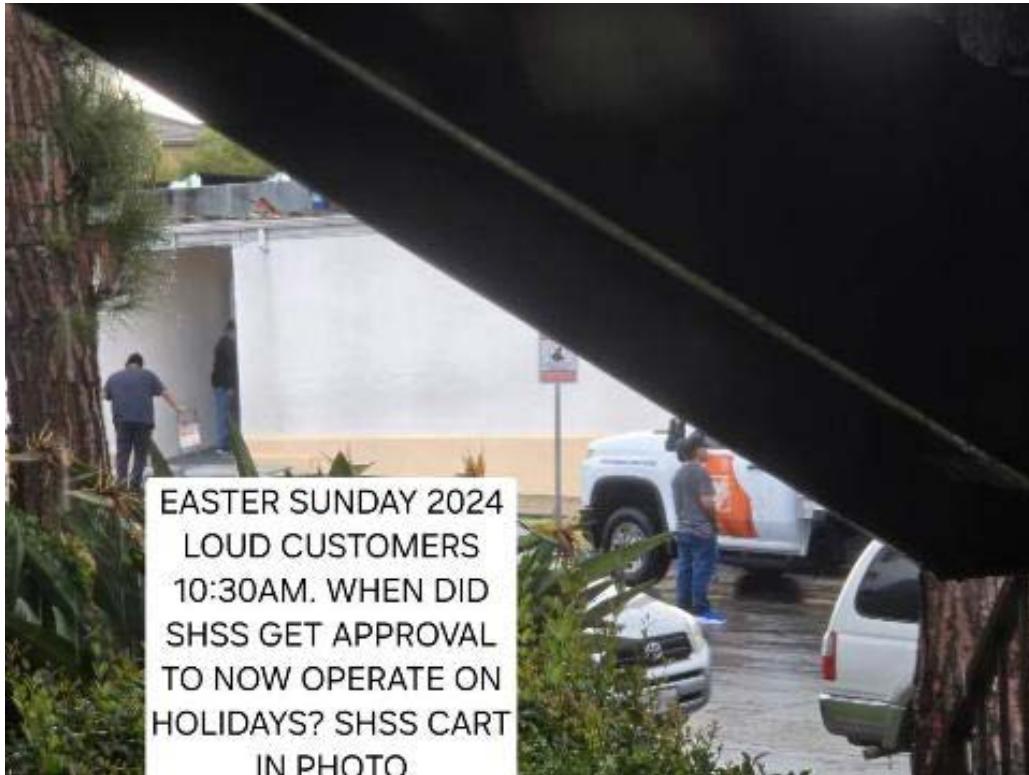
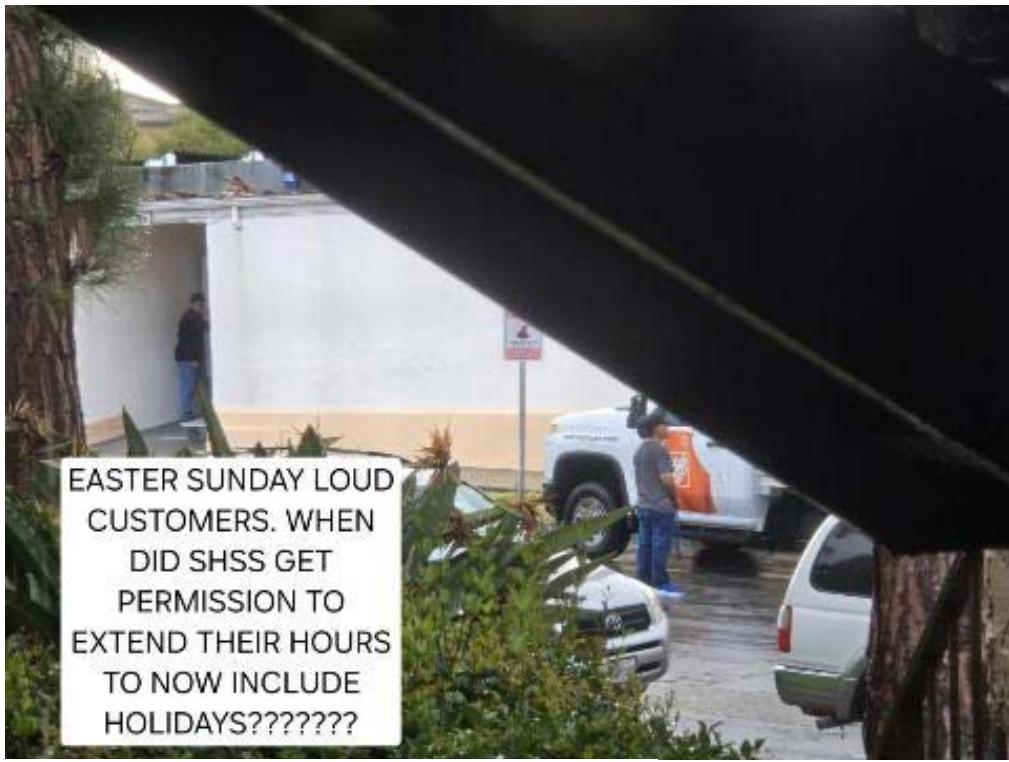
BY:prodiguez

