

City of
SANTA CLARITA

**2023 END OF THE YEAR REPORT
ACCOMPLISHMENTS**

presented by

**Kenneth W. Striplin,
City Manager**



KENNETH W. STRIPLIN
CITY MANAGER
The City Of Santa Clarita

It is my continued honor to serve as your City Manager. I am pleased to report that 2023 has proven to be yet another successful year for Santa Clarita’s residents and the business community. Through the leadership of the City Council and our organization’s commitment to excellence and hard work, we continue to uphold the City’s high quality of life.

AWARDS AND RECOGNITION

- Received the “Certificate of Achievement for Excellence in Financial Reporting” from the Government Finance Officers Association (GFOA), for the 34th consecutive year, in recognition of the Fiscal Year (FY) 2021-22 Annual Comprehensive Financial Report.
- Awarded the “Certificate of Excellence Award from the Association of Public Treasurers,” for the 29th consecutive year, in recognition of the FY 2023-24 Investment Policy.
- Awarded the “2023 Annual Achievement of Excellence in Procurement (AEP),” for the 13th year, from the National Procurement Institute, Inc. The AEP award is earned by public and non-profit agencies, demonstrating a commitment to procurement excellence. This annual program recognizes procurement organizations that embrace innovation, professionalism, productivity, leadership, and e-Procurement.
- Ranked 4th Safest City in America by SmartAsset.com.
- Awarded the City Clerk Award of Distinction 2023: Special Projects for City Hall Ceremonies from the City Clerk’s Association of California.
- Received three “2023 Building Excellence Shaping Tomorrow (BEST) Project of the Year Awards” for the West Creek Park Inclusive Play Area, Vista Canyon Multi-Modal Center, and Trash Excluder Program, Phase II by the American Public Works Association (APWA).



- Received the Outstanding Public Works Employee of the Year award by the APWA..
- Recreation won the 2023 “Merit Award - Kids and Trails Youth Outdoor Adventures” from the California State Parks - California Trails & Greenways.
- Recreation’s Youth Outdoor Adventure program was highlighted in an article in the Summer 2023 issue of the California Parks & Recreation Society (CPRS) Magazine.
- Honored by the California Association of Public Information Officials (CAPIO) with four Awards of Distinction for the “You Got a Friend at City Hall” Campaign, Winter Games Celebration, Scranton Clarita Welcomes You, and Overall Social Media Presence; and one EPIC Award for Santa Clarita TikTok and Reels.
- Honored by the City-County Communications & Marketing Association (3CMA) with four awards for Economic Development and the Shop and Eat Local in Santa Clarita Campaign, the Winter Games Celebration Event, You've Got a Friend at City Hall Graphic Design and for the Interview/Talk Show/News Program "Community Corner."
- The City was recognized as Tree City USA for the 33rd consecutive year.
- Recognized by the American Association of Retired Persons (AARP) as being part of its network for age-friendly cities.



GOOD FINANCIAL STEWARDSHIP

- 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), with an 82.9 percent funded status as of June 30, 2022.
- Secured \$20 million in Measure W funding for the construction of Via Princessa Park.
- Secured nearly \$1.2 million in various grant opportunities to install a Class IV Bicycle and Pedestrian Demonstration Project along Orchard Village Road, a pedestrian detection system at Whites Canyon Road and Via Princessa, and Class II Bike Lanes along Canyon Park Boulevard, Jakes Way, and Via Princessa.



SANTA CLARITA 2025

The City’s five-year strategic plan, Santa Clarita 2025, formalizes the priority goals and objectives of our organization. The following highlights progress made in year two of the plan within each of the seven themes.



