



CITY PRIORITIES WORKPLAN

FISCAL YEARS 2019-2021

www.MurrietaCA.gov





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CITY COUNCIL GOAL SETTING

Each year the Murrieta City Council holds a public workshop to review the City Council goals and set priorities for the coming year. At this time, City staff present a related work plan for the Council to validate and prioritize.

When this process began in 2009 there were five goals in place with several sub-goals. In 2013 the Council added a sixth goal. And in January 2019 Council amended two of the goals to reflect the City's vision and values. Listed are today's goals, as ratified in January 2019.

-  Provide a high level of innovative public safety
-  Aggressively pursue economic development
-  Maintain a high performing organization that values fiscal sustainability, transparency, accountability and organizational efficiency
-  Plan, program and create infrastructure development
-  Coordinate and deliver responsive, effective community services
-  Foster and promote an engaged, connected and caring community

A UNIQUE YEAR



The 2019 City Council goal setting workshop included a variety of new programs, projects and staffing

improvements made possible by Measure T, the Transaction and Use Tax. This one cent sales tax, passed by voters in the November 2018 election, stays in the community. It will help to reduce emergency response times, maintain the City's excellent public safety status, repair aging streets, expand graffiti abatement efforts, replace landscaping and remove weeds in public areas, and build the City's fiscal sustainability.

With these priorities established by the citizens, and with Council direction to maintain the practice of conservative spending, staff created objectives to be phased in over a two-year period in conjunction with the new FY 2019-20 and FY 2020-21 budget. The City Council adopted the new, balanced two-year budget on June 18, 2019 and the fiscal year began on July 1, 2019.

CITY COUNCIL GOALS

The following programs and projects are predominantly new; and although many are fully funded with Measure T funds, some also have other funding sources.

In July 2019, the City launched a new budget dashboard. This on-line tool lets you explore the City's planned and actual expenditures for the previous two fiscal years, and see what's budgeted for the current and upcoming years. It makes information on City spending and Measure T easily accessible. In addition, the City has created a three member Citizens' Oversight Committee that will periodically review Measure T spending to ensure adherence to the goals set by the City Council and citizens.

The Murrieta City Council and staff thank you for your support and look forward to presenting these new programs that will make a visible and important impact on the health of our community.

For more information, visit the City website at www.MurrietaCA.gov and connect with us on social media.



Kelly Seyarto, Mayor



Scott Vinton, Council Member



Randon Lane, Mayor Pro Tem



Christi White, Council Member



Jonathan Ingram, Council Member



Kim Summers, City Manager

MURRIETA CITY COUNCIL



City Council left to right: Council Member Jonathan Ingram, Council Member Christi White, Mayor Pro Tem Randon Lane, Mayor Kelly Seyarto, Council Member Scott Vinton.

FIRE

MEDIC PATROL

Over the past four years, the Fire Department has experienced a nearly 15 percent increase in the number of 911 calls for service. As outlined in the Murrieta Fire & Rescue Accreditation Report, this surge has led to longer response times. To secure the ongoing health and safety of our citizens, the Department is taking steps to improve response times.

With the passage of Measure T, the Fire Department will add 12 additional positions and updated equipment. This includes the deployment of two new Medic Patrols, each staffed with an engineer and a firefighter/paramedic. These versatile units can quickly respond to basic life support calls while also being available for fire incidents that may require additional staffing. Based on the existing 2018 incident activity, the new additions may improve travel time by about 5-10 percent.



REPLACE AGING EQUIPMENT

The most important part of a firefighter's respiratory protection system is the quality of the air inside their self-contained breathing apparatus cylinder. To avoid contamination, the stations that fill these essential cylinders are regulated by a number of stringent standards, including the National Fire Protection Agency and Occupational Safety and Health Administration. Murrieta's existing system is more than 30 years old. It lacks the pressure capacity to fill new bottles, and regularly fails to operate, requiring firefighters to rely on a portable option. Measure T will allow the Fire Department to replace its fill station with a modern air compressor.



Fire Department's existing breathing air compressor; the first recertification occurred in 1989.

PROVIDE A HIGH LEVEL OF INNOVATIVE PUBLIC SAFETY



FACILITY REPAIRS

Deferred maintenance has significantly impacted City fire stations with a number of outstanding projects that include: concrete repair, exterior paint and wood repair, signage, updated kitchen and bathroom appliances, and transitioning Station 1 from a septic to sewer system. In addition, improvements to the five stations will accommodate additional staffing and provide living space for both male and female staff.

The City's Safety and Health Committee will conduct an internal needs assessment and a risk analysis to prioritize this work.

