



City of Murrieta Accomplishments 2022/23

Each year I am very proud to present to you staff's accomplishments for the previous fiscal year. Many of these projects you are aware of, but many happen seamlessly in the background. This is staff's opportunity to shine. The list is impressive and lengthy, I tried to keep it to only those items that were accomplished in addition to our everyday duties however there are some interesting annual stats that I thought you and the community would find useful. There are some repeats of activities that took place amongst numerous divisions. While this version is confidential, a reduced version will be available to the public once we remove information, we don't want shared.

I would like to thank each member of the Executive Team for shepherding these programs and projects to accomplish the City Council's goals. None of these things would be possible without our amazing staff who find ways to achieve the impossible on a daily basis. Finally, I would like to thank you, the City Council, for your confidence in the City team, your investment in these activities and your unwavering support of our staff. It is your dedication to the community you serve that makes this the excellent organization that it is.

Sincerely,

Kim Summers, City Manager

City Manager's Office

- Coordinated plans to paint, replace carpet and cubicles in City Hall with installation completed in spring 2023, while keeping City Hall fully operational throughout the process. With the project coming in under budget we have been able to order the office furniture, conference room tables and a new reception desk. Artwork, plants and improved signage were also completed.
- Continued to work with staff on creative options to assist with the renovations for the Murrieta Hot Springs Resort, for a December 2023 grand opening.
- Continued to move the Murrieta Soccer Complex project forward.
- Worked with staff to secure new MOUs with MFR, MFR Management, POA and POA management.
- Prepared for the July transition to alternate work schedules with City Hall being open five days each week from 8 a.m. to 5 p.m. with no reduction in services.
- Provided orientation for three new City Council Members.
- Facilitated five Directors (Kristen Crane, David Chantarangsu, Dominique Samario, Brian Ambrose and Javier Carcamo) to participate in the extensive, 12-week ICMA Leadership Academy.
- Facilitated the new Mental Health sub-committee and worked to procure CareSolace to provide all citizens and businesses within the city access to mental health services.
- Facilitated the Southwest Riverside Women Elected Leaders meetings and activities.
- Coordinated annual City Council Workshop with facilitator.
- Conducted a Council Candidate Orientation presentation by all departments in September.
- Conducted a two-day Council Goal Setting Workshop in January.



City of Murrieta Accomplishments 2022/23

Water

- Completed the LAFCO hearing for the Municipal Service Review (MSR) in September.
- Reached agreement with EMWD on deal points for the Los Alamos water infrastructure project, subject to Council approval.
- At the conclusion of the LAFCO process, RCWD and WMWD entered into a historic agreement to wheel water to the Jefferson corridor area, from Newton Azrak to Elm Street.

Special Projects/Programs

- Successfully completed negotiations with Pechanga and the wildlife agencies regarding cultural artifacts and biological resources for the Murrieta Hills Specific Plan.
- Successfully entitled (through a creative strategy) the Murrieta Hot Springs property within the short escrow period.
- Completed the Town Square Park Amphitheatre Request for Proposal, including a draft agreement, fees, and a special event permit application.
- Developed a Use policy and operations framework for outside use of the Town Square Park and Amphitheatre.
- Worked with the City Attorney to go through the surplus land process for parcels around City Hall. Once completed, development of these City owned properties can occur.
- Worked on securing a new location for Public Works, plans for the Public Safety Training facility and Station 6.
- Launched the new Supervisory/Management Leadership Academy to help the City's staff in their development. A new Management Analyst Academy is starting next month.
- Worked with staff and the City Attorney to move the Triangle Project forward with a new Traffic Study conducted by the City as well as annexation of Dr. Busch's property.

Legislative Affairs and Intergovernmental

- Secured over \$1 million in Congressional appropriations for the Murrieta community and Western Riverside County region.
- Secured Congress Member Issa's and Senator Padilla's earmark for the City's new Emergency Mobile Command Center.
- Hired on Townsend Public Affairs, for state advocacy, and legislative lobbying for Caltrans and Keller Road projects.

Solid Waste and Recycling

- Implemented commercial organics recycling program.
- Implemented residential organics recycling program.
- 218 rate setting process and amended the franchise agreement with Waste Management.
- Hired a consultant for solid waste / SB 1383 program mandates and support services.
- Developed a waiver program for recycling programs.



*City of Murrieta
Accomplishments 2022/23*

CDBG

- Hired a consultant to assist staff with the management of the CDBG non-profit program support services.
- Facilitated the nonprofit selection process to award funding for FY 23/24.
- Coordinated program administration for FY 22/23, including all the necessary agreements.
- Continued to work with Riverside County on matters related to the Back to Business grant program.

Public Information

- Launched the new Murrieta Magazine which will be mailed to each household, in conjunction with the Parks and Recreation guide to provide engaging, editorial content.
- Launched Citywide Website Committee, including staff training program in preparation for full refresh of City website.
- Rebranded and increased unique programming on the City of Murrieta Government Access Channel (PEG).
- Created comprehensive City team to manage Murrieta Fix It requests, ensuring responsiveness and follow-through for City app.
- Supported branding and renovation efforts in City Hall and other City facilities.
- Through expanded content, increased followers and viewers on every City social media platform.
 - Engaged with more than 235,000 (an 8% increase over 2022) followers through 25 unique social media accounts.

