

2022
Year
in review

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



Aaron Adams, City Manager



CITY OF TEMECULA

2022 YEAR IN REVIEW

This year's Mayoral theme of Temecula Safe was established by our outgoing Mayor, Matt Rahn and captured the community and operational focus over the course of the year. Similar to last year's theme of Temecula Cares, which our other outgoing councilmember, Maryann Edwards established during her term as Mayor, these themes are not limited to just an annual initiative. In fact, they are merely one of many leadership, policy and management focuses, that receive strategic and fiscal reinforcement over a 12 month period. Similarly, my management philosophy of *Building Greatness, Maintaining Excellence* continues and operationalizes Temecula's superior approach to municipal government, encapsulated in three strategic areas — Personnel Services, Maintenance & Operations, and Capital Projects.

With profound gratitude and appreciation to our outstanding Temecula Team of dedicated employees, supportive City Council and engaged Boards, Commissions, volunteers, contractors, instructors, and countless others, the following is a comprehensive summary of those efforts for 2022—which also marks my 10th year as the City Manager here in Temecula:



TEMECULA CITY MANAGER DEPARTMENT

2022 YEAR IN REVIEW

The City Manager Department, also referred to as the City Manager's Office (CMO), is comprised of General Administration (GA), which also provides staff support to the City Council, Economic Development (ED), and Public Information (PIO).

CMO: GA/ED/PIO

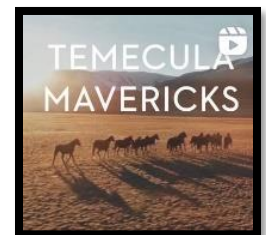
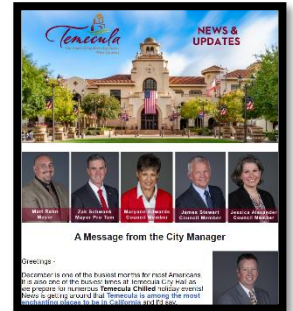
This year, we addressed 2 CMO operational vacancies by welcoming Cassandra Tabares, Administrative Assistant and Mary Cervantes, TVE² Manager.

Citywide Marketing/Outreach (overall) - Successfully Produced and Delivered:

- Temecula Safe Brochure Newsletter mailed to all Temecula residents (US Mail)
- Connect with the City of Temecula flyer (distributed at various events)
- Mayoral Theme "Temecula SAFE" implemented citywide
- City News and Updates Eblast from City Manager (monthly)
- Economic Development News Eblasts from ED
- New Old Town Marketing Brochure
- Emergency PIO outreach - Most prominent in 2022 was the Fairview Fire (provided continuous updates to the public throughout this emergency)
- Video – Temecula Mavericks (Manufacturing in Temecula)
- Video – Ride Along (Safety in Temecula)
- Video – Foodie (Extraordinary Culinary in Temecula)
- Video – Economic Forecast City Hall Cribs
- Video – Temecula Manufacturing with CTE/TVUSD Interns – Career Technical Education
- Manufacturing Month Proclamation/Video
- I-15/ French Valley PKWY Phase 2: Started public outreach campaign including press releases, video, and social media strategies
- Caltrans I-15 Construction: Worked with Caltrans on providing weekly updates to the public
- Old Town Brand: Updated Old Town Brand with new design standards for marketing Old Town
- American Express Shop Small Campaign featuring 5 Arts & Crafts businesses
- Review/draft/edit press releases citywide
- Ongoing updates to website content (multiple pages citywide)
- Support Media Services/Channel 3 content
- Mini State of the Cities - Create various City presentations for Mayor and/or City Manager to present City updates throughout 2022 at different organizations upon request (Women's Organization; Economic Forecast; State of Tourism, Rotary Clubs, Mayor's CABEC Conference, HOAs, etc.)

CMO: ED/PIO

Social Media - City of Temecula citywide Social Media Platforms - Successfully Produced/Delivered:



City of Temecula Social Media Campaigns & Series:

- 5 Hello Temecula Episodes
- 11 #Temecula Safe Photoshoots
- 5 Shop Small Photoshoots
- 10 New2Town Features
- 3 Innovation Month Features

2022 Milestones for City of Temecula Social Media Platforms:

- 425% more followers than all other CA cities of our size (population)
- Became Verified on Twitter
- Hit 29k Followers on Facebook
- Launched City TikTok account
- Hit over 10k views on a Hello Temecula episode for the first time (Episode 6: 11.6k views)

Year-end Follower Count for City of Temecula Platforms as of 12/1:

- Instagram: 28,000 → 10% increase
- Facebook: 29,055 → 5% increase
- Twitter: 10,308 → 5% increase
- YouTube: 2,009 → 24% increase

Most Popular Posts for City of Temecula Platforms:

- Facebook: Benihana Coming Soon → reached 84,651 people, received 3,219 likes & 1,194 comments
- Instagram: Benihana Coming Soon → reached 19,694 people, received 2,245 likes & 232 comments

Videos and Reels:

- In 2021, followers spent 18,347 minutes watching our videos. This year, followers spent 27,688 minutes watching our videos. This is a 51% increase in viewer retention.

Collaborations with Community Partners include:

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

CMO: GA/ED/PIO

Events/Activities - Planned/Organized/Hosted or Participated:

- Mayor's State of the City Address - Themed Temecula SAFE
 - Nonprofit Expo
 - 5th Annual Centerpiece Competition



- 60+ centerpieces donated by the Rose Society
- Coffee with Mayor Monthly Outreach Events in 2022
- Pechanga Pu'éska Mountain Day
- Riverside County's Innovation Month Fast Pitch Finale in partnership with the County, UCR, MSJC, CSUSM, and other surrounding cities
- Regional/Annual PIO Luncheon
- 8th Annual Brokers Breakfast
- EDC Board Meeting/Breakfast at Conference Center
- Retirement Recognition of Founding President/CEO for Visit Temecula Valley
- City Manager hosted monthly Community Leadership Meetings with Temecula partners (Pechanga, TVUSD, Promenade, TVH, VTV, Chamber)
- Reality Rally: City Council / Commissions Teams
- ICSC Las Vegas Conference (scheduled 15-20 meetings with businesses)
- EDC FAM Tour
- Planning Commission Tour
- Temecula Valley Job Fair (2)
- Committee Member for Chamber of Commerce State of the City Event
- Committee Member for Chamber of Commerce Legislative Summit Event
- Committee Member Chamber of Commerce Southwest Regional Economic Forecast
- Blue Ribbon QLMP Meetings/CMO/ED Rep
- City Manager Monthly WRCOG Technical Advisory Committee meetings
- Employee Support: CMO reps at Employee Wellness Committee; Team Pace; Safety Committee
- Planned/Hosted California City Manager Foundation Board meeting in Temecula to showcase Temecula statewide to various Cities/City Managers
- Fentanyl Roundtable with Congressman Issa, Congressman Calvert at City Hall Chambers
- 2022 MMASC Annual Conference – City Manager's panel on Vulnerable Leadership: Not an Oxymoron
- Riverside County Office of District Attorney Mike Hestrin, Summit on Homeless Solutions – Keynote Speaker on Temecula's Responsible Compassion Campaign



CMO: GA/ED/PIO

City of Temecula Representation - Attended the following representing City of Temecula:

- Over 40 Business/Community Ribbon Cuttings/Dedications
- Business Retention Manufacturing Site Visits
- Over 60 New Businesses Site Visits
- Murrieta SOTC
- Menifee SOTC
- Ontario State of the Airport
- Supervisor Washington's State of the District
- 2022 Economic Outlook
- Women in Business 2022- Back to Business
- Visit Temecula Valley's State of Tourism
- Regional Women's Leadership Meeting (SW Riverside County Cities)
- Murrieta Temecula Group



CMO: GA/ED/PIO

Special Projects- Lead/Directed

- COVID-19 Pandemic Community Reinvestment Program (CRP) – a comprehensive strategic and transparent outward facing program that is investing \$14M over 2 years in Business and Non-Profit Support, Homeless Services, Housing Assistance, unprecedented Behavioral Health support to first responders and public safety personnel assigned to Temecula and Higher Education/Workforce Development
- Facilitated the receipt of Intergovernmental Agreement (IGA) funds from Pechanga – \$2.5 million was received in January 2022 for the I-15 Auxiliary Lane project and another \$2.5M for the I-15/SR 79 Enhanced Landscaping in addition to the submittal of an IGA Workplan for up to \$1.5 million for Rainbow Canyon Pavement Rehab
- Negotiated an agreement between the City and Riverside County for continuation of law enforcement services for the City of Temecula as provided by the Riverside County Sheriff's Department for a term of July 1, 2022 through June 30, 2027.
- Negotiated an agreement between the City and County of Riverside, through their agreement with CalFire to provide the City of Temecula with fire protection, hazardous materials mitigation, technical rescue response, fire marshal, medical emergency services, and public service assists, with newly added language to share in the cost of the fire engine personnel at Station 95 phased in over a two-year period. The agreement term is July 1, 2022 to June 30, 2025.
- Design, layout, photos and final edited content for 2040 Quality of Life Master Plan (supporting Community Development)
- Old Town Wayfinding Sign Plan (currently in Design Phase)
- Auto Dealers Wayfinding Sign Plan (currently in Design Phase)
- Custom Temecula Wine Bottle in partnership with South Coast Winery
- 12 Film Permits
- 10 Consultant Agreements (Combined CMO: GA/ED)
- New RTA Trolley Agreement for Harveston area shuttle
- 8 Economic Development Sponsorship applicants for FY 22-23
- Updates and distribution of Regional PIO Contact List
- Brand/Design of new Old Town American Flag Street Pole Banners
- Citywide banners/schedule; Develop new GIS map for all street pole banners in Temecula
- Temecula SWAG bag promotional content as needed for CMO (ED) and City Council
- Securing WRCOG Fellow to support EDC (obtained funding from 4 cities)
- Civic Center leases for Congressional District 50 (Issa), City Attorney, and VTV
- Coordinated Pechanga Land Acknowledgment language

CMO: GA - Grants

- FY22-23 Reinvestment in Temecula - City Grant Program- Launched a new and updated nonprofit grant program (in support of the Community Reinvestment Plan) for FY22-23 with a budget 10 times the value as the typical annual Community Service Funding Grant Program (typically 100K now at \$1.1 Million). As a result, City Council approved 49 programs of 68 applications. Project includes public outreach, new/updated grant application; new agreements; updated policies; review of 68 grant applications; preparation of 49 grant agreements; overseeing compliance for each grant award and agreement.
- FY 22-23 Council Community Service Funding - City Grant Program (discretionary grant funding) - Implemented annual City Council/nonprofit agreements, funding disbursement, oversight and compliance.
- Federal Grant Support / Advocacy - Administrative support/edit/organize. Citywide grant/award submissions (including Jedediah Roundabout, Modular Skatepark, Murrieta Creek, Regional Sports Park); federal lobbying meetings; representative meetings; visits with US Rep Calvert and US Rep Issa; letters of support from State, Regional, Federal Representatives for grant submittals or award applications citywide

CMO: ED - TVE²

- Launched the TVE² Rent Waiver Program in support of the City Council's Community Reinvestment Program
- Manage all leases at TVE²
- Hosted the TVE² 10 Year Anniversary and Grand Reopening with over 50 business professionals in attendance
- Hosted 39 Small Business Training Events
- Assisted 3,305 individuals through workshops in various topic areas including:
 - Pre-planning/Start-up Information
 - Access to Capital
 - Human Resources
 - Digital and Social Media Marketing
 - Accounting
 - Legal
- Partnered with the Inland Empire Small Business Development Center to provide technical assistance to 252 business professionals in various industries.
Industry Breakdown:
 - 21% Retail
 - 17% Service
 - 5% Construction
 - 4% Manufacturing
 - 3% Wholesale
 - 50% Other/Unknown



CMO: GA/ED/PIO General:

PIO Outreach List and CMO Contact book. Maintain and update Citywide Media Outreach List with 400 contacts inclusive of local/regional/national media, local contacts, and regional Public Information Officers. These lists are used citywide to publish press releases and media advisories. CMO Contact used for citywide external contacts.

- City Flickr account - Maintaining / updating City photos to Flickr.
- City Media TVEyes account - Monitor approximately hundreds of media clips per month for Temecula promotional use; clip videos of interest and download.
- Budget - Manage FY22-23 operating budgets for City Manager Office, City Council, Community Support Funding, Office of Public Information and Economic Development, and TVE2.
- Meetings - Schedule/Reschedule approx. 1,500 appointments throughout 2022
- Public Inquiries - Responded/assisted and logged public inquiries to CMO office.
Logged 686+ (some records include multiple contacts)
 - 480 for City Council
 - 205 for City Manager's Office (with 16 for staff or RE Covid)
 - 459 via Email
 - 114 via Phone or VMM
 - 109 via MyCivic App
- General - Drafting letters, research, office supplies, meeting supplies/meals, annual personnel reviews, guided City Hall tours; maintain CMO/ED Sharepoint; upload daily CMO updates to SharePoint.
- PPT Slides - Prepare CM/CC PowerPoint slides as needed for Council Meetings

TEMECULA CITY CLERK'S OFFICE

2022 YEAR IN REVIEW

Legislative, Operations and Records Divisions

Non-Recurring Items

- Completed the Redistricting of City Districts Post-2020 Census in Consultation with Demographers (Public Noticing, Hearings, Draft Maps, Community Outreach)
- Conducted JUN 2022 Primary Election in City (8 Voter Assistance Centers (VAC), 4 Vote Ballot Mail (VBM) Drop Off Locations), Served as VBM Location
- Conducted NOV 2022 General Municipal Election in City (8 Voter Assistance Centers (VAC), 4 Vote Ballot Mail (VBM) Drop Off Locations), Served as VBM Location
- Prepared / Facilitated Council Adoption of Initial Five Policies of Council Protocol Manual
- Prepared / Facilitated Council Adoption of 2022 Biennial Conflict of Interest Code
- Facilitated AB 1234 Ethics Training for City Council, Board and Commission Members, and Executive Staff and AB 1661 Harassment Prevention Training for City Council
- Worked on the Equity Core Value Adoption in the Quality of Life Master Plan in Consultation with the Council Subcommittee, REDI Commission, Consultants and Community Development
- Recruited and/or Integrated in First Service Three Positions Resulting from Retirements (Records Manager, Management Assistant, Office Specialist)
- Completed Professional Certifications: Notary Public for Deputy City Clerk and Records Manager and Certified Diversity Executive for Legislative Director/City Clerk
- Presented at ARMA Annual Conference (Records Manager) and Cal Cities, ICMA, MMASC, CCAC Annual Conferences (City Clerk)

Annual Recurring Items

City Council

- Prepared City Council Subcommittee List for Annual Approval and Distribution
- Administered City Council Meeting Logistics = 24 Meetings
- Processed City Council Meeting Related Documents (Create, Track, Post, Publish, Log): Agendas = 28 / Minutes = 27 / Resolutions = 82 / Ordinances = 13
- Processed Community Services District Meeting Related Documents (Create, Track, Post, Publish, Log): Agendas = 22 / Minutes = 21 / Resolutions = 5
- Processed Successor Agency to Redevelopment Agency Meeting Related Documents (Create, Track, Post, Publish, Log): Agendas = 3 / Minutes = 2 / Resolutions = 4
- Processed Public Financing Authority Meeting Related Documents (Create, Track, Post, Publish, Log): Agendas = 5 / Minutes = 5 / Resolutions = 14 / Ordinances = 0
- Processed (Create, Amend, Track) Staff Reports for City Council Meetings = 336 Reports
- Processed (Create, Amend, Track) Staff Reports for TCSD Meetings = 13 Reports
- Processed (Create, Amend, Track) Staff Reports for SARDA / TPFA Meetings = 9 Reports
- Processed (Create, Amend, Track) Staff Reports for REDI Commission Meetings = 4 Reports

Boards and Commissions

- Prepared Board and Commission Handbook for Annual Approval and Distribution
- Facilitated Annual Joint Meetings Between City Council and All Five Boards and Commissions, Coordinated Content and Presentation for REDI Commission
- Processed (Notice, Recruitment, Appointment, Orientation) Vacancies for Board and Commissions = 9 (2 Community Services Commission, 2 Planning Commission, 2 Public/Traffic Safety Commission and 3 for Race, Equity, Diversity and Inclusion Commission with total of 29 applicants)
- Processed Race, Equity, Diversity and Inclusion Commission Meeting Related Documents (Create, Track, Post, Publish, Log): Agendas = 11 / Minutes = 10
- Processed Planning Commission Meeting Related documents (Post, Publish, Log): Agendas = 17 / Minutes = 16 / Resolutions = 33
- Processed Public / Traffic Safety Commission Meeting Related Documents (Post, Publish, Log): Agendas = 8 / Minutes = 7
- Processed Community Services Commission Meeting Related Documents (Post, Publish, Log): Agendas = 10 / Minutes = 8
- Processed Old Town Local Review Board Meeting Related Documents (Post, Publish, Log): Agendas = 1 / Minutes = 0

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) = 60
- Processed Statements of Economic Interest (Form 700) / Amendments for City Council, Boards and Commissions and Designated Employees = 66
- Processed Campaign Disclosure Filings (410, 460, 470, 497) for City Council Members and Candidates = 72

General Operations

- Processed (Route, Track, Log) Contracts / Agreements = 299
- Processed (Route, Track, Log) Contract / Agreement Amendments = 68
- Conducted Project Bid Openings / Processed Notice Inviting Bids = 18
- Researched and Prepared Ribbon Cutting / Grand Opening / Anniversary / Academic Achievement / Miscellaneous Certificates = 262
- Researched and Prepared for Presentation Proclamations = 31
- Prepared and Scheduled Presentations from Local Non-Profits and Organizations for City Council and Race, Equity, Diversity and Inclusion Commission Meetings = 19
- Processed (Create, Post, Publish, Log) Cancellations Notices for City Council and Board and Commission Meetings = 29
- Processed (Create, Post, Publish, Log) Committee Meeting Notices = 21
- Processed (Create, Post, Publish and Log) Citywide Newspaper Publications and Public Hearing Notices = 70
- Recorded Documents with the County of Riverside = 64
- Processed (Image, Log, Distribute) General Liability Claims and Litigation = 26 Claims and 6 Litigation

General Records

- Prepared Records Retention Schedule for Annual Approval and Distribution
- Administered Annual Records Destruction = 110 Standard boxes
- Processed, Tracked and Completed Public Records Act Requests = 1,044

- Transferred Records for Disposition (Holding, Scanning or Shredding) = 118 Boxes
- Closed Public Records Act Requests in GovQA on Average = 6 Days
- Requested Building Plans = 83
- Public Archive Page Views for Public Records Act Requests = 5,292
- Added Files to Building and Safety Laserfiche Folder = 487
- Added Pages to Building and Safety Laserfiche Folder = 3,979
- Added Files to Public Works Laserfiche Folder = 2,531
- Added Pages to Public Works Laserfiche Folder = 35,526
- Added Pages to City Council Agendas Folder = 33,586
- Added Contracts to Laserfiche Folder = 654
- Added Pages to Contracts Laserfiche Folder = 9,353





Temecula City Council DISTRICT-BASED ELECTION CHANGES



In 2022, the City of Temecula went through the redistricting process. Voters from Districts 1, 3, and 5 will elect their representative on November 8, 2022. Voters from Districts 2 and 4 will elect their representative on November 5, 2024.