<b>Dispatch Notes</b>		
Dispatcher ID	Date / Time	Notes
MCOVARUBI	02/02/24 09:49:04	Call location set to Address: 1843 Gladys Ave by MCOVARUBIAS
MCOVARUBI	02/02/24 09:49:06	** Priority set to 3 by MCOVARUBIAS**
MCOVARUBI	02/02/24 09:49:23	BLU FORD PK LIC [REDACTED] PARKED IN PERMIT PARKING AREA WITHOUT A PERMIT
P171	02/02/24 09:49:37	Event Taken by P171/Ochoa
MCOVARUBI	02/02/24 09:50:08	LIC#: [REDACTED] VRMD [REDACTED] MAKE:FORD BTM :4C VIN [REDACTED]
P171	02/02/24 09:56:21	Mobile Update: Unit P171 set status to Arrived.
P171	02/02/24 09:56:25	Mobile Update: Unit P171 set status to Arrived.
Ochoa	02/02/24 09:58:49	Owner of the truck is currently taking things out of the Self Storage. Truck will be moved once he is done.
Ochoa	02/02/24 09:58:59	** Call Disposition changed from to ADV by Ochoa **
P171	02/02/24 09:59:01	Mobile Update: Unit P171 cleared from event.
MCOVARUBI	02/02/24 09:59:24	** Event closed by dispatcher "MCOVARUBIAS" at 02/02/2024 09:59:24 **

<b>Event Unit Log</b>			
Date / Time	Unit ID	Status	Location
02/02/2024 09:49:37	P171	En Route	1843 Gladys Ave
02/02/2024 09:56:21	P171	Arrived	1843 Gladys Ave
02/02/2024 09:56:25	P171	Arrived	1843 Gladys Ave
02/02/2024 09:59:01	P171	Cleared	1843 Gladys Ave

APRIL 1, 2024 WITH  
SHSS CART RIGHT  
NEXT TO PERMIT ONLY  
SIGN. SHPD REFUSED  
TO CITE.







SHSS BLOCKS  
"LOADING ZONE"  
GREEN CURB WITH  
CONES EVERYDAY  
SINCE JANUARY CUP  
REVIEW. CITY WANTED  
TO PAINT THIS CURB  
RED, SHSS REFUSED.  
OBVIOUSLY THEY  
DON'T NEED IT

