

YEAR IN REVIEW

2023



Building **Greatness**
Maintaining **Excellence**

In our 34th year since incorporation, this year marked a renewed commitment to Temecula's motto of *Old Traditions, New Opportunities*, and our can-do spirit – past, present, and into the future. Similarly, our collective mantra of *Building Greatness, Maintaining Excellence* remains a timeless management philosophy, which continues to operationalize Temecula's transparent and responsive approach to municipal government. Encapsulated into three strategic areas: Personnel Services, Maintenance & Operations, and Capital Projects, the annual deliverables of superior public safety; fiscal stewardship; capital improvement project & infrastructure delivery; community services; and organizational excellence, are now commonly referred to as – ***The Temecula Way.***

As I conclude my 11th year as Temecula's City Manager, I am continually impressed by the sheer volume of impactful projects, programs, events, and services that are captured in this annual report. My deepest appreciation, respect, and gratitude for our outstanding Team Temecula of dedicated employees, supportive City Council, and caring Boards and Commissions.

-Aaron Adams, City Manager

City Manager's Office

Year in Review - 2023

City Clerk's Office

Year in Review - 2023

Finance

Year in Review - 2023

Human Resources/Risk Management

Year in Review - 2023

Temecula Fire Department

Year in Review - 2023

Temecula Police Department (RSO)

Year in Review - 2023

Information Technology and Support Services

Year in Review - 2023

Community Services

Year in Review - 2023

Community Development

Year in Review - 2023

Public Works

Year in Review - 2023

Conclusion



City Manager's Office

Year in Review - 2023

City Manager's Office

Organized / Hosted (Community Events / Meetings)

- Mayor's State of the City Address (including nonprofit expo).
- Pechanga Pu'éska Mountain Day Event.
- I-15/French Valley Parkway Phase 2
- Groundbreaking Ceremony.
- Regional PIO Luncheon.
- 9th Annual Broker's Breakfast.
- Southwest California Manufacturing Council December Luncheon Meeting.



City Manager's Office

Organized / Hosted (Community Events / Meetings)

- Recognition event of former Council Member Edwards.
- Recognition event of former Council Member Rahn.
- Congressman Issa's Federal Update Event to Temecula Valley Leaders.
- City Manager's Quarterly Community Leadership Meetings with Temecula partners: City, Pechanga, Promenade, TVH, VTV, Chamber, and TVUSD.
- California City Manager Foundation (CCMF)
- Board Meeting in Temecula to showcase Temecula statewide to various Cities/City Managers.
- Media Lab Video Premier (Pizza Party for State of City/participation of special needs students).



City Manager's Office

Participated / Presented (City Representation)

- **Washington DC Lobbying:** Federal advocacy meetings representing City of Temecula's needs in Washington DC with Mayor/CMO/PW. Prepped/strategized with Federal Lobbyist to coordinate nine meetings including National Park Service, Office of Community Oriented Policing Services, US Representatives Ken Calvert and Darrell Issa, US Senators Alex Padilla and (the late) Dianne Feinstein, US Army Corps of Engineers, National Endowment for the Arts, and US Department of Transportation. (Major topics: lobbying for \$39M allocation to Murrieta Creek; extracting Wine Country out of National Wildlife Refuge Map; transportation funding; grant opportunities).
- **Temecula Lane HOA:** Organized City response to HOA issues; meeting with HOA Board and Temecula Lane residents (including Council Member/CMO/Code/PW/RSO).
- **ICSC Las Vegas Annual Conference:** Scheduled/attended 20 meetings representing City of Temecula at annual conference (ED/Council).
- **Manufacturing Month:** City Proclamation at City Council and provided ED update (including Video produced referenced below/Grecian Soap Company).
- **Innovation Month:** City Proclamation at City Council and provided TVE2 update.
- **EDC FAM Tour:** Showcased commercial/industrial properties in Temecula/region.



City Manager's Office

Participated / Presented (City Representation)

- **EDC NAIOP Tour:** Showcased commercial/industrial properties in Temecula/region to over 50 NAIOP bus tour participants.
- **TV Chamber of Commerce 2023 Committees:**
 - State of the City Planning Committee Co-Chair.
 - Legislative Summit Planning Committee Member.
 - Economic Forecast Planning Committee Member.
- **TV Chamber of Commerce Southwest Regional Economic Forecast:** ED Speaker for event, prepared/presented ED update, and hosted a booth at event.
- **Murrieta/Wildomar Chamber of Commerce Economic Forecast Event:** ED Speaker for event and prepared/presented ED update.
- **TV Chamber of Commerce Legislative Summit:** Hosted booth at event.
- **Facilitated 19 Citywide Ribbon Cuttings for Businesses:** Attended and participated in events.
- **Business Retention / Welcome Visits:** Collaborated with TV Chamber of Commerce to conduct Manufacturing and New Business Site Visits.
- **TV Chamber of Commerce Women in Business:** Hosted booth.



City Manager's Office

Participated / Presented (City Representation)

- **Chamber of Commerce Women's Professional Collective:** Attended and provided informal City update.
- **Murrieta Temecula Group:** Attended monthly meetings and answered questions.
- **SRCAR City Manager Breakfast:** CM Speaker for event, prepared/presented City Update.
- **WRCOG Technical Assistance Committee Meetings:** CMO attended monthly as Voting Member.
- **WRCOG General Assembly:** Assisted WRCOG with event video package about the I-15/FVP.
- **Visit Temecula Valley State of Tourism:** CM Speaker for event, prepared/presented City Update on tourism-related projects.
- **Visit Temecula Valley Leadership Meeting:** Participated in professionally facilitated group discussion (COT, OTTA, Chamber, VTV, and Wine Growers) on topics of importance to Tourism Industry: Tourism Leg Advocacy, OT Creek Walk, City Beautification, and unified branding for Temecula Valley at this all-day event.
- **Other City Updates:** Prepared presentations for Mayor and Council for "City Update" presentations such as Women's Professional Roundtable, etc.



City Manager's Office

Participated / Presented (City Representation)

- **Represent City of Temecula at Neighboring State of the City (SOTC) and Local / Regional Events:** Wildomar SOTC, Murrieta SOTC, Menifee SOTC, Canyon Lake SOTC, Lake Elsinore SOTC, Ontario State of the Airport; State of the 3rd District; TV Chamber Gala (prepare certificates/participate in voting selection of recognized businesses); Visit Temecula Valley's Xenia Awards, Boys & Girls Club Annual Gala, and Temecula Day at the Lake Elsinore Storm Baseball Diamond.
- **Professional Development / City Representation / Recognition:**
 - Cal Cities New Mayors/Council Members Academy. CM attended with new Council Members as part of the Council-Manager form of government.
 - Cal Cities City Managers Conference. CMO training/conference:
 - Cal Cities City Managers Sales Tax Working Group member, which convenes as a diverse and representative group of California city officials dedicated to examining local government sales tax issues and providing recommendations that equitably benefit California cities, further fiscal sustainability, and strengthen the viability of the sales tax.
 - Cal Cities Legislative Update Conference: Council/CMO training/conference:
 - Hosted and participated in Cal Cities Interviews for the Regional Public Affairs Manager position.



City Manager's Office

Participated / Presented (City Representation)

- Professional Development / City Representation / Recognition (Continued):
 - Cal Cities Annual Conference: Council/CMO training/conference; CM as Speaker for One City, One Team – Establishing Effective City Manager-Council Relations.
 - MMASC Annual Conference: Council/CMO in San Diego; CM as Speaker for Managing in the Middle – Balancing Politics and Administration.
 - Government Social Media: Social Media staff attended annual conference.
 - California City Manager Foundation: Monthly Meetings, CM is a Board Member.
 - CAL-ED Monthly Meetings: Economic Development Manager is a Board Member.
 - 2023 Inland Empire Women's Business Center Inland Prosperity Conference.
 - 2023 RSO Annual Awards Ceremony (RSO Strong) attendance in support of our Team Temecula law enforcement community.
 - 2023 Outstanding Senior Administrator Inland Empire Chapter (serving Riverside and San Bernardino Counties) of the American Society for Public Administrators – Aaron Adams, Temecula City Manager.



City Manager's Office

Miscellaneous (Support provided to community)

- **Community Reinvestment Program-Community Service Funding:** Development program and 51 agreements for distribution of \$1.1M for 51 Local Nonprofit organization programs that benefit/benefitted Temecula residents with expenditures between 2020-2024. (Launched in FY2022-23; Administration will be ongoing through JUN 2024).
- **Community Service Funding FY23-24:** Developed and implemented new electronic Application for 2023-24 Community Service Funding (CSF) program and reviewed 47 CSF applications with Community Services Funding Subcommittee for distribution of \$100,000 to 22 nonprofits to benefit Temecula Residents only. Also processed \$25,000 annual allocation via CSF Council Discretionary program (\$5K per Council Member).
- **Digital Bootcamp Grant Program:** Processed 48 agreements for the Digital Bootcamp Grant Program as part of the \$500,000 Community Reinvestment Program (launched/managed by TVE2- more below) supporting 48 Temecula businesses.
- **Economic Development Agreements:** Processed 22 agreements including 9 new Incubator Tenants supported by Community Reinvestment \$80K Rent Waiver Program (launched/managed by TVE2-more below re: rent waiver program) supporting Temecula businesses.
- **Community Reinvestment – Higher Education:** Processed Community Reinvestment Program (CRP) Agreements totaling \$1M supporting the higher education complex in Temecula (CSUSM and MSJC classroom space and programs) to benefit Temecula residents with local higher education opportunities.



City Manager's Office

Miscellaneous (Support provided to community)

- **Wayfinding Signs:**
 - Worked on design/planning for the Auto Mall Wayfinding Signage Project to support auto dealers and patrons to find their way.
 - Worked on design/planning of Old Town Wayfinding Signage to support Old Town businesses and residents/patrons to find their way.
- **Film Permits:** Approved/Processed 4 Film Permits.
- **ED Sponsorships:** Processed 10 Economic Development Sponsorship Applications.
- **Business Licenses:** Assisted 20 Temecula businesses by navigating them to/through the permit process for business licenses in collaboration/support Community Development (first developed internal system with IT and Com Dev to check business licenses prior to ribbon cutting and promotion).



City Manager's Office

Miscellaneous (Support provided to community)

- Community Recognition: Navigated community inquiries made to the City Manager's Office for public recognitions, including 2013 Resolution of Wilder Hills, Ron Parks (First Temecula Mayor), and Ed Morel, facilitated via City Clerk/Public Recognition Subcommittee.
- CSUSM Senior Experience Project: Working with CSUSM Seniors on research project regarding higher education needs in region (in support of residents in Temecula to have local access to higher education opportunities).
- External Research Requests:
 - Cancer Care: Provided economic research/data regarding healthcare/cancer care needs to Michelle's Place/EDC to work together moving forward as needed.
 - Workforce Stats: Provided stats regarding workforce and live/work proximity.
- Red Trolley: Renewed RTA Trolley Agreement for Harveston area shuttle (free shuttle mainly supporting TVUSD students and Promenade).



City Manager's Office

General / Administrative (Internal)

- **Civic Center Leases:** Manage/renew/update Civic Center leases for Congressional District 50 (Issa), City Attorney, and VTV (revised square footage).
- **Support Letters:** Drafted and secured over 32 support letters from various agencies, neighboring jurisdictions, and representatives in support of the City of Temecula's Public Work's INFRA Grant Application for French Valley Phase 3.
- **City Manager's Office/City Council Office Inquiries:** Responded or navigated (and logged) general inquiries made to CM office via phone, My CivicApp, or email including 290 to City Council Members, and 141 to City management as of NOV 2023.
- **CMO Scheduling Meetings (Internal & External):** CMO office (Executive Assistant) scheduling of over 1,000 meetings, including meetings for CC and CMO, plus all travel related needs; register Council for various community nonprofit fundraisers (approximately 20-25); maintain list for reporting on Form 700 or Form 802 through City Clerk's office; register CMO/CC for travel/conferences.
- **Budget:** Managed/Balanced FY23-24 operating budgets for Departments/Divisions as follows: City Manager Office, City Council, Community Support Funding, Office of Public Information, Economic Development, and TVE2.



City Manager's Office

General / Administrative (Internal)

- **Interdepartmental Brainstorming Meetings:** Participated in weekly internal meetings with Community Development, Fire, Building, PW, and ED.
- **Citywide Employee Support:** CM/ED representatives on Employee Benefits Committee, Employee Wellness Committee, Team Pace, and Workforce Safety Committee.
- **Produced Office of Public Information Reference Guide:** Created brochure for internal use, which was introduced to each Department this year at separate Department meetings providing an overview of Citywide public outreach opportunities.
- **General:** Drafted letters, research, office supplies, meeting supplies/meals, annual personnel reviews, guided City Hall tours; maintain CMO/ED Sharepoint; support daily CMO updates/recaps, Temecula Swag/promotional content as needed for ED/CMO/CC; press inquiries.



City Manager's Office

PIO / Public Information Outreach

- **Produced Various Videos:**

- Temecula Skate 3 (Mayor Videogame).
- Dreaming (Whimsical/Exciting Temecula).
- Temecula Superstars (Temecula on the Big Screen).
- TVE2.
- Diverse Housing.
- Inclusive Programs by the Media Lab.
- MRC Drone.
- The Grecian Soap Company.



City Manager's Office

PIO / Public Information Outreach

- **Promotions & Publications:**

- 2023 Temecula Magazine
- Temecula Connect Flyer (updated)
- Old Town: produced/published Old Town Branding Guide.
- Citywide Banners: Designed New Holiday Banners near the Mall.
- Prepared multiple communitywide, mini-State of the City presentations.
- TV/Media Coordination: Coordinated Media including Video Response to NBC regarding Lisa in Temecula (NBC); provided briefing points for Tropical Storm (CBS); facilitated KCAL's (CBS) desire to feature the City of Temecula in their SoCal Spotlight.
- Support Media Services / Channel 3 content.



City Manager's Office

PIO / Public Information Outreach

- **Promotions & Publications: (Continued)**

- City Flickr Account: Maintained/updated City photos to Flickr with professional photos.
- City Media TVEyes account: monitor hundreds of media clips per month for Temecula promotional use; clip videos of interest and download.
- City Council PowerPoint slides for Council Meetings.
- Implemented U.S./American Flag Program for Temecula residents (including Meet the Mayor outreach booth).
- Monthly newspaper advertisements promoting emergency preparedness communications and social media.
- Ongoing updates to website content (multiple pages Citywide).
- Ongoing Auto Mall sign updates throughout the year.



City Manager's Office

PIO / Social Media

- **@CityofTemecula 2023 Milestones Social Media Platforms:**
 - 1.2 M Reel Views on Instagram in 2023.
 - 450% more IG followers than other CA cities closest in population size.
 - Over 80,000 followers across all @CityofTemecula platforms.
- **Audience Engagement Milestone:**
 - 2022: Followers spent 27,688 minutes watching our videos.
 - 2023: Followers spent 80,000 minutes watching our videos resulting in an 189% increase in viewer retention.



City Manager's Office

PIO / Social Media

- **@CityofTemecula Social Media Campaigns & Series:**

- New Video Series:

- Budget Talk (produced by PIO/CMO).
- Council Spotlights (produced by PIO/CMO, Media Services, and TCSD).
- Just the Facts with Zak (produced by TCSD).

- I-15/FVP2 video updates campaign:

- Five videos were posted totaling over 110,000 views.

- Seven Hello Temecula Video Episodes.

- Nine #TemeculaAwaits Photoshoots – Citywide Social Media.

- Campaign to promote unique outdoor experiences in Temecula (most "liked" annual campaign).

- 11 #New2Town Features.

- American Express Shop Small Campaign: Five small photoshoots featuring five consignment / secondhand businesses.

- Monthly Proclamations.



City Manager's Office

PIO / Social Media

- Year-End Follower Count for @CityofTemecula Platforms:
 - Instagram: 35,000 (8,000 increase from last year).
 - Facebook: 30,700 (1,800 increase from last year).
 - Twitter: 10,700.
 - YouTube: 2,400.



City Manager's Office

PIO / Social Media

- Collaborations with Community Partners:

- Riverside County Sheriff (RSO).
- CHP Temecula.
- CalFire.
- SCE.
- Cal Trans.
- TEDxTemecula.
- Visit Temecula Valley (VTV).
- Temecula Valley Chamber of Commerce.
- Community Emergency Response Team (CERT).
- Temecula Valley Hospital (TVH).
- Temecula Valley Unified School District (TVUSD).

- Mt. San Jacinto College (MSJC) – Temecula.
- Small Business Development Center (SBDC).
- Pechanga.
- Promenade Temecula.
- RivCo Workforce Development.
- American Red Cross.



City Manager's Office

TVE2

- **Executed / Launched / Managed**

- COVID Community Reinvestment Program's Digital Bootcamp Training and Funding Program which disseminated \$480,000 in grant funding to 48 Temecula Small Businesses (\$10,000 each)
- Community Reinvestment Program's Level-Up Training and Funding Grant Program which will provide \$520,000 in grant funding to 26 Temecula Businesses to assist in core workforce areas (\$20,000 each).
- Community Reinvestment Program's TVE2 Incubator Rent Waiver Program.
- Oversee/Manage multiple tenant leases at TVE2.
- 9 New Occupants to the TVE2 Incubator Program.
- TVE2 Quarterly Incubator Tenant Meeting, offering incubator businesses a chance to access education/training, network, share successes/challenges, and request desired assistance/resources.
- TVE2 Quarterly Incubator Committee Meeting, gathering Incubators/Innovation Hubs from across Riverside County and neighboring areas. The aim is to offer a platform for each center to exchange best practices, share updates, and explore collaborative opportunities.
- TVE2 Magazine.
- TVE2 Entrepreneurial Resource Center Program (soft launch).



City Manager's Office

TVE2

- TVE2 Center Hosted or Represented
 - Southwest Riverside County April Innovation Month Quick Pitch Event.
 - Technical assistance to 1,030 business owners and entrepreneurs across various industries in partnership with TVE2 resource partners. Industries include, but not limited to:
 - Retail.
 - Service.
 - Wholesale.
 - Manufacturing.
 - Construction.



City Manager's Office

TVE2

- Business/workforce training to 3,748 small business owners and entrepreneurs across various industries in partnership with TVE2 resource partners through 267 training events (virtual and in-person) and three cohort programs. Some workshop topics included:

- Pre-planning/Startup Information.
- Access to Capital.
- Human Resources.
- Digital and Social Media Marketing.
- Accounting.
- Legal.



City Manager's Office

TVE2

- Outreach booths at multiple events throughout the year.
- EDC Monthly Board Meetings.
- TECHSouthwest Monthly Meetings.
- Monthly Caregiver Orientations in partnership with Riverside County In-Home Supportive Services Division for a total of ten orientations which trained over 1,200 individuals in the Southwest Region interested in a career as a caretaker.
- TVCC June Southern California Manufacturing Council meeting.
- TVCC Women's Professional Collective for the month of DEC 2023.
- United States-Mexico-Canada Agreement (USMCA) Trade Conference and Import/Export Consulting Services at TVE2. Attended Conference; created office space for International Commerce (import/export consulting services) office at TVE2.



City Manager's Office

TVE2

- CSUSM Innovation Hub. Founders Feedback meeting (TVE2 Idea Exchange).
- Inland Empire Economic Partnership (IEEP) Red Tape to Red Carpet Awards & Reception:
 - TVE2 attended as Award Nominee.
- TVE2 Resource Center's metrics achieved throughout Southwest Riverside County:
 - 23 New Business Starts.
 - 1,778 Jobs Created/Supported.
 - \$11,127,052 in Capital Infusion.



City Manager's Office

Organizational Culture

- Continuation of enhanced organizational communications (written and verbal) and responsiveness via daily operational updates (email and Sharepoint), and survey tools as part of the City's proactive employee retention efforts.
- Prioritizing and investing in our valued workforce, continuation of Meet and Greet with the City Manager (ACM and HR Director) and each new employee.
- Biweekly CMO Management By Walking Around to bridge communication gaps between the CMO and other operating Departments resulting in some of the following employee feedback:
 - "I love working for the City of Temecula! No suggestions at this time."
 - "Enthusiastic about my Department and the work we accomplish."
 - "I am very lucky to be working with a wonderful team. They all make it very easy to work together."
 - "You guys have created such a great environment here, and I really love working for the City of Temecula."