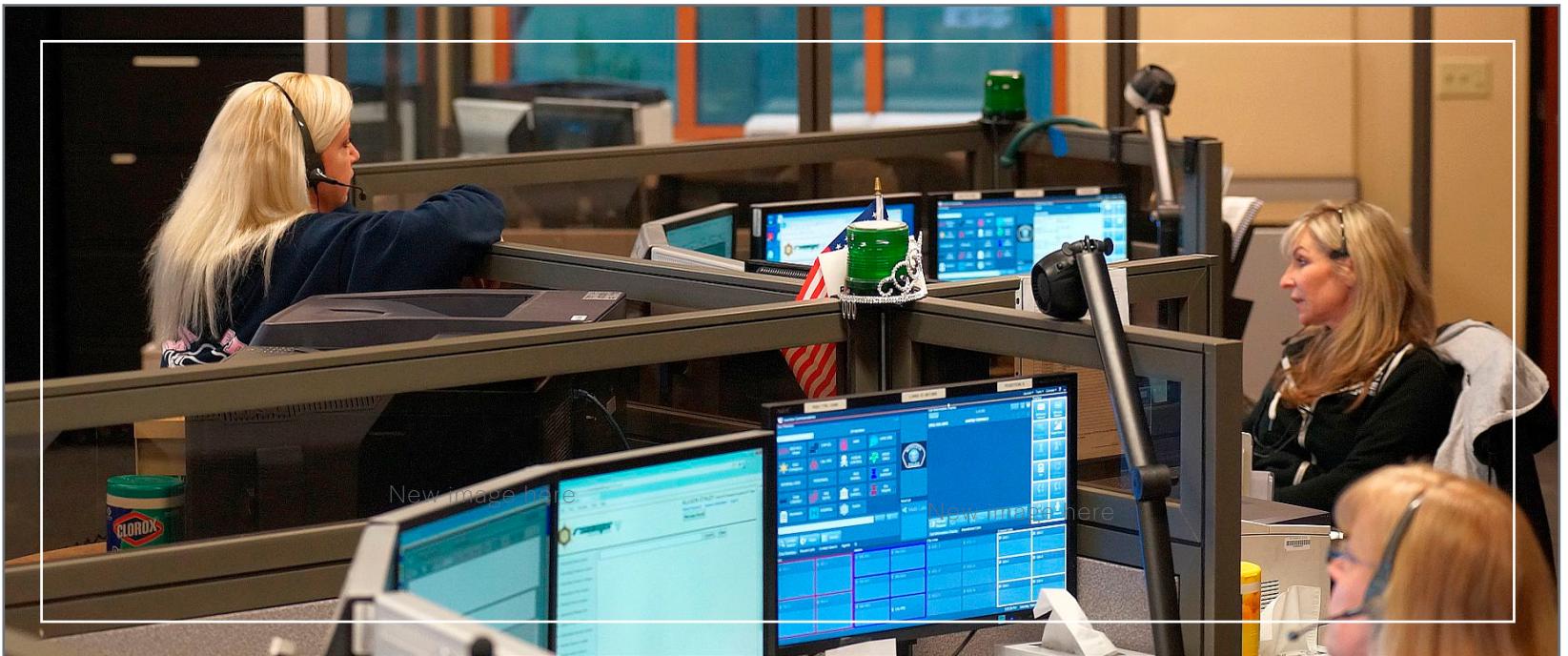
“Improvements to the five stations will accommodate additional staffing and provide living space for both male and female staff.”



EMERGENCY MEDICAL DISPATCH



The City's implementation of Emergency Medical Dispatch (EMD) will enhance the services provided by both dispatch and Murrieta Fire and Rescue (MFR) and provide vital support when seconds count. Emergency Medical Dispatch is a systematic program of handling medical calls in which dispatchers use approved pre-arrival instructions to quickly and properly determine the nature and priority of the call. Use of EMD helps dispatchers determine the appropriate response and will provide the caller with instructions to support the patient until MFR arrives. Dispatchers can help a caller initiate CPR, instruct on how to perform the Heimlich or talk through basic treatment for a variety of traumatic injuries.



TYPE 1 ENGINE



As part of its strategic planning efforts, the Fire Department engaged a consultant to evaluate the existing condition and maintenance procedures related to its response apparatus. The City developed a repair and replacement plan based off of an objective age, safety, and condition scoring matrix. Measure T funding will fund the scheduled replacement of a Type 1 fire engine.

Type I fire apparatus are the back bone of the fire service and carry an assortment of tools and equipment. This collection allows the Fire Department to mitigate public service calls and the majority of 911 calls, including public service requests, medical aids, traffic collisions, hazardous material calls, vehicle fires, structure fires and wildland fires.



A Type 1 fire engine is due to be delivered in early 2020.

FIRE SCIENCE PROGRAM

In August 2019, the Murrieta Valley School District introduced its first Fire Science Program. Held on-site at Murrieta Valley High School, the 3-year course is expected to draw students from around the region. The program builds upon the strong relationship between the City and the School District, with donations of decommissioned fire apparatus and equipment, guest classroom instruction, and hosting of related programs and events to enhance the experience. Through this investment of time and resources, the Fire Science Program aims to inspire local young men and women to further their academy and paramedic educations and apply to work for their hometown Fire Department.

“ This program aims to inspire local young men and women to further their academy and paramedic education.



POLICE

PROVIDING ADEQUATE STAFFING LEVELS



When the economic downturn hit in late 2000, the Murrieta Police Department reduced staffing through attrition from 94 sworn officer positions to 86.

As the economy improved over the past few years, the Department slowly gained back most of these positions but was still unable to keep up with population growth. Murrieta currently has one of the lowest officer per capita rates of any city with over 100,000 residents in California.

With the passage of Measure T, the Police Department can now increase staffing to many vital areas. These changes will allow the Department to continue to provide the high-level of police service our growing community expects and deserves.

Many of these additions are key to implementing some of the new programs outlined in the following pages.



SCHOOL RESOURCE OFFICERS



The Police Department and the Murrieta Valley Unified School District share a strong working relationship and partner to provide a safe learning environment for our children.