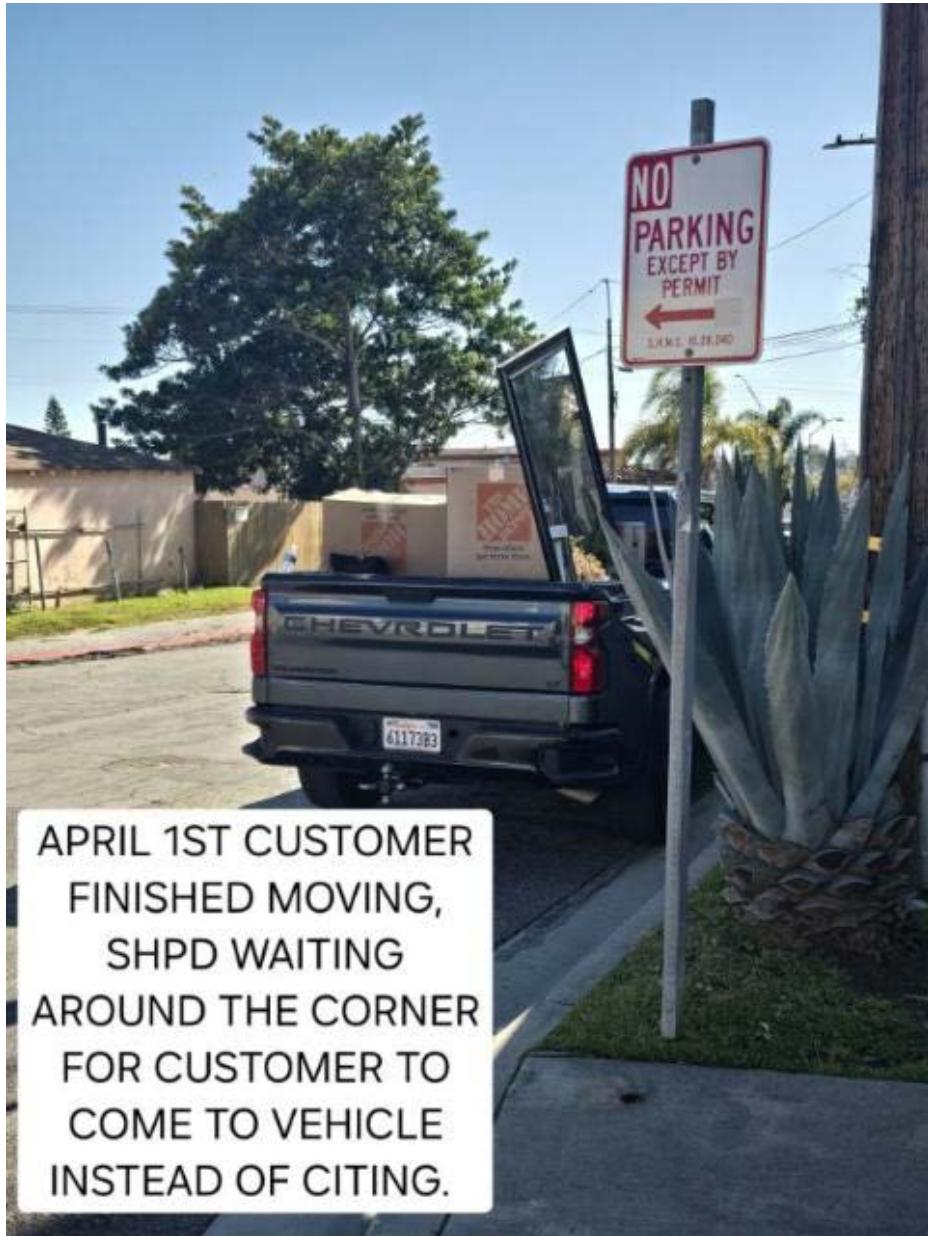




APRIL 1 CUSTOMER  
LOADING FROM SHSS  
TO CAR IN PERMIT  
OVER AN HOUR. SHPD  
REFUSED TO CITE.



