

FUND: GENERAL FUND 100
DEPARTMENT: CITY COUNCIL 01

DEPARTMENT EXPENDITURE SUMMARY	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	% Change From 2021-22 Budget
Salaries	\$ 46,927	\$ 44,320	\$ 53,280	\$ 53,280	\$ 53,280	0%
Benefits	83,159	88,415	93,393	93,393	95,165	2%
Materials & Operations	4,830	2,839	4,434	4,434	4,626	4%
Contractual	627,623	1,153,643	507,000	757,000	507,000	0%
Other Operating	179,842	77,695	138,200	125,050	138,050	0%
Capital Outlay	0	0	0	0	0	0%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 942,381	\$1,366,912	\$ 796,307	\$ 1,033,157	\$798,121	0%

DIVISION EXPENDITURE SUMMARY	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	% Change From 2021-22 Budget
100 City Council	\$ 449,758	\$ 270,269	\$ 346,307	\$ 333,157	\$348,121	1%
102 City Attorney	492,623	1,096,643	450,000	700,000	450,000	0%
TOTAL	\$ 942,381	\$1,366,912	\$ 796,307	\$ 1,033,157	\$798,121	0%

DEPARTMENT GOALS FOR 2022-23

- Continue to provide policy direction on City Council priorities, which include:
 - Public Safety – Ensure adequate public safety resources are available for citizens, families, children, businesses, and visitors.
 - Financial Health – Ensure Hesperia’s financial health by continuing to provide structurally balanced budgets for its operating funds.
 - Future Development – Actively manage growth to ensure cohesive development including industrial, commercial, residential, freeway, Main Street, and Rancho Corridors.
 - Future Vision – Agree on a ‘vision’ of what Hesperia should be in 5, 15, and 25 years.
 - Organizational Health – Establish and maintain a healthy and efficient organization to provide City services.
 - Capital Improvement – Create capital improvement funding after Redevelopment Agency’s elimination.
- Continue to support conservative spending policies, responsible budgeting practices, and true fiscal stewardship of the citizen’s monies.
- Maintain funding for priority projects including the Rancho Corridor Project.
- Continue to actively pursue alternative funding sources via Federal, State, and County grants.

FUND: GENERAL FUND 100
DEPARTMENT: CITY COUNCIL 01
DIVISION: CITY COUNCIL 100

DIVISION EXPENDITURE SUMMARY						% Change From
	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	2021-22 Budget
Salaries	\$ 46,927	\$ 44,320	\$ 53,280	\$ 53,280	\$ 53,280	0%
Benefits	83,159	88,415	93,393	93,393	95,165	2%
Materials & Operations	4,830	2,839	4,434	4,434	4,626	4%
Contractual	135,000	57,000	57,000	57,000	57,000	0%
Other Operating	179,842	77,695	138,200	125,050	138,050	0%
Capital Outlay	0	0	0	0	0	0%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 449,758	\$270,269	\$ 346,307	\$333,157	\$348,121	1%

DIVISION DESCRIPTION

The City Council is the legislative body of the organization and is comprised of five members elected by district to four-year overlapping terms of office. The City Council also sits as the Board of Directors of the Hesperia Water District, Hesperia Housing Authority, Successor Agency for the former Hesperia Redevelopment Agency, Hesperia Community Development Commission, and is responsible for the development and adoption of all City policy. The City Council appoints a City Manager charged with the implementation of adopted policy, as well as a City Attorney that reviews Council actions and policy for legal considerations. The City Council also appoints members of the public to serve on the Planning Commission and City Council Advisory Committee.

SIGNIFICANT DIVISION EXPENDITURE CHANGES

- None.

2021-22 DIVISION ACCOMPLISHMENTS

- Provided leadership and policy direction on issues and projects important to the citizens of the City of Hesperia.
- Continued to support the residents and businesses through the COVID-19 pandemic.
- Maintained the highest level of public safety services possible within existing funding constraints.
- Continued to actively pursue alternative funding sources via Federal, State, and County grants.
- Continued to support conservative spending policies, responsible budgeting practices, and true fiscal stewardship of the citizen's monies.
- Adopted the Rental Housing Business License and Inspection Program.
- Adopted the Residential Truck Parking Permit Program.
- Held the Groundbreaking Ceremony for the Ranchero Road Widening Project.

2022-23 DIVISION GOALS AND OBJECTIVES

- Provide leadership and policy direction on issues and projects important to the citizens of the City of Hesperia.
- Continue to actively pursue alternative funding sources via Federal, State and County grants.
- Maintain the highest level of public safety services possible within existing funding constraints.
- Continue to support conservative spending policies, responsible budgeting practices, and true fiscal stewardship of the citizen's monies.

