



City of
SANTA CLARITA

END OF THE YEAR REPORT 2020

ACCOMPLISHMENTS



presented by
Kenneth W. Striplin,
City Manager



KENNETH W. STRIPLIN

CITY MANAGER
The City Of Santa Clarita

It is my honor to serve as your City Manager. I'm pleased to report that 2020 has proven to be a successful year, amidst the nationwide pandemic challenges. The City has prioritized the safety of staff, while remaining steadfast in providing excellent services and programming to the community. The City's organizational culture of excellence, hard work, and going above and beyond to ensure a high quality of life for residents has been evident in the creative and innovative ways we have been required to operate.



COVID-19 RESPONSE EFFORTS

- Procured and maintained inventory and distribution of over 46,000 Personal Protective Equipment (PPE) items to City facilities and local businesses to provide essential employee supplies and equipment in order to continue services to the City's residents. The immediate procurement allowed more than 50 percent of City staff to return to work by May.
- Facilitated the temporary relocation of Bridge to Home to the Newhall Community Center to allow for homeless services to adhere to social distancing protocols.
- Created materials outlining specific guidelines on returning to work in different situations, including a comprehensive contact tracing system for City staff that kept employees safe and avoided outbreaks.
- Relunched and maintained the SantaClaritaEmergency website for residents and businesses. The site primarily features COVID related news, resources, video updates, testing information, and more.
- Developed and launched the Hearts for Heroes Campaign to show support for essential workers throughout the community.
- Implemented the Shop Local and Eat Local programs to assist local businesses in expanding their services outdoors to provide creative and flexible ways to continue business operations while following safety guidelines. As of November 1, 60 restaurants and 20 other businesses have received free temporary use permits through either program.
- Created a Small Business COVID Relief Grant Program in partnership with the Santa Clarita Valley Economic Development Corporation (SCVEDC) and awarded one-time financial reimbursements to over 140 local businesses.
- Awarded \$450,000 to nine local non-profit organizations, using one-time Community Development Block Grant - Coronavirus (CDBG-CV) funds, to help them prevent, prepare for, or respond to issues as a result of the coronavirus.
- Installed an outdoor, computer-operated locker system that provides the public with access to library materials without having to enter the facilities, at all three Santa Clarita Public Library branches.
- Created internal and external systems and processes of automation for contract services, accounts payable invoicing, electronic Building & Safety permit and plan verification, and hosting City Council meetings.
- Provided remote desktop computer access to City staff during the Safer-at-Home orders and Public Health orders.
- Created a Citywide Temporary Telecommuting Policy to facilitate remote work arrangements during the COVID-19 pandemic and ensure employees understood their responsibilities and obligations.
- Launched the COVID-19 Resource Hub rNet page, a comprehensive site for employees to access information on everything COVID-19 related.
- Launched an internal Pandemic Response Survey to City employees to measure the City's internal response to the COVID-19 pandemic. The findings were very positive and employees greatly appreciated the resources and support offered to them to help keep them safe and healthy.
- Developed the Airborne Transmissible Disease Program to ensure the health and safety of employees who may be exposed to and/or need protection from airborne transmissible diseases (ATD), which includes COVID-19.
- The City received \$18.3 million as part of the Coronavirus Aid, Relief and Economic Security Act (CARES) funds from the Federal Transit Administration, to be used specifically for transit operations affected by the COVID-19 crisis.