En 2022, la Ciudad de Temecula pasó por el proceso de redistribución de distritos. Los votantes de los distritos 1, 3, y 5 elegirán a su representante el 8 de noviembre de 2022. Los votantes de los distritos 2 y 4 elegirán a su representante el 5 de noviembre de 2024.

GENERAL MUNICIPAL ELECTION

ELECCIÓN MUNICIPAL GENERAL



To Lookup Your Voting District & Register to Vote
Para buscar su distrito de votación y registre para votar
<https://TemeculaCA.gov/Election>



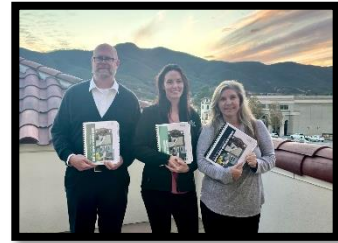
TEMECULA FINANCE DEPARTMENT

2022 YEAR IN REVIEW

- Received the Award for *Excellence in Financial Reporting* from the Government Finance Officers' Association (GFOA) for the Fiscal Year 2020-21 Annual Comprehensive Financial Report
- Received the California Society of Municipal Finance Officers' (CSMFO) Excellence Awards for the Fiscal Year 2021-22 Annual Operating and Capital Budgets
- Received the GFOA's *Distinguished Budget Presentation Award* for the Fiscal Year 2021-22 Annual Operating Budget
- Received, for the first time, the California Municipal Treasurer's Association (CMTA) *Investment Policy Certification* for the City's newly adopted Investment Policy.



Accounting Team



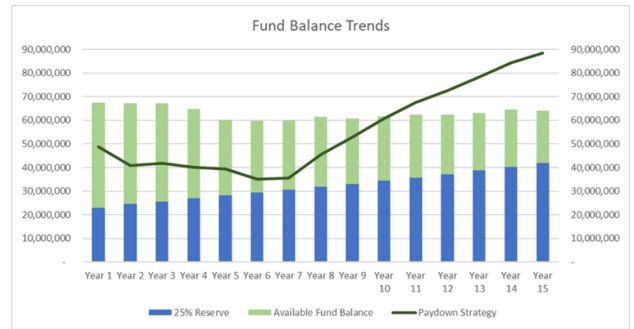
Budget Team

Fiscal Management:

- Prepared and presented a balanced FY22-23 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 \$800 million over 105 separate projects.
- Deposited an additional \$2M into the City's Irrevocable Pension Trust, to offset future increases in the CALPERS Pension rates, increasing the City's pension funded status from 66.8% to 78.6%.
- Updated the City's Investment Policy to align with State Law and allow for a wider variety of investment instruments. Also created Investment Strategy to reinvest funds from LAIF into higher yielding options and create an investment ladder to meet the City's liquidity needs. To date, an additional \$56,000 in interest is being earned each month. Once plan is fully implemented, it is expected to generate an additional \$93,000 in interest earning per month, as compared to just investing in LAIF.
- Updated Pension and Other-Post-Employment-Benefits (OPEB) valuation and projections, with the help of the City's actuarial consultants.
- Provided monthly Treasury and Investment reports to the City Council
- Provided monthly List of Demands to the City Council
- Provided quarterly Financial Report updates to the City Council



- Assisted in the development of the COVID-19 Pandemic Community Reinvestment Program funding categorizations.
- Submitted timely reporting on the receipt of the City's ARPA grant funding.
- Developed a Comprehensive Debt Paydown Strategy to pay off the City's unfunded liabilities within a 7-year time horizon, without using City Reserves. By Year 15 of the plan, an additional \$26M in available fund balance would be generated to be used for future projects or other community needs.



Process Improvements:

- Began implementation of the City's new financial software system, Tyler Munis, which will replace the City's existing system that has been in place for over 20 years
- Identified ways to automate the input of Journal Entries utilizing an upload feature, saving hours of staff data entry time
- Streamlined investment process to reduce paperwork and utilize online banking capabilities
- Began process of implementing DocuSign to automate the workflow, review and approval for City agreements

Customer Service:

Business Licenses:

- Issued a total of 7,398 Business Licenses
- Issued 1,524 licenses to newly opened businesses
- 55.3% of Business Licenses were renewed online
- Served 4,209 customers at Cashier counter
- Average wait-time at Cashier counter was 3.18 minutes
- Average service duration was 5.58 minutes

Accounts Payables:

- Processed 13,921 invoices
- 42% of invoices paid via electronic funds transfer (EFT)
- 282 vendors paid via EFT
- 4,472 invoices paid via EFT

Purchasing:

- Issued 1,924 Purchase Orders

Payroll:

- Issued 9,237 Paychecks
- Trained 31 new employees on timekeeping processes

Budget Management:

- Processed 221 Budget Amendments, including 13 separate Council-approved Amendments



Business License/Cashier Team



Accounts Payable Team



Purchasing Team

Personnel Management:

- Had three long-tenured employees retire from City service
- Hired a new Assistant Director of Finance, Ward Komers, to oversee the Purchasing, Budget, Treasury, and Investment divisions
- Hired a new Fiscal Services Manager, Brigitta Bartha, to oversee the Accounting, General Ledger, Cashiering and Financial Reporting divisions
- Reclassified two internal employees to higher level positions
- Employed three temporary/project personnel to assist the department and help backfill for the vacant positions



Payroll Team

Team-Building:

- Won the coveted *Best Department Halloween Costume* and *Best Department Halloween Decorations* contests.



HUMAN RESOURCES / RISK MANAGEMENT / EMERGENCY MANAGEMENT

2022 YEAR IN REVIEW

Human Resources

- Negotiated a 4-year MOU with Teamsters Local 911
- Successfully launched new paperless performance management system (Perform) April 2022, created three training guides, held four training sessions, made two major updates to better fit the organization needs
- 243 evaluations completed in Perform
- Updated emergency contact information for all City employees
- Attended two in person job fairs where we made contact with roughly 200 potential employees
- Attended Tyler Conference in preparation of the MUNIS implementation
- Attended NEOGOV Connect conference where the City of Temecula HR staff was asked to provide testimonials which will be featured on the NEOGOV website
- Successfully implemented the Hiring Incentive program for seasonal and hard-to-fill positions
- Successful hiring Incentive results for seasonal staff consist of only 5% of staff leaving before the end of season 2022 versus 30% leaving prior to end of season in the 2021
- Hired 127 employees since January 1, 2022
- Successfully processed 7/1 COLA adjustment for all City employees
- Processed 624 personnel transactions including 78 retirements and separations
- Revised the onboarding/orientation process to be more cohesive and comfortable for new employees
- Updated 23 classification specifications to ensure job descriptions are current, accurate and relevant for recruiting and retention purposes
- Created the *Trades* classification within the Public Works Maintenance Worker series to allow recruitment and hiring of well qualified applicants in specific trades
- Reclassified 24 employees identified as working out of class through the annual reclassification process
- Successfully implemented the Health Flex Contribution (HFC) increase for all authorized employees.
- Conducted a special open enrollment period to coincide with the HFC increase and processed 10 related transactions.
- Organized the first in person Health & Wellness Fair since COVID with participation from 25 benefit partners and wellness vendors and approx. 107 employees in attendance.
- Processed 187 open enrollment transactions.
- Relaunched WSP Committee meetings.
- Successfully implemented a new and enhanced LegalShield and IDShield plan.
- In process of implementing with a new Flexible Spending Account (FSA) and COBRA administrator with a 1/1/23 launch date.
- Developed an improved and streamlined health insurance opt-out/cash-in-lieu process.
- Created an Employee Benefit Overview video to promote and educate employees on benefit offerings.
- Enhanced the Employee Assistance Program (EAP) to include 10 counseling sessions instead of 3 with an implementation date of 1/1/23



Risk Management

- Completed multiple revisions of the COVID-19 Prevention Plan, due to changes in the Cal OSHA Emergency Temporary Standard.
- Preparing a revision of the COVID-19 Prevention Plan to align with the Cal OSHA Permanent Standard.
- Managed multiple COVID cases, work related exposures and outbreaks. As well as many COVID related leaves.
- Continued to use safety training vendor, Safety Center Inc. for in-person safety trainings.
- Continued the Employee Wellness Program in a hybrid environment. Started to develop 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.
- Developed a Hearing Conservation Program with annual hearing exams for all employees who fall under the Cal OSHA regulation. Over 30 City staff had their hearing tested in August to give a baseline for annual testing.
- Continued with Interactive Process meetings for on-the-job injuries. Helping supervisors and employees understand the world of Workers' Compensation.
- City property damage cost recovery revenue is estimated to be \$100,000 for the year.

- Hepatitis A & B Vaccinations were offered to all staff who may have exposure based on their job duties. Exposed staff were offered the vaccinations or have signed a declination to maintain compliance with the City's Bloodborne Pathogen Program.
- Hired a Management Assistant in March 2022 to assist with COVID-19, city training program, agreements, purchasing, A/P and other general office duties.
- Implemented Learn, a cloud-based learning management system with NEOGOV, replacing Target Solutions, the City's previous learning management system. Completed department trainings to ensure a smooth transition between learning management systems.
- Scheduled and facilitated Motivational Speaker, Terrance "Miracle" Minnoy, where over 75 employees attended in-person for personal development and growth.
- Facilitated virtual Crisis De-escalation trainings for over 80 employees over three sessions. Employees obtained knowledge of how to effectively communicate in and recognize situations that could potentially escalate.
- Coordinated over 15 ergonomic assessments of employee's workstations. Reviewed ergonomic reports, ordered, and installed ergonomic equipment. Over 20 employees have been outfitted with ergonomic standing desks in the past year.
- Attended the NEOGOV conference with 4 others from the HR department. Gained additional knowledge on NEOGOV's suite of products and learned about exciting new products and enhancements.
- Attended the National Safety Council Congress and Expo. Participated in safety training classes and networked with other safety professionals.



Office of Emergency Management (OEM):

Field Operations:

Fairview Fire Response:

- Provided support to Riverside County in the establishment of two mass care and shelter sites to support evacuations
- Worked hand-in-hand with the Sheriff's Department and cooperators in developing the evacuation and re-entry strategy
- Attended a Town-Hall meeting in support of pending evacuations of Wine Country
- Provided twice daily briefings to the residents of each shelter
- Provided up to the minute information to the Mayor, City Council, and Executive Staff on the progress of and issues related to the fire

Program Management:

- Worked hand in hand with the California Ranch Company (CRC) to develop an MOU between the two organizations for the sheltering of large animals.
- Awarded a stand-by contract to DRC Emergency Services for Catastrophic Disaster Debris Removal and Services
- *Grant Manager*
 - Successfully closed out the 2 SHSP / 1 EMPG Packages
 - Applied for the 1 EMPG Grant and 1 SHSP grants for upcoming years
- *Internship Program*
 - The 1st graduated intern has secured employment with the Loma Linda University Health System
 - There are currently 3 Interns working with the Emergency Management program and two more pending for early 2023.
- The Emergency Manager continues to build upon future requirements and increasing the budget to meet those requirements.
- Hosted the 2nd Annual Temecula Citizen Corps Volunteer Awards Dinner.
- Developed the Emergency Management Committee to support the delivery of emergency management programs and requirements to the staff.

Training and Exercises:

- Command Central Notify Training (Mass Notification System) – Training conducted for all members of the Alert & Warning Team
- Conducted the following training events:
 - Management Section – Objective Development
 - EOC Activation
 - Public Safety Power Shutoff (PSPS)
 - EOC Activation Exercises
 - Section Specific Training – Finance
 - Section Specific Training – Logistics (Communications)
- Great Shake Out -
 - 9 individual events that took place at multiple city facilities to reinforce the strategies and policies used in planning and unplanned evacuations for an earthquake
- Hosted a Stop the Bleed training event that was open to all City Staff.

Community Engagement & Outreach:

- The Community Preparedness Backpack Program continues to have a positive impact on the community. In 2022 we saw the purchase of over 200 bags to the community.

- Held the 2nd Annual National Preparedness Fair
- Hosted Outreach Booths in the Community during National Preparedness Month.
- Social Media outreach conducted highlighting the preparedness efforts of the city.
- Attended the Temecula Fire Department Mini-Muster.

Communications:

- Continued to host a monthly Communications Check and Inventory of all equipment utilizing the radio communications team of the Temecula Citizens Corps (TCC).
- Continue to work with the Public Information Officers (PIOs) to campaign for additional enrollment into the Reverse 911 system (Temecula Alert) for emergency real time notifications.
- Worked with FEMA to renew City IPAWS (Integrated Public Alert & Warning System) credentials ensuring access to the system for the next three years.

Emergency Operations Center:

- Continued the use of the EOC Action Planning Process for City Sponsored events

Planning:

The following plans have been written over the last year.

- Mass Care & Shelter Plan
- Emergency Operations Plan
- Local Hazard Mitigation Plan
- Continued the role of Grant Manager for the Office of Emergency Management and in support to the Fire Department and CERT Program



TEMECULA FIRE DEPARTMENT

2022 YEAR IN REVIEW

Fire Department:

- Successfully cross trained the field staff to do all types of inspections to make a versatile team.
- Successfully relocated the Fire Explorer and Reserve programs to Fire Station 95 and the program continues to grow.
- Attended training courses this year to help further their advancement in their positions
- Successfully (in cooperation of Riverside County Sheriffs Metro Team, Temecula Code enforcement and building department) continues the Old Town Task force for occupant load checks with the bars/restaurants to ensure all businesses are controlling occupant load, and all businesses continue to operate and provide a Temecula Safe environment for their patrons.

Accomplishments:

- Completed the following projects in the City Fire Stations
 - Performed roof repairs at all Fire Stations and moved them to an annual maintenance schedule
 - Completed the installation of the new generator at Fire Station 73
 - Preparing plans to go out to bid for the renovation at Fire Station 84. The plans are at 90%
- Calls of service for Battalion 15, Temecula Division to date is 9,456:
 - 8 Commercial Fires
 - 856 False Alarm
 - 36 Haz Mat
 - 7,014 Medical Aids
 - 2 Multi-Fam Dwelling Fire
 - 63 Other Fire
 - 91 Other Misc.
 - 463 Public Service Assist
 - 32 Residential Fire
 - 27 Rescue
 - 25 Ringing Alarm
 - 79 Standby
 - 716 Traffic Collision
 - 21 Vehicle Fire
 - 23 Wildland Fire
- One of the bigger accomplishments this year was the re-working of our community outreach programs. We have successfully introduced to the community a few different ways to educate our community on how to be fire safe and prevent fires.
 - The introduction of the brand-new Fire Prevention Inflatable house



- New Mini Muster trials – this will be an annual program and we will also be touring the school district with this program



- Winter Wonderland
- The annual inspection program continues to meet the state mandated inspections and fulfill the requirements of SB1205. Temecula Fire successfully completed 1,036 initial inspections with 447 follow up inspections

- Staff helps to educate business owners when it comes to any violations and how to correct them. We want them to know the importance and safety precautions and why any said items are required to be fixed and/or repaired. We are here to help our community and enjoy doing so.
- New construction and tenant improvement work has been steady throughout the year. The prevention team has pulled together on several occasions to make sure large-scale projects stay on track and continue to work with the contractors to ensure all life safety measures are being met.
- Staff has continued to evolve with the new way of handling plans and contractors, since now everything is electronic. By doing this, we have found it to be much more efficient and are continuing to grow and educate ourselves with all the changes. Contractors like the changes, and it has streamlined the process for all parties.
- Completed to date:
 - 1,693 Fire plan checks
 - 79 Public Works plan checks
 - 3,788 Building plan checks and Planning applications reviewed
 - 4,025 New construction inspections
 - 3,048 Annual inspections
 - 2,401 State Mandated inspections
- We continue to work with the TVUSD to ensure all school staff members that are required to have CPR/First Aid certification receive training from the local first responders.



