

CITY OF PASO ROBLES

FISCAL YEAR 2022–2023 YEAR IN REVIEW





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City of Paso Robles

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MESSAGE FROM THE CITY MANAGER

It is my pleasure to present the Year in Review for the City of Paso Robles for Fiscal Year 2022-23. This report highlights major initiatives, programs and projects undertaken between July 1, 2022 through June 30, 2023 along with key data and fiscal information. The objective of the report is to provide all stakeholders with a snapshot of the excellent work undertaken by City staff under the direction and leadership of the City Council.

The past fiscal year was a period of significant change and achievements for our organization. It began with a new set of goals approved by the City Council, a return to a two-year budget cycle, and a reorganization of multiple City departments to better serve the needs of the community. In fall 2022, a general election saw the reelection of Mayor Martin and Councilmember John Hamon, as well as the election of new councilmember Chris Bausch. Voters also approved Measure F-22, a one percent increase to the City's transient occupancy tax. This year also saw new partnerships come together, with the City and Cal Poly partnering to develop a spaceport license application for the airport, as well as partnering with the City of Atascadero on a North County Broadband Strategic Plan.

Special events and tourism continued to play a key role in the vitality of the City. Over 2 million visitors spent time in our downtown core over the past 12 months. Hotel occupancy remained steady and room rates remained strong, reflective of the region's strengthening brand awareness among travelers. The City, with sponsorship from Travel Paso, initiated the return of the 4th of July celebration at Barney Schwartz Park. The event drew several thousand attendees to watch the impressive fireworks show. That event was followed up by a free New Year's Celebration in City Park, which included music, food vendors and a live band. Notwithstanding the rain, hundreds turned out to ring in 2023!

Early 2023 brought record rainfall to our region, which resulted in two local emergency declarations, activation of the City's emergency operations center and an "all hands" response from City staff that helped to minimize damage. The latter half of the fiscal year included many exciting development-related activities, including the circulation of the Draft Environmental Impact Report for The Landing project and the announcement of the redevelopment of the Ennis Building at Niblick and Creston by Barrelhouse Brewing.

The City remains on a fiscally sound footing, with a fully funded rainy day fund, receiving reaffirmation of the City's AA bond rating, and being presented with the national Distinguished Budget Presentation Award for the first time. Revenues remain stable and growth-oriented, albeit at a much more "normal" pace than was experienced over the past two years.

Over the past 12 months, I am most proud of the City team members who continue to find innovative ways to meet community expectations, achieve City Council goals, and serve the public in the most responsive manner possible.

Ty Lewis, City Manager

Executive Team — Fiscal Year 2022–2023 Year in Review

Ty Lewis, City Manager

Chris Huot, Assistant City Manager

Christopher Alakel, Utilities Department Director

Freda Berman, Public Works Department Director

Ryan Cornell, Administrative Services Department Director

Angelica Fortin, Community Services Department Director

Warren Frace, Community Development Department Director

Damian Nord, Police Department Director/Police Chief

Jonathan Stornetta, Emergency Services Department Director/Fire Chief

POLICE DEPARTMENT

FTEs: 79.41

Budget: \$13.6 Million

FTE = Full-Time Equivalent (# of employees)

The Paso Robles Police Department is led by Chief Damian Nord and three commanders. The department provides law enforcement services to the residents and visitors of Paso Robles. These services include Patrol, Investigations, Community Action Team, School Resources and SWAT.

The department is committed to maintaining high ethical standards through integrity, accountability, humility, and professionalism. The men and women of the Paso Robles Police Department strive “To be the safest city and most trusted Police Department anywhere!”

Department Highlights

Measure J-20 & Staffing: In 2020, Paso Robles voters approved Measure J-20, a one cent local transaction and use tax. One of the three priorities for the Measure is to adequately staff and equip the police department to augment existing services and proactively plan for future demands. In FY 23, nine additional sworn positions and 3 civilian positions were added to the department. By the end of FY 23, the department’s sworn staffing increased by 13 percent when compared to before Measure J-20 was in place. Three additional police officer candidates have passed testing, background, and physical tests and are anticipated to enter the police academy in July 2023. If successful in the academy, the sworn staffing complement will increase by 20 percent from 2020 levels.

FY 23 Annual Data at a Glance

- 75,493 total calls received
- 13,465 9-1-1 calls received
- Responded to 534 total traffic collisions
- Made 1,768 arrests
- 16 citizen volunteers donated 2,652 hours
- 7:13 average response time for priority 1 calls for service

Implemented Lateral Recruitment Program: The approval of Measure J-20 set a plan in motion. Hiring seasoned police officers is the most effective utilization of City funds and department training resources and provides a critical deeper breadth of experience to the City’s sworn police force.

Community Action Team: This team is dedicated to engaging the community’s homeless population, with the primary objective of connecting individuals with resources and shelter opportunities. In FY 23, homeless-related calls

HIGHLIGHTED PROJECT

9-1-1 Communications System Upgrade: The new system is expandable and adaptable, digital channels allow the PD to be cutting edge while maintaining interoperability with our neighboring agencies and keeping our radio security in compliance with FBI Security Policy. Additionally, the upgraded communications network is compatible across departments and improves emergency preparedness by promoting unified command during exercises.

for service were the second most frequent type of call received by the department. The Salinas riverbed remains a priority focus area of this team, seeking to reduce fire risks and during winter 2023, mitigating impacts from record flooding. In FY 23, the team led 50 riverbed clean ups, removing nearly 200,000 pounds of trash.

Community Engagement: The department organizes and participates in events throughout the year to connect with the community. These events and interactions allow the public to learn about department operations and for the department to learn about needs within the community. In FY 23, the department:

- Hosted the Countywide Peace Officers Memorial;
- Held an open house in partnership with the Paso Robles Fire Department;
- Hosted Paso Night Out, designed to strengthen the community by encouraging neighborhoods to engage in stronger relationships with each other and with their local public safety partners;
- Reinstated the Santa's Sleigh event, providing children with the opportunity to meet Santa, take a photo, and tell him what they wanted for Christmas. Santa and his elves also handed out stockings filled with toys to every child in attendance.

COMMUNICATION (DISPATCH) CENTER

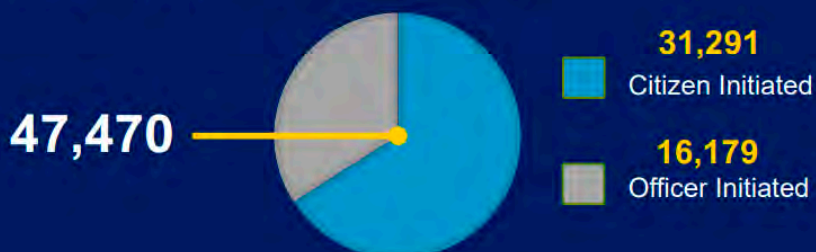
TOTAL CALLS RECEIVED*



TOP 5 CALLS FOR SERVICE

1. 911
2. Homeless Related
3. Citizen Assist
4. Peace Disturbance
5. Parker

2022 POLICE INCIDENTS



Major Capital Investments

- **9-1-1 Communications System Project:** The Communications Center upgraded its hardware, software, and communications system by installing a new P25 Digital conventional K-Core configuration for analog and mix mode operations. The new design replaced the existing analog system. The new system includes a digital encrypted channel for emergency operations. This project was made possible by Measure J-20 funds.
- **Computer Aided Dispatch (CAD) / Records Management System (RMS):** A new RMS and CAD System, RIMS developed by Sun Ridge Systems, was launched and implemented in October 2022. RIMS supports CAD Incident entry and management, Police, Fire/EMS Unit recommendation, Fire Run Cards, and GPS Unit recommendation. RIMS delivers comprehensive data, detailed report writing and allows officers to identify and address crime trends within the city.
- **RapidDeploy:** Our Communications Center acquired the ability, with RapidDeploy, to respond by text to 9-1-1 callers in the case of a hang-up from most cellular phones. This service also allows the ability to communicate in multiple languages via text if needed.



FIRE & EMERGENCY SERVICES

FTEs: 43

Budget: \$9.0 Million

The Paso Robles Fire and Emergency Services Department is led by Chief Jonathan Stornetta and a deputy chief. The department provides a variety of response services, including structural and wildland fire suppression, advanced life support, paramedic level emergency medical care, and entrapment extrication.

The department provides technical rescue services including high-angle, trench, swift-water, and confined space. Finally, the department provides fully capable hazardous materials emergency response in conjunction with the San Luis Obispo County Regional Hazardous Materials Team. These services are rendered from two fire stations and two properties totaling nearly 20 square miles. The department provides automatic and mutual aid to other fire agencies within San Luis Obispo County.

The Paso Robles Fire and Emergency Services Department is dedicated to protecting your quality of life through exceptional public service and interactive community engagement.

Department Highlights

Measure J-20 & Staffing: In 2020, Paso Robles voters approved Measure J-20, a one cent local transaction and use tax. One of the three priorities for the Measure is to adequately staff and equip the fire department to augment existing services and proactively plan for future demands. Consistent with the department's Five-Year Strategic Plan, the FY 23 budget included the addition of one deputy chief, one fire inspector and funding for 100 percent of six firefighter costs previously funded through a federal Staffing for Adequate Fire and Emergency Response (SAFER) grant. The deputy chief fire inspector positions have been filled. The Measure and these new positions allow the department to build capacity, enhance succession planning and maintain necessary firefighter

HIGHLIGHTED PROJECT

Emergency Operations Center Activation: The City experienced two 100-year storm events in January and March 2023. The department led the activation of the City's emergency operations center and fire staff filled several EOC roles throughout the multi-day events. During both events, the City declared a local emergency. The January storms resulted in nearly \$1 million in damage to City assets and infrastructure. Department staff provided post-storm briefings to the City Council, as well as county, state, and federal elected officials.

FY 23 Annual Data at a Glance

- Responded to 4,748 calls for service
 - » 3,276 were medical related and 187 were fire related.
- 100% of education facilities inspected
- 100+ community members participated in Sound the Alarm Smoke Detector Replacement Program.
- Fire and Emergency Services staff completed 11,624 hours of training.
- \$228,000 in grants received
 - » Extrication tools
 - » Staff wellness

staffing levels to respond effectively to the growing number of calls for service. Additionally, the department completed two Firefighter Recruit Academies, which resulted in five previously vacant firefighter positions filled and sent two firefighters to paramedic school. The Administrative Fire Captain position was also filled during FY 23.