- Installed over 50 signs at major park entries and walkways at City parks with reminders to observe safety protocols.
- Reopened the Aquatic Center for Lap Swim in June 2020. At the time, it was one of the only public aquatic facilities open for lap swim exercise capability in the entire Los Angeles County. Because of this, the lap swim attendance numbers almost doubled (2019 saw 5,911 lap swimmers and 2020 saw 10,004 lap swimmers).
- Created Kidz Care, a modified summer camp program, to provide all-day activities for children ages 5-12. This 7-week summer program served a total of 416 children at 4 locations.
- Created Kidz Play to provide recreational activities and social interaction for children ages 5-12. Each afternoon, fun, engaging and socially distanced activities are held at 2 locations serving 32 children. This program will continue into 2021.
- Adult Sports launched many virtual social-distance programs beginning in June, offering Disc Golf League (55 participants); Walking/Distance Challenge (131 participants); Agents of Discovery Outdoor Educational Program (approximately 200 participants); and Softball Skills Challenge League (6 teams).
- Youth Sports launched many social-distance programs beginning in June, including Disc Golf League; Fitness Frenzy online challenge; Weekly Activity Challenge; Skate Park Junior Ride; and a Virtual Summer Fun 1k, 2k, 3k.
- The MAIN offered various programs, including the new monthly talent show “You’re the Best” and the “Stage on Screen Theatre Festival,” which offered 18 virtual performances via Zoom.
- Offered the Parks Passport Adventure, providing the community with a family-friendly opportunity to visit the City’s parks, while maintaining social distancing, with a total of 40 families participating.
- The Tote2Go program was very successful, with over 2,000 totes distributed to community center members and over 500 totes provided to the Jakes Way neighborhood, along with over 1,000 lunches from the SCV School Day Café.
- Held the Haunted Highway Drive Thru Halloween experience, which hosted over 1,500 cars and 6,000 people for the two-night event.
- Community Services and Library staff partnered to launch three Learning Hubs in the fall. The Learning Hubs provide children with a dedicated space and City staff onsite to assist while completing their daily distance learning requirements.
- Launched a virtual building inspection application and began performing virtual building inspections for small construction projects.
- Maintained in-person Building & Safety services throughout the COVID-19 pandemic to prevent the slowdown of development.
- Increased disinfecting protocols at City locations including increasing the number of times high traffic areas are disinfected.
- Completed fabrication and installation of sanitation stations and ultra-violet lighting in heating, ventilation, and air condition units at various City locations.



THE PANDEMIC has challenged us to look more closely at what it means to serve the community. Even in these unprecedented times, with a swift shift in priorities and community needs related to the current crisis, we were still able to make great strides toward a prosperous future for our City and remained focused on accomplishing goals outlined in the beginning of the year. The leadership of the City Council has been imperative in the success we have realized over the last year.

AWARDS AND RECOGNITION

- Received the prestigious Frank Potter Cowan Crisis Communications Leader Award for exceptional leadership and public engagement during the Tick Fire, Saugus High School Shooting and Saugus Strong Vigil in 2019.
- Received two Helen Putnam Awards in the categories of “Internal Administration” for the College Internship Program and the “Ruth Vreeland Award for Engaging Youth in City Government” for the I Found Sammy Clarita campaign.
- Ranked in the top 5 percent of California cities in the “2020 Auditor of the State of California’s Fiscal Health Analysis” report.
- Received the “Certificate of Achievement for Excellence in Financial Reporting” from the Government Finance Officers Association (GFOA) for the 31st consecutive year in recognition of the FY 2018/19 Comprehensive Annual Financial Report (CAFR).
- Awarded the “Certificate of Excellence Award from the Association of Public Treasurers” for the 26th consecutive year in recognition of the FY 2020/21 Investment Policy.
- Received “The Annual Achievement of Excellence in Procurement Award” from the National Procurement Institute (NPI) in recognition of the City’s commitment to purchasing innovation and leadership.
- Awarded “The District Transparency Certificate of Excellence” by the Special District Leadership Foundation. This certificate is awarded to agencies that are successful in maintaining transparency in their operations.
- Recognized as one of the “Top 10 Safest Cities in California” by SafeHome.org.
- Recognized as one of the “Top 50 Safest Cities to Raise a Child” by SafeWise.com.
- Recognized as one of the “Happiest and Healthiest Cities in America” by WalletHub.com.
- Received three “Epic Awards” from the California Association of Public Information Officials for the Graphic Design- Print category for the Sammy Stories children’s book, in the Writing category for the Saugus Strong Article, and in the Social Media-Best Use Overall for the Saugus Strong Instagram Tiles.
- Received the California Parks and Recreation Society (CPRS) Award of Excellence for the River Rally Cleanup and Environmental Expo.
- Designated for the 30th year as a “Tree City USA Community” from the National Arbor Day Foundation and the National Association of State Foresters.
- Received the American Public Works Association Los Angeles Chapter Award for “Give Me Green” in the Creative and Innovative Projects category; Copperhill Park Restroom and Play Area in the Recreational and Athletic Facilities category; and the Orchard Village Median Rain Garden in the Storm Water Quality category.



