



City of
SANTA CLARITA

END OF THE YEAR REPORT 2021

ACCOMPLISHMENTS



presented by
Kenneth W. Striplin,
City Manager



KENNETH W. STRIPLIN CITY MANAGER The City Of Santa Clarita

I am honored to serve as your City Manager. As a City, we saw many successes throughout 2021 as we continued to navigate challenges of the ongoing global pandemic. The City remains committed to prioritizing the safety of staff and members of the community, while working to creatively offer an array of programs and services throughout this crucial time. Through innovation and dedication to providing a high quality of life in the City of Santa Clarita, we continued to support the community and reinforce the City’s reputation for being one of the best places to live, work, and play.

SPECIAL RECOGNITION

Santa Clarita City Manager, Ken Striplin, has been recognized with the 2021 Award for Career Excellence in Memory of Mark E. Keane by the International City/County Management Association (ICMA). This prestigious award is only given to one honoree each year, selected from nominations of City Managers across the country and around the globe.



ICMA reports that 2021 saw the highest number of applicants ever submitted for this award. The Award for Career Excellence in Memory of Mark E. Keane recognizes an outstanding chief local government administrator who has fostered representative democracy by enhancing the effectiveness of local elected officials and by consistently initiating creative and successful programs. ICMA is the leading organization of local government professionals dedicated to creating and sustaining thriving communities worldwide.

AWARDS AND RECOGNITION

- Ranked in the top 31 (7th percentile), of over 420 California cities in the “2021 Auditor of the State of California’s Fiscal Health Analysis” report.
- Received “The Annual Achievement of Excellence in Procurement Award” for 2021 from the National Procurement Institute (NPI) in recognition of the City’s commitment to purchasing innovation and leadership. This is the 8th consecutive year of earning this award, for a total of 11 for the City.
- Received the “Certificate of Achievement for Excellence in Financial Reporting” from the Government Finance Officers Association (GFOA) for the 32nd consecutive year in recognition of the FY 2019-20 Annual Comprehensive Financial Report.
- Awarded the “Certificate of Excellence Award from the Association of Public Treasurers” for the 27th consecutive year in recognition of the FY 2021-22 Investment Policy.
- Named a finalist for the “Most Business-Friendly City” award by the Los Angeles Economic Development Corporation.
- Communications Manager, Carrie Lujan, received the City-County Communications and Marketing Association (3CMA) “2021 Communicator of the Year Award.”
- From 3CMA, the City received five awards: “Most Innovative Communications” for the Santa Clarita Virtual State of the City, “Go Green” Savvy award for Recycle Hero, “Best use of Social Media” Savvy award for Saugus Strong Tiles, “Silver Circle Graphic Design Art” for Sammy Stories- Meet Sammy Clarita, and “Silver Circle Special Events One-Time Event” for the Saugus Strong Vigil.
- Recognized as the “4th Most Ambitious City in America” by Verizon.
- Recognized as the “5th Safest Largest City in CA” by WalletHub.com.
- Recognized as the “13th Most Relaxed City in California and 30th in the Nation” by LawnStarter.
- Ranked the “13th Safest City in America” by MoneyGeek.com.
- Ranked the “8th Safest Midsize City in America” by Advisor Smith.
- Designated for the 31st year as a “Tree City USA Community” from the National Arbor Day Foundation and the National Association of State Foresters.
- Won first prize in the American Public Transit Association’s Ad Wheel Award program for the Santa Clarita Transit’s Parade Campaign.
- Received the America Public Works Association Southern California Chapter and High Desert Branch Award for the Canyon Country Park Inclusive Play Area Project under the Innovative Design of the Year and Recreational and Athletic Facilities categories, respectively.
- Received the League of California Cities 2021 Outstanding Local Streets and Roads Project Awards for the Citywide Overlay and Slurry Project.
- Received the “Rising to Excellence Award” from the National Association of Volunteer Programs in Local Government for the City’s Volunteer Engagement Program.