Emergency Operations Center Activation: The City experienced 100-year storm events in January and March 2023. The department led the activation of the City's emergency operations center and fire staff filled several

EOC roles throughout the multi-day events. During both events, the City declared a local emergency. The January storms resulted in nearly \$1 million in damage to City assets and infrastructure. Department staff provided post-storm briefings to the City Council, as well as county, state, and federal elected officials. EOC Plans and Annexes continue to be updated.

Community Risk Reduction: The department leads the City's efforts to reduce fire and emergency risks through outreach, engagement, and action. FY 23 marks the third year the department has utilized a combination of goats and mechanized equipment to abate 100 acres of hazardous fuels in the Salinas riverbed. These actions have reduced the frequency and size of fires within this vegetation-rich corridor. Covering up to three acres per day, the goats primarily remove ladder fuels, which is vegetation that would take a fire from the ground into the tree canopy, creating a larger, more intense fire.

Separately, the department engaged the Office of the State Fire Marshal in response to the state's proposed update to the Fire Hazard Severity Zone (FHSZ) map. In the first draft of the updated map, unincorporated areas immediately to the west of City limits were changed from High to a Very High Fire Hazard Severity Zone. This change, if adopted, likely would have impacted property owners through increased property insurance rates and/or the ability to obtain property insurance outright. Due to the leadership





of Chief Stornetta and input from community members, the state reversed this change in the latest draft FHSZ map released in June 2023. In the latest draft, this area has reverted to a High Fire Hazard Severity Zone (which is the existing adopted designation).

FY 23 included the installation of the first 24/7 publicly accessible Automated External Defibrillator (AED) in City Park in downtown Paso Robles. The AED is housed in a specially designed, climate-controlled kiosk known as a “SaveStation.” It can tolerate extreme weather, is safe to use, does not require specialized training, and provides instructions in both English and Spanish. The SaveStation was provided through charitable contributions by Justin Community Grants and the Paso Robles Elks Club. It is one of nine AEDs available at City facilities.

Community and Professional Training and Events:

The department seeks opportunities to implement best practices, promote regional collaboration, and engage the community on a variety of safety-related issues. Over the last fiscal year, the department has:

- Hosted 273 individuals representing 45 fire departments at 15 State Fire Marshal classes;
- Hosted 350 students from the City of Paso Robles and cities throughout San Luis Obispo County at multiple EOC trainings;
- 38 community members attended Community Emergency Response Team (CERT) training;
- 85 community members participated in the FireWise workshops;
- 500+ participants attended the annual SafetyFest.

Major Capital and Equipment Investments

Construction of Fire Station 3 moved into the final stages during FY 23, with opening anticipated for late 2023. The 6,800 square-foot building includes a four-bay engine house, office space, sleeping rooms, kitchen, and common areas. Other site improvements include parking lot and driveways, storm water management infrastructure, outdoor training areas, and drought tolerant landscaping. Construction of Fire Station 3 is an important step in meeting the SAFER Grant requirements while enhancing emergency services for residents and visitors of the City.

Joint Public Safety Training Facility: The department, in conjunction with Public Works, initiated the design of a joint Police and Fire public safety training facility adjacent to future Fire Station 3. The Insurance Service Office evaluation of the department identified several critical areas in which the City is deficient. One of the largest deficiencies identified was training facilities and use, in which the department received 0 points out of 35 in the category. Additionally, the fire department is unable to meet the annual State mandated live fire training requirements

without a dedicated training facility. In order to address these deficiencies, the City needs to have a training facility where live fire training can be conducted, at least three stories in height, and a training area of at least two acres. The facility will be available to other departments in the City's operational region, and due to Paso Robles' central location, it will serve students from throughout California. This facility will be shared with the Paso Robles Police Department.

New Fire Apparatus: The department received and put into service a new Type 3 fire engine in FY 23. This vehicle provides the department with a versatile resource for use both in an urban response setting, as well as for wildland fire fighting efforts, such as within the Salinas riverbed. The primary benefit of this model is that the department can ensure better use of its resources while maintaining a cost-effective response configuration. The "right resource, right place, and right time" paradigm is the key concept for the deployment of a Type 3 engine.



PUBLIC WORKS

FTEs: 39

Budget: \$9.7 Million

The Public Works Department is led by Public Works Director Freda Berman. The Department is responsible for the construction and maintenance of City streets, traffic signals, medians, parkways, trees, open space, public parking lots, stormwater facilities, the Municipal Airport, City-owned buildings and the Landscape & Lighting District.

The Public Works Department is committed to providing the community with superior service in the most cost-effective manner, while ensuring that the maintenance, construction and operations of the public facilities and programs under its care are performed with utmost excellence and dedication to community betterment.

The department is organized into eight major functions:

Administration: Administration provides overall direction and leadership for the Department as well as providing oversight to the Airport, Capital Projects, Stormwater Program, Streets Maintenance, Facilities Maintenance, Fleet Maintenance and Landscape Maintenance functional areas. Significant focus areas include budget, personnel matters, Council items, and future planning.

Capital Projects Engineering: Capital Projects Engineering manages the design, funding and construction of capital projects for all City departments, with the primary focus being transportation/streets projects, including the replacement of sewer, water and stormwater pipes. Capital Projects Engineering is the lead coordinator and reporter on projects involving Measure E-12 Supplemental Sales Tax, Senate Bill 1, Gas Tax and capital projects involving Measure J-20 funds. Additionally, Capital Projects Engineering monitors, applies for, and manages projects using Transportation Grants and coordinates with the San Luis Obispo Council of Governments.

HIGHLIGHTED PROJECT

Streets Maintenance: Buoyed by Measure E-12 funding, the City was able to accelerate its street repair plan by one year, completing more work in less time than originally anticipated, repairing over 7 miles of roads and putting down 230.5 tons of hot mix asphalt to fill potholes. The Capital Projects Engineering Division worked with a budget of \$19.1 million to maintain, repair and construct City streets, using Measure E-12 Supplemental Sales Tax, Federal Grants, Measure J-20, Gas Tax, SB1, Traffic Impact Fees and the General Fund.

Stormwater Program: The City is enrolled in the Phase II Municipal Stormwater Program as required by the State of California Water Resources Control Board. The program requires the City to develop and implement a Stormwater Management Plan in order to reduce or eliminate pollutants in stormwater runoff and non-stormwater discharges. To that end, the Division manages programs that address construction site stormwater runoff control, illicit discharge detection and elimination, pollution prevention, post-

construction stormwater runoff management and public education and participation.

Paso Robles Municipal Airport: The 1,300-acre Paso Robles Municipal Airport site serves the general aviation community as well as the California Department of Forestry Air Attack Base; California Highway Patrol Air Operations Division; military, air charter, air ambulance and other flying services. Sections of the property have been developed as an industrial park with utilities and infrastructure improvements. Just under 500,000 square feet of industrial building space is operational at the Airport housing nearly 40 individual businesses and providing hundreds of jobs in the community. Almost 200 aircraft are based at the Airport. The Airport is owned and operated by the City with technical advice and review provided by an appointed Airport Commission with policy decisions made by the City Council. The Airport is one of only five percent of airports in the United States that are self-sustaining (meaning it is not subsidized by the General Fund).

Streets Maintenance: The Streets Maintenance Division maintains more than 150 lane miles or 33 million square feet of pavement and sidewalks. Maintenance and repair activities are focused on degraded road edges, crack sealing, potholes, curb painting, streetlights, signage, sidewalk repair and traffic signals. The Division also supports emergency services and City special events with traffic control and road closures.

Facilities Maintenance: Facilities Maintenance staff service, maintain and repair approximately 180,000 square feet of City facilities including City Hall, Public Safety Center, Centennial Park, Senior Center, Veterans Center and Municipal Pool. Additionally, they respond to all calls for service from both the public and City staff. A 6-person volunteer Graffiti abatement crew addresses all reports of graffiti within City limits.

Fleet Maintenance: Fleet Maintenance procures and maintains a rolling stock of over 250 pieces of equipment and vehicles, ranging from weed eaters and mowers to fire engines to large loaders and backhoes. The majority of service is done in-house. Compliance with all emission

FY 23 Data at a Glance

- Over 7 miles of road repairs completed using E-12 Supplemental Sales Tax and Gas Tax
- \$19 million in transportation improvement grants received
- Hot mix asphalt placed for potholes: 230.5 tons
- Amount of debris removed from North and South River Roads as a result of the January storms: 2,500 tons
- Adopt A Street bags of debris collected: 788 with 11,271 lbs of debris
- Bags of debris collected from Riverwalk Corridor: 377 with 6,987 lbs. of debris from 183 volunteers
- Shopping carts collected from Riverwalk Corridor: 62
- New vehicles purchased: 56
- Graffiti tags removed: 2,525
- Playground inspections: 181
- Acres of weeds abated: 494.3
- Total trees planted: 45
- Total trees trimmed: 1,657
- Sediment and debris removed from storm drains during annual maintenance: 16.86 tons
- Percentage of all flights in and out of Paso Robles Airport that were non-local (flight did not originate or terminate at PRB): 75%
- New Airport Lease Revenue Signed: \$125,000 (annualized)

mandates and inspection requirements is also Fleet's responsibility.

Landscape Maintenance: Landscape Maintenance staff are responsible for the health and maintenance of more than 15,000 City trees, close to 200 acres of Landscape & Lighting District property, more than 165 acres of open space weed abatement and all City-owned medians and parkways. Staff responds to all calls for service from the public and City staff.

Department Activities

A New Chapter: The FY 23 budget included a significant change in the organizational structure of the Public Works Department. Specifically, the water, wastewater, and solid waste operations moved from Public Works to a newly created Utilities Department. The street trees and medians, Landscape and Lighting District maintenance, and facilities maintenance functions moved from the Parks and Facilities Maintenance Division, under the Community Services Department to Public Works. As part of this effort, maintenance and capital projects staffing has been augmented to allow for focused, result-driven maintenance. A seven-person landscape maintenance staff and seven-person facilities maintenance staff now allow for dedicated attention to public and residential areas. Their efforts are augmented by the entire Public Works team, all committed to the vibrancy of all City property.