- Received two separate awards from the International Section Institute of Traffic Engineers and League of Local Streets and Road for “Give Me Green.”
- Designated as a national and state historic site by the State of California Office of Historic Preservation for the Pioneer Oil Refinery site.
- Received a 2020 Project of the Year Award by the Southern California Chapter of the American Public Works Association for the Canyon Country Inclusive Play Area Project.



STANDARD & POOR'S

GOOD FINANCIAL STEWARDSHIP

- The City reaffirmed its AAA credit rating by Standard & Poor's—one of only 43 cities, or 9 percent, in California to receive this top-tier rating.
- General fund operating reserves remained at a minimum of 20 percent and the City has continued to adopt an on-time and balanced budget every year since incorporation.
- Through proactive planning and strategic investments, the City continued to be fully funded for Other Post-Employment Benefits (OPEB) liabilities.
- Continued to pay down the CalPERS Unfunded Actuarial Liability (UAL), targeting a 90 percent funded status by 2023.

PUBLIC SAFETY

- Reduced Part 1 Crime in 2020, surpassing the lowest crime rate on record for the third year in a row. The crime rate has now dropped more than 30 percent since 2015.
- Completed Phase IIIC, Off-Site Improvements, for the new Sheriff's Station. Phase IIIB On-Site Construction, is underway and the Station is anticipated to be opened in summer 2021.
- Completed the installation of technology within a mobile trailer that has and will continue to serve as an emergency command center for the City for response efforts.
- Continued implementation of the Traffic Safety Plan, which was designed to significantly reduce vehicle and pedestrian collisions throughout the City. Since implementing the plan in 2016, the collision rate is down over 35 percent, trending to the lowest rate on record for the third consecutive year.
- Partnered with the local Sheriff's Station to prepare protocols and facility improvements for active shooter preparedness at all City facilities.
- Updated the City's Emergency Operations Plan, providing guidance for those who report to the City's Emergency Operations Center.
- The Drug Free Youth in Santa Clarita Valley (DFY in SCV) program reached over 41,000 students during the 2019-20 school year. For the fall semester of the 2020-21 school year, the program was modified to a virtual format, reaching over 3,000 students. Outreach included club meetings, curriculum support, wellness webinars, and local leadership workshops.
- Hosted a virtual Parent Resource Symposium, “Teen Vaping: The Story of Toxic Smoke,” which had 8,600 views. In partnership with the City, the event was hosted by the Santa Clarita Valley Sheriff's Department, William S. Hart Union School District, and Henry Mayo Newhall Hospital.





BUILDING AND CREATING COMMUNITY

- Began the construction of Phase II and Phase III off-site road improvements of the Canyon Country Community Center, which includes:
 - Construction of a 25,000 square foot community center building, and site improvements such as parking, sidewalks, play area, half-court basketball, courtyards/plazas, landscaping, and the Gateway Plaza.
 - Widening of the northbound lanes on Sierra Highway between Soledad Canyon Road and Dolan Way, as well as a right-turn lane westbound on Soledad Canyon Road. This is anticipated to be completed by January 2021.
 - Widening of Solamint Road and the installation of bulb-outs at the intersection of Solamint Road and Dolan Way to enhance vehicular and pedestrian safety.
- Completed the construction of the new Trek Santa Clarita Bike Park, located at the top of the Santa Clarita Sports Complex. The park is approximately seven acres and includes two pump tracks, a strider track, and a BMX track.
- Began design plans for the widening of 13th Street at Railroad Avenue and Dockweiler Drive Extension.
- Completed and opened the new Inclusive Play Area at Canyon Country Park.
- Upgraded eight recently annexed traffic signals and installed battery backup systems, permanent count stations, and communication equipment to connect these signalized intersections to the City's Traffic Operations Center.
- Added nearly 1.5 miles of Class II bike lanes and 1 mile of Class III bike lanes along Sand Canyon Road, Grandview Drive, Lost Canyon Road, and Wiley Canyon Road.
- Completed the update of the City's 2020 Non-Motorized Transportation Plan that aims to improve the safety and health of users by reducing collisions, promoting an active lifestyle, and reducing air pollution.
- Secured a \$40,000 grant from the National Recreation and Park Association and launched Pop Up and Play at Creekview Park and Jake's Way in September, with over 60 kids participating.
- Completed the installation and dedication of the public art piece, California Scape, which was installed at Fair Oaks Park.
- Completed the second Sidewalk Poetry series, with nine selected poems imprinted around the community.