GOOD FINANCIAL STEWARDSHIP

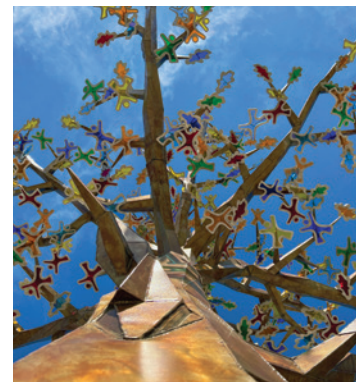
- The City maintained its AAA credit rating by Standard & Poor's – one of only 42 cities, or 10 percent, in California to receive this top-tier rating.
- General fund operating reserves remained at a minimum of 20 percent and the City has continued to adopt an on-time and balanced budget every year since incorporation.
- Through proactive planning and strategic investments, the City continues 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 2022.

**STANDARD
& POOR'S**



SANTA CLARITA 2025

The City started 2021 by closing out SC2025 and launching a new, five-year strategic plan, Santa Clarita 2025 – more commonly referred to as SC2025. The following highlights progress made within each of the seven SC2025 themes since the launch of the plan in March.



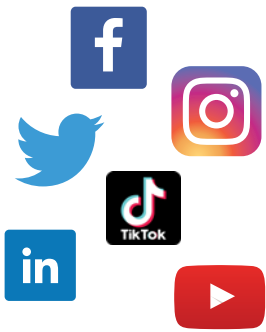
BUILDING AND CREATING COMMUNITY

- Completed the construction of the new Canyon Country Community Center (Community Center), which included the construction of a 25,000 square-foot community center, plaza and courtyards, parking, walkways, landscaping, and street improvements. Additionally, improvements were made to the Mint Canyon Channel and storm drains, which were coordinated with the Los Angeles County Flood Control District. The Community Center officially opened on October 30. On November 1, community programming began, including an after-school program, senior activities, teen programming, and drop-in sports, and reservation requests opened for large community events beginning in 2022. The City's annual State of the City was the first large-scale event held at the facility on November 4. Programming will continue to expand in 2022, including a monthly Farmer's Market and a community event series.
- Created the City of Santa Clarita COVID-19 Rental Assistance Program (Program) and administered \$6.3 million in federal funds to provide much-needed relief to eligible Santa Clarita families impacted financially by COVID-19. In total, the Program made rental payments on behalf of over 560 local households and provided critical reimbursements to their landlords.



- The City’s Housing Program (Program) provided approximately \$900,000 to local non-profit organizations, using Community Development Block Grant – Entitlement and Coronavirus funds during Fiscal Year 2020-21, which provided vital services such as distance learning, Meals on Wheels, tablets, childcare and summer program scholarships, and property rehabilitations programs.
- Completed design plans for the widening of 13th Street at Railroad Avenue and Dockweiler Drive Extension.
- Completed the design and installation of the Central Park Memorial Plaza, which commemorates the two students tragically killed at Saugus High School through two mosaic-covered obelisks located near the main entrance of the park.
- Installed Electronic Book Lockers at the Canyon Country Jo Anne Darcy Library and the Valencia Library. Lockers for the Old Town Newhall Library have been ordered and necessary improvements to accommodate the fixed canopy have been completed.
- Added approximately two miles of Class II bike lanes along Skyline Ranch Road between Plum Canyon Road and Sierra Highway.
- Completed slope restoration on a natural maintained slope located off Shangri-La Drive between El Dorado Court and Camelot Court.
- The Pioneer Oil Refinery was added as a Historic Site in the National Register of Historic Places and has been listed in the California Register of Historical Resources.
- The new program Pop-Up & Play launched, which reached nearly 2,000 kids in the community. Pop-Up & Play ran January through September and is designed to bring play opportunities to neighborhoods that have limited access to City parks and programs. This program received a \$40,000 kick-off grant from the National Recreation and Park Association and staff plans to continue and expand this program.

COMMUNITY ENGAGEMENT



- Continued the implementation of the Community Plan to Address Homelessness (Plan), utilizing the Community Task Force on Homelessness (Taskforce), which met regularly during 2021. This year, the Taskforce completed several action items identified in the Plan, including a three-year assessment, while also providing \$126,000 to six local organizations aimed at identifying innovative solutions to homelessness.
- Redesigned the “You’ve Got a Friend at City Hall” campaign, which will include the use of technology, including a social media component and augmented reality. The campaign will launch in 2022.
- The City’s social media platforms continue to reach new consumers, with an overall increase of seven percent from 2021: Facebook (33,939 followers), Twitter (43,462 followers), Instagram (29,706 followers), YouTube (3,190 subscribers), and TikTok (258 followers). These platforms continue to serve as useful tools to maintain transparency, educate the public, provide access to important emerging information, and highlight the City’s efforts to maintain a high-quality of life.