- In cooperation with Mikel Alford in Emergency Management, and Fire staff, we coordinated training for the Temecula Valley Hospital staff in the Stop the Bleed program.
- The Temecula Citizens Corps is continuing to grow with the support of the City and Chief Crater:
 - Volunteer staff is up to 43 members
 - New uniforms were issued this year to create uniformity
 - 2,500 hours of volunteer work
 - 4 C.E.R.T. classes for Adults and Teens completed



- Completed to date:
 - 294 CPR students
 - 171 First Aid students
 - 143 Stop the Bleed students
 - 14 Basic Extinguisher students
 - 26 Adult Community Emergency Response Team students
 - 42 Teen Community Emergency Response Team students



TEMECULA POLICE DEPARTMENT (RSO)

2022 YEAR IN REVIEW

Accomplishments

- All deputies were outfitted with RATS tourniquets, which allow for one-handed application as opposed to a traditional windlass that requires two hands to apply.
- All deputies were outfitted with new earpieces for use with their Motorola HTs. This improves safety as all radio communication is directed into the ear as opposed to a speaker that others can hear.
- With the trafficking of methamphetamines, heroin, and the deadly threats of fentanyl, and carfentanil impacting our community, we need to quickly identify suspected narcotics in the field to help keep drugs, and drug dealers, off the streets. The Thermo Scientific TruNarc Handheld Narcotics Analyzer enables deputies to scan more than 498 suspected controlled substances in a single, definitive test without ever having to open a suspected package. Purchased Two TruNarc Units.
- Purchased Automated External Defibrillators (AED) for all patrol units.
- A new refrigerator was purchased and placed in the booking area for bottled water.
- Acquired a new vending machine, providing healthy food and beverage options for staff.
- Purchased breaching kits for all patrol units.
- Purchased telescopic ladders for all patrol units.
- Purchased bulletproof blankets for all patrol units.
- Conducted Active Shooter Training for the entire Station.
- Received funding for a new report writing room renovation.
- Remodel of the Old Town Police Department, which will house the Metro Team.
- Relocation of the newly created CORE Team to City Hall.
- Axon Body Worn Camera (BWC) rollout for electronic evidence submission to District Attorney.
- Expanded the Flock Camera System in the city and the unincorporated area of French Valley.
- Criminal Transient Enforcement property placement shelves.
- Placing of Narcan/Kloxxado around the station and substations for fentanyl exposure.
- A very successful and well-attended National Night Out in front of City Hall.

Programs

- Implementation of a city Community, Outreach, Resources, and Engagement Team (CORE). The CORE Team is a premier community-orientated policing and problem-solving unit that develops meaningful and sustainable relationships throughout the

community, and is committed to providing first-class service to promote the city's mission and values to the community. The CORE Team recognizes that community engagement is essential to building a safer and happier city.

- Implementation of the Burglary–Robbery Suppression Team (BST-RST). BST-RST hit the streets in November of 2022. Burglaries are one of the top crimes affecting Temecula and the surrounding areas. To help combat this problem, the Burglary–Robbery Suppression Team was formed to focus solely on burglaries and robberies. They handle all burglaries, vehicle, residential, and commercial. The team of two deputies, two investigators, and a sergeant work together to target the neighborhoods in the contract city of Temecula and the unincorporated areas. They have the expertise and ability to conduct burglary–robbery investigations from start to finish. BST-RST begins with the initial report or by conducting follow-up and then follows through to the arrest of the suspect(s) involved and recovery of the stolen property. They will identify individual burglars and burglary groups and conduct surveillance to gain information on crime trends and patterns. The team is focused primarily on burglary and robbery enforcement efforts.

Services

- Temecula Sheriff's continues to have full law enforcement services at the Temecula Mall Substation and the Old Town Substation at City Hall
- Temecula Sheriff's continues to have a presence and office space at the Community Recreation Center at Ronald Reagan Sports Park

2022 Statistics

Patrol Division

- Total Temecula calls for service – 84,914
- Average response time to priority calls – 7.14 minutes
- High-priority calls for service – 860

Volunteer Services

- Maintained increased Volunteer Forces
- Total Volunteer hours – 7,986

HOT Team

- Incorporated into the CORE Team in MAY 2022
- Outreach Attempts – 78
 - Homeless and SWAG Street Exits – 27
 - Arrests – 322
 - Consistently assisting SET, INV & GTF, and supplementing patrol

METRO Team

- Arrests – 802
- Consistently assisting SET, INV & GTF, and supplementing patrol

Special Enforcement Team

- Search Warrants – 95
- Arrests – 588
- Consistently Assisting METRO, CORE, GTF, INV, and supplementing patrol

CORE Team

- Formed in May 2022
- Outreach Attempts – 10

- Homeless and SWAG Street Exits – 6
 - Arrests – 133
 - Search Warrants – 1
 - Consistently assisting SET, INV & GTF, and supplementing patrol

Investigations

- Cases assigned – 374
- Cases closed – 437
- Cases filed with DA – 47
- Arrests – 47
- Search Warrants – 222

Traffic

- Citations issued – 15,660
- Commercial Enforcement citations issued – 323
- DUI arrests – 380
- DUI Checkpoints conducted – 8
- Injury traffic collisions – 236

Promenade Mall

- Arrests – 165
- Calls for service – 2,469
- Citations





INFORMATION TECHNOLOGY AND SUPPORT SERVICES

2022 YEAR IN REVIEW

Departmental

- 2022 Municipal Information Systems Association of California (MISAC) Excellence in IT Practices Award
- 2022 Nationwide Cybersecurity Review (NCSR)
- Surveillance System Policy Legal Review and Update

Cyber Security

- Completed the Lifecycle of Network Firewalls
- Provided End-user Cyber Security Training Through Email Phishing Campaigns and Cyber Awareness Videos
- Upgraded Enterprise Endpoint Protection (Virus Scanner)
- Antivirus Blocked 6,000 Threats
- Firewall blocked 900 million Threats

Network Infrastructure

- Old Town Wi-Fi Provided Internet to over 44,000 Visitors
- Internet Speed and Wi-Fi Upgrades at Various City Facilities, Including:
 - City Hall
 - Skate Park
 - CRC
 - Patricia H. Birdsall Sports Park
 - MRC
- Support of the City's Phone System
 - Over 157,000 Inbound Calls
 - Over 70,000 Outbound Calls
- ShoreTel Phone System Hardware Replacement
- Reconfigure TCC, Theater and Senior Center Data Closets
- Implemented a New Traffic Network in Conjunction with the Public Works Traffic Division
- Temecula PD Reconfigure
 - New Fiber Run from PD Old Town to Data Center
 - Reconfigured Old Town Storefront to Meet Additional Network Requirements of the METRO team
 - Configure Five Workstations Within City Hall for the Core Team
- Improved network Resilience Adding Redundancy to the Core Switches
- Decommissioning of All Legacy Servers

Tech Support

- Monitor Lifecycle Replacement
- Computer Lifecycle Replacement
- Received Nearly 400 Calls to Helpdesk
- Processed Over 2,100 Helpdesk Tickets Submitted

Enterprise Application Services

- Improved Business License Workflow & Automations
- Applied Major Version Upgrades to Asset Management, Records, and Financial Software Applications
- Built and Configured Infrastructure for New Financial System Implementation
- Designed and Tested Automation for Electronic Permanent Public Records Transfer
- Started Pilot Program for Citywide Microsoft Teams adoption
- Configured Metadata Cleanup Automations for APN Record Search via GIS
- Redesigned Employee Benefit Enrollment Electronic Form
- Participated as Advisors in TVUSD's Career Technical Education "CTE" Information and Communication Technologies Program
- Configured and Tested Permitting & Land Management KPI Executive Insights Tool

Geographic Information Systems (GIS)

- Citywide Beautification Project – Phase I
- Produced Various Maps for Holidays and Special Events
 - Christmas
 - Fourth of July
 - Halloween
 - Rod Run
 - Santa's Electric Light Parade
- Assisted With Mapping and Data Collection for Citywide Projects
 - 79 Policy Area
 - Flock Camera Map
 - Utility Box Art Map
 - Inlets Map
 - Pickleball Maps
 - Zone of Negative Influence (Wildlife Corridor) Maps
 - Vacant Properties Project
 - SMER Maps
 - RTA Stops and Routes
 - Pump Track Exhibits
 - Fiber Optic Cables
 - Blue Ribbon Committee Meeting Maps
 - Council District Map Update
 - Pavement Management 2022
 - Uptown Specific Plan Maps

- Local Hazard Mitigation Mapping/Statistics
- New or Updated Web Maps
 - EOC Dashboard
 - CIP Storymap
 - Weed Abatement App
 - Temecula Benchmark App
 - Park Map Video Flythrough
 - Council District Lookup
 - 3D Old Town Exhibit
 - Activity Guide
 - Temecula Creek Trail Animation
 - Beautification Storymap
 - Am I in the City App
- Outreach
 - ESRI Map Gallery submission
 - GIS Day 2022

Support Services

- Front Reception Services
 - Call Volume
 - Received Over 25,000 Calls
 - Maintained an Average Call Duration of Approximately 1:20 minutes
 - Department Support
 - Supported Finance by Assisting with Business License Renewal Notification
- Central Services
 - Installed 8 New or Replacement Copy Machines
 - Installed a New Plotter
 - Printing services
 - Approximately 2,700 plans and posters printed
 - Approximately 1.4 million copies made
 - Mail and Shipping
 - Processed Approximately 28,000 outgoing USPS mail pieces
 - Delivered Approximately 20,000 incoming USPS mail pieces
 - Delivered Approximately 2,200 packages received via Fed Ex, UPS, and Amazon

Media Services

- Website Accessibility Enhancement
- Completed an RFP for the Old Town Sound System Upgrade
- Television Station Equipment Replacement
- Live Stream Closed Captioning

- Participated as an Advisor in TVUSD's Career Technical Education (CTE) Arts, Media and Entertainment Program
- Video Production – Over 100 videos produced, 50 drone missions flown
 - Public Meetings
 - 46 Board and commission meetings
 - 24 Council Meetings
 - 5 Quality of Life Master Plan Blue Ribbon meetings
 - Special Events
 - State of the City Address support and drone footage
 - State of Tourism Address
 - Mini State of the City Addresses
 - Pechanga Pu'éska Mountain Day
 - Women's Career Conference
 - Virtual College Fair
 - 4th of July Parade
 - Santa's Electric Light Parade
 - 2022 Economic Forecast Cribs video
 - Motivational Speaker - Terrance "Miracle" Minnoy
 - Read Across America
 - Groundbreakings and Ribbon Cuttings
 - Utility Box Art Project Ribbon Cutting
 - Ronald Reagan Sports Park Concession Stand Ribbon Cutting
 - Santa Gertrudis Creek Interconnect Trail Ribbon Cutting
 - Old Town Temecula Creek Walk Ribbon Cutting
 - Wolf Creek Park Mini Pump Track Ribbon Cutting
 - Margarita Recreation Center Groundbreaking
 - TVE2 Ribbon Cutting
 - Las Haciendas Groundbreaking
 - Drone Missions
 - GIS Day - Drone Demonstration
 - City Council Vacant Land Workshop Presentation – 14 Sites
 - 3 Around and About Temecula drone footage
 - 13 weekly MRC Construction flights
 - State of the City/State of Tourism footage
 - Temecula Creek/Walmart Fire Survey footage
 - Temecula Creek Grant Application Footage
 - Sports Ranch at Sommers Bend Completion Footage and Aerial
 - 7 TCSD Events
 - Summer Concert Series
 - Pump Track National Championships
 - Build Your Own Boat Regatta
 - Art and Street Painting Festival
 - National Night Out
 - FIT Fun Color Run

- Ice Rink Timelapse
- Outreach
 - 6 Episodes of Hello Temecula
 - I-15 FVP2 Freeway Closure PSA
 - National Night Out PSA
 - 2022 Council Candidates Forum

Surveillance and Security Systems

- Citywide Surveillance (Ongoing)
 - Installation of cameras at RRSP New Restroom
- Completion of Surveillance Projects at the Park and Ride, Ronald Regan Sports Park, and the Old Town Police Station
- Margarita Recreation Center Surveillance and Security Systems CIP
- Traffic Intersection; Cameras, Fiber, Switching, and Controllers
- One-Way Audio Pilot Project

Library Technology Service

- Support to Patron Computers
- Increased the Speed and Performance of the Library Public Computers
- Lifecycle replacement of all OPACS at the library
- Provided Wi-Fi Service to Over 11,000 Library Patrons







TEMECULA COMMUNITY SERVICES DEPARTMENT

2022 YEAR IN REVIEW

As we approach the end of another memorable and successful year, Temecula's Community Services Department (TCSD) proudly lists the following as examples of how we help create high-quality community pride through people, parks, and programs:

Administrative Services (AS)

- Thoroughly reviewed the Department budget resulting in reduced expenditures and an increase in revenue projections as programs and facilities are now fully operational.
- Initiated meetings with the Division managers to prepare and track expenditures and staffing on a quarterly basis.
- Successfully restructured the Administrative Services process of contract routing which resulted in an increase in accuracy and efficiency.
- Collaborated with Public Works and moved into the project phase of relocating and enhancing the dog park at *Michael 'Mike' Naggar Community Park*.
- Created a searchable database of the *Community Services Master Plan* recommendations.
- Created a Department Grant Submission Calendar.
- In partnership with Community Development, Administrative Services calculated seven Quimby fees for current housing development plans.

Aquatics (A)

- Served over 140,000 patrons between all three pools; taught over 4,000 swim lessons; 103 special needs swim lessons; 15,515 lap swimmers; provided exercise classes to over 1,400 participants; and taught Lifeguard, Lifeguard Instructor, and Water Safety Instructor classes to 167 participants:
 - Grand Total: 141,196 (including spectators and rental groups)
 - Youth Swim Lessons: 4,047
 - Adaptive Lessons: 103
 - Lap Swim: 15,515
 - Water Exercise: 1,416
 - Public Swim: 13,524
 - LG / WSI / LGI Classes: 167
- Swim Lessons:
 - Provided a record number of over 4,100 swim lessons to participants of all ages and abilities.
 - Partnered with *First 5 Riverside* to provide swim lesson scholarships to 86 children ages 5 and under from low-income families.
 - Brought *Adaptive Swim Lessons* back to their pre-COVID operation and provided swim lessons to 103 children with special needs.
- Classes:
 - Reintroduced the *Introduction to Water Polo* class with 57 participants who learned the basics of water polo through an eight-week class.

- Offered 57 water exercise classes including Aqua Fit; Deep Water Aerobics; Water Walking; Aqua Combo; Shallow Water Aerobics; and Aquacise to 1,416 participants.
- Maintained a lap swim lane reservation system enabling patrons to reserve and pay online.
- Successfully moved programming from *Chaparral High School (CHS)* to *Temecula Valley High School (TVHS)* for the summer season due to major renovations at the *CHS* location. *TVHS* was used for swim lessons, lap swim and swim team.
- Provided a record number of 19 *American Red Cross* courses for staff and community members, including Lifeguarding; WSI; Lifeguarding Instructor; and Title 22 Advanced First Aid.
- Staffing:
 - Successfully staffed the *Eagle Soar Splash Pad* located at *Michael 'Mike' Naggar Community Park* since March, with total attendance over 35,000.
 - Hosted Temecula's third *Aquatics Hiring Workshop* to share job opportunities in the Aquatics division with teens and parents. 33 potential employees (and their parents) attended and learned about the hiring process, work environment, and the benefits of working at the City of Temecula.
 - Hosted *Aquatics Tryout Clinic and Practice Days* to help improve applicant's skills and let them experience a mock tryout with feedback (43 participants).
 - Hired 33 new team members who joined 43 returning team members in May 2022 and had a full staff of 76 for the summer season.
 - Created *Bring a Friend to Work Day* for current team members to bring potential employees to work, experience the environment, and create a connection to help with recruiting efforts.
 - Staff completed over 5,000 hours of training throughout the year. Training topics include water rescues, CPR, using an AED, administering emergency oxygen, treating sudden illnesses, taking a patient history, advanced first aid, spinal injury management, head injury protocols, general policies and procedures, mandated reporter training, workplace practices training, swim lesson instruction, and emergency management.
- Volunteers:
 - *Junior Lifeguard Program* held for two different age groups this summer. Students in the 10-13 age group received certifications in *Junior Lifeguarding* and *Longfellow Whale Tales Water Safety*. Students in the 13-16 age group assisted with swim lessons and were certified in *CPR/First Aid* and *Water Safety Instructor Aid* (53 total participants).
 - Brought the *Swim Buddy Program* back after a pause during COVID and had 52 volunteers assist with *Adaptive Swim Lessons*.
 - *Junior Lifeguards* and *Swim Buddies* volunteered over 2,800 hours assisting with public swim and swim lessons.
- Presentations:
 - Assisted with a large-scale *Sidewalk CPR* event at *Great Oak High School* on April 20, 2022 (with Matt Hayes, Mikel Alford, *FIRE*, and *Temecula Valley Hospital*) to teach over 500 high school students basic CPR.
 - Conducted presentations about water safety at *Safety Town* – an interactive safety-awareness course for children put on by *Temecula Sunrise Rotary*. Staff conducted four 30-minute presentations for approximately 80 children.