BUILDING AND CREATING COMMUNITY

- Continued to monitor all progress related to the former Senior Center site, including the second phase analysis that is pending completion.
- Acquired the former YMCA building located on McBean Parkway, and began the rehabilitation of the facility to become the Valencia Community Center.
- Continued the design of Blue Cloud Bike Park.
- Completed the construction of the Central Park Buildout project, which added four multi-purpose fields, a restroom facility, one new basketball court, additional parking, and exercise stairs.
- The 33rd annual Concerts in the Park series was held at Central Park and included a total of eight concerts, drawing approximately 42,000 attendees.
- Hosted the SENSES Block Party series in Old Town Newhall offering eight free events, with a total attendance of approximately 12,000.
- Hosted the three-day Cowboy Festival in Old Town Newhall for the first time since the pandemic, with a total attendance of approximately 11,000.
- Over 5,600 volunteers assisted with City events and programs, providing a total of nearly 30,000 hours of service, with a value estimated at over \$1.1 million.
- Completed construction of the Vista Canyon Multi-Modal Center, which includes the fourth Metrolink Station in Santa Clarita and a bus transfer station that will help expand transit service to underserved communities. The Center boasts a new railroad track, six bus bay canopies, 18 digital bike lockers, informational kiosks, and free parking.
- Continued the designs of David March Park, Via Princessa Park, and the Santa Clarita Sports Complex expansion.
- Constructed three additional trail segments to the Sand Canyon Trail and continued negotiations for the outstanding easements, while completing the design for two pedestrian bridges.
- Completed a feasibility analysis for acquiring the 160-acre William S. Hart Park, inclusive of the William S. Hart Museum, Historic Heritage Junction, many native plants and animals, and a herd of American Bison from Los Angeles County. Following City Council direction, the City has maintained active negotiations with Los Angeles County to execute the transfer of the property.



- Launched the Youth Outdoor Adventure program and held two community challenges focused on hiking and biking to encourage the community to explore the open spaces. In addition, the archery range was expanded to include a roving archery range.
- Launched quick response (QR) codes to enhance patron experience in select areas throughout the City including trails in popular graffiti locations, tourism brochures, traffic equipment, library programming, recreation, parks, and volunteer opportunities, while also launching a QR code for the availability of tennis and pickleball courts.



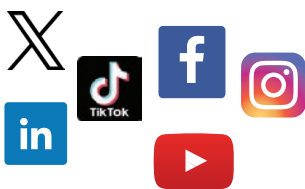
- Purchased a 15,000-square-foot facility, which will be retrofitted and serve as the future home of Santa Clarita Public Television.
- Completed construction of The Top Shelf, the new beverage center, at The Cube: Ice and Entertainment Center (The Cube).
- Since becoming a City Park in June, the Tesoro Adobe Historic Park hosted five private special events, over 80 docent-led tours, and welcomed 150 Primetime Preschool students and their family members for a fall festival.

- Implemented enhanced recreational opportunities for seniors and teens at the Canyon Country Community Center, including 55 new contract classes. Teen programming expanded to include gaming events and walking field trips, as well as opportunities for art and hands-on experience through the “Tools of the Trade” program. Senior programming now includes health classes, Bingocize, virtual reality travel, a walking club, badminton, line-dancing, and food preparation activities.
- Continued the design of Via Princessa Roadway, between Isabella Parkway and Golden Valley Road.
- Continued negotiations with Los Angeles County for the relocation of its existing maintenance yard, offering a list of potential relocation sites.
- Completed construction of the Circulation Improvement Project Phase II, which includes improvements at the intersection of Orchard Village Road at Wiley Canyon Road, and Bouquet Canyon Road at the Bouquet Canyon Plaza.
- Performed beta testing of the City’s Integrated Corridor Management System (ICM) to identify abnormal traffic patterns, occurrences, and counts with freeway traffic, which feeds from sources including Waze, the California Highway Patrol, and the Los Angeles County Fire Department.
- Installed a new traffic signal at Copper Hill Drive and Deer Springs Drive, while also installing accessible pedestrian signals at 12 intersections across Santa Clarita.
- Continued a partnership with Bridge to Home to complete construction of their permanent Homeless Shelter project. Vertical construction has commenced, and the project is fully-funded and anticipated to be operational in spring 2024.
- Continued to partner with Family Promise to complete construction of their Transitional Housing project. Vertical construction of the facility is anticipated to commence in November and take 10-12 months to complete.
- Installed 10.5 miles of Class II bicycle lanes along Bouquet Canyon Road, Soledad Canyon Road, Lost Canyon Road, and Whites Canyon Road.
- Partnered with the Santa Clarita Valley Water Agency to complete the Bridgeport Demonstration Garden.