- Several events were introduced in response to the ongoing pandemic, including City Cinemas at East Walker Ranch Open Space and the Stage on Screen (SOS) Theatre Festival, which offered weekly virtual theatre experiences. During the summer, the City was able to bring back the Fourth of July Fireworks Show, Concerts in the Park, and the SENSES themed street parties.

- Completed the first status report for the Arts Master Plan, which was updated with 20 new recommendations added across the 10 sections of the plan. In July 2021, the updated document was recommended by the Arts Commission to be presented to the City Council. The status report was shared with the City Council at a Joint Study Session with the Arts Commission on October 12, 2021, and was adopted by the City Council during their regular meeting on October 26, 2021.
- The Human Relations Roundtable (Roundtable) was reformed in December 2020 in an effort to reinvigorate the City’s Human Relations Task Force. The committee is comprised of local citizens who meet monthly in sessions, which are facilitated by City staff. Throughout the past year, the Roundtable saw a number of accomplishments, some of which were done in partnership with local non-profits. Highlights include creating two videos in recognition of Black History Month and Martin Luther King, Jr. Day, holding a “Coco” movie night at Newhall Park in celebration of Hispanic Heritage Month, and Santa Clarita Valley Sheriff’s Captain Justin Diez provided educational information on the Sheriff’s Department to the Roundtable. Staff is currently working on the structure and format of the group, and a work plan through June 2022 is currently being developed.



SUSTAINING PUBLIC INFRASTRUCTURE



- Awarded a one-time \$125,000 grant to the Santa Clarita Valley Historical Society to support maintenance work at Heritage Junction and ensure the integrity of four historic structures.
- Completed the 2020/21 Annual Overlay and Slurry Seal project, addressing six residential areas, four arterials, utilizing a combination of funding sources for a total investment of \$18 million. A total of 69.41 lane miles of asphalt were reconstructed or treated this year.
- Completed the 2019/20 Federal Overlay project along Railroad Avenue between Magic Mountain Parkway and 15th Street.
- Completed the modification of existing signal traffic controls on Soledad Canyon Road at the intersections of Oaks Springs Canyon Road, Rue Entree, Flowerpark Drive, Poppy Meadow Street, and Shadow Pines Boulevard to provide protected left-turn phasing for eastbound left-turn movements.
- Completed Phase VI of the Intelligent Transportation System (ITS) and started construction for the last phase, VII. With the completion of all seven ITS phases, the entire traffic signal system will be upgraded.
- Resurfaced the outdoor basketball court at Valencia Meadows Park, replaced the roof at Santa Clarita Sports Complex Gymnasium, installed sports field lighting at Plum Canyon Park, and completed waterproofing and painting on the recreation and restroom building at Canyon Country Park.
- Installed battery back-up systems at eight signalized intersections, resulting in a total of 195 signalized intersections in the City equipped with battery back-up systems.
- Installed a new traffic signal at the Sierra Highway and Skyline Ranch Road intersection.

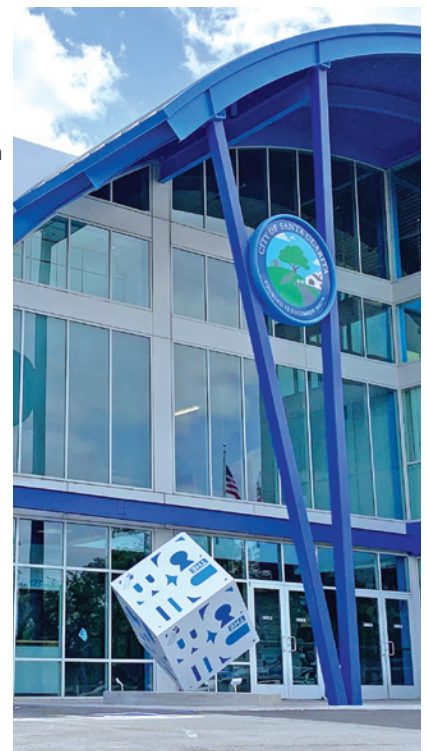
- Completed several facility upgrades and equipment replacements at the Transit Maintenance Facility.
- Acquired the final phase of sellable streetlights from Southern California Edison, and converted to energy-efficient LED fixtures.
- Completed extensive playground, shade canopy, and picnic area enhancements at Mountain View Park.
- Restored the Landscape Maintenance District irrigation system in the Stonecrest community, which was destroyed during the Tick Canyon Fire.



