Honorable Mayor and City Council Members:

At the end of each fiscal year, it is my pleasure to submit the Citywide Accomplishments. As the City concludes its 30th year since incorporation, I am once again privileged to serve as your City Manager and to have the opportunity to highlight the significant accomplishments of the 375 Murrieta employees. You will notice that some projects show up in multiple areas, proof that it takes all of us working as a team to be successful.

Despite the COVID-19 pandemic, the City maintained its financially conservative practices and served the public to the best of its abilities. Historically, the City has placed a priority on conservative financial spending practices and developed prudent financial policies. As a result, the City has successfully sustained its strong financial condition even under the shadow of an economic downturn and pandemic related uncertainty. The accomplishments listed on the following pages demonstrate our determination to remain fiscally responsible while simultaneously continuing to provide high levels of municipal services. For ease of reference, we have assembled the list of achievements under department headings. In reviewing this report, I hope you will share the same great sense of pride I have in our Executive Team and staff for all of our FY 2020/21 accomplishments during a time of great stress and uncertainty.

Sincerely,

Kim Summers, ICMA-CM
City Manager
CITY COUNCIL GOALS

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

Scott Vinton, Mayor

Christi White, Mayor Pro Tem

Jonathan Ingram
Council Member

Lisa DeForest
Council Member

Lori Stone
Council Member
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The following achievements were accomplished through the cooperative efforts of the City Manager’s Office, Executive Team, and all City departments.

**COVID-19 Response**

- Managed the organization through the COVID-19 pandemic by:
  - Protecting employees by creating isolated teams that could work alternating on premise and telecommute without cross contaminating while providing continuity of operations at all times;
  - Created a vast library of virtual programs such as games and craft projects from CSD to offering online storytime and providing digital materials of all types from the Library;
  - Purchased Bluebeam software to allow for digital plan check and created a plan submittal program to continue moving projects forward despite City Hall being closed to visitors;
  - Developed a robust public information campaign to keep residents aware of health concerns and rapidly changing regulations as well as digital programs and services offered via the City website;
  - Created a substantial daily Business section on the City website that assisted businesses through deal with dining, masking and closures, showed residents which restaurants were available for take-out or delivery, and helped them access all sources of funding to assist with reopening;
  - Implemented a safe return-to-work program for employees, allowing the City to be the first in the region and one of the first in Riverside County to re-open to the public;
  - Carefully restructured facilities for safety, provided twice daily sanitizing and PPEs, monitored employee and visitor health, and required masks and social distancing to reduce an outbreak among staff;
  - As allowed by the State converted City Council Meetings to a digital format allowing full citizen participation if desired. For high interest meetings an opportunity to speak at the podium was provided while maintaining safety protocols;
  - Multiple staff members actively participated in or monitored a wide variety of digital meetings including those with the White House, State of California, County of Riverside,
Riverside County Public Health, regional Mayors meetings, regional City Manager’s meetings, League of California Cities statewide and division meetings, weekly hospital update calls, and the Office of Emergency Management Public Information Office;

- Formulated a variety of letters in opposition or support related to COVID impacts and State and Federal funding distribution;
- Worked to acquire critical PPEs for the Police Department, Public Works, and all City employees when supplies were limited;
- Quickly reviewed and adjusted the FY 2020/21 fiscal budget to freeze hiring and programs as well as adjust revenue projections in a proactive effort to be prepared for an uncertain future. Multiple times throughout the year the budget was adjusted based on constantly changing projections and actuals;
- Created a virtual Chat feature on the City website to improve access to staff during the closure;
- Created a variety of safe and/or virtual employee events to maintain morale;
- Assistant City Manager Holler and Deputy City Manager Stevenson assumed duel director jobs to help safeguard the City’s finances.

