



City of
SANTA CLARITA

2024 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 2024 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

- Ranked 8th Safest City in the United States by PropertyClub.
- Ranked 6th Safest City in the State by WalletHub.
- Ranked 8th Kindest City in the State by LuvLink.
- Ranked 16th Best City for Hispanic Entrepreneurs in the United States, the only California city to make the top 25 by WalletHub.
- Ranked 6th Best City for Women in the United States by WalletHub.
- Received the Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association (GFOA) for the 35th consecutive year, in recognition of the Fiscal Year (FY) 2022-23 Annual Comprehensive Financial Report.
- Awarded the Certificate of Excellence Award from the Association of Public Treasurers for the 30th consecutive year, in recognition of the FY 2024-25 Investment Policy.
- Awarded the 2024 Annual Achievement of Excellence in Procurement (AEP), for the 14th year, from the National Procurement Institute, Inc., demonstrating a commitment to procurement excellence.
- Recognized as Tree City USA for the 34th consecutive year.



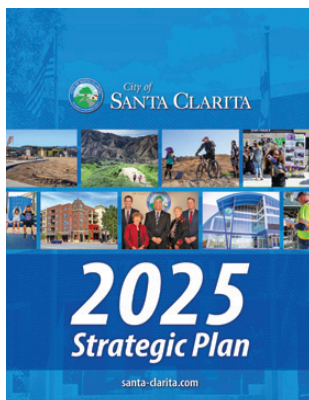
TREE CITY USA®

- Received the 2024 Building Excellence, Shaping Tomorrow (BEST) Project of the Year Award for the Five Knolls Artificial Intelligence Cyclist Detection project by the American Public Works Association.
- Recognized as a Silver-Level Bicycle Friendly Community from the League of American Bicyclists, signifying the City's commitment to creating bicycle-oriented transportation and recreation opportunities.
- Honored by the California Association of Public Information Officials (CAPIO) with three Awards of Distinction for Best Use of Social Media Overall, Impromptu Social Media, Most Innovative for LioLi - Lock it or Lose It; and two EPIC Awards for Santa Clarita Spotlight and LioLi - Lock it or Lose It.
- Honored by the City-County Communications & Marketing Association (3CMA) with an Award of Excellence for Innovation for LioLi - Lock it or Lose It, a Silver Circle for The Big I Do and three Savvy awards for Santa Clarita Spotlight, LioLi and Best Use of Humor for Fresh Faces.
- Received the Organizational Excellence Award from the Municipal Management Association of Southern California for accomplishments in the advancement of local government services.



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 liabilities.
- The City's 'AAA' issuer credit rating was reaffirmed by Standard & Poor's Global Ratings.
- Continued to pay down the CalPERS Unfunded Actuarial Liability, with an 82.3 percent funded status as of June 30, 2023.
- Completed the first Annual Impact Fee Report (Mitigation Fee Act), which is available on SantaClarita.gov, and adopted a resolution accepting and adopting the Annual Impact Fee Report.
- Completed the comprehensive Five-Year Fee Study, which impacted Citywide fee recommendations for FY 2024-25.
- Secured \$2 million in State of California SB 125 funds to offset the incremental cost increase between CNG and zero emission buses.



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 four of the plan within each of the seven themes.