- Improved park field quality and playability by applying:
 - Eight tons of ball field conditioner, and installing five new sets of bases, three new pitching rubbers, and eight new home plates.
 - 500 pounds of Bermuda grass seed, 11,000 pounds of rye grass seed, and 4,000 pounds of fescue seed.
 - 160 cubic yards of soil amendments and 37 tons of fertilizer and micronutrients.
 - Over 150 miles of lines for fields were striped using approximately 240 gallons of paint monthly.
 - 28 acres of sports turf was mowed twice each week throughout spring and summer, and 82 acres of park turf is mowed weekly.
- Installed four additional Electric Vehicle (EV) charging stations at the Canyon Country Community Center, with a total of six ports. EV charging usage increased substantially this year, with 5,260 charging sessions through September, compared to 3,872 for all of 2020.
- Installed smart bike lockers at City Hall, the Santa Clarita Metrolink Station, the Newhall Metrolink Station, and the Vista Canyon Transit Center.

ENHANCING ECONOMIC VITALITY

- Following the acquisition of former Valencia Ice Station in 2020, the City rebranded the facility to The Cube: Ice and Entertainment Center (The Cube). Elements of the branding campaign included a redesign of the facility and marketing materials; launch of the new website and social media pages on Facebook, Instagram, and Twitter; hosting a grand opening event in April; and the completion and broadcasting of promotional videos across the City's social media accounts and broadcast media.
- The Cube has added a new dimension to the Business Sponsorship Program (Program). To date, the Program has secured agreements with nine local businesses that will generate \$148,900 over the next three years.
- Launched programming at The Cube, which is a multi-faceted facility with numerous available opportunities for members of the community to enjoy through offerings such as public skate time, figure skating lessons, youth and adult hockey leagues, hockey tournaments, and to hold private meetings, events, and birthday parties. Three filming sessions took place at The Cube in 2021, including a DELTA airline commercial for the 2022 Winter Olympics and two days of filming for a Netflix production. The Cube is now home to the UCLA Men's Ice Hockey Team, and will host eight home games during their 2021-22 season.





- Facility improvements completed at The Cube include roof repairs, replacement of the cooling system, restroom refurbishments, technology enhancements, interior and exterior painting, landscape improvements, and more.
- In Fiscal Year 2020-21, despite travel restrictions stemming from the pandemic, tourism advertising campaigns aimed at the leisure market and targeted event attraction helped Santa Clarita hotels generate nearly \$2.3 million in Transient Occupancy Tax.
- Between January and October 2021, 2,008 trackable room nights were generated from five events/groups, which included hockey tournaments, cross country meets, and USA Swimming's Future Swim Meet held in July.
- Three new hotels opened on Wayne Mills Place near Magic Mountain, including Holiday Inn Express, Springhill Suites, and Residence Inn. In addition, a fourth hotel, Homewood Suites, opened on Newhall Ranch Road near Oakmont Senior Living. It is the first of two brand hotels on that site, with the other being a Hampton Inn, which is scheduled for completion in late 2022.



- Between January and October 2021, the City issued 423 film permits, which resulted in 1,084 film days, generating an estimated economic impact of \$26,765,000.
- The number of businesses in our community grew to 8,177 in the second quarter of 2021, an increase of 2.8 percent compared to the second quarter of 2020.
- Over the past year, the number of jobs in Santa Clarita has increased 9.3 percent from 77,703 to 84,964 jobs. Recovery remains consistent, with decreasing unemployment rates month over month since the onset of the pandemic.
- The Business Sponsorship Program partnered with over 60 local businesses, including Parkway Motorcars and Snow Orthodontics who each signed multi-year agreements that will add a total of \$1,377,000 to the General Fund over the next two years.

- All buildings in Phase 1 of Needham Ranch have been leased, with the final three buildings being leased to Drink PAK for beverage manufacturing and distribution. Phase 2 construction is also underway, with grading complete and construction beginning on Building 10 (a 170,000 square-foot office/warehouse building) and Building 11 (a 280,000 square-foot build-to-suit distribution business). Applications for the remaining buildings in Phase 2 have been submitted for Planning review.
- The Planning Division kicked off three long-range planning projects, funded by a State grant, to update the City's Housing Element, Climate Action Plan, and Old Town Newhall Specific Plan.