Highlighting this partnership is the School Resource Officer Program, a shared-cost effort that places police officers in our local schools.

Measure T funding will add an additional school resource officer to this program. This will allow the Police Department to have a school resource officer assigned at each of the three high schools and the three middle schools within the City, enhancing student safety and providing positive role models in law enforcement.



PATROL OFFICERS

The patrol division is the most visible sign of law enforcement in the community and responds to all initial calls for police services. It is vitally important to have adequate staffing to handle multiple emergency calls. As the City’s population continued to grow during the recession, staffing could not keep pace with the increased calls for service. Assembly Bill 109 (2011) and Proposition 47 (2014) created further demands on the patrol division, as supervision of parolees and probationers fell onto local jurisdictions, and property crimes began to spike.

Measure T funds will add additional officers to the patrol division. The Department will increase minimum staffing levels on each shift to handle service calls and help to keep our community safe.



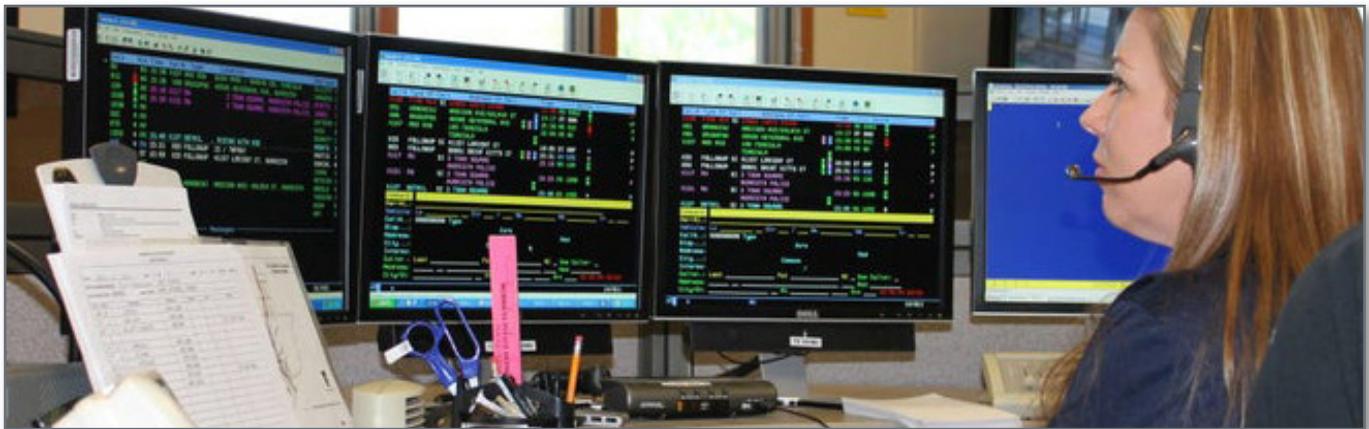
DISPATCH / COMMUNICATIONS CENTER



The Murrieta Police and Fire Communications Center operates 24 hours a day and provides dispatch services for the Murrieta Police Department, Murrieta Fire and Rescue, and ambulance services for the City of Murrieta. It is also the primary public safety answering point for all emergency 9-1-1 calls in the City of Murrieta.

Measure T funding will allow the Police Department to hire additional dispatchers to staff the Communications Center and handle the growing number of calls for police and fire service. This increased staffing will help to ensure fast emergency services for the community and will support service improvements, like the new Emergency Medical Dispatch.

Measure T funding will allow the Department to hire additional dispatchers and handle the growing number of calls for police and fire service.



DISPATCH EXPANSION

The Murrieta Police and Fire Communications Center provides a high level of dispatch services for both the Police and Fire Departments. Yet dispatch demands are evolving, with greater regionalization and rapidly advancing technology.

For example, the City of Menifee's new Police Department will begin contracting with the Murrieta Police Department for dispatching services. Real-time crime analysis and Next Generation 9-1-1, which allow the public to send voice, text, video and photographs to the 9-1-1 communications center. This will greatly improve emergency service responses, but will require additional staffing to handle increased public input.

BODY WORN CAMERAS



Law enforcement Body Worn Camera (BWC) programs have been adopted by an increasing number of law enforcement agencies across the nation. In addition to documenting encounters between the police and the public, BWC programs enhance evidence collection, strengthen officer performance and accountability, support agency transparency, and improve trust between the police and the community.

While the Murrieta Police Department has wanted to implement a BWC program since 2014, it lacked funding for the costs related program management, video storage, redaction services and/or redaction software, training, and handling of Public Records Act requests.

Measure T will allow the Police Department to continue with development of a BWC program and equip all sworn police officers and community service officers with BWCs. It will also add a police sergeant position to administer the program.



AGGRESSIVELY PURSUE ECONOMIC DEVELOPMENT



ECONOMIC DEVELOPMENT

DOWNTOWN SPECIFIC PLAN INCENTIVES

Downtown Murrieta is a place of great community pride, and the City supports its continued development into a vibrant and bustling cultural center. In 2017 the Council approved a comprehensive update to the Downtown Specific Plan. This document will help to guide land use decisions, improve the area's physical and economic environment, and establish the City's goals and expectations for downtown development. Since adoption of the Specific Plan, the Council has adopted additional strategies to attract investment in the Downtown area.