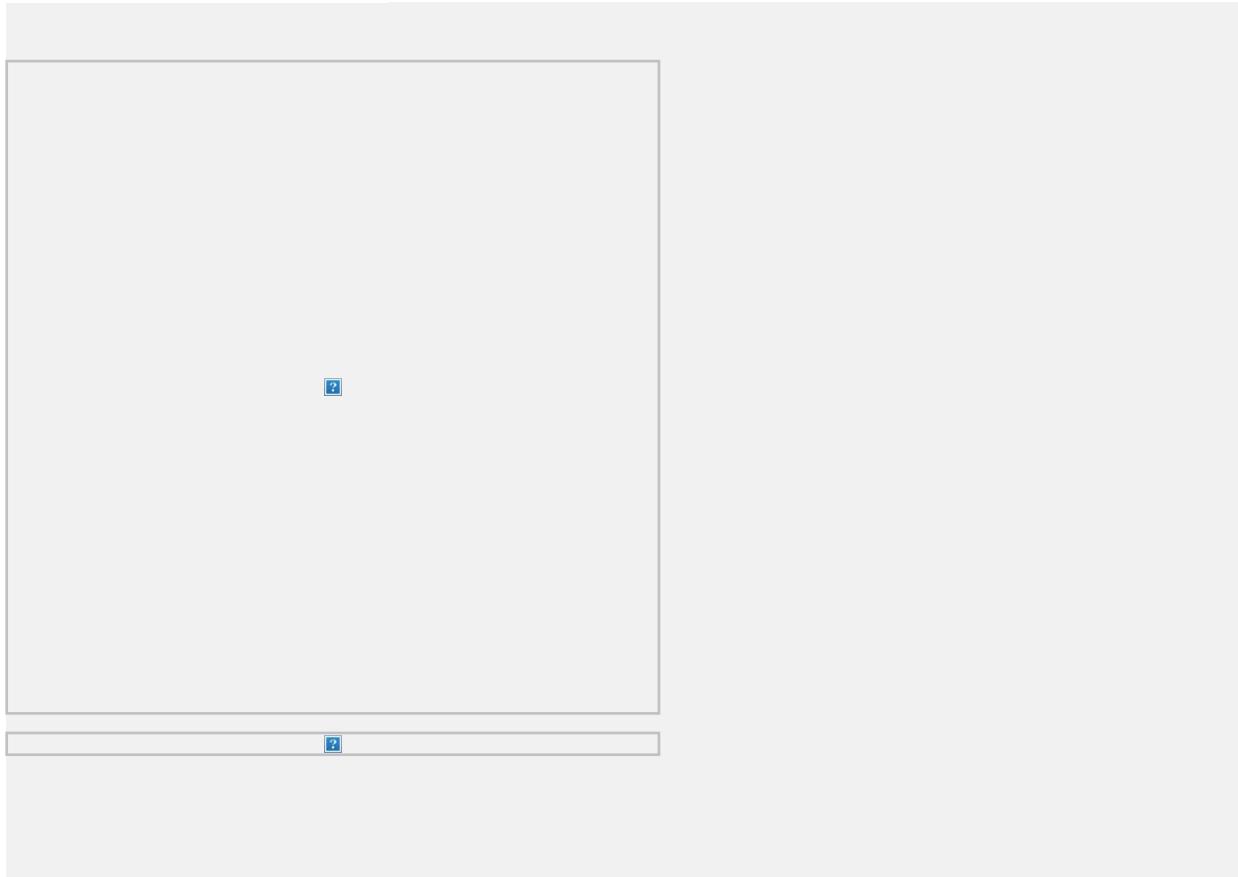
APRIL 1ST, ZOOMED IN  
PIC OF SHPD WAITING  
HALFWAY DOWN THE  
ST FOR CUSTOMER TO  
EXIT SO THEY CAN  
"ADVISE" THEM TO  
LEAVE. TYPICAL PD  
RESPONSE. PD "DIDN'T  
THINK IT WAS  
NECESSARY TO CITE".



APRIL 1ST CUSTOMER  
FINISHED MOVING,  
SHPD WAITING  
AROUND THE CORNER  
FOR CUSTOMER TO  
COME TO VEHICLE  
INSTEAD OF CITING.