- Awarded \$250,000 to an approved 120-bed skilled nursing facility on Valley Center Drive, using funds collected for the siting and construction of a transitional care unit.

- Continued construction on the Vista Canyon Multi-Modal Center (Metrolink and Bus Station). Once complete, the project will expand transit service to underserved communities. The Transit Center is complete, with micro-transit service anticipated to begin on January 3, 2022. The Metrolink Station is under construction and is anticipated to open in spring 2023.



- The City developed and led negotiations to secure the City’s first “Lit Fiber” services agreement with Bel Air Connect.
- Commissioned and completed the City’s Fiber Optic Network Valuation Study.
- The City closed escrow on a parking lot located on Main Street in Old Town Newhall, which will provide additional parking for patrons while they shop and dine locally.
- The Trek Bike Park of Santa Clarita received upgrades to the mountain bike Red Line through sponsorship funds from the Trek Bike Company. Several wooden features were installed that challenge riders to test their skills. Recreation and Parks Maintenance staff coordinated the installation, arranged test runs with pro-riders, and opened the enhancements to the community with extremely positive feedback received. The advanced rider ramps include a whale tail, curved wall, straight wall, and kicker ramp elements.

COMMUNITY BEAUTIFICATION AND SUSTAINABILITY



- Installed UV disinfection in all park facility heating and air conditioning systems.
- Installed 225 new trees along major thoroughfares, residential areas, and within parks as part of the Citywide Reforestation program.
- Hosted the 26th Annual River Rally and Environmental Expo event; 1,230 volunteers participated by removing 12,456 pounds of trash from the Santa Clara River.
- Held two Hazardous Waste Roundups and a paint collection event that resulted in the proper disposal of over 13,000 gallons of paint, 9,180 pounds of batteries, 1,209 gallons of motor oil, and 83,570 pounds of electronic waste.
- Following a competitive process, the City was awarded \$300,000 of Safe Clean Water Measure W funds to complete a feasibility analysis for the Via Princessa Park storm water infiltration project.
- The City has been maintaining its State-permit obligation to infiltrate stormwater, mostly by requiring new developments to install water capture features during construction. With the additional nine-acre feet of volume through the Canyon Country Community Center, the City met its milestone by providing 41.55-acre feet of stormwater infiltration capacity by 2020.
- Closed the funding gap for the Hydrogen infrastructure project at the Transit Maintenance Facility with the goal of transitioning to all zero emission vehicles by 2040.
- Hosted a virtual Earth Arbor Day event with a free drive-thru mulch giveaway for residents.





- The annual Bike to Work Challenge was featured for an entire week this year, with 21 business teams participating and 162 riders.
- Managed the purchase and delivery of two commuter, two local, and two Dial-a-Ride CNG buses.
- The Community Preservation Division removed 13,239 graffiti tags between January and October 2021. Five percent of removals were in response to public requests and the remaining 95 percent were completed proactively.
- Graffiti Removal staff conducted one education presentation at a local school and completed 49 surveillance operations to deter graffiti vandalism.
- The Community Preservation Division cleared 40 large-scale encampment sites between January to October 2021 from various locations Citywide.



ORGANIZATIONAL EXCELLENCE

- The City completed implementation of the Secure Government 2 Government (G2G) electronic document recording program with the Los Angeles County Registrar Recorder's Office to enable the City Clerk's office to submit and receive documents electronically for recordation, as well as developed an Electronic Document Recording policy.
- Completed the transition of the Marriage Services Application process and payments to online through the use of CivicREC1 and Seasons catalog. In the first full fiscal year of this program, the City has issued 163 licenses and officiated 108 ceremonies.
- Continued the implementation of the City's migration to the new Enterprise Resource Planning (ERP) system, Financial Enterprise, launching the core financial portion in August 2021 and the Human Resources/ Payroll portion scheduled to go live in spring 2022.
- This is the 22nd year that the City has continued efforts to prevent operation of a mega-mine in Soledad Canyon. With ongoing activity related to this subject matter, staff will continue to monitor the situation and provide updates accordingly.
- Staff continued efforts to ensure an acceptable alignment of the California High Speed Rail project, including monitoring the Environmental Impact Statement/Environmental Impact Report process to ensure that any alignment selected as the preferred route is the least impactful to Santa Clarita.
- Nineteen State bills and two Federal bills were presented to the City Council for adoption of positions in 2021.
- Identified contract partner groups and key stakeholders to receive a customized training program being developed to ensure high quality service levels across the City. The needs assessment has been completed and curriculum for the training program is currently under design.