PARKING IN-LIEU FEE PROGRAM

In 2019, the Council adopted a program that lets Downtown developers satisfy on-site parking requirements by paying a fee. This encourages development on sites where standard on-site parking requirements might make a project physical or financially infeasible. The fees collected will help finance construction of a public parking structure nearby. This encourages motorists to park their car and visit multiple locations by foot. It provides freedom to design buildings at a pedestrian scale and create continuous storefronts that improve the streetscape for walkers.

RESTAURANT REVOLVING FUND PROGRAM

Water/sewer connection costs for new restaurants can range from \$30-\$100K depending upon restaurant size. This fee has discouraged new restaurants from opening in the downtown area because it must be paid prior to opening. In response, the Council coordinated with Western Municipal Water District and approved a program in 2018 that allows new restaurants to apply for a low-interest loan through the City to help fund these costs.

PROCESSING AND IMPACT FEE REDUCTIONS

Commercial permit processing and development impact fees can be large, negatively impacting quality development. In 2018, the Council adopted a program that waives up to 30 percent of all Downtown permit and development impact fees.

EARLY SUCCESSES

While these programs are less than a year old, the City has seen tangible benefits such as the recently opened Wine Ranch, recently approved Downtown Murrieta Marketplace and an application for Wyndham Timeshare. The City will continue to pursue programs and process improvements that implement the Council's goals and expectations for Downtown development.



MARKET DEVELOPABLE PROPERTIES

The 2018 Economic Development Strategic Plan sets forth seven goals with the ambition of enhancing the quality of life and well-being of all Murrieta residents through the growth of our local economy. The first goal of this plan is to market and promote the City of Murrieta for economic development. A key element to this will be to create a broader and more comprehensive on-line marketing presence through the use of a new site selector website, an increase in social media and the use of video marketing.

The new Murrieta Site Selector website is an important component in marketing developable properties in the City. This on-line resource allows brokers, investors and developers to search key sites within the City and connect them to property owners or representatives. The user can also research demographics, education, workforce and industry-specific information to help them make informed decisions about locating in the City of Murrieta. Visit www.MurrietaEconomicDevelopment.com



MAKING CONNECTIONS

The Economic Development division continues to build relationships with the development community through a wide range of strategic networking activities. Staff regularly attends trade shows and promotional events like the International Council of Shopping Centers (ICSC), the NAIOP Commercial Real Estate Development Association, the Association of Commercial Real Estate Executives, and many others. Through activities like these, the City of Murrieta builds its regional presence, highlights market strength and promotes future development within the City. These networking activities also provide direct access to regional and national developers and help to position Murrieta as an ideal location for future projects and investment.

ENCOURAGE INNOVATION

EXPANDING HEALTHCARE SERVICES

In addition to housing and retail development, the City also focuses on innovation and healthcare as a way to bring high quality, high-paying jobs to our region. With additional, high-profile healthcare employers, the City is quickly becoming a regional medical hub. Kaiser Permanente and Rady Children's Hospital have joined the existing Loma Linda University Medical Hospital and Rancho Springs Medical Center in providing top-rate, innovative medical services to the area.



MURRIETA INNOVATION CENTER

The Murrieta Innovation Center is home to seven biotechnology startups, including the region's only genomics sequencing laboratory, Murrieta Genomics, and the area's first clinical trials lab, Alliance Research Center. Located in the former City Hall the Center benefits from City-supported seminars on topics such as: sources of capital, tax incentives and patent law to help local start-ups build a strong foundation.



As the Murrieta Innovation Center continues to attract cutting-edge start-up biotechnology companies, the City uses creative strategies to accelerate their growth. In Fall of 2019 The Economic Development Division along with Murrieta Genomics hosted A Night of Innovation, sponsored by JP Morgan. This event brought venture capitalists & angel investors to the Bear Creek Country Club in Murrieta where local biotechnology start-ups pitched their ideas in hopes of developing financial partnerships.

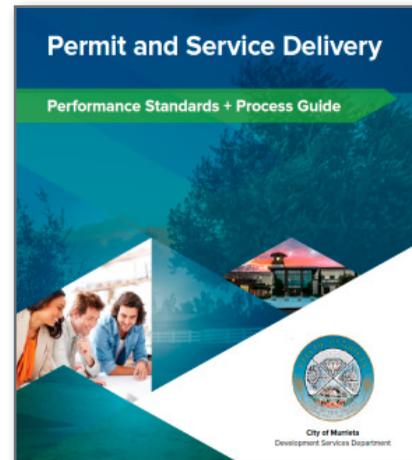
REGIONAL ATTRACTION

Riverside County businesses continue to move away from the stereotype of warehouses and agriculture. And Murrieta has led the charge with its strong focus on innovation. With its top universities, central location and state-of-the-art medical facilities, the Inland Empire has the academic, research and human capital necessary to compete with the best in the world.



IMPROVE DEVELOPMENT SERVICES INFRASTRUCTURE

The land development process is complex and can be difficult to understand and navigate. Over the past year, the Development Services Department (DSD) has implemented several process improvements to streamline the review process including code updates, process guides, written policies and standards. While a lot has been accomplished, the City looks forward to taking this work to the next level with improved consistency, clarity and accountability.



PERMITTING SOFTWARE



In the coming year, DSD will be replacing their existing permit tracking software with a new public-facing, web-based system that provides additional functions to make the process more transparent.