Police Department

• Instagram	32,200
• Facebook	52,000
• TikTok	31,500
• Twitter	8,780
• LinkedIn	364
• YouTube	145

Fire Department

• Instagram	5,972
• Facebook	19,783
• Twitter	6,332

City

• Instagram	8,243
• Facebook	14,239
• NextDoor	29,737
• LinkedIn	2,622
• Twitter	2,525
• YouTube	175

Community Services

• Senior Center Facebook	696
• CSD Facebook	8,186
• CSD Instagram	2,116
• Library Instagram	2,836
• Library Facebook	5,600
• Library LinkedIn	104
• Library Twitter	933
• Library TikTok	802

Total 235,936



City of Murrieta Accomplishments 2022/23

City Clerk Department

Process and Procedure Improvements

- Initiated Phase 1 of the agenda management transition to new software and equipment to provide greater public accessibility and promote internal ease of access for both staff and the City Council.
- Developed internal writing standardizations, guidelines and arranged syntax software use resulting in more efficient and comprehensive agenda reports.
- Established the Contracts Working Group with the City Attorney and key department stakeholders to produce Citywide consistency with form contracts, insurance requirements and to produce an administrative policy on contract processing and management.

General Municipal Election

- As the local election's official, conducted the City's General Municipal Election, administered public outreach, the nomination process, and partnered with the County of Riverside, Registrar of Voters.
- Coordinated the appointment process for the District 1 City Council seat, providing the City with substantial cost savings on election related fees.
- Worked with the County of Riverside Registrar of Voters to coordinate ballot drop-off locations at City Hall, Fire Station No. 4, and the Murrieta Public Library. Fire Station No. 4 and the Murrieta Public Library which also served as in-person Vote Centers.
- Created an accessible Elections webpage with resources for candidates, residents and community members.

Commission Committees and Boards

- Conducted training for Commission & Committee liaisons on open meeting pre/post procedures and moved all of them to the standard software platform and processes.
- Assisted the City Council Commission Appointments Subcommittee with applicant recruitment and selection for the bi-annual scheduled Commission & Committee vacancies.

Enhance Public Records Accessibility

- Within the City Clerk department, created an internal policy, streamlining compliance with the Public Records Act.
- Evaluated document accessibility within the current Records Management System and initiated a document digitalization process for vital records.



City of Murrieta Accomplishments 2022/23

Information Governance (IG)

- Developed an action plan towards formalizing a Citywide Records Management program, which includes the standardization of storage and retention of documents.
- In partnership with the Information Technology Department, put an archived cloud solution in place towards state mandates.
- Administered proper records management citywide by way of a newly established Records Strike team.
- In alignment with best governmental processes, began the citywide destruction of hundreds of outdated records, ensuring the mitigation of risks, reducing storage needs and being cost-effective.

Development Services Department

Planning

- Added key staff as part of Division's succession planning, expanded staff capacity (housing planner and two counter staff), and added a consultant option to assist applicants with moving through the City zoning process more quickly.
- Reduced the number of pending applications from 325 to 199.
- Completed the Planning portion for the implementation of the new Energov land use permitting software together with Building, Engineering and Fire to improve customer service and ultimately reduce processing times.
- Updated Short-Term Vacation Rental fine structure to be current with state law providing greater deterrence of violations of the City's STVR rules.
- Assisted Economic Development with the Murrieta Innovation Center grant paving the way for additional incubator business opportunities.
- Performed Hillside Updates Community Outreach. The proposed updates will simplify and streamline the City's hillside development process by clarifying rules that were difficult to interpret and by replacing antiquated processes.
- Approved the Murrieta Hot Springs Resort renovations.
- Completed the Murrieta Marketplace modifications paving the way for a new shopping center of over half-a-million square feet with lots of new shopping and dining opportunities.
- Adopted Multi-Family Interim Objective Design Standards to ensure new multi-family housing development conforms to what our residents think is attractive residential design while our staff continues to work on permanent standards.
- Staff has been working with the owners of the Triangle to modify the approved specific plan from 2013 to create an up-to-date plan that focuses on dining and entertainment opportunities.



City of Murrieta Accomplishments 2022/23

Code Enforcement

- Responded to more than 1,600 requests for service.
- Closed approximately 1,400 cases.
- Increased officer and administrative staffing to improve response times and maintained a two-week response rate for complaint investigations with expanded staffing.
- Created Short-Term Vacation Rental Citation to establish new fine structure.
- Established Courtesy Notice form for Officer use in field upon initial inspections.
- Worked with City Prosecutor and Code Enforcement Supervisor to conduct more than 20 office conferences for unresolved cases.
- Provided support to Murrieta Police Department with five (5) massage business revocation hearings and three (3) closures.
- Created temporary sign permit process for businesses resulting in a reduction in visual clutter in commercial areas.
- Processed 240 sign cases and closed 227.
- Hired additional Office Assistant II.
- Administrative Citations issued – 222
- Graffiti cases processed – 11
- Short Term Vacation Rental Code Enforcement cases – 38
- Short Term Vacation Rental notices issued by Host Compliance – 38
- Created a property outreach program to inform property owners of changes to City rules regarding storage containers which provided a one-year abatement period for the removal of storage containers by November 2023. Storage container location notices issued – 53.