- Expanded wellness programming for staff, including weekly Wellness Wednesday emails, monthly StayWell newsletters highlighting national observances, and hosted numerous wellness programs such as Lunch n' Trivia, Hiking Challenge, Fitness Challenge, and the Swap It Don't Stop It: Healthy Game Day Snack Contest.
- Incorporated micro-learning components into existing training programs, including offering two Management Corner micro-learnings per month. Human Resources partnered with Technology Services to explore potential for a new ERP to support micro-learning through its Learning Management System, and completed a comprehensive review of online course offerings in the City's catalog for incorporation into current training initiatives.



PUBLIC SAFETY

- Completed construction of the new state-of-the-art Sheriff's Station (Station) and successfully transitioned operation of the new facility to the Los Angeles County Sheriff's Department. The Station was built with enhanced technological capabilities that will support more effective law enforcement operations in the Santa Clarita Valley. The Sheriff's Station Lease Agreement was executed by the City and County in October 2021.
- Focused on increasing positive engagement between the community and the Sheriff's Department. Two Sheriff's Station personnel attended social media and media relations focused training sessions to help further the Department's online presence, and informal events such as Coffee with a Cop were held throughout the year, allowing residents to engage with Sheriff's in an informal and casual manner.
- Continued to conduct bimonthly Crime Prevention Unit meetings to identify crime trends and address accordingly. Operations targeted toward the theft of catalytic converters and grand theft auto were conducted over the course of the year.
- Continued efforts to reduce Part 1 crime in the City, which has been impacted due to recent policy changes primarily by the District Attorney's Office. Despite setbacks, Part 1 crimes are still near record lows coming off the lowest rates achieved in 2018, 2019, and 2020.



- Received approval from the City Council on September 14, 2021, for the 2021 Local Hazard Mitigation Plan (Plan). The Plan is now pending approval from the Federal Emergency Management Agency.
- Identified and began installation of safety equipment to help prevent and respond to potential active shooter related incidents at City facilities. These efforts will continue into spring 2022.
- Formed an Emergency Response Stakeholder Group (Group) consisting of representatives from the City, Sheriff's Station, and Fire Department. The Group's first meeting was held on September 24, 2021, with future meetings taking place on a quarterly basis.

- Continued efforts to acquire a City Mobile Incident Command Post. To assist with funding this initiative, staff submitted Special Community Funding Requests to the offices of Congressman Mike Garcia and Assemblywoman Suzette Valladares; staff is awaiting further news on the requests from both offices.
- Began the development of the Local Roadway Safety Plan (LRSP), which identified that unsafe speeds, driving under the influence, and pedestrian violations contributed to over half of the severe and fatal collisions in the City. The LRSP will aid staff in developing countermeasures to reduce these types of collisions.
- Continued implementation of the Traffic Safety Plan, which was designed to significantly reduce collisions throughout the City. Since implementing the plan in 2016, the collision rate and injury rate is down 40 and 44 percent respectively.

BEHIND THE SCENES



- City staff processed 29,421 Resident Service Center (RSC) requests from residents and continued our tradition of providing a high level of customer service. This year:
 - 87 percent of residents have rated Employee Effectiveness either “good” or “superior”
 - 88 percent of residents have rated Response Time either “good” or “superior”
 - 89 percent of residents have rated Employee Courtesy either “good” or “superior”
 - 85 percent of residents have rated Expectations Met either “met” or “exceeded”

- Completed the installation of fiber optic cabling to CalArts’ datacenter, which enables the institution to utilize the City’s Fiber Optic Network to connect to Downtown Los Angeles. This partnership with CalArts is the first, formal use of City fiber to “light” a connection for an outside agency.
- The City’s Technology Services division developed and launched SC2020 GIS story map to capture significant accomplishments of the City’s five-year strategic plan accompanied by images, videos, and a reference point highlighting its location in the City giving users a “tour” of these accomplishments.