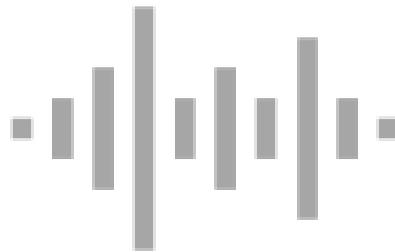
- Offers tracking and accountability so that there is equity in the application of rules, the establishment of clear deliverables and deadlines, proper management of staff workload and audit trails on all transactions so that any anomalies can be traced and resolved
- Provides data analytics for strategic planning and performance metrics that will help identify/justify process improvements
- Increases transparency by including a public facing dashboard so folks can view citywide permit activities and keep track of permit status
- Provides predictability by standardizing the permit process, which will improve processing times for the customer and reduce processing effort required by staff

MAINTAIN A HIGH PERFORMING ORGANIZATION THAT VALUES FISCAL SUSTAINABILITY,
TRANSPARENCY, ACCOUNTABILITY, AND ORGANIZATIONAL EFFICIENCY

INTERACTIVE VOICE RESPONSE SOFTWARE

Under the current system, a contractor or property owner wanting to schedule a building inspection must leave a message on the City's Inspection Line, where a staff member returns the call within 24 hours to set up a date and time. Unfortunately, this can lead to inspection delays, especially if the two parties are unable to connect over the phone.

Interactive Voice Response (IVR) is an automated phone system that will allow callers to schedule inspections electronically and help to create a more efficient process.

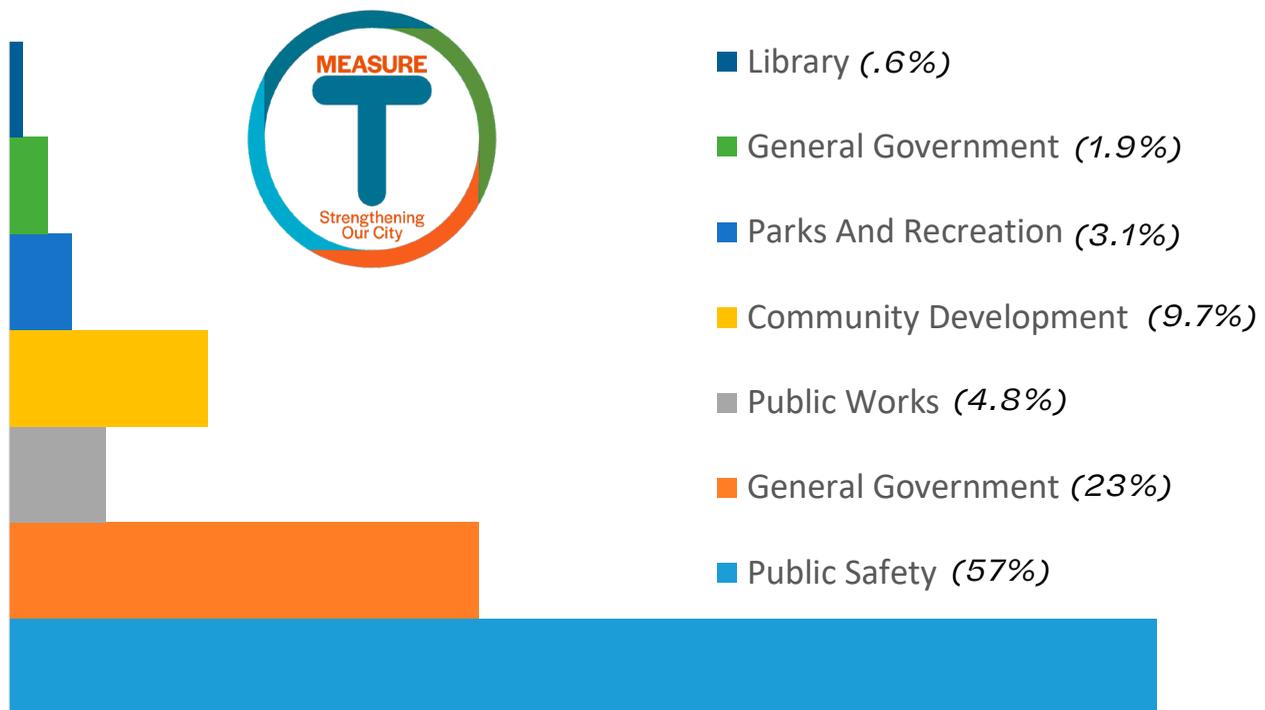


MEASURE T OVERSIGHT AND ACCOUNTABILITY

REVENUE/EXPENDITURE DASHBOARD

Fiscal transparency includes providing internal and external stakeholders with ready access to budgetary reports and data. In July of 2019, the City implemented a web-based portal that provides for the streamlined collection, analysis, and communication of complex budget information in a simple, easily digestible manner. Through the City's website, local residents, businesses, elected officials, and City staff can access data that not only reports planned (budgeted) revenues and expenditures but the actual period-to-date receipt of revenues and actual expenditures by department and fund type, including the segregation of Measure T revenues and expenditures, through easy to follow dashboards.