Building and Safety

- Issued 4,717 permits – a 30% increase from 2021/22.
- Performed 19,836 inspections – a 37% increase from 2021/22.
- Executed full electronic plan check (EPC) submittal process and digital requirements for new building projects. Plans are now accepted on-line 24/7/365.
- Completed Building & Safety portion for the implementation of new Energov land use permitting software.
- Staff trained in EPC (Electronic Plan Checking) and utilization of state of the art electronic plan check software Bluebeam REVU.
- Obtained City Council approval for the adoption of the 2022 California Building Code with Local Amendments effective January 1, 2023.
- Implemented Gov Partner project data transfer for permit issuance in Energov.



City of Murrieta Accomplishments 2022/23

- Significant projects inspected during the year included the following projects:
 - Willow Springs Track #36779 – all six (6) model homes for a new single-family community.
 - Nittobo America – 41900 Brown Street
 - New 45,000 square foot medical technology building.
 - Aldi – 28230 Clinton Keith Road
 - Kaiser Ambulatory Surgery Unit – 28150 Keller Road, Building B.
 - Orchard Church – 39729 Avenida Acacias

Administrative Services Department

Information Technology

- Decommissioned and recycled the old computer lab at the library and installed new wireless access points to provide more Wi-Fi coverage.
- Improved the City's security posture by deploying Blumira, an Intrusion Detection System (IDS). Blumira was deployed to all servers and all cloud services. Blumira is a threat detection and response platform that helps the city manage security operations, including threat hunting, user security, and log monitoring. It allows staff members to automatically compare data across multiple systems and generate alerts based on perceived threat priority.
- Recovered the Public Safety Geographic Information System (GIS) workstation that was lost during the Cyber incident. The GIS workstation is critical in many areas, particularly the Public Safety system, providing GIS data citywide.
- Replicated Menifee public safety Computer Aided Dispatch (CAD) and Records Management System (RMS) data to a server on the Menifee network. Worked with the City of Menifee IT staff to successfully replicate the usable data. Also configured replication to happen on a scheduled basis every day.
- Contributed to a multi-department effort to replace the furniture in City Hall. Coordinated the replacement of network wiring and the movement of City Hall computers. This also involved setting up users to work remotely and the creation of temporary onsite work locations.
- Replaced the Uninterruptible Power Supply (UPS) at the Police Department and repaired the UPS at City Hall. The UPS is a device that allows network devices, servers, and computers to keep running when the incoming power is interrupted. This is critical for the operation of Fire, Dispatch, Police, and City Hall systems.
- Researched, acquired, and installed a more robust spam filter to replace the default Microsoft email filter and increase network security. This improved the City's ability to filter phishing attacks, spam, malware, and ransomware.
- Investigated and re-established the emergency AM broadcast radio used by the Fire department during disasters. IT worked with the vendor to install a new emergency AM broadcast radio at the Police department.
- Assisted the City's public safety communications center to integrate the Computer Aided Dispatch data with Riverside County.



City of Murrieta Accomplishments 2022/23

- Upgraded the expiring Microsoft licenses from a G3 license to G5 licensing. This licensing is the most advanced package, with all the features of G3, alongside advanced email security functionality, analytics, and more.
- Unified the website content filtering across the city. This allows for more centralized control of web filtering for the entire City.
- Extended the 911 GIS map data to five miles outside of Murrieta as requested by Riverside County.
- Deployed the Tablet Command application for the Fire department. This application allows Fire to manage incidents on mobile devices and is critical for dispatch, closest unit response, and mobility.
- Deployed the Twilio function to support the Fire department's ability to text end users via the Telestaff scheduling system for alerts.
- Fixed Wi-Fi connectivity issues at the Fire Station 1 training room.
- Replaced an out-of-warranty, multi-lensed security camera at the Town Square Amphitheatre.

Administrative Services

- Completed labor negotiations with four labor groups. Worked with the labor teams extensively to reach common understanding and agreement.
- Oversaw the development of policies related to the new alternate work schedule and telework.
- Coordinated site visits and appraisals of all City properties to identify holes in our coverage and reported the updated values of all insured properties.

Human Resources

- Reviewed and processed 6,550 Employment Applications.
- Completed 72 recruitments, including associated postings, pre-employment screenings, and new-hire onboarding processes.
- Rolled out Employee Assistance Program for part-time staff.
- Began phased implementation of the Americans with Disability Action Transition Plan, creating an implementation action plan and conducting meetings with a cross-departmental team for implementation in addition to the Finance Department to include the Transition Plan in future CIP Budgets.
- Performed 489 personnel actions, including salary adjustments, promotions, and placements.
- Reviewed and approved 71 tuition reimbursements requests.
- Developed nine new job descriptions.
- Facilitated 38 internal promotions.
- Renewed two tuition discount programs for employee college enrollment.
- Implemented six new eForms workflows, including an Open Enrollment process for the upcoming year.
- Processed 10 retirements, 27 resignations, 5 other types of separations.
- Reestablished Labor Management Committee meetings with two of the City's labor associations.
- Collaborated with Finance to consolidate City's 457 / Deferred Compensation plans.
- Updated public ADA Grievance postings to reflect current staff.
- Administered 180 transactions for personnel security clearance and equipment issuance.