- Conducted water safety presentations for over 500 children ages 1 to 5 years old at *ABC Childcare Center* and *ABC Village*. The small group presentation used song and dance to introduce valuable water safety information.
- Special Events:
 - Hosted the first annual *Water Safety Event* at the Community Recreation Center to educate community members about water safety. This event was held on Friday, May 27, 2022, with over 150 participants and was put on in collaboration with the *Inland Empire Water Safety Task Force*; *Stop Drowning Now*; *CalFire*; and *Temecula Valley Hospital*.
- Awards:
 - Earned *2022 Best of Aquatics for Excellence in Lifeguard Management* from *Aquatics International Magazine*.



Arts, Culture & Entertainment (ACE)

- Successfully solicited, curated, and implemented the first phase of Temecula's comprehensive Public Art Program, the *Utility Box Art Program* in Old Town Temecula, featuring 20 Utility Boxes decorated with 24 art pieces.
- Offered the community seven new *Emerging Artist Murals* featuring large-scale, temporary installations by local artists with diverse topics: *Martin Luther King's "I Have a Dream" speech*; *Earth Day*; *Animals of the Temecula Valley*; *America The Beautiful*; *Fall Colors*; *Grandpa's Wisdom*; *Native American Heritage Month*; and *Christmas Around The World* (included a community paint component).
- Organized a *Temecula Valley Unified High School Student Art Showcase* and Reception displayed at the CRC.
- Organized the *15th Annual Ralph Love Plein Air Competition* exhibit and reception to an online format with a record 24 artists contributing 31 beautiful artworks featuring their artistic view of landscapes of Temecula.
- *Temecula Cultural Arts Map* acknowledged with a *Marketing and Communications Award of Excellence* and participated in a *Best of the Best* event at the *2022 CPRS Annual Conference* in Sacramento, CA.
- Worked with ITSS / GIS Division to develop virtual maps detailing the *Old Town Temecula Utility Box Art Program* and the City of Temecula's *Public and Cultural Arts* locations.
- Worked with TCSD's Community Outreach Division to create a Scavenger Hunt in conjunction with the Old Town Temecula *Utility Box Art Program* project, and to create an *Agents of Discovery* online game.
- Offered the monthly First Fridays' *Art Off The Walls* in The Gallery at The Merc and The Lot on Main and successfully transitioned oversight from TCSD's Special Events Team back to TVM's ACE Team operations beginning in April of 2022. Since then, a total of

111 total artist booths (an average of 14 per event) were used for various artists to display and sell their work at no cost to the artists.

- Coordinated 27 art gallery installations at *Ronald H. Roberts Temecula Public Library*; *Civic Center Gallery*; *The Gallery at The Merc*; and *Temecula Valley Museum Rotunda Gallery*.
- Conducted Art Gallery receptions, operating in conjunction with *Art Off The Walls* for various artists to showcase their talents, including nine individual artists and three artist groups, including *Dorland Mountain Arts Colony*, *Temecula Valley Arts League*; and *Temecula Creates City of Temecula Art Instructors student art at The Merc*.
- Offered the first *Temecula Street Piano Experience* to Old Town Temecula visitors and patrons attending *Art Off The Walls* (November 2022).





Community Recreation Center (CRC) & Ronald Reagan Sports Park (RRSP)

- Community Recreation Center (CRC):
 - Worked with PW/CIP Division to coordinate temporary closure in October 2022 to prepare for renovations to the building (November 2022 – April 2023).
 - Improvements to the building include a new roof, new flooring throughout the facility, improvements to the kitchen, and some ADA upgrades.
- Teen Zone:
 - Theme Box: The Teen Zone curated monthly theme boxes all year. Boxes include crafts, activities, and games for teens to complete independently.
 - Teen Zone memberships continued to increase this year.
 - The Teen Zone extended its Teen Zone hours to 8:00 pm on weeknights.
 - Teen Basketball reopened this year, and it was a huge hit.
 - The Teen Zone moved to the *Ronald H. Roberts Temecula Public Library* in October due to the CRC closing for renovations. CRC Staff continued providing crafts, games, and activities for Teens on Tuesdays at the Library.
 - On Thursdays, Teen Zone was held at the Skate Park, where staff engaged with the kids playing outdoor games and activities.
- Summer Day Camp (SDC):
 - Operated filled-to-capacity *SDC* from June 6 – August 12, 2022, with 120 daily campers (ages 6-14) and 30 volunteers engaged in recreation activities such as crafts, sports, games, swimming, field trips, camp Olympics, and a camp carnival. It was a successful summer.

- Color Run:
 - The CRC hosted the 6th Annual F.I.T. Fun Color Run at the Ronald Reagan Sports Park (September 25, 2022), the Valley's most fun 5k Run with music and color stations throughout the course; a kid's 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):
 - TSP hosted bi-monthly Scooter Jams that featured prize drawings, music, and refreshments for ages 17 and under.
- Response to COVID-19:
 - Continued partnership with Riverside County Public Health and Curative to provide free COVID-19 testing at the Ronald Reagan Sports Park. CRC staff coordinated parking and signage. This program went from January – October 2022.
- Rentals and Classes:
 - Rentals for City-sponsored groups and private groups resumed this year at the CRC.
 - Continued to offer contract classes as well.



Community Outreach (CO)

- Earned Temecula 2022 DigiFest Honorable Mention and People's Choice Award for Temecula's City Founders Website Design/Professional Category.
- Produced and launched four episodes of *Around & About Temecula*:
 - 7,000+ Facebook, Instagram, and YouTube total views to date for Episodes 24 through 28.
 - 70,000+ Facebook, Instagram, and YouTube views to date for all 28 Episodes.
- 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. They have received a combined 9,641 views on Facebook, Instagram, and YouTube.

- Increased TCSD Facebook Followers by 34%, to 5,636.
- Increased TCSD Instagram Followers by 40%, to 5,362. TCSD's Media Team began posting on Instagram daily, as this platform has been growing in popularity.
- Facebook Reach: 119,584 (+36.7%) Instagram Reach: 122,628 (+122.7%)
- Created 48 successful Instagram *Reels* increasing viewership and follows (over 243,000 Views).
- Created 171 *Stories* increasing viewership and follows (over 75,500 Reaches).
- Assisted, created, edited, and issued 65 Press Releases, keeping residents up to date on all virtual, hybrid, and in-person events, programs, and activities.
- Team TCSD's collective efforts are focused on introducing and promoting the NEW Special Event: *Temecula CultureFest* throughout MAR-APR-MAY 2022 with a comprehensive, branded promotional campaign including a new logo created in-house.
- Successfully released *Path of Honor* Social Media Campaign resulting in 42 new Veteran pavers being inducted into the path, breaking the previous year's record of 36.
- Successfully released *Military Banner* Program Social Media Campaign resulting in 25 new Military Banners being inducted to the Military Banner Program outside the Civic Center.
- Community Outreach Team presented a *California Park & Recreation Society (CPRS) Webinar* (July 2022) with 51 participants from cities and counties all around California and received positive feedback. Scheduled to present this education session in-person at the Annual *CPRS Conference* in San Diego (April 2023).
- Attended numerous 2022 special events setting up a *Community Outreach Booth*. Events included, three Summer Concerts, F.I.T. Fun Color Run, 6th Anniversary of Vail Headquarters hosted by the *Temecula Historical Society*, and more. These booths allow us to have face to face interaction with our community.
- Created and presented Sister City *Miss You* video to our friends in Daisen, Japan. They loved the video and aired it on their social media outlets in Daisen to help promote the program until we can all meet again (February 2022).
- Produced and provided 2022 *TCSD Homeless Outreach* video for Temecula's *State of the City* as requested by the City Manager's Office (May 2022).
- Created another two episodes of the *Temecula Alumni Series* featuring Mayor Matt Rahn; Former City Council Member Mike Naggar; and Senator Jeff Stone (May 2022).
- Created video to honor 2022 *Path of Honor* paver inductees with an introduction by Mr. Michael Bircumshaw, program Executive Director (November 2022).
- Processed and served as liaison for *IE Film Permit* at Temecula's *Pump Track for Shooters Films LLC (Yvolution: Velo Bikes Commercial)*.
- Created a Temecula Community Services Social Media Policy to streamline Departmental communication with the public and to ensure professionalism and consistency. This policy will operate under the City of Temecula's Social Media Policy, but with specific guidelines for TCSD and the divisions that use Social Media outlets.
- Designed logos for various Departments and Divisions including: *Temecula CultureFest*; *Temecula Employee Wellness Fair: Power Up* (Human Resources); *Temecula Welcome Center*; and *Temecula Adult Sports Leagues* (basketball and kickball).
- Supported various Divisions in graphic design, branding, and marketing materials promoting programs and activities, including numerous social media posts, flyers, posters, eblasts, logos, websites, brochure design, and invitations.
- Secured \$2,000+ in Sponsorship donations for 2022 *F.I.T. Fun Color Run*.



Contract Classes / Recreation Software / Activity Guide / Jefferson Recreation Center / Harveston Community Park Room (CC / RS / AG / JRC / HCPR)

- Contract Classes:
 - Successfully programmed 3,800 *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 11,500 participants attended a *Contract Class* throughout the year.
 - Approximate revenue generated from *Contract Classes* was \$1,000,000.
 - Continued with COVID recovery efforts to bring back *Contract Class* programs cancelled during the pandemic.
 - Managed instruction and performance of 30 *Contract Instructors* throughout the year.
 - Hired the following new *Contract instructors* to teach programs:
 - Robert Bryant – *Youth & Adult Tennis*
 - Heidi & Ken Betts – *Youth Tennis*
 - Lauren Gillmore – *Stroller Strides*
- 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 new *Sports Ranch @ Sommers Bend* for field reservations to the software system.
 - Added two new locations available for lap swim reservations at *TES* and *TVHS* pools.
 - Effectively and efficiently processed online and in-person transactions as follows:
 - Approximately 55,000 transactions were processed during the calendar year.

- Software system successfully processed \$2,700,000 of department revenue.
- TCSD Activity Guide / Marketing:
 - Improved the overall branding and design style of *Contract Class* flyers, e-mail blasts, and Social Media campaigns.
 - Successfully designed and distributed 52-page *Summer/Fall 2022 and Winter/Spring 2023 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 700 classes for the community at this location.
- 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 this community at the location.
 - Started CIP discussions for future renovation of the *Harveston Community Park Room* due to increased demand for programming at this location.

Homeless Outreach (HO)

- Conducted 2022 Riverside County PIT Count, resulting in an official homeless count of 28 unsheltered individuals, resulting in the largest decrease (53%) in the County.
- Participating in the 2023 Riverside County PIT Count planning process.
- Successfully assisted 76+ individuals exiting Temecula streets in collaboration with *CORE Team*; *Social Work Action Group (SWAG)*; and *CMOH*/other non-profit partners.
- Cleared over 60 dangerous & unhealthy encampments in coordination with Public Works and Code Enforcement.
- Assisted 15 families utilizing \$27,817 of *CDBG* funded financial assistance as part of *Homeless Prevention and Diversion Program*.
- Utilized *CDBG-CV* funding to launch Temecula's first *Bridge Housing Program*.
- Assembled and distributed hygiene kits to homeless individuals throughout the City of Temecula.
- Hosted In-Reach Event at Temecula's *Help Center* to connect homeless clients directly with service providers.
- Coordinated monthly collaborative meetings at *Help Center* with *SWAG*; *CORE*; *Community Mission of Hope (CMOH)*; and *Project TOUCH*.
- Negotiated with *RUHS* to provide a full-time mobile crisis management team to assist homeless and vulnerable residents with mental health crisis services, at no cost to the City beginning in early 2023.

Inclusive Services (IS)

- Throughout the year staff planned events, meetings, and activities for *Inclusive Programs*:
 - *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*.
- *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 November 2022 Food Drive.
 - YAC assisted in the annual *Health & Community Resource Fair*.
 - YAC participated in *Earth Week* through *Adopt-A-Park* services.
 - YAC assisted with sports and activities at the *Inclusive Social Skills Program* at *Friendship Park*.
 - YAC partook in a *Resume Workshop* and learned how to build a strong resume.
 - YAC facilitated the *Quality of Life Master Plan Blue Ribbon Teen Focus Group*.
- *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 supported 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*.



Mary Phillips Senior Center (MPSC)

- Served on average over 1,250 meals monthly as congregate *Senior Meals*. This is more than one-and-a-half times the amount served monthly pre-pandemic.
- *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 2022 at the MPSC accommodated 1,625 participants.
- *Health & Community Resource Fair*:
 - Over 100 health and wellness vendors provided resources, screenings, and giveaways to community members.
 - This year the *Health & Community Resource Fair* featured Open Streets for all to enjoy walkable areas, bicycle-themed activities, demos, and booths.
 - Rewarded sponsorship funds from *Inland Empire Health Agency*.
- MPSC conducted the *Loma Linda Senior Needs Assessment* Focus Group as a part of the *Temecula Sunrise Rotary* grant opportunity.
- Monthly Health Screenings:
 - 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.
- Earthquake & Emergency Preparedness Kits:
 - Free Earthquake & Emergency Preparedness Kits were distributed to all the MPSC seniors who participated in the annual Earthquake Drill.
 - The kits came from the City of Temecula's Emergency Operation Center and were sponsored by the *Veterans of Foreign Wars California Motorcycle Club*.
- Thanksgiving Baskets:
 - A total of 65 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.
- Be A Santa To A Senior:
 - *Rotary* will also provide gifts for over 80 seniors.

- 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 the *Palm Springs Aerial Tramway* and *Art Museum*; *Orange County Fair*; *Bates Nut Farm*; *Carlsbad Flower Fields*; 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).
- Offered *AARP Tax Aide Services* (through April 15, 2022).
- Public Works secured EOS grant funding for the installation of an MPSC Emergency Generator. During an unplanned outage, the MPSC was opened to the public after hours
- During the *Fairview Fire*, MPSC provided a resource pamphlet and emergency tools to the senior community. MPSC Team provided staff support at the Emergency Shelter as well as transportation services as an option.
- Restored and expanded staff led recreation and enrichment programs at the MPSC such as *Get Active Program*; *Intergenerational Tech Program*; *Visual Arts*; and *Social Fridays*.
- Chuck Washington, Third District County of Riverside Board of Supervisors, sponsored 50 *Western Eagle Foundation* Food Vouchers to the senior community.
- *CA Department of Food and Agriculture* provided MPSC with 60 Farmers' Market Vouchers as part of their *Senior Farmers' Market Nutrition Program*.
- Provided various community presentations on Senior and Inclusion Services which included the *Temecula Rotary*; *Chamber of Commerce*; *Department of Rehabilitation*; *Temecula Valley Unified School District*; and *Inland Regional Center*.



Old Town Temecula Community Theater (OTTCT) / The Merc (TM)

- Entertained 43,607 visitors since January of 2022.
- Hosted a total of 307 performances with average attendance percentages of 55% (Theater) and 75% (The Merc) January through November 2022; Presented 5,619 performances for a grand total of 878,847 patrons (since opening in 2005).

- Nearly 50 Active Temecula Theater Volunteers serving at the Theater and The Merc.
- Over 23,800 patrons reached via monthly/weekly e-blasts (32% average open rate).
- The Temecula Theater hosted the City of Temecula *Youth Musical Theater* in their annual winter and summer residencies: *Footloose The Musical* (January 21-23); *Beauty and The Beast Jr.* (January 28-30); *13 The Musical* (June 24-26); and *Seussical Jr.* (July 1-3); All sixteen performances were sold out with approximately 5,281 patrons in attendance.
- Celebrated *Black History Month* by providing various impactful virtual presentations on our social media pages including:
 - Cellist Anita Graef's virtual classical concert; the inspirational performance presented by *Be Exalted Praise Dancers*.
 - A moving presentation of Dr. Martin Luther King Jr.'s *I Have a Dream* speech, recited by local community member, Christopher Warren.
 - *Temecula Presents* partnered with the Temecula Valley Museum to present a live dance performance by *Hiplet Ballerinas* (February 19, 2022), a multi-cultural dance group from Chicago combining hip-hop and ballet to create stunning sold-out performances with 343 patrons in attendance.
- *Temecula Presents' Student-Led Arts Education Internship Program* concluded its fourth annual production with *The Wizard of Oz* (February 25, 26 & 27, 2022). All four performances sold out with 303 patrons in attendance.
 - Auditions for *Alice In Wonderland* occurred (November 2022), and participation in this free, equitable, diverse, and inclusive program continues to increase since inception in 2018.
- The Merc continues to offer star-quality performance 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); and *Stand-Up Comedy @ The Merc* (Last Saturday). Welcomed a new series *Brazilian and Latin Jazz @ The Merc* (3rd Thursday); The Merc also offers free art exhibits and more!
- Hosted *TEDx Temecula* (September 24, 2022) Annual Conference: *FutureTense*, marking the eighth year Temecula's Theater has served as the official venue for *TEDx* speakers to inspire audiences of all ages.
- Old Town Temecula Community Theater celebrated the 17th Anniversary since opening on October 4, 2005. *Temecula Presents* launched the 2022-2023 Season with a top-notch line-up. *The Long Run: Eagles Tribute* (September 29, 2022); *Déjà Vu: Crosby, Stills, Nash and Young Tribute* (September 30, 2022); *Taylor Made Tapestry: James Taylor and Carol King Tribute* (October 1, 2022). We entertained nearly 900 patrons during our Theater's annual celebration.
- *Temecula Theater Family* welcomes *Backhausdance*, led by artistic director and founder Jennifer Backhaus, as our new resident dance company; *Backhausdance* opened our Dance Series on November 19, 2022, to an enthusiastic audience.
 - *Temecula Theater continues to engage our community with 90-minute, free master dance class* taught by our professional dance company in residence. Jennifer Backhaus will return to host *Reverb Tap Company* (January 7, 2023); and *Ririe-Woodbury Dance Company* (April 29, 2023).
- Theater Technology Upgrades, Improvements, and Innovations:
 - Implemented new video system to record our theater performances.