- Continued the design of the Roller-Skating Rink at the Santa Clarita Sports Complex. The project will be the first of its kind in Santa Clarita and offer the community a new intergenerational outdoor recreation amenity.
- Coordinated with the Elders Trail Building volunteers and the Weed Warrior volunteers to build new hiking trails and preserve native plant species in the Open Space.
- Converted one existing tennis court at Bouquet Canyon Park into four permanent pickleball courts to meet the growing demand.
- The 2023 Beach Bus carried 1,326 passengers to Ventura Harbor during the summer months.

COMMUNITY ENGAGEMENT



- Continued the “You’ve Got a Friend at City Hall” campaign, featuring Community Services, Environmental Services, Community Preservation, Arts & Events, and Streets.
- Hosted the 2023 “Celebrate” Cultural Series at the Canyon Country Community Center on the second Friday of the month from April to September. This year, the series showcased the cultures of Egypt, West Africa, Peru, Spain, the Fernandeano Tataviam Band of Mission Indians, and China.
- Hosted the Free To Be Me Festival, a community-wide event celebrating families and children with special needs through a series of inclusive and adaptive activities.
- Relunched the Lock it or Lose it campaign, “LioLi,” a collaborative effort with the Santa Clarita Valley Sheriff’s Department. The campaign featured a public service announcement that reached more than 5,000 people across social media platforms and a media post at Central Park that reached nearly 100,000 people with more than 8,000 engagements.
- The Community Task Force on Homelessness met every quarter to review and discuss progress on the action items in the 2022-24 Community Plan to Address Homelessness. Notable progress has been achieved to date, including enhanced partnerships and broader intra-agency awareness.
- Held the inaugural Make a Difference Day event, which commemorates National Community Service Day in October.
- Executed a Grant Agreement with SCVTV to provide funds for the SCVHistory.com Website Modernization project. The third-party contractor has substantially completed the scope of work with maintenance activities on-going. The site is anticipated to be completed and transferred to City ownership in fall 2024.
- Continued working with a consultant to complete a feasibility study for a Museum and Cultural Center, which is anticipated to be completed by the end of the calendar year.
- Began the design and procurement of the City’s first mobile library, which will be used to provide onsite services for underserved communities, once completed.
- Began construction of digital signage at City Hall to increase citizen engagement and enhance customer service experience.
- Completed data collection, including key performance indicators, ridership data, vehicle maintenance records, and operational protocols, as part of the development of a new Transit Development Plan.
- The City’s social media platform continues to reach consumers with 42,103 Instagram, 36,861 Facebook, 45,146 X (formerly Twitter), 3,815 YouTube, 1,395 TikTok, and 5,082 LinkedIn followers.
- Through the City’s S.C.O.R.E. (Santa Clarita’s Opportunity for a Recreational Experience) program, 372 youth were awarded scholarships, for a total of over \$44,000, which allowed them to participate in any class or program offered in the Season’s brochure.
- Launched 1,000 Books Before Kindergarten, an initiative that encourages families to read 1,000 books with their children before kindergarten to increase school success and help develop a lifelong passion for learning.
- Partnered with the California Institute of the Arts for a summer-long animation and graphic design workshop created for teens between the ages of 12 and 18 years old.