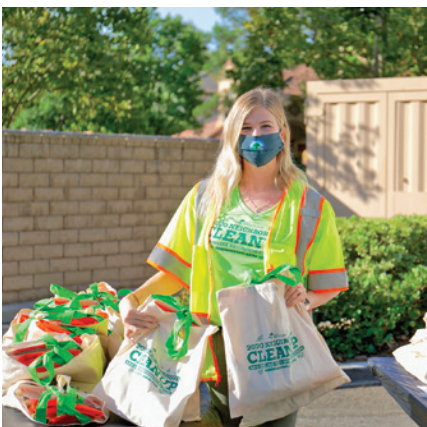




- Implemented the 2020 Arts Commission Work Plan priorities, which included exploring ongoing public art placement in Old Town Newhall, the development of a film festival called Newhallwood Silent Film Festival, and showcasing a virtual artist development series.
- The virtual Evening of Remembrance event had over 21,000 views to bring awareness of the importance of safe driving.
- Hosted a number of virtual and safe events and activities including Run Santa Clarita, a three-month virtual race series in October, November, and December; three live BINGO nights via Zoom that averaged 120 players each time; 10 Virtual movie watch parties and trivia nights with over 100 teams participating; and the Many Mile challenge, a virtual run challenge for elementary-school age children, grades kindergarten through 6, with over 1,500 students participating.
- Launched the valley-wide arts education strategic planning process as part of the Arts Education Collaborative. The effort is being undertaken in partnership with College of the Canyons, California Institute of the Arts, local school districts, and is being facilitated by the Los Angeles County Department of Arts and Culture.
- Launched the Santa Clarita Volunteer Hub, a community portal, on SantaClaritaVolunteers.com, which serves as a one-stop shop for volunteerism in Santa Clarita that connects volunteers and local non-profits.
- Continued the implementation of the Community Plan to Address Homelessness, utilizing the *Community Task Force on Homelessness*, which met regularly during 2020. A major priority in this plan was completed when the City Council approved to transfer \$1.6 million worth of property to Family Promise for the development of affordable housing and a resource center.

ENHANCING ECONOMIC VITALITY

- Completed a connection agreement to lease dark fiber strands, rack space, and power at the One Wilshire Building and installed and configured all equipment to “light” the dark fiber strands from Downtown Los Angeles to City Hall.
- In Fiscal Year 2019/20, tourism advertising campaigns and targeted event attraction helped Santa Clarita hotels generate nearly \$2.7 million in Transient Occupancy Tax, which was the seventh highest total in City history.
- Between January and October 2020, 977 trackable room nights were generated from six events/groups, which included several hockey tournaments and Banda Como Su Gente, a group from El Salvador that performed in the 2020 Rose Bowl Parade.
- Between January and October 2020, the City issued 272 film permits, which resulted in 695 film days, generating an estimated economic impact of \$17,506,000.
- The number of businesses in our community grew to 7,905 in the first quarter of 2020, an increase of 3.7 percent compared to the first quarter of 2019.
- While staff continued to work with the SCVEDC to attract more jobs to Santa Clarita, the number of jobs has leveled off from 91,871 to 91,216 jobs. Recovery remains consistent with decreasing unemployment rates month over month since the onset of the pandemic.



- The Santa Clarita Sponsorship Program partnered with over 60 local businesses, including Logix Federal Credit Union and Boston Scientific who each signed multi-year agreements that will add a total of \$184,000 to the General Fund over the next three years.
- New business sponsor, Trek Bicycle Corporation, recently signed a multi-year agreement that included naming rights of the Santa Clarita Bike Park and will add \$30,000 to the General Fund and \$45,000 in in-kind contributions toward park improvements over the next three years.
- Construction activities at The Center at Needham Ranch continued, including the start of construction on Building 10, and certificates of occupancy have been issued for Buildings 2, 3, 4, 5 and 6. Amazon moved into Building 6 in September 2020, and a prospective tenant has also provided a letter of intent for Building 2.
- Following the 2019 adoption of the Jobs Creation Overlay Zone, approvals for projects were granted at Needham Ranch and Southern California Innovation Park (formerly Mann Biomedical Park). These projects total 47,000 square feet of new office space and 256,000 square feet of new industrial space.
- The clean-up program of the Whittaker-Bermite site continued and the soil remediation was completed in late 2019, under the supervision of the California Department of Toxic Substances Control (DTSC) and in coordination with the Whittaker Corporation.
- Construction of the Vista Canyon Multi-Modal Center (Train Station) began and will help expand transit service to underserved communities.
- The City acquired the Valencia Ice Station property to offer both traditional ice sports and non-traditional events such as business meetings, conferences, tradeshows, and other recreational type activities for the community.