BUILDING AND CREATING COMMUNITY

- Completed construction and officially opened Skyline Ranch Park – the City’s 38th park.
- Finalized an agreement with Los Angeles County (County) to acquire William S. Hart (Hart) Park.
- Completed the construction of two bridge segments along the Sand Canyon Trail, and recorded two trail easements.
- Completed construction of the Newhall Ranch Road and Bouquet Canyon Road intersection improvements.
- Expanded pickleball opportunities throughout the community for all ages through additional drop-in play times at the Santa Clarita Sports Complex (SCSC) gymnasium, while offering six pickleball tournaments and adding four new outdoor courts at Skyline Ranch Park.
- Created and implemented a Drug Court as a branch of the Community Court to address the rise in teen citations for drug-related incidents on local campuses and to encourage at-risk teens to make positive choices.
- Completed the design of The Rink Sports Pavilion at SCSC and commenced grading activities onsite, with vertical construction anticipated in early 2025.
- Continued to make substantial progress on the designs of Via Princessa Park and the SCSC expansion, which are anticipated to be completed in 2025.
- Completed construction of the Circulation Improvement Program, Phase III, which includes improvements at the intersections of Copper Hill Drive and Rio Norte Drive, Valley Center Drive and Golden Valley Road, McBean Parkway and Newhall Ranch Road, Copper Hill Drive and Newhall Ranch Road, and Soledad Canyon Road and Golden Oak Road.
- Completed the design for the McBean Parkway Realignment project and submitted all necessary documentation to secure Caltrans approval.
- Continued negotiations for the relocation of the County Yard.
- Continued to make significant progress on the design of Via Princessa Roadway, between Isabella Parkway and Golden Valley Road.
- Completed the design and construction of Saugus Phase I – Bouquet Canyon Trail to Central Park.

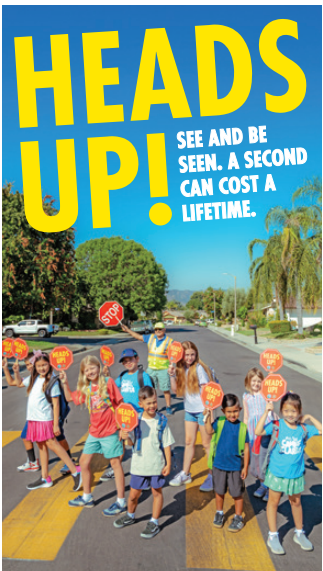
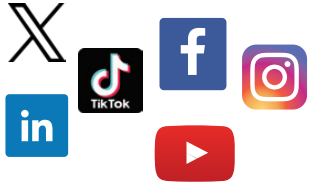


- Completed the design and began construction on the expansion of David March Park.
- Completed all mechanical work and created a marketing plan for the development of a mobile library, which is anticipated to launch in spring 2025.
- Created the AllTrails website to expand outdoor recreation and open space opportunities by allowing the hiking community to research and locate over 100 hiking trails nearby.
- Partnered with Family Promise to assist in the completion of their Transitional Housing project which was completed and officially opened in November.
- Completed the rehabilitation of the Valencia Community Center (VCC) which will open for community use and programming this December.
- Completed the design of Haskell Canyon/Blue Cloud Mountain Bike Park.
- Continued to make significant progress on the construction of the playground at Northridge Park.
- Continued development on the City's Integrated Corridor Management System to identify abnormal traffic patterns, occurrences, and counts with freeway traffic, which feeds from sources including Waze, California Highway Patrol, and the Los Angeles County Fire Department.
- Assisted in the completion and official opening of Needham Ranch Parkway.
- Installed new traffic signals at Newhall Avenue and Needham Ranch Parkway, Lost Canyon Road and Canyon Park Boulevard, and Lost Canyon Road and Medley Ridge Drive.
- Enhanced bicycle and pedestrian safety at Golden Valley Road and Five Knolls Drive by installing a video system using analytics and artificial intelligence to automatically trigger electronic blank-out signs to warn motorists of approaching bicyclists and pedestrians.
- Held a groundbreaking ceremony for Pioneer Oil Refinery Park, which will be the City's 39th park.