2020 MEASURE T BUDGETED EXPENSES (with data from OpenGov)



CITIZENS' OVERSIGHT COMMITTEE

Measure T is an investment in the quality of life of Murrieta residents, businesses and visitors. Through Measure T, the City will receive additional sales tax dollars for local uses designated by the City Manager and approved by the City Council, including but not limited to public safety services, graffiti abatement, and park and street maintenance. To maintain accountability and the public's trust, the City has formed a Citizens' Oversight Committee to convene on a bi-annual basis. They are charged with:

- Reviewing revenue and expenditure reports prepared by staff as they relate to the receipt and use of Transaction and Use Tax revenue
- Receiving and considering reports from the City Manager or designee on the operational impacts of Measure T citywide
- Reviewing economic trends
- Providing biennial reports to the City Council on the revenue and expenditure history for the prior biennial budget period and on alignment with Council goals
- Making recommendations to the City Council on future use (based on revenue and expenditure reports, and economic trends)



EXPANDED GRANT PROGRAM

Fiscal sustainability can only be achieved through both the development of spending priorities and the cultivation of diverse revenue sources. Grant awards are a critical revenue source, providing funding for public safety programs, park development, roadway improvements, water and sewer infrastructure, and facility construction. An expanded grant program will improve the City's identification of grant opportunities, the quantity and quality of grant application packages, and the management of grant funding after award. Because grants typically come with expenditure and performance requirements, the ability to monitor and report out on the use of funds is imperative to the City's ability to continue to receive grant funding.

RESERVES AND SUSTAINABILITY FUNDS

RAINY DAY FUNDS



The economy is cyclical, and a critical component of long-term sustainability is preparing for periods of economic recession and unforeseen major expenses that were not budgeted. The maintenance of rainy day funds provides the City with greater probability of maintaining service levels during periods of recession and when significant, unplanned expenditures are necessary. The City's rainy day funds consist of operating reserves and an economic contingency fund.

By Council Policy, the City's goal is to maintain operating reserves for all major funds (General Fund, Murrieta Fire District, Community Services District and the Murrieta Public Library) at 30 percent of the operating budget, which we project reaching by the end of 2020.

In addition to operating reserves, the City maintains a General Fund economic contingency fund. During the last major recession, staff reductions and deferred maintenance on facilities and vehicles reduced service levels. Without the funds set aside in the economic contingency, the impact would have been much greater. In preparation for the next recession and future unplanned expenditures, a portion of Measure T funds will be used to rebuild the now depleted economic contingency fund.

MAINTAIN A HIGH PERFORMING ORGANIZATION THAT VALUES FISCAL SUSTAINABILITY,
TRANSPARENCY, ACCOUNTABILITY, AND ORGANIZATIONAL EFFICIENCY

FUNDS FOR BUILDING MAINTENANCE; VEHICLE REPLACEMENTS AND TECHNOLOGY



Efficient and effective operations require routine maintenance and timely replacement of equipment that has reached the end of useful life. The City anticipates these expenses and can now plan accordingly. The projected future cost for major facility repairs and equipment replacement, vehicle replacement, and technology upgrades will be spread over multiple years with annual budget allocations.



DEBT REDUCTION



Debt issuance can be a helpful tool to finance major capital improvements. In the short term, by issuing debt the City is able to fund improvements sooner and to keep more cash on hand for other projects and services. For longer-term sustainability, accelerated repayment can reduce the interest cost, making additional funds available for projects and services. With Measure T, staff seeks to accelerate the repayment of its long-term debt.

WATER INFRASTRUCTURE

Development of Murrieta's Downtown commercial hub and adjacent industrial corridor is a City Council priority. Roughly 240 acres of vacant land is available for development, which could produce more than 2,000 local jobs and generate approximately \$146M in direct economic growth. With a vacancy rate of .5 percent for industrial space, the need for additional manufacturing facilities is higher than ever. Adequate water service, however, is presenting challenges for potential businesses in Downtown and the Jefferson corridor.

SERVICE TERRITORIES & INFRASTRUCTURE

Three water districts provide services in the study area with overlapping boundaries. Some areas have no municipal services at all. This, combined with lack of infrastructure, is a source of frustration for potential developers and property owners and has significant cost implications.

ADDRESSING THE ISSUES

At the request of the City, the Local Agency Formation Commission (LAFCO) directed a comprehensive review of water services in this specific area. LAFCO is a State agency that helps to oversee local service areas. LAFCO will recommend which water agency or agencies are best equipped to provide sustainable services to this area. Selecting the proper water district is only the first step. The complicated and costly next step is to build and service needed additional infrastructure. The City will likely be partnering with the selected water purveyor to aggressively pursue a number of federal grant opportunities and work together to align long-term water services with local needs.



Roughly 240 acres of vacant land is available for development, which could produce more than 2,000 local jobs and generate approximately \$146M in direct economic growth.

STREET PROJECTS

KELLER INTERCHANGE

The City will be widening Madison Avenue from Guava Street to Elm Street. The remaining design phases, including Project Approval/Environmental Determination, Plans, Specifications, Estimates and Right of Way Acquisition are scheduled to be completed in 2020. The Interchange construction is scheduled to begin in 2021 and will take 18 months to complete.