COMMUNITY BEAUTIFICATION

- The City's Community Preservation Division removed 9,685 graffiti tags between January and October 2020. Thirteen percent of removals were in response to public requests and the remaining 87 percent were completed proactively.
- The City's Community Preservation Graffiti Removal staff made 12 education presentations at local schools and completed 33 surveillance operations to deter graffiti vandalism.
- The City's Community Preservation Division cleared 110 encampment sites between January to October 2020, with approximately 198,940 pounds of trash and debris removed.
- Hosted the first-ever socially distanced Neighborhood Cleanup and Online Environmental Expo event, in which 1,196 volunteers cleaned up trash and litter around the community.
- Installed over 600 new plants throughout the City's parks and trails system.
- Installed 265 new trees along major thoroughfares, residential areas, and within parks as part of the Citywide Reforestation program.



- Completed numerous beautification projects, including: median refurbishment and beautification on Via Princessa between Sierra Highway and Jason Drive; refurbishment of fire damage along the Newhall Ranch Road median between Vanderbilt and Gateway Village; installed side panel landscape beautification adjacent to the Newhall Ranch Road Bridge Widening Project; and the landscape refurbishment of the entry monument at Valencia Boulevard and I-5.
- Completed the Stewart Oak Tree Mitigation Project, resulting in the donation of 10 acres of additional open space accessible via Gateway Ranch.
- Installed a new shade structure over the playground at Bridgeport Park.
- Acquired additional open space to contribute towards the greenbelt surrounding the community, including:
 - 102 +/- acres of real property in the Eastern Greenbelt area, Rain Property, located in the Soledad Canyon area and is part of the Conservation Area Protection Plan (CAPP), which recognizes this wildlife corridor as a critical missing link in the Angeles National Forest.
 - 2.7 acres adjacent to Canyon Country Park, increasing parkland acreage by expanding Canyon Country Park.
 - Lot 98 of the Needham Ranch development to the City, which adds 36 acres to the City's open space to allow for trail connections to the Newhall Pass Open Space.
 - 10 +/- acres of real property adjacent to the Newhall Pass Open Space, which was donated for mitigation purposes, providing trail connections in the Newhall Pass Open Space.

SUSTAINING PUBLIC INFRASTRUCTURE

- Completed the 2019/20 Annual Overlay and Slurry Seal projects, addressing 12 residential areas, 2 bike trails, and 2 arterials, utilizing grant funding for a total investment of \$13 million. A total of 71.28 lane miles of asphalt were reconstructed or treated this year.
- Completed Phase V of the Intelligent Transportation System (ITS) and started construction for the last two phases, VI and VII. As part of the ITS Phase V project, an additional 30 of the City's major intersections have been equipped with Permanent Automated Data Collection Stations.
- Completed the 2019/20 Paseo Bridge Maintenance and Painting Program, which included pedestrian bridges on Newhall Ranch Road, McBean Parkway, McBean Parkway and Sunset Hills, Copper Hill Drive, and Valencia High School.
- Resurfaced two outdoor basketball courts at Newhall Park and replaced the rubberized playground surface at Todd Longshore Park.
- Completed the 2019/20 Trail Fence Replacement project, which repaired and replaced a portion of trail fencing on the South Fork Trail between Magic Mountain Parkway and Valencia Boulevard.
- Installed battery back-up systems at 19 signalized intersections, resulting in a total of 187 signalized intersections in the City equipped with battery back-up systems.