General

- Coordinated a Feasibility Study regarding the development of a Soccer Training and Game facility;
- Published the City’s First Open Data Report, providing increased public access to City financial and program data;
- Created City Council Support Services Onboarding Guidance document;
- Oversaw the Council candidate workshop and orientation of two new City Council members;
- Sold the City owned “Stretchform” building to West Coast Exotics;
- Created a volunteer Diversity Committee for employees who expressed a strong interest.
Legislative Affairs Program

- The City Council adopted the City’s 2021 Legislative Platform, which serves as the foundation for the City’s advocacy strategy;
- Improved and maintained the City’s Legislative Affairs webpage with recent positions taken by the City and a revised Legislative Directory, which provides residents with contact information of local elected representatives;
- Took a formal position on 12 legislative proposals in addition to a variety of positions on COVID-related matters;
- Published a Legislative Affairs Program Report, which details positions taken by the City in the previous legislative session.
Animal Care Program

- In partnership with Animal Friends of the Valley, held a free spay/neuter and microchip voucher give away at City Hall in recognition of National Spay Day;
- In partnership with Southwest Community Financing Authority (SCFA) and Animal Friends of the Valley, participated in a cost recovery study to determine the amount AFV recovers in fees for services provided to the community.
Environmental Program

- Held a virtual recycling workshop to provide resources to the community regarding the State’s solid waste and recycling mandates;
- As required by the State, the City adopted a Mandatory and Commercial Recycling and Organics collection ordinance to comply with AB 1826, and adopted a mandatory commercial organics recycling compliance action plan to show good faith compliance with AB 1826;
- Created a recycling compliance form to assist businesses to comply with State mandates;
- Redesigned solid waste and recycling webpage, providing the community with more solid waste resources.

Wednesday, April 21
10:30 a.m. to 11:30 a.m.
www.zoom.us/j/9855244203

Learn how food pantry donations can reduce waste and support compliance.
Find out if your business qualifies for an exemption to the State mandates.

Virtual Recycling Workshop for Business
Community Development Block Grant (CDBG) Program

- Worked with Riverside County to enhance the City’s CDBG status to Metropolitan (Entitlement) Status, which led to a 102% increase in annual CDBG funding to the City, providing funds to offset general fund personnel cost associated with CDBG program administration, allowing the City to receive disaster funding and increased available funding to non-profits;

- Reprogramed additional CDBG funds into a small business grant program (Back-to-Business grants) to assist businesses that were impacted because of COVID.

<table>
<thead>
<tr>
<th>CDBG Entitlement Status Benefit</th>
<th>FY 2020/21</th>
<th>FY 2021/22</th>
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<tr>
<td>$323,570</td>
<td>$655,251</td>
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102% increase in CDBG funding
Savings to City’s General Fund and
Increase in funding to Non-profits
Public Information

- Produced a virtual 2020 State of the City video in October 2020 during COVID 19 shutdown in partnership with the Murrieta/Wildomar Chamber of Commerce. Also produced a live 2021 State of the City event in June 2021, which was hosted in partnership with the Murrieta/Wildomar Chamber of Commerce;
- Acted as liaison with Riverside County Public Health Public Information Office to ensure consistent, accurate information sharing during the pandemic;
- Developed Business materials and campaigns to define and encourage allowed outdoor operations for business such as restaurants during state closures;
- Expanded public website, trained and supported City staff on website use and design, and developed toolkits to address common issues. Continued to build out new employee Intranet;
- Managed growth of five social media platforms and increased followers by: 1,200 (Facebook) 383 (LinkedIn) 1,283 (Instagram) and Twitter (262);
- Managed video production for internal and external outreach related to public health, mandates and business assistance;
- In partnership with Community Services, planned a live-streamed virtual COVID memorial event;
- Developed a web-based employee newsletter to help keep employees connected during this high-stress time;
- Continued to produce the MORE Murrieta, the City’s monthly newsletter;
- Designed signage related to COVID protocols; the drive thru voting; census 2020 and facility hours.
Economic Development

- Promoted the Calvary Chapel Bible College property to the commercial and hospitality industries for new ownership;
- Received a preliminary approval for a US Department of Commerce Grant for the Murrieta Innovation Center to build a Wet Lab, Dry Lab, Clean Room, and Creative Office Space. This would be the 2nd Clean Room in the County of Riverside;
- Created the Retail 360 Dashboard, providing updated data analytics to developers, investors and business that is available 24/7 at https://retail360.us/murrieta-california/
- Completed an HVS Hospitality Study to assist in hotel recruitment;
- Celebrated Floor & Décor’s grand opening in Murrieta in Q1;
- Celebrated Ground Breaking Kaiser Permanente Phase II development, an ambulatory surgery center;
- Created a Property Managers Forum to discuss retail challenges for property ownership during the pandemic;
- Brought in a 10th biotech business to the Murrieta Innovation Center;
- Hosted the Murrieta Innovation Month Quick Pitch Regional Competition and chaired regional program;
- Partnered with Murrieta PD and Murrieta/Wildomar Chamber of Commerce on Business Anti-Theft Program to be coming soon;
- Worked with Veterans Chamber on PTSD Identification Program;
- Created a variety of material to assist business with changing mandates including a daily newsletter, dedicated webpage and site visits to businesses to distribute PPE;
- Helped select and present 30 Back to Business grants;
- Assisted approved hotel development on raising capital stack;
- Served as MVUSD Career Tech Education Advisory Chair;
- Developing a Downtown Murrieta Map and a Murrieta Boutique Dining Guide.
Assistance provided in site selection, relocation, expansions, and tenant improvement processes:

- West Coast Exotic Cars - to purchase and convert their new auto mall location, featuring a new Karma dealership, a Saleen dealership, and the West Coast Exotic line;
- Murrieta Town Square commercial center - to create Amazon grocery space with an anticipated opening in November 2021;
- New Veteran Affairs Medical Office – locate within the Murrieta Spectrum;
- Sportsman’s Warehouse - new location on Madison Avenue;
- Second Aldi location in the Vineyard;
- Kalifornia Distilleries - relocated on a new production facility and tasting room in Murrieta;
- Fresenius Kidney Care – construction of a new location on Kalmia;
- Rival Coffee and Sips and Eats restaurant - facilitated location and opening of in the Murrieta Commons;
- Burlington - relocation in Murrieta Town Square Center;
- Kan Zaman Mediterranean restaurant – location in vacant space;
- Chef’s Grille - expansion plan for existing restaurant;
- Home Depot - second site in the City of Murrieta (the Orchard);
- Biotech development group - site selection for medical campus;
- Belching Beaver Brewery and Restaurant - new downtown location;
- Cycle Gear – expansion to existing store;
- Inland Wharf Brewing- new ownership and reopening;
- Sheepey Race - relocation to former Pole Position Location;
- Worked with two hotel groups for site selection and due diligence on locations in Murrieta;
- Assisted 2 major automobile dealerships (to be named) that are seeking sites in Murrieta;
- New grocer Amazon Fresh;
- Blaze Pizza on site selection.
FINANCE

Budget

- Completed FY 2021/22 through FY 2022/23 Biennial Operating Budget. Delivered two (2) FY 2020/21 Operating Budget updates and presentations to the City Council and community; updated long-range fiscal forecasting model with FY 2021/22 and FY 2022/23 Operating Budgets;
- Prepared FY 2020/21 through FY 2024/25 Capital Improvement Plan (CIP) budget for August approval;
- Held Measure T Citizen’s Oversight Committee meeting, providing transparency regarding Measure T spending;
- Coordinated Measure T Oversight Committee report to City Council and provided timely monthly reports for committee members;
- Supported and participated in reviewing the “Back to Business” CDBG grant applications;
- Supported and participated in the short-term rental vacation ordinance;
- Completed Cares Act annual report (Submittals in September, October, and January);
- Completed Other Postemployment Benefits (OPEB) valuation report;
- Provided quarterly updates to the OpenGov transparency software for Finance and ASD;
- Completed Murrieta Police Officers Association (MPOA) Labor Costing in (AdastraGov) GovInvest Labor Costing Module in April 2021;
- Completed and submitted Quarterly Sales Tax Survey to US Census Bureau (Started in 2018);
- Conducted Monthly Budget Check-Ins with Departments (Started in February 2021);
- Reviewed City Council agenda reports for budgetary implications.
Accounting
- Completed:
  - FY 2019/20 annual audit;
  - Financial statements Report;
  - FY 2019/20 Single Audit Report;
  - FY 2019/20 AQMD Annual Report in February 2021;
  - FY 2019/20 Agreed-Upon Procedures (audit) for Measure A Fund (RCTC);
  - FY 2018/19 Agreed-Upon Procedures (audit) for MSHCP Fee (RCA).
- Provided Financial Statements and uploaded on City’s website;
- Delivered FY 2019/20 year-end results and presentation;
- Successfully implemented the 19.2 Finance Enterprise upgrade which all finance related activities depend on;
- Established a Continuity of Operations Plan (COOP) for Finance;
- Established remote payment for customers and remote check deposit system;
- Established COVID-19 accounting and expenditure tracking for reimbursement;
- Issued 14,687 invoices (through May 20, 2021);
- Issued 4,067 checks (through May 20, 2021);
- Issued 1166 new business license applications (through May 20, 2021);
- Issued 5274 business license renewal applications (through May 20, 2021);
- Issued 933 account receivable billings (through May 2021);
- Completed 1099 report and issued 100 1099 forms.