City Clerk's Office

Year in Review - 2023

City Clerk

Non-Recurring Items

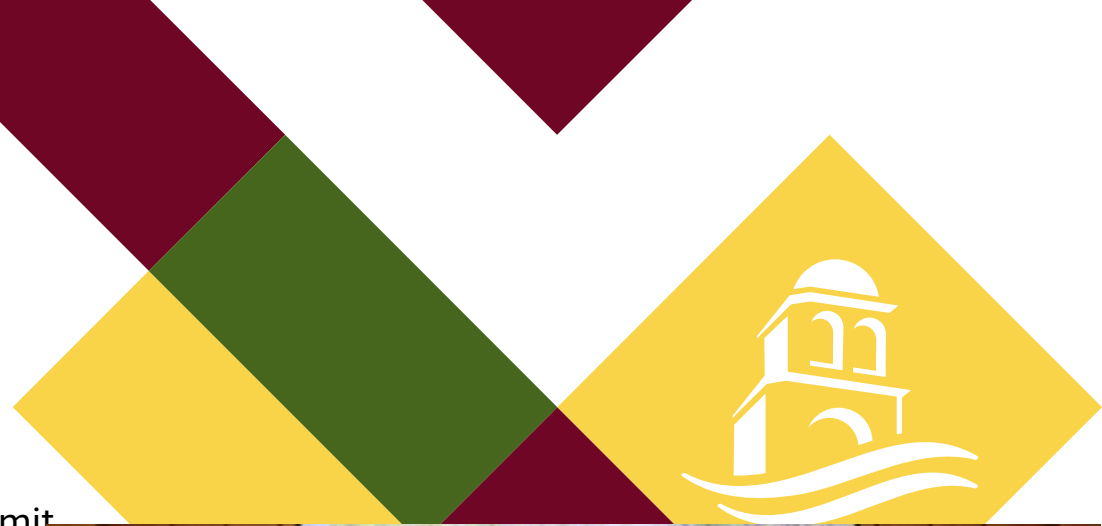
- Completed City Council Protocol Manual and Worked with Council Protocol Manual Subcommittee on 20 Policies and 1 Resolution of Principle, Conducted Related Research and Prepared Staff Reports and Presentations.
- Completed Three-Year Multi-Phased Race, Equity, Diversity, and Inclusion (REDI) Initiative and 13 Sub-Items to Normalize Conversations, Operationalize Action, and Organize a Sustainable Effort.
- Researched, Prepared, and Facilitated Adoption of a City Council Term-Limit Ordinance to be Voted Upon in the NOV 2024 General Municipal Election.
- Researched, Prepared and Facilitated Adoption of City Council Compensation Ordinance to Become Effective After the NOV 2024 Election.
- Researched, Prepared, and Facilitated Adoption of Boards and Commission Compensation and Stipend Ordinance.
- Prepared and Facilitated Adoption of Resolutions and Ordinance Setting Forth the Revised Roles and Responsibilities of All Four Commissions (Community Services, Planning, REDI, and Traffic Safety).



City Clerk

Non-Recurring Items

- Conducted Eight Massage Permit Appeals in Coordination with Office of Administrative Hearings, Riverside Sheriff's Office, City Attorney, and Community Development.
- Facilitated Council Consideration and Decision on Conditional Use Permit Revocation for The Bank in Coordination with Office of Administrative Hearings, City Attorney, Special Counsel, and Other Stakeholders.
- Created and Implemented New Inclusionary Proclamation Program for REDI Commission Meetings at Council Direction in Coordination with TVU
- Created and Implemented New Public Recognitions Program at Council Direction and Worked with Related Subcommittee to Consider Inaugural Year Nominations.
- Implemented Statewide Electronic Courier Universal Recording Environment (SECURE) Government to Government (G2G) Portal for Electronic Recording with the County of Riverside Recorder's Office.
- Worked with Riverside Registrar of Voter's Office to Identify seven Sites for Vote By Mail and Voter Assistance Centers for MAR 2024 Election; Completed Related Agreements.
- Coordinated and Facilitated Attendance at 2023 Legislative Action Days in Sacramento and Legislative Meetings, Prepared Related 2023 Legislative Priorities FAQs.



City Clerk

City Council

- Prepared City Council Subcommittee List for Annual Approval and Distribution.
- Administered City Council Meeting Logistics = 25 Meetings.
- Processed City Council Meeting Related Documents (Create, Track, Post, Publish, Log): Agendas = 25 / Minutes = 24 / Resolutions = 86 / Ordinances = 12.
- Processed Community Services District Meeting Related Documents (Create, Track, Post, Publish, Log): Agendas = 22 / Minutes = 21 / Resolutions = 8.
- Processed Successor Agency to Redevelopment Agency Meeting Related Documents (Create, Track, Post, Publish, Log): Agendas = 1 / Minutes = 1 / Resolutions = 1.
- Processed Public Financing Authority Meeting Related Documents (Create, Track, Post, Publish, Log): Agendas = 4 / Minutes = 4 / Resolutions = 11.
- Processed (Create, Amend, Track) Staff Reports for City Council Meetings = 309 Reports.
- Processed (Create, Amend, Track) Staff Reports for TCSD Meetings = 14 Reports.
- Processed (Create, Amend, Track) Staff Reports for SARDA / TPFA Meetings = 5 Reports.
- Processed (Create, Amend, Track) Staff Reports for REDI Commission Meetings = 1 Report.



City Clerk

Boards and Commissions

- Prepared Board and Commission Handbook for Annual Approval and Distribution.
- Facilitated Annual Joint Meetings Between City Council and All Four Commissions, Coordinated Content and Presentation for REDI Commission.
- Worked on Temecula CultureFest Event for World Diversity Day in Consultation with the REDI Commission and Community Services.
- Worked on First Santa's Electric Parade for REDI Commission as Stand-Alone Entry.
- Processed (Notice, Recruitment, Appointment, Orientation) Vacancies for Board and Commissions = 6
(1 Community Services Commission,
1 Planning Commission,
2 Traffic Safety Commission and
2 for Race, Equity, Diversity, and Inclusion Commission with total of 29 applicants).



City Clerk

Boards and Commissions

- Processed Race, Equity, Diversity, and Inclusion Commission Meeting Related Documents (Create, Track, Post, Publish, Log): Agendas = 10 / Minutes = 9.
- Processed Planning Commission Meeting Related Documents (Create, Track, Post, Publish, Log): Agendas = 13 / Minutes = 11 / Resolutions = 20.
- Processed Traffic Safety Commission Meeting Related Documents (Post, Publish, Log): Agendas = 7 / Minutes = 6.
- Processed Community Services Commission Meeting Related Documents (Post, Publish, Log): Agendas = 10 / Minutes = 9.



City Clerk

General Legislative

- Prepared Legislative Platform for Annual Approval and Distribution.
- Provided Citywide Legislative Updates (Including General Legislation Status, State Regulations, State and Federal Funding, etc.) via Email to City Council and Executive Staff (Does Not Includes Individual / Small Group Legislative Contact Numbering in the Hundreds) = 53.
- Processed Statements of Economic Interest (Form 700) / Amendments for City Council, Boards and Commissions and Designated Employees = 66.
- Processed Semi-Annual Campaign Disclosure Filings (410, 460, 470, 497) for City Council Members and Candidates with Open Committees = JAN 2023 & JUL 2023.



City Clerk

General Operations

- Processed (Route, Track, Log) Contracts / Agreements = 423.
- Processed (Route, Track, Log) Contracts / Agreement Amendments = 71.
- Conducted Project Bid Openings / Processed Notice Inviting Bids = 13.
- Researched and Prepared Ribbon Cutting / Grand Opening / Anniversary / Academic Achievement / Miscellaneous Certificates = 174.
- Researched and Prepared for Presentation Proclamations = 26.
- Prepared and Scheduled Presentations from Local Non-Profits and Organizations for City Council and Race, Equity, Diversity, and Inclusion Commission Meetings = 14.



City Clerk

General Operations

- Processed (Create, Post, Publish, Log) Cancellation Notices for City Council and Board and Commission Meetings = 30.
- Processed (Create, Post, Publish, Log) Committee Meeting Notices = 25.
- Processed (Create, Post, Publish, Log) Citywide Newspaper Publications and Public Hearing Notices = 71.
- Processed Bond Releases (Tract Map, Parcel Map, Landscape and Contracts) = 48.
- Recorded Documents with the County of Riverside = 72.
- Processed (Image, Log, Distribute) General Liability Claims and Litigation = 62 Claims and 8 Litigation.



City Clerk

General Records

- Prepared Records Retention Schedule for Annual Approval and Distribution.
- Administered Annual Records Destruction = 111 Standard Boxes.
- Processed, Tracked, and Completed Public Records Act Requests = 1,075.
- Transferred Records for Disposition (Holding, Scanning or Shredding) = 42 Boxes.
- Closed Public Records Act Requests in GovQA on Average = 4.13 Days.
- Requested Building Plans = 92.
- Public Archive Page Views for Public Records Act Requests = 113,228.



City Clerk

General Records

- Added Files to Building and Safety Laserfiche Folder = 484.
- Added Pages to Building and Safety Laserfiche Folder = 4,974.
- Added Files to Public Works Laserfiche Folder = 1,879.
- Added Pages to Public Works Laserfiche Folder = 43,786.
- Added Pages to City Council Agendas Folder = 27,572.
- Added Contracts to Laserfiche Folder = 896.
- Added Pages to Contracts Laserfiche Folder = 13,032.





Finance

Year in Review - 2023

Finance

Recognition

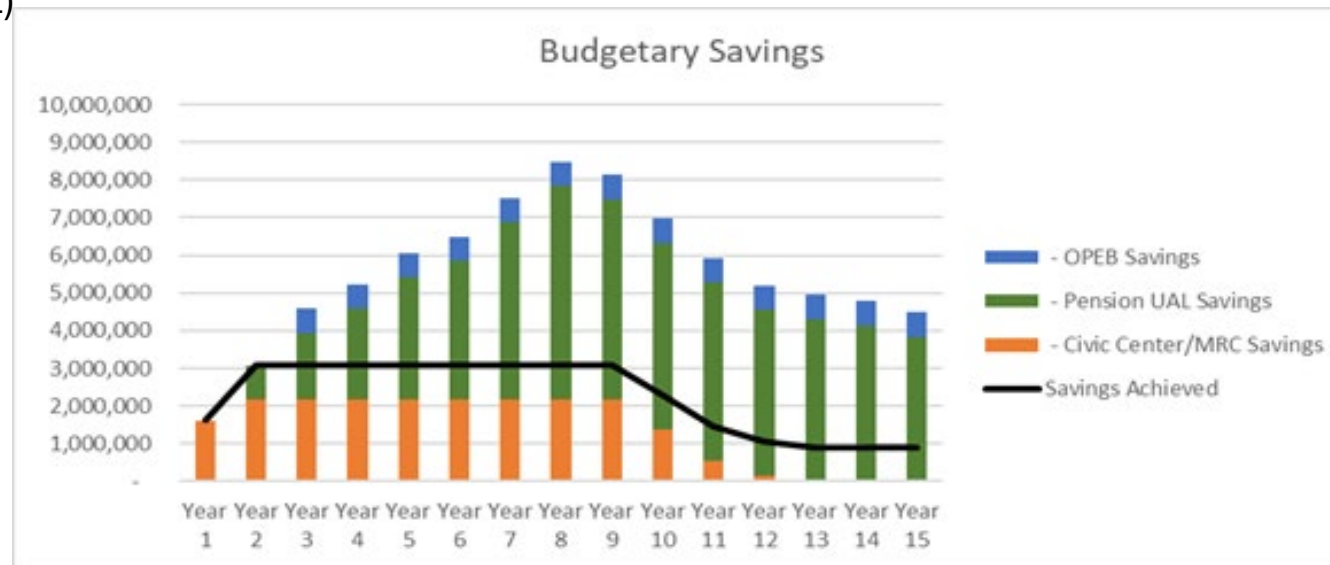
- Received the Award for Excellence in Financial Reporting from the Government Finance Officers' Association (GFOA) for the Fiscal Year 2021-22 Annual Comprehensive Financial Report.
- Received the California Society of Municipal Finance Officers' (CSMFO) Excellence Awards for the Fiscal Year 2022-23 Annual Operating and Capital Budgets.
- Received the GFOA's Distinguished Budget Presentation Award for the Fiscal Year 2022-23 Annual Operating Budget.



Finance

Fiscal Management

- Prepared and presented a balanced FY23-24 Operating Budget and 5-Year Forecast, with reserves fully funded in all five fiscal years.
- Prepared and presented the City's largest Capital Improvement Program Budget, nearly \$820 million over 104 separate projects.
- Implemented the City's first Debt / Liability Paydown Strategy to pay off the City's unfunded liabilities within a seven-year time horizon, without using City Reserves. Successfully paid off the Civic Center Loan (\$12.6M), the Margarita Recreation Center Loan (\$5M) and paid down \$7.25M of the City's pension unfunded liability, all of which created annual operating savings in excess of \$3M for FY2023-24 (Starting in Year 2 on the chart)



Finance

Fiscal Management

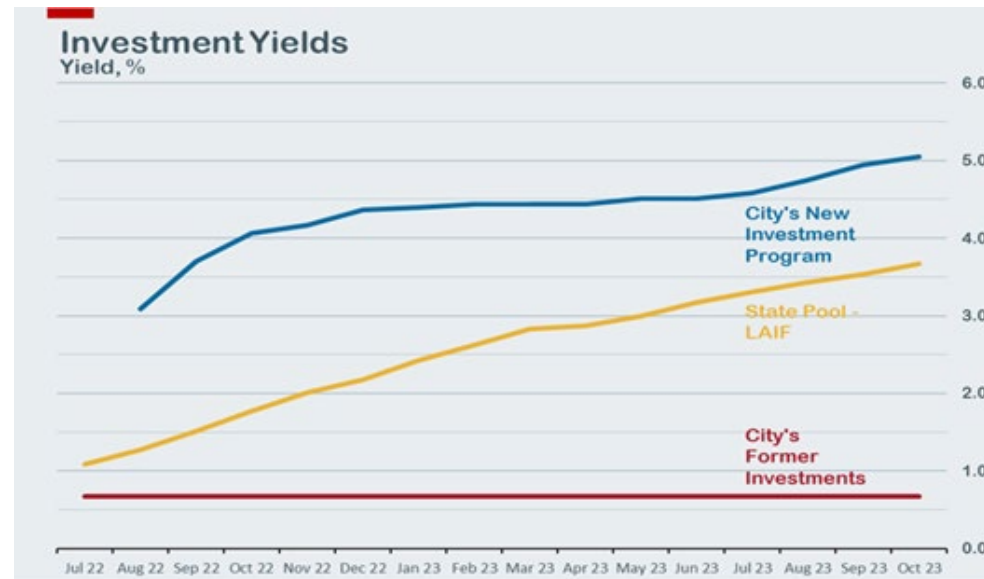
- Prepared a 15-Year financial projection for the General and Measure S funds, as part of the Debt/Liability Paydown Strategy analysis.
- Deposited an additional \$2M into the City's Irrevocable Pension Trust, to offset future increases in the Pension rates, increasing the City's pension funded status to 86%.
- Updated Pension and Other-Post-Employment-Benefits (OPEB) valuation and projections, with the help of the City's actuarial consultants.
- Assisted in the review, analysis, and formation of several new Community Facility Districts, including Altair, Prado, and Heirloom Farms.
- Implemented new cash management monitoring process to ensure large CIP projects do not put a strain on the City's cash flow.
- Conducted internal payroll audit to ensure proper CalPERS and bargaining unit classifications for all employees.



Finance

Fiscal Management

- Provided monthly Treasury Reports and List of Demands to the City Council.
- Provided quarterly Financial Report updates to the City Council.
- Submitted timely reporting on the receipt of the City's ARPA Grant Funding.
- Earned approximately \$800,000 in interest earnings as a result of the Council-approved Investment Policy and Strategy, adopted in JUN 2022 (over and above LAIF returns).
- Doubled the rate return on City investments (1.7% to 3.9%, on average).



Finance

Process Improvements

- Implemented the financial modules of City's new accounting system, Munis, including General Ledger, Accounts Payable, Accounts Receivable, Budget, Purchasing, Contracts, Cashiering, Project/Grant Accounting and Capital Asset Management.
- Began planning for second phase of Munis implementation, which includes the Human Resources and Payroll modules.
- Began the implementation of the CalCard procurement card system, to reduce the number of purchase orders issued and expedite the purchasing process for all departments.
- Transitioned to a new banking platform with US Bank due to their acquisition of Union Bank.
- Evaluating Purchasing procedures and policies to improve efficiency, transparency, and provide for a more streamlined procurement process.
- Streamlined business license application submittal process between Finance and Community Development departments, also allowing customers access to their approval status by using the online Citizen Self-Service portal.
- Improved cash handling processes, internal controls, and methods to better safeguard City assets.



Finance

Customer Service Metrics

Business Licenses:

- Issued a total of 7,310 Business Licenses.
- Issued 1,237 licenses to newly opened businesses (623 inside the City, 614 outside the City).
- 58.4% of Business Licenses were renewed online.
- Served 4,334 customers at Cashier counter.
- Average wait-time at Cashier counter was 2.34 minutes.
- Average service duration was 6.21 minutes.
- Accounts Payables:
 - Processed 14,666 invoices.
 - 45% of invoices paid via electronic funds transfer (EFT).
 - 363 vendors paid via EFT.
 - 444 Contracts tracked in Munis.



Finance

Customer Service Metrics

Purchasing:

- Issued 2,916 Purchase Orders.
- Issued 728 Change Orders to Purchase Orders.

Payroll:

- Issued 10,667 Paychecks / Direct Deposits.
- Trained 15 new employees on timekeeping process.

Budget Management:

- Processed 295 Budget Amendments, including 10 separate Council-approved Amendments.



Finance

Personnel Management & Team Building

- Hired four new employees to assist with Cashiering (Christine Blietz and Charlee Hyon), Purchasing (Baylee Spetz) and Payroll/Accounts Payable (Daniele Torino).
- Hired new Finance Manager (Paula Majors) to oversee Capital Improvement Program accounting, budget and assist with the administration of the Community Facility Districts.
- Won the coveted “Best Department Halloween Costume” trophy for the second year in a row. Way to go Team Finance!!!





Human Resources/Risk Management

Year in Review - 2023

Human Resources/Risk Management

Human Resources

- Processed 400 performance evaluations electronically in NEOGOV Perform including seasonal, probationary, and annual evaluations.
- Successfully launched NEOGOV eForms allowing employees to submit common HR forms electronically such as contact information or tax withholding updates.
- Attended the NEOGOV Conference to continue to expand knowledge on the five NEOGOV programs HR staff maintains to support the employee lifecycle in one centralized platform.
- Transitioned recruitment offer letters to electronic format where candidates can review, accept, and sign offers online to improve the new hire experience and streamline internal processes.
- Successfully processed a COLA increase for all employees effective JUL 1, 2023.
- Reclassified 30 employees identified as working out of class through the annual reclassification study.
- Processed over 740 personnel transactions including 94 separations and retirements.
- Attended three in-person job fairs and one college fair where we made contact with over 400 people.
- Updated advertising materials to include trending trade specific work, and provided more information on certification and license requirements versus traditional college.



Human Resources/Risk Management

Human Resources

- Created the Program Manager classification to allow for proper classification of Public Works employees working with specific programs and project management.
- Updated 17 classification specifications to ensure job descriptions are current, accurate, and relevant for recruiting and retention purposes.
- Updated the administrative classification series – removing Office Aide II and III classifications and updated Office Aide to establish a true entry level opportunity in the administrative series.
- Decreased time to hire by 9% with the average time to hire at 61 days.
- Conducted 51 recruitments since JAN 2023.
- Hired 132 employees since JAN 2023.
- Updated EEO-4 data for all classifications to allow for proper reporting.
- Contracted with a new background screening company to provide a better candidate experience in the background process.



Human Resources/Risk Management

Human Resources

- Established process for backfilling employees on extended leave of absence.
- Improved and streamlined the annual open enrollment process by offering a passive open enrollment.
- Received and processed 180 open enrollment transactions.
- Added a 529 College Savings Plan to the City's voluntary benefit offerings.
- Secured the services of a consultant to evaluate and enhance the City's voluntary retirement savings plans.
- Updated the City's Section 125 Cafeteria Plan Document.
- Implemented a new Affordable Care Act (ACA) administrator to handle the full scope of ACA administration and compliance.
- Launched the personnel policies update project with approximately 75% of policies updated. A comprehensive Personnel Policies document is expected to be finalized in early 2024.



Human Resources/Risk Management

Risk Management

- Prepared a revised COVID-19 Prevention Plan to align with the Cal OSHA Permanent Standard.
- Managed multiple COVID cases and work-related exposures along with many COVID related leaves.
- Continued to use a safety training vendor, Safety Center Inc., for in-person safety trainings.
- Continued the Employee Wellness Program in a hybrid environment. Established a fitness center at the FOC for staff to use. Completed updates to the Civic Center Fitness Center, including new equipment, heavier free weights, and newer technology. Hosted a variety of events for all employees to participate in physical, mental, and financial wellness opportunities, including Walk of Hope, Bike to Work Day, Yearlong Employee Wellness Bingo, Employee Health & Wellness Fair, and Lunch & Learns. Executed partnerships with EoS Fitness, and Farm Fresh to You.
- Continued the Hearing Conservation Program with annual hearing exams for all employees who fall under the Cal OSHA regulation. Over 30 City staff members had their hearing tested in August.
- Coordinated the second annual National Safety month with citywide safety activities and raffle prizes in JUN 2023.
- Continued with Interactive Process meetings for on-the-job injuries. Helped supervisors and employees understand the world of Workers' Compensation.