COMMUNITY ENGAGEMENT

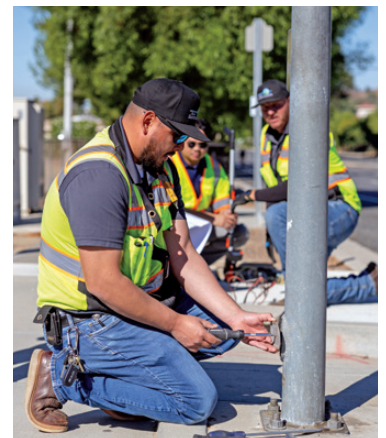
- Diversified the City's outreach methods by offering "This Week in Santa Clarita" and the City's emergency social media posts in Spanish.
- Continued the "You've Got a Friend at City Hall" campaign, featuring the City Clerk's Office, Parks Maintenance, Adult and Youth Sports, and Communications.
- Facilitated the Community Task Force on Homelessness and concluded the 2022-24 Community Action Plan.
- Revamped the Heads-Up campaign through the relaunch of several campaigns including the dangers of running red lights and back-to-school safety for drivers and pedestrians.
- Held Make a Difference Day on October 26 to commemorate National Community Service Day.
- Completed the acquisition of the Perkin's Collection to further expand the City's Local History Archives, stabilizing over 45 boxes of materials.
- Substantially completed the City's Transit Development Plan, including several community outreach events and community meetings.
- Completed a conceptual design for the necessary tenant improvements at the Citrus building to relocate Santa Clarita Public Television.
- Continued to make significant progress towards the transfer of ownership for SCVHistory.com from SCVTV, which is anticipated to occur in March 2025.
- Continued working with a consultant on the feasibility plan for a Museum and Cultural Center.
- Completed the digital signage project at City Hall to increase citizen engagement and enhance the customer service experience for those walking into City Hall.
- Celebrated the first 20 children to complete the 1,000 Books Before Kindergarten program.
- Partnered with the Tataviam and the Natural History Museum to bring artifacts and education to the Santa Clarita Public Library in the form of displays and expanded Yawayro Kits.





SUSTAINING PUBLIC INFRASTRUCTURE

- Finalized the Citywide Fiber Optic Cable Capacity Upgrade project by installing micro duct to existing, vulnerable conduit, to extend its lifecycle and add capacity for more City fiber.
- Completed and adopted a Disaster Debris Management Plan that will help the City be better prepared to manage debris during a disaster and obtain funding assistance from FEMA.
- Issued permits and worked with the developer to begin construction of the Copper Hill Bridge widening and associated road and trail improvements, which will be completed in 2025.
- Completed playground improvements at Valencia Glen Park and Bouquet Canyon Park.
- Began rehabilitation construction of Old Orchard Park that includes a multi-generation exercise station, a multi-sport court, improvements to the multi-purpose room and restrooms, parking lot expansion, and enhancements to park landscaping.
- Completed the conceptual design of the Maintenance Yard Expansion at Central Park to support Parks and Facility Maintenance operations.
- Initiated the process of identifying a computerized asset management program to increase the utilization of the Facilities Asset Condition Report and enhance operations.
- Updated the Park Asset Condition Report to include new facilities such as VCC and Skyline Ranch Park.
- Completed the Sidewalk Inspection program to ensure the backlog for the sidewalk replacements does not exceed one year.
- Completed the construction of the Bridge Preventative Maintenance program, which addressed maintenance needs at six bridge locations Citywide.
- Completed the design and construction of the FY 2023-24 Overlay and Slurry Seal program projects, addressing six residential areas and two arterials.
- Completed the Signalized Intersection program, upgrading the traffic signal system at the intersections of Orchard Village Road and Mill Valley Road and Sierra Highway and Whispering Leaves Drive.





- Completed the conversion of all 204 traffic signals in the City to the latest traffic controller technology to enhance signal timing and coordination.
- Upgraded the City’s traffic video management system, which handles 400 live camera feeds in one centralized interface.
- Completed the installation of a new hot water heater for the Valencia Library branch to replace aging equipment and provide a better user experience for City staff and patrons.
- Completed Brivo security upgrades to multiple sites Citywide, upgraded alarm panels, added key fob door access, and increased security controls.
- Completed the roof repair on the Santa Clarita Park aquatics building.
- Completed updates and repairs to the antiquated fire alarm systems at the Newhall Community Center and The Centre.
- Completed multiple site improvements at Tesoro Adobe Historic Park, including new carpet, counters, and paint for the bunkhouse.
- Purchased +/- 500 acres of open space to further preserve the greenbelt and undeveloped land around Santa Clarita.
- Installed improved targets at the Archery range to enhance user experience.