City of Murrieta Accomplishments 2022/23

Risk Management

- Coordinated 46 new workers' compensation claims and closed 57 workers' compensation claims.
- Processed 47 new general liability claims and closed 23 general liability claims.
- Tracked state-mandated changes for COVID-19, implemented changes to the City's COVID-19 Prevention Plan (CPP), and communicated changes with employees.
- Processed 81 COVID-related incidents and coordinated all COVID-related leaves of absence.
- Opened 22 recovery claims for damage to City property and collected \$71,440.
- Implemented new requirements under the CalPERS Industrial Disability Retirement process.
- Revised and updated all vehicle information for insurance purposes.
- Coordinated various state-mandated, and safety training for employees and achieved 1,998 completed training courses by City employees.

Finance Department

Budget

- Received the Distinguished Budget Award from Government Finance Officer Association for the FY 2021/22 through FY 2022/23 Biennial Budget Report.
- Received the Capital Budget Excellence Award from the California for the Capital Improvement Plan & Budget for FY 2022/23.
- Received the Excellence in Financial Reporting from Government Finance Officer Association for FY 2021/22 Annual Comprehensive Financial Report.
- Developed a balanced Biennial Operating Budget for FY 2023/24 and 2024/25, conducted staff, City Council meetings, workshop, and presentations to the community. This budget achieves the City Council goal of 30% reserves department-wide and addresses staffing needs.
- Developed the FY 2023/24 through FY 2027/28 Capital Improvement Plan (CIP) budget.
- Conducted Monthly Budget Check-Ins with departments.
- Implemented digital budget book software to improve it visually and create a more accurate development of future budgets.

Accounting

Completed:

- FY 2021/22 Annual Comprehensive Financial Report; FY 2021/22 Financial Statement audit; and FY 2021/22 Single Audit. This the second consecutive year with no findings for both the financial statement audit and Single Audits.
- FY 2021/22 State Controller's Transaction Reports for the City, Fire District, and Community Services District.
- FY 2021/22 State Controller Annual Street Report.
- Implemented Governmental Accounting Standard Board pronouncement 87, *Leases*, and 96, *Subscription-Based Information Technology Arrangements*.



City of Murrieta Accomplishments 2022/23

- FY 2021/22 AQMD Annual Report.
- FY 2021/22 Agreed-Upon Procedures (audit) for Measure A Fund (RCTC).

Debt Management

- Updated Investment Policy.
- Maintained bond rating upgrade to A+.

Procurement

- Completed a Request for Proposal for Financial Audit Services and entered into an agreement.
- Began development of the Comprehensive Development Impact Fee Study.
- Completed a Request for Proposal for Section 115 Pension Trust and entered into an agreement.

Other Projects

- Completed Cost Allocation Plan and Fully Burden Hourly Rate calculation, as part of User Fee Schedule update.
- Completed Business License Code update.
- Created a Fund Balance and Reserve Policy.
- Improved the City's cash flow management, to ensure a higher rate of return on investments.
- Presented options to City Council during a Workshop on the various choices for the Pension Rate Stabilization Fund.
- Renegotiated Deferred Compensation Plan Investment Fees with Public Agency Retirement Services (PARS) for part-time employees.

Public Works and Engineering

- Warm Springs Parkway construction completed in July 2022, prior to opening of Costco.
- I-215/Clinton Keith Road Interchange Landscape Project completed, and maintenance period started and managed by PW Maintenance for upcoming 17 years.
- Recycled Water Retrofit Program with Rancho Cal Water District continues to install recycled water in City owned properties and parks.
- Purchased Downtown Night Market Events signage and Meridian barricades and facilitated their placement and removal twice a month; Downtown Market is now a year-round event.
- Received \$3 M in Measure A Regional Arterial funding allocated by the Western Riverside County Regional Arterials Call for Projects for Murrieta Hot Springs Road construction.
- Received \$2.6M Earmark for I-215/Keller Road Interchange from U.S. Congressman Ken Calvert and started administration through Caltrans Local Assistance.
- Director completed Regional Government Services 2022 Management Leadership Academy.
- Completed 1,176 building maintenance requests.
- Completed 12,552 miles of city street sweeping and replaced approximately 500 street name signs.



City of Murrieta Accomplishments 2022/23

- Completed 629 NPDES inspections of construction sites, commercial/industrial properties, illicit discharges, municipal sites and outfall monitoring locations.
- Issued 293 encroachment permits; 30 grading permits; 129 transportation permits; 74 annual transportation permits; and 12 haul permits.
- Processed 4 final maps, 18 easement dedications, 4 lot line adjustments, 3 certificates of correction and 2 parcel mergers
- Received 5315 requests via Asset Essentials, Murrieta Fix It, emails and phone calls for maintenance service; 5056 requests completed and closed to date. Responded to numerous citizen and Council inquiries.
- Utilized \$128,000 Recycling Grant from Caltrans in the Asphalt Overlay Project that helped resurface Murrieta Hot Springs Road and Hancock Avenue.
- Applied for \$25 M Rebuilding American Infrastructure with Sustainability and Equity (RAISE) Grant for I-215/Keller Road Interchange project.
- Maintained 53 City parks facilities.
- Removed trees on Whitewood Road damaged due to a heavy wind event in January that downed large trees, damaged property and allowed reopening of the public infrastructure that same day.
- Awarded Construction Contract to LC Paving & Sealing, Inc., for the Pedestrian Safety Enhancement Project, CIP No. 13040, in the amount of \$681,105 to improve curb ramps, sidewalks, crosswalks and striping on Cal Oaks Road and Whitewood Road.
- Processing Environmental Impact Report for I-215/Keller Road Interchange with Caltrans; working with Regional Conservation Authority and Wildlife agencies (State and Federal) to facilitate wildlife corridor in the area of the interchange project.
- Provided data related to the safety of Whitewood Road as a result of multiple accidents.