Debt Management
- Updated Investment Policy;
- Refunded capital lease debt (streetlight retrofit).

Procurement
- Issued RFP and entered into an agreement for 457 Plan Investment Advisory Services;
- Issued 254 purchase orders (through May 2021);
- Created administrative policy for purchasing/procurement of goods and services;
- Established an approving officials list for Cal Cards.

Payroll
- Implemented Fair Labor Standards Act (FLSA) compliance for the Police in payroll system and completed FLSA back pay calculation for Police membership.
ADMINISTRATIVE SERVICES

Human Resources

- Processed:
  - 2,726 applications for employment.
  - 45 recruitments.
  - 40 new employees through the pre-employment and new hire process.
  - 38 employee separations (15 of which were retirees).
- Total Full-time positions = 343 (Total part-time positions = 35; Total position count = 378)
- Assisted in the rollout of the Finance Enterprise System upgrade;
- Assisted with several CalPERS audits;
- Assisted with set-up and implementation of the Finance Department’s labor costing software;
- Implemented and coordinated the first Passive/Virtual Open Enrollment program and developed a Benefits Page on the Intranet;
- Implement two additional college discount programs with California Baptist University and the University of Redlands;
• Implemented and coordinated labor and employment Best Practices trainings for supervisors and managers;
• Implemented a virtual New Hire Orientation process to include a PowerPoint presentation on the City and benefits;
• Updated and implemented a citywide online training program;
• Implemented a virtual interview process;
• Implemented a new ID/security access badge system in conjunction with the Information Technology division;
• Completed both state & federal filing of 1095C’s in compliance with provisions of the Affordable Care Act;
• Developed and implemented new Citywide policies:
  o Harassment.
  o Lactation Accommodation.
  o Workplace Violence.
• Implemented new Delta Dental Wellness program to offer enhanced benefits to employees with certain chronic health conditions;
• Implemented an expansion of the employee vision care benefit, expanding the network of doctors available to employees to include such places as Costco and Sam’s Club;

Risk Management

• Partnered with Kaiser Permanente for an alternate occupational medicine clinic;
• Conducted an employee flu clinic;
• Implemented Employee Protection Line for reporting workplace wrongdoing;

COVID-19

• Implemented and coordinated daily COVID evaluations Citywide;
• Developed and implemented the Families First Coronavirus Response Act (FFCRA) Emergency Paid Sick Leave programs;
• Developed and implemented the Emergency Family Medical Leave Act (EFMLA) Childcare Accommodation Leave program;
• Implemented and coordinate all COVID leaves;
• Implemented a new electronic leave tracking system to improve efficiency and accountability;
• Developed and Implemented new Citywide policies;
• COVID-19 Vaccination verification;
• CalOSHA mandated COVID Prevention Program (CPP);
• Administrative Policy and Protocols for Cleaning and Disinfecting the Workplace;
• Temperature Testing and Screening for Symptoms Associated with COVID-19;
• Social Distancing and Individual Responsibility in the Workplace;
• Coordinated and Implemented the American Rescue Plan Act COBRA Subsidy;
• Implemented changes to Deferred Compensation accounts due to Coronavirus Aid, Relief, and Economic Security (CARES) Act provision allowing qualified participants the ability to withdraw funds tax-free if paid back within three years and increased loan provisions;
• Implemented changes to Flexible Spending Accounts (FSA) due to legislation in the Consolidated Appropriations Act of 2021. To reduce financial hardship when participating in FSA plan(s) a provision was added to allow unlimited carryover for plan years 2020 and 2021.
Informational Technology:

- Completed the Key Card and Camera Project for City Hall, Fire Administration, Library, and Police Headquarters;
- Completed the installation of a new server in the Library and two self-checkout kiosks;
- Updated the internet connections at the Murrieta Innovation Center, Torrey Pines, and the Police Department substation at Calvary Chapel Bible College, resulting in lower cost with improved speed;
- Advised on the design and installation of the network/camera/wireless configuration for Town Square Park;
- Completed fiber installation at the Police Department, allowing the County of Riverside to update the CAL-ID circuit;
- Purchased and configured a switch to provide the Public Works yard with fiber;
- Implemented end-user security awareness training/testing;
- Removed 10+ older physical servers and network equipment from the City Hall server room;
- Purchased and configured equipment to safely and securely destroy old hard drives;
- Assisted in procuring and configuring CradlePoint, a wireless connective device to network the Fire Department’s vehicles, apparatus and fire stations;
- Implemented new music-on-hold for the phone system;
- Completed records management system (RMS) training and production upgrade for Dispatch;
- Upgraded the Council Chambers audiovisual room;
- Implemented temperature check kiosks for City Hall, the Library and the Police Department.
• Completed an upgrade of the Finance Enterprise software;
• Set up and configured a server to enhance the agenda management system, providing an application to review agenda materials “on the go” on an iPad;
• Completed an upgrade of the Telestaff scheduling software system used by the Police Department.

COMMUNITY SERVICES

Library

• The Murrieta Public Library made substantial changes to operations due to COVID in order to continue serving the public:
  o The Murrieta Public Library was one of the first to begin curbside pickup.
    • New scheduling software was added to streamline curbside deliveries, with 7,336 appointments fulfilled.
    • 77,659 pieces of material were checked out (2019: 452,298).
  o Created many different virtual programs, such as Community Matters (interviews with community leaders), Storytime (reading children’s storybooks), a YouTube channel, podcasts, and instructional videos.
  o Posted 2,755 social media messages reaching 680,050 viewers.
  o Created The Library Blog, promoting reading lists and allowing patrons to have 24/7 access to reader’s advisory. There have been 110 new blog posts added with 3,802 views.
  o Created a monthly Library newsletter.
  o 58 Storytime videos were released on social media with over 28,276 families watching and 62 YouTube videos and tutorials with 21,961 views.
    • Began bilingual Storytime videos.
  o Distributed 2,299 take-home kits across all ages, including the Library for All participants.
The Library continued serving as a resource: answering 23,427 reference questions during COVID.
The popular Summer Reading Challenge was moved entirely online through the application Beanstack, which tracked the number of books read and allowed for opportunity drawings so participants could win prizes.

- Awarded and fully implemented Zip Books grant ($16,000), an innovative new model that serves as an alternative to interlibrary loan services. A Library patron can request a book or audio title not currently available within the system and is sent from Amazon directly to the patron’s home, and then patron returns the item to the Library adding it to the circulating collection. Since the start of the program, 1,255 books and audiobooks have been delivered and added into circulation.
- Youth Services staff developed the Children Book Packs program: Library staff personally selected five books for patrons based on reading interest forms they completed. Last year, 308 Book Packs were delivered, totaling 1,540 children’s books.
- Installed three new self-checkout kiosks and one vending kiosk.
- Added 3,644 new items to the collection
- Partnered with Neighborhood Forest, founded by Vikas Narula, for Earth Day and handed out 285 oak and pine trees to the public to plant
- Library became an in-person Voting Assistance Center.
- Receive $8,000 Copy Cat Grant, with the grant the Library was able to serve, children, teens, adults, people with disabilities and special needs, and seniors by providing take-home craft and STEAM activities for them to safely learn and enjoy from home.
- Received $5,000 Crisis Collections Funding for Public Libraries, to purchase an eBook service called Freading. Freading® eBook Service was the first to offer unlimited simultaneous access to a single book via its innovative pay-per-use model. Freading offers over 100,000 titles with over 1,100 publishers from around the globe participate, including HarperCollins, Harlequin, Houghton Mifflin Harcourt, Sourcebooks and Lonely Planet.
Parks & Recreation