Human Resources/Risk Management

Risk Management

- City property damage cost recovery revenue is estimated to be \$90,000 for 2023.
- Maintained compliance with the City's Bloodborne Pathogen Program by offering Hepatitis A & B Vaccinations to all staff who may have exposure based on their job duties or have a signed declination on file.
- Continued cross-training efforts in the Risk Management Division on Workers' Compensation and Liability Claims programs and other Risk related tasks.
- Continued to utilize Learn, a cloud-based learning management system with NEOGOV. Rolled out Emergency Management trainings including Disaster Service Worker and FEMA courses. Also launched multiple safety trainings and added external learning and licenses and certification tracking to employee profiles.
- Researched and obtained a vendor to install vending machines in City facilities. The new vending machines include the option for cashless purchases and additional choices with the cold food vending options.
- Coordinated over 40 ergonomic assessments of employee workstations with 31 assessments resulting in the employee being outfitted with an ergonomic standing desk.
- Attended the NEOGOV conference and gained additional knowledge on NEOGOV's suite of products including learning about exciting new products and enhancements.



Human Resources/Risk Management

Risk Management

- Attended the Public Agency Risk Management Association (PARMA) conference in FEB 2023. We attended risk courses related to workers' compensation, liability and insurance, and networked with other public agency Risk Management professionals.
- Attended the SHAW Bootcamp with the two other managers in HR. During the two-day bootcamp we were fully immersed in the disability interactive process and how to navigate accommodations when the need arises.
- Started the implementation process with Veriforce, a third-party administrator, to house, review, and maintain certificates of insurance. Veriforce is assisting with new insurance language for all agreement templates.
- Purchased City of Temecula branded straw sun hats for employees who work outdoors in the sun to protect against the UV rays.
- Coordinated a demonstration of Meridian Road Barriers for use to enhance safety at events that may be impacted by traffic collisions (farmers market and special events).





Temecula Fire Department

Year in Review - 2023

Fire Department

Fire Suppression

- First Contract City with CalFire/Riverside County Fire Department to achieve an ISO Rating of 2.
- The Calls of service for Battalion 15, Temecula Division to date is 8,916:
 - 8 Commercial Fires.
 - 890 False Alarm.
 - 22 Haz Mat.
 - 6,521 Medical Aids.
 - 2 Multi-Fam Dwelling Fire.
 - 43 Other Fire.
 - 75 Other Misc.
 - 393 Public Service Assist.
 - 17 Residential Fire.
 - 15 Rescue.



Fire Department

Fire Suppression

The Fire Department attended training courses to help further career advancement. The personnel also completed the Joint Apprenticeship Committee requirements. We are currently in design review for the addition of a new apparatus bay, gym, and fueling station for Fire Station 73. The Fire Department is also working to complete the design for the renovation of Fire Station 84. During the year 2023, we completed several small projects at the Fire Stations to ensure that they are annually maintained.



The Department also participated in a few special events to support the community Fire Safety education program. The Preparedness fair started our busy time of the year. For Fire Prevention Week we hosted an Open House at Station 12. We joined the City in celebrating Halloween by joining in on the Annual Truck N Treat.

This past year, we took delivery of two new Medic Squads for Station 84 and Station 92. We unveiled these vehicles with our City Council, Chief Crater, Aaron Adams, Kevin Hawkins, and Luke Watson in front of City Hall in OCT 2023. We are anticipating the new Fire Cart (UTV) to be fully equipped by the beginning of DEC 2023.

Fire Department

Medic / TCC

- Medic / Training:
 - 396 CPR cards issued.
 - 270 First Aid cards issued.
 - 31 BLS cards issued.
 - 32 Stop the Bleed certificates.
 - 38 Adult CERT graduates.
 - 62 Teen CERT graduates.
 - With the assistance of Station 92 personnel, staff from Temecula Valley Hospital, Inland Valley Hospital and Temecula Valley Unified School District Staff, 450 Great Oak HS students received Stop the Bleed and Sidewalk CPR training.



Fire Department

Medic / TCC

- Temecula Citizen Corps:
- This year, the Temecula Citizen Corps celebrated its 20th year anniversary.
- Our volunteers logged in:
- 2,901 volunteer hours.
- 63 incident hours. 38 active members.
- Implemented a new function to assist the City, the Radio Group. This group is responsible for ensuring the Office of Emergency Management has the capacity to communicate with stakeholders and community partners before, during, and after disasters.
- The TCC took important steps to establish a 501c3.
- The TCC assisted the City by participating in the Great Shakeout at multiple City facilities.
- Along with the Office of Emergency Management, the TCC filmed a recruitment video. This video highlights the importance of preparedness that the City fosters in the citizens.



Fire Department

Fire Prevention

The Temecula Fire Prevention Division had another steady year between plan checks and inspections. The department has already completed 5,870 plan reviews for new construction and tenant improvements for building plans and fire permits. This included 52 plan reviews for new projects with public works. Inspections have been steady throughout the year with these projects, and the department has already conducted 5,135 inspections on just new construction and tenant improvement projects. For the annual inspection program, the department has completed 2,521 inspections on businesses here in the city, and the department has full compliance with the state-mandated inspections, completing 3,220 inspections. State-mandated inspections have to be completed every fiscal year and reported to the state by JUN 2023. We continue to meet those goals and completed all state-mandated inspections in MAY 2023, and went to Council in JUN 2023, to show the City was in compliance with State Senate Bill 1205.

The Department continues to advance with all the new technology, and just about all work done now with inspections and plan review is paperless. Customer service is still a number one priority, not only with our residents and business owners, but also the contractors. We continue to thrive on customer service, and always go above and beyond to meet the customers, contractors, or residents' needs.



Fire Department

Fire Prevention

The Department continues to work with RSO for the Old Town Task Force doing occupancy compliance checks on Friday and Saturday nights. The Department has developed great working relationships with all the restaurant and bar owners and continues to comply with the fire code requirements. By making the presence and the continued collaboration with RSO, incidents have decreased significantly in Old Town and all establishments and are continuously in compliance. The Department also works with RSO for massage compliance checks. The fire prevention division and RSO have developed a phenomenal working relationship over this past year and continue to work together.

The Department created a QR code for false alarms. This code is now placed in all engines in the City via a sticker, and every time our engines go to a false alarm, they are able to scan this code and fill out the false alarm docket. This is then sent immediately to prevention, and we send an inspector for follow-up. By doing this we have decreased the number of false alarms in the City significantly, and have been able to get fire alarm systems repaired and operations that have been out of service.

Staff continues to grow with ongoing training and continued education. The prevention team is a group of team players and are always there to help on another.

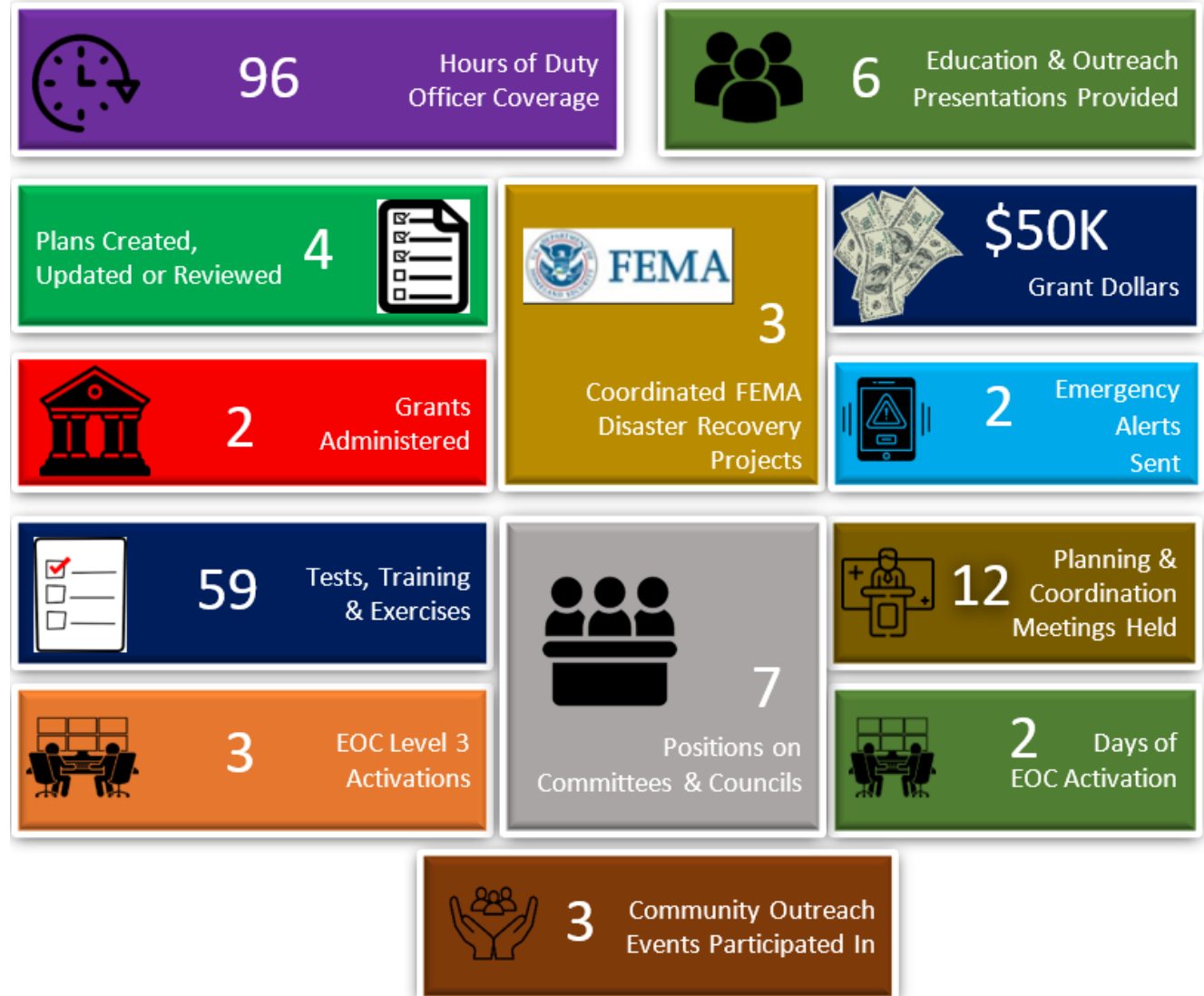


Fire Department

Office of Emergency Management

This year saw the transfer of the Office of Emergency Management from the HR/Risk Management Department to the Fire Department. This organizational realignment resulted in positive steps towards creating a more secure and resilient City with the capabilities required across the whole community to prevent, protect against, mitigate, respond to, and recover from the threats and hazards that pose the greatest risk to the City of Temecula.

2023 OEM HIGHLIGHTS BY THE NUMBERS





Temecula Police Department (RSO)

Year in Review - 2023

Temecula Police Department (RSO)

Projects

- Completing a remodel of booking area, desks, and report writing room at the Southwest Station. This project is scheduled to be completed in DEC 2023.
- Completed remodel of the Old Town Storefront office for the METRO Team with furniture, lockers, gun safe, televisions, and computers.
- Completed Computer and data cable installation for METRO and CORE.
- Purchased new furniture for the Southwest Station Briefing Room.
- Purchased four gun safes for METRO and CORE.
- Worked with Code Enforcement to develop processing of 602 letters completely electronic.
- Deployment of Individual First Aid Kits (IFAK) for deputies.



Temecula Police Department (RSO)

Programs and Services

- Created the Robbery/Burglary Suppression Team in NOV 2022.
- In the process of creating and implementing a Drone Team Program out of Southwest Station.
- Processing of Temporary User Permits.
- Processing of Conditions of Approval.
- Processing of ABC Permits.
- Processing of Pawn Shops, Second-Hand Dealer, and Firearms dealer licenses.
- Processing of door-to-door solicitor licenses.
- Approving and Revoking of massage establishment licenses.
- Law Enforcement staffing for special events in the City.
- Temecula Sheriff continues to provide full law enforcement services at The Promenade Substation and the Old Town Substation.
- METRO Team relocated and deploy from the Old Town Substation.



Temecula Police Department (RSO)

2023 Statistics

Patrol Division

- Total Temecula calls for service – 76,191.
- Average response time to priority calls – 6.85 minutes.
- High-priority calls for service – 829.
- Volunteer Services
- Volunteer Forces.
- Increased the number of Explorers, Sworn Reserves, and Posse members.
- Total Volunteer hours – 9,924.



Temecula Police Department (RSO)

2023 Statistics

CORE Team

- Outreach Attempts – 64.
- Homeless and SWAG Street Exits – 22.
- Arrests – 310.
- 12 Proactive Operations addressing massage parlor violations, human trafficking, quality of life enforcement, and ABC Violations.
- Search Warrants – 26.
- Consistently working collaboratively with City Homeless Outreach, SET, INV & GTF, and supplementing patrol in addition to providing tactical planning for major city events sponsored by TCSD.



Temecula Police Department (RSO)

2023 Statistics

METRO Team

- Arrests – 963.
- 11 Proactive Operations addressing quality of life and ABC Violations.
- Building relationships with business owners in Old Town Temecula.
- Consistently assisting SET, INV & GTF, and supplementing patrol

Special Enforcement Team

- Search Warrants – 83.
- Arrests – 394.
- Consistently Assisting METRO, CORE, GTF, INV, Special Investigations Bureau, Southwest Narcotics Corridor, and supplementing patrol.
- 16 Operations addressing quality of life complaints made by citizens.



Temecula Police Department (RSO)

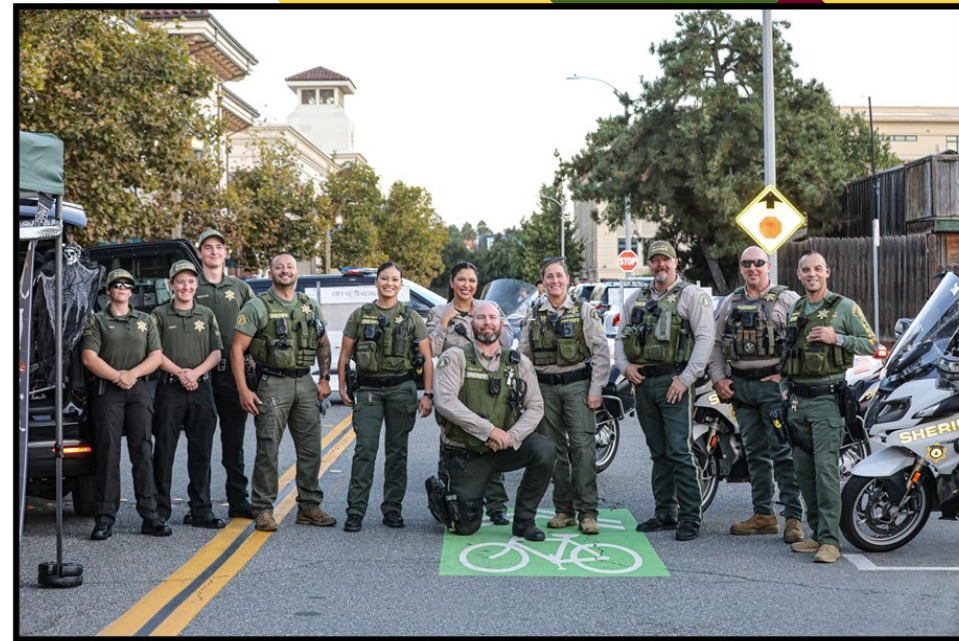
2023 Statistics

Investigations

- Cases assigned – 419.
- Cases closed – 489.
- Cases filed with DA – 83.
- Arrests – 41.
- Search Warrants – 300.

Robbery/Burglary Suppression Team

- Cases assigned – 241.
- Cases closed – 173.
- Cases filed with DA – 53.
- Arrests – 78.
- Search Warrants – 136.



Temecula Police Department (RSO)

2023 Statistics

Traffic

- Citations issued – 22,642.
- Commercial Enforcement citations issued – 321.
- DUI arrests – 375.
- DUI Checkpoints conducted – 4.
- Injury traffic collisions – 336.

Promenade Substation

- Arrests – 207.
- Calls for service – 2,442.
- Citations – 322.

The results are Comprehensive Law Enforcement Services provided through a long-standing contract with Riverside County Sheriff's Office, which is foundational to the safe – high quality of life – enjoyed by residents, businesses, and visitors.





Information Technology and Support Services

Year in Review - 2023

Information Technology and Support Services

Departmental

- 2023 Municipal Information Systems Association of California (MISAC) Excellence in IT Practices Award.
- Employee Technology Use Policy Legal Review & Update.
- 2023 Nationwide Cybersecurity Review (NCSR).



Information Technology and Support Services

Cyber Security

- Provided End-User Cyber Security Training through E-Mail Phishing Campaigns & Cyber Awareness Videos.
- Upgraded or Replaced 26 Unsupported Servers.
- Implemented Patch & Vulnerability Management Software.
- Stopped 24.7 Million Threats.
- Blocked Access to Over 1,055 Known Harmful Websites.
- Blocked Access to Over 350 Known Harmful IP Addresses.



Information Technology and Support Services

Network Infrastructure

- Wireless Access Point Lifecycle Replacements.
- Old Town Wireless District Enhancement:
 - Over 1,000 Users Per Day Access Wireless Internet Provided at All City Locations.
 - Average Daily Usage of the Wi-Fi is 2.76gb Per Day.
 - Total Wireless Data Transferred is 159 Tb.
- Mitel Phone Switch Lifecycle Replacements.
- Firewall Lifecycle Replacements at The Library, Theater, and Senior Center.
- Riverside County Sheriff CORE Team Move to City Hall.
- Old Town Police Storefront Renovation.



Information Technology and Support Services

Network Infrastructure

- CRC Renovation including New Data Cabling.
- Margarita Recreation Center Construction.
- Installed Temperature Sensors in All City Hall Data Closets (IDFS).
- TVE2 Access Control Enhancement.
- Installed Fiber Connections: Senior Center, Theater, History Museum, 6th Street, and Sam Hicks.
- TCSD Welcome Center Reconfiguration.
- eGoldFax Fax System Implementation.
- Successfully Sent over 600,000 and Received over 4,000,000 E-Mails.



Information Technology and Support Services

Tech Support

- Monitor Lifecycle Replacement.
- Computer Lifecycle Replacement.
- InvGate Helpdesk System Implementation.
- Processed Nearly 1,000 Helpdesk Tickets.
- Completed Inventory of All City-Owned Computer Assets.
- Received Over 2,300 Calls to the Helpdesk.



Information Technology and Support Services

Enterprise Application Services

- Enterprise Application Upgrades, Security Patches, and Bug Fixes.
- Enterprise Permitting & Land Management:
 - SB 379 Instant Online Solar Permit.
 - SB 13 Accessory Dwelling Unit Permit.
- Tyler ERP Financial, Payroll & HR Implementation Year 2:
 - Created Approval Process Workflows for Each Function.
 - Facilitated User Software Training.
 - Streamlined Purchasing & Accounts Payable Procedures.
 - Configured All Permission & Security Roles.



Information Technology and Support Services

Enterprise Application Services

- Cashiering / Point of Sale:
 - Configured System for Compatibility with US Bank.
 - Configured Integration with New Financial System.
- Record & Form Management:
 - Implemented Replacement for Legacy Utility Billing Reporting.
- Recreation Management:
 - Migrated League Management from Legacy Application.
 - Implemented Global Payment as Payment Processor.
 - Deployed EMV & Tap to Pay Card Readers at All POS Locations.



Information Technology and Support Services

Geographic Information Systems (GIS)

Holidays & Special Event Maps:

- Christmas.
- Fourth of July.
- Halloween.
- Rod Run.

Citywide Project Maps & Data Collection:

- Banner Map Update.
- Bike Lanes & Trails Z Fold Map.
- CIP Project Map.
- Code Enforcement Case Maps.
- Fiber Master Plan Maps.
- Land Use Study Data & Maps.



Information Technology and Support Services

Geographic Information Systems (GIS)

Citywide Project Maps & Data Collection:

- National Wildlife Refuge Act Potential Acquisition Maps.
- OEM Critical Infrastructure & Deployment Zone Maps.
- Old Town Parking Analysis.
- Old Town Sound System Replacement Project Maps.
- Pavement Rehabilitation & Slurry Seal Maps .
- Public Works & Planning Grant Application Exhibits.
- Public Works Weed Abatement – Street Atlas.
- Security, Traffic, & Public Safety Camera Maps.
- TVUSD New Development Map.
- Uptown Specific Plan Analysis.
- Urban Tree Inventory Map.
- Voting Precincts Map.
- Wi-Fi Gardens Maps.



Information Technology and Support Services

Geographic Information Systems (GIS)

New or Updated Web Maps & Applications:

- ADA Compliance Web Application.
- Bicycle Friendly City Application Data & Maps.
- NearMap Aerial Photography Implementation.
- New Weed Abatement Application.
- OEM Disaster Preparedness Storymaps.