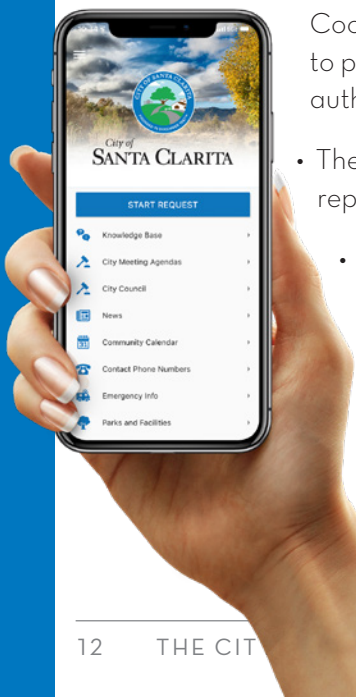
- Executed a Parking Management Service Agreement for the City-owned public parking facility, Cooper Street Parking Facility (Facility), with the Vista Canyon Property Owner’s Association to perform ongoing maintenance, as well as formed a second community facilities district, to authorize a levy of special taxes to fund the operation and maintenance of the Facility.

- The City’s Purchasing Division solicited bids for over 64 various projects, equipment replacements, and services to be completed.

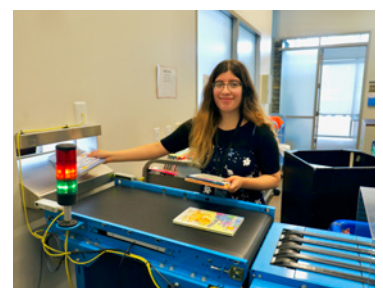
- The City’s Clerk and Contract Services Division processed over 1,785 contracts and completed 1,704 public records requests.

- The City’s Finance division processed over 29,000 invoices, and issued over 9,000 receipts totaling over \$291 million.

- The City’s Building & Safety Division issued 6,023 permits and performed over 39,000 building inspections for over \$249 million of new construction.



- The City's Traffic Division responded to over 440 traffic-related requests, ranging from improvements to signal timing or synchronization, modifying speed limits, on-street parking, and improving traffic signage.
- The City's Engineering Services Division issued over 1,246 right-of-way permits and completed over 6,472 inspections. Additionally, over 1,359 customers visited the Engineering Services Permit Center in 2021.
- The City's local historic preservation efforts continue to partner with divisions Citywide to archive records, including over 19,910 Engineering Services records.
- The City's General Services Division:
 - Fabricated 361 street signs, striped 39 painted lane miles, refurbished and painted 1.5 miles of red curbs, refurbished 126 crosswalks, filled 2037 potholes, and installed 149.5 tons of asphalt at various locations throughout the City;
 - Inspected and cleaned all City-owned catch basins four times, equaling 805 inspection and cleanings; maintained all City drainage benefit assessment areas including 14 retention basins, 22 outfalls, and 7 continuous deflection separation units;
 - Grinded sidewalk concrete at 743 locations, repaired 242 patches, installed 369 ramps and re-ramps, and removed and repaired 67 sidewalk displacements (a total of 9,175 feet), which removed 1,354 potential tripping hazards;
 - Replaced 31 linear feet of curb and gutter at various locations to alleviate standing water; and
 - Worked with the court-appointed Community Service public program to oversee 1,986 community service workers, completing a total of 15,888 hours on projects such as litter abatement and the removal of abandoned shopping carts.
- The Planning Division approved 1,487 Over-the-Counter permits, created 269 Master Cases for entitlements, and assisted 3,515 customers at the Permit Center between January and October 2021.
- The Community Preservation Division addressed 3,603 Code Enforcement cases between January and October 2021. This reflects a 10 percent increase in the amount of cases addressed, when compared to the same time frame in 2020.
- The City's Special Districts Division responded to 2,158 tree-related and 1,908 Landscape Maintenance District service requests, and pruned 7,000 trees.
- Staff responded to and completed clean-up of more than 130 partial and complete tree failures resulting from the January 2021 Wind Storm Event.
- Installed over 1,512 new plants throughout the parks system.
- Completed 396 playground safety inspections, resulting in the replacement of 75 playground components and over 82 safety sticker replacements. Additionally, 540 cubic yards of engineered wood fiber was replaced, 20 tons of sand was replenished, and 80 square feet of rubberized surfacing was repaired.
- Staff collected and replaced over 100,000 bags of trash, and over 800,000 dog waste bags were utilized and stocked.
- Santa Clarita Public Library staff processed over 4,000 passport applications.