Streets Maintenance Remains Top Priority: FY 23 marked another significant investment in the City's street maintenance efforts. Buoyed by Measure E-12 funding, the City was able to accelerate its street repair plan by one year, completing more work in less time than originally anticipated. For FY 23 the Capital Projects Engineering Division worked with a budget of \$19.1 million to maintain, repair and construct City streets. Funding sources include Measure E-12 Supplemental Sales Tax, Federal Grants, Measure J-20, Gas Tax, SB1, Traffic Impact Fees and the General Fund. As of June, \$4.4 million was spent, with the balance of the funds encumbered or budgeted for specific projects that are in pre-construction phases.

A summary of major street maintenance projects undertaken in FY 23 are outlined below:

- Grand Canyon Neighborhood Road Repairs
- West Side Melody Neighborhood Road Repairs
- Appaloosa Neighborhood
- Country Club Neighborhood
- West Side Road Repairs
 - » Olive Street from 19th to 23rd
 - » 20th Street from Spring to Pine
 - » 18th Street from Spring to Pine
 - » 17th Street from Spring to Pine
 - » 16th Street from Spring to Riverside
 - » 2nd Street from Olive to Vine
 - » 3rd Street from Vine to Spring
 - » Oak Street from 2nd to 3rd
 - » 19th Street from Vine to Oak
 - » 22nd Street from Olive to Oak
 - » 11th Street from Olive to Vine
 - » Oak Street from 10th to 7th
 - » 2nd Street from Vine to Spring
 - » 3rd Street from Vine to completed new paving going east
 - » Oak Street from 1st to 2nd
 - » 26th Street from Riverside to the west end

To better inform residents about City street maintenance work, a cross-functional team has developed and released a public-facing GIS map that depicts each road segment in the community, the current condition, maintenance history and future maintenance plan. The mapping tool will be used by City staff to develop a roads maintenance master plan that will drive repair plans in the future.

FY 23 reflects the second-to-last fiscal year of Measure E-12 revenues, as the measure is set to expire during the 2024-25 fiscal year. Measure E-12 revenue provides a critical resource to improve the City's Pavement Condition



Index and enhances the quality of life for residents and visitors. Should the measure not be placed on the ballot for renewal purposes in 2024, funding allocated to local road maintenance work is expected to be significantly reduced during the next budget cycle.

Maintaining What We've Got: Part of the department reorganization is aimed at taking a more proactive approach to maintaining and extending the useful life of existing facilities and infrastructure. One of the objectives is to reduce the frequency of large repairs or replacement by ensuring that best practice, regular maintenance is performed. Another objective of this approach is to incrementally augment existing facilities and infrastructure to ensure the City is leveraging existing assets to the fullest.

In FY 23, over \$187,000 was invested to make **investments into existing facilities**, including:

- The installation of a patio shade structure at Centennial Park

- Repairs at Municipal Pool
- Floor resurfacing of the Centennial Park Gymnasium and Banquet Room
- Replacement of City Hall/Library lobby doors

Additionally, **85 illuminated street name signs** across the City were replaced, which addressed many signs that were inoperable or damaged. The results of this project include improved ambient lighting at these intersections and enhanced aesthetics. Public Works also resurfaced and restriped the parking lot at Barney Schwartz Park, which improves the usability of the popular facility.

In efforts to augment existing spaces, the City has issued a request for proposals for the development of a Downtown Street Lighting Master Plan. As part of providing walkable and pedestrian-friendly streets, a Downtown Street Lighting Master Plan will guide the City's investment in providing adequate and aesthetically pleasing streetlights to preserve the historic ambience of its Downtown District.



The Stormwater team initiated a **drainage repairs** project focused on six locations that have sustained damage over the years during significant rain events. In FY 23, the City initiated work with a consultant to develop 100% construction plans for repairs at each of the locations. Damages at each location include significant erosion, damaged pipe infrastructure, as well as other structural deficiencies. The engineered fixes will help stabilize these drainage features and bring them back to their original configuration and/or improve on the original design. Selection of the construction contractor will occur during the summer of 2023.

Public Works Maintenance Services established, through the previously approved reorganization, a **seven-person maintenance crew dedicated to the maintenance of City-owned trees**, medians, and parkways. More than 15,000 City trees are in the process of being inventoried, evaluated, and maintained. City-owned medians and parkway maintenance is currently being addressed with a combination of City staff and contracted maintenance

services. Design plans are being developed to upgrade landscape at the City's major gateways located at 1st and Spring and 36th and Spring Streets.

During periods of wet weather, River Road is susceptible to closure due to mudslides from the adjacent embankments. This is an important local route for emergency access and general circulation, especially when US 101 is impacted by traffic, flooding or other emergencies that impede traffic flow. The City is contracting with Yeh Engineering to develop a **slope stabilization assessment** on the River Road slopes. The assessment will rank stability, consequence of failure, risk to drivers as well as other criteria. In addition, the assessment will provide costs associated with each slope segment to better prioritize funding resources. The goal is to systematically install anchored mesh that will provide long-term stability to the roadside slopes; minimizing landslides during heavy rains, road closures and risk to pedestrians and drivers. The assessment is to be completed in summer of 2023.

Preparing for the Future: The Public Works Department leads the City's efforts when it comes to planning infrastructure for community growth and the evolving needs of our residents. The department has pushed many major projects and initiatives forward to better position Paso Robles for the future. The following is a summary of projects initiated or that made major progress during FY 23.

Many years in the making, the City held a ribbon cutting ceremony on June 23, 2023 to celebrate the opening of the **City's first roundabout**, located at Golden Hill and Union roads. The roundabout replaced a four-way, stop sign-controlled intersection, improving traffic flow and increasing the capacity of this intersection in anticipation of future development. Featuring a unique "dog bone" design, the project was completed ahead of schedule and within budget.

The team continues to advance work on the **State Route 46 East/Union Road Overpass project**. When constructed, this project will provide a safe and convenient multimodal overpass over State Route 46 at Union Road. The project will eliminate unprotected turns at Airport Road, make this state route operate more efficiently, and will provide direct access to the new industrial and commercial development in this quadrant of the City. FY 23 marked the achievement of significant milestones for the project. All technical studies were approved by Caltrans in late May 2023 and required documentation was submitted to the California Transportation Commission. Public circulation of the environmental documents begins August 3, 2023. The public is invited to submit comments to the draft Mitigated Negative Declaration/Environmental Assessment until September 1, 2023. They may also bring their comments to a Public Workshop scheduled on August 17, 2023 at 6 p.m. in the City of Paso Robles Council Chamber. Pending the receipt of major comments, Caltrans and the City will proceed with project design.

The development agreement for the Gateway Project requires the City to complete the **realignment of South Vine Street with Theatre Drive**, which includes the construction of a new road and a new bridge in order to connect to State

Route 46 West. This project will improve traffic flow in this segment of the Route, while creating an improved gateway to downtown Paso Robles. The agreement requires design to be complete by 2024 and the road and bridge open to traffic by 2028. Plans are nearing completion, and a portion of the road work is ready to go out to bid.

Public Works Operations is proceeding with the **Niblick Corridor Signal Upgrade**. The City conducted a traffic study as part of the Local Roadway Safety Plan completed in December 2020. The traffic study identified the Niblick Road corridor as a location that has systemic collisions patterns and is a prime candidate for intersection improvements. The City contracted with Bear Electric Solutions to implement hardware and software upgrades for eight different intersections along the Niblick Road corridor. The purpose of the upgrades is improving traffic flow and minimizing congestion as well as increasing pedestrian safety. Specifically, the project entails traffic signals that automatically change in response to different travel volumes and patterns at different times of day. The goal is to have the upgrades completed in anticipation of the coming school year.

Construction of the **Fire Station 3** facility is 95 percent complete. Supply chain and utility coordination issues have pushed the completion date to early Fall 2023. At completion, the 6,970 square foot facility will feature staff living quarters and an apparatus bay. Future phases include the addition of training facilities and training grounds.

On June 6, 2023, City Council approved construction of **a pump track at Barney Schwartz Park** to Greenwald Inc DBA Greenwald Builders/Frontier Skateparks in the amount of \$502,347. This project was fully funded by REC Foundation through its Dale Schwartz Memorial Endowment Fund and is slated to break ground in mid-September and be complete in early 2024.

Construction of **pickleball courts** were originally approved on the south side of Scott Street as part of the Sherwood Park Area Master Plan. Subsequent to design award, flood plain issues necessitated moving the court complex to the north side of Scott Street in Sherwood Park. Throughout FY

23, staff led efforts to find an alternative location, address stakeholder input, and move construction plans and specifications to 90 percent complete. When constructed, the complex will include a seven-court complex with picnic pavilion, new restroom, storage, and parking lot.

The northeast quadrant of the City is seeing tremendous growth and development. This area includes the City-owned Municipal Airport. The Airport is part of a broader economic development plan to establish a **space innovation and technology park**. Moreover, in FY 23 the City appointed Mark Scandalis to Airport Manager, upon the retirement of the former manager who spent 37 years with the City. As part of this new chapter, the department engaged the Aviation Management Consultant Group to complete an in-depth assessment of all aspects of airport operations. This was necessary to position the facility to meet future needs. The full report, including both short term and long-term recommendations, will first be considered by the Airport Commission and then brought to City Council for final direction in FY 24.

FY 23 was a milestone year for the Public Works Department, as the City received \$17 million in transportation grants and state funding allocations.

This funding will offset and maximize the use of local tax dollars to make significant improvements to the City's transportation network. A summary of major grants and funding received includes:

- Niblick Road Complete and Sustainable Streets Corridor Plan Active Transportation Program Cycle 6 Grant: \$13,000,000
- Creston Road State Direct Funding Allocation: \$3,600,000
- San Luis Obispo Council of Governments Grants:
 - » Flamson School Pedestrian Improvements: \$750,000
 - » North River Road Bike Path Conceptual Design: \$350,000
 - » 101/46 West Roundabout Design: \$1,300,000



COMMUNITY DEVELOPMENT

FTEs: 20.86

Budget: \$3.69 Million

The Community Development Department is led by Community Development Director Warren Frace. The department provides three main functions: Planning, Building, and Engineering. The majority of services provided by the department are recovered by charges to developers for services provided.

The **Community Development Department** staffs the City's one-stop permit counter and responds to requests for all development and planning related issues with an emphasis on customer service and efficiency as well as providing technical analysis, staff support, recommendations and public meeting assistance to the Planning Commission and City Council on all land use issues upon which they must act. The staff also organizes and facilitates a variety of public outreach and community participation processes related to planning and development activities.