FUND: GENERAL FUND 100
DEPARTMENT: CITY COUNCIL 01
DIVISION: CITY ATTORNEY 102

DIVISION EXPENDITURE SUMMARY						% Change From
	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	2021-22 Budget
Salaries	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	0%
Benefits	0	0	0	0	0	0%
Materials & Operations	0	0	0	0	0	0%
Contractual	492,623	1,096,643	450,000	700,000	450,000	0%
Other Operating	0	0	0	0	0	0%
Capital Outlay	0	0	0	0	0	0%
Debt Service	0	0	0	0	0	0%
	\$ 492,623	\$ 1,096,643	\$ 450,000	\$ 700,000	\$ 450,000	0%

DIVISION DESCRIPTION

The City Attorney is appointed by the City Council and serves as legal counsel to the City, the Water District, the Hesperia Housing Authority, the Successor Agency for the former Hesperia Redevelopment Agency, and the Hesperia Community Development Commission, as well as various commissions and committees. The City Attorney advises elected and appointed officials and staff on legal issues affecting the City, represents the City in litigation and administrative matters, and provides necessary legal review, drafting and negotiation of ordinances, resolutions, agreements, and other documents.

SIGNIFICANT DIVISION EXPENDITURES

- Fiscal Year (FY) 2020-21 was an outlier year due to litigation, particularly the Department of Justice (DOJ) Fair Housing case that continued into FY 2021-22. However, the City Attorney’s office has transitioned out of the matter, and with the resolution of various legal matters, litigation costs should return to a more normal level in FY 2022-23.

2021-22 DIVISION ACCOMPLISHMENTS

- Provided timely and appropriate legal advice on a variety of issues.
- Continued to minimize litigation and exposure to litigation where possible; aggressively represented the City in litigation.
- Assisted in negotiation, drafting, and implementation of agreements to further economic development, capital improvement, and housing projects, including Covington Capital, IWT, I Avenue, surplus lands, the racetrack, the RV 395 project, and acquisition of water rights.
- Assisted in the development of ordinances, regulations and agreements related to SB 1383 organics recovery, a new program for waste collection, and “ghost haulers”.
- Provided legal advice and support on development, regulatory and election issues including COVID, VVWRA flow diversion settlement, A-04 Drainage Impact Fee, Rancho Road widening, waterline relocation, redistricting, Tapestry/Silverwood issues, expiration of tract maps, HUD NSP closeout issues, SCIP financing, creation of a services CFD, and numerous code enforcement and cannabis issues.

2022-23 DIVISION GOALS AND OBJECTIVES

- Provide legal services and advice that will limit the City’s exposure to claims for damages and aggressively represent the City when engaged in litigation and mediation.
- Facilitate planning and land use projects and environmental review.

FUND: GENERAL FUND 100
DEPARTMENT: CITY COUNCIL 01
DIVISION: CITY ATTORNEY 102

2022-23 DIVISION GOALS AND OBJECTIVES (Continued)

- Provide prompt drafting and review of agreements, ordinances, resolutions, and memoranda in support to the City Council, City Manager, Planning Commission, and City departments.
- Keep the City Council and City Manager informed on new legal developments affecting the City.
- Continue to control costs for legal services where possible.

FUND: GENERAL FUND 100
DEPARTMENT: CITY MANAGER 07

DEPARTMENT EXPENDITURE SUMMARY						% Change
	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	From 2021-22 Budget
Salaries	\$ 1,276,208	\$ 1,222,789	\$ 1,359,570	\$ 1,416,395	\$ 1,656,980	22%
Benefits	561,011	568,020	625,878	627,078	838,728	34%
Materials & Operations	211,591	201,445	246,932	256,768	290,230	18%
Contractual	508,702	757,467	846,326	811,026	837,626	-1%
Other Operating	69,638	558,911	72,365	117,987	75,849	5%
Capital Outlay	37,987	83,499	48,500	0	219,381	352%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 2,665,137	\$ 3,392,131	\$ 3,199,571	\$ 3,229,254	\$ 3,918,794	22%

DIVISION EXPENDITURE SUMMARY						% Change
	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	From 2021-22 Budget
200 City Manager	\$ 1,380,323	\$ 1,868,236	\$ 1,423,865	\$ 1,457,822	\$ 1,573,041	10%
215 Information Technology	1,284,814	1,523,895	1,775,706	1,771,432	2,345,753	32%
TOTAL	\$ 2,665,137	\$ 3,392,131	\$ 3,199,571	\$ 3,229,254	\$ 3,918,794	22%

DEPARTMENT STAFFING	2019-20	2020-21	2021-22	2022-23
Total Full-Time Staff	13.80	13.50	14.10	16.60
Total Part-Time Staff	1.38	1.38	1.38	0.92
Total City Manager Staff	15.18	14.88	15.48	17.52

Note: In depth detailed staffing changes are located in Section E. City Position Summaries and subsequent expenditures can be found in Section D. Expenditure Summaries.