- Deep cleaned Theater and The Merc interiors with paint and improvements.
- Installed new arm rests on the audience chamber chairs.
- Framed, dry walled, and painted former projection space, now used for storage.
- Theater crew continues to maintain equipment with quality repairs to support the aging system.
-



Ronald H. Roberts Temecula Public Library (RHRTPL)

- This year marks 16 years of Library service to our community at the *Ronald H. Roberts Temecula Public Library*:
 - Door Count 212,574
 - Hours Open 3,000
 - Circulation 563,841
 - Self-Checkouts 131,258
 - New Patrons 5,253
 - Added Items 8,574
 - Volunteer Hours 13,357
- Completed and submitted award application for the 2023 *National Medal for Museum and Library Service* – *Ronald H. Roberts Temecula Public Library* was nominated by Congressman Darrell Issa (November 2022). Winners will be announced in Spring 2023.
- Served as a Voting Center – Consolidated General Elections (June 8 & November 8, 2022). Facilitated drop-off ballots for a month plus four days of in person voting. Library was closed on November 8, 2022 for in person voting only due to heavy voter turnout.
- Facilitated Group Tours – Special Needs group from Murrieta and Senior group from the *Mary Phillips Senior Center* (November 16, 2022).
- Hosted Blood Drive – in the library parking lot (November 21, 2022).
- Inclusive Volunteers – *Care-Rite* provides special needs adult volunteers five mornings a week to help the library with cleaning book covers, shelving children’s easy books, and DVDs.
- Wi-Fi – Upgraded speed and access points throughout the building.
- 160 children participated in the library’s virtual 2022 nature-themed *Summer Reading* program: *Read Beyond the Beaten Path*. *This was once again the highest participation of any library in the Riverside County Library System.*

- 1,381 awards were earned by 794 children who participated for six weeks in the *In 'n' Out Cover-to-Cover Reading Program*.
- 2022 brought in-person programming at the library back to full swing:
 - Youth staff provided 177 early literacy Storytimes for pre-readers.
 - 114 Family Programs ranging from *May the Fourth be With You* to a *Dia del los Muertos* celebration were attended by 5,385 people.
 - *Authorfest*, featuring local authors of children's books, was attended by 120.
 - The Cuban Missile Crisis came alive for children reading Countdown and building *LEGO* bomb shelters at our *Books and Bricks Club*.
- Youth staff provided outreach and storytelling at local Halloween festivals, school literacy nights, and at the *Perris Railway Museum* for *Mattel's A Day Out with Thomas*.
- Temecula families picked up free organic seed packets, planted and tended home gardens, and cooked healthy family meals together thanks to our *Little Sprouts Seed Library*. This program has been so successful that it has expanded to libraries in San Diego and Los Angeles counties.
- 135 teens signed up for the six-week long 2022 *Summer Reading Program: Read Beyond The Beaten Path*. During those six weeks, five in-person teen programs were held at the library, which brought in 42 participants. Over 60 books were awarded to teens as prizes.
- Teen Services Librarian hosted 14 in-person programs that promoted STEM, socialization, and creativity:
 - *In Snap Circuits Lab*, teens were able to learn about circuitry and concepts from programming.
 - *De-Stress with Donuts* returned by popular demand to give teens a chance to socialize and unwind during back-to-school season.
 - Teens got creative as they decorated pots during *Garden Art*, then took home pollinator friendly seeds to plant in them.
- The Temecula *Teen Library Council* resumed this year after a hiatus. Participating teens partnered with the *Friends of the Temecula Libraries* throughout Temecula. Members of the council also partnered with the Temecula *Youth Advisory Council (YAC)* to implement an annual *Holiday Food Drive*.
- Emergency Earthquake Drill participation in the *Great Shakeout Earthquake Drill*. *RHRTPL* is the only library in *RCLS* to implement an *Emergency Evacuation Plan* that includes staff training (October 4, 2022).



Sister City (SC)

- Facilitated a student art exchange between Temecula Youth and Daisen Seniors, and created an exhibit *Cultural Connections* at the Temecula Valley Museum (on display December 2022 through January 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 January of 2022.
- 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.
- Received and distributed gifts from *Daisen Sister City Association*, sent in fellowship and in celebration of Christmas.
- Opened a dialogue between *Temecula Sister City Association* and *Sister City International* regarding researching a potential new Sister City.

Cultural Connections

Temecula and Daisen Art Exchange

An exhibit featuring art from a cultural exchange between artists from Temecula and artists from Temecula's Sister City of Daisen, Japan. The artwork includes two different traditional Japanese art forms: E-tegami & Chigiri-e.

December 9, 2022 - January 22, 2023



TEMECULA VALLEY
MUSEUM

Temecula
Community Services
Department

TEMECULA
ARTS & CULTURE

28314 Mercedes St.
Temecula, CA 92590
951) 694-6450
TemeculaValleyMuseum.org

Special Events (SE)

- Successful and safe *Teen Egg Hunt* (350 attendees) and *Easter Egg Hunts* (6,000 attendees) at three park sites.
- Planned, programmed, and implemented the first annual *Temecula CultureFest* with over 5,000 attendees.
- *Temecula Rod Run* with amazing weather, sold-out parking and over 50,000 spectators over two days.
- *Memorial Day Remembrance* concert presented by the *Temecula Valley Symphony* with 400 attendees.
- Hosted seven *Summer Concerts* with over 600 attendees weekly.
- Celebrated July 4th with an Old Town Parade (4,000 attendees) and a well-behaved crowd of 28,000 enjoyed the live music, vendors, fun zone, and fireworks at the *Ronald Reagan Sports Park*.
- Partnered with *RSO* to host the first annual *National Night Out* with over 350 attendees.
- Sold out *Build Your Own Boat Regatta*.
- Annual *September 11th Remembrance* at the *Duck Pond* with 150 attendees.
- Partnered with Office of Emergency Management and Fire for the annual *National Preparedness Fair* with over 300 attendees.
- Annual *Art & Street Painting Festival* moved to September and partnered with *Bigfoot Graphics* for the first *Cartoon-apalooza!* with over 3,000 attendees.
- Annual *Halloween Carnival* with games and activities in Old Town welcomed 5,000 attendees.
- Annual *Temecula Special Games* with 300 attendees.
- Hosted an *MRC Demo Day* for City Council Members.
- *Carnival of Music Concert* by the *Temecula Valley Symphony* entertained 200 attendees.
- Held MRC groundbreaking event with 35 attendees.
- Assisted Public Works in celebrating *Arbor Day* with 100 attendees planting trees at numerous park sites.
- Annual *National Trails Day* event brought 40 attendees.
- First in-person *Juneteenth Celebration* with over 500 attendees.
- First *Moonlight Movie in the Park* at *The Sports Ranch at Sommers Bend* brought out 350 attendees.
- First Annual *Open Streets* event combined with the *Health and Community Resource Fair*.
- Presented Annual *Patriotic Salute to Veterans* recognizing our *Military Banner* recipients and a concert.
- *Winterfest* including *Christmas Tree Lighting* at the Duck Pond; *Santa's Electric Light Parade*; *Holiday Home Bike Tour* with Mayor Pro-Tem Schwank; *Temecula On Ice*; new Old Town holiday decorations; Santa visits at *Pennypickle's Workshop*; and *New Year's Eve Grape Drop*.
- Partnered with *RTA* to host the *Route 55 Trolley Ride Along* with 150 attendees.
- Supported *TVUSD* at their annual *TVUSD Appreciation Lunch* at *Temecula Valley High School*.

- Provided staff support for the annual co-sponsored *USA Pump Track Championship; Reality Rally; and Old Town Temecula Outdoor Quilt Show.*
- Hosted the following ribbon cutting events:
 - *The Sports Ranch at Sommers Bend Grand Opening.*
 - *Long Canyon Creek Mini Pump Track (100 attendees).*
 - *Old Town Creek Walk (100 attendees).*
 - Long-awaited *Santa Gertrudis Creek Trail (200 attendees).*
 - *RRSP Concession Stand* attendees enjoyed the ceremonial first flush and gold plungers (40 attendees).
 - *Wolf Creek Pump Track (100 excited attendees).*
 - *Utility Box Public Art Project* in partnership with the Arts & Culture Division.
- Staff assisted in painting Veterans Pavers at the *Letters Home Memorial.*
- Conceived, staffed, and opened the new *Temecula Welcome Center.*
- Over 18,700 patrons attended workshops, birthday parties, wedding receptions, etc. at the Temecula Community Center, Conference Center, and Picnic Shelters.
- Managed COVID Vaccination and Testing agreements.



Sports (S) / Park Rangers (PR)

- All parks running at full capacity (baseball, softball, soccer, football, pickleball, rugby, etc.).

- Estimated over 11,500 participants/spectators monthly.
 - *The Sports Ranch at Sommers Bend* opened in February 2022.
- Successfully integrated the new facility into our programming schedule with the park being consistently booked with activities since opening.
 - *Patricia H. Birdsall Sports Park* and *The Sports Ranch at Sommers Bend Tournaments*:
 - 39 baseball/softball tournaments (every available weekend filled).
 - Two soccer tournaments.
 - Average of 20-25 rental groups monthly.
 - Accommodated 4,500+ recognized youth league participants.
 - Accommodated local recognized youth basketball league, *TYBL*, at our CRC gym for their Winter 2021-2022 Season.
 - Adult Sports (City-run) leagues growing and thriving.
- *Adult Softball League* moved to new home fields at *Sommers Bend* and successfully completed both Spring and Fall Seasons operating at full capacity with five separate divisions.
- 300% growth of our *Adult Basketball League* with the implementation of additional Seasons in two separate divisions.
- Introduced new *Adult Kickball League* with amazing results in the inaugural Fall Season with a possibility of adding an additional division.

Temecula Valley Museum (TVM)

- Museum attendance figures rebounded considerably from COVID-19 shutdowns, successfully serving 18,972 a total of patrons from December 2021 through November 2022 through our exhibits, field trips, programs, and outreach. The Museum's website visits totaled 30,362 for the same period, and we enjoy 1,074 Facebook and 1,079 Instagram followers.
- Successfully operated *TVM Store* in 2022 resulting in over \$5,172 in revenue over the period with a total of \$19,772 in revenue since operations began.
- Hosted 19 field trip tours with a total of 909 patrons, including three Adult Special Needs groups.
- Sponsored *Annual Celebration of American Black History with a Hiplet Ballerina* dance performance in conjunction with the Old Town Temecula Community Theater and curated an exhibit featuring portraits of favorite *American Black History* role models created by local elementary students.
- Created a special exhibit celebrating the lives and legacies of *Jimmy & Peg Moore, Temecula City Founders*.
- Successfully installed one rented temporary museum exhibit: *Cloth as Community: Hmong Textiles in America*.
- Created five in-house exhibits, with diverse topics such as *Anime Temecula*; *Art of Rug Hooking*; *History in Your Pocket* featuring items from the Museum's repository; *Ancestry and Animals* featuring local artist Hajime Ohno's beautiful paintings; and *Cultural Connections* featuring art from Daisen, Japan, and the local community.
- Offered our most popular monthly program to date, *Second Saturday Cultural Celebration* with a total attendance of 1,507 patrons from December of 2021 through November of 2022 and continued to offer our *Second Saturday At Home* programming for online patrons.
- Conducted the annual *3rd Grade History Contest*, with 11 entries from four schools.

- Offered morning and afternoon sessions of *Culture Quest Summer Camp*, with both sessions sold out with waiting lists to attend.
- Recruited tour guides and provided training events resulting in three new potential tour guide volunteers.
- Participated in TCSD's Special Events Division's inaugural annual *Temecula CultureFest*, with a booth featuring *Second Saturday Cultural Celebrations* and crafts for children.
- Participated in TCSD's Special Events Division annual *Juneteenth* Event with a booth featuring educational materials regarding the meaning of the event and fun crafts for children.
- Created educational materials for the *Temecula Valley Woman's Club Art & Education Room*, featuring activities and games that focused on *American Black History*, *Juneteenth*, *Animals of the Valley* and the art of *Keith Herring*, *4th of July*, *Native American Heritage Month*, and much more.
- Successfully assisted the public with seven historical research requests and provided photography from our collections if needed.
- Worked with ITSS / GIS Division to develop virtual maps detailing the *Old Town Temecula Historic* locations.
- Successfully transitioned Museum collections software to an online format, and currently preparing to offer select collections to the public for free through the website.
- Redesigned the Museum website with plans to go live in early 2023.
- Received and accessioned two significant *Erle Stanley Gardner Collections*: one of Temecula author's law books plus memorabilia, and the other of rare personal documents. We also received a collection of rare documents from the estate of author Tom Hudson, and a collection of beautiful watercolor paintings from the estate of Temecula resident and accomplished painter Sharon Ross.
- Assisted *Temecula Valley Museum, Inc.* non-profit in receiving \$500 grant to fund a new Walking Tour Audio System that will allow socially distanced walking tours.
- Assisted *Temecula Valley Museum, Inc.* non-profit in their Arts and Crafts fundraising *Bazaars* in May and October.
- Completed a *Collections Assessment for Preservation (CAP) Grant* and received an assessment (\$7,800 value) of Temecula Valley Museums collections operations and procedures.



Workforce Development (WD)

- *Internship/Fellowship Program* offered internships/fellowships to undergraduate and graduate college students, as well as high school graduates looking to gain experience or simply get involved with their local government. The program is designed to expose students to the workings of the local government, gain hands-on project experience, expand their problem-solving skills, and develop personal and professional networks. Internship opportunities include work on community programs which help develop workforce skills such as project management, budget management, office professionalism, and communication skills.
- *Youth Innovators Program* has held 33 meetings with up to 19 high school students from the Temecula area. In addition to their meetings, they have planned and hosted the following programs this year: *Junior S.T.E.M.*; *Leadership Academy*; *Youth Entrepreneur*; *Rocktober 2022*; and the *Young Women's Career Conference*. *Youth Innovators* also had several members volunteer for other City events such as the *College & Vocational Fair*; *Health & Resources Fair*; and *Medical Resident Career Fair*.
- *Auto Externship* placed seven Externs with five auto dealers in Temecula. This program continues to hire externs for full-time employment.
- *Future Physician Leaders Program* mentored local, college-aged prospective medical students in service to the community. The summer program's three components were: *Leadership Lecture Series*; *Community Health Project*; and *Physician Shadowing*. Students also learned from a wide variety of healthcare professionals about all aspects of the medical field.
- *Medical Career Pathways Program* introduced prospective high school students to opportunities in the healthcare field. Students participated in a Leadership Lecture Series and Community Health Project. Students also learned from a wide variety of healthcare professionals about all aspects of the medical field.
- *Leadership Academy*: 29 high school students participated in this year's six-day *Leadership Academy*. Students gained knowledge and skills in resume, cover letter, and letter of recommendation writing, *LinkedIn* tips, interview skills, college admissions, CPR certification, and financial literacy from guest speakers and program coordinators.
- *Youth Entrepreneur Program*: 25 high school students participated in this year's six-day Youth Entrepreneur Program. Students gained entrepreneurial knowledge and skills in budgeting, business law, market research, business planning, marketing strategies, and successful business pitching from local business leaders and program coordinators.
- *College & Vocational Fair* presents high school students within the Region with the opportunity to speak with 40 representatives from a variety of higher education options, including four-year Universities, Colleges, Community Colleges, and military institutions.
- *Young Women's Career Conference* (December 7, 2022) is planned and hosted annually by the *Youth Innovators*, providing 150 high schoolers in the Region an opportunity to discuss their future goals with leading women in multiple industries. The goal is to empower young women by meeting successful female role models and show that they too can obtain their dream careers. Students participated in discussions with mentors, listened to a keynote presentation by City Council Member Maryann Edwards, and asked questions to a panel of women leaders.
- *Rocktober 2022* designed by the *Youth Innovators* by hosting this teen music competition, where 21 high school and middle school students perform to Temecula residents. The annual music competition gives young musicians the chance to share their talents and helps foster the love of music within the community.

- *Junior S.T.E.M. Program*, designed, implemented, and hosted by the *Youth Innovators* with five meetings throughout the year for 97 middle school students interested in the world of Science, Technology, Engineering, and Mathematics (S.T.E.M.). Middle school students from around the Region were introduced to careers in the S.T.E.M. fields and learned subjects such as Biology and plants; Psychology; Geology; Architecture; and Computer Science/Coding through hands-on, educational activities. Participants also engaged with role models in S.T.E.M. and worked together on challenges to build on relevant skills.
- *Medical Resident Career Fair* is designed and implemented for 40 local Medical Residents to interface and be recruited by 13 local medical groups and hospitals.