Training & Outreach:

- TemeculaCA.gov GIS Tutorial Document Update.
- Training, Conferences & User Group Attendance.
- Quarterly User Meetings.



Information Technology and Support Services

Support Services

Central Services:

- Installed 5 New or Replacement Copiers.
- Installed Replacement Paper Folding Machine.
- Implemented Electronic Certified Mail Solution.
- Printing Services:
 - Approximately 3,000 Plans & Posters Printed.
 - Approximately 1.8 Million Copies Made.
- Mail & Shipping:
 - Processed Approximately 30,000 Outgoing USPS Mail Pieces.
 - Delivered Approximately 21,000 Incoming USPS Mail Pieces.
 - Delivered Approximately 2,500 Packages Received Via Fed Ex, UPS, and Amazon.



Information Technology and Support Services

Support Services

Support Services:

- Call Volume:
 - Received Over 15,000 Calls.
 - Maintained An Average Call Duration Of 0:50.
- Department Support:
 - Supported the Finance Department by assisting with the Business License. Renewal Process:
 - Assisted the City Manager's Office by Posting City Press Releases and the City Manager's Daily Updates.



Information Technology and Support Services

Media Services

Special Events:

- State of the City Event & Presentation.
- 4th of July Parade.
- Santa's Electric Light Parade – Live Broadcast.
- Rod Run & Cruise Night Audio Support.
- Parade & Rod Run Timelapse Videos.
- Pechanga Pu'éska Mountain Day.
- Deputy Kent Hintergardt 30th Anniversary Memorial Ceremony.

Public Meetings:

- 26 Council Meetings.
- 44 Boards & Commission Meetings.
- Temecula Valley Hospital Community Meeting.
- Budget Workshop & Presentation.
- Human Trafficking Awareness Conference.



Information Technology and Support Services

Media Services

Groundbreakings & Ribbon Cuttings:

- French Valley Parkway Phase 2 Groundbreaking.
- Santa Margarita Ecological Reserve Research 1 Solar Project Ribbon Cutting.
- Mary Phillips Senior Center Grand Reopening.
- Redhawk Community Park Playground Reopening.

Drone Missions:

- Five Park Adventures.
- Military Banners & Pavers.
- Egg Hunt Harveston.
- MRC Construction Series.



Information Technology and Support Services

Media Services

Outreach:

- Seven Hello Temecula episodes.
- Three Council Spotlight Videos.
- New Helpdesk Video.
- Traffic Advisory – FVP2-215 Switchover.
- Roundabout PSA.
- Temecula Citizen Corps – A Community in Action.
- 24 Videos for Read Across America.



Information Technology and Support Services

Media Services

Projects:

- New Old Town Sound System.
- Monsido Website Accessibility.
- Digital Asset Management System.
- Cable Television HD Upgrade Spectrum.



Information Technology and Support Services

Media Services

Cameras & Security Systems

- Installed New Cameras:
 - Old Town.
 - Traffic Intersections.
 - Friendship Park.
 - TCSD Welcome Center.
 - 6th Street Communications Room.
- Margarita Recreation Center Construction.
- Provided Training to Sheriffs for Exporting Video Footage.
- Installed Security Camera Viewing Station at the Southwest Police Station.
- Installed Security Camera Viewing Station in the New Old Town Police Station.



Information Technology and Support Services

Media Services

Library Technology Service

- Reconfigured Library Workspace to allow customers to use their own devices.
- Added Additional Wi-Fi Access Point to Facilitate Increased Wireless Internet Usage.





Community Services

Year in Review - 2023

Community Services

Administrative Services (AS)

- Thoroughly reviewed the Department budget and worked with Division managers to prepare for increased programming and a new facility, and accurately project a correlated increase in revenue.
- Completed a six-year review of Department budget trends by Division.
- Successfully utilized the newly developed contract routing and purchasing system to process 147 agreements and create 307 purchase orders.
- Developed a new process for project staffing budget tracking and activity log to ensure budget compliance and realistic projections are achieved.
- Assisted the Homeless Outreach Division with beginning the process of completing a Temecula-focused Gaps & Needs Analysis and five-year Homeless Outreach & Prevention Strategic Plan.
- Completed the CDBG Application for the Homeless Prevention & Diversion Program.



Community Services

Administrative Services (AS)

- Completed a grant application for Inclusive Services Programming.
- Assisted the Homeless Outreach Division in revising and expanding their monthly activity and outcome reporting structure.
- In partnership with Community Development, Administrative Services helped to calculate seven Quimby fees for current housing development plans.
- Completed a process and procedure overview for the Administrative Services Division resulting in a comprehensive procedural guide.
- Continued to implement the complete integration of RSO CORE Team into daily TCSD operations, including supporting Homeless Outreach, Special Events, and overall quality of life initiatives.



Community Services

Aquatics

- Served over 140,000 patrons between all three pools; taught over 3,800 swim lessons; 108 special needs swim lessons; 10,955 lap swimmers; provided exercise classes to over 1,100 participants; and taught Lifeguard, Lifeguard Instructor, and Water Safety Instructor classes to 147 participants.
 - Total: 131,084 (including spectators and rental groups).
 - Lap Swim: 10,955.
 - Water Exercise: 1,102.
 - Adaptive Lessons: 108.
 - Public Swim: 12,189.
 - LG/WSI/LGI Classes: 147.
 - Youth Swim Lessons: 3,471.
 - Successfully staffed the Eagle Soar Splash Pad located at Michael 'Mike' Nagggar Community Park during the Summer with a total attendance over 35,000.
- Earned the CPRS Aquatics Section Innovative Programming Award for the Hiring Workshop.
- Assisted with a large-scale Sidewalk CPR event at Great Oak High School in FEB 2023, along with Matt Hayes, Mikel Alford FIRE, and Temecula Valley Hospital to teach over 500 high school students basic CPR.



Community Services

Aquatics

- Expanded Junior Lifeguard Program to two sessions with two different age groups this summer. Students in the 10-13 age group learned basic water safety and first aid skills. Students in the 13-16 age group assisted with swim lessons, and learned basic lifeguarding and water rescue skills along with first aid and emergency response.
- Junior Lifeguards and Swim Buddies volunteered over 2,800 hours assisting with public swim and swim lessons.
- Partnered with First 5 Riverside to provide swim lesson scholarships to 42 children ages 5 and under from low-income families.
- Worked with the Cities of Murrieta, Lake Elsinore, and Menifee to reinvigorate the Valley Wellness Coalition and provided free water exercise classes: Shallow Water Aerobics and Adaptive Water Walking, in the month of JUL 2023.
- Grew the Aquatics Division Instagram to over 1,000 followers.
- Created a pre-summer training plan for 90 summer staff. Staff completed online training modules in Google Classroom which included ten hours of videos, worksheets, reading material, and completed 35 hours of in-person training.
- Provided invaluable opportunities for community members to exercise through Water Exercise Classes, Lap Swim, and Masters Swim with modifications to enhance staff and patron safety. These programs experienced record numbers due to their continued quality and the lack of other opportunities in the area.



Community Services

Arts, Culture & Entertainment

- Offered seven new Emerging Artist Murals featuring large-scale, temporary installations by local artists with diverse topics: Frederick Douglass; Cesar Chavez; Celebration of Parents; Japan's Marine Day – A Japanese Celebration of the Ocean; California Admission Day; Native American Heritage Month; and Christmas Around the World.
- Organized and hosted the Temecula Valley Unified School District's High School Student Art Showcase and reception displayed at the Temecula Valley Museum.
- Organized the 16th Annual Ralph Love Plein Air Competition exhibit and reception at the Temecula Valley Museum with a record-breaking 36 artists contributing 67 beautiful artworks featuring their artistic view of landscapes of Temecula. This year we added a new Youth Category (17 & under) and received six entries from four young artists.
- Successfully rebranded the monthly First Fridays' Art Off The Walls into Temecula Art Nights at The Gallery at The Merc & The Lot on Main, offering a total of 142 total artist booths (an average of 15 per event) for various artists to display and sell their work at no cost to the artists.
- Coordinated, contracted, and installed 26 art gallery installations at Ronald H. Roberts Temecula Public Library; Civic Center Gallery; Welcome Center; The Gallery at The Merc; and Temecula Valley Museum Rotunda Gallery.
- Conducted Art Gallery receptions, operating in conjunction with Temecula Art Nights for various artists to showcase their talents, including nine individual artists and two artist groups, including Dorland Mountain Arts Colony and Temecula Valley Arts League.



Community Services

Community Recreation Center & Ronald Reagan Sports Park

- **Community Recreation Center (CRC):**

- Worked with PW/CIP Division to complete Phase One of CRC renovations, and reopened facility in JUN 2023.
 - Improvements to the building included a new roof, new flooring throughout the facility, improvements to the kitchen and showers, and ADA upgrades.

- **Teen Zone:**

- Teen Zone memberships continued to increase this year as the facility reopened.
 - Wacky Wednesdays in the Teen Zone – we added a fun monthly event for teens in the Teen Zone. Once a month we provide a fun experience for teens such as movie nights, scavenger hunts, and cooking classes.
 - Teen Basketball has become a major draw to the CRC for teens after school.

- **Summer Day Camp (SDC):**

- Operated filled-to-capacity SDC from JUN 19 – AUG 11, 2023, with 120 daily campers (ages 6-14) and 20 volunteers who engaged in recreation activities such as crafts, sports, games, swimming, field trips, camp Olympics, and a camp carnival.



Community Services

Community Recreation Center & Ronald Reagan Sports Park

- **Color Run:**

- Hosted 7th Annual F.I.T. Fun Color Run at the Ronald Reagan Sports Park on SUN, SEP 24, 2023, as the Valley's most fun Run with music and color stations throughout the course; kids obstacle course; bounce house zone; face painters; Kona Ice; balloon artist; and sponsor/vendor area. A record 900+ runners registered, and an estimated total of over 2,250 were in attendance.

- **Skate Park (TSP):**

- Hosted bi-monthly Scooter Jams that featured prize drawings, music, and refreshments for ages 17 and under.

- **Rentals & Classes:**

- Rentals for City-sponsored groups and private groups resumed this year at the CRC in JUL once renovations were completed.



Community Services

Community Outreach

- **Awards:**

- Earned 2023 CPRS Award of Excellence for Marketing & Communications Digital Media – Park Adventures.
- Earned Temecula 2023 DigiFest Honorable Mention for Professional Digital Graphic Marketing – Temecula CultureFest.
- Earned Temecula 2023 DigiFest Honorable Mention for Professional Digital Informative – Around & About Temecula, Episode 25 Vail Headquarters.
- Inland Empire Economic Partnership’s Turning Red Tape into Red Carpet Awards Honorable Mention in the Arts Innovation Category for Temecula’s Just The Facts With Zak Digital Series.



Community Services

Community Outreach

- **Social Media:**

- Created, produced, and released eight new episodes of Around & About Temecula – Park Adventures Series, a series that highlights every park in the City of Temecula with a combined 21,755 views on Facebook, Instagram, and YouTube.
- Increased TCSD Instagram Followers by 77%, from 5,362 to over 9,500, obtaining over 3,500 new followers this year!
- Increased TCSD Facebook Followers by 17%, from 5,636 to 6,580.
- Created 54 successful Instagram Reels increasing viewership and follows (over 469,000 views). More than doubled from last year's total of 243,000.
- Broke the all-time City Instagram record for most views from an Instagram Reel. The Halloween Carnival Reel has over 147,000+ views, and our Halloween Happenings Reel was a close second at 144,000+ views. These two Reels combined grossed 292,000 views.
- Created 204 Instagram Stories, receiving over 127,000 views, a 68% increase in viewership from 2022.
- TCSD Facebook Reach 274,582 (126% increase from 2022).
- TCSD Instagram Reach 277,303 (102% increase from 2022).



Community Services

Community Outreach

- **Digital Media:**

- Created five episodes of a new digital media series called Just The Facts With Zak at the request of the Mayor shown at City Council Meetings which have received over 26,000 views on social media channels.
- Created a City Council Spotlight video for Mayor Pro Tem James ‘Stew’ Stewart, in which he promotes the new Temecula History Day event shown at the OCT 2023 City Council Meeting.
- Created another episode of the Temecula Alumni Series featuring 3rd District Supervisor (and former Mayor & City Council Member) Chuck Washington and Mayor Zak Schwank.
- Assisted with the production of two videos shown at the 2023 State of the City including a drone flythrough of the Michael ‘Mike’ Naggar Community Park and new Margarita Recreation Center, and a video showcasing programming from Human Services at The Media Lab.
- Created a video for Mayor Zak Schwank which was broadcasted on Access Hollywood.



Community Services

Community Outreach

- **Marketing:**

- Created and released 31 Department promotional eblasts, receiving nearly 101,000 views.
- Assisted, created, edited, and issued 68 press releases to keep residents updated on all virtual, hybrid, and in-person events, programs, and activities.
- Authored and published CPRS Magazine feature article with professional images for Leadership Focus Editorial: Engaging Seasoned Professionals As Mentors in the Fall 2023 Issue (and Cover) of California Parks & Recreation Magazine.
- Created new TCSD Marketing and Media Policy and Style Guide, providing our department with specific guidelines to incorporate into Division specific marketing efforts.
- Community Outreach Team presented a California Park & Recreation Society (CPRS) Education Session Presentation (APR 6, 2023) in San Diego with over 150 participants from cities and counties all around California. We received positive feedback and housed numerous questions from post-presentation participants.
- Attended numerous 2023 City hosted special events and non-city events, setting up a Community Outreach Booth at the 2023 State of the City; Michelle's Place Walk of Hope; Summer Concert Series; F.I.T. Fun Color Run; and more. These booths allow us to have face-to-face interaction with our community.



Community Services

Community Outreach

- **Marketing:**

- Released several highly successful Division marketing campaigns which included campaigns for Community Service Expo; Temecula CultureFest; Temecula ArtFest; Temecula History Day; Halloween Happenings; F.I.T. Fun Color Run; Sunset Market; Park & Recreation Month; and Women's History Month.
- Created several program/event logos, including Art Nights; Temecula ArtFest; Culture Days; Temecula Resource Center; Community Service Expo; and Employee Health Fair.
- Successfully re-branded Department long-standing programs including Temecula ArtFest (formerly Temecula Art & Street Painting Fair); Culture Days (formerly Second Saturdays); and Art Nights (formerly Art Off The Walls).
- Created four in-depth programs for Youth Musical Theater plays.
- Maintained and updated Department webpages and added new features to ensure easy navigation for visitors (i.e., Class Information pages, Class weather updates, and re-structured Events page).
- Secured over \$3,000 in sponsorship donations for various TCSD Special Events in 2023 including Easter Egg Hunt; F.I.T. Fun Color Run; Halloween Carnival; and Health & Community Resource Fair.



Community Services

Community Outreach

- **Veterans:**

- Successfully released a Path of Honor Social Media Campaign resulting in 34 new Veteran Pavers being inducted into the Path.
- Created video to honor 2023 Path of Honor Paver Inductees with an introduction of the Paver Program and reading of the names by Mr. Michael Bircumshaw, Executive Director (NOV 2023).
- Successfully released a social media campaign for Temecula's Military Banner Program resulting in placing banners on every light pole from the Civic Center Quad to the Main Street Bridge, thus completing the street.



Community Services

Contract Classes/Activity Guide/Jefferson Recreation Center/Harveston Community Park Room

- **Contract Classes:**
- Successfully programmed 4,300 Contract Class offerings for all ages:
 - Interests included offerings for Summer & Spring Break Camps, Preschool Enrichment, Youth & Teen Enrichment, Sports & Fitness, Performing Arts, Visual Arts, Special Needs, Seniors, and Adult Enrichment.
- Approximately 12,500 participants attended a Contract Class throughout the year.
- Approximate revenue generated from Contract Classes was \$1,000,000.
- Managed instruction and performance of 30 Contract Instructors throughout the year.
- Hired the following new Contract Instructors to teach programs:
 - Sports Saints – Youth Soccer and Sports.
 - Kawther Hakim – Adult Ballroom Dance.
 - Steve Saunders/Temecula Creek Golf Club – Youth Golf Lessons.
- Successfully worked with the Special Events Team to bring back the popular Community Services Expo event after a ten-year hiatus. The event was scheduled in APR 2023, and highlighted all city contract class instructors and classes; each TCSD Division; and all TCSD facilities. The Expo was well attended, and we noticed an increase in revenue after the event.



Community Services

Contract Classes/Activity Guide/Jefferson Recreation Center/Harveston Community Park Room

Recreation Software / CivicRec:

- Continued implementation and oversight of the CivicRec Recreation Software System
- to streamline process for staff and enhance customer service experience for the public.
- Software is used by the public for all class and program registrations, special events, and Aquatics programs; and utilized for reservations for picnic shelters, facility rentals, lap swim, and field permits.
- Successfully added the use of a new picnic shelter at The Sports Ranch @ Sommers Bend for picnic shelter reservations into the software system.
- Updated all new approved rates and fees for sports rentals, field use, and tournaments at Patricia H. Birdsall Sports Park and The Sports Ranch @ Sommers Bend.
- Effectively and efficiently processed online and in-person transactions as follows:
 - Approximately 50,000 transactions were processed during the calendar year.
 - Software system successfully processed \$2,200,000 of Department revenue.



Community Services

Contract Classes/Activity Guide/Jefferson Recreation Center/Harveston Community Park Room
TCSD Activity Guide / Marketing:

- Improved the overall branding and design style of Contract Class postcards, e-mail blasts, and social media campaigns.
- Successfully designed and distributed 48-page Summer/Fall 2023 and Winter/Spring 2024 Activity Guides highlighting all TCSD programs and services available online, and were sent by mail to all residents of Temecula.

Jefferson Recreation Center (JRC):

- Successfully managed operations and facility use of the Jefferson Recreation Center.
- Offered approximately 800 classes for the community.

Harveston Community Park Room (HCPR):

- Successfully managed operations and facility use of the Harveston Community Park Room.
- Relocated many programs to this location previously held at the MRC due to facility closure.
- Offered approximately 500 classes for the community at the location.
- Currently working with PW on the design phase for the future renovation of the Harveston Community Park Room that is expected to begin Fall 2024.



Community Services

Homeless Outreach

- Participated in the 2023 Riverside County PIT Count, resulting in an official homeless count of 35 unsheltered individuals, which represents a 56% decrease since its peak in 2017.
- Conducted a comprehensive internal homeless census to obtain a more accurate count of Temecula's homeless population. Census results showed a population of 69 unhoused individuals.
- Successfully assisted 79+ individuals exiting Temecula streets.
- Cleared over 45 dangerous and unhealthy encampments.
- Assisted six families utilizing \$14,876 of CDBG funded financial assistance as part of the Homeless Prevention & Diversion Program.
- Rebranded the Help Center to the Temecula Resource Center.
- Hosted In-Reach Event at the Temecula Resource Center to connect homeless clients directly with service providers.
- Utilized CDBG-CV funding to continue Temecula's first Bridge Housing Program.
- Assembled and distributed hygiene kits to homeless individuals throughout the City of Temecula.
- Onboarded RUHS' full-time Mobile Crisis Management Team to assist homeless and vulnerable residents with mental health crisis services, at no cost to the City.



Community Services

Inclusive Services

- High Hopes and SKIP Programs met at least once per month and meetings consisted of various activities including dances, games, artwork, crafts, outdoor enrichment, holiday parties and celebrations, and much more.
- Global Citizens Horticulture & Viticulture Vocational Program met twice per week during the Spring and Fall program sessions, and participants received completion certificates after each program session.
 - Global Citizens activities included field excursions to local vineyards (Spero and Wilson Creek), gardening at the MPSC Community Garden, resume building, Food Handler's Certification, and much more.
- Inclusive Social Skills Program:
 - Expanded programming to include Friendship Park as an additional site during the Spring, and expanded program Fall hours.
 - Held Spring, Summer, and Fall sessions of the Eagle Soar Playground and Splash Pad Inclusive Social Skills Program at the Michael 'Mike' Naggar Community Park.
 - Partnership with the disABILITY Sports Foundation provided adaptive sports play and various enrichment activities for families and children with disabilities.
 - Held an Autism Awareness Day at the Park, as well as Down Syndrome Awareness Day.



Community Services

Inclusive Services

- Youth Advisory Council (YAC) met once per week and students engaged in actively serving the community including the following programs:
 - YAC Holiday Food Drive: YAC students planned a Holiday Food Drive to benefit the Temecula Noon Rotary, which then used proceeds to benefit the senior community with over 750 food items gathered during NOV 2023 Food Drive.
 - Assisted in the annual Health & Community Resource Fair.
 - Participated in Earth Week through Adopt-A-Park services.
 - Assisted with sports and activities at the Inclusive Social Skills Program at Friendship Park.
 - Partook in a Resume Workshop and learned how to build a strong resume.
 - Facilitated the Quality of Life Master Plan Blue Ribbon Teen Focus Group.