- Considerable modifications were made to services due to the COVID pandemic:
  - Coordinated new virtual recreation class programming.
  - Murrieta Senior Center:
    - Successfully transitioned the daily lunch program for seniors to a drive-through service; and facilitated the development of satellite food programs at the Colony and the Knolls community.
    - Established the Golden Hour Zoom conference for adult participants and a Zoom book club for seniors.
    - Established Yappy Hour, a time for seniors to meet at a dog park and network.
    - Developed and distributed a COVID Resources Guide for seniors.
  - Murrieta Youth Center:
    - Established distance-learning camp for employees’ children during school hours.
    - Implemented the second annual Virtual Youth Arts Showcase.
  - Murrieta Community Center:
    - Developed reopening plans for multiple contracted recreation programs.
    - Painted the Annex.
  - Alternative Special Events conducted:
    - Filmed virtual ribbon-cutting for B Street Station
    - Coordinated a highly popular Holiday Drive Through event at Town Square.
    - Coordinated the Holiday Home Decorating Contest and a new Halloween Home Decorating contest.
    - Conducted the Spring Eggstravaganza; Easter drive-through Event.
    - “July is Parks and Recreation Month” Photo Contest.
    - Created new 9/11 Observance video.
    - Creepin’ it Real Halloween Laser Light Show.
    - Assisted Susan G. Komen event:
      - Lit City Hall in Pink in tribute to SGK event.
      - Planned for off-site firework show to commemorate City’s 30th birthday.
    - Alternative Recreation Programs (for adults with cognitive disabilities):
      - “Hide nor Hare” event.
      - “Love is in the Air” Valentine event.
    - Conducted Spirit of Spring Lego Challenge.
    - Coordinated Father/Daughter COVID-style Date Night.
  - Regular special events conducted:
    - Memorial Day tribute.
    - Town Square Amphitheater ribbon cutting.
    - Father’s Day car cruise and concert.
    - Assisted with Field of Honor modified event.
    - Tour de Murrieta.
  - Services:
    - Election services support:
      - CSD part-time employees were able to assist with ballot intake and Youth. Center was able to act as an in-person Voting Assistance Center.
      - Senior Center was able to act as a ballot drop off center.
    - To engage walkers on City trails, CSD coordinated “Did you know?” signage along various routes.
• Helped develop a regional collaborative of area Community Services Departments to discuss and share information regarding COVID.
  - Established a multi-city networking group.
• Instituted a park monitor/ambassador program for sports leagues.
  - Transitioned Park Rangers to 4/10 schedule to provide greater coverage in parks.
• Established COVID protocol in line with the State’s Interim Guidelines in allowing youth sports leagues back on the fields for training and conditioning.
• In collaboration with the County, administered the official Cooling Center at Fire Station 4 and the Murrieta Senior Center as required.
• Coordinating with the fire department oversaw a large fire abatement project at Nutmeg Street open space behind Gingerbread and at Mountain Pride Park disc golf course. Prior to the disc golf course shutting down for this staff worked with the Murrieta Rattlers Disc Golf Club to provide a much-needed facelift. All baskets were repainted and many of the benches, signs, and tee pads were repaired.

• Construction
  - Completed construction of the Town Square Amphitheater.
  - Began technical specifications of Pioneer Park tot lot.
  - Began planning for the Vietnam Wall as part of the Veterans Memorial. Experienced delays due to marble/granite shortages.
  - Constructed a new R/C racecourse at Mapleton Park.
  - Opened Phase II of Alderwood Park (Community Center/clubhouse, tot lot, pickleball courts, and restrooms).
  - Installed new, branded windscreen at Cal Oaks Sports Park.
  - Established two additional Landscape & Lighting Districts (LLD).
  - Assisted Public Works with closeout of Alderwood/Golden Gate project (releasing bonds, reimbursement of Development Impact Fees).

Homeless Outreach
• Notified of award of $992k from Riverside County for Emergency Solutions Grant – Coronavirus:
  - $249k for full-time street outreach services.
  - $743k for emergency shelter services.
• Provided two Community Behavioral Health Assessments (CBAT) leading to mental health services.
• Provided encampment clean-up services to seven encampments.
• Transported six individuals to mental health services.
• Developed proposal for a Joint Powers Authority for the Regional Homeless Alliance.
• Assisting with discharge status for homeless veteran suffering from PTSD.
• Assisted 18-year old homeless youth from foster care system enter transitional housing.
• Provided diversion services for two individuals living on the street:
  - 68 year old female to Nebraska to live with family (partnered with Community Mission of Hope).
  - 41 year old male to Arkansas to live with mother.
CITY CLERK

- Conducted the November 2020 General Municipal Election. Created a three day drive thru ballot drop off, in addition to multiple drop-off sites and an early voting center resulting in the highest collection numbers of any city in Riverside County;
- Recruited and appointed for Commissioner scheduled vacancies. Provided training to new members and staff;
- Provided staff training on the agenda management system to improve efficiency;
- In response to the pandemic implemented the Zoom webinar module to allow for safe virtual City Council meetings that allowed for citizen input;
- Fitted City Council chambers with COVID-19 safety measures in response to State and Cal-OSHA restrictions. When allowed created processes and procedures to safely reintegrate public attendance via a hybrid format;
• Reinstated Parks & Recreation, Traffic, and Library Commission in-person meetings;
• Initiated a Commissions, Committee’s and Boards administrative assessment to define purpose and needs in order to provide training;
• Evaluated the status of City Clerk processes and procedures to create a long-term plan to implement best practices;
• Coordinated repairs and improvements to the City Hall public agenda message board.