COMMUNITY DEVELOPMENT

2022 YEAR IN REVIEW

Building and Safety Division Accomplishments

Completed Projects:



- Better Buzz Coffee



- Hilton Garden Inn



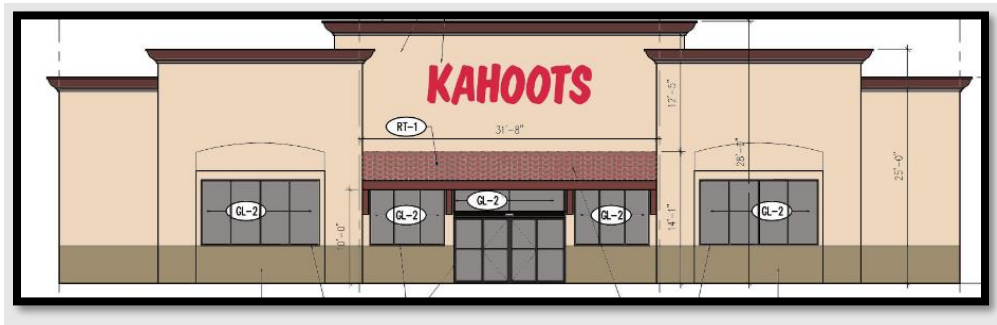
- Dick's Sporting Goods at The Promenade Mall



- Lexus Car Dealership



- Kahoots Pet Supply



- Sola Salon Studios at The Promenade Mall



- Skechers Shoes (new location inside old Pier 1 Imports Building)
- Burlington
- Five Below
- Wingstop
- Crumbl Cookie

Projects Started:

- Las Haciendas Affordable Housing



- Mountain View Industrial Buildings (Avenida Alvarado)



- Arrive Apartments & Rancho Las Bolsas Affordable Housing



- Heirloom Farms Multi-family Housing



- Solana Way Senior Assisted Living Care



- Longhorn Steakhouse



- Sommer's Bend Density Core, multi-family housing

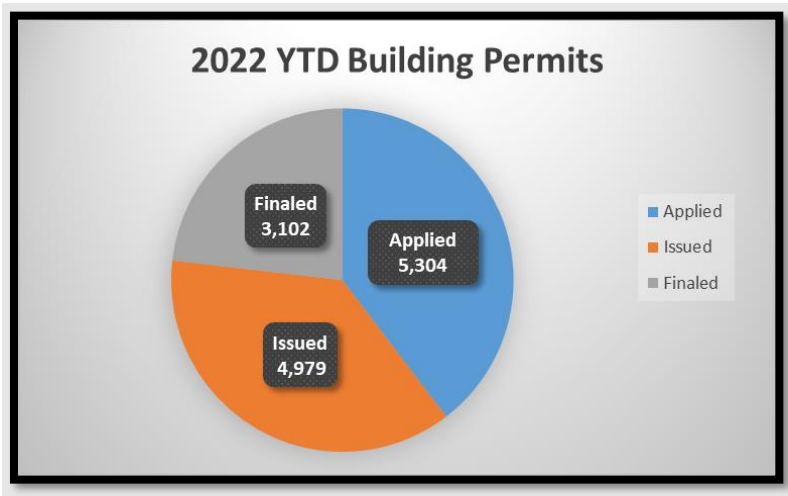


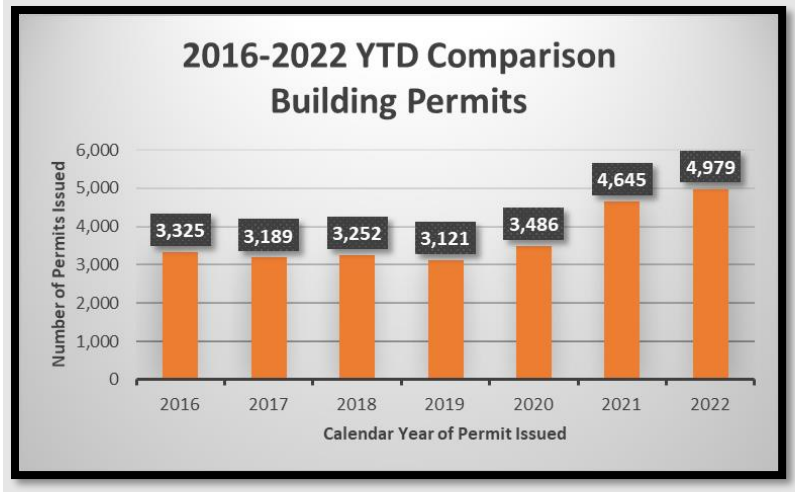
- Victoria's Secret at The Promenade Mall
- Margarita Recreation Center

- Bath & Body Works at The Promenade Mall
- Victoria's Secret at The Promenade Mall
- Epic Eats Restaurant
- 5.11 Tactical Retail Store
- Pizza Factory
- Cotton On at The Promenade Mall
- Epic Dog Academy
- Temecula Hills Christian Fellowship
- Landeros Mexican Grill & Cantina (in Old Town)
- Regal Edwards Cinema (remodel)

Building & Safety Department Highlights:

- Adopted the 2023 California Building Code update
- 5,304 Building permits *Applied* for, through 12/02/22
- 4,979 Building permits *Issued*, through 12/02/22
- 3,102 Building permits *Finalized*, through 12/02/22
 - 1,210 Solar Permits *Finalized*
 - 171 Swimming Pools *Finalized*
- 9,805 Building Inspections requested online
- 27,885 Building Inspections completed





Code Enforcement Division Accomplishments

- Conducted first ever Conditional Use Permit revocation hearing with the Office of Administrative Hearings
- Hired two new code enforcement officers
- Continued Participation in the METRO+ Team in Old Town
- Opened Cases: 2,074
- Cases Reached Compliance: 2,100
- Weed Abatement Inspections: 5,226
- Total Code Enforcement Inspections: 7,040
- Code Enforcement worked in partnership with Building and Safety, Fire and Police Departments. This program was successful in reducing the number of service calls to the Police Department.
- Short Term Rental Program: 97% enforcement and compliance success rate
- Worked with Planning to implement the Shopping Cart Ordinance.
- Worked with IT to streamline the Weed Abatement Program.
- Enhanced communications and coordination with the Homeless Outreach Team.
- New Case Classifications made in Energov to track reporting Massage Establishment code cases.
- 1,301 online app inquiries via the app
- 609 online graffiti inquiries via the app
- 12 online short-term rental inquiries via the app
- 9 Animal Control inquiries via the app

Current Planning Division Accomplishments

- Approved Rendezvous Phase II – 134 apartment units



- Approved Six (6) MS Mtn View Industrial Buildings



- Approved Jefferson/Buecking Apartments – 260 apartment units



- Approved Benihana (formerly Souplantation)



- Approved Express Car Wash at Temecula Promenade (former Famous Dave's location)



- Approved Everhome Suites – 117 hotel rooms



- Approved Solana Winchester Apartments – 349 apartment units



- Approved Prado - 234 Single Family Homes



- Approved SHAWOOD – Sommers Bend new architecture



- Approved approximately 18,630 square foot, 3-story, retail/commercial building on Old Town Front Street



- Held a Planning Commission Tour of recently completed projects around the City of Temecula (photos attached)



- Approved two new industrial buildings totaling approximately 70,000 square feet
- Completed Draft Environmental Document for Temecula Valley Hospital Master Plan Modification
- Began Bi-Monthly Meetings with Brookfield Properties (developer of Altair)
- Provided support to Economic Development on potential new projects/businesses
- 289 Planning Inspections

Long Range Planning Division Accomplishments

- Completed the multi-year Quality of Life Master Plan public outreach process and had QLMP adopted by the City Council



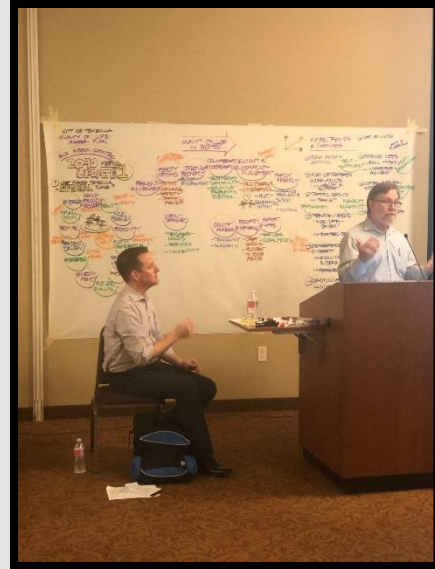
QLMP 4+



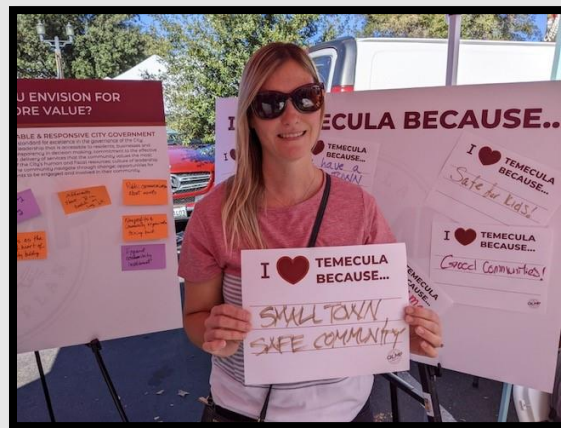
City of Temecula

QUALITY OF LIFE MASTER PLAN

Lighting
the Path to 2040



- Conducted 23 Public Meetings, 4 Public Workshops and 4 Saturday Morning Pop-up Events as part of the Quality of Life Master Plan (QLMP) 2040 Update



- Annual Title 17 Changes presented to Planning Commission
- Successful completion of the Temporary Expanded Dining Program
- HikeBikeTemecula is present on Facebook and now Instagram with a combined 2,200+ followers



- Completed Department of Water Resources Annual Report
- Completed annual Water Efficiency Landscape Ordinance Report
- Completed Housing Element Annual Progress Report
- Completed General Plan Annual Progress Report
- Completed amendment to CIP Addendum for FY22-26
- Completed CIP General Plan Consistency Analysis for FY23-27
- Completed CEQA Analysis of 12 CIP Projects
- WRCOG REAP Funding received, consultant (WSP) analyzed Temecula's Municipal Code's compliance with new housing laws and drafted Ordinance to adopt required changes
- Shopping Cart Ordinance introduced and adopted
- Animal Ordinance was introduced and passed, updating Title 6 'Animals' in cooperation with Animal Friends of the Valleys
- Provided 6 comment letters regarding excessive development outside Temecula that would negatively impact the City and residents
- Massage Ordinance updated
- Began research on potential E-Bike Ordinance
- Old Town Specific Plan Amendment Completed
- Live Entertainment Ordinance was introduced and approved
- \$378,000 CalFire Grant awarded to complete Temecula's first Community Wildfire Protection Plan
- Began research on including "Parklets" in Old Town



- Continued work on a baseline EIR analysis (Transportation Discovery Project) to gain insight on how completion of the City's remaining circulation projects will help reduce traffic impacts
- Helped promote the Grand Opening/Ribbon Cutting of the Santa Gertrudis Interconnect



- Assisted Public Works in a grant application for the Temecula Creek South Side Trail
- Working with Public Works on a hillside trail project at Ronald Reagan Sports Park for hiking and biking. In addition to the trails, the project will include erosion control, habitat restoration and an environmental education component.



SARDA – Housing – Real Estate Division Accomplishments

- Conducted first ever City owned Vacant Land City Council Workshop
- Closed on the permanent financing of for the Las Haciendas affordable housing development
- Processed funding draws for Las Haciendas
- Purchased 1.5 acres of land in the Uptown Specific Plan Area for future development of affordable housing
- Oversaw allocation of \$4 million in ARPA funds to the Vine Creek affordable housing development
- Explored potential options for a new affordable housing software, acquired software, and implemented software in an expedited timeframe
- Responded to 14 online affordable housing inquiries via the City app
- Held several meetings with potential partners for additional affordable housing projects
- Explored new financing mechanism for affordable housing
- Extracted Regulatory Agreement language for all affordable housing projects, input all annual compliance due dates into database, ensured 2022 annual compliance deadlines were met
- Annual Physical Inspections for all affordable housing projects were executed and corrections from inspection were sent to property staff. 30-day follow up inspections

were also scheduled and completed to ensure progress is taking place on items that were not in compliance during annual inspection

- Requested and received HCD surplus land exemption to parcel which will be used by Habitat for Humanity to build homes for low-income families
- Updated records retention policy and archived years of tenant records
- Continued advanced negotiations with Habitat for Humanity on third City & Habitat project

Community Development Block Grant Division Accomplishments

- Completed the City's Mortgage and Rental Assistance Program (MRAP) helping dozens of people and families stay in their homes/apartments
- Projected Goals for program year 22-23: Temecula Residents to be assisted; 695 In 2021-22, CDBG funded:
- Funded 9 unique service providers.
- In conjunction with the Fair Housing Council of Riverside County, provided fair housing services by assisting 437 clients including 436 landlord-tenant mediation services and processing 1 anti-discrimination complaint;
- Completed the construction of 1 ADA sidewalk improvement project (ADA Westside Business Park);
- Provided 56 underserved youth with new clothing and school supplies through the Assistance League;
- Completed 5 housing rehabilitation projects through the Habitat for Humanity Critical Home Maintenance and Repair Improvement Program, for a total of 43 housing units over the life of the program;
- Served 39 persons experiencing homelessness, or those at risk of homelessness, through the City's Homeless Prevention and Diversion Program;
- Provided before and after school care for 7 children through the Boys & Girls Club;
- Assisted 89 individuals at risk of homelessness with case management through Community Mission of Hope
- Assisted 73 domestic violence victims through SAFE;
- Assisted 75 domestic violence victims through RARCC
- Provided direct advocacy for 4 foster children through Voices for Children;
- Ensured that 18 households were assisted with either rental or mortgage assistance through the City's MRAP Program.
- During the current 22-23 program year, the City's CDBG funds intent to assist 715 Temecula Residents.

Animal Control (AFV) Accomplishments

- New three-year contract negotiated with Animal Friends of the Valleys with advantageous terms to our constituents (limiting exposure to inflation)
- Supported multi-jurisdictional efforts to explore credit card fee processing for AF

Staffing / Team Building Accomplishments

- Hired City's first ever Housing and Real Estate Analyst to develop City's housing and real estate administration capabilities
- Hired two new Code Enforcement Officers
- Sr. Office Specialist, Kim Kodani, reclassified to Administrative Assistant
- Sr. Office Specialist, Josephine Castro, promoted to Community Development Permit Technician
- Hired new Community Development Permit Technician, India Tamalunas
- Hired two new building inspectors: Kent Robinson and Dave Kelsey
- Promoted Fire Permit Technician Michelle Amezcua to Senior Management Analyst
- Planning Technician, Jaime Cardenas, reclassified to Assistant Planner
- Permit Technician II, Yannin Marquez, promoted to Planning Technician
- Associate Planner II, Scott Cooper, reclassified to Senior Planner
- Promoted, Jasmine Sanchez, to Sr. Office Specialist for ComDev/Permit Center Reception desk
- Promoted Katie Garcia to Planning Technician in the Long-Range Planning division
- Brandon Rabidoux re-classed from Senior to Principal Management Analyst
- Matt Peters re-classed to Principal Planner

TEMECULA PUBLIC WORKS DEPARTMENT

2022 YEAR IN REVIEW

Park Maintenance Division

- Kent Hintergardt Memorial Park – restroom building roof rehabilitation.
- Vail Ranch Park - shade pavilion rehabilitation.
- Michael 'Mike' Naggar Community Park Eagle Soar Splash Pad Renovation.
- The Sports Ranch at Sommers's Bend – Ribbon cutting and opening day Saturday, February 12, 2022.
- Arbor Day April 23, 2022. Organized a community group of nearly 200 volunteers to plant 300 trees at Vail Ranch Park, Sunset Park, Redhawk Community Park and Michael 'Mike' Naggar Community Park.
- Temecula Duck Pond parking lot seal coat and re stripping.
- Completed 1,822 Service Order Requests.
- Trimmed over 3,000 trees citywide.
-





Facilities Maintenance Division

- Civic Center
 - Glass partitions installed throughout building at reception desk and cashier's office.
 - New safe and stand installed in cashier's office.
 - New Cubicle area created in TCSD for Police Unit.
 - TCSD south corner area refurbished to make it more usable
 - Updated interior signage for EOC, HR, and City Attorney
- Parking Garage
 - Interior Lighting upgraded from T5 to LED Fixtures.
 - Upgraded communication receivers for Parking Logix, by the end of the year.
 - Added metal protectors around exposed fire riser pipes.
- Old Town Police Storefront
 - Interior remodel to include new flooring, lighting, furniture, cubicles and HVAC improvements.
- Old Town
 - Installed Parking Logix traffic counters at the Stampede and 6th Street parking lots, also count boards at north and south ends of Old Town Front Street.
 - Added outlets for Christmas lights on Old Town Main Street bridge.
- Children's Museum/Pennypickle's Workshop
 - Installed concrete curb stops at each parking stall.
 - Painted some Interior spaces.
- Town Square
 - Replaced fountain pumps and upgraded wiring at main fountain.
- Ronald H. Roberts Temecula Public Library
 - Repaired/powder coated front outside lighting.
 - Installed ADA power door opener at the Friends Library main door.
 - Installed glass partition at the Friends Library main counter.
- TCC
 - Secured trash enclosure with welded metal screen to make it lockable.
- FOC
 - Repurpose old map room to new gym.
 - Replace downstairs breakroom floor with new epoxy coating.
- West Wing
 - Added electrical charger and awning style cover for new electric bus.
- Senior Center
 - New emergency generator added.
 - New mini split A/C unit to help cool kitchen.
- JRC
 - New LED parking lot lights.
 - Replaced warehouse roll-up door gearing.
- Fire Station 95
 - Modest roof repairs.
- Fire Station 84
 - Modest roof repairs.

- Remove and replace asphalt turn around/parking area in front of station, also repaired curbing and restriped.
- Fire Station 92
 - Moderate roof repairs
- CRC
 - Updated fire panel.
- New Welcome Center
 - Doing small updates to have it ready for upcoming ribbon cutting.
- PBSP Snack Shack
 - Starting process of replacing kitchen equipment and doing major cleanup
- Temecula Parkway Park and Ride
 - Permit is complete, should have (2) new electric vehicle chargers installed by the end of the year.