ENHANCING ECONOMIC VITALITY



- Completed the update to the Town Center Specific Plan, ensuring future development in and around the Town Center will provide a balanced mix of housing and retail opportunities.
- Continued the pursuit of a Public-Private Partnership to expand the installation of fiber Citywide to support businesses.
- Worked collaboratively with the Santa Clarita Economic Development Corporation to bring new businesses and high-quality jobs to Santa Clarita and retain existing businesses, resulting in additional local jobs and several new businesses.
- Continued to pursue the future development of properties on Main Street and increase the amount of available public parking in Old Town Newhall.
- The Film Office issued 297 film permits resulting in 696 film days, nearly \$15 million in estimated economic impact, and \$386,805 in direct revenue, through September.
- Hosted 10 events and 70 tours at the Tesoro Adobe Historic Park.
- The Center at Needham Ranch, a nearly 2 million square foot industrial park that has been over 30 years in the making, bringing new businesses from DrinkPak, Amazon, and Illumination Dynamics to the City was completed.



COMMUNITY BEAUTIFICATION AND SUSTAINABILITY

- Completed field collection and recordation of an additional 11,600 trees into the City’s Urban Forestry Inventory database.
- Planted 210 new trees along major thoroughfares, residential areas, and within parks as part of the Citywide Reforestation program.
- Completed the proactive pruning of more than 16,500 City-maintained trees throughout the community.
- Enhanced the City’s median irrigation efficiency by outfitting all remaining sections with advanced master valves and flow sensors, promoting optimal water management.
- Hosted the 3rd Annual Graffiti Day, with 42 volunteers assisting City Graffiti Removal staff in beautifying the Camp Plenty underpass.
- Continued to maintain service excellence through the removal of graffiti within 24 hours of it being reported, 99 percent of the time.
- Completed the implementation of organics recycling at multi-family properties, including waste assessments and potential adjustment of service types and levels to comply with AB 341 and SB 1383.
- Implemented the next phase of bus stop improvements, which included replacing worn or damaged amenities such as shelters, benches, and trashcans at 25 bus stops Citywide.
- Hosted the 29th Annual River Rally Cleanup, utilizing 1,189 community volunteers to remove 12,555 pounds of trash and debris from the Santa Clara River, pushing the event’s historical total to nearly 500,000 pounds.



- Completed the landscape design of the existing on and off-ramps at Newhall Avenue and the State Route 14 freeway, and submitted all necessary documentation for construction to Caltrans.
- 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 the installation of HVAC equipment, ice refrigeration, solar infrastructure, and other projects identified in the Citywide Energy Efficiency program.
- Hosted a Community Beautification Day in the Saugus community, as a means to promote City services and partner with residents to prevent neighborhood deterioration.



- Substantially completed the design for hydrogen production and fueling infrastructure at the Transit Maintenance Facility.
- Took delivery of three new compressed natural gas (CNG) local and four CNG Dial-a-Ride buses.
- Secured a new stormwater management software to efficiently track and report inspections, catch-basin maintenance, and related activities.
- Completed the National Flood Insurance Program's Community Rating System audit, which allows the City to secure cost savings related to flood insurance premiums for residents.
- Hosted a Hazardous Waste Collection event with over 2,103 vehicles, 70,620 pounds of E-waste, 3,847 gallons of paint, automotive fluids, and other cleaners, and 3,627 pounds of batteries, filters, sharps, and pharmaceuticals.
- Hosted a Neighborhood Clean-Up event in celebration of Earth Day and Arbor Day, which included the assistance of over 300 volunteers and offered 500 bags of mulch for residents.
- Officially began operations at the Vista Canyon Water Factory.