DEVELOPMENT SERVICES

General

• Planning Applications approved for fiscal year 2020/21 = 131.
• Continued to move Costco through the planning process toward construction;
• Murrieta Hotel DP/CUP/MND was approved by Planning Commission on September 23, 2020.
• Kaiser expansion for ambulatory surgery center (Phase II) was approved and is now under construction
• The Vineyard (Phase I - CK-17) Implementation (Quick Quack, Starbucks, and Jamba Juice opened Spring 2021)
• Reviewed 486 Business Licenses and issued 487 permits over the counter.

• Completed Construction:
  o Building E of Murrieta Commons - includes Rival Coffee.
  o Healthsouth Rehabilitation Hospital, 50-beds, located on Whitewood, north of Clinton Keith Road.

• General Plan Update approved by City Council, including:
  o Certification of Environmental Impact Report (public review/certification).
  o Updated Safety Element.
  o Updated Climate Action Plan.
  o Adoption of Vehicle Miles Traveled (VMT).
  o Planning Commission workshop and recommendation.

• Short-Term Vacation Rental Ordinance approved by City Council:
  o Implementation of Online portal for registration, payments, and enforcement methods.
  o Extensive coordination for implementation with Code Enforcement and Finance.

• SB-2 Planning Grants Program received a $310k grant award for new permit software (Energov) and Local Early Action Planning Grant (LEAP) received a $500k grant award for additional staffing, residential design guidelines, and new permit software (Envergov).
Code Enforcement

- Obtained public nuisance declaration for a property with chronic weed issues and working with attorney to obtain an abatement warrant;
- Issued notices and enforcement for properties violating the STVR requirements;
- Worked closely with businesses to assist them with safely complying with mandated closures, signage and dining;
- Citations issued 117;
- Graffiti cases were 26.
Building & Safety

- 3,387 building permits issued;
- The Ranch Apartments are currently in plan review, with Applicant’s recent changes to the original plans;
- Costco and gas station are currently in plan review;
- Kaiser Ambulatory Building and Tenant Improvement’s building permit has been issued;
- Rady Children’s Hospital: issued Tenant Improvement permit to build out an additional floor;
- Successfully implemented an intake system during COVID to allow continued processing of plans which included posting a weekly log of all documents submitted using the quarantine bins during COVID to assist customers with tracking their projects;
- Implemented automated system to schedule building inspections.
FIRE

- In conjunction with the communications center, the department launched emergency medical dispatch (EMD), which allows for the provision of pre-arrival instructions to callers;
- Graduated seven firefighter recruits from the City's Fire Academy;
- Three firefighters were promoted to engineer;
- Recruited a disaster preparedness coordinator/public educator;
- Conducted annual Captain’s Academy for professional development of department members;
- Placed in service a new fire inspection tracking software that reduces duplication of work;
- Latest version of the California Fire Code, with local amendments, was adopted by the City Council;
- Implemented City employee notification software (for EOC activations, report workplace emergencies, etc.);
- Fire investigation response unit was fully equipped and placed in service;
- Took delivery and placed in service a new Type 1 fire engine and two type 6 medic squads;
- Took delivery and placed in service three new fire prevention units;
- Submitted Annual Compliance Report (ACR) to the Center for Public Safety Excellence (CPSE) and awarded continued accredited agency status;
- Launched recruitment to staff second medic-patrol unit which was in service July 1;
- Recruited Mike Lopez as the new Deputy Fire Chief;
• Maintained services to the public while taking measures to protect all personnel throughout pandemic by updating policies, implementing and updating practices, and purchasing additional PPEs;
• Successful in obtaining a $2 million FEMA Staffing for Adequate Fire & Emergency Response (SAFER) Grant Program to hire six firefighter/paramedics (for the second medic-patrol unit) for a two year duration;
• Successful in obtaining $45,763 FEMA Assistance to Firefighters Grant Program - COVID-19 Supplemental (AFG-S) for personal protective equipment to protect MFR firefighter/paramedics from COVID-19;
• Awarded Emergency Management Performance Grant: $25,427;
• Awarded Emergency Management Program COVID Supplemental Grant: $23,000.
Per 2019 Uniform Crime Reporting data the City remained in the top 10 safest cities with a ranking of #4 overall for cities over 100k population (2020 data is not available yet);