Capital Improvement Program

Construction Completed

- 12 lane miles of pavement rehabilitation.
- Murrieta Hot Springs Road: Madison Avenue to Alta Murrieta
- Hancock Avenue: Murrieta Hot Springs Road to Los Alamos Road
- Madison Avenue and Murrieta Hot Springs Road Median Improvements
- Traffic Signal Modification at Hancock Avenue and Milkwood/Leafwood Drive

Projects in Design / Pending Construction

- Initiated Local Road Safety Plan (LRSP) (Study completion expected in 2024).
- Initiated Citywide Open Channel Maintenance Program (Phase 1 of study completion expected in 2024).
- Miscellaneous On-Call Consultant Solicitation (35 consultants across 10 service disciplines).
- Pedestrian Safety Enhancement 2020/21 and 2021/22 (construction expected summer 2023).
- Proceeded with Murrieta Hot Springs Road turn pocket at Alta Murrieta (construction expected fall 2023).



City of Murrieta Accomplishments 2022/23

- Facilitated easement acquisition for Murrieta Hot Springs Widening from Margarita to Winchester (construction expected winter 2023).
- Paved Murrieta Hot Springs Road: Whitewood to Margarita.
- Clinton Keith: Westerly City Boundary to Grand Avenue.
- Paving of Menifee Road from Clinton Keith Road to Los Alamos Road (construction expected 2024).
- In-Pavement LED Lighting (construction expected winter 2023) in crosswalks where needed.
- Design of Fire Station No. 1 Concrete Replacement (construction expected 2024).
- Design of City Corporation Yard Annex Buildings (construction expected end 2023/early 2024).
- Design of Amphitheater Parking Lot (construction expected 2024).
- Madison Avenue Improvements from Guava Street to Elm Street (construction expected 2025).
- Traffic Signal (new) at Washington Avenue/Weeping Willow Drive (construction expected winter 2023).
- Adaptive Timing Traffic Signal Upgrades (construction expected 2024).

Fire Department

- Released the first ever Murrieta Fire & Rescue Annual Report.
- Completed the Community Risk Assessment Standards of Cover.
- Responded to 11,616 calls for service (14,297-unit responses). *
 - 8,141 medical emergencies.
 - 2,300 public assistance calls.
 - 493 traffic collisions.
 - 451 Fire Alarms.
 - 144 Fires.
 - 70 Hazardous Materials Calls.
- Completed 26,304 hours of Fire Department Training.
- Completed 2,257 hours of Emergency Medical Services Training.
- Completed 2,788 hours of Fire Academy training of new recruits.
- Hired Fire Marshal.
- Promoted Fire Inspector to Deputy Fire Marshal.
- Promoted Management Analyst to Senior Management Analyst.
- Promoted Fire Engineer to Fire Captain.
- Completed a departmental budget kickoff in October 2022, to prepare the 2-year fiscal budgets two months ahead of City Hall to ensure meeting all budgetary deadlines.
- Completed adoption of the 2022 California Fire Code with local amendments.
- Participated in the development, testing, and deployment of the EnerGov development services software.
- Went live with Streamline for Annual Fire Inspections and billing.



City of Murrieta Accomplishments 2022/23

- Reviewed 1,261 Fire Plans.
- Issued 228 Annual Permits.
- Inspected 363 construction projects.
- Inspected 1,238 routine and business license inspections.
- Conducted 363 AB-38 Escrow Defensible Space Inspections.
- Conducted 9,100 State Mandated Defensible Space Inspections.
- Delivered 130 hours of public education.
- Installed 250 smoke detectors.
- Conducted 2 CERT classes with 58 total attendees.
- Activated the Emergency Operations Center on two occasions.
 - Cyber Incident.
 - February Storm Event.

- Completed 3 Emergency Operations Center Activation Drills.
- Participated in a total of 9 mutual aid events throughout the state of California.
- Conducted MFR annual employee recognition ceremony; Medal of Valor and Distinguished Service awarded.
- Submitted Annual Compliance Report (ACR) to the Center for Public Safety Excellence (CPSE) and awarded continued accredited agency status.
- Submitted self-evaluation documents and underwent an in-person peer review evaluation seeking reaccreditation through the Centers for Public Safety Excellence. Department was recommended for reaccreditation pending review by the CPSE commission in August 2023.
- Conducted Fire Engineer's Academy.
- Conducted Fire Captain Exam.
- Placed 2 command vehicles in service.
- Deployed Tablet Command incident management software.
- Deployed to 10 Mutual aid incidents throughout the state, including eight responses to major wildland fires and two responses to assist communities impacted by record snowfall events in the San Bernardino Mountains and Mammoth Lakes.