The **Planning Division**, in conjunction with the Planning Commission, develops and implements long-range plans and standards to provide balanced growth, housing for all incomes, and economic development while preserving Paso Robles' quality-of-life and small-town character. The Building Division provides plan check, fee collection and construction inspection services to ensure the public's health and safety within the built environment.

The **City Engineering Division** is responsible for maintaining engineering standards, public improvements in the right-of-way, subdivision map processes, grading and drainage plans, circulation plans, traffic safety operations, Storm Water Management Plan (SWMP) implementation and coordination with Public Works functions.

HIGHLIGHTED PROJECT

A focus of the City Council and regional partners is addressing the **demand for housing** within the region. In FY 23, the department led the City's efforts in planning, permitting, inspecting, and/or certifying occupancy for 3,493 residential units. FY 23 saw notable progress in moving two new affordable housing projects forward, River Walk Terrace and Sunrise Villas are both anticipated to begin construction in FY 24 and be completed within two years. Cumulatively, these projects will add another **148 low income housing units** within the community.

Department Highlights:

Housing: A focus of the Paso Robles City Council and regional partners is addressing the demand for housing within the region. In FY 23, the department led the City’s efforts in planning, permitting, inspecting, and/or certifying occupancy for several major residential developments within the City, which include:

Area	New Housing Units Planning	Status
Olsen / South Chandler Ranch Specific Plan	1293 Units	Under Construction
Uptown / Town Center Specific Plan	929 Units	Under Construction
Borkey Specific Plan (River Oaks 2)	226 Units	Under Construction
Union / 46 Specific Plan	134 Units	Under Construction
Beechwood Specific Plan	911 Units	Approved

Additionally, 335 market rate apartments are under construction along Creston Road near Rolling Hills Drive. Collectively, these projects are expected to add over 4,000 units to the City’s housing stock. These figures do not include accessory dwellings units that can be legally constructed within certain zoning districts as authorized by recent changes to state law.

Affordable Housing and State Housing Targets: In addition to market rate housing activity, the department works closely with the Paso Robles Housing Authority, the Housing Authority of San Luis Obispo, California Department of Housing and Community Development (HCD), the US Department of Housing and Urban Development, and other partners to plan, permit and construct affordable housing units. The City has made significant progress in FY 23 toward meeting state affordable housing targets referred to as the Regional Housing Needs Allocation (RHNA). As part of the RHNA, HCD determines the total number of new homes the City needs to build—and how affordable those homes need to be—in order to meet the housing needs of people at all income levels. The date in which the City needs to achieve its RHNA targets is 2028. As of FY 23, the City has completed 35 percent of the target number of affordable housing units.

FY 23 saw notable progress in moving two new affordable

housing projects forward. Working directly with the Paso Robles Housing Authority and its project developer AHDC, the department finalized all planning requirements and initial construction permits to begin construction on the River Walk Terrace and Sunrise Villas Projects. These projects are both anticipated to break ground in FY 24 and be completed within two years. Cumulatively, these projects will add another 148 low income housing units within the community.

Department staff continued to engage with regional partners on the topic of affordable housing. During FY 23, the department represented the City in discussions with

FY 23 Data at a Glance

- Residential Permits Issued: 284 housing units
- Increase in residential permits issued over FY 22: 394%
- Permit Valuation : \$160,000,000
- Total Active Short Term Rental Permits (including Home-Share): 416
- Building Inspections Conducted: 4588
- Hotel rooms under construction: 304



other cities and the San Luis Obispo Council of Governments on the Regional Housing & Infrastructure Plan (HIP). The plan will result in a toolkit to respond to the region's growing housing and infrastructure shortage. The HIP inventories infrastructure barriers and priorities for housing, identifies available grant funding options to implement infrastructure needs, and develops foundational information for the region to meet future RHNA targets. FY 23 also saw a change in leadership at the Housing Authority of San Luis Obispo. Department staff initiated a meet and greet with the new Executive Director Scott Collins and provided a community tour to showcase future opportunities for partnership on affordable housing projects.

Commercial and Industrial Development: Major private development projects such as the Gateway, The Landing, and Paso Commons hit key milestones in the development process in FY 23. Other major projects were announced.

Highlights of activity that the department was involved in include:

- **The 140-acre Landing project**, proposed to redevelop the Paso Robles Boys School, moved into the environmental phase in FY 23. As the lead agency for the project, the department was instrumental in working with the environmental consultants and the project applicant to finalize the draft environmental impact report for the project. The City released the draft environmental report for public review on June 7, 2023. The 1.3 million square foot project envisions a mix of uses including a warehouse and a mix of employment and visitor-serving uses, including but not limited to: industrial flex space, maker spaces, offices, retail uses, a restaurant, a market hall, a hotel, a winery, and passive park and green spaces with agricultural element.

- **Justin Winery Phase 4 and 5:** This project will construct approximately 250,000 square feet of industrial space along a newly aligned Airport Road in the northeast quadrant of the City. The project kicked off construction in FY 23, with the department providing inspection and permitting services for the project. The project will include the construction of a portion of the new Airport Road alignment, which is intended to improve the safety and efficiency of goods movement in and out of the Airport Corridor.
- **Paso Commons Industrial Park:** Adjacent to the Justin Winery project is Paso Commons, a 400,000 square foot master planned business park. The 22-acre development includes a variety of different uses, including wine industry storage and production, corporate office space, advanced manufacturing space, flex space and e-commerce warehousing space. The department continues to provide planning and permitting services for the project.
- **Stravinski/Daou Campus:** Also within the Airport Corridor in northeast Paso Robles in the planned Stravinski/Daou project. Located along Airport Road and Buena Vista Road, this project will add 300,000 square feet of wine storage, distribution, and production space. Department staff facilitated the environmental review process, which was completed in January 2023.
- **Treana Winery Expansion:** This project consists of adding approximately 225,000 square feet of winery production and storage space to the existing 132,440 square foot winery operations facility on a 16.5-acre site in the Airport Corridor. The project moved past the environmental phase during FY 23, with department staff facilitating the project review at the Development Review Committee and Planning Commission.

Supporting the Hospitality Industry: Tourism continues to be a significant economic driver for the city. Major hospitality-related development is underway across the city. The department is projecting over 1,000 new hotel rooms will be constructed in the next 10 years. These investments reflect the bullish outlook on the future of tourism within

the region. Currently there are 24 hotel and RV projects in some stage of planning and development. In FY 23, several of these projects made significant advancement, including:

- **The AVA Hotel:** Located on the corner of 10th and Pine Streets in downtown Paso Robles, this 151-room boutique hotel began construction in FY 23. The hotel will include a rooftop bar and pool, restaurants and retail. Department staff have been working with the developer on permitting, offsite improvements, oak tree mitigations, and construction inspections. Construction is anticipated to continue through 2024.
- **Farmhouse Hotel Renovation:** Staff worked closely with the Nomada Hotel Group on the renovation of this roadside motel within the downtown core of the City. Completed in early 2023, the 26-guest room property features newly upgraded rooms, a landscaped courtyard with fountains and fire pits, while preserving the original charm and character. Department staff facilitated the permitting, building inspections and offsite improvements with the property owners.
- **State Route 46 West/US 101 Hospitality Corridor:** A major gateway from the Los Angeles/Santa Barbara region and to the west side Paso Robles vineyard district, several hotel projects are underway in this area of the City.
 - » **Marriott Residence Inn:** This project moved into the construction phase in FY23. This property will add 128 rooms.
 - » **River Lodge Motel:** This project is under construction and when complete, will completely rehabilitate and modernize a 1950's era roadside motel. Using the existing footprint of the motel, the building will be remodeled to provide 27 guestrooms including a new office and lobby. Guest amenities include a new pool and jacuzzi, fire pit areas, and an outdoor BBQ and poolside bar for the private use of the guests. Additional site improvements include an entirely new parking lot and landscaping. Staff worked extensively with the property owners and

developer on permitting, retaining elements of the property with historic interest, offsite improvements and building inspections.

- » **Gateway Project:** The Paso Robles Gateway project is located northwest of the intersection of Highway 101 and Highway 46 West and would include the development of two hotels with 325 rooms, three commercial centers with approximately 75,600 square feet of space, conference space, workforce residential units, and up to 80 resort residential units or a third hotel with 100 rooms. This project includes the realignment of South Vine Street to connect with Theatre Drive, with a new bridge/entryway into downtown Paso Robles. Department staff continued to work with the developer on various permitting and design approvals, as well as spending significant time on environmental and technical plans to finalizing plans to realign South Vine Street and construct the new bridge over the adjacent creek.

Zoning Update: Prior to FY 23, the City identified the City's Zoning Code as needing a comprehensive update to streamline and simplify the development process. The three main objectives of the project was to: 1) eliminate erroneous and conflicting information and facilitate a more user-friendly document for the development community; 2) Comply with recent legislation and case law; and 3) streamline housing entitlement and permitting processes, while providing for flexibility and innovation. To facilitate the project, the City applied for and received two grants to fund the update. FY 23 saw major progress on this project, with staff bringing forth and the City Council approving an amendment to the consultants agreement to expand the scope of the work. The expanding scope includes specific updates to the ADU Ordinance, Density Bonus Ordinance, and Objective Design Standards. This work is anticipated to continue into FY 24.



ADMINISTRATIVE SERVICES

FTEs: 15

Budget: \$5.9 Million

The Administrative Services Department is led by Administrative Services Director Ryan Cornell and three division heads who oversee Finance and Utility Billing, Human Resources/Risk Management, and Information Technology. The department provides a broad range of services that support all City departments and the public.

The **Finance Division** develops, oversees, and implements fiscal policies and procedures to ensure a financially strong and effective City government. To that end, the Division is responsible for leading the development of the City's biennial budget process and budget monitoring throughout the fiscal year. The division also coordinates the annual municipal audit and compiles year-end financial records into the City's Annual Comprehensive Financial Report (ACFR). Lastly, the Finance division is also responsible for providing services such as accounts payable, accounts receivable, business license, transient occupancy tax, utility billing, compliance with various State and Federal reporting requirements, and a variety of other items.