ORGANIZATIONAL EXCELLENCE

- Adopted a balanced and on-time FY 2024-25 budget totaling \$342 million.
- Completed a comprehensive assessment of the copier marketplace for Citywide printing services to yield long-term cost savings and efficiencies.
- Celebrated 2024 Valentine's Day with seven couples at the City's The Big I Do wedding event. Partnering with 27 local vendors and media outlets, The Big I Do was highly publicized and generated \$30,000 of in-kind donations, gifts, and raffle prizes, which was administered through the City Hall Ceremonies program.
- Transitioned the majority of the City's mobile device fleet from Verizon to T-Mobile.
- Completed an organization-wide technology assessment to further develop future recommendations on how technology can streamline and strengthen the delivery of City services.
- Completed the implementation of electronic records retention to enhance the application of the City Records and Information Management program and launched the self-service public records portal in April.
- Submitted a comment letter in response to the Final Environmental Impact Report/Statement (EIR/EIS) for the Palmdale to Burbank segment of the California High-Speed Rail Project, consistent with City Council direction.
- Administered the first year of the City's Animal Care Grant program, resulting in \$40,000 worth of funding being provided for critical services that benefit the animal population and improve care at the Castaic Animal Care Center (CACC).
- Facilitated three off-site pet adoption events in partnership with the CACC and hosted the 2nd Annual Santa Clarita Pet Adoption Week, resulting in 15 successful adoptions.
- Introduced training on the Individual Development Plan to all levels of staff.
- Launched a comprehensive Cybersecurity Training program for the City's Part-Time Seasonal staff.

- Continued the City's efforts to prevent the operation of a mega-mine in Soledad Canyon for the 25th consecutive year.
- Presented 21 state bills to the City Council to adopt a position in 2024.
- Completed updates to the GIS systems in an effort to automate the updating of address, parcel, and owner information to the City's permitting system to streamline the customer service experience.
- Initiated a thorough assessment on opportunities to streamline the award of professional service contracts for various trades, creating operational efficiencies.
- Oversaw the City's first district-based election cycle for Districts 1 and 3.

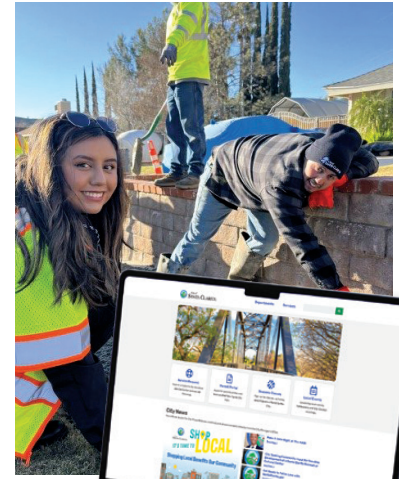


PUBLIC SAFETY



- Replaced 64 cameras and added 14 new cameras across all three library branches, the SCSC gymnasium, the Skate Park, and the Aquatics Center to protect City assets and strengthen safety measures for City staff and the public.
- Launched a new multi-factor authentication system to further strengthen the City's cybersecurity posture.
- Finalized an agreement to implement 35 automated license plate reader cameras at strategic locations Citywide as a means to use technology to assist LASD to combat and reduce crime in Santa Clarita.
- Held quarterly Traffic Safety Committee meetings to identify the primary collision factors for severe and fatal collisions, resulting in a five percent reduction in total collisions when compared to 2023.
- Continued to monitor the construction of the City's Specialized Mobile Command Unit vehicle, which is anticipated to be delivered in 2025.