- Installed new traffic signals at the following intersections: Golden Valley Road at the new Sheriff's Station; Golden Valley Road at Fire Station 104; and Sierra Highway at Needham Ranch Road.
- Completed the Project Study Report Equivalent with the Los Angeles County Metropolitan Transportation Authority to enhance safety and mobility at the railroad crossing at Newhall Road and Railroad Avenue.
- Completed restroom refurbishment projects at all three of the City's Metrolink stations.
- Completed the 2020 Bus Stop Improvement Project that enhanced 33 bus stops with new bus shelters, benches, and trash receptacles, in addition to the installation of brighter, solar-powered, light-emitting-diode (LED) lighting.
- Completed the City's Zero Emission Plan and submitted it to the State of California.
- Secured the remaining \$7 million in funding needed for the construction of the Vista Canyon Metrolink Station.
- Completed 384 playground safety inspections, resulting in the replacement of 66 playground components and over 150 safety sticker replacements. Additionally, 780 cubic yards of engineered wood fiber was replaced, 10 tons of sand was replenished, and 100 square feet of rubberized surfacing was repaired.
- Replaced 28 concrete picnic tables throughout the park system.
- Replaced 114 broken irrigation sprinklers, 217 irrigation fittings, and 116 nonfunctioning irrigation valves. Ten irrigation controllers were repaired.
- To improve field quality and playability, 1,200 yards of soil amendments and 14 tons of ball field conditioner were incorporated into sports fields throughout the park system.
- Opened the 35th City park site, Plum Canyon Park, which features the City's first dedicated baseball field.
- Completed the replacement of Multipurpose Field #3 at Central Park.
- Installed two additional Electric Vehicle (EV) charging stations.
- Completed extensive playground, shade canopy, and picnic area enhancements at Mountain View Park.
- Completed the Central Park basketball court refurbishment project.



PROACTIVE, TRANSPARENT, AND RESPONSIVE GOVERNMENT SERVICES

- For the 21st year, the City has continued efforts to prevent operation of a mega-mine in Soledad Canyon. There are currently no active mining contracts in Soledad Canyon.
- Continued efforts related to the California High-Speed Rail Authority project to ensure that any alignment selected as the preferred route through the environmental review process is the least impactful to Santa Clarita.
- Tracked over 100 State bills and 11 Federal bills during the 2019/20 legislative session. Eight State bills were presented to the City Council for adoption of positions in 2020.
- All City social media platforms continue to increase with all surpassing milestones in 2020: Facebook (33,096 followers), Twitter (43,589 followers), and Instagram (26,300 followers). These platforms continue to help educate the public, maintain transparency, and share positive stories about the City's efforts to maintain a high quality of life.
- Continued implementation of the City's new Enterprise Resource Planning (ERP) Financial System.
- As of late 2019, all three branches of the Santa Clarita Public Library offer passport acceptance and photo services. This year, 2,057 passport applications were processed.
- Transitioned to the new online bid services platform BidNet, creating an efficient purchasing process for both vendors and City staff.
- Migrated historical information and recreated the election website, votesantaclarita.com, to be under the umbrella of the City's webpage for easier access to the community with consistent branding.
- Developed and launched the GO! Santa Clarita website as a tool for transit users.
- Completed the biennial 2020 Public Opinion Poll. Residents shared favorable opinions of Santa Clarita on each aspect tested, with the most positive ratings provided for Santa Clarita as a place to raise a family (86 percent excellent or good), as a place to live (85 percent), and the overall quality of life in the City (82 percent).