The **Human Resources Division** works as a strategic partner with all City departments to hire, compensate, support, and create a highly qualified, streamlined workforce dedicated to delivering high-quality services. The role and functions of human resources include benefit administration, employee and labor relations, employee development and training, recruitment and selection, and classification and compensation. The second function of the division, Risk Management, focuses on minimizing risk exposure in the areas of both general liability and workers' compensation. The risk management function manages tort and other claims filed against the City and files claims against third parties responsible for damage to City property. This division also administers and monitors workers' compensation claims, with the goal of providing cost-effective quality medical care to injured employees to facilitate their recovery to pre-injury status and return to work as soon as reasonably possible.

HIGHLIGHTED PROJECT

In FY23 the City was recognized for its excellence in financial reporting by the Government Finance Officers Association, earning both the Achievement for Excellence in Financial Reporting Program and the Distinguished Budget Presentation Awards for our Annual Comprehensive Financial Report (FY 2021-22) and the Adopted Budget Report (FY's 2022-23 and 2023-24).

The **Information Technology (IT) Division** designs and provides computer and telecommunication system support to all City departments and facilities including Police/ Fire 9-1-1 emergency communications and dispatch. The IT division oversees security of the City's electronic systems and protecting information from cyber-attacks and disasters. In addition to supporting over 270 desktop and mobile computers, 190 phones and 85 servers, and multiple websites, the IT division has a robust Geographic Information System (GIS) program that informs and enhances many City services with mapping and database management functions.

Department Highlights

Finance and Utility Billing

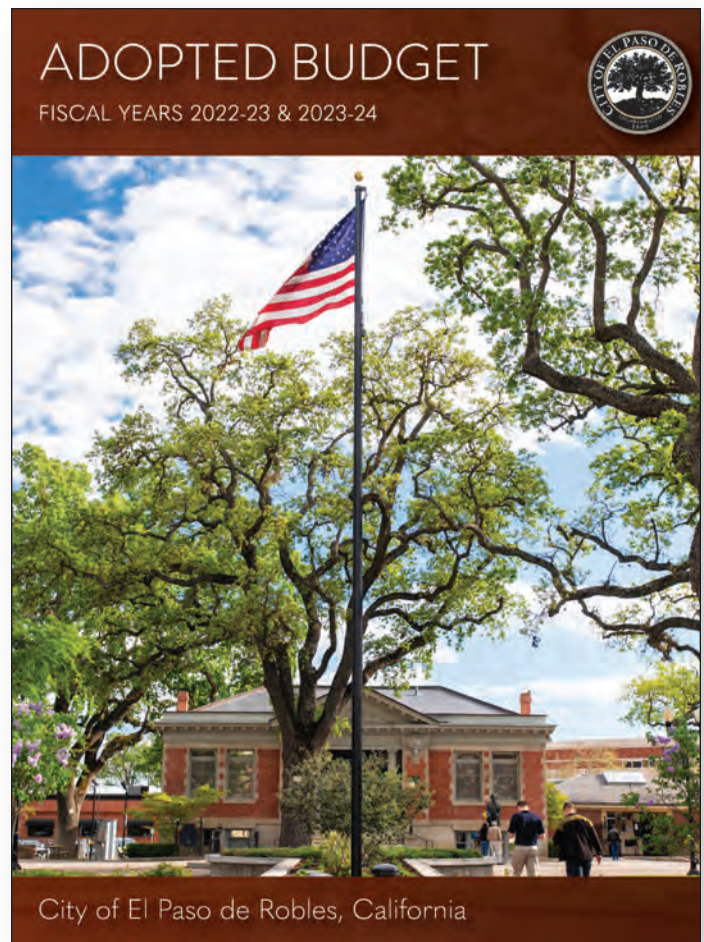
Financial Reporting Awards: Each year, the Government Finance Officers Association (GFOA) offers local governments the opportunity to submit their Annual Comprehensive Financial Report and Adopted Budget Report to be reviewed by government finance peers. Upon completion of review of these documents and meeting specific standards set by GFOA, the entity is presented with Certificate of Achievement for Excellence in Financial Reporting Program and/or Distinguished Budget Presentation Awards Program. In FY 23, the City was recognized with both of these awards for:

- Annual Comprehensive Financial Report – FY 2021-22
- Adopted Budget Report – FY's 2022-23 and 2023-24

Financial Forecasting and Transparency: The Finance

FY 23 Annual Data at a Glance

- Number of Checks Issued: 6,009
- Number of New Business Licenses Issued: 594
- Number of Renewed Business Licenses: 3,088
- Number of New Employees Started: 48
- Number of Recruitments Started: 44
- Number of Hardware and Devices Managed By IT: 918



Division will continue to develop a financial forecast that includes a balanced operating budget and a funding plan for infrastructure needs while maintaining adequate reserves to ensure the City's overall long-term fiscal health. In FY 23, the Finance Division led the City's return to a two-year budget cycle, maintaining healthy general fund reserves, and directing the continued funding of the City's Section 115 Trust. More detailed information about the City's budget and annual comprehensive financial report is available online at prcity.com/financial-reports and in the charts included in this year's annual report.

Storm Response: The City experienced two 100-year storms this past winter. Emergency response reimbursement through the Federal Emergency Management Agency (FEMA) is currently underway and the Finance Division is instrumental in maximizing federal and state reimbursements. The FEMA process is long and cumbersome, taking several years to complete for the more than \$1 million in expenditures the City expects to submit

for reimbursement. Fortunately, the City's General Fund reserves were fully funded prior to the storms and have provided the financial flexibility for the City to withstand this emergency.

Human Resources and Risk Management

Recruitment, Retention, and Labor Relations: Since July 1, 2022, Human Resources staff managed over 66 recruitments and reviewed over 1,158 applications to hire or promote approximately 115 employees into a variety of positions. Paso Robles-area residents were hired into 60 percent of these positions. Human Resources staff foster collaborative working relationships with the City's unions and employee groups through open communication. Negotiations for successor contracts with the three unions

(as well as the unrepresented management and part-time groups) were approved by the City Council in December 2022.

People Planning: The City's most valuable asset is its employees. As a service-driven organization, attracting and retaining a highly qualified workforce is critical to meet City Council goals and community priorities. A classification and compensation system—which defines the types of jobs in an organization and how much those types of jobs will pay—is the framework organizations set up to make sure job classifications and employees' compensation is fair, strategic, and competitive within a given market. The classification and compensation system should be simple and strategic, include clear job descriptions and career



paths, provide for internal pay fairness across similar types of jobs and experience levels, and be competitive within relevant markets. Over time, the City's approach to a classification and compensation system was piecemeal and individual, rather than strategic and citywide. In FY 23, the City retained a professional firm to examine the City's existing classification and compensation system, compare it to neighboring and similar jurisdictions and provide recommendations on best practices. The study is anticipated to be completed by April 2024.

Information Technology

The IT Division undertook several initiatives during FY 23 to support technology needs of departments and the community. Highlights of this work include:



- Led the **update of all the technology in the new Police vehicles** being put into service. This includes new computers, software, and in-car video technology to meet the demands and requirements of a modern police department.
- Implemented an **updated WiFi system** at all City facilities to improve connectivity and speeds. The new library WiFi will have the capability to automate required state reporting metrics.
- Supported the vendor and public safety departments in implementing the **new radio dispatch (911) system**.
- Coordinated with the security camera vendor in implementing the **new security camera system at the Public Safety Center**. This is a multi-phased approach due to the complexity of the installation.
- Coordinated directly with contractors and vendors to install **all new technology at Fire Station 3** and is working alongside the telecommunication vendors to get network utilities at the site.
- Set up, installed equipment, and coordinated vendor efforts to ensure the **Fire Station Airport Annex** is operational.
- Helped with upgrade and installation of the new **Records Management System (RIMS) for Emergency Services** and its integration with additional software used by the Fire Department.
- Provided on-demand **technology support during the January and March storm events**, including supporting the City Emergency Operations Center staff and ensuring online services remained functional throughout the events.
- Provided **real-time mapping services during the January and March storms** to coordinate emergency response, property impacts and evacuation orders. Maps were utilized within the Emergency Operations Center, on the City's web site and shared in real time on social media.

UTILITIES DEPARTMENT

FTEs: 48

Budget: \$21.3 Million

The Utilities Department is led by Utilities Director Christopher Alakel. The City Council approved the formation of a standalone Utilities Department as part of the FY 23 budget. The department was created after recognizing the significant regulatory and operational impacts facing City-operated utilities that require comprehensive, specialized management and focused staffing efforts.

The department is comprised of five main divisions that include **Recycled Water, Solid Waste, Wastewater, Potable Water**, and **Planning and Engineering**. The department is dedicated to maintaining and enhancing the City's critical infrastructure to provide robust and reliable services in the areas of potable water, wastewater, recycled water, and solid waste. The department seeks to promote water conservation, harness the potential of recycled water, and minimize solid waste generation through innovative solutions and community education. The department's commitment is to maintain the highest standards of service, transparency, and integrity while meeting the evolving needs of our residents, businesses, and visitors in a cost-effective and environmentally responsible manner.

The **Utilities Department** seeks to support economic development by collaborating with businesses, industry, and the development community. We work closely with stakeholders to ensure that our utility infrastructure aligns with the needs of the existing community and the future of Paso Robles. By fostering a business-friendly environment and offering highly reliable services, we aim to attract and retain businesses, create job opportunities, and promote economic prosperity. Together, we are building a healthy, vibrant, and sustainable future for Paso Robles.

HIGHLIGHTED PROJECT

In FY 23 the department received a \$3.5 million State grant and began construction of the Salinas River Segment of the **Recycled Water Distribution System** and a \$9.7 million grant in combination with a low-interest State loan for construction of the Recycled Water Distribution System. When completed the recycled water distribution system will enable the City to deliver up to 4,900 acre-feet of water per year to the City's east side for irrigation of parks, golf courses, vineyards, and common area landscaping in new housing developments.

FY 23 Annual Data at a Glance

- Provided water and wastewater services to 10,800 customers
- Operated and maintained a piping network that includes 129 miles of sewer and 175 miles of waterline
- Treated approximately 900 million gallons of wastewater
- Produced 1,790 million gallons of potable water
- Repaired 62 waterline leaks

Department Highlights

Department Reorganization: The FY 23 budget created a new Utilities Department, aligning water, wastewater, solid waste and the billing for these services under one department. The organizational restructure was necessary due to significant regulatory and operational impacts that continue to face City-operated utilities. It also improves alignment of like-type operations within the respective departments as well as improves succession planning and professional development of staff. The reorganization includes the addition of several positions, including: Utilities Director, Solid Waste Coordinator, Utilities Engineering Manager, and a Recycled Water Manager. These positions supplement existing operations and address major initiatives that are regulatory in nature.