- 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. Although Part I crime is up two percent in comparison to one year ago, arrest levels remain high and LASD continues to conduct data-driven strategic operations aimed at retail theft, gang violence, and grand theft auto.
- Continued to conduct bi-monthly Crime Prevention Unit meetings to identify crime trends with a focus on retail theft and gang activity.
- 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.
- Provided active shooter training to City staff, in partnership with LASD, and held several Response Team trainings including CPR/AED, fire extinguisher, and radio drills to prepare City staff on how to properly respond in an emergency.
- Offered, in partnership with the Los Angeles County Fire Department, a 7-week Community Emergency Response course.
- Completed emergency equipment maps, identifying the location of emergency equipment at City facilities and made available to staff via the City's internal website along with personal and workplace emergency preparedness guidance.
- 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 17,437 Resident Service Center (RSC) requests from residents and continued our tradition of providing a high level of customer service. This year:
 - 88 percent of residents have rated Employee Effectiveness either “good” or “superior”;
 - 87 percent of residents have rated Response Time either “good” or “superior”;
 - 89 percent of residents have rated Employee Courtesy either “good” or “superior”; and
 - 86 percent of residents have rated Expectations Met either “met” or “exceeded”.
- The City’s Purchasing team solicited bids for over 82 various projects, equipment replacements, and services to be completed.
- The City’s Contract Services team processed over 1,985 contracts and vetted and approved 865 purchase orders.
- The City’s Mail Service team mailed a total of 34,974 pieces of mail, received and delivered 6,418 trackable packages from Amazon, FedEx, USPS, UPS and other courier services, and, through surplus, sold over 300 items for a total of \$142,844 in revenue.
- The City’s Technology Services team closed 5,363 Helpdesk tickets.
- The City Clerk’s Office processed 1,782 public records requests and subpoenas, issued 153 marriage licenses and performed 99 City Hall ceremonies, and electronically processed 77 document recordings with the County.
- The City’s Finance division processed over 37,580 invoices and issued over 9,425 receipts totaling over \$313.8 million.
- The City’s Special Districts division responded to 2,394 tree-related service requests, 1,637 Landscape Maintenance District service requests, and 289 Streetlight Maintenance District service requests.
- The City’s Community Centers offered various programs and special events, serving over 37,000 registered participants, including youth, teens, seniors, and families.
- The City’s recreational programs saw the following participants: 46,011 in youth sports, 34,860 in adult sports programs and events, 80,000 at the SCSC gymnasium, over 155,000 at aquatic facilities, 4,123 in Camp Clarita, 324 preschoolers in the Primetime Preschool program, over 10,300 in contract classes, and 3,500 in Outdoor Recreation programs including 350 in Community Hikes.
- In the first 10 months of the year, The Cube: Ice and Entertainment Center averaged over 36,000 monthly visitors and hosted over 98,700 program participants.
- The Santa Clarita Aquatic Center hosted nine large multi-day swim competitions, featuring aquatics sports teams from across the nation, drawing 4,000 competing athletes and 8,000 spectators.
- The Youth Employment Services program provided job placement and training to 93 high-risk teens.