SUSTAINING PUBLIC INFRASTRUCTURE

- Completed the construction of the 2017-18 Bridge Preventative Maintenance Program, which addressed maintenance needs at six bridge locations Citywide.
- Completed the 2022-23 Annual Overlay and Slurry Seal project, addressing nine residential areas, three arterials, utilizing a combination of funding sources for a total investment of \$19 million. A total of 59 lane miles of asphalt were reconstructed or treated this year.
- Completed the 2022-23 Signalized Intersection Program, upgrading the traffic signal system at the intersection of Avenue Scott and Avenue Tibbitts, Bouquet Canyon Road and Bouquet Canyon Road Plaza, Copper Hill Drive and Alta Vista Avenue, Sierra Highway and Jakes Way, Haskell Canyon Road and Grovemark Drive/Ridgegrove Drive, Golden Valley Road and Plum Canyon Road, and Wiley Canyon Road and Tournament Road.
- Coordinated with Los Angeles County to install closed-circuit television (CCTV) cameras at four signalized intersection within their jurisdiction, providing the ability to monitor traffic west of the Interstate 5 freeway.
- Upgraded all streetlights in the newly annexed Tesoro Del Valle community with new LED fixtures.
- Continued the design of the Central Park Maintenance Yard expansion.
- Completed the approval of the design for the Copper Hill Bridge widening, with construction of the project anticipated to commence by the end of the calendar year.
- The Citywide sidewalk inspection program was completed, ensuring that the backlog for sidewalk replacements extends for no more than one year.
- Completed the replacement and re-plastering of the 25- and 50-meter pool decks at the Santa Clarita Sports Complex Aquatic Center.
- Completed improvements to the City Hall Council Chambers, including carpet replacement, window roller shade system installation, wainscoting, and painting.
- Installed detectable microduct to existing vulnerable conduit to extend its lifecycle and add capacity for more City Fiber.
- Resurfaced the tennis courts at Valencia Summit Park, added playground shade structures and a gazebo at Pacific Crest Park, resurfaced the Golden Valley Park playground, and repaired park concrete walkways at seven park sites.
- Completed roof repairs at the Newhall Community Center, Newhall Park, Central Park Maintenance Building, and The MAIN Theatre.
- Installed solar thermal pool heaters to Valencia Glen, Valencia Meadows, and North Oaks Park pools.
- Completed the installation of a new disc golf course at Central Park, including signage and tee boxes.
- Entered into an agreement with Trillium for the design and construction of a bus hydrogen production and fueling station at the Transit Maintenance Facility, slated for completion in spring 2025.



ENHANCING ECONOMIC VITALITY



- Worked collaboratively with the Santa Clarita Economic Development Corporation to attract new businesses in Santa Clarita, which grew to 9,860 in the first quarter of 2023. This is an increase of 18.8 percent compared to the first quarter of 2022. New businesses include Form+Content, Apola Greek Grille, Care Tucker, Brixton Phoenix, Dollar Tree, Lobster Sports, Madre Oaxacan Restaurant, Sidecar Market, and Monty's Sports Bar and Grill.
- The number of jobs in Santa Clarita has increased from 88,258 in 2022 to approximately 96,598 in the first quarter of 2023.
- Collaborated with new and expanding movie ranches and studios to help facilitate their growth, including Melody Ranch, Shadowbox, and Diamond V Movie Ranch.
- 352 film permits were issued between January and October of this year, resulting in 918 film shoot days and over \$455,000 in film revenue. Film activity contributed to an estimated economic impact of \$20.3 million through October.
- Launched SizeUp Santa Clarita, a free online market research and business intelligence tool. Since its launch, SizeUp Santa Clarita has been used by hundreds of local entrepreneurs and small businesses to benchmark their performance compared to local businesses in similar industries, locate potential customers and competitors, explore the demographics of the Santa Clarita Valley, and access more data on opening a business in Santa Clarita.
- Purchased industrial grade ice coverings for the NHL sheet of ice at The Cube to expanded opportunities for large scale events. U.S. Quadball, USA Flag Football, and Phenom Sports are planning events in Santa Clarita for 2024 and 2025.
- Continued the pursuit of a Public-Private Partnership to expand the installation of fiber Citywide to support businesses.
- The Santa Clarita Aquatic Center hosted the 2023 Southern California Swimming (SCS) June Age Group Championships meet, which brought over 900 athletes and their families from across California, Nevada, and Arizona to Santa Clarita for the three-day event.
- The Cube continued to offer hockey tournaments, skating competitions, and general skating programs, bringing in foot traffic of over 348,000 through October.
- Continued research and communication with the International Olympic Committee to bring tourism generated from the Olympics to Santa Clarita as well as partner with Metro for transportation services.
- Tourism advertising campaigns and targeted event attraction helped Santa Clarita hotels generate over \$3.6 million in Transient Occupancy Tax through August 2023.
- Secured \$304,500 in sponsorship revenue this calendar year. The 21 new sponsorship agreements signed this calendar year will bring forward an additional \$132,000 into the program over the next five years.

- Co-hosted the Santa Clarita Valley Fall Job Fair in partnership with College of the Canyons, Santa Clarita Economic Development Corporation, America's Job Center, and Santa Clarita Valley Chamber of Commerce. The event helped connect 108 employers across a diverse set of industries, with approximately 600 job-seekers in attendance.
- Extended transit services to the Five Point development through a collaborative effort with Los Angeles County.
- Began the environmental process for the Town Center Specific Plan, including drafting design requirements to guide future development.
- The Housing Element Update was certified by the California Department of Housing and Community Development in August 2023.