BEHIND THE SCENES

- City staff processed 15,496 Resident Service Center (RSC) requests from residents and continued our tradition of providing a high level of customer service.
- The City's Building & Safety Division issued 6,162 permits and performed over 35,000 building inspections for over \$351 million of new construction.
- The City's Traffic Division responded to over 460 traffic-related requests, ranging from improvements to signal timing or synchronization, modifying speed limits, on-street parking, and improving traffic signage.
- The City's Parks staff addressed over 2,602 RSCs between January and October 2020.
- The City's Engineering Services Division issued over 1,111 right-of-way permits and completed over 6,633 inspections. Additionally, over 1,969 customers visited the Engineering Services Permit Center in 2020.
- The City's local historic preservation efforts continue to partner with divisions Citywide to archive records, including over 6,500 Engineering Services records. Progress continues on the Signal Photo Archive with 79 of 100 boxes of photographic items stabilized and moved to permanent storage.
- The City's General Service's Division:
 - fabricated 511 street signs, striped 195 white lane miles, refurbished and painted 6.25 miles of red curbs, refurbished 72 crosswalks, filled 2,617 potholes, and installed 144.5 tons of asphalt at various locations throughout the City;
 - maintained, inspected, and cleaned 350 catch basins, and cleaned 7 outfalls and 9 retention basins units to date; and
 - grinded sidewalk concrete at 447 locations, installed 178 ramps and re-ramps, repaired 4,807 feet (973 linear feet) of displaced sidewalks, removed and replaced 353 linear feet of curb and gutter at various locations to alleviate standing water, and installed one new ADA ramp at Soledad Canyon Road and Golden Oak Road.
- The City's Community Preservation Code Enforcement Officers addressed 2,725 code enforcement cases between January and October 2020.
- The City's Parking Enforcement Team addressed 5,392 RSC requests between January and October 2020. This reflects a 57 percent increase.
- The City's Planning Division approved 1,400 Over-the-Counter permits, created 238 Master Cases for entitlements, and assisted 3,255 customers at the Permit Center between January and October 2020.
- The City's Purchasing Division solicited bids for over 73 various projects, equipment replacements, and services to be completed and vetted and approved a total of 959 purchase orders for various products and services.
- The City's Clerk and Contract Services Division processed over 1,200 contracts and completed 1,162 public records requests.
- The City's Finance Division processed over 30,500 invoices, and issued over 9,900 receipts, totaling over \$221 million.
- The City Hall Ceremonies program was implemented to bring marriage licensing and ceremony services to our community. Since the initiation of City Hall Ceremonies on February 14, 2020, the City Clerk's and Contract Services Division has issued 113 licenses and performed 61 ceremonies.



City Hall CEREMONIES

THE CITY OF SANTA CLARITA





- Visitor traffic for the City’s Public Library website, santaclaritalibrary.com, totaled more than 216,000 visits in 2020.
- The Santa Clarita Public Library received more than 150,000 patron visits from January through March 2020, surpassed 140,000 downloads for digital material, and circulated nearly 475,000 books and materials.
- The City’s General Services Division worked with the court-appointed Community Service Public program to oversee 746 community service workers, completing a total of 6,968 hours on projects, such as litter abatement and removing abandoned shopping carts.
- The City’s Special Districts Division responded to approximately 1,953 tree-related and 2,093 Landscape Maintenance District service requests, and pruned 18,265 trees.
- Contract Classes were held in a virtual format, with 87 in the summer and 106 classes in the fall.
- From January to October 2020, a total of 2,314 volunteers contributed 18,926 hours to the City, with the dollar value of \$567,000.
- Through the City’s S.C.O.R.E. (Santa Clarita’s Opportunity for a Recreational Experience) program, 191 youth were awarded a scholarship, which allowed them to participate in many City programs including Kidz Care and the Learning Hubs.

ORGANIZATION/EMPLOYEES

- The number of total recruitments is expected to hit approximately 75 by the end of the year. A significant number of these recruitments have resulted in promotions of existing employees, which speaks to the high caliber of the City’s workforce.
- The City has welcomed over 28 new employees since January. Of the current 429 full-time employees, 13 percent have worked for the City for 5-9 years; 13 percent for 10-15 years; 13 percent for 16-20 years; and 13 percent for more than 20 years. Similarly, employee turnover remains low at 5.6 percent.
- The City hosted Information Sessions to increase employees’ organizational awareness on topics such as the budget process, Central Park buildout, Needham Ranch, the City’s Public Library, the City’s fiber network and future broadband prospects, and art at the Canyon County Community Center.
- Ongoing professional development remains a priority:
 - The City’s training and development program adopted virtual programming for a variety of sessions and training series, resulting in increased accessibility and participation. More than 40 trainings and development sessions for employees were coordinated and facilitated in 2020.
 - The City’s award-winning Mentoring Program is culminating its 18th year in existence in November 2020.
 - The City’s Leadership Academy culminated its 12th year and continues to prepare employees for leadership positions throughout the organization.
 - The City also continued the formal College Internship Program, recognized as an industry leader by ICMA for its Employee Retention and Development programs, with the goal of providing high-caliber students with meaningful work-based learning opportunities that expand students’ understanding of public service, integrate and diversify the organization, and support succession planning efforts.