- The Gang Prevention Task Force held three meetings, each attracting an average of 50 attendees.
- The Drug Free Youth in Santa Clarita Valley program reached 14,648 students through awareness assemblies and monthly club meetings: 3,162 elementary, 8,480 junior high, and 3,006 high school students.
- Santa Clarita Public Library staff processed over 5,200 passport applications, circulated 854,000 items, and served over 4,000 free lunches to children over the summer, with a total of over 302,500 people visiting all three branches, collectively.
- A total of 2,860 children, teens, and adults participated in the Santa Clarita Public Library's 2024 Summer Reading program, reading for a cumulative 32,736 days during the seven-week-long program.
- The City's Building & Safety division issued 7,100 building permits and performed 36,000 building inspections for \$650 million in new construction.
- The City's Community Preservation division addressed 2,004 Code Enforcement cases, responded to 8,768 Parking Enforcement complaints, and removed over 14,000 instances of graffiti.
- The City's Community Development Block Grant (CDBG) program provided direct assistance to 532 individuals through 13 contracted nonprofit agencies.
- The City's Planning division opened 250 new master cases for entitlement projects and issued over 1,200 over-the counter approvals.
- The Lock it or Lose it campaign, Lioli, a collaborative effort with the Santa Clarita Valley Sheriff's Station, resulted in a nearly 38 percent decrease in thefts from unlocked vehicles.
- The City's social media platform continued to reach consumers with 47,544 Instagram, 38,635 Facebook, 45,697 X (formerly Twitter), 4,010 YouTube, 1,834 TikTok, and 5,534 LinkedIn followers - for a total of 143,254 followers across the six social media platforms.
- The City's Traffic division responded to over 500 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 1,400 encroachment permits and completed over 5,600 inspections, completed over 600 plan check reviews for residential and commercial developments, and assisted over 1,200 customers at the Engineering Services Permit Center.
- The City's General Services division completed over 850 sidewalk repairs at over 250 locations, removing over 745 tripping hazards, repaired over 1,500 potholes and 1,900 traffic signs, and fabricated 3,000 street signs and striped 50 painted fog/edge line lane miles.
- The City's Vehicle Maintenance team completed over 2,000 repairs to City vehicles and equipment.
- Through the City's court-appointed Community Service Public program, City staff oversaw 2,100 community service workers, completing a total of 16,800 hours of City right-of-way litter and weed abatement services, removing of over 42 tons of trash and debris and returning 286 shopping carts to shopping centers.



- The City's Facilities division completed over 380 playground inspections, 190 full park inspections, and 60 individual HVAC inspections Citywide, and responded to nearly 4,000 RSC requests.
- The City's Park division installed 130,000 square feet of turf, spread 7,400 pounds of Bermuda seed, distributed 20,350 pounds of Rye seed, replaced 840 sprinkler heads, and applied 125 gallons of robotic paint to sports fields.
- City-owned Electric Vehicle (EV) charging stations are on pace to reach over 20,000 sessions this year, which equates to a 20 percent increase over 2023 and continues a trend of record-breaking activity for this program.
- Inclusive play elements were incorporated into Skyline Ranch Park, Valencia Glen Park, Bouquet Canyon Park, and Northbridge Park to create more accessible play spaces for all.



ORGANIZATION/EMPLOYEES

- Over 80 in-person training and development sessions were coordinated and facilitated for employees, in addition to over 15 on-demand, micro-learning opportunities.
- Hosted 10 internal Information Sessions to increase employees' organizational awareness on topics including the City's Archives, individual development plans, ADA compliance on the web, Communications, City Hall Ceremonies 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 15 supervisors completed the series in 2024.
- The Trade Specialist Series is underway with 28 participants from several City departments, where they have covered topics such as customer service, budget and purchasing, communicating in writing, and Excel best practices.
- The City's Professional Support Series currently has 28 participants who have learned about organizational skills, 5 Gears Masterclass, and participated in the job shadow program and STARS retreat.
- WorkWell, the City's employee wellness program, offered over 40 wellness events and activities in 2024, including informational seminars, wellness events such as cooking tutorials, Lunch N Trivia, bake sales, and staff challenges like the Citywide Fitness Challenge, the Savings Challenge, the Golf Tournament, and the Kickball Tournament. The Recharge Room was reopened at City Hall for employees with comfortable seating, and a new 'quiet zone' for stretching and meditation.
- Raised over \$6,000 for direct donations to The Battle Buddy Foundation 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 23 interns in 2024.





- Offered employees the opportunity to participate in activities or obtain health-related equipment through the Wellness Reimbursement program.
- Welcomed over 50 new full-time employees since January. While 43 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 472 full-time employees, 26 percent have worked for the City for 5 - 9 years, 7 percent for 10 - 14 years, 10 percent for 15 - 19 years, and 14 percent for more than 20 years. Employee turnover is at 6.6 percent, a decrease from 11.3 percent in 2023. A component of turnover is employee retirements, which account for 25 percent of those who have left the organization this year with an average of just over 23 years of service.





City of
SANTA CLARITA

SantaClarita.gov