**Incident and Department Statistics are for Calendar year 2022. The Fire Department reports statistics on a calendar year basis.*



City of Murrieta Accomplishments 2022/23

Community Services Department - Library

Events

- Summer Reading Challenge 2022 – Annual summer reading incentive challenge for all ages.
 - Participants: 2,233
 - Total Books Read: 5,340
 - Take-Home Kits Given: 579
 - In-Person Programs: 29
 - In-Person Program Participants: 3,638
- Earth Day Celebration and Plant Trade – Expanded annual event with twenty vendors and exhibitors, two educational presentations, plant trading with the Inland Empire Plant Traders, and Seed Library ribbon cutting. Over 2,000 attended.
- Expanded Touch-a-Truck – Annual event with 20+ working vehicles from organizations around Riverside County on display for children and their families. Over 3,000 attended.
- Science, Technology, Engineering, Art, and Math (STEAM) workshops – Provided several STEAM workshops, including 3D printing and Art Studio.
- Author visit – Author of *Sincerely Sicily*, Tamika Burgess, visited the library.

Programs & Services

- New e-Books/e-Audiobooks Platforms for general population.
- Palace Project App launched in January 2023.
- Hoopla and CloudLibrary are launching in June 2023.
- Oversaw Teen Advisory Council with 15 members.
- Teen Advisory Council's Trunk or Treat Booth had approximately 5,000 visitors.
- Conducted Library Card sign-up month (September 2022) which encourages the use of the library by promoting the benefits of having a library card and receiving free access to many materials, programs, and services at the library.
- Conducted Love your Library Month (February 2023) activities.
- Food for Fines – Annual program where Library patrons can donate a non-perishable, nutrition, pre-packaged food item to waive \$1 of accrued fines per item up to \$15, reducing the financial barrier for library patrons to access the library while providing donations for assisting individuals experiencing food insecurity.
- Polaris LEAP – Trained Circulation Department staff and updated circulation procedures on the Library's Integrated Automated System operating system for library materials circulation and patron account management.



City of Murrieta Accomplishments 2022/23

- Library Strategic Plan – Began the process of developing a strategic plan and conducted a detailed survey to obtain valuable information from patron stakeholders. This information will assist with evaluating services, assessing community needs, and developing future goals and objectives for the Library’s strategic plan.
- President’s Volunteer Service Award - Obtained eligibility status through AmeriCorps to recognize Library volunteer service and commitment. As a certified organization, the Library can present this award to outstanding eligible volunteers.
- Expanded Library of Things (LOT) - New additions to LOT and LOT Jr., a unique collection that includes items not traditionally circulated in a Library.
- Provided Museum passes – Family passes for the Southern California Railway Museum and Riverside County Park passes.
- Created new Children’s Activity Kits.
- Provided gardening tools in conjunction with the expanded Seed Library.

Grants

- In FY 2022/23, the library received a total of \$1,683,193 of grant funding for various projects and programs, with the majority of funding coming from grants received through the California State Library.
 - California State Library Building Forward Library Infrastructure Grant – Funding towards the Library’s expansion project of the Children’s area and the addition of a new Storytime room - \$1,505,625
 - California State Library Sustainable California Libraries Grant – Funding for various sustainability-related projects and programs, including a pollinator demonstration garden, Earth Day, and various educational workshops - \$30,000.
 - California State Library Copycat Grant: Seed Library – Outfitted the Seed Library space with furniture, reference materials, and heirloom and native seeds for the community to use - \$18,050.
 - California State Library Park Pass Grant Round 1 – Creation of 12 new State Park Pass family activity kits – \$3,500.
 - California State Library Park Pass Grant Round 2 - Received funding for creating family outdoor learning stations - \$35,000.
 - California State Library NASA @ My Library Grant - A STEM Education Initiative to enhance and increase learning opportunities for Library patrons and underrepresented populations in STEM Education - \$1,600.
 - California State Library Copycat Grant: Outreach for Library for All program for adults and teens with special needs - \$8,000.
- Western Municipal Water District Funding Opportunity – Additional funding for the library’s pollinator demonstration garden project - \$25,000.



City of Murrieta Accomplishments 2022/23

- Riverside County Third District Community Improvement Development (CID) grant – Grant coordinated by Riverside County Third District Supervisor Chuck Washington’s office for funding to purchase furniture for the Children’s area expansion project - \$25,893.
- Zip Books - Patrons can request books/audiobooks not currently in the library’s circulation and receive them directly from Amazon. When finished, they return the material to the library to be added to the collection. This year, The Library received 1,312 requests, and 1,200 pieces of material have been delivered and added into circulation - \$21,128.
- CA Pathways Databases – Subscriptions provided to various workforce development platforms available for library patrons sponsored through the California State Library.

Analytics (July 2022 – May 2023)

- Answered 49,011 reference information and technology assistance questions
- Library Visits: 154,793
- Circulation Statistics:
 - Materials Checked out: 366,085
 - Materials Checked-in: 174,890
 - Holds Satisfied: 24,787
 - Library Card Issued: 3,094
 - Active Accounts: 49,748
 - New Items Added: 6,903
- Adult Programs
 - Programs Offered: 36
 - Total Attendance: 1,006
 - Take Home Kits: 547
- Teen Programs
 - Programs Offered: 40
 - Total Attendance: 601
 - Take Home Kits: 244
- Children and Family Programs
 - Programs Offered: 64
 - Total Attendance: 16,623
 - Library Tours: 12
- Tour Participants: 473
- Volunteer Hours: 3,832



City of Murrieta Accomplishments 2022/23

Partnerships

- Murrieta Valley Historical Museum – Collaborated for tours of the Library and the Murrieta Valley Historical Museum.
- Murrieta Valley Unified School District – Collaborated for tours of the Library, a Career and Technical Education Workshop, and a High School Career Fair that had 23 businesses and 150 students participate.
- Downtown Murrieta 395 – Provided a Library booth at several Night Markets in downtown Murrieta.
- City of Murrieta Parks & Recreation – Collaborated for an outreach program series entitled “Ranger Rap” conducted in various areas of Murrieta that are not near the Library.
- Love on a Leash: Temecula Valley Chapter – Collaborated to offer the weekly Dog Tales program, where children can practice their reading skills by reading to therapy dogs.
- In-N-Out – Annual Cover-to-Cover reading incentive program with over 1,200 participants.