Streets Maintenance Division

- Completed replacement of Overhead Street Name Signs at all traffic signals within the City.
- Completed implementation of Geotab fleet tracking hardware and software to monitor and manage all City fleet of vehicles.
- 825 hours of overtime.
- Responded to 923 service orders.
- Replaced 446 street and traffic signs.
- Installed 202 signs.
- Repaired 110 signs.
- Installed, replaced or repaired 820 hanging banners.
- Repainted 2,526 street legends.
- Cleaned 991 storm drain catch basins.
- Cleaned 227 under sidewalk drains.
- Repaired 20,482 sf of asphalt.
- Removed 40,070 sf of graffiti.
-

Solid Waste and Recycling

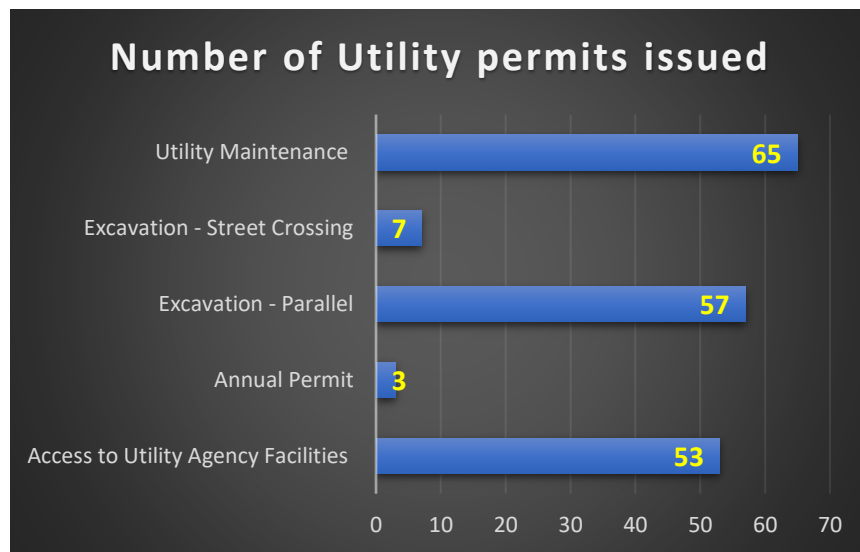
- Held Public Hearing to approve Commercial Collection Rates, and SB1383 Compliance Fee for FY22/23.
- Completed calculation of recovered organic waste and recycled content paper procurement targets.
- Completed SB1383 Edible Food Recovery Capacity Planning Calculations within our jurisdiction.
- Approved 7th Amendment to CR&R Franchise Agreement to incorporate, delete, add, and/or amend SB1383 regulatory requirements.
- 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 AB341 and AB1826, and 99.5% compliant with SB1383 commercial and multi-family recycling and organics collections

Land Development, Traffic Engineering and Water Quality Division

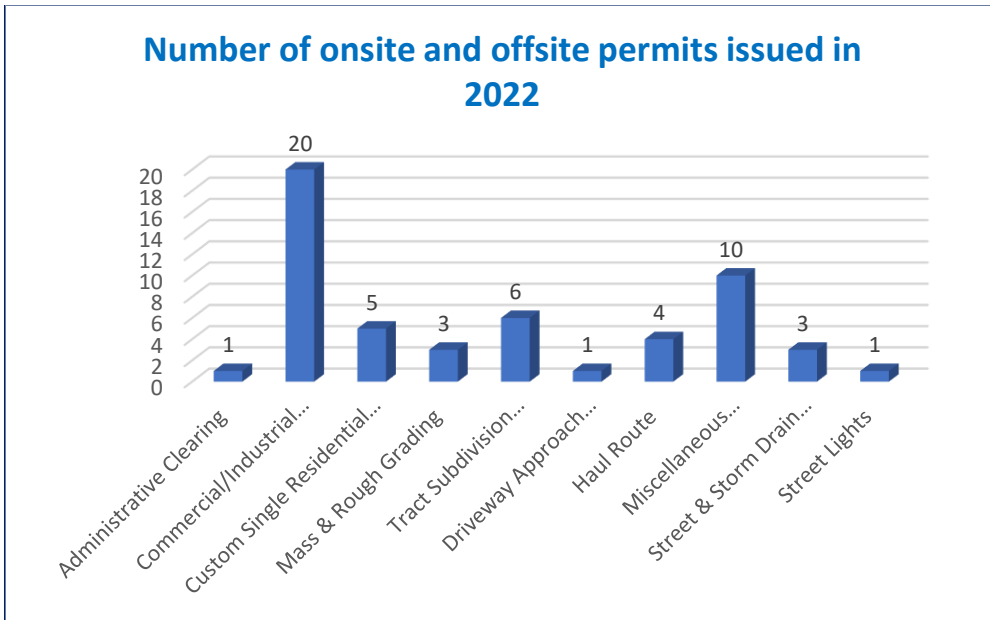
- The Land Development Division provides for the review and engineering approval of all proposed private developments and residential/commercial subdivisions within City limits to ensure compliance with City, state and federal regulations.

Utility Encroachment Permits

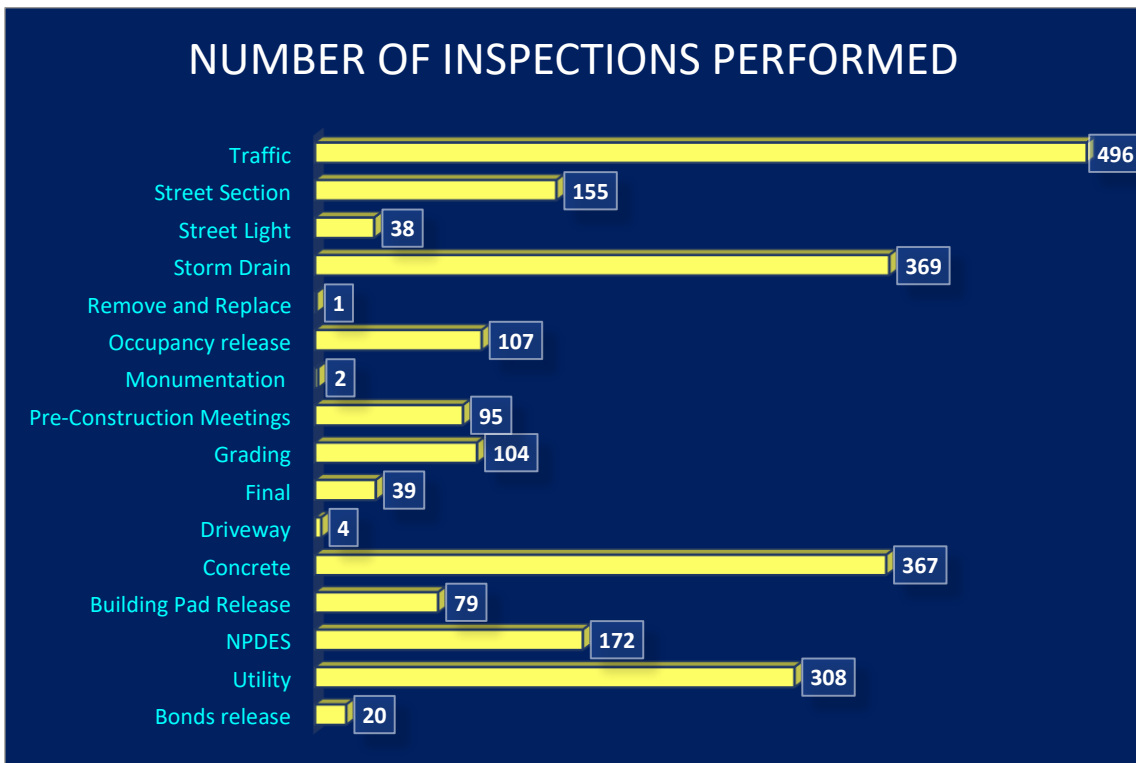
- Land Development has issued 185 utility permits for 27,420 lineal feet of work within the City and is broken down by category below:



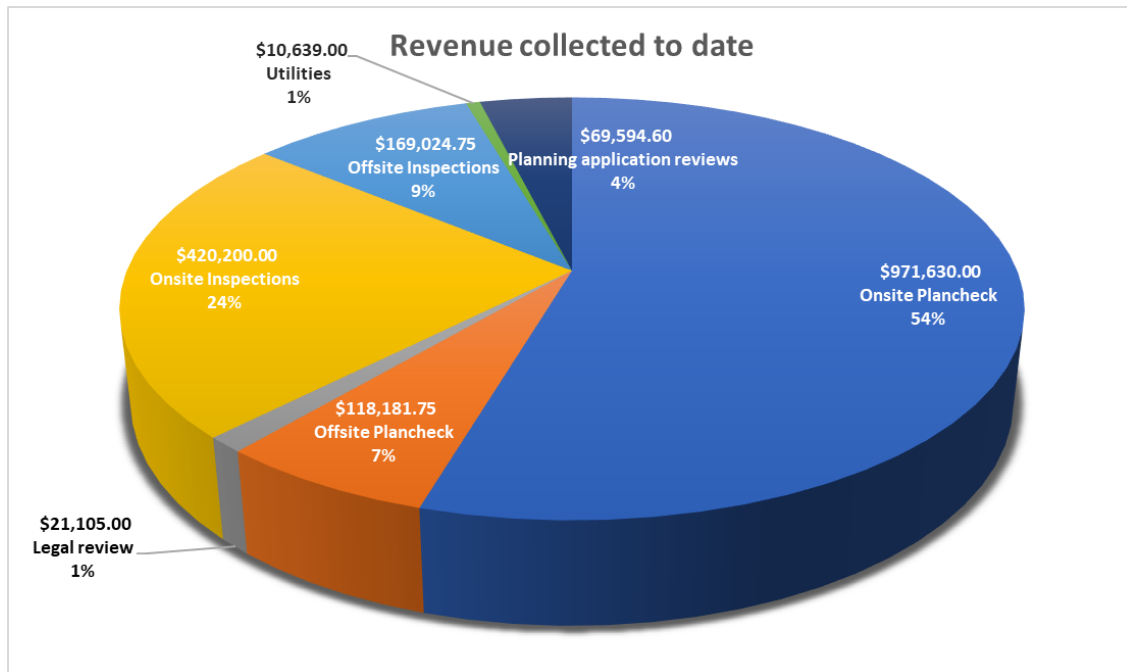
Land Development has issued a total of 54 permits for onsite and offsite improvement permits and is broken down by category below:



With the numerous permits that have been issued this year, our inspection team has been extremely busy. With one inspector retiring, a total of 2,356 inspections was performed by one-full time inspector and a project inspector.



To date, we have collected \$1,780,375 in revenue.



Project Spotlights:

BETTER BUZZ

- Demolition of approximately 445 square feet of existing commercial building (formerly Corner Bakery), re-configuration of an existing drive-thru lane, re-location of ADA parking and modifications to the existing building located at 32435 Temecula Parkway. Land Development worked with the applicant to find feasible alternatives to avoid the requirement for a Priority Development Plan (PDP) Water Quality Management Plan (WQMP), which included reducing amount of impervious pavement to be replaced. The precise grading permit was issued on 3/11/22.

HEIRLOOM FARMS

- Heirloom Farms is located on the corner of Ynez Road and Date Street. The precise grading permit was issued 4/12/22.

LONGHORN STEAKHOUSE

- Project included construction of a restaurant with outdoor patio dining, parking lot, water quality basins and associated hardscape located at 29363 Rancho California Road (formerly the Marie Callendar's Restaurant site). Precise grading permit was issued on 4/20/22. The applicant submitted a delta revision to the plans, in which modifications include the detention tank revised to three 72" pipes, an update to the underground detention system details and revisions to storm drain and utility layouts.

MOUNTAIN VIEW

- To date we have issued (8) of the twenty-two grading permits for this project. The project includes the construction of Avenida Alvarado and Via Industria. (Picture on the right was taken during a recent Planning Commission tour.)

SINGLE FAMILY CUSTOM HOMES

- Public Works has successfully issued five (5) single family custom home grading permits in 2022.

SOLANA SENIOR ASSISTED LIVING

- The Developer, Griffin Living, was approved to construct an approximately 91,002 square foot, two story, 107 unit assisted living and memory care facility located on the southeast corner of Margarita Road and Solana Way. The Developer had to comply with agency permits from California Department of Fish and Wildlife, Department of the Army, and San Diego Regional Water Control Board prior to the issuance of a rough grade permit in January which allowed movement of 21,000 cubic yards of dirt. This was the first Land Development project whose pre-construction meeting was held at our Conference Center with an attendee list of over 30 people. In September, the project was issued its precise grading permit.

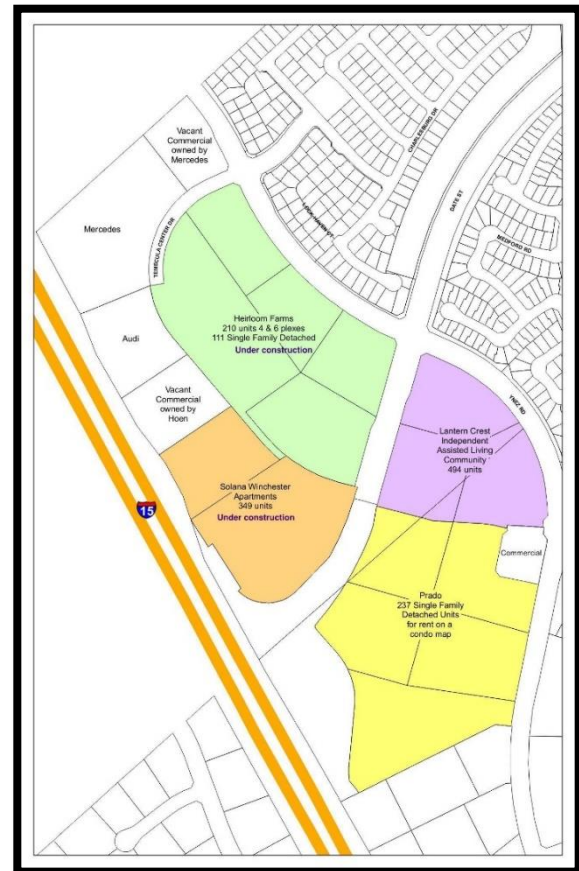


SOLANA WINCHESTER HILLS

- The Developer, ReyLenn Properties, LLC, was approved to construct 349-unit apartment community consisting of eight (8) three-story residential buildings, and a single-story clubhouse building located at the terminus of Date Street approximately 900 feet south of Ynez Road. A rough grading permit was issued in October to allow movement 26,648 cubic yards of dirt and its precise grading permit was issued December.

SOMMERS BEND DENSITY CORE

- This project includes the development of a 374-unit multi-family community consisting of townhomes, motorcourt duplexes, and bungalow 3-packs located within Planning Areas 28 & 29 of Sommers Bend. The street and storm drain improvement permit was issued on 6/9/22. Grading permits for phases 1 through 3 of the Revel, Blossom, and Discovery communities have been issued.



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 67 Records Request
- Reviewed over 100 Planning Applications
- Pre-approved over 115 applications for Building and Safety submittals

Special Projects:

Successful management and oversight of (5) Land Development acquisitions resulting in the negotiation and settlement of the following easements in connection with Nicolas Street Improvement project.

- Approximate 325 square foot permanent easement. Purchase and Sale agreement approved at the January 18, 2022 City Council meeting.
- Approximate 51,003 square foot conservation easement and 83,324 square foot temporary construction easement. Purchase and Sale agreement approved at the November 29, 2022 City Council closed session meeting.
- Approximate 31,168 square foot temporary construction easement & covenant authorizing the construction of certain permanent improvements within area. Purchase and Sale agreement approved at the November 29, 2022 City Council closed session meeting.

Our Project Employees:

- Verification of City Maintained Streets: To date, the ownership of 1,822 Temecula streets has been verified
- Uptown Temecula Specific Plan: Assisted with updating the Specific Plan cross sections by obtaining record documents.
- LaserFiche and EnerGov: Assisted with data review to provide efficient integration between the two applications.



TRAFFIC ENGINEERING DIVISION:

The Traffic Engineering Division is responsible for day-to-day traffic operations, safety issues, and future transportation needs.

TRAFFIC SAFETY AND CIRCULATION IMPROVEMENTS:

- First Street and Old Town Front Street Parking Lot Design
- School Crosswalks and Curb Ramp Upgrade Design
- Wolf Creek Park Pickleball Court Parking Design, Bike Lane Design and installation Wolf Creek Drive South at Teton Trail – All Way Stop with Crosswalks Design and Installation
- Ynez Road Northbound Widening Striping Design and Installation – Santiago Road to Rancho Vista Road
- Old Town Front Street Bike Lane Striping Design – Santiago Road/1st Street to Temecula Parkway
- Ynez Road Bike Lane design and Installation – Winchester Road to County Center Drive
- I-15 Lane Designation Pavement Legends and Signing Design and Installation – Intersection of Winchester Road and Ynez Road
- Paloma Del Sol Buffered Bike Lane Design and Installation – Santiago Road and Amarita Way
- Uptown Specific Plan Conceptual Striping and Street Cross section Design and Coordination
- Nicolas Road Extension streetlight and communication conduit design

TRAFFIC IMPROVEMENT GRANTS:

- Submittal of 4 HSIP Cycle 11 grants totaling approximately \$4 million
- Submittal of SMART grant totaling approximately \$1.5 million



- Traffic Engineering reviewed 157 sheets of Traffic Control Plans for Land Development projects.