Community Services

Inclusive Services

- Summer Food Service Program (SFSP):
 - Offered free meals three times per week, serving over 2,800 meals over a seven-week program. Meals served increased by 30% this year.
- Expansion of Inclusive Volunteer, Internship, and Workforce Programs:
 - Working with three local employment programs to facilitate community centered volunteer opportunities for disabilities with special needs: CareRite; Cole Vocational; and Toward Maximum Independence.
 - Hired an intern through the Paid Internship Program funded by Inland Regional Center as part of the Easter Seals Program.



Community Services

Mary Phillips Senior Center

- **Grand Reopening & 30th Anniversary Celebration:** The grand reopening of the newly renovated MPSC and ribbon cutting ceremony event had the honors of having Mayor Zak Schwank to lead the ribbon cutting celebration which included light refreshments and a special performance by the MPSC Choral Group. Many City officials were in attendance, and Riverside County Third District Supervisor Chuck Washington presented awards to the mayor and commissioners. As a bonus, a shuffleboard was added to the senior center, providing a new activity for the members. It was a fantastic time welcoming our seniors back to the center and celebrating 30 years of serving the community.
- Served over 16,440 senior meals this year as part of our congregate Senior Meals Program. Not only did we provide essential nourishment to our valued community members, but we also had the opportunity to connect with and support new individuals who joined our program. Our commitment to serving the community remained unwavering, even during the transition from the TCC to the MPSC. We are grateful for the opportunity to make a positive impact and look forward to continuing our mission of providing essential services to those in need.
- Offered AARP Tax Aide Services (through APR 14, 2023) serving 1,500 seniors.
- **Health & Community Resource Fair:** Over 100 health and wellness vendors provided resources, screenings, and giveaways to community members. Premier Sponsor Temecula Valley Hospital successfully distributed Doc Talk information, health screenings, education, and resources to over 2,500 people in attendance.



Community Services

Mary Phillips Senior Center

- Successfully hosted Temecula's Senior Health & Safety Resource Forum with Riverside County Third District Supervisor Chuck Washington and Temecula Mayor Zak Schwank at the MPSC. The event provided over 100 seniors with education on topics in emergency preparedness on a budget, staying healthy as we age, and general wellness. Everyone who attended got a free first aid kit and mini phone charger. It was great to hear from organizations like Temecula Citizen Corps; Temecula's Office of Emergency Management; HICAP; CARE Team; Riverside County Environmental Health, RUHS, Public Authority, and Office on Aging. These organizations shared many resources and services available to seniors in our community for them to feel confident and prepared during any emergency. We made sure to provide a wide range of helpful tips and tools. It was a fantastic opportunity for seniors to connect, learn, and prioritize their health.
- MPSC Transportation (30 passenger bus and 14 passenger Electric Shuttle): Expanded programming and services to seniors, youth, and individuals with special needs.
 - Senior Excursions: offered in-house transportation for senior excursions to various locations including Balboa Park & Seaport Village, Coronado Island, Carlsbad Flower Fields, Palm Springs Aerial Tramway, Oak Glen Preserves, and more via the Human Services Shuttle.
 - Silver Shuttle offered curb-to-curb transportation to local shops to encourage seniors to be active members of the community. MPSC Drivers provided various City Tours (Planning, CIP, and CM Tours). Both transportation programs have served well over 800 seniors this year.



Community Services

Mary Phillips Senior Center

- **Thanksgiving Baskets:** A total of 30 seniors received a Thanksgiving Basket from the Rotary Club of Temecula containing a Walmart gift card and all the traditional Thanksgiving fixings, and a ham basket from Rotary over the Holidays.
- **Successfully hosted the Ribbon Cutting of the Newly built MPSC Outdoor Shuffleboard Court** at the renovated Mary Phillips Senior Center. This exciting addition marks a fresh beginning, inviting everyone to gather and engage in delightful activities. With each shuffle of the discs, the court will become a hub of connection, fostering new friendships and cherished memories. It's a testament to our commitment to promoting active aging and creating a vibrant space where happiness and fulfillment thrive.
- **Cool and Warm Center:** MPSC provides seniors and vulnerable populations with a safe place to escape extreme temperatures. Participants of this program were provided with snacks, water, fans, hats, and sanitizers. The Cool Center Season of 2023 at the MPSC accommodated 2,108 participants.
- **Monthly Health Screenings:** We hosted 12 free monthly health screenings at the MPSC hosted by Dr. Richard C. Lamm. Screenings change each month and include peripheral arterial disease, bone density, facial skin analyzer, glucose, fat analysis, and more, serving over 600 seniors this year.



Community Services

Margarita Recreation Center

- Hired and/or promoted nine staff and two interns for the new Margarita Recreation Center (MRC) (SEP 2023).
- Hosted the Community Art Project volunteer day to complete the MRC Mosaic Mural created by local artist Troi Follansbee, Barcelona Mosaics. This large and colorful mosaic mural will hang on the wall inside our groundbreaking recreational facility designed for people of all ages and abilities serving as an intergenerational site that aims to bring innovation, recreation, enrichment, health and wellness, education, and more to all its participants (OCT 2023).
- Completed and installed the Mosaic Mural inside the MRC (NOV 2023).
- Staff will move in and complete employee training for the MRC (DEC 2023).
- Host internal Ribbon Cutting for the Opening of the MRC (DEC 2023).



Community Services

Old Town Temecula Community Theater / The Merc

- Entertained 43,713 visitors since JAN 2023.
- Effectively processed in-person and online \$1,110,000 in ticket sales from NOV 2022 through OCT 2023 through Showare ticketing software.
- Hosted a total of 285 performances with average attendance percentages of 49% (Theater) and 85% (The Merc) JAN–OCT 2023; Presented 5,940 performances for a grand total of 929,471 patrons (since opening in 2005).
- Nearly 150 active Theater Volunteers serve Temecula’s Theater and The Merc.
- Over 23,000 patrons reached via monthly/weekly e-blasts (32% average open rate).
- The multi-award-winning Old Town Temecula Community Theater designed and distributed a full-color, 28-page Season Brochure highlighting the 2023-2024 Season.
- Hosted the City of Temecula Youth Musical Theater in annual residencies (Winter & Summer): Peter Pan Jr. (JAN 20–22); West Side Story School Edition (JAN 27–29); Disney’s Descendants The Musical (JUN 23–25); and Grease School Edition (JUN 30–JUL 2); All sixteen performances sold out with 5,246 patrons in attendance.



Community Services

Old Town Temecula Community Theater / The Merc

- Celebrated Black History Month by providing various impactful performances:
 - Sherry Williams Then and Now – Sherry Williams and her quintet of jazz legends shared glimpses of her illustrious fifty-year musical journey.
 - Temecula Presents partnered with the Temecula Valley Museum to present a live music performance by The String Queens (FEB 25, 2023), a dynamic trio creating stimulating musical experiences that inspire diverse audiences to love, hope, feel, and imagine! This stunning performance welcomed 241 patrons in attendance.
- Temecula Presents' Student-Led Arts Education Internship Program presented its fifth annual production, Alice in Wonderland (FEB 3–5), providing free arts education inclusive and accessible opportunities on stage and behind the curtain to talented youth regardless of socio-economic status. All four performances welcomed 1,313 patrons in attendance.
- Partnered with Sherry Berry Music to present Great Oak High School Jazz Band (FEB 26) to expand Temecula's equitable arts education mission.
- The Merc continues to offer star-quality performances from various At The Merc Series': Jazz @ The Merc (Thursday); Country Live! @ The Merc (1st & 3rd Saturday); Classics @ The Merc (2nd & 4th Sunday); Speakeasy @ The Merc (2nd Saturday); Stand-Up Comedy @ The Merc (Last Saturday); and Brazilian and Latin Jazz @ The Merc (3rd Thursday); The Merc also offers free monthly art exhibits, events, and more.
- Hosted TEDx Temecula: Re-Forming (SEP 30) marking the ninth year at Temecula's Theater as the official venue for TEDx Speakers to inspire diverse audiences of all ages.



Community Services

Old Town Temecula Community Theater / The Merc

- Old Town Temecula Community Theater celebrated its 18th Anniversary on OCT 4, 2005. Temecula Presents launched the 2023-2024 Season with a top-notch line-up. Kala'e Parish (OCT 4); Caress of Steel: Rush Tribute (OCT 5); Fan Halen: Van Halen Tribute (OCT 6); Beo String Quartet (OCT 7); and Sherry Williams and Friends (OCT 8). We entertained nearly 700 patrons during our Theater's annual celebration.
- Temecula Theater Resident Dance Company, Backhausdance, led by artistic director and founder Jennifer Backhaus, returns to the Temecula Stage (NOV 18).
 - Temecula's Theater continues to engage our community with 90-minute, free master dance classes taught by professional dance companies in residence.
 - Jennifer Backhaus will host ODC Dance Company (SEP 23); Backhausdance (NOV 12); and State Street Ballet (APR 27).
- Theater Technology Upgrades, Improvements, and Innovations:
 - Replaced banners in front of The Merc with new vibrant designs showcasing the exciting performances. Additional banners were added in the Theater Courtyard.
 - Deep cleaned Theater and The Merc interiors with paint and improvements.
 - Theater Crew continues to maintain equipment with quality repairs to support the aging system.



Community Services

Rentals

- Enjoyed a full year of the new Temecula Welcome Center with creative staffing and budgeting.
- Provided information to over 5,100 visitors in the Welcome Center.
- Worked with Temecula Valley Museum (TVM) staff to sell merchandise in the Welcome Center.
- Embraced the Mary Phillips Senior Center (MPSC) staff and patrons at the Temecula Community Center (TCC) while the MPSC was undergoing renovations.
- Consolidated rentals at the TCC, CRC, Conference Center, Library, and Picnic Shelters for ease of customer service.
- Over 17,000 patrons attended 250 rentals at the TCC, Conference Center, and Picnic Shelters.
- Welcomed Contract Classes into the Conference Center as building renovations were happening at the MPSC and CRC.
- Revised the rentals policy for cohesion across all rental facilities.



Community Services

Ronald H. Roberts Temecula Public Library

- Ronald H. Roberts Temecula Public Library marks 17 years of service to our community:
 - 229,514 Door Count.
 - 2,942 Hours Open.
 - 553,232 Circulation.
 - 145,817 Self-Checkouts.
 - 5,365 New Patrons.
 - 8,544 Added Items.
 - 13,150 Volunteer Hours.
- 1,261 children participated in the Summer Reading Program: Find Your Voice, continuing the highest participation of any library in the Riverside County Library System.
- 864 children earned 1,625 awards by participating in the In-N-Out Cover-to-Cover Reading Program.
- Children and parents were delighted to meet special guest storyteller Mayor Zak Schwank at two Read, Lead & Find Your Voice Storytimes.



Community Services

Ronald H. Roberts Temecula Public Library

- In-person family programming at the library returned to pre-pandemic levels:
 - Youth staff provided 242 early literacy story times for pre-readers.
 - 115 family programs including an array of programs like a Día de los Niños Celebration, Storybook Art Club, and Thank A Veteran Program were attended by 4,095 people.
 - Children explored monthly hands-on learning exhibits at the Play and Learn Island.
 - 22 creative contests were entered by 11,293 children.
- Children ages 7–12 discovered philosophy and critical thinking through lively discussion of classic picture books at Philosophy Friends.
- Youth staff provided community outreach at local festivals, school literacy nights, the TCSD Expo, and the Perris Railway Museum for Mattel’s A Day Out with Thomas.
- Little Sprouts Seed Library provided free organic seeds for families to discover the joy of home gardening and cooking healthy meals together.
- Care-Rite adult volunteers with special needs cleaned books, and shelved children’s easy books, and DVDs.



Community Services

Ronald H. Roberts Temecula Public Library

- Partnered with the Think Ahead Kids Foundation to publish a book by a local young author.
- Participated in the City's Great American Shakeout Earthquake Drill and updated an Emergency Evacuation Plan.
- Held Friends of the Temecula Libraries Booksale and Mega Booksale.
- Received and added books donated by the Czech Republic to Mayor Zak Schwank.
- Partnered with the Heart of Temecula Leo Club Teens to offer Teens Teaching Tech.
- Increased counter space for customers with laptop computers and updated staff computers.
- Hosted Quarterly Blood Drives in the Library parking lot (JAN, MAR, JUN, AUG 2023).
- Received a \$10,000 donation to the Children's Library for two additional AWE stations with bilingual educational software.
- 60 teens signed up for the six-week 2023 Summer Reading Program: Find Your Voice. During those six weeks, three in-person teen programs were held at the Library which brought in 85 participants. 286 book reviews and worksheets were returned, and over 60 books were awarded to teens as prizes.



Community Services

Ronald H. Roberts Temecula Public Library

- 176 adults signed up during the 2023 Summer Reading Program: Find Your Voice. Over 30 books were awarded to participants as prizes.
- Teen Services hosted 14 programs that promoted S.T.E.A.M., socialization, and creativity.
 - Teens expressed their creativity by combining poetry and art in Blackout Poetry.
 - S.T.E.A.M Trivia & Pizza tested teens knowledge of S.T.E.A.M. concepts.
 - Cemeteriums allowed teens to design and create spooky, miniature terrariums.
- 11 Programs for adult patrons covered a range of topics to promote creativity and community:
 - Garden Expo and Plant Swap brought the community together to share plants and learn about different types of gardening and pollinators from the Temecula Native Plant Society, Riverside County Department of Waste Resources, Riverside County Master Gardeners, Beekeeper's Association of Southern California, and more.
 - Expert and amateur poets shared original poems to celebrate National Poetry Month at Poetry Nite.
 - In partnership with experts from Temecula Valley Museum, attendees were able to learn about the history of Temecula.
 - By popular demand, internationally acclaimed cellist Ruslan Biryukov returned to perform for 100 attendees with his former student Nathan Le.



Community Services

Sister City

- Facilitated a student art exchange between Temecula Youth and Daisen Seniors and created an exhibit Cultural Connections at the Temecula Valley Museum (on display DEC 2022 through JAN 2023), celebrating our nearly three-decade relationship with Daisen, Japan, and sharing the resulting artwork.
- Created a Temecula/Daisen Friendship Video with TCSD Media Team that was sent to Daisen in JAN 2023.
- Received and distributed gifts from Daisen Sister City Association, sent in fellowship and in celebration of Christmas.
 - Facilitated Summer gifts for Daisen Middle School Students presented in lieu of student exchange to Temecula.
 - Facilitated sending a citizen-to-citizen gift of a Shohei Otani baseball jersey to Japan and distributed resulting appreciation gifts in return.
- Communicated with Sister City partners and contacts to maintain communication regarding the cancellation of exchanges in 2022 and provide fellowship as we navigate post-COVID-19 challenges.
- Began planning for 2024, 30th Anniversary Celebrations, including conceiving the idea for a serenity garden and a proper thank you to Kozo and Yuko Kaneko for their more than 30 years of service to the Sister City friendship between Daisen and Temecula.
- Opened a dialogue between Temecula Sister City Association and Sister City International regarding researching a potential new Sister City.



Community Services

Special Events

- Fun and ‘egg-citing’ Teen Egg Hunt at a new site (500 attendees) and Easter Egg Hunts at three park sites (4,500 attendees).
- Community Services Expo returned featuring everything TCSD does with over 4,000 attendees.
- Annual Temecula Rod Run with perfect weather, Cruise Night with Stew, sold-out parking and over 60,000 spectators in two days.
- Second annual Temecula CultureFest with over 50 vendor booths and 3,500 attendees.
- Two patriotic performances from the Temecula Valley Symphony including Memorial Day Remembrance (350 attendees) and Patriotic Salute to Veterans (300 attendees).
- Celebrated Earth & Arbor Day and National Trails Day with Mayor Schwank.
- Second annual Juneteenth event with over 500 attendees.
- Hosted six standing room only Summer Concerts at the CRC Amphitheater and the final jam-packed concert at City Hall.



Community Services

Special Events

- Huge crowds showing their love of the USA at the annual 4th of July Parade in Old Town (4,000 attendees) and Extravaganza & Fireworks at the Ronald Reagan Sports Park (28,000 attendees).
- Partnered with RSO for the annual National Night Out (400 attendees) and Office of Emergency Management for the Preparedness Fair (over 450 attendees).
- New look for the annual Art Fest featuring Cartoon-A-Paloozah with an amazing crowd of over 4,000 attendees.
- Worked with Temecula Valley Museum staff to plan, program and implement the first annual Temecula History Day with over 400 attendees.
- Celebrated everything spooktacular at the annual Halloween Carnival, Halloween Home Decorating Display, and the Halloween Bike Tour (3,000 attendees).
- Decorated Old Town for the holidays including the Old Town Christmas Tree, photo opportunities, building décor, and brand-new decorations along Old Town Front Street.
- Organized Santa for his holiday visit at Pennypickle's Workshop.
- Celebrated Winterfest with the annual Christmas Tree Lighting at the Pond, Santa's Electric Light Parade, Temecula On Ice, Holiday Bike Tour, Holiday Home Decorating Display, and the New Year's Eve Grape Drop with NEW Grapes.



Community Services

Special Events

- Facilitated an RFP for the new Temecula Sunset Market and worked with organizer for market nights on the 2nd and 4th Wednesday of every month.
- Hosted ribbon cuttings for the SMER, Old Town Police Storefront renovation, renovated Mary Phillips Senior Center, new Shuffleboard Court at the MPSC, new playground at Redhawk Community Park, and the highly anticipated Margarita Recreation Center (MRC).
- Assisted in finding a location and opening night logistics for the 9-11 Memorial Exhibit.
- Worked with outside event organizers for permitted special events in the Civic Quad and Town Square Park.
- Wrote a new policy for use of the Civic Quad and Town Square Park.



Community Services

Sports Division

- All parks running at full capacity (baseball, softball, soccer, football, pickleball, rugby, etc.).
- Estimated over 16,500 participants/spectators monthly.
- Patricia H. Birdsall Sports Park and The Sports Ranch at Sommers Bend Tournaments:
 - Successfully integrated the new facility into our programming/tournament schedule with both parks being consistently booked with activities.
 - 46 baseball/softball tournaments (every available weekend filled).
 - Two soccer tournaments.
 - Average of 20-25 rental groups monthly.
 - Over 5,500 recognized youth league participants accommodated.
- CRC gym re-opening of renovation have accommodated local recognized youth basketball league, TYBL, open gym (adult/teens), classes, rentals, and adult basketball leagues.



Community Services

Sports Division

- Adult Sports (run by the City) leagues are growing and thriving.
 - Adult Softball League successfully completed both Spring and Fall seasons operating at full capacity with five separate divisions.
 - Adult Kickball League successfully completed both Spring and Fall seasons operating with five teams and growing.
 - Adult Basketball League with the implementation of additional seasons two separate divisions is a huge success.
- Pickleball Sports Complex Courts anticipated to be completed in Summer 2024.
- Ronald Reagan Sports Park Hockey Rink renovation anticipated to be completed in Summer 2024.



Community Services

Temecula Valley Museum

- Museum attendance figures were outstanding, reaching 24,654 total patrons from NOV 2022 through OCT 2023 through our exhibits, field trips, group tours, events, programs, and outreach.
 - Created four in-house exhibits celebrating life in Temecula including Cultural Connections – an art exchange between Temecula and Daisen, Japan; Temecula Valley Unified School District Youth Art exhibit; Ralph Love Annual Plein Air Competition Exhibit; and Rug Hooking for the Holidays.
 - Successfully installed three rented temporary museum exhibits: Tattooed and Tenacious; Through Darkness to Light; and Walking in Antarctica.
 - Hosted a total of 52 tours (2,326 patrons) including 43 field trip tours, three group tours, and six adult special needs groups.
 - Offered four special programs including an Ikebana Floral Decorating Demonstration; Quilts of the Emancipated Lecture; Gallery Talk with Helen Glazer, photographer of the Walking in Antarctica exhibit; and Plein Air Art Class from Temecula art instructor Barb Nelson.
 - Created three special exhibits celebrating Temecula Veterans; Printmaking Industry; and Temecula Rod Run.



Community Services

Temecula Valley Museum

- Successfully operated TVM Store in 2023 resulting in over \$16,400 in revenue over the period (with a total of over \$48,600 in revenue since operations began).
- Redesigned the Museum website and went live on SEP 8, 2023. We have had 1,922 site sessions and 4,270 total page views (56 total days).
- Increased social media efforts have resulted in 2,097 Facebook and 2,187 Instagram followers, both have doubled over last year.
- Assisted the public with eight historical research requests, and provided photography from our collections to ten citizens and organizations.
- Received and accessioned nineteen donations, including but not limited to historical photographs of Temecula, handwoven baskets; Burnham family belongings; printing kits and typewriters; Tractor Race memorabilia; paintings; and most notably, two large donations of items related to Erle Stanley Gardner and his family. These two donations include furniture, correspondence, photographs, gear, and other incredibly unique artifacts that provide a truly deep look into the author's personal life and interests.
- Created four carnival style games and two demonstration areas with fun Temecula History themes for the inaugural annual Temecula History Day.