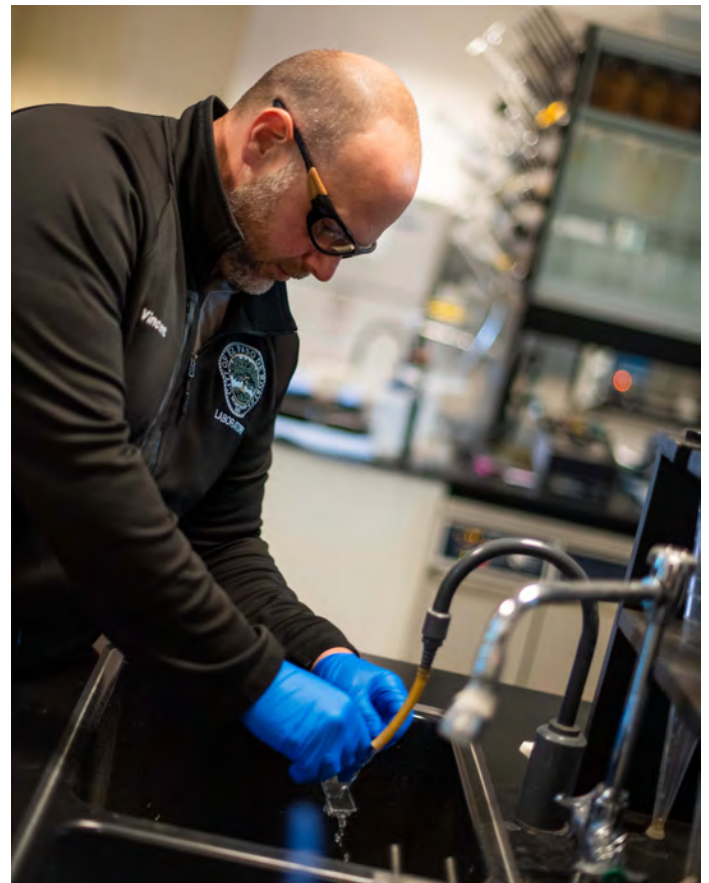
Recycled Water System Receives Funding Boost: The department continues to pursue all available state and federal grant funding opportunities to reduce the burden to local rate and taxpayers. In FY 23 the department received a \$3.5 million State grant and began construction of the Salinas River Segment of the Recycled Water Distribution System and a \$9.7 million grant in combination with a low-interest State loan for construction of the Recycled Water Distribution System.

When completed, the recycled water distribution system will enable the City to deliver up to 4,900 acre-feet of water per year to the City's east side for irrigation of parks, golf

courses, vineyards, and common area landscaping in new housing developments. This new source of irrigation water will offset pumping of groundwater and help alleviate the problem of declining groundwater elevations in the Paso Robles Groundwater Basin. Recycled water will also help conserve the City's valuable supplies of drinking water. The project includes construction of a major pump station at the City's Wastewater Treatment Plant near the Salinas River, 4.5 miles of large-diameter pipeline across the north part of the City, and a 900,000 gallon concrete storage tank at the east edge of City limits, near Barney Schwartz Park.

Storm Impacts and Response: In the wake of January 2023 winter storms, the City's Utilities Department incurred moderate damage to some of its infrastructure including:

- Damage to the wastewater treatment plant, particularly impacting retention ponds, access roads, and fencing. Damage estimate - \$200,000
- Disruption of the rock slope protection along the Salinas River. The rock provides a crucial protective





barrier between the Salinas River and the City's water treatment plant. Damage estimate - \$40,000

- Disruption of the rock slope protection along the Salinas River and undermining of a large storm culvert at the City's Water Corporation Yard. Damage estimate - \$128,000
- The chemical building and access road at the City's Ronconi Well Field suffered flood related damage. Damage Estimate - \$40,000.

Furthermore, the City's landfill faced challenges due to excess leachate formation caused by the heavy rainfall quantities during the winter storms. Managing the increased leachate posed considerable difficulties and necessitated special management measures, amounting to \$55,740.

The City of Paso Robles Utilities Department had to mobilize swiftly to assess the extent of the damage and prioritize repairs. The recovery process required coordinated efforts from various stakeholders and the allocation of additional funds to ensure the continuity of water supply and environmental safety for residents.

5-Year Water Rate Plan: In FY 23, the City Council adopted a new 5-year water rate plan to help ensure the long-term viability of the City's water utility. With aging infrastructure, a growing population, and increasing demands on water resources it is imperative for the City to implement a comprehensive and forward-looking plan. The newly

adopted water rate is designed to provide a stable and sustainable funding mechanism, guaranteeing adequate funds for asset depreciation and the maintenance of critical infrastructure. This strategic approach is a testament to the City's dedication to responsible governance and proactive planning to meet the needs of current and future generations.

The plan was a collaboration between the City, water stakeholders, and ratepayers. Transparency and inclusivity have been at the forefront of the process, ensuring that the concerns and preferences of our community members are taken into account. The rate structure not only guarantees that the City's water utility remains financially sound but also aligns with our commitment to affordable and equitable access to clean water for residents.

By investing in our water infrastructure, we are safeguarding the reliability and resiliency of our water supply, particularly in the face of unforeseen challenges like severe weather events or prolonged droughts. Funds generated from the new rate will be directed towards critical initiatives such as repairs and upgrades to water treatment facilities, the modernization of distribution systems, and the enhancement of water conservation programs.

With this new rate structure in place, we are better equipped to meet the needs of our community, ensure the longevity of our water infrastructure, and to continue providing high-quality water services for years to come.

COMMUNITY SERVICES

FTEs: 33.07

Budget: \$5.1 Million

The Community Services Department is led by Community Services Director Angelica Fortin and consists of Library, Recreation, and Parks Maintenance services. The department provides an array of quality of life, educational and recreational programs at facilities throughout the community.

The **City Library Division** is the only city-run library in San Luis Obispo County. A variety of books, audio-visual materials, magazines, and digital resources are available in addition to online databases that may be accessed remotely by library cardholders. Library staff offer educational opportunities such as lectures, book discussions, and early literacy story times to meet varying patron needs. Over 50 library volunteers work one 3-hour shift per week in support of the services provided to the community. The City Library is open 57 hours per week.

The Library Study Center at 3600 Oak Street provides programs for children after school Monday through Friday and serves as a satellite circulating children's library for residents of the north end of Paso Robles. The Library Study Center is open 10 hours per week.

HIGHLIGHTED PROJECT

The department received **grant funding in FY23**, including: \$160,000 in grant funding for library-related programs, services and projects including a \$125,000 contribution from the Library Foundation and \$35,000 from the Friends of the Library for collections, programs, and technology; \$600,000 in grant funding for recreation-related programs, services, and projects, which included a commitment of over half a million dollars from the REC Foundation Dale Schwartz Park Endowment to build a new pump track at Barney Schwartz Park.

The Paso Robles City Library is a member of the Black Gold Cooperative Library System, enabling additional resource sharing among Central Coast area public libraries. This includes access to over 500,000 physical items and 400,000 titles in the consortium's OverDrive eBook, audiobook, and magazine collection.

The **Recreation Division** offers a unique array of classes, camps and leagues for all ages. Recreation staff provide a variety of services, including overseeing drop-in basketball sessions, processing class registrations, handling facility reservations, and managing memorial tree and bench requests. The team creates and hosts community events designed to draw individuals together to enjoy meaningful recreational or educational experiences. Recreation staff coordinate the use of seven major parks, featuring sports



fields, playgrounds, tennis, pickleball and basketball courts and BBQ pavilions.

The seasonal Aquatics staff provide swim lessons and public swim opportunities at two public swimming pools. Contract instructors provide an average of 300 programs per month at Centennial Park and the Municipal Pool, using the facilities of Centennial Park 73 hours per week.

Recreation Services also oversees the contracts to provide administrative services at the Senior Center, after-school care at Centennial Park, and concession services at Barney Schwartz Park and Sherwood Park.

The **Parks and Trails Division** was recently formed as part of a city-wide reorganization plan. Once re-organization is complete, the Parks and Trails Division will utilize eight employees to manage and maintain more than 120 acres of parks and trails for community members to enjoy. Parks and Trails staff collaborate with local sports groups and volunteers in keeping playing fields properly groomed for youth and adult play. Picnic areas and other outdoor amenities are also kept maintained by this hard-working team.

Department Highlights

Housing and Homelessness: The department oversees the City's strategic planning efforts and regional partnerships to address homelessness with the community. FY 23 marked the launch of the Unhoused Strategic Planning Working Group, comprised of 37 key stakeholders representing a broad range of service providers, business organizations, government agencies, non-profits, and community

members. The objective of the group is to develop a five-year plan to address homelessness in Paso Robles. In FY 23, the group held two working sessions to establish goals and focus areas. The plan is expected to be brought to the City Council in FY 24.

Additionally, the Community Services Department led the City's collaboration with SLO County to support its application for Encampment Resolution Funding (ERF) through the State of California. The \$6.5 million grant will fund a temporary supportive housing campus with 20 units aimed to support population camping in the Salinas riverbed. The grant is pending review by the state of California.

Creating Efficiencies and Capacity: As part of the Citywide reorganization, the facilities maintenance, Landscape and Lighting District oversight, and right-of-way landscape maintenance moved from the Community Services Department to the Public Works Department in FY 23. Park and trail maintenance remained within the Community

FY 23 Data at a Glance

Library

- Circulation: 270,665
- Visits: 104,987
- Programs: 375
- Program Attendance: 10,428
- New Cardholders: 3,419

Recreation

- Recreation classes: 6,874
- Class attendance: 54,778
- Field and facility reservations: 4,862
- Reservation attendance: 478,354

Parks

- Parks and Facilities maintained: 14 Parks, 3 Facilities
- Trails maintained: 7

Services Department to keep the natural synergies between the park maintenance and recreational services teams. The department also reorganized the Parks Maintenance Division to develop a new Parks and Trails Division with a new supervisor, workplan, and work yard to place additional emphasis on field and trail user experience. On the Recreation side, the department restored staffing to provide evening and weekend recreation programming at Centennial Park based on demand for services. A Recreation Volunteer Program was also launched to support community events and recreation facilities.