COMMUNITY BEAUTIFICATION AND SUSTAINABILITY

- Hosted Preserving Canyon Country Community Day, during which 71 volunteers assisted in beautifying Whites Canyon Road, from Stillmore Street to Nadal Street, re-mulching over a half mile of parkways and assisted the Graffiti Removal team in beautifying 360 feet of walls adjacent to the parkway.
- Hosted the 2nd Annual Graffiti Day community event, with 20 volunteers assisting Graffiti Removal staff in beautifying 454 feet of wall on the Santa Clara River Trail, under the Whites Canyon Road bridge.
- Maintained service excellence through the removal of graffiti within 24 hours of being reported 99% of the time.
- Hosted the 28th Annual River Rally and Environmental Expo event, with 1,132 volunteers removing 12,700 pounds of trash and debris from the Santa Clara Riverbed, the highest tonnage reported from River Rally since 2017.
- Hosted a Hazard Waste Collection Event with over 1,550 vehicles, 25,800 pounds of E-waste, 8,126 gallons of paint, automotive fluids, and other cleaners, and 5,850 pounds of batteries, filters, sharps, and pharmaceuticals.
- In celebration of Earth Day and Arbor Day, a Neighborhood Cleanup event was hosted where residents could pick-up gloves and bags to clean-up litter in the community. Residents also received a free bag of mulch to use in their gardening and landscaping projects at home. Over 300 volunteers participated and 500 bags of mulch were given away to residents.
- Held a free shred event at the Via Princessa Metrolink Station, with a total of 430 participants and over 21,500 pounds of paper were recycled.
- Held the annual Bike to Work Challenge, with the participation of 16 business teams and 237 reported riders.
- Took delivery of two 40-foot and two 30-foot CNG buses to continue the City's pursuit to transition to a zero-emission transit fleet by 2040.
- Collected inventory records for an additional 8,900 City-maintained trees through October, with an additional 1,100 tree records anticipated to be completed before the end of the calendar year. Since inception, 62,300 trees have been inventoried.
- Completed the successful transition of the City's waste hauler from Waste Management to Burrtec Waste Industries as of July 1 to provide residential and commercial garbage, recyclable materials, and organic waste collection services.
- Completed proactive pruning of 12,400 City-maintained trees, including trees in the newly annexed Tesoro Del Valle area, through October. An additional 2,600 City-maintained trees will be pruned by the end of the year.
- Completed construction of lighting, building control, and irrigation projects identified in the Citywide Energy Efficiency project. Once completed, this project will help stabilize utility costs and upgrade critical systems at numerous City facilities through grants and future utility savings.
- Continued the landscape design of the existing on- and off-ramps at Newhall Avenue and State Route 14 freeway.

- Continued the design efforts to support the future installation of gap closure parkway and median beautification improvements along Magic Mountain Parkway between Tourney Road and Avignon Drive.
- Completed a Request for Proposal to update the City's Trash Capture Plan in compliance with the National Pollutant Discharge Elimination System (NPDES) permit.
- Planted over 400 new plants throughout City parks and trails, and planted an additional 210 new trees along major thoroughfares and residential areas as part of the Citywide Reforestation program.
- Held a rain barrel purchase event, with a total of 113 rain barrels distributed to City households.
- Conducted 140 commercial site visits pertaining to organic waste services exemption applications. Combined with those receiving organics services, this brings the City's SB1383, the Short-Lived Climate Pollutants Reduction Strategy, compliance to 76 percent.
- Charging sessions at City-owned Electric Vehicle (EV) charging stations have seen record-breaking activity. Through October, there were 14,656 charging sessions compared to 12,172 in October 2022.
- Retrofitted 122 catch basins with connector-pipe screens that prevent trash and debris greater than the size of a dime from entering the Santa Clara River.
- Replaced two multi-purpose fields at Valencia Heritage Park.
- Completed the annual turf renovation project at Plum Canyon Park-Baseball Field, Canyon Country Park Softball Field, Central Park-Multi-Purpose Fields, and Bridgeport Park-Multi-Purpose Fields and Softball Field.