Community Services

Temecula Valley Museum

- Successfully rebranded our most popular monthly program Second Saturday to Culture Days with a total attendance of 2,395 patrons from DEC, 2022 through NOV, 2023.
- Conducted the 20th Annual 3rd Grade History Contest, with 72 entries from six schools.
- Sponsored Annual Celebration of American Black History with a String Queens musical performance in conjunction with the Old Town Temecula Community Theater; offered a mural celebrating the legacy of Frederick Douglass; and offered a lecture on Quilts of the Emancipated.
- Participated in TCSD's Special Events Division's events, including Temecula CultureFest, with a booth featuring Culture Day Celebrations and crafts for children and Juneteenth event with a booth featuring educational materials regarding the meaning of the event and fun crafts for children, and assisted with staffing at other TCSD events.
- Expanded our offering of morning and afternoon sessions of Culture Quest Summer Camp to two weeks with a total of 120 students attending.
- Created educational materials for the Temecula Valley Woman's Club Art & Education Room; featuring activities and games that focused on American Black History; Juneteenth; 4th of July; Native American Heritage Month; and much more.



Community Services

Temecula Valley Museum

- Assisted Temecula Valley Museum, Inc. non-profit:
 - Hosting the Arts and Crafts fundraising Bazaars in MAY & OCT, 2023.
 - Supported application process for a \$6,000 grant from the Roripaugh Foundation to fund a new Digital Walking Tour. Created Digital Walking Tour featuring Old Town Temecula that went live in OCT 2023.



Community Services

Workforce Development

- Workforce Development Division offers various internship and externship opportunities for high school graduates and undergraduate/graduate college students looking to gain valuable experience by working with their local government. This program is designed to help students expand their skills in areas such as communication, problem-solving, project management, budget management, and office professionalism through their involvement with community programs. The City has committed Community Reinvestment Program (CRP) funds to expand the number of workforce development students reached over a three-year period.
- Mayor's Intern Appreciation Luncheon (JUL 2023) 108 interns and externs attended the annual luncheon including participants across the workforce development programs in a relaxing and enjoyable atmosphere that allowed interns and mentors to come together and reflect on the experiences gained.
- Youth Innovators are a committee of high school students from the Temecula Valley region that plans and hosts community-based programs to benefit City youth. Every Wednesday throughout the academic school year, the students meet from 4:30 pm to 5:30 pm at the Temecula Valley Entrepreneur's Exchange (TVE2) facility. This year, the Youth Innovators Program held 27 meetings with up to 10 high school students in attendance. In addition to their meetings, they planned and hosted the following programs: Junior S.T.E.M., Leadership Academy, Youth Entrepreneurs, Rocktober 2023, and are currently planning the 2023 Young Women's Career Conference. Youth Innovators also had several members volunteer for other City events, such as the 15th Annual College & Vocational Fair; Health & Resources Fair; and Medical Resident Career Fair.



Community Services

Workforce Development

- Auto-Externship Program, in collaboration with the Temecula Valley Unified School District and automotive dealerships within the Temecula region, assisted high school graduates in gaining knowledge and experience in the automotive industry, with a remarkable 90% of students securing employment at these dealerships upon completing their externship. The program placed eight externs with five auto dealers in Temecula.
- Summer Media Externship Program placed four media externs at JDS Studios to offer hands-on experience in scripting, production, and editing, with a focus on integrating these skills into social media, television, radio, podcasting, production studios, and the industry's expectations.
- Culinary Externship Program, in partnership with E.A.T. Marketplace and MSJC, provided six externs with an opportunity to learn about the culinary arts. Mentors from the food industry shared their cooking expertise and personal experiences to guide these students into the field as well as providing hands-on experience working in a restaurant kitchen.
- Legal Scholars Program successfully brought together 30 undergraduate and graduate college students who had a keen interest in pursuing careers in the legal field. Over the course of 14 meetings, participants engaged in a comprehensive program that included law school tours, workshops, courtroom visits, and guidance from legal professionals, including lawyers, judges, and law school administrators. Students also delved into an in-depth case brief analysis of supreme court cases and had the opportunity to tour both UCLA's Law School and USD's Law School. The program concluded with a luncheon where students had the privilege of hearing from California State Bar President, Ruben Duran. During this event, he provided valuable insights into his role and offered concluding remarks.



Community Services

Workforce Development

- Future Physician Leaders & Medical Career Pathways offered mentorship to aspiring medical students committed to serving their community. While Medical Careers Pathway focuses on high school students, Future Physician Leaders is specifically designed for college and graduate students going into the medical field. The Program featured components such as lectures delivered by healthcare providers, a Community Health Project aimed at providing resources to community members for managing chronic health conditions, and physician shadowing in partnership with the Temecula Valley Hospital. Throughout the Summer, there were 12 successful meetings, with an average attendance of 30 students per meeting.
- Leadership Academy Program provides high school students with essential skills for a successful transition to adulthood. This year, 33 high school students participated in a six-day workshop, during which they acquired knowledge and skills in resume making, cover letter writing, letter of recommendation writing, LinkedIn tips, interview skills, college admissions, CPR certification, and financial literacy from guest speakers and program coordinators.
- Youth Entrepreneur Program empowers young individuals with the essential skills and core concepts of business design and development. This year, 50 high school students participated in the six-day program and were able to gain hands-on experience in the field. These students acquired entrepreneurial knowledge and skills, including budgeting, business law, market research, business planning, marketing strategies, and the art of delivering a successful business pitch. Mentors included some of the brightest local business leaders and program coordinators.



Community Services

Workforce Development

- Junior S.T.E.M. Program is led and organized by the Youth Innovators, featured a series of seven meetings throughout the year, attracting an average of 30 middle school students, per meeting, with an interest in the world of Science, Technology, Engineering, and Mathematics (S.T.E.M.). Students were introduced to diverse S.T.E.M. careers and explored subjects such as Biology, Psychology, Geology, Architecture, and Computer Science through interactive and educational activities. The Junior STEM Camp was designed as a complement to classroom learning materials, providing a platform for students eager to delve deeper into STEM fields to connect with mentors in the field and like-minded peers.
- 15th Annual Temecula Valley College and Vocational Fair returned in-person this year after being hosted online for the past three years due to the challenges posed by COVID-19. The fair took place indoors on the second floor of The Promenade and ranked as one of the busiest days at the mall, following only Black Friday. This event attracted over 8,000 high school students and representatives from 160 colleges, vocational schools, military institutions, and military branches from across the United States. School representatives were able to recruit, provide information, and share materials about their respective educational opportunities. The fair provided an opportunity for current junior and senior high school students in the Temecula Valley region and neighboring cities to explore the various educational options available to them, both locally and nationally. Additionally, a wine reception was offered for the representatives as an appreciation for their participation in the event, providing them with an opportunity to unwind, network, and celebrate the new school year.



Community Services

Workforce Development

- Rocktober 2023, the annual fall music competition was hosted on SAT, OCT 28, 2023, with a total of 12 bands/musicians who delivered outstanding performances that echoed throughout the CRC Amphitheater. Following the entertaining performances, a panel of four judges made their decisions and the first-place recipients received a three-hour recording session with a professional local sound studio. Second place received a brand-new sound amplifier, a valuable tool for sound production. Third-place winners took home a basket filled with Temecula Valley merchandise and basic tools for handling and cleaning musical instruments. The event included a wide array of activities, such as games, booths, and raffle prizes, which added more excitement and community spirit.
- 2023 Young Women's Career Conference was hosted on WED, DEC 6, 2023. This breakfast event brought together 150 high school students from across the City of Temecula, offering them valuable insights into various career paths guided by empowering female industry leaders. Sixteen mentors from various professions attended, and shared.





Community Development

Year in Review - 2023

Community Development

Building and Safety Division

Projects Completed:

- Mary Phillips Senior Center Remodel
- CRC (Community Recreation Center) Remodel
- MRC (Margarita Recreation Center) - New Rec Building and Pool
- Bio Life Plasma Services
- Rancho Christian School – New Commercial Building and Remodel
- Krispy Kreme Donut
- Benihana Restaurant
- Landeros Mexican Grill & Cantina (Old Town)



Community Development

Building and Safety Division

Projects Completed:

- Big Brand Tires – New Commercial Building
- Kalavera’s Mexican Restaurant (Old Town)
- Regal Edwards Cinema Remodel
- AMC Theater Remodel



Community Development

Building and Safety Division

Projects Completed:

- Handel's Homemade Ice Cream
- Robek's Juice and Smoothies
- 5.11 Tactical Retail
- Epic Eats Restaurant
- Paradise Chevrolet Remodel



Community Development

Building and Safety Division

Projects Started:

- Everhome Suites (New Hotel)
- Solana Winchester Hills Residential Development
- Shawood Residential Development
- Temecula Hyundai Service Building Expansion
- ALDI Market
- Silverlake Ramen
- Uptown Jefferson Buecking Apartments
- Vine Creek Apartments (Affordable Housing)
- Ralphs Remodel
- Walmart Remodel
- Roadrunner Sports



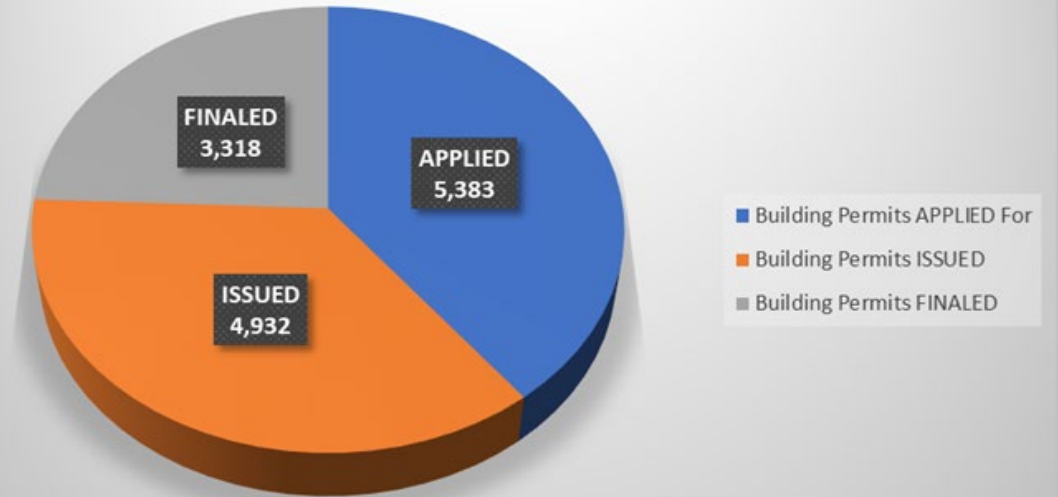
Community Development

Building and Safety Division

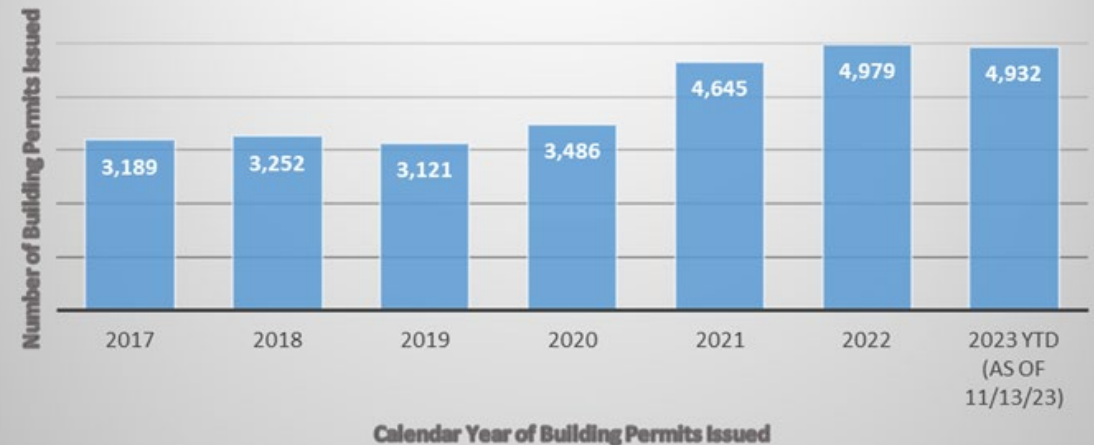
Building & Safety Department Highlights:

- 5,383 Building permits Applied for, through NOV 2023
- 4,932 Building permits Issued, through NOV 2023
- 3,318 Building permits Finalized, through NOV 2023:
 - 1,469 Solar Permits Finalized
 - 99 Swimming Pools Finalized
- 10,772 Building Inspections requested online
- 23,089 Building Inspections completed, through NOV 2023

2023 YTD Building Permits



2017-2023 YTD Comparison BUILDING PERMITS



Community Development

Code Enforcement Division

- Developed and completed a strategic plan
- Developed new weekly metrics
- Reduced the number of outstanding cases from over 1,000 to under 300
- Reduced the average Code Case resolution timeframe by 71%
- Switched to iPads to deliver better mobile services in the field
- Continued Participation in the METRO+ Team in Old Town
- Opened Cases: 1,560
- Cases Reached Compliance: 1,451
- Total Code Enforcement Inspections: 5,742



Community Development

Code Enforcement Division

- Short Term Rental Cases: 74
- Online App Inquiries: 877
- Graffiti Inquiries: 215
- Worked with Planning to implement the Shopping Cart Ordinance
- Worked with IT to streamline the Weed Abatement Program
- Drafted a revised weed abatement ordinance with implementation planned in 2024
- New Case Classifications made in Energov to track reporting Massage Establishment code cases.
- Identified cost savings and process streamlining for certified mail
- Developed multiple training guides through the Scribe platform



Community Development

Planning Division

Current Planning Division Accomplishments:

- Assisted 1,357 customers at the Planning counter as of NOV 2023
- Provided support to Economic Development on potential new projects/businesses
- Reviewed 49 Pre-Applications as of NOV 2023
- Performed 422 occupancy inspections on new single-family homes as of NOV 2023
- Firenze Mixed Use Development in Uptown



Community Development

Planning Division

- **Current Planning Division Accomplishments:**
- Occupancy inspections on the SHAWOOD Model Homes @ Sommers Bend
- Apollo Self Storage Facility
- Occupancy inspection on Big Brand Tire
- Occupancy inspection on Benihana
- Express Car Wash in Uptown Temecula



Community Development

Planning Division

- **Current Planning Division Accomplishments:**

- Hendo's Barrel House
- Red Door Escape Room
- Portals Entertainment Center
- Temecula Hyundai expansion
- D1 Training
- Round 1 expansion



Community Development

Planning Division

- **Current Planning Division Accomplishments:**
- Began inspections on Las Haciendas, a 77-unit affordable housing project in Uptown Temecula
- Krispy Kreme Donuts
- Handel's Ice Cream
- Smart & Final Extra!
- Walmart Expansion
- Safa Jewelers



Community Development

Planning Division

- **Current Planning Division Accomplishments:**
- Processed Development Plan applications for four new industrial buildings totaling approximately 106,630 square feet of new industrial space



Community Development

Planning Division

- **Current Planning Division Accomplishments:**
- White Barn Daycare Academy



Community Development

Planning Division

Current Planning Division Accomplishments:

- In conjunction with TCSD and Public Works held meetings with the developer of Altair regarding the design and programming of the Central Park
- Altair submitted Planning Applications for the first three Villages consisting of single family detached, duplex, and rowhomes products totaling 467 residential units and two parks



Community Development

Planning Division

Long Range Planning Division Accomplishments:

- Opened 109 long range activities
- Completed 57 outside agency reviews
- Submitted the Annual Water Efficient Landscape Ordinance (WELO) Report
- Submitted the Annual General Plan Progress Report to the Governor's Office of Planning and Research
- Submitted the Annual Housing Element Annual Progress Report to the California Department of Housing and Community Development (HCD)
- Launched the Permit Ready ADU program that provides architectural and construction plans for five detached ADU's of varying size with three different design
- Participated in seven community events supporting and promoting active transportation and HikeBikeTemecula



Community Development

Planning Division

Long Range Planning Division Accomplishments:

- Participated in seven community events supporting and promoting active transportation and HikeBikeTemecula



Community Development

Planning Division

Long Range Planning Division Accomplishments:

- Organized 12th annual Bike to Workday for the City with 20+ participants



Community Development

Planning Division

Long Range Planning Division Accomplishments:

- Drafted and adopted the Housing Element Implementation Ordinance
- Drafted and adopted a Quality-of-Life Ordinance implementing a new permitting process and cap for Tobacco Shops
- Held the kick-off meeting for the Community Wildfire Protection Plan and had the first community workshop
- Drafted and adopted the annual Title 17 update
 - Implementation of State Housing Law
 - Shipping container standards
 - Battery Storage standards



Community Development

Planning Division

Long Range Planning Division Accomplishments:

- Active HikeBikeTemecula social media pages, now with 2,500+ followers
- Performed ongoing review of surrounding jurisdictions development projects and provided 12 comment letters for various projects to prevent impacts to the residents of Temecula
- Submitted and received a reimbursement of \$310,000 through HCD's SB 2 Planning Grants Program which funded:
 - Objective Design Standards
 - Permit Ready ADU Plans
 - Housing Element Update
 - Baseline EIR for Circulation Element
- Performed CEQA reviews and drafted Notice of Exemptions for 12 CIP projects
- Assisting Texas A&M University and Cal Poly Pomona in their ongoing efforts to spatially evaluate plan networks to reduce hazard vulnerability through a case study of Temecula for a Plan Integration for Resilience Scorecard PIRS



Community Development

Planning Division

Long Range Planning Division Accomplishments:

- Coordinated and assisted with the grassroots Caught With A Helmet On program which rewards safe behavior in youth cyclists and creates a positive interaction between authority figures and youth
- Kicked off the Climate Action Plan (CAP) Baseline Evaluation task that will provide the City a baseline emissions inventory that will be used as the City develops a Climate Action Plan
- Kicked off the Wayfinding Project that will implement a wayfinding system for the bike lanes and trails throughout the City
- Developed Z-Card foldable maps for community members which provides a map of the trail system and bicycle safety information
- Applied for the Bicycle Friendly Community Award through the League of American Bicyclists

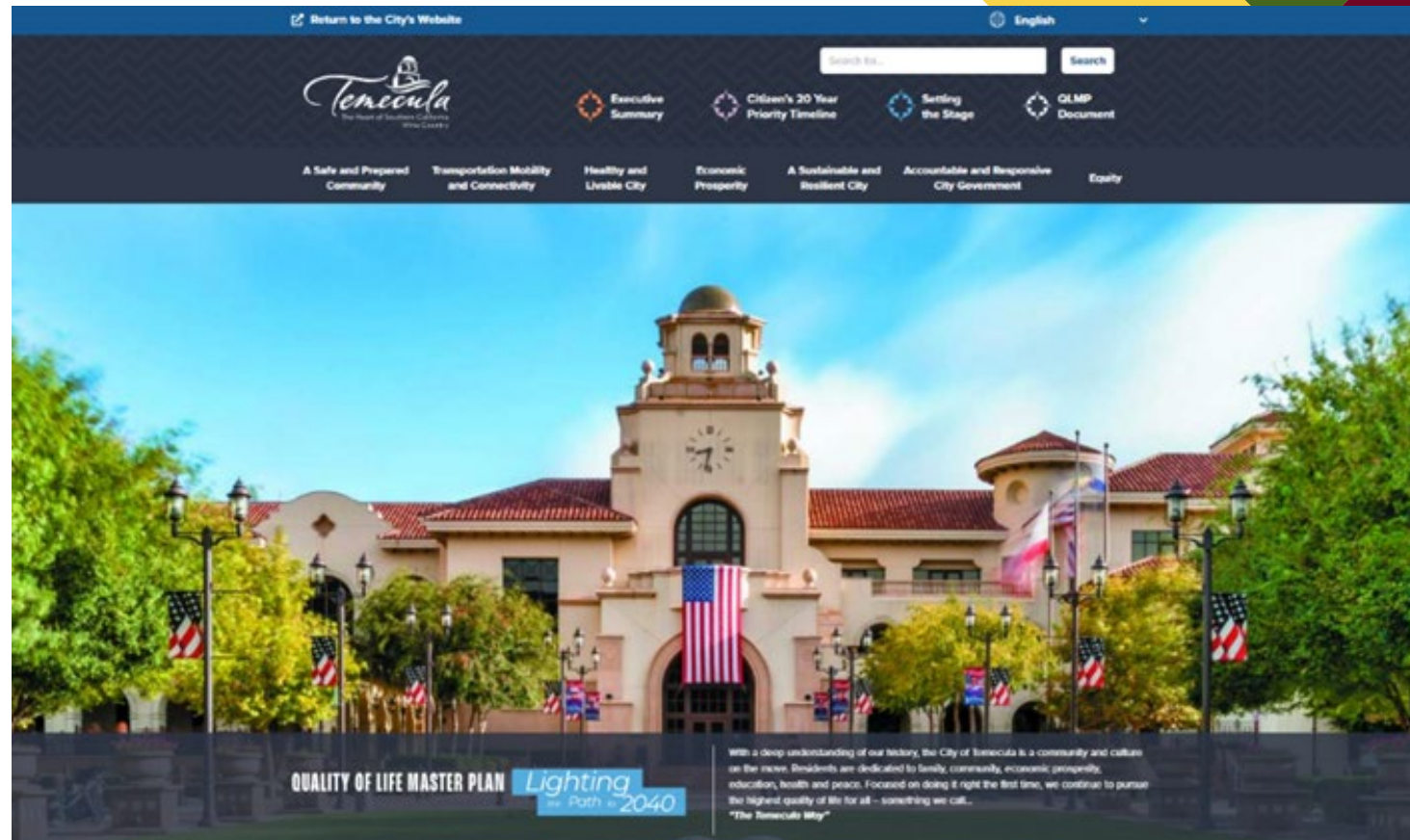


Community Development

Planning Division

Long Range Planning Division Accomplishments:

- Launched the Quality of Life Master Plan (QLMP) website

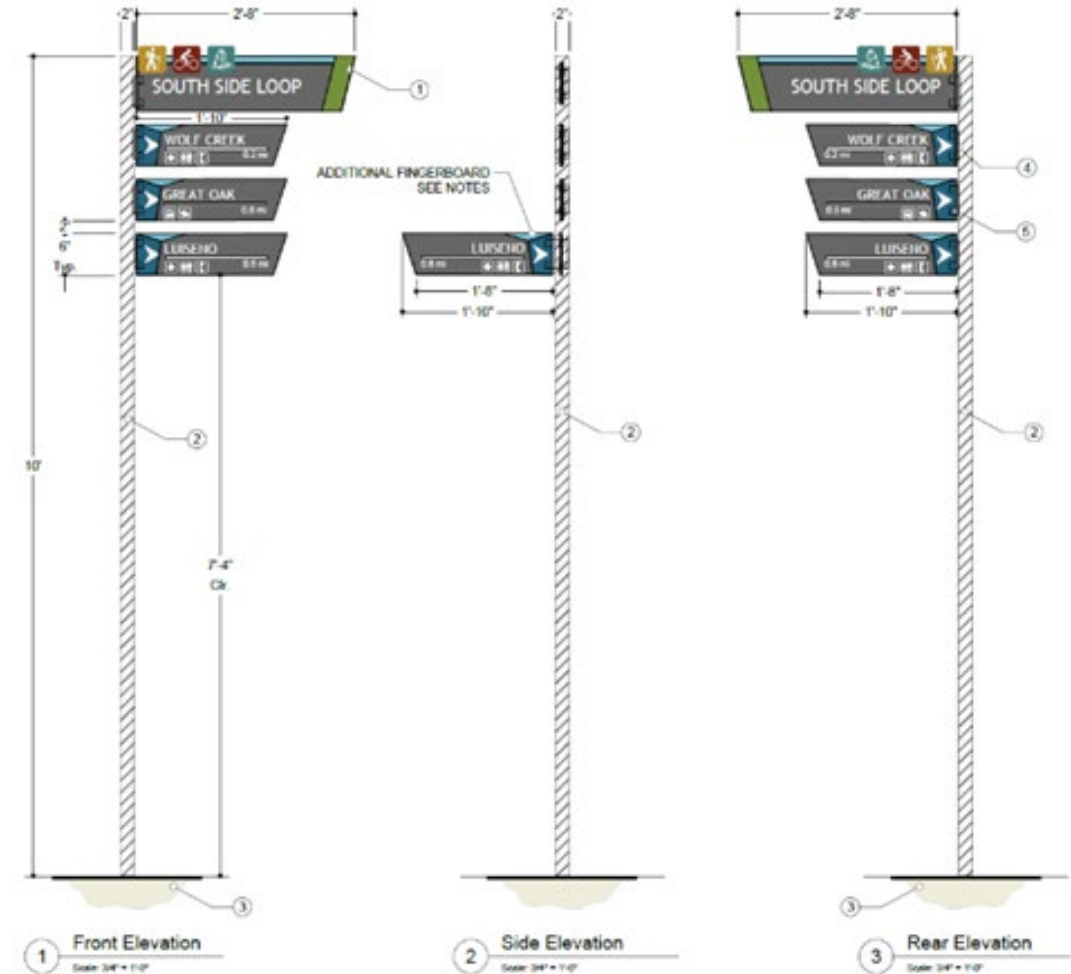


Community Development

Planning Division

Long Range Planning Division Accomplishments:

- Established the Temecula Active Transportation Committee Advisory Panel (TATCAP) that meets quarterly
- Performed a General Plan consistency review for an Amendment to the 2023-2027 Capital Improvement Program for the De Portola/Jedediah Smith Road Roundabout Project



Community Development

Planning Division

Long Range Planning Division Accomplishments:

- Kicked off the Old Town Parklets Project and held a community workshop to retrieve feedback on locations, designs, and themes for a pilot program
- Adopted a Complete Streets Policy
- Fiscal Land Use Study

HIKEBIKETEMECULA

SAFETY TIPS

Three legal ways for cyclists to make left turns:

1. Like a vehicle driver by looking over your left shoulder, signaling, and moving into the left turn lane when it's safe.
2. By going to the far side of the intersection, turning your bike, and crossing the roadway when it's safe. Watch for turning vehicles and make eye contact with drivers!
3. By going to the far side of the intersection, turning your bike, and then walking your bike in the crosswalk.

Be Seen!

Riding at night without a headlight and rear reflector is illegal...and dangerous!

Experienced riders recommend using rear red and front white flashing lights at all times, day and night

California law requires at least a headlight and rear reflector at night.

Light colored or reflective clothing also helps make you more visible at night.

Make sure you're visible from the sides too with lights attached to your spokes, or at least use reflectors.

Be careful passing parked cars

Watch for people in parked cars and ride in a straight line at least five feet from them. Someone could open a car door in front of you.

Be predictable...don't weave in and out between parked cars. Maintain a consistent line within your lane.

What is a shared lane marking?

"Sharrow" shows where cyclists should ride within the lane to avoid the "door zone."

"Sharrow" markings, or "sharrows" are pavement markings used to warn drivers that cyclists are legally allowed to use all portions of the lane. Sharrow also shows the lane to the expense for others and cyclists to share the lane or

Use arrows for drivers to safely pass or allow road to cyclists within the same lane. Sharrow also gives cyclists ahead guidance on where to ride to avoid the "door zone."

CALIFORNIA	Motorist				Cyclist			
	Headlight	Rear Refl.	Front Refl.	Turn Signal	Headlight	Rear Refl.	Front Refl.	Turn Signal
MOTORCYCLE	N/A	NO	NO	17 L&R (MOR)	YES	YES	YES	YES
TYPE 1 BICYCLE	N/A	NO	NO	17 L&R (MOR)	YES	YES	YES	YES
TYPE 2 BICYCLE	N/A	NO	NO	17 L&R (MOR)	YES	YES	YES	YES
TYPE 3 BICYCLE	16	NO	NO	YES	NO	YES	YES	YES

To report hazards on the trails or bike lanes please contact Public Works at 951-654-6411.

ROUTE MAP AND INFORMATION

CHECK US OUT ON FACEBOOK!



Community Development

SARDA – Housing – Real Estate Division

Community Development Block Grant Division Accomplishments:

The City funded eleven total activities, nine public service activities, one capital improvement project, and one housing rehabilitation program in the Plan Year. Some of the specific accomplishments for the plan year include:

- Partnered in conjunction with the Fair Housing Council, providing fair housing services by assisting 494 clients, including 490 landlord-tenant mediation services and four anti-discrimination complaints
- Provided 65 low- and moderate-income youth with clothing and school supplies through the Assistance League and their Operation School Bell Program
- Completed four housing rehabilitation projects through the Habitat for Humanity Critical Home Maintenance and Repair Improvement Program, for a total of 47 housing units over the life of the program
- Served six individuals experiencing homelessness, or those at risk of homelessness, through the City's Homeless Prevention and Diversion Program
- Operated the City's Help Center to provide homelessness services
- Assisted 42 Temecula senior residents through the Senior Assistance Program



Community Development

SARDA – Housing – Real Estate Division

Community Development Block Grant Division Accomplishments:

- Assisted 96 victims of domestic violence through SAFE Family Justice Center
- Assisted 27 victims of domestic violence through Riverside Area Rape Crisis Center
- Provided case management for 229 persons experiencing homelessness or at risk of homelessness through Community Mission of Hope
- Provided direct advocacy for four foster children through Voices for Children
- Provided before and after school care for 8 children through the Boys & Girls Club
- During the plan year, the City's CDBG funds assisted a total of 975 Temecula Residents

During the plan year, remaining CV funds from that activity were closed, carried into the City approved Mary Phillips Senior Center Outdoor Recreation Area project. This activity expands the available space that the attending senior population can utilize by practicing safe distancing while still enjoying and engaging with one another at the center. It utilized unused space to create outdoor activity space and included meeting locations and added additional seating space that can be used as the interior space of the center was being utilized and caused moments where practicing safe distancing would be more difficult. This project ensures that one of Temecula's most vulnerable populations when it comes to COVID-19 is assisted. The project was awarded during the plan year with construction to be completed during the next program year.



Community Development

More

Animal Control (AFV) Accomplishments:

- Started negotiations on a new Shelter Operations agreement

Staffing / Team Building Accomplishments:

- Matt Peters promoted to Assistant Director of Community Development





Public Works

Year in Review - 2023

Public Works Department

Park Maintenance Division

- Harveston Community Park
 - Painted shade pavilion
 - Painted park pathway light poles
- Harveston Lake Park
 - Replaced gazebo decorative string lights
 - Painted restroom buildings
- Temecula Duck Pond Park
 - Completed sediment removal (developer)
- Kent Hintergardt Park
 - Completed Accelerated Recycled Water Retrofit Project



Public Works Department

Park Maintenance Division

- Ronald Reagan North South Fields
- Pump track seal coat
- Ronald Reagan North South Fields
 - Sports lighting LED retrofit
- Ronald H. Roberts Temecula Public Library
 - Completed fountain renovation and landscape enhancements at Children's Garden
- Citywide
 - Completed tree trimming maintenance for approximately 4,400 park, median & slope trees, and 1,200 right-of-way trees
 - Planted 357 trees
 - Responded and resolved over 1,600 Service Order Requests



Public Works Department

Facilities Maintenance Division

- Civic Center
 - Construction for new Code and Fire offices is underway, late DEC 2023 completion
 - Continuation of in-house LED light upgrade/replacement throughout building, 35% complete
- Ronald H. Roberts Temecula Public Library
 - Upgraded story time room colored lighting from neon to LED
 - Added kids bookshelf units to the Friends Library area
 - Replaced wood benches and trash cans with new metal vinyl coated ones
- Senior Center
 - Replaced all rooftop A/C units and exterior ductwork
 - Resealed, striped, and painted all parking lot
 - Replaced two drinking fountains with updated bottle fill fountains
- Welcome Center
 - Repurposed office furniture from TVE2



Public Works Department

Facilities Maintenance Division

- Police Storefront
 - Replacing 2 main rooftop A/C package units
- Childrens Museum
 - Reconfigured/Remodeled maze area to accommodate new exhibit
 - Various upgrades including painting, lighting, and electric for exhibits
- TCC
 - Removed and replaced old drinking fountain, with new bottle fill style drinking fountain
- Parking Structure
 - Installed 330' of new decorative security fencing on 3rd floor of garage
- Temecula Valley Museum
 - Parking lot seal/stripe scheduled to be done in NOV 2023
- Park and Ride
 - Installed four new EV charging stations



Public Works Department

Facilities Maintenance Division

- TVE2
 - Updated 75% of upstairs workspace lighting to LED lighting
 - Updated restroom manual flush valves to automatic flush
 - Updated all A/C thermostats
- Old Town Temecula Community Theater
 - Replaced A/C package unit on upstairs classroom
- Chapel of Memories
 - Painted exterior
- Help Center
 - Painted exterior
- Safe House
 - Updated burglar system



Public Works Department

Streets Maintenance Division

- Residential Slurry Seal
 - 8,351,055-Square-Feet
- Pavement Rehabilitation (Milled and Paved)
 - Redhawk Pkwy, 9,630-Square-Feet
 - E/B Rancho California Road, 1,400-Square-Feet
 - Overland Trail, 10,790-Square-Feet
 - Pauba Road, 28,000-Square-Feet
- Remove and Replace Asphalt
 - Misc. Locations in Meadowview: 6,470-Square-Feet
- Asphalt Repaired
 - 43,280-Square-Feet
- Graffiti Removed
 - 29,559-Square-Feet



Public Works Department

Streets Maintenance Division

- Service Order Requests
 - 1,075
- Signs Installed, Repaired or Replaced
 - 1,334
- Banners Installed / Repaired / Replaced
 - 191
- Repainted Street Legends
 - 19,822
- Storm Drains Cleaned
 - 2,519
- Under Sidewalk Drains Cleaned
 - 37



Public Works Department

Solid Waste and Recycling

- Held Public Hearing to approve Commercial Collection Rates, and SB1383 Compliance Fee for FY23/24
- Completed and submitted Electronic Annual Report (EAR) as required by CalRecycle to report annual solid waste diversion performance, including new performance measures to meet SB1383 reporting requirements
- Obtained 100% compliant status for SB1383 commercial and multi-family organics recycling
- Submitted application for FY 22-23 SB 1383 Local Assistance Grant funds amount of \$197,426



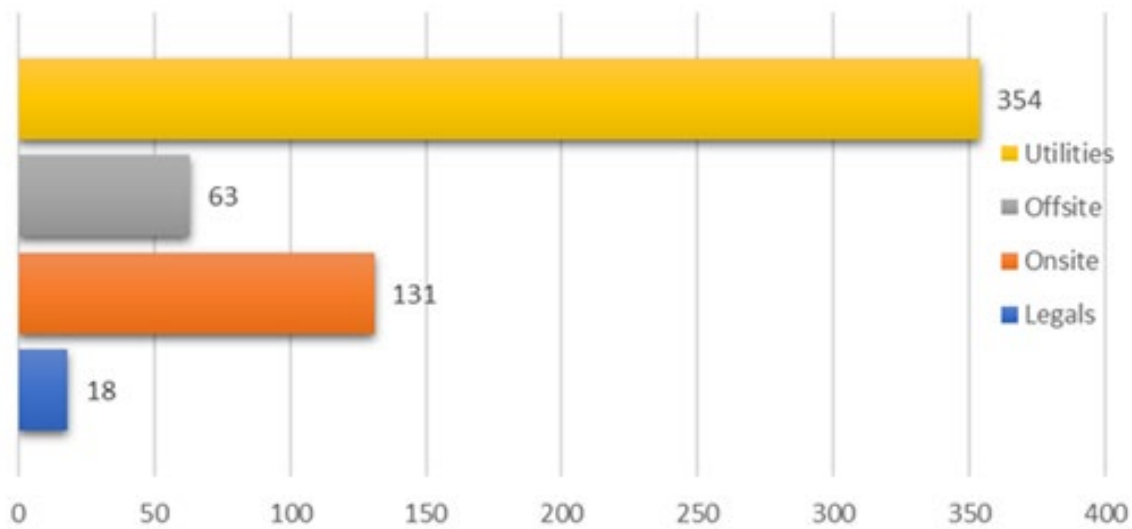
Public Works Department

Land Development Division

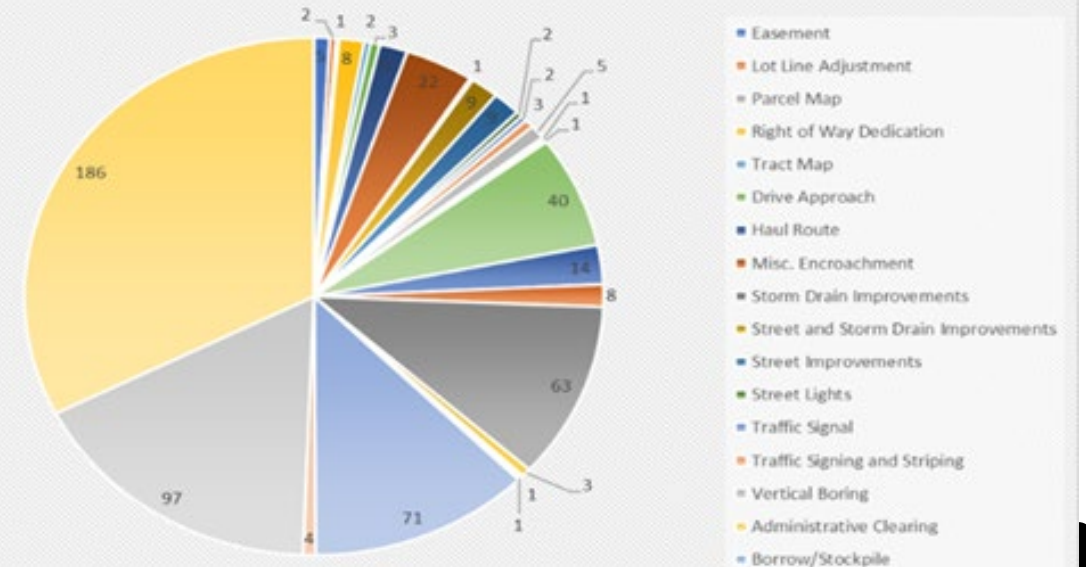
- The Land Development Division provides for the review and engineering approval of all proposed private developments and residential/commercial subdivisions within City limits to ensure compliance with City, State, and Federal Regulations.