The 10-year agreement to provide dispatching services to the City of Menifee was started on 7/1/20;

An additional 16 total dispatchers were hired to meet the work demands in the new Communications Center serving both MFR and City of Menifee;

PD entered into an agreement with the City of Hemet and the City of Menifee to handle all SWAT related incidents in all three jurisdictions;

All officers received anti-bias and cultural diversity training from the Museum of Tolerance;

All Command Staff and PD Supervisors received updated civil unrest training;

Two officers were assigned as domestic violence specialists working in patrol and focusing on DV-related calls and delivering resources for DV victims;

PD social media platforms were expanded to include YouTube, Nextdoor and TikTok. Total followership on all platforms now exceeds 125k;
• PD started a Police Cadet program allowing for the Explorer Program to promote high-quality Explorers to Cadets and ultimately hires those Cadets as police officers for the City of Murrieta;
• The CBAT Program agreement that allows for the sharing of resources with the City of Temecula was replicated throughout the county;
• All PD and Fire dispatchers were trained and received Emergency Medical Dispatching certification;
• PD successfully transitioned to the National Incident-Based Reporting System, the new federal standard for crime data tracking, and was the first agency in the county to do so;
• Promoted Captain Tony Conrad to Chief and Lieutenants Mark Reid and Matt Henry. Numerous promotions followed;
PUBLIC WORKS/ENGINEERING

**Public Works**

- Installed new lighting on the exterior of City Hall;
- Continued field services during COVID 19 shutdown/stay at home orders;
- Assisted multiple departments with installing C-19 safety shields/barriers;
- Assisted with numerous homeless encampment removals within city right of way/City-owned property;
- Replaced the roof on the Police Department;
- Refurbished the City Hall public agenda message board;
- Continued Citywide weed abatement program for City right-of-way;
- Continued sidewalk replacement program to repair trip hazards;
• Maintained a bridge inventory and maintenance plan to track and prevent deferred maintenance of City-owned bridges;
• Maintained a fleet program through Enterprise including vehicle salvage and lease of Fire and Rescue department vehicles;
• Worked with City of Menifee to complete I-215/Scott Road Interchange Project; Ribbon Cutting was September 17, 2020.

Engineering

• Warm Springs Parkway (South) was put out to bid and construction was completed in December to make way for the Vineyards Center and provide access to Costco;
• Completed purchase of Bluebeam software to allow electronic submittal of design plans for Development Services applications/plan check process;
• Completed National Pollutant Discharge Elimination System (NPDES) Annual Report and necessary Water Quality Improvement Plan (WQIP)/ Water Quality Management Plan (WQMP) requirements and continue to collect parcel charges from Riverside County to supplement NPDES funding shortfall;
• Nutmeg Street from Jefferson Ave to Jackson Ave Pavement Rehabilitation completed December 2020;
• Hancock Avenue from California Oaks Road to Murrieta Hot Springs Road Pavement Rehabilitation completed December 2020;
• Caltrans Highway Safety Improvement Grant Cycle 10 HSIP Grant received $422,350;
  o For installation of adaptive timing program at all City signalized intersections, including new traffic signal controllers and loops, as well as the required software and hardware at City Hall Traffic Management Center. Total Project Cost was $854,700 (50% Reimbursement Ratio, $422,350 HSIP funds, and remaining local funds);
• Awarded CalRecycle Rubberized Pavement Grant: $123,200;
• Local Road Safety Plan Grant received from Caltrans: $58,500 to implement a study of safety/accident data on city streets;
• Clinton Keith Road Culvert rehabilitation project completed in March; $524,260 contract to replace failing corrugated metal pipe culverts under Clinton Keith Road in area of the Bear Creek community;
• Fiber Optic communications upgrade: Citywide installations and repairs to improve the existing network;
• Maintained permit and plan check services (virtually and in-person via drop box submittals).
Connected by Community

www.MurrietaCA.gov