ORGANIZATIONAL EXCELLENCE

- Successfully launched a redesigned City website, while also transitioning to SantaClarita.gov
- Held the inaugural "Big I Do" where six couples were married concurrently and participated in a catered wedding reception complete with a Mayor's toast and over \$12,000 of in-kind products and services donated by local businesses.
- Completed all reporting requirements and demonstrated a plan for full utilization of funds through eligible expenditures under the American Rescue Plan Act of 2021 (ARPA) State and Local Fiscal Recovery Funds.
- Completed the third and final phase of the City's migration to the new Enterprise Resource Planning (ERP) system by implementing the new Time and Attendance System.
- Continued the implementation of electronic records retention and the self-service public portal module, which is expected to go live by spring 2024.
- Completed the methodology, scripting, and testing needed to automate the updating of address, parcel, and owner information from the Geographic Information System to the City's permitting system, to streamline the customer service experience.

- Completed the transition of backups of City information from physical tape media to online cloud storage for backup/recovery of City's data to reduce costs and enhance security.
- Launched the new, in-house developed eGraffiti application, which introduced highly desirable features that increase productivity and efficiency in the field.
- Secured a grant by LA Metro to purchase a zero-emission vehicle for the City's on-demand Go! Santa Clarita service.
- For the 24th consecutive year, the City has continued its efforts to prevent the operation of a mega-mine in Soledad Canyon. Successfully advocated the State Water Board to re-notice CEMEX's pending water appropriation application.
- Continued efforts to ensure an acceptable alignment of the California High Speed Rail project, consistent with the City Council adopted positions, including submitting a comment letter in response to the Draft Environmental Impact Report for the Palmdale to Burbank segment of the California High Speed Rail project.
- Eighteen state bills and four federal bills were presented to the City Council to adopt a position in 2023.
- Worked with Senator Scott Wilk's office to introduce a bill that will allow municipalities, such as Santa Clarita, to issue marriage licenses directly.
- Implemented an organization-wide Individual Development Plan program as part of the City's succession planning efforts.
- The City hosted a contractor recognition event recognizing over 400 contract partners for their contributions to our organization.
- Completed a comprehensive assessment of animal sheltering services in the City.
- Began hosting weekly spay and neuter clinics under contract with the Los Angeles County Department of Animal Care and Control in November. In addition, the City hosted its First Annual Pet Adoption Week during the week of November 13, encouraging adoptions from the Castaic Animal Care Center by waiving adoption fees and hosting a Pet Adoption Day at Bouquet Canyon Park.
- Continued an organization-wide technology assessment to develop recommendations on how technology can streamline and strengthen delivery of City services.
- Archived 114 collection boxes of historic photographic materials.



PUBLIC SAFETY

- Continued efforts to reduce Part I crime, which has been impacted primarily due to policy and prosecutorial changes by the District Attorney's Office and the No Bail Schedule, it is still down two percent in comparison to five years ago.
- Continued an educational campaign with the Santa Clarita Valley Sheriff's Department to meet with local businesses and partner with local business associations in an effort to reduce retail theft.
- Continued to conduct bi-monthly Crime Prevention Unit meetings to identify crime trends and address accordingly. The primary focus for this year were operations targeted towards retail theft and grand theft auto.
- Initiated the purchase of a Mobile Command Unit vehicle for increased situational awareness and effective communication with other agencies during emergencies.
- Replaced aging surveillance cameras at City Hall, Corporate Yard, Central Park, Business Incubator, Canyon Country Library, and Newhall Library.



- Continued implementation of the Traffic Safety Plan, including quarterly Traffic Safety Committee meetings to identify the primary collision factors for severe and fatal collisions. Through these meetings, and use of the Local Roadway Safety Plan, severe injury and fatal collisions have decreased over 15 percent this year, which is in addition to a 50 percent decrease in 2022.
- Continued efforts to further strengthen the City's cybersecurity posture.
- Participated in quarterly meetings for the Santa Clarita Emergency Preparedness Working Group, comprised of emergency services, utility companies, and local school districts.
- Engaged with the community through the City's Community Emergency Response Team (CERT) program and KHTS Emergency Expo, in collaboration with various public safety agencies.
- Continued to partner with Southern California Edison to identify critical City facilities to receive additional hardening measures to prevent a Public Safety Power Shutoff event such as circuit-switching or segmentation.
- Facilitated an internal Emergency Operations Center drill to assess and harden the City's response capabilities in an emergency situation, including participating in the annual Great Shakeout event.