- The Community Library Forum, a group of community stakeholders and library staff, was launched this year, to assist the library in meeting the needs of the diverse community.
- The Santa Clarita Public Library participated in the Lunch at the Library program and served over 3,000 free lunches to children this summer.
- A total of 1,125 children, teens, and adults participated in the Santa Clarita Public Library's 2021 Summer Reading Program. The participants read 7,446 books during the seven week-long program.
- The Santa Clarita Public Library successfully competed for a number of grants this year, which funded the NOMAD Lab program, Lunch at the Library, and allowed for the acquisition of 30 Chromebooks and hotspots. They also applied for and were awarded over \$12,000 from the State Library to expand library programming.
- Staff installed 15 new bricks at Veteran's Plaza.



- Transit staff completed the second consecutive Federal Triennial Transit Audit with no findings. They also oversaw the implementation of COVID related projects such as the installation of driver barriers on 49 local, 30 commuter, and 32 Dial-a-Ride vehicles; UV and HEPA filter sanitizing systems for buses; and expansion of mobile payment options.
- The City reached a diversion rate of 59 percent as certified by CalRecycle, an increase of 4 percent over the prior year.



- The City hosted a total of 1,347 youth sports participants in modified programs, 2,776 Camp Clarita campers, 44,550 attendees for adult sports programs and events, 155 preschoolers for the 2020-21 school year in the Primetime Preschool program, nearly 25,000 attendees at the SCSC Gymnasium, and 190,852 visitors to the City's Aquatic facilities.
- During the first nine months of 2021, Community Services staff, in collaboration with Library staff, hosted several "Learning Hubs" at local libraries and City facilities, assisting over 100 youth with virtual learning and homework assignments while school was closed due to the pandemic.
- The Community Centers offered numerous community-wide special events to over 4,300 residents, as well as an After-School Program to over 740 participants.

- Twenty-seven children were accommodated through Inclusion Services for participation in Camp Clarita, Contract Classes, Youth Sports, Aquatics, Child Development, and at both Santa Clarita Community Centers.
- The Trek Bike Park of Santa Clarita and the Santa Clarita Skate Park continued to be heavily used by the community with over 30,000 visitors to those parks.
- Through the City's S.C.O.R.E. (Santa Clarita's Opportunity for a Recreational Experience) program, 157 youth were awarded a scholarship, for a total of \$12,940, which allowed them to participate in any class or program offered in the Season's brochure.
- Through the Community Services and Arts Grants Program, the City awarded a total of \$180,000 in grants funds to nonprofits serving the local Santa Clarita community. Of the 38 grants applications funded, 22 were for Community Services grants and 16 were for Arts grants.



ORGANIZATION/EMPLOYEES

- The number of total recruitments is expected to hit over 90 by the end of the year. A significant number of these recruitments have resulted in promotions of existing employees.
- The City has welcomed over 50 new employees since January. While 46 percent of City employees have been with the City for less than five years, employee tenure continues to remain high, representing strong employee commitment and satisfaction. Of the current 434 full-time employees, 19 percent have worked for the City for 5 - 9 years; 12 percent for 10 - 15 years; 10 percent for 16 - 20 years; and 13 percent for more than 20 years. Employee turnover remains low at 9.9 percent.
- More than 60 trainings and development sessions for employees were coordinated and facilitated in 2021.
- The City hosted three Information Sessions to increase employees' organizational awareness on topics including Budget 101, an overview of the historical Pioneer Oil Refinery, and the City's diverse recreation and enrichment programs at the community centers.
- The City's Supervisor Series, designed to equip new and current supervisors with essential skills on how to manage effectively, was re-vamped with three new courses focusing on effective communication, employee engagement, and leadership brand. Over 20 supervisors completed the series in 2021.
- WorkWell, the City's employee wellness program, offered over 40 wellness events and activities in 2021, including informational seminars, staff challenges like healthy snacking, and a Citywide Fitness Challenge, as well as activities supporting mental health and social connection, such as trivia challenges and the Golf Tournament.
- Through voluntary participation in wellness programming, City staff raised over \$5,000 for direct donation to Family Promise as part of the City Manager's Charitable Giving Campaign.
- The City continued the formal Internship Program 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.