Applications received for review

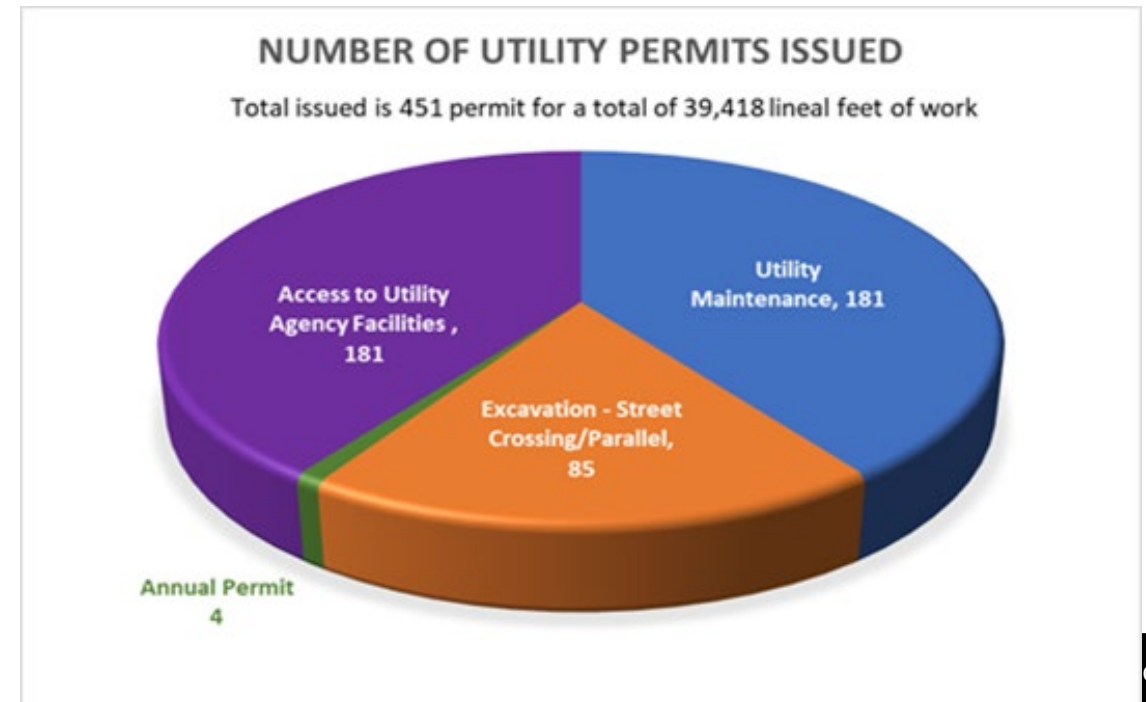
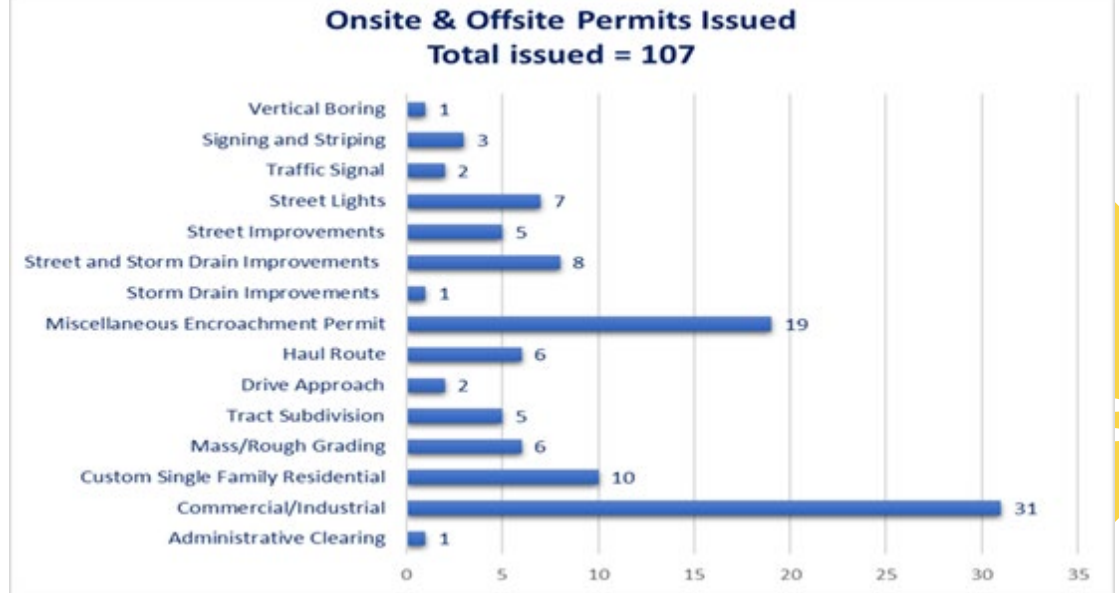
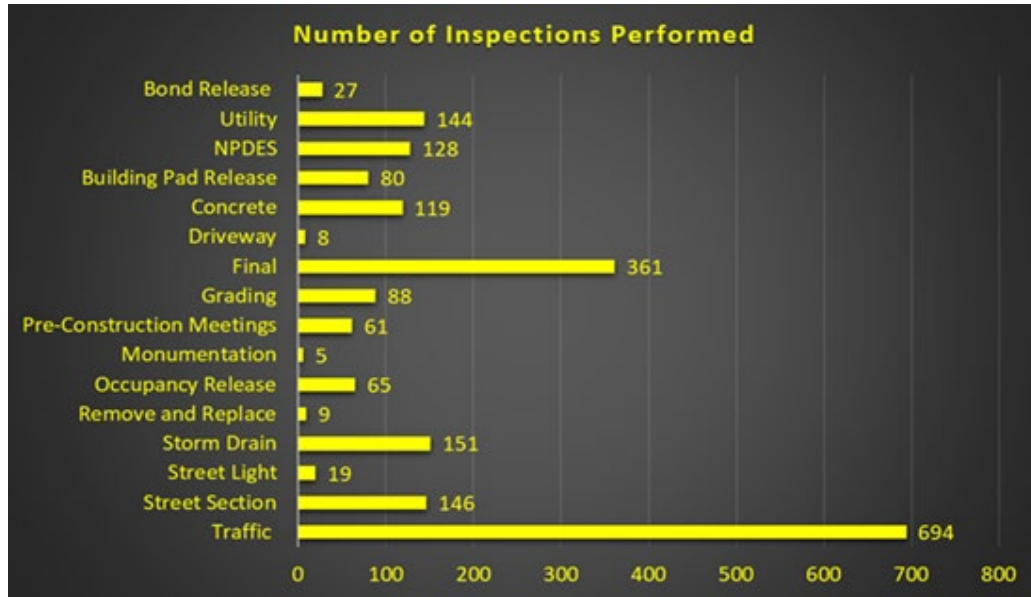


Breakdown of applications for 2023



Public Works Department

Land Development Division



Public Works Department

Land Development Division

Issued Project Spotlights

The following projects were issued in 2023 and PW inspectors have begun overseeing the construction:

- Jefferson Buecking Apartments.
- Everhome Suites.
- Vine Creek Apartments.
- PRADO.



Public Works Department

Land Development Division

Service Level B

- Residential Streetlight Annexation in Sommers Bend, staff worked with the Developer to add 683 parcels into Service Level B.

Support To Other Departments

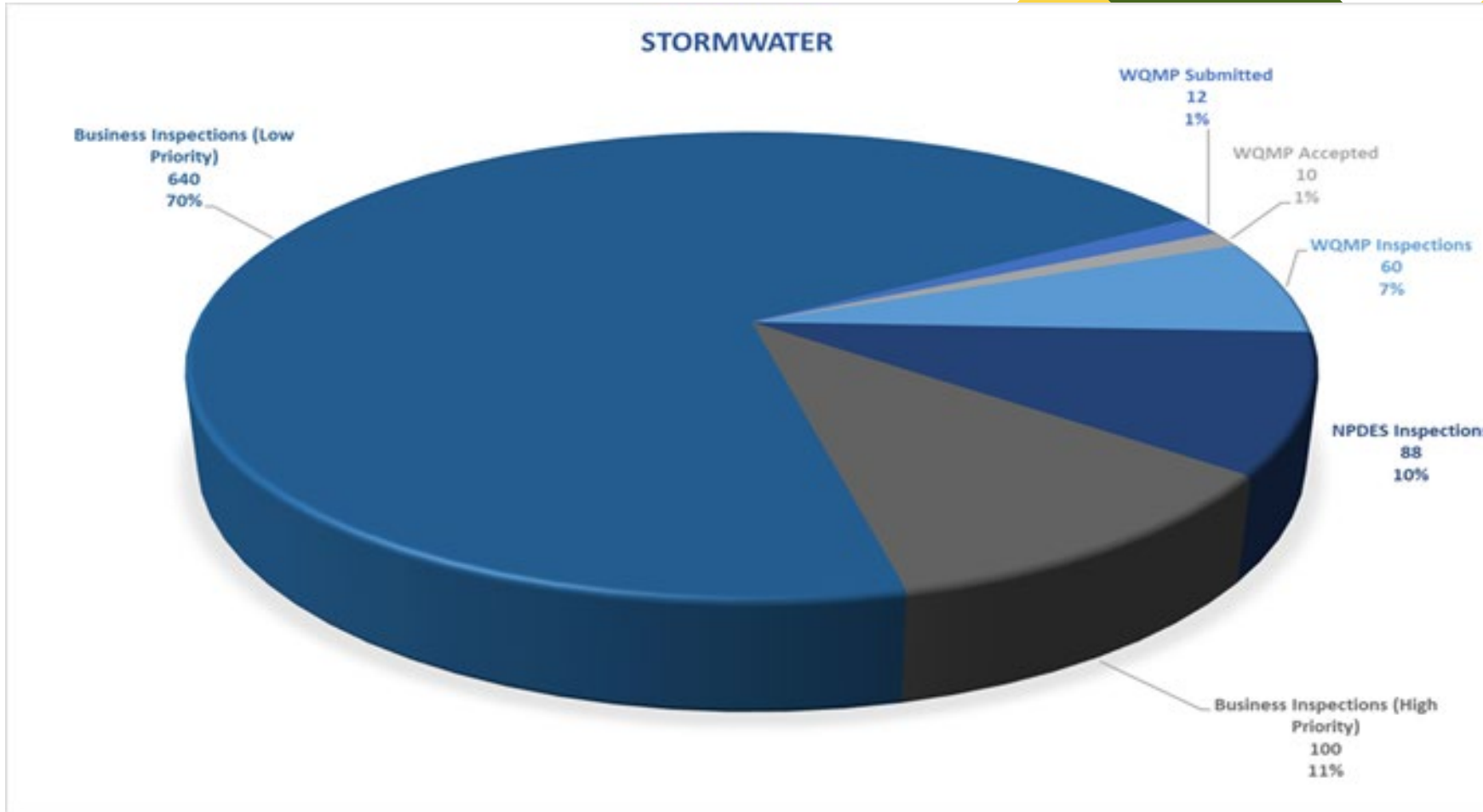
In addition to our day-to-day activities, we provide support to the City Clerk's Office, Planning Department, and Building and Safety:

- Completed 126 Records Requests.
- Reviewed over 140 Planning Applications.
- Pre-approved over 250 applications for Building and Safety submittals.



Public Works Department

Water Quality Division



Public Works Department

Traffic Engineering Division

Traffic Capital Improvement Program Projects

- HSIP Cycle 7 Fiber Optic Communication Upgrades and Coordination Signal Timing at 41 signalized intersections along Winchester Road, Rancho California Road, and Temecula Parkway – Completed
- HSIP Cycle 9 Permissive Protected Left Turn (PPLT) Phasing at three signalized intersections –Under construction with anticipated completion in early 2024
- Citywide Fiber Communication Masterplan – Anticipated completion end of 2023
- Traffic signal installation at Rancho California Road and Tee Drive
- Traffic signal installation at Ring Road and Promenade Mall East
- Traffic signal installation at Butterfield Stage Road and Avenida Lestonnac
- Successful award of four HSIP Cycle 11 grants for approximately \$4M



Public Works Department

Traffic Engineering Division

Traffic Safety and Circulation Improvements

- School Crosswalk Upgrade Design – Helen Hunt Jackson and Rancho Elementary Schools
- Wolf Creek Drive North at Redwood Road – All Way Stop with Crosswalks Design and Installation
- Ynez Road/De Portola Road Traffic Calming – Installation of Signing, Bike Lane Buffers and Radar Speed Display Signs.
- Mercedes Street at Fourth and Fifth Street – All Way Stop Design and Installation
- Rancho California Road at Jefferson Ave/Old Town Front – Installation of Right Turn Pocket
- Coordination of Engineering Traffic Speed Survey for various street segments Citywide



Public Works Department

Public/Traffic Safety Commission

The Commission considered numerous issues that affect traffic circulation and traffic safety:

- Golf Cart Ordinance Update
- Campanula Way Traffic Calming
- All-Way Stop at Pujol Street and Main Street
- Rustic Glen Traffic Calming
- All-Way Stop at Wolf Creek Dr N. and Redwood Road
- Ynez Road/De Portola Road Traffic Calming
- All-Way Stops on Mercedes Street at Fourth Street and Fifth Street
- E-Bike Safety Measures
- All-Way Stop at Camino Piedra Rojo and Parown Drive
- Engineering and Traffic Survey Updates



Public Works Department

Capital Improvement Program (CIP) Division

- Completed construction of the Mary Phillips Senior Center Enhancement and Renovation with a Grand Reopening held OCT 2023
- Completed construction of the shuffleboard courts, including lighting and shade structures for the Mary Phillips Senior Center Outdoor Recreational Area Project with a Grand Opening held NOV 2023
- Completed the procurement and installation of the Emergency Generator for the Mary Phillips Senior Center and completed the construction of the wall enclosure around it and the canopy above it
- Completed construction of the Design-Build Margarita Recreation Center at Michael 'Mike' Naggar Community Park (first ever design-build project for the City) with a Grand Opening DEC 2023
- Completed construction of Phase 1 of the Community Recreation Center (CRC) Renovations
- Completed installation of the Ronald Reagan Sports Park Pump Track Shade Structure which covers the launch pad



Public Works Department

Capital Improvement Program (CIP) Division

- Completed the construction of several Pavement Rehabilitation Program projects:
 - Meadowview Side Streets and Paloma Del Sol Loop Road
 - Amarita Way Circle
 - Ynez Road (Equity Drive to North City Limits)
 - Solana Way (Ynez Road to Margarita Road)
 - Nicolas Road (Winchester Road to North General Kearny Road)
 - Winchester Road (Enterprise Circle West to Jefferson Avenue)
- Completed the construction of Traffic Signal Installation – Rancho California Road at Tee Drive
- Completed the construction of Traffic Signal Installation – Ring Road at Promenade Mall East



Public Works Department

Capital Improvement Program (CIP) Division

- Completed construction of Citywide Concrete Repairs – Fiscal Year 2021-22 project. 60 repair locations were completed. Upgraded access ramps and school zone striping for pedestrian crossing locations at the following schools:
 - Pauba Elementary School
 - Vail Elementary School
 - Helen Hunt Jackson Elementary School
- Worked with developer to complete construction of Traffic Signal Installation- Avenida Lestonnac at Butterfield Stage Road. Traffic Signal will be owned and maintained by the City
- I-15/French Valley Parkway Improvements, Phase II – Began construction of \$72M contract in MAY 2023. Completion anticipated by MAY 2025. See website for traffic restrictions, construction videos, and project information: TemeculaCA.gov/fvp2
- Initiated the construction of the Citywide Concrete Repairs – Fiscal Year 2022-23 project: 106 locations to be repaired



Public Works Department

Capital Improvement Program (CIP) Division

- Initiated construction of the Citywide Slurry Seal Program – Fiscal Year 2022-23 project: Slurry seal to be applied to approximately 8.2M-Square-Feet of roadway in the following areas:
 - Country Manor Estates
 - Lake Village
 - Windsor Crest
 - Alta Vista
 - Starlight Ridge
 - Starlight Ridge South
 - Los Ranchitos
 - Santiago Ranchos
 - Santiago Estate



Public Works Department

Capital Improvement Program (CIP) Division

- Initiated construction of the Citywide Slurry Seal Program – Fiscal Year 2022-23 project: Slurry seal to be applied to approximately 8.2M-Square-Feet of roadway in the following areas:
 - Vintage Hills
 - Mendicino
 - BiscayHome Coming
 - Costain Collection
 - Veranda at Bridlevale
 - Country Glen/Bridlevale
 - Vail Ranch
 - Redhawk



Public Works Department

Capital Improvement Program (CIP) Division

- Finalizing the design of the concession/storage room upgrade at the Ronald Reagan Sports Park North/South Ball Field for the Park Restroom Renovation, Expansion and ADA Improvements project. Construction will commence in Winter 2023-24
- Continuing the design of the American with Disabilities Act (ADA) Transition Plan Implementation project. Focus is at the Ronald Reagan Sports Park and the areas to be rehabilitated are the ADA pedestrian ramp from Margarita Road to the North/South Baseball Fields and the dugouts at the North/South Baseball Fields. Construction will commence in winter 2023-24
- Completed design of the I-15 Congestion Relief project, auxiliary lane between Temecula Parkway/I-15 northbound onramp and I-15/Rancho California Road offramp. \$4.5M construction contract awarded DEC 2023. Begin construction by FEB 2024, lasting about 7–8 months
- Completed the design of Santa Gertrudis Creek Phase II – Margarita Under-Crossing. Construction contract advertised and bids opened in NOV 2023. Beginning of construction is estimated in early 2024. \$2.1M contract with six-month construction duration
- Completed the design of the Community Recreation Center (CRC) Splash Pad & Shade Structures. Construction contract advertised and bids opened in NOV 2023. Beginning of construction is anticipated in early 2024. \$1.1M contract with six-month construction duration



Public Works Department

Capital Improvement Program (CIP) Division

- Finalizing the design and the environmental document of the I-15/SR 79 South Enhanced Landscaping Project to beautify the west side of the interchange with local and community cultural aesthetic features. Construction is anticipated in Spring 2024
- Continuing the design and environmental document of Overland Drive Widening, Jefferson Avenue to Commerce Center Drive. The project will widen Overland to its ultimate width, in accordance with the Circulation Element of the General Plan. Construction is anticipated in 2024
- Continuing the design of Rainbow Canyon Road Pavement Rehabilitation. Construction is anticipated in Spring 2024
- Continuing the design for Fire Station 84 Renovation including: wellness room, storage, and upgrade of the training room. Construction is scheduled for Spring 2024
- Continuing the design and the environmental document of the Pickleball Courts Project to construct a dedicated pickleball facility. Construction is anticipated in Spring 2024
- Initiated the design for Fire Station 73 Addition, which includes the garage, workout, and storage rooms. Construction is scheduled for 2024



Public Works Department

Capital Improvement Program (CIP) Division

- Continuing the design for Murrieta Creek Improvements – Southside Parking Lot Configuration, which include modifying the parking lot, relocating parking light, pavement rehabilitation and slurry. Construction is scheduled for late-Summer 2024
- Continuing the design and the environmental document of Phase 1 of the Diaz Road Expansion Project to widen Diaz Road between Rancho California Road and Winchester Road to its ultimate width, in accordance with the Circulation Element of the General Plan. Construction was postponed allowing Eastern Municipal Water District to construct facilities in Diaz Road. Construction is anticipated in late 2024
- Continuing the design and the environmental document for the Murrieta Creek Bridge at Overland Drive. NEPA Completed in OCT 2023, CEQA anticipated completion in JAN 2023. Construction is expected in late 2025
- Continuing the full design and environmental document of the Bike Lane and Trail Program – Temecula Creek South Side Trail Project. Design is anticipated to be complete in Winter 2023-24. This project is currently not funded for construction
- Continuing the design and the environmental document for the Electric Vehicle Charging Stations Project in conjunction with the Southern California Edison Company’s Charge Ready Program. This project will add eight new charging stations to Michael ‘Mike’ Naggar Community Park. Construction is concurrent with the Margarita Recreation Center



Public Works Department

Capital Improvement Program (CIP) Division

- Continued coordination with the US Army Corps of Engineers (USACE) and Riverside County Flood Control (RCFC) on the Murrieta Creek Flood Control project. A federal funding request has been submitted for Phase 2B of the project (Rancho California Road to Winchester) has been submitted
- Finalized a bridge study over Murrieta Creek for the Cherry Street Extension and Murrieta Creek Low-Flow Crossing
- Finalizing the design and environmental documents for the Ynez Road Improvements – Phase II project, Ynez Road between Rancho Vista to Tierra Vista
- Finalizing the design of the Utility Undergrounding – Citywide – Power Pole Serving 28551 and 28561 Old Town Front Street (Between Fifth and Fourth Street) project. Construction anticipated Spring 2024
- Ordered 76 lights for the Great Oak Trail Lighting Project
- Initiated the design of Ronald Reagan Sports Park Skate Park. Construction is anticipated in Fall 2024



Public Works Department

Capital Improvement Program (CIP) Division

- Working on several Sidewalk Old Town Improvement projects at various stages of development:
 - Completed design and initiated the construction of Additional Streetlights on Moreno Road and Mercedes Street (East of Old Town Front Street)
 - Finalizing the design of the South Side of Sixth Street (Old Town Front Street to Mercedes Street). Construction is anticipated in Spring 2024
 - Initiated the design of Fifth Street Bulb-Outs. Construction is anticipated in Spring 2024
- Working on several Citywide Sidewalk projects at various stages of development:
 - Ynez Road (Rancho Highland to Tierra Vista). Construction is anticipated in mid-Spring 2024
 - Pauba Road (Elinda Road to Showalter Road). Construction is anticipated in mid-Spring 2024
- Initiated the process of selecting a Design-Build team to design and construct various improvements to the Ronald Reagan Sports Park Hockey Rink. Most notable improvements are going to be a steel roof that covers the entire court, and court surfacing tiles that will improve safety



Public Works Department

Capital Improvement Program (CIP) Division

- Initiated the design and permit application process with U.S. Army Corps of Engineers (USACE) for the Murrieta Creek Improvements – Trail Lighting project.
- Provided staff with new drainage data in GIS as part of the Citywide Drainage Master Plan. Data includes owner, age, size, and material of pipe, along with other pertinent information.
- Received several grants for projects as follows:
 - De Portola/Jedediah Smith Roundabout \$800,000 – 2023 Federal Omnibus Bill.
 - Ynez Road Phase I (Rancho Vista to Duck Pond) \$1,475,000 – RCTC Measure A.
 - Ynez Road Phase I (Rancho Vista to Duck Pond) \$1,000,000 – California Assembly Bill (AB) 102, Budget Trailer Bill.
 - Pauba Road Sidewalk (Elinda to Showalter) \$362,600 - RCTC SB 821.
 - I-15/French Valley Parkway Phase III \$1,500,000 - WRCOG SW Zone TUMF.



Public Works Department

Capital Improvement Program (CIP) Division

- I-15/French Valley Parkway, Phase II



Public Works Department

Capital Improvement Program (CIP) Division

- **Ronald Reagan Sports Park Pump Track Shade Structure**



Public Works Department

Capital Improvement Program (CIP) Division

- **Mary Phillips Senior Center Renovation**



Public Works Department

Capital Improvement Program (CIP) Division

- **Mary Phillips Senior Center Outdoor Recreation Area**



Public Works Department

Capital Improvement Program (CIP) Division

- **Margarita Recreation Center**



Public Works Department

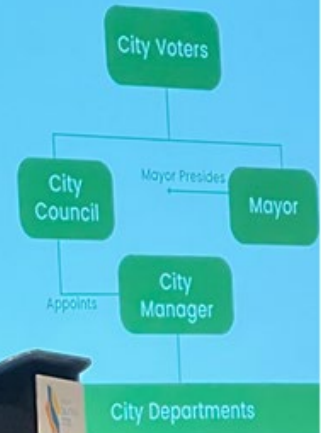
Capital Improvement Program (CIP) Division

- Redhawk Park Playground





Council-Manager Form of Government



One City, One Team: Establishing Effective City Manager-Council Relations



“If you are going to achieve Excellence in big things, you develop the habit in little matters. Excellence is not an exception, it is a prevailing attitude.”

- Colin Powell