BEHIND THE SCENES

- City staff processed 17,440 Resident Service Center (RSC) requests from residents and continued our tradition of providing a high level of customer service. This year:
 - 90 percent of residents have rated Employee Effectiveness either “good” or “superior”
 - 91 percent of residents have rated Response Time either “good” or “superior”
 - 92 percent of residents have rated Employee Courtesy either “good” or “superior”
 - 86 percent of residents have rated Expectations Met either “met” or “exceeded”
- The City's Purchasing team solicited bids for over 78 various projects, equipment replacements, and services to be completed.
- The City's Clerk and Contract Services team processed over 1,393 contracts and completed 1,481 public records requests.
- The City's Clerk's Office issued 218 marriage licenses and performed 127 City Hall marriage ceremonies.
- The City's Finance division processed over 32,000 invoices and issued over 9,398 receipts totaling over \$297 million.
- The Technology Services team closed 5,329 Helpdesk tickets.
- The City's Special Districts division responded to 2,380 tree-related service requests, 1,869 Landscape Maintenance District service requests, 215 Streetlight Maintenance District service requests, and pruned 12,670 trees.





- The Building & Safety division issued 6,112 permits and performed over 30,910 building inspections for over \$330 million of new construction.
- The Community Preservation division addressed 2,068 Code Enforcement cases, responded to 8,676 Parking Enforcement complaints, and removed 10,944 instances of graffiti through October.
- The City's Community Development Block Grant (CDBG) program provided direct assistance to 1,051 individuals through 11 contracted nonprofit agencies.
- The Planning division opened 186 new master cases for entitlement projects and issued 1,245 over-the-counter approvals between January and October 2023.
- Through the Community Services and Arts Grants Program, the City awarded a total of \$200,000 in grant funds to nonprofits serving the local Santa Clarita community. Of the 41 grants applications funded, 22 were Community Services grants and 19 were Arts grants.
- The Arts & Events division hosted 29 events with 38 event days, with a total of 79,350 attendances, held 86 Farmer Market events; and issued 2,750 multipurpose field reservations, 4,023 ball field reservations, and 2,085 venue reservations between January and October 2023.
- Transit had 1,554,300 local ridership, 198,631 commuter ridership, 81,750 Dial-A-Ride, and 27,354 GO! ridership between January and October 2023.
- Over 333,405 people visited the three Santa Clarita Public Library branches, and over 11,850 library cards were issued.
- Santa Clarita Public Library staff processed over 5,643 passport applications, circulated 983,460 items since January, served over 2,000 free lunches to children over the summer, established a Homeschool Parent group, and developed a Home at the Library programming series.
- A total of 2,882 children, teens, and adults participated in the Santa Clarita Public Library's 2023 Summer Reading Program. The participants read for a cumulative 32,222 days during the seven-week-long program.
- The Santa Clarita Public Library successfully competed for several grants this year with awards totaling \$106,692 for the Youth Arts Initiative, Lunch at the Library, and Día de los Muertos programming.
- The City's Environmental Services division inspected and cleaned all City-owned catch basins four times, equaling 985 inspections and cleanings; and maintained all City drainage benefit assessment areas, including 14 retention basins, 22 outfalls, and 14 continuous deflection separation units.
- The City's Facilities division completed 143 playground safety inspections, replaced 420 cubic yards of engineered wood fiber, and replenished 26 tons of sand across the various City parks and facilities.
- Staff installed a total of 35 new bricks at Veteran's Historical Plaza for Memorial Day and Veteran's Day 2023.
- The Facilities Maintenance division completed over 7,500 work orders from January through October.
- The City's Traffic division responded to over 450 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 1,290 right-of-way permits and completed 5,907 inspections. Additionally, 560 plan check reviews were completed for residential and commercial developments. Over 1,095 customers visited the Engineering Services Permit Center in 2023.
- The City’s General Services division:
 - Fabricated 3,230 street signs, striped 45 painted lane miles, refurbished and painted 5 miles of red curbs, refurbished 36 crosswalks, filled 1,909 potholes, and installed 94 tons of asphalt at various locations throughout the City;
 - Grinded sidewalk concrete at 616 locations, repaired 203 patches, installed 152 ramps and re-ramps, and removed and repaired 84 sidewalk displacements (a total of 12,187 feet), which removed 1,055 potential tripping hazards;
 - Worked with the court-appointed Community Service Public Program to oversee 2,450 community service workers, completing a total of 19,600 hours to provide right-of-way litter and weed abatement services. Over 50 tons of trash and debris were removed from the City’s right-of-way and developed City properties; and
 - Responded to Hurricane Hilary, resulting in the removal of 100 tons of mud and debris from the right-of-way, reconstruction of 150 linear feet of eroded sidewalk and parkway, and restoration of 800 potholes.
- The City hosted a total of 3,265 youth sports participants and over 125,000 spectators during games and practices, 58,000 individuals for adult sports programs and events, 53,776 attendees at the Santa Clarita Sports Complex Gymnasium, over 175,000 visitors to the City’s Aquatic facilities, 3,261 Camp Clarita campers, 308 preschoolers for the 2022-23 school year in the Primetime Preschool program, 2,995 participants in Outdoor Recreation Programs, and approximately 40,100 visitors to the Trek Bike Park and Skate Park.
- The Community Centers offered numerous programs and community-wide special events to over 14,000 residents, that served youth, teens, seniors, and families in a variety of educational and recreational ways.
- Forty-six 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 Drug-Free Youth in SCV (DFYinSCV) reached 6,000 students from 37 elementary schools with “Good Choices” assemblies held October 2022 through February 2023. In March, 280 high school and junior high students participated in the Youth Summit and 4,100 participated in X Week, a week-long drug awareness campaign held in April. In October 2023, 100 student officers from all local high schools attended the Leadership Conference to enhance their leadership skills and plan each club's monthly activities for the upcoming school year. Throughout the year, Club Leaders promoted the club on campus, recruited new members, and organized monthly activities on campus to talk about the effects of drug use and commit to a drug-free lifestyle.
- The Cube saw a monthly average foot traffic of nearly 35,000 visitors, hosted over 78,252 participants in programs, and held 530 private events, parties, and recurring meetings in the first 10 months of the year.