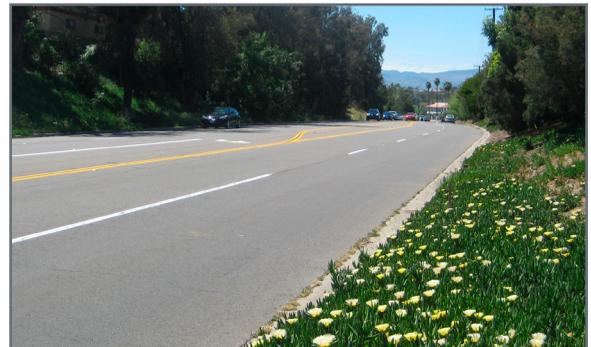
MADISON AVENUE

The City will also be widening Madison Avenue from Guava to Elm Street. This will transition the roadway from two lanes to four and require \$15M in additional funding before starting. The design process will dovetail with the General Plan Update to address any zone changes/lane use designations that may occur.



HOT SPRINGS WIDENING: MARGARITA TO WINCHESTER

Murrieta Hot Springs will also be widened. Construction is scheduled to start in spring 2020 and cost \$7 million dollars. This project will widen Murrieta Hot Springs from four lanes to six lanes from Margarita to Winchester Road, easing traffic in this area.



STREET RESURFACING

The City will be implementing a new street program to grade the condition of residential streets and prioritize maintenance and repairs over future years. Almost half of all residential streets will be addressed initially.

STREET LIGHTS

The City of Murrieta was the first in Western Riverside County to complete the conversion of its streetlights to LED technologies. Retrofitting the 6,500 lights, which use 75 percent less energy than traditional street lights, will save the City \$6.5 million over 20 years in reduced energy and maintenance costs.

Six months after it began in February 2019, the streetlight conversion was complete, and the City will begin to capture the full annual savings from lower energy consumption and utility costs. The retrofit will also enhance public safety and improve the appearance nighttime sky.

LED streetlights are better suited for lighting street surfaces and cast less light on adjacent private property.



GRAFFITI ABATEMENT/PREVENTION PROGRAM

Graffiti is vandalism. It scars the community, impacts property values, can incite additional criminal activity, and diminishes our quality of life. It is important that the City and public eliminate graffiti vandalism quickly so it does not become an expensive burden on our community

In order to discourage further tags or graffiti, the City is developing a program that aggressively responds to and removes graffiti. This program, along with an associated regulatory framework, will establish the prevention, prohibition and free removal of graffiti from private property. In addition, graffiti on public or quasi-public property can easily be reported by members of the public for removal.

The program will involve collaboration between residents and business owners, City departments, Police, Caltrans, utility companies and other public agencies. The Code Enforcement Division will be responsible for graffiti abatement and will work closely with the Police Department for the identification, tracking and removal of any possible gang-related graffiti.



LANDSCAPE REPAIRS, MAINTENANCE & WEED REMOVAL

The maintenance division of the Public Works Department provides for landscaping and maintenance of the City owned streetscapes, medians, slopes, open spaces, trails, and facilities in a safe, clean, and aesthetically pleasing manner. The effects of the drought and rising water costs, however, have left some trees and plant areas bare. Two new enhancements will improve landscaping throughout the City.

- Creation of a citywide weed-control program that includes spraying, abatement of weeds after rainy season, and clean-up of fire prone lots during summer
- Creation of a new contracted maintenance crew to provide more timely response to residents. This will consist of two-man crews that can be flexible and quickly address concerns



EXPANDED SERVICES

PASSPORTS

Recognizing that the community benefits by having multiple venues for key services, the City Clerk's Office will soon begin accepting U.S. Passport applications.

This service will allow residents and community members to get their Department of State travel documents locally at City Hall, without the long lines associated with waiting at the Post Office or other acceptance facilities.

All City Clerk staff will be trained as Passport Acceptance Agents, and no appointments will be necessary for filing passport applications. Passport photos will also be available.

In addition to new passport services, staff will also help residents with passport renewals, speeding up the process and reducing rejections from the self-serve mail order process.



MARRIAGES

Later this year, Murrieta's City Clerk will begin conducting civil marriage ceremonies at City Hall, with plans to expand this service to other City venues.

Couples will first need to obtain a marriage license from the County of Riverside and bring the original marriage license with them on the day of your ceremony. Both parties must be present and have valid photo identification, such as a driver's license or passport. The fee for the ceremony is based on location and City services provided. There is no charge for the City Clerk to perform the ceremony, only to use City venues. The City Clerk will work with couples to personalize their civil marriage ceremony, and couples may recite their own vows. Photographers will be welcome and depending on the schedule, couples may take as much time as available for photographs.





NOTARY

The City Clerk now provides notary services to the public. Notary service at City Hall is trusted, fast and efficient, with no appointment required. Residents can bring their personal or business documents to be notarized by one of six notaries commissioned in the City Clerk's office.

Common notarial acts include: Acknowledgment on a document such as: Quitclaim Deed, Homestead Declaration, Affidavit, Grant Deed, and Release of Mechanic's Lien. Acknowledgments include the Notary's seal and a written certificate.

PARK FACILITIES

EXPANDED PARK RANGER PROGRAM

The City's Park Ranger Program allows for safe, accessible parks and sports fields for residents and the general public. Park Rangers patrol our parks on a daily basis, enforce City ordinances and park rules, inspect for unsafe conditions, and address maintenance concerns. Additionally, Park Rangers educate the public about City parks and open space through classroom presentations, park tours, and public events. Currently, the two Park Rangers monitor 51 parks, 1,350 acres of parkland and trails, and three facilities. Adding a third Park Ranger will allow for the creation of a new Junior Park Ranger program as well as regular coverage of all parks.