Notable department leadership changes that occurred in FY 23 include:

- Began the new fiscal year with a transition to new Community Services Director Angelica Fortin who succeeded Julie Dahlen who retired after 27 years with the City;
- Hired award-winning City Librarian Eric Lashley with a background in building and managing community-centered libraries.

Filled key positions that were identified in the Library and Recreation Services strategic plans to support, maintain, and expand services:

- **Technical Services Librarian** – The position helps patrons with technology needs, provides staff training, and will serve as an intermediary between the City’s Information Technology division and the Black Gold Cooperative Library System;
- **Library Administrative Assistant** – This position provides critical support to the City Librarian, assists in the development of promotional and informational materials, and provides direct customer service;
- **Outreach Services Librarian** – This key position will allow the library to share its resources and materials with underserved segments of the community and build partnerships for increased services;
- **Recreation Services Volunteer Coordinator** - This position enables the Recreation Services Division to facilitate volunteer support to help maintain fields



and trails and enhance community events, and to work with service groups and individuals to complete volunteer projects;

- **Park Ambassadors** - This position provides support to park users and athletic groups reserving park facilities, helps ensure reserved spaces are being used appropriately, and monitors general usage during peak times;
- **Parks Maintenance Staff** - This position restored staffing resources at Barney Schwartz Park for the field maintenance program.

Community Engagement and Partnerships: The department continued to support existing community partnerships and build new ones over the past fiscal year. Highlights include:

- Reestablished the City’s Youth Commission, a youth-led organization that seeks to provide opportunities and representation for youth through collaboration with local government in order to enrich the lives of the youth in our community. The group met six times in FY 23. One of the major initiatives of the group for the past year was the reactivation of a teen center at Centennial Park. A committee was established and outreach to youth in the community occurred to learn what types of programs and uses teens would like to see at a teen center.
- Provided support to the MLK committee celebrating Martin Luther King Jr. Day with a march at City Park, a program at Paso Robles High School, and a display of student artwork at the City Library;
- Partnered with Mujeres de Acción to celebrate Día del Niño (Day of the Child) at Centennial Park;
- Partnered with Cuesta College to celebrate the Cuesta Book of the Year through the celebration of Middle Eastern Dance and a Henna demonstration;
- Highlighted nationally recognized heritage and history months through book displays.



Grants and Awards: The department received significant recognition over the past year in the form of grant funding and peer recognition. Highlights include:

- \$160,000 in grant funding for library-related programs, services and projects including a \$125,000 contribution from the Library Foundation and \$35,000 from the Friends of the Library for collections, programs, and technology;
- Over \$600,000 in grant funding for recreation-related programs, services, and projects, which included a commitment of over half a million dollars from the REC Foundation Dale Schwartz Park Endowment to build a new pump track at Barney Schwartz Park;
- California Parks & Recreation District 8 2022 Service Award of Excellence Champion of Community REC Foundation;
- California Parks & Recreation District 8 2022 Professional Award of Excellence Fellowship/Hall of Fame Julie Dahlen;
- California Parks & Recreation 2022 Award of Excellence Champion of the Community REC Foundation.

CITY MANAGER'S OFFICE

FTEs: 6

Budget: \$2.6 Million

The City Manager's Office is led by City Manager Ty Lewis. Under the council-manager form of government, the city manager is responsible for day-to-day oversight of all City operations and departments.

The City Manager's Office is responsible for the implementation of policy established by the Paso Robles City Council and the coordination of those efforts through the City's nine departments. The City Manager's Office primary functions include legislative support, policy implementation, budget development, strategic planning, economic development, elections, and community engagement services.

The City Manager's Office includes several divisions that provide specific services to the public, in alignment with adopted City Council Goals. These divisions include City Clerk, Civic Engagement, and Economic Development. These divisions operate with a unit budget, one employee each reports to the Assistant City Manager. As outlined below, each of these divisions have specific goals, objectives, and performance measures.

The **City Clerk Division** acts as the official custodian of all City records and is responsible for the recording and filing of all ordinances, resolutions, and motions that are enacted by the City Council. The City Clerk acts as a compliance and

filing officer for federal, state, and local statutes including the Political Reform Act, the Brown Act, and the Public Records Act. The City Clerk oversees the development and publishing of City Council agendas and all related noticing. The City Clerk oversees all recruitments for City boards and commissions and is the designated local elections official.

HIGHLIGHTED PROJECT

FY 23 saw notable milestones reached as the City continues to pursue a **spaceport designation** for the City-owned municipal airport. In FY 23, the City and California Polytechnic State University, San Luis Obispo, entered into an agreement for Cal Poly to lead the development of an application for a spaceport license with the Federal Aviation Administration. Economic Development and airport staff have been working closely with the Cal Poly team in finalizing this application.

The **Civic Engagement Division** assists all departments with creating and maintaining open communication channels with residents, business owners, city staff and other stakeholders. This is achieved through public outreach events such as public workshops and design charrettes, by administering surveys and polls and through conversations with residents on the City's social media channels and by phone. Engagement includes public

relations, marketing, promotions, social media, graphic design help to communicate City programs to residents and website updates. Events are designed to collect public input in an engaging, fun, and informative manner while encouraging residents to get more involved in community and government decision-making.

The **Economic Development Division** was created in FY 2021-22 and initially funded by one-time SB 1090 funds allocated to Paso Robles in preparation for the decommissioning of Diablo Canyon and the projected economic impacts on the region. The division develops and implements strategies to improve the economic strength of the City through business development, retention and expansion, workforce development, job creation, and the diversification of Paso's economy. The Economic Development division oversees the City's spaceport license project, agreements with community partners and represents the City at various regional, statewide and national economic development events.

Department Highlights

City Manager's Office

Stakeholder Engagement: The City Manager's Office initiated several activities during FY 23 to better engage stakeholders at the regional, state, and federal levels. The objective of these efforts was to raise the profile of priority projects and other issues impacting the community. The City Council approved an agreement with Townsend Public Affairs to assist the City with its engagement efforts in Sacramento and Washington DC. Additionally, the City Council adopted its first ever legislative platform, which outlines the City's position on priority issues and other topics affecting the City's short-, mid- and long-term objectives. This legislative platform streamlines the City's advocacy process and allows staff to respond, and take immediate action, on pressing legislative issues more effectively. The City Manager's Office led two engagement sessions in Washington DC and Sacramento, meeting with elected representatives and appointed officials. As an outcome of these trips, two City projects were submitted as Community Project Funding requests by Congressman Panetta and Senator Padilla: the City's Joint Regional

FY 23 Annual Data at a Glance

CMO

- \$235,000 in competitive grants secured through grant writing firm
- Five legislative position letters issued
- Led two Paso Robles engagement trips to Sacramento and Washington DC

City Clerk

- ~200 resolutions processed
- 31 regular, special, and emergency City Council meeting agendas prepared and meetings managed
- 165 compliance filings processed

Community Outreach

- Sent 23 community newsletters to 19,700 recipients with a 42% open rate
- Communicated to 25,000 residents/followers via social media
- Garnered 376,204 unpaid impressions on social media
- Generated 388,000 website visits
- Generated 920,000 website pageviews
- Administered 4 resident surveys, with 1,500+ responses
- Promoted 25 City events
- Fielded 84 hours of resident phone calls
- Spent approximately 260 hours answering residents' questions on social media

Economic Development

- Participated in 3 industry and trade events to promote Paso Robles as a business destination
- Signed 2 international Letters of Intent for the City's spaceport
- Secured 1st Tech Corridor Test Site tenant
- Sent 11 Economic Development newsletters to 909 recipients with 54% open rate



Public Safety Training Facility and State Route 46 East/ Union Road Overcrossing project. The outcome of these requests will be known in fall 2023.

California Transportation Commission/Caltrans Engagement: The City Manager’s Office led an effort to bring together transportation stakeholders at the regional and state level to discuss much needed safety improvements along State Route 46 East. In early May, Senator John Laird and Assemblymember Dawn Addis, along with Caltrans Director Tony Tavares, and California Transportation Commission Chair Lee Ann Eager joined county and city officials to tour the State Route 46 East corridor and discuss why these improvements are critical for the state. The tour included an onsite visit to the Airport Road intersection to view the various uncontrolled turning movements that are occurring at that location. There were several positive takeaways from the tour, including feedback on how best to approach future opportunities to fund an overcrossing/interchange at SR 46 East and Union Road.

Storm Response: In early 2023, the City’s Emergency Operations Center was activated for two large storm events. The Assistant City Manager and City Manager filled the role of EOC Director for the January and March storms, respectively. In this capacity, the EOC Director provided strategic direction to the entire EOC operations. During both storms, the EOC Director declared local emergencies which were later ratified by the City Council. After the

January storm event, the City held a post-storm briefing at the City’s EOC, which was attended by Congressman Jimmy Panetta, State Senator John Laird and other state and federal officials.

Department Reorganization: The City Manager’s Office provided strategic direction and recommendations to the City Council regarding the department reorganization that was approved by City Council beginning this fiscal year. The reorganization directly involved the City Manager’s Office, including shifting Information Technology to the Administrative Services Department from the City Manager’s Office. Additionally, the City Manager’s Office added one full-time Deputy Clerk/Administrative Assistant to increase the capacity of the office and to meet the growing demands.

Leadership Development Program: The City Manager’s Office initiated a High-Performance Government training program in FY 23 that covered several topic areas intended to empower our team to create a high-performing, innovative organizational ecosystem. The program included a combination of in-person quarterly trainings and one-hour “Lunch & Learn” sessions focused on topics such as productivity, creativity, innovation, process mapping, prioritization, and goal setting. The program is directly aligned with the City Council goals to invest in professional development, enhance service delivery and provide the best customer service possible.

Measure F-22: The City Manager’s Office provided general support and guidance to the City Council as part of evaluating the placement of a measure on the November 2022 ballot to increase the City’s transient occupancy tax (hotel tax) by one percent. This work included community outreach, surveys, and preparing the necessary documents for Council consideration. The City Council approved the placement of the measure on the November 2022 ballot. It was approved by 58 percent of voters. Post-election, department staff coordinated closely with the Administrative Services department, Travel Paso, and hoteliers to implement the new tax rate. The measure is anticipated to generate \$800,000 annually for general

City services, including economic development, quality of life and downtown improvements.