APRIL 2ND ILLEGAL  
PARKING ON NON  
EXISTENT CURB



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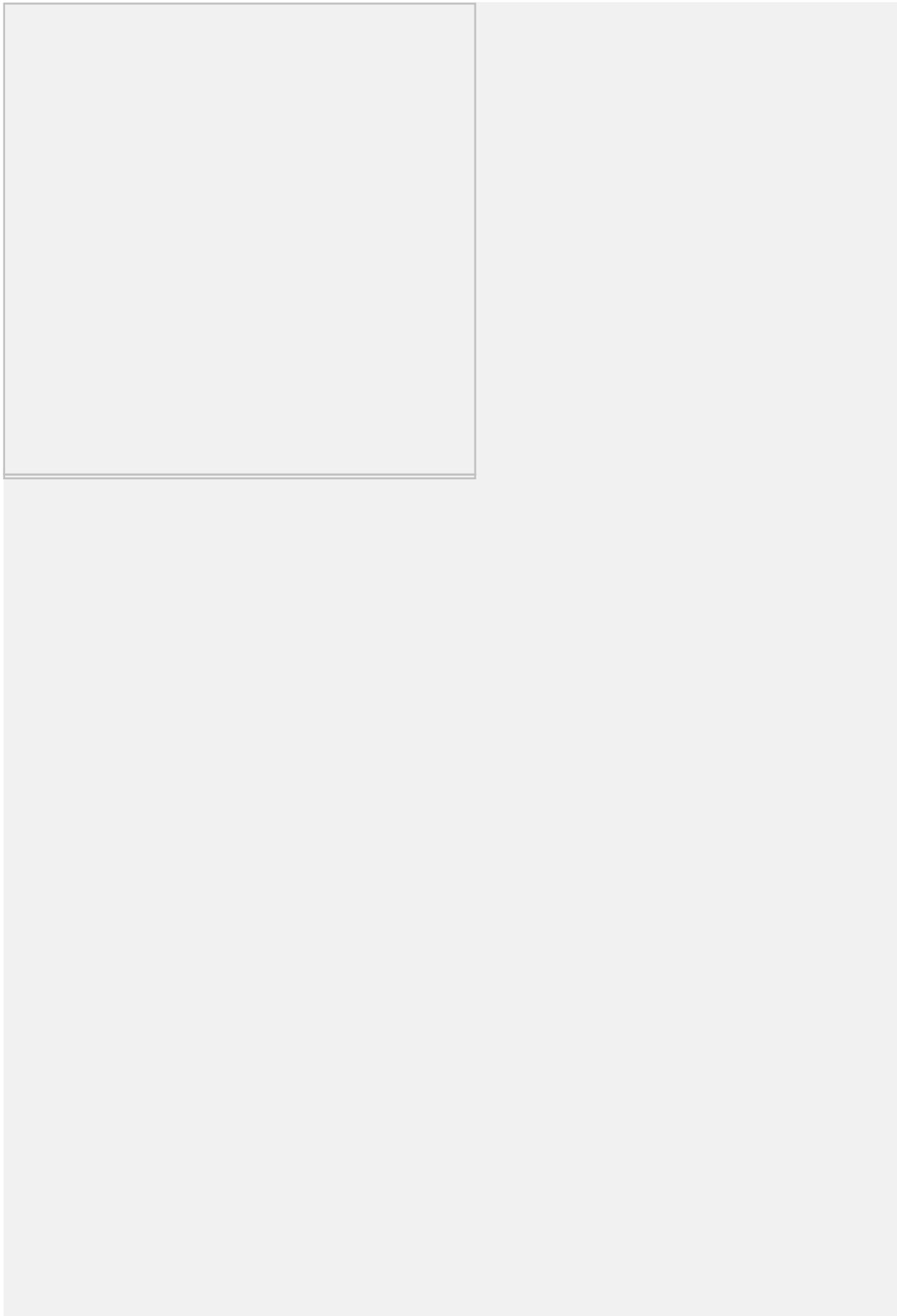
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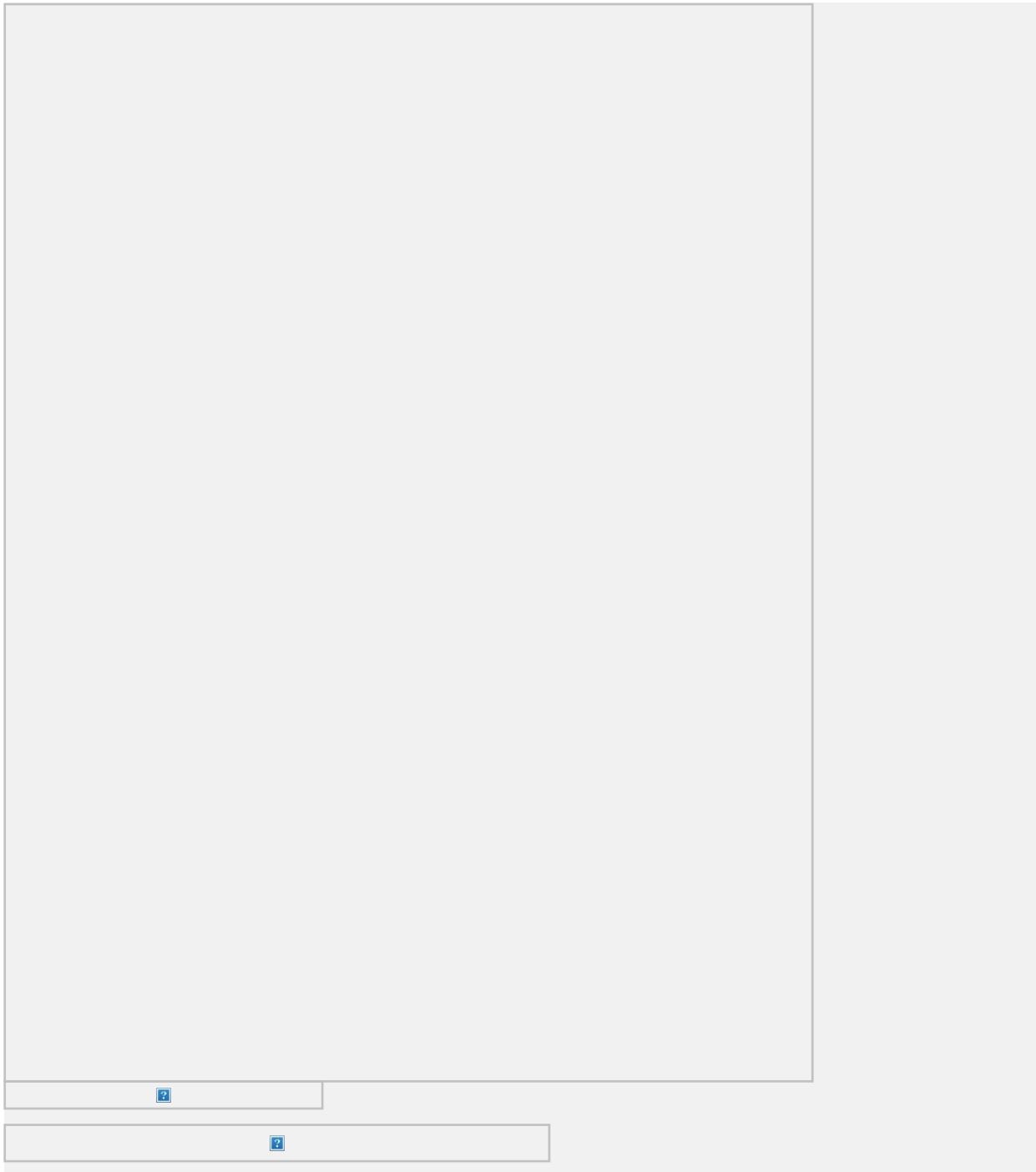
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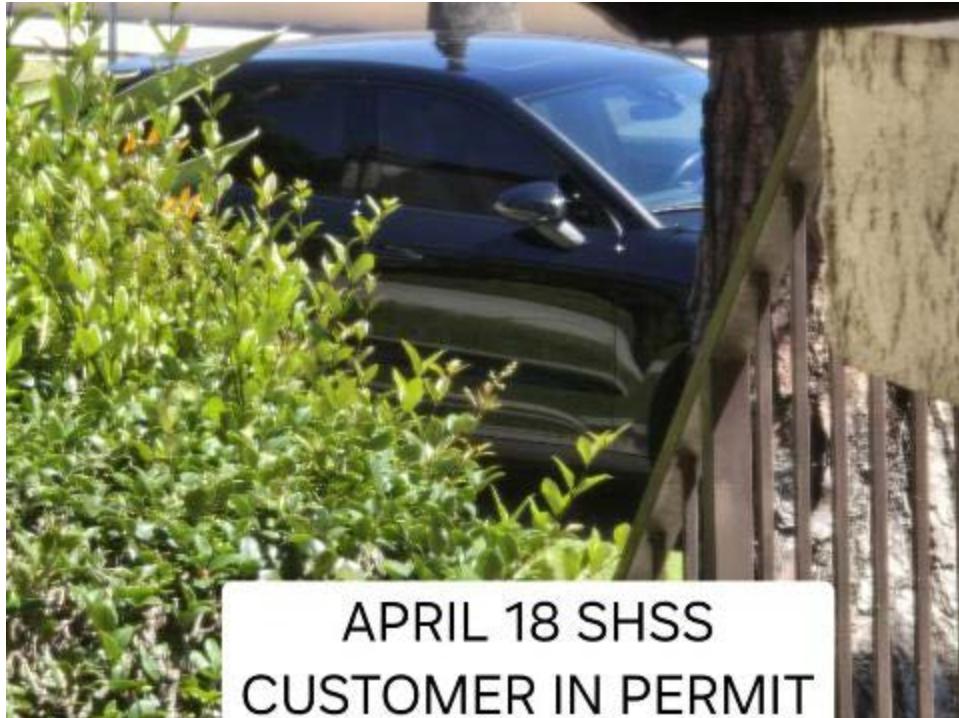
**From:** [Erin](#)  
**To:** [Kimberly Boles](#); [City Clerk](#); [Carlo Tomaino](#); [Carlos Luis](#); [Colleen Doan](#); [Edward H. J. Wilson](#); [Keir Jones](#); [Lori Woods](#); [Robert Copeland](#); [Tina L. Hansen](#); [Mr. Cohen](#)  
**Subject:** Re: Written Comment 4.23.2024 City Council Public Hearing SHSS 2901 E PCH CUP 00-05 w/ photos - ADD'L PHOTOS  
**Date:** Tuesday, April 23, 2024 5:00:24 PM