TRAFFIC CAPITAL IMPROVEMENT PROGRAM PROJECTS:

- HSIP Cycle 9 Pedestrian Equipment Upgrades at 45 signalized intersections. Equipment upgrades for APS Push buttons, signal controllers, and countdown pedestrian heads - Completed
- HSIP Cycle 9 Permissive Protected Left Turn (PPLT) Phasing at 5 signalized intersections. Project Plans and Specs is 100% complete. Next step is to submit to Caltrans for Construction Authorization. Local Roadway Safety Plan (LRSP)- Completed.

INFORMATION TECHNOLOGY SUPPORT:

- Designing future fiber system for IT and traffic use.

CAPITAL IMPROVEMENT PROGRAM SUPPORT:

- Annual Slurry Seal Projects (numerous locations: Front Street, Amarita Way, Winchester Rd, Nicolas Rd, Ynez Rd, Solana Way)- Plan reviews, signing/stripping plan development, and construction support.
- Winchester Road Bike Lane Striping Design
- Santa Gertrudis Trail Connection
- Overland Drive Widening Conceptual Striping Design and Coordination – From Ynez Road to Enterprise Circle West, Murrieta Creek Bike Trail Crossing Design and installation – Main Street Bridge, Buffered Bike Lane Design on Ynez Road (County Center Drive to City Limits), Nicolas Road (Winchester Road to N. General Kearny Road), Solana Way (Ynez Road to Margarita Road)
- Diaz Road Widening Project- Development of fiber splice diagram plans

PUBLIC TRAFFIC SAFETY COMMISSION:

- All-way Stop at Wolf Creek Drive and Teton Trail-Fireside Drive
- Local Roadway Safety Plan Mercedes Street Crosswalk Striping
- All-Way Stop at Preece Lane and Tierra Vista Road
- De Portola Traffic Calming
- Ynez Road Striping from Santiago Road to Rancho Vista Road
- Engineering and Traffic Survey Updates
- Old Town Front Street Striping

TRAFFIC SIGNAL SYSTEM, OPERATIONS, AND COMMUNICATIONS IMPROVEMENTS:

- Review of all signal timing in the City for verification on complying with CA MUTCD standards. Development and field implementation of revised timing plans.
- Park and Ride Wabash Traffic Signal – Construction support and timing development.
- Ynez and Waverly Traffic Signal- Construction Support and timing development.
- Butterfield Stage Road and Avenida Lestonnac- Plan review and construction support.

NPDES:

- Developed the Alternative Compliance Program (ACP) for storm water credit trading.
 - Approved by the Regional Water Quality Control Board, we are the first City to achieve this major milestone and this will greatly aid development by allowing projects to purchase credits instead of building costly detentions basins or underground chambers and annual maintenance costs.

- Implemented Phase 1 Trash Order project, producing approximately 50,000 credits for development projects to purchase.

Capital Improvement Program (CIP) Division

- Completed construction of the Infill Mini Pump Track at Long Canyon Creek Park
- Completed construction of the Infill Mini Pump Track at Wolf Creek Park
- Completed construction of the Flood Control Channel Reconstruction and Repair project. The project involved installing steel sheet pile walls in Friendship Park along Temecula Creek to protect it from further erosion.
- Completed construction of the Santa Gertrudis Creek Pedestrian/Bicycle Trail Extension, Ynez Road to Diaz Road. Grand Opening was held October 1, 2022.
- Completed construction of the sidewalk of the DLR Drive Loop, west side.
- Completed construction of the sidewalk of the North Side of Fifth Street (Old Town Front Street to Murrieta Creek).
- Completed the construction of the Ronald Reagan Sports Park Restroom Expansion and Renovation.
- Completed construction of the Traffic Signal and Park & Ride Access Improvements Temecula Parkway at Wabash).
- Completed construction of the Citywide Slurry Seal Program - Fiscal Year 2021-2022 project. Slurry was applied to approximately *8.50 million square feet* of roadway in the following areas:
 - Paloma Del Sol Community
 - Paseo Del Sol community
 - Rancho Vista Estates Community
 - Ynez Road (Santiago to Rancho Vista)
 - Old Town Front Street (First Street to Temecula Parkway)
- Completed and initiated construction of several Pavement Rehabilitation Program projects:
 - Meadowview Side Streets
 - 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)
- Initiated construction of the Design-Build Margarita Recreation Center at Michael “Mike” Naggar Community Park (first ever design-build project for the City). Grand Opening is expected in July 2023.
- Completed the design and initiated construction of Traffic Signal Installation – Rancho California Road at Tee Drive. Construction completion is anticipated by end of December 2022.
- Completed the design and initiated construction of Phase 1 of the Community Recreation Center (CRC) Renovations. Completion is anticipated in April 2023.
- Initiated the construction of the Citywide Concrete Repairs for Fiscal Year 2021-2022.

- I-15/French Valley Parkway Improvements, Phase II
 - Completed the design and the environmental document
 - Completed the right of way acquisition
 - Obtained authorization to expend STIP \$46.2 Million and INFRA \$48.5 Million
 - Completed relocation of SCE overhead powerlines
 - Completed relocation of Charter overhead communication lines
 - Put the construction contract out to bid. Construction is anticipated in February 2023

- Finalizing the design and environmental document for the I-15 Congestion Relief project, auxiliary lane between Temecula Parkway/I-15 northbound onramp and I-15/Rancho California Road offramp. Construction is anticipated in spring 2023.

- Completed the design and now rebidding Mary Phillips Senior Center Enhancement and Renovation. Construction is expected to commence in April 2023.

- Working on several Sidewalk projects at various stages of development:
 - Ynez Road (Rancho Highland to Tierra Vista). Construction is anticipated in late spring 2023.
 - Pauba Road (Elinda Road to Showalter Road). Construction is anticipated in summer 2023.
 - Old Town Improvements, South Side of Sixth Street (between Mercedes and Old Town Front)

- 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 spring 2023.

- 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 summer 2023.

- Continuing the design for Fire Station 84 Renovation, which include wellness room, storage, and upgrade of the training room. Construction is scheduled for spring 2023.

- Initiated the design of the Community Recreation Center (CRC) Splash Pad & Shade Structures. Construction is anticipated to start in spring 2023.

- 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 summer 2023.

- Continuing the design of Santa Gertrudis Creek Phase II – Margarita Under-Crossing. Construction is anticipated in fall 2023.

- 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 and the environmental document for the Murrieta Creek Bridge at Overland Drive. Construction is expected in 2024.
- Continuing the design and the environmental document of the Pickleball Courts Project to construct a dedicated pickleball facility. Construction is anticipated in fall 2023.
- 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 2023.
- 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 is being postponed until 2024 to allow Eastern Municipal Water District to construct facilities in Diaz Road.
- 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 summer 2023. This project is currently not funded for construction.
- Began to analyze and update the GIS database for the Citywide Drainage Master Plan.
- Initiated the design and the environmental document for the Great Oak Trail Lighting Project.
- Initiated the design and the environmental document for the Mary Phillips Senior Center Outdoor Recreational Area Project
- Finalized feasibility study for the Cherry Street Extension and Murrieta Creek Low-Flow Crossing and initiated a bridge study over Murrieta Creek.
- 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 8 new charging stations to the Michael "Mike" Naggar Community Park. Construction is concurrent with the Margarita Recreation Center.
- Initiated the design of Ronald Reagan Sports Park Skate Park. Construction is anticipated in early 2024.
- Initiated the scoping phase of The MERC Concession Upgrade project. Construction is anticipated in early 2024.
- Initiated the design for Fire Station 73 Addition, which includes the garage, workout and storage rooms. Construction is scheduled for late 2023.

- Coordinated with the US Army Corps of Engineers (USACE) and Riverside County Flood Control (RCFC) the upgrade of the fence along the Murrieta Creek trail through Old Town, the installation of landscaping and irrigation, and the removal of vegetation and sediments from the creek. A Grand Opening was held and the trails were opened to the public in May 2022.
- Successfully Negotiated a Settlement Agreement with the Rancon Business Park Association in relation to the Overland Drive Extension project. City Council approval is pending.
- Completed the recruitment to fill vacant positions including an upgrade of a position and a new engineer position. A Public Works Inspector, two Assistant Engineers II, and an Engineering Technician II were hired.

ACCOMPLISHMENTS FOR 2022 – PHOTOS



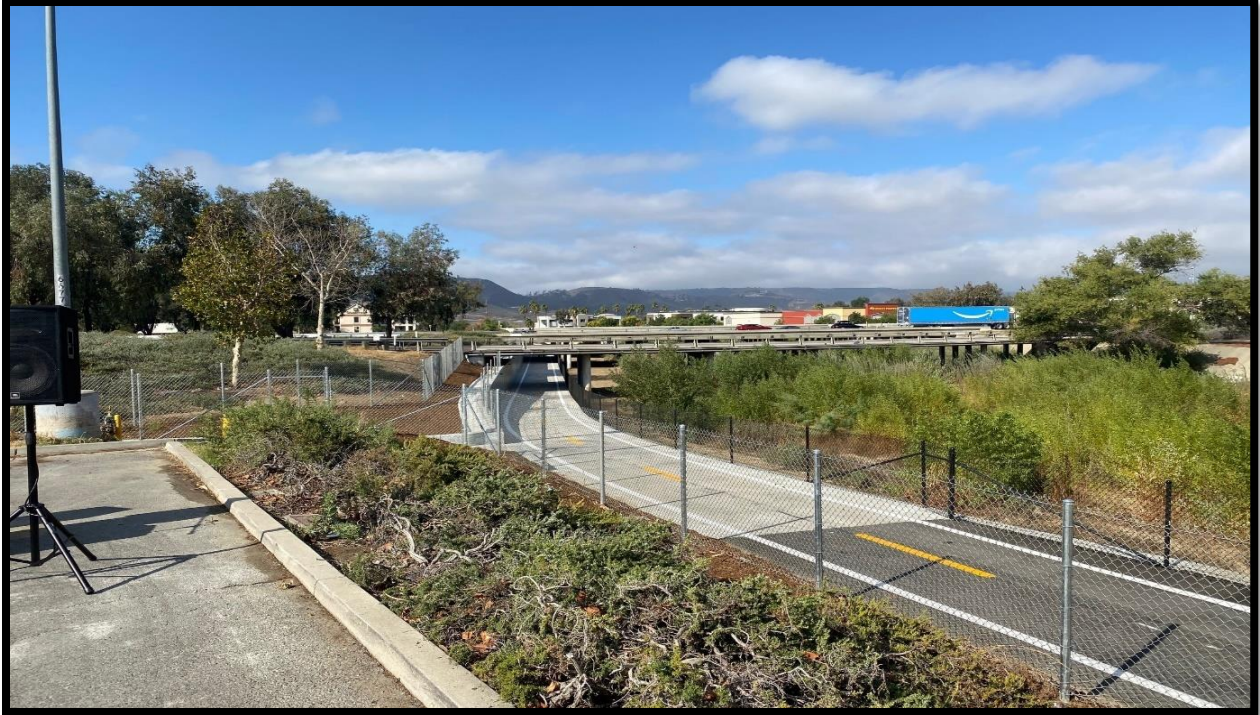


Ronald Reagan Sports Park Restroom

Traffic Signal and Park & Ride Access - Temecula Parkway at Wabash Lane







Santa Gertrudis Creek Pedestrian/Bicycle Trail Extension



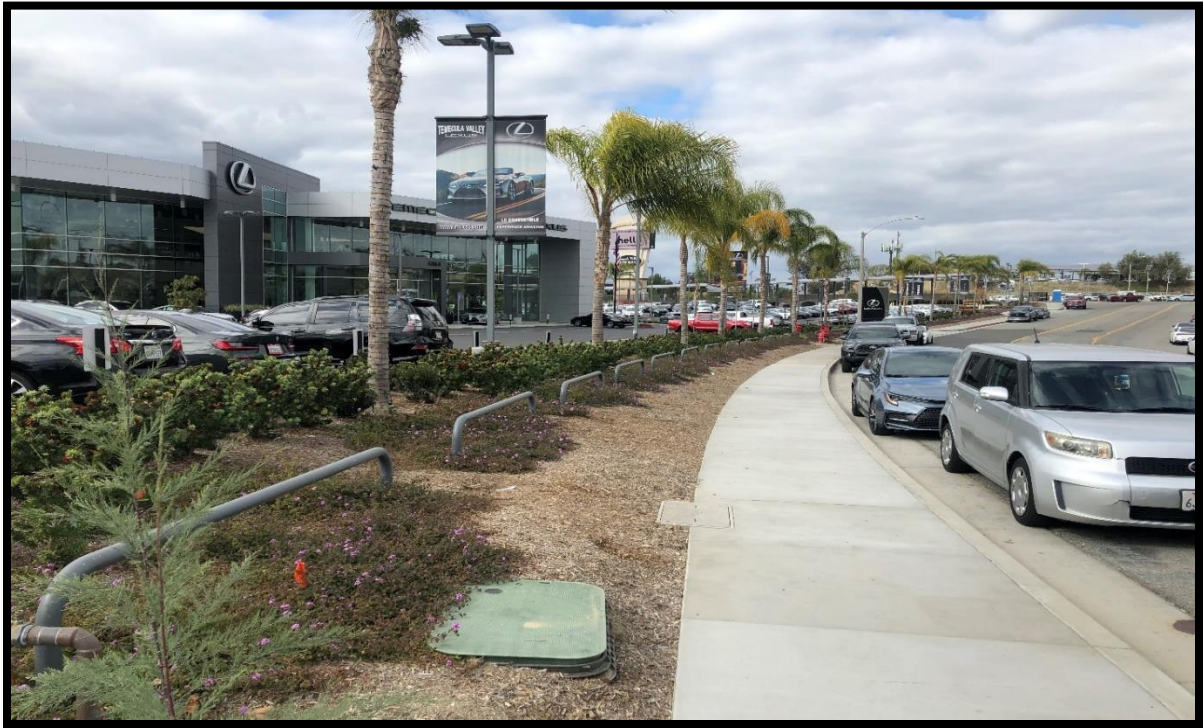


Santa Gertrudis Creek Pedestrian/Bicycle Trail Extension Ribbon Cutting



Friendship Park Flood Protection

DLR Drive Sidewalks



Road Resurfacing and Restriping– Ynez Road (Santiago to Rancho Vista)





Road Resurfacing and Restriping – Old Town Front (First to Temecula Parkwa

Margarita Recreation Center Construction



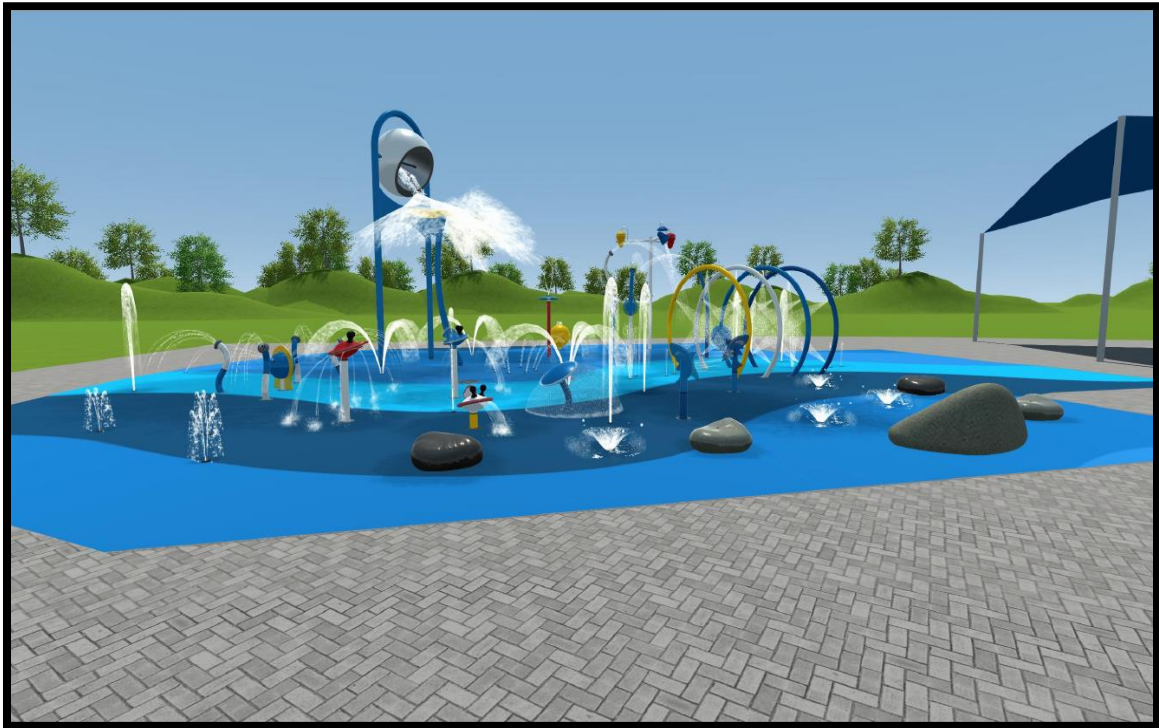
Margarita Recreation Center Construction





I-15 / French Valley Parkway Improvements, Phase II Simulation

Community Recreation Center (CRC) Splash Pad & Shade Structures Rendering



Mary Phillips Senior Center Enhancement and Renovation





"Excellence is the gradual result of always striving to do better."

– Pat Riley





CITY OF TEMECULA 2022