Pioneer Park Sale: For over 20 years, the City and Paso Robles Events Center (16th District Agricultural Association) have discussed mutually agreeable ways for the Events Center to expand its footprint within Paso Robles. The Event Center has been home to the Mid State Fair since 1946. The current site is bounded by US 101 to the east, 24th Street to the north, the main event center parking lot/railroad line to the west and the City-owned Pioneer Park to the south. The Events Center Board has previously approached the City about purchasing a portion of Pioneer Park to expand its operations. The concept had been discussed over several years, with the City Council and Events Center coming to a conceptual sale agreement in 2022. The department co-led the project with the City Attorney and provided direction to the applicable departments in facilitating the necessary actions to move the sale to completion. At the end of FY 22, the City had finalized several items necessary to facilitate the transaction. The property is anticipated to be officially transferred to the Events Center in FY 24. The net proceeds from the sale of the property will be used to construct park improvements at a site to be determined.

City Clerk's Office

Agenda Management Software: The City Clerk's Office led the implementation of a new agenda management

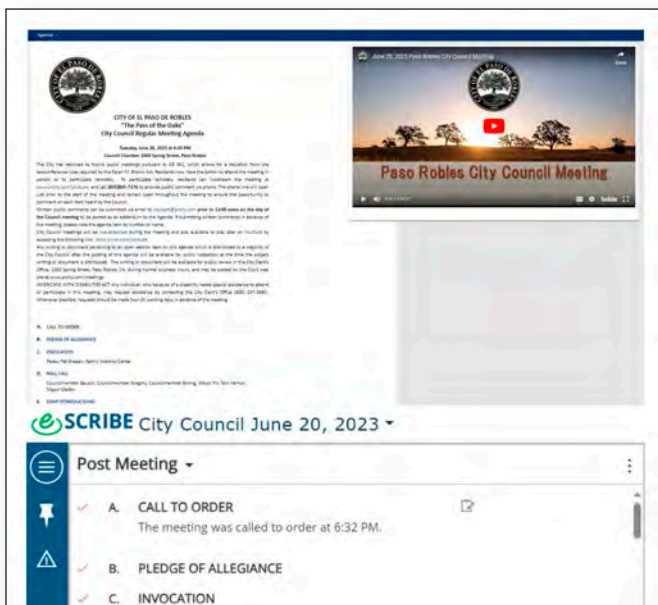
platform, which provides significantly enhanced accessibility to City Council agendas for the public and has resulted in substantial efficiencies for the City Clerk in preparing each agenda. The first phase of the new platform was implemented in January 2023 and phase two was completed in June 2023. Future phases of the project are underway and are anticipated to be completed in FY 24. The platform improves the City's internal process to compile staff reports and publish the agenda. The platform also improves the public's ability to navigate the agenda on the City's web site, search prior agendas and review audio/video of specific items within a meeting agenda.

Council Vacancies and Elections: The City Clerk supported the City Council through the process of appointing a new councilmember due to a resignation during FY 22. Four community members applied for the seat and were interviewed at a special Council meeting in August 2022. After the interviews concluded, the council unanimously selected Chris Bausch to fill the vacant seat.

Additionally, the November 2022 General Election included elections for the office of Mayor, District 1 Councilmember, District 2 Councilmember, Measure E-22 (changing the Treasurer position from elected to appointed) and F-22 (increasing the City's hotel tax by one percent). The City Clerk facilitated the City's election process, which included consolidation of the election with the County of San Luis Obispo, publishing the Paso Robles City Council Candidate Handbook, facilitating required filings and statements from candidates, advising the City Council on election matters, publishing of all required filings, statements and noticing, and completing the swearing-in process.

Economic Development

A New Economic Development Plan: The City last completed an economic development strategic plan in 2006. Since that time, the city has undertaken significant economic growth, particularly in the area of the wine and tourism industries. However, the City's current plan does not reflect current best practices and strategies within a post-recession and post-pandemic environment. Furthermore, the City Council approved the re-establishment of a full-time Economic



Development Manager position in FY 21. A combination of these factors led staff to propose, and the City Council to approve, a project to develop a new, comprehensive economic development plan. The City Council approved an agreement with Willdan Financial Services to prepare a new 5-year economic development plan in June 2022. Throughout the last year, staff has worked closely with the Willdan team in developing the plan. This has included comprehensive, ongoing engagement with local business stakeholders, including the Chamber of Commerce, Wine Country Alliance, Main Street Association and Travel Paso. The plan is in the final stages of development and will be brought to the City Council for review in FY 24. This plan will be the foundation for the City's economic development activities for the next five years.

Regional Engagement: In addition to ongoing, proactive involvement with local stakeholder groups, City staff also actively engaged with the Regional Economic Action Coalition (REACH) serving as Chair of the REACH Practitioner Network, a working group comprised of municipal Economic Developers across San Luis Obispo and Santa Barbara counties, and as a member of the Steering Committee for creating the Regional Comprehensive Economic Development Strategy (CEDS).

Paso Robles the First City in California Accepted into the Rural Innovation Network: The City of Paso Robles, in partnership with the Hispanic Business Association (HBA), was selected to participate in the Center on Rural Innovation's (CORI) program for developing digital economies in rural communities of color. At the conclusion of the in-depth program, the City of Paso and the HBA have been admitted into CORI's Rural Innovation Network, a nationwide community of change agents and local leaders working to advance the economic future of small-town America. Paso Robles is the first community in California to be accepted into the Rural Innovation Network.

Paso Robles...the New Space Frontier: FY 23 saw notable milestones reached as the City continues to pursue a spaceport designation for the City-owned municipal airport. In FY 23, the City and California Polytechnic State





University, San Luis Obispo, entered into an agreement for Cal Poly to lead the development of an application for a spaceport license with the Federal Aviation Administration. Economic development and airport staff have been working closely with the Cal Poly team in finalizing this application. During FY 23, the City and Cal Poly team presented the concept to a broad cross section of stakeholders, including a presentation at the 2023 CubeSat Developers Workshop at Cal Poly. The application is anticipated to be submitted to the FAA in FY 24. The vision for the spaceport heavily focuses on education in space, whereby students can gain easier access to horizontal launch payloads to bring their projects to reality.

Train Station Reuse: In January 2023, the County of San Luis Obispo notified the City of its intent to vacate the train station facility. Since summer of 2021, the train station served as a no-cost COVID-19 testing site for the North County. Economic Development staff quickly engaged various groups seeking a new tenant to lease the space. With the congressional redistricting that took place in 2022, Congressman Jimmy Panetta now represents the City of Paso Robles. A mutual interest developed to establish a congressional field office for this area of his district. In February 2023, the City Council approved a two-year lease with the office of Congressman Panetta for the main tenant space in the station. The lease provides access to federal services for local residents, generates revenue for the City, and keeps this space occupied to deter undesired activities in the area.

Connecting Paso Robles: Adopting a regional Broadband Strategic Plan was identified as a key goal of the Paso Robles City Council for FY 23. Over the course of the fiscal year, staff developed a partnership with the City of Atascadero and jointly selected Teleworx to develop the plan. In May 2023, the City Council approved the North County Broadband Strategic Plan. The City was awarded a Local Agency Technical Assistance grant from the California Public Utilities Commission in the amount of \$200,000 to completely reimburse both Cities for the cost of developing the plan. The plan outlines a comprehensive

approach to expanding broadband internet access in the region, including the following key initiatives:

- Pursuing grant funding and other sources of financing to support broadband infrastructure projects;
- Developing a city-wide broadband map to identify underserved and unserved areas;
- Encouraging the expansion of existing broadband providers and attracting new providers to the area;
- Promoting digital literacy and training programs for residents and businesses;
- Exploring public-private partnerships to leverage resources and expertise.

In addition to developing the plan, the Public Works team advanced work on the Paso Robles Fiber Optic Connectivity Project. Funded primarily by a \$2.4 million Economic Development Administration grant, the project will extend a fiber optic network throughout the downtown core and west side and to five commercial and industrial job centers in the eastern and southern portions of the City. In FY 23, staff advanced the design of the project and received approval to advertise the project for bids. As of June 2023, the City was awaiting permits from Caltrans prior to being able to put the project out to bid. Staff anticipates evaluating bids in FY 24 and bringing forth a plan of action to the City Council to implement the project.

Community Outreach

A Fresh Look: In January 2023, the City unveiled a redesigned website, complete with a modern, easy-to-navigate layout, highlighting the services, programs, projects, and news items from across the organization. The new website was designed to help residents quickly find and access the information they need, remain accessible to all, and project a custom branded look and feel unique to Paso Robles. In FY 23 the website had over 318,000 users engaging in 536,000 sessions. These figures are up 11.5 percent and 16.4 percent, respectively!

As part of refreshing the City's online presence, the Civic Engagement Coordinator worked with all departments

to complete a comprehensive update of the City's photo archive. As the City Council continues to prioritize public engagement, staff has worked to develop visually appealing and engaging social media posts, web stories and printed materials. Since the start of FY 23, Community Outreach staff has worked with a local photographer to capture the people, facilities, projects and community assets that represent the work the City undertakes each day on behalf of the community. These photos are being used across the City's recently redesigned website, on all social media platforms, on flyers and City documents, and throughout City facilities as elevator wraps and wall hangings. These photos help the City better engage and inform stakeholders, as well as tell the story of the nearly 300 City staff that work on behalf of the community. These efforts are having positive impacts, with Facebook and Instagram up 185% and 235%, respectively!

Engagements: The Civic Engagement Coordinator manages a broad range of engagement activities and events throughout the year. In FY 23, Community Outreach led survey efforts as part of the City's evaluation

of potential changes to cannabis regulations and to support a grant application for improvements adjacent to the City's only emergency homeless shelter. The latter included direct outreach and engagement with the homeless shelter management and clients to determine the types of improvements they would like to see within their neighborhood. These engagement efforts extended beyond surveys, with Community Outreach staff helping to coordinate several public workshops in FY 23, including short term rentals and cannabis forums. Community Outreach extends into special events. The Community Outreach staff helped to produce several high-profile community events in FY 23, including the July 4th celebration and New Year's Eve celebration, along with a number of groundbreaking and ribbon cutting ceremonies. The team also provided direct communication support in important emergency information to the public during the January and March storm events. Throughout FY 23 the team issued over 80 news releases, published 23 monthly newsletters and generated 275 social media posts across four platforms.








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