Capital Improvement Plan Projects and Capital Projects

- Children’s Area Expansion and Storytime Room – Selected an architecture firm to add approximately 5,000 square feet to the Children’s area.
- Pollinator Demonstration Garden – design and installation has been completed for the pollinator demonstration garden project with California native plants.
- HVAC Controls Upgrade – Upgrades to the Library’s HVAC control system have been completed to assist in the overall operational efficiency and provide energy savings.

Community Services Department – Parks and Recreation

Events

- Successfully held multiple large community events including the following:
 - July and August held five concerts and four movies at Town Square Park Amphitheater.
 - Assisted with organizing the Murrieta Rod Run (City signature event).
 - Assisted with organizing the Susan G. Komen More Than Pink Walk (City signature event).
 - Held Goodies for Goblins Halloween event at Town Square Park, in cooperation with the Murrieta Police Department including Beetlejuice movie and trick or treating (5,500 attendees).
 - November - Assisted with the Rotary Field of Honor (City signature event).
 - Held the largest Veterans Day Parade in Riverside County.



City of Murrieta Accomplishments 2022/23

- Held numerous holiday events including:
 - Five separate Council district Santa events
 - Donuts with Santa
 - Letters to Santa
 - Murrieta Tree Lighting
 - Holiday Home Decorating Contest

- Held Remembrance Ceremony for Deputy Calhoun at Town Square Park Amphitheater.
- Assisted with the annual Tour de Murrieta (City signature event).
- Facilitated Egg Hunt and Recreation Expo at Town Square Park Amphitheater.
- Organized Memorial Day Ceremony held at Town Square Park.
- Held Father's Day Car Show.
- Held annual Murrieta Birthday Bash.

Social Media Subscribers

- Senior Center Facebook: 693
- CSD Facebook: 8,126
- CSD Instagram: 2,102
- Library Facebook: 5,652
- Library Instagram: 2,834
- Library Tik Tok: 802
- Library YouTube: 46
- Library Twitter: 933
- Library LinkedIn: 104

Senior Center

- Currently host 13 classes, each filled to capacity each month with 2,787 participants. The Senior Center continues to add classes as space is permitted.
- The Senior Center offers a variety of support groups each month: Alzheimer's, Parkinson's, Legal Aid, HICAP (insurance assistance) and numerous doctor talks.
- To date, over 19,500 meals to the seniors have been served with the option to take the meals to go or dine in.
- Collaborating with Feeding America to serve 225 seniors on a monthly basis with free commodities and food program.
- The Senior Center brought back two large special events: Halloween Luncheon and the annual Ladies Day Tea Party, both were very well attended.



City of Murrieta Accomplishments 2022/23

Youth Center/Sports/California Oaks Sports Park Pool

- Increased Youth Center programs by adding a Hobbyist Club, Dungeons and Dragons Club, and Spelling Bees.
- Youth Center hosted a successful Parent Night on May 18, 2023.
- Five (5) volunteers earned community service hours for high school through the Jr. Staff program.
- Offered mini sports seasons for adult sports to encourage more registrations with fewer scheduling commitments.
- Every Youth Sports League saw an increase in registration numbers from previous seasons.
- Successful Aquatics season with public swim, lap swim, and water exercise classes available to the community.

Community Center/Adult Recreation Program

- Provided 1,027 classes/activities for all ages including seniors. Continued to add new classes and programs for the community.
- Opened Alderwood Clubhouse for classes.
- 4,048 participants in all recreation classes, not including the senior activities.
- 342 shelter reservations and 33 facility reservations to date.
- Pickleball reservation - 658 total: 330 for Alderwood and 328 for B Street Station.
- Held 18 Alternative Recreation Program events: February's event "Endless Love" sponsored by Murrieta Rotary Club had 113 participants and 110 parents/guardians. The "Let's Plant for the Spring" event was a big hit with 56 registered participants.

Capital Improvement Plan Projects and Capital Projects

- Completed joint sealing and exterior painting for Community Center Building.
- Selected architectural design firm for Cal Oaks Sports Park Pool Facility reconstruction, CIP 22025.
- Completed Participation Agreement for SCE Charge Ready Program to design and construct EV charging stations at Los Alamos Hills Sports Park.

Community Services Department – Homeless Services

- Continued implementing Emergency Solutions Grant totaling \$993,000 which has now been fully expended.
- The City was awarded a \$500,000 congressional appropriation from Congressman Ken Calvert to launch the Regional Homeless Alliance and bring on a consultant. Baker Tilly was selected as the consultant.
- The City was notified that we will receive a grant from the HHIP- Housing, Homelessness Incentive Program sponsored by IEHP and Molina in the amount of \$249,112 for Homeless Street Outreach.