ORGANIZATION/EMPLOYEES

- Over 90 in-person training and development sessions were coordinated and facilitated for employees in 2023, and over 40 on-demand, virtual trainings.
- Hosted 13 internal Information Sessions to increase employees' organizational awareness on topics including Budget 101, organics recycling, City branding, City trails, parks maintenance, recreational programming, and more.
- The City's Supervisor Series, designed to equip new and current supervisors with essential skills on how to manage effectively, continued focusing on both technical and behavioral courses on communication, effective feedback, employee engagement, safety on the job, and leadership brand. Over 20 supervisors completed the series in 2023.
- WorkWell, the City's employee wellness program, offered over 80 wellness events and activities in 2023, including informational seminars, wellness events such as the Affirmation Painting Drop-In, bake sale, and staff challenges like the Citywide Fitness Challenge, the Savings Challenge, the Golf Tournament, and the Kickball Tournament.
- Raised over \$7,000 for direct donations to Child & Family Center as part of the City's Charitable Giving Campaign through City staff's voluntary participation in wellness programming.
- Continued the formal Internship program to provide 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. The City hosted 21 interns in 2023.
- Offered employees the opportunity to participate in activities or obtain health-related equipment through the Wellness Reimbursement program.
- Welcomed over 44 new full-time employees since January. While 42 percent of City employees have been with the City for fewer than five years, employee tenure continues to remain high, representing strong employee commitment and satisfaction. Of the current 450 full-time employees, 24 percent have worked for the City for 5 - 9 years, 7 percent for 10 - 14 years, 12 percent for 15 - 19 years, and 15 percent for more than 20 years. Employee turnover is at 10.5 percent, an increase from 7.7 percent in 2022. A component of turnover is employee retirements, which account for 24 percent of those who have left the organization this year with an average of just over 19 years of service.



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