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Please add add'l photos to my written comment....some photos did not load/attach to previous msg

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On Tue, Apr 23, 2024 at 4:52 PM Erin <[erinmg45@gmail.com](mailto:erinmg45@gmail.com)> wrote:  
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Please revoke the permit and/or limit this facility to PCH SP-10 Zone only.

**From:** [Carlos Luis](#)  
**To:** [Kimberly Boles](#)  
**Subject:** FW: SIGNAL HILL SELF STORAGE - Boat Demolition & Removal  
**Date:** Tuesday, April 23, 2024 4:38:14 PM  
**Attachments:** [image009.png](#)  
[image010.png](#)  
[image011.png](#)  
[image012.png](#)  
[image013.png](#)  
[image014.png](#)

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Hi Kim,

Additional public comments received for the CUP amendment public hearing tonight.



**Carlos Luis**  
**Planning Manager**

**Signal Hill Community Development**

2175 Cherry Ave. Signal Hill CA 90755  
O: 562-989-7360 | [cluis@cityofsignalhill.org](mailto:cluis@cityofsignalhill.org)  
[www.cityofsignalhill.org](http://www.cityofsignalhill.org)



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**From:** John Romero <jromero@alamitosassociates.com>

**Sent:** Tuesday, April 23, 2024 4:30 PM

**To:** Carlos Luis <cluis@cityofsignalhill.org>; Colleen Doan <CDoan@cityofsignalhill.org>; Edward H. J. Wilson <EWilson@cityofsignalhill.org>; Keir Jones <KJones@cityofsignalhill.org>; Robert Copeland <rcopeland@cityofsignalhill.org>; Tina L. Hansen <THansen@cityofsignalhill.org>; Lori Woods <lwoods@cityofsignalhill.org>; SH OPERATIONS LIEUTENANT KELLI CRIGLER <KCRIGLER@CITYOFSIGNALHILL.ORG>; SH POLICE CAPTAIN BRAD KENNEALLY <BKENNEALY@CITYOFSIGNALHILL.ORG>; SH POLICE CHIEF WAYNE BYERLEY <WBYERLEY@CITYOFSIGNALHILL.ORG>

**Cc:** Chris Mata <cmata@alamitosassociates.com>

**Subject:** SIGNAL HILL SELF STORAGE - Boat Demolition & Removal

**CAUTION:** This email originated from outside of the organization! Do not click links, open attachments or reply, unless you recognize the sender's email address and know the content is safe!

Hello City Leaders,

We are providing an update on the final matter in completion of our C.U.P requests – Removal of Boat Vessel on our property.

Demolition of boat started yesterday 4.22.24

Attached are pictures from yesterday and today. Estimated time of completion and disposal is this weekend per the contractor.

We expect the vessel, boat fragments, removed parts, remnants, boat stands, etc to be off our property when trash bin is removed.

We will follow up with pics to continue keeping you in the loop.

Thank You for your patience.









**JOHN ROMERO**

DISTRICT MANAGER

562.484.8023