City of Murrieta Accomplishments 2022/23

- Housed 230 individuals through the partnership for emergency shelter with Project Touch.
- 184 homeless individuals were engaged by the Homeless Street Outreach Team.
- Homeless Services was able to coordinate 124 street exits that include placement into emergency shelter, substance abuse or mental health treatment, private rentals, housing programs through other local non-profits and government agencies, in addition to facilitating reunifications with family or friends to divert the individuals out of homelessness as quickly as possible.
- Mobilized and completed 22 encampment clean-ups.
- Assisted 14 business owners/property managers with completing 602 No Trespassing Notices.

Economic Development

- The City completed an agreement with Lamar Outdoor Advertising to create 4 new digital billboards and remove 7 static billboards, with the City receiving \$1M in initial funds and ongoing revenues anticipated of \$500,000 per year.
- Facilitated efforts with staff and Murrieta Hot Springs Resort on working towards a 2023 opening.
- The City participated with Go-Biz at the Select USA 2023 event, which focuses on bringing international business and investment to the United States.
- The Murrieta Innovation Center announced its second international company to join the incubator – NeuroReality from the Netherlands.
- Hosted a work/hire local Job Fair.
- Conducted a series of industry events, such as Medical Leaders Luncheon, Commercial Brokers Luncheon, Property Manager Group Meetings and Physician’s Social to connect with key vertical industries.
- Began the design process on the Murrieta Innovation Center to update the facility with a wet lab, dry lab, and creative office space.
- Participated in ICSC and in a regional mixer at Top Golf to promote relationship building with retailers and developers.
- Assisted BioTech Development Group in the submittal of an application for a new Medical Office Building to be located just north of Kaiser Permanente.
- The City completed a Transient Occupancy Tax Revenue sharing agreement for a Homewood Suites Hotel to be located just south of Loma Linda University Medical Center.
- Murrieta Celebrated multiple new restaurant openings, including:
 - Dickey’s BBQ
 - El Patron
 - Blaze Pizza
 - Wing Stop
 - Farmer Boys (second location)
 - Wingz & Mi
 - Goi Express
 - Cajun Trap



City of Murrieta Accomplishments 2022/23

- The City opened a new Grocery Outlet and a second Aldi grocery store.
- Economic Development assisted many other businesses that are coming soon, including:
 - FCP Butchery
 - New Entertainment destination to be announced soon
 - An automobile dealership; two additional hotel developments
 - Multiple other retailers to be named soon
- The City assisted the Home Depot in the entitlement of their second location in Murrieta.

Police Department

- All police department personnel took their quinquennial department photograph on July 23.
- The Police Department celebrated its 30th Anniversary on August 1. Chief Conrad led a ceremony in Town Square Park and station tours for the community were facilitated by police personnel; a 30th Anniversary badge was designed and authorized to wear for department personnel; and a photo album was created capturing the 30 years of the department's existence.
- Created a new monthly report capturing important data for department staff as well as public consumption. This report is uploaded onto the police department's website.
- Created the police department's first comprehensive Annual Report.
- The "Transparency Page" on the Murrieta Police Department webpage was redesigned to include more comprehensive information.
- The new Public Safety Enterprise Communication (PSEC) simulcast tower went live on November 21, enhancing public safety communication.
- The department held its first Pink Patch Project which raised approximately \$5,000 for Michelle's Place.
- One Murrieta Police Department officer was assigned to the Riverside County Child Exploitation Team to help combat internet crimes against children.
- Added a second Computer Automated Dispatch/Records Management System (CAD/RMS) Administrator position.
- New CBAT Clinician was selected and started with the department in April 2023.
- Completed a remodel of the Detective Bureau which created additional workstations.
- Negotiated a new 5-year agreement with Axon to upgrade the department's Body-Worn Cameras, Tasers and install new dashboard cameras.
- Completed all remaining major HVAC upgrades and transitioned to Pelican thermostats for better control and monitoring of the system.
- Purchased an RTC 360 scanner. This device assists investigators in mapping, and documenting crime/traffic collision scenes.



City of Murrieta Accomplishments 2022/23

- The department was awarded an Office of Transportation Safety grant for the purchase of a new patrol motorcycle.
- Launch the Unmanned Aerial System (Drone) program with five certified operators.
- Launched the Special Needs Reunification Program.
- Sent one police manager through the City's M3 mentorship program.
- Two police recruits graduated from the Riverside County Sheriff's Department's Basic Police Academy on June 15.
- The department received its National Incident-Based Reporting System (NIBRS) and California Incident-Based Reporting System (CIBRS) certifications.
- Completed the annual Use of Force Analysis Report.
- The Police Department's seven social media platforms have approximately 152K followers.
- Received a \$75,000 grant from the State of California to increase "employee wellness".
- Launched the CORDICO wellness app for police department personnel and their families.
- After an almost three-year hiatus due to Covid, the Youth Court and Police Activities League programs have started back up.
- The department's Volunteer Program has grown to over 40 Volunteers. The program was depleted during COVID but is now flourishing.
- Lieutenant Henry Romero, Sergeant John Therien, and Dispatch Supervisor Brenda Partin graduated from the Sherman Block Leadership Institute training course.
- Lieutenant Gruwell attended the Senior Management Institute for Policing training course hosted by the Police Executive Research Forum.
- The Community Room located in the Police Department was returned from housing staff to being available for community use.