COMPLETION OF PIONEER PARK

TOWN SQUARE PARK, SENIOR CENTER OUTDOOR RECREATION FACILITIES

The Community Services Department is working on three park construction projects:

PIONEER PARK (PHASE I) Located in the Downtown area, is a two phase project. Phase I will construct a tot lot, shade structure, and a small parking lot. Phase II, currently unfunded, will build the rest of the park and include plans for historic homes, reconstruction of the former elementary school, and other amenities. Construction is anticipated to begin in late 2019.

TOWN SQUARE PARK Construction at Town Square Park this fall will include a new amphitheater, a stage with permanent restrooms, ancillary buildings for performances, lighting, WiFi improvements, landscape and irrigation improvements.

B STREET PARK/SENIOR OUTDOOR RECREATION AREA This Downtown area park will construct two pickle ball courts, outdoor fitness equipment, a picnic shelter, and improve landscaping near the Senior Center. Construction is expected to start in late summer.



The Veteran's Memorial at Murrieta Town Square Park will benefit from adjacent landscaping and park improvements.

EXPANDED HOMELESS OUTREACH COLLABORATION

Three years ago, the City of Murrieta co-founded the Regional Homeless Alliance, a collaboration that allows the cities of Murrieta, Temecula, Lake Elsinore Menifee and Wildomar, to collectively address homelessness.

Through diversified funding that includes grants and government support, the Alliance partners with local and County governments, enforcement agencies, and nonprofit organizations to link individuals experiencing homelessness to services that address underlying issues and provide long-term solutions.

In addition to outreach and referral, the Alliance is working to provide housing navigation, encampment cleanups, and implementing a GIS mapping platform to support providers and law enforcement.

As members of the Homeless Outreach Team, the Murrieta Police Department works closely with the Alliance and weaves social service referrals into law enforcement calls to help people toward self-sustainability.

The mission of the program is to further improve the quality of life by developing residents', businesses' and visitors' awareness, understanding, and participation in a comprehensive strategy to address homelessness in Murrieta.

The City is collaborating to support awareness, understanding, and participation in a comprehensive strategy to address homelessness in Murrieta.



LIBRARY EFFICIENCY & SAFETY

SELF-CHECKOUT STATIONS

More than 1,000 people visit the Murrieta Public Library each day. Last year, the Library checked out over 445,000 pieces of material. To address this use and prepare for increased demand, the outdated self-checkout stations will be replaced with new, more efficient units. In addition to fast self-checkout, these new stations will also enable users to pay fines, view events and place holds on items. This will give librarians more time to work directly with patrons and improve customer service

SECURITY CAMERAS

The current cameras at the Murrieta Public Library are reaching the end of their usable life, and the technology is more than 10 years old. As the Library continues to grow in terms of customers and programs, improved security cameras will help to maintain a safe and secure environment.



CITYWIDE COMMUNICATIONS PROGRAM

The City of Murrieta is taking its outreach to the next level with the implementation of a comprehensive communications program that will connect residents, businesses and visitors with the information they want and need. Through accessible, timely and robust communications, the City will build lasting connections with its audiences and provide platforms for information sharing, engagement and user-selected notifications.

BRANDING

We are connected by community, by business, by well-being. . . With the introduction of the City's updated brand in summer of 2019, the City captured some of the elements that make Murrieta special while weaving a consistent, recognizable look and feel into our public-facing outreach.

In preparation for the re-branding, the City conducted focus groups with residents and businesses to help identify elements that define this community. What emerged was a clear focus on connectivity, family, community, growth and legacy. Anchoring these values: the City's strong record for safety, its exceptional schools, vibrant and growing business community and central Southern California location. The brand captures pride in Murrieta's history and optimism for the future.



NEW WEBSITE [WWW.MURRIETACA.GOV]

The City unveiled its new website with greater functionality, easier navigation, and a variety of new services such as the Measure T financial tracking dashboard. The City will continue to build out the website; watch for the integration of a new Customer Request Module (CRM) which will allow trouble tickets to easily be submitted and tracked, and the increased ability to interact with various social media platforms.

VIDEO OUTREACH

As more residents turn to video for information, the City is expanding its use of this tool to connect with the community. Watch for short, informational videos to highlight new programs and projects and provide updates on topics such as public safety, recreation programs, infrastructure projects and economic development. Videos will be posted at www.murrietaca.gov, and the City's Public Education & Government channel (Spectrum Channel 3) as well as social media.

PUBLIC INFORMATION OFFICER

The City's new Public Information Officer will oversee all of the City's internal and external communications including the City website, social media, community and media relations, marketing, advertising and design, video production and the monthly MORE Murrieta newsletter. This new position will help to expand outreach to the community, develop accessible communications and help develop creative strategies to share information and build relationships in the community and the region.

SOCIAL MEDIA

Thousands of residents and friends of Murrieta connect with the City through social media. Keep track of local events or get the latest City Hall, Police, Fire or Library information. See the back cover for the City's top social media handles.



CITY HALL

@CityofMurrieta

POLICE

@MurrietaPD

FIRE

@MurrietaFire

LIBRARY

@MurrietaLibrary

EVENTS

@MurrietaCSD (FB)

@MurrietaEvent (T)



CITY OF MURRIETA

www.MurrietaCA.gov

951-304-2489

CITY HALL HOURS

Monday-Thursday: 7:30 a.m. to 5:30 p.m.

Alternate Fridays: 8:30a.m. to 4:30 p.m.