FUND: GENERAL FUND 100
DEPARTMENT: CITY MANAGER 07
DIVISION: CITY MANAGER 200

DIVISION EXPENDITURE SUMMARY	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	% Change From 2021-22 Budget
Salaries	\$ 856,367	\$ 759,301	\$ 824,509	\$ 855,834	\$ 906,356	10%
Benefits	385,507	364,952	384,274	385,474	448,196	17%
Materials & Operations	54,279	49,884	54,032	57,318	56,314	4%
Contractual	18,373	140,403	101,035	101,035	100,050	-1%
Other Operating	65,797	553,696	60,015	58,161	62,125	4%
Capital Outlay	0	0	0	0	0	0%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 1,380,323	\$ 1,868,236	\$ 1,423,865	\$ 1,457,822	\$ 1,573,041	10%

DIVISION DESCRIPTION

The City Manager serves as the Chief Executive Officer of the City and the Water District, as well as Executive Director of the Hesperia Housing Authority, Successor Agency for the former Hesperia Redevelopment Agency, and Hesperia Community Development Commission. The City Manager ensures that City Council policies and directions are implemented, and provides executive level staff support to the City Council and staff through a variety of functions (Goal 5 – Organization Health), including public administration, intergovernmental relations, financial oversight of all City funds (Goal 2 – Financial Health), addressing unique challenges/special projects, policy analysis, and other items that are necessary to improve the functions of government. The City Manager is responsible for the efficient and effective operation of all City/District/Agency departments, programs and services including oversight of the City Clerk, Community Relations, and Information Technology Divisions.

City Clerk – The City Clerk’s Office is responsible for supporting and assisting the public, City departments, and the City Council by facilitating the compliance of a variety of legal requirements related to transparency in government processes and proceedings.

Elections and Political Reform Act Compliance: Administers municipal elections and related matters, mail ballot collection, preparation of election handbook, provides guidance to candidates in meeting election-related legal responsibilities; serves as compliance officer for committee campaign filings, lobbyist filings, Conflict of Interest filings, and other Fair Political filings; coordination of AB 1234 ethics training.

City Council Agenda, Meetings, and Committees: Ensures Brown Act compliance in City Council meeting proceedings; coordinates the preparation and distribution of City Council agendas; prepare and publish public legal notices; web stream and archival of City Council Meetings; coordinate ceremonial presentations and proclamations; prepare and archive Council action including meeting minutes, resolutions, ordinances, contracts, and agreements; coordinate outside agency appointments; and oversee the City Council’s Commissions and Advisory Committees.

Records Management and Public Records: Oversee and manage the city-wide Records Management program and City’s record storage facility vendor; administers the City’s electronic record imaging program; facilitates transparent and open access to public records, while ensuring compliance with the California Public Records Act; maintains the City’s Municipal Code.

Other Responsibilities: Administers oaths of office and attests and seals official documents; process recorded documents; receives and files petitions, appeals, claims, and lawsuits against the City; process applications for meetings/events in the Library Community Room; oversee the City Hall reception desk; coordinate the bi-annual community shred event; and coordinates the City’s Annual Youth in Government Day program.

FUND: GENERAL FUND 100
DEPARTMENT: CITY MANAGER 07
DIVISION: CITY MANAGER 200

DIVISION DESCRIPTION (Continued)

Community Relations – The Community Relations function of the City Manager’s Office is responsible for a variety of programs that support the City’s goals of increasing public participation and awareness of City government and its programs and services. The Community Relations functions are comprised of four concentrations:

1. Public Information: Distributes information to the public through Media relations, to include serving as Webmaster, publishing the Horizon Newsletter, and managing City social media accounts; oversight of the City’s mobile application; coordination of Citizen’s Academy and Take Our Daughters & Sons to Work Day; oversees the annual State of the City address; authors speeches, talking points, presentations, and advertising on behalf of the City. The Public Information Office serves as community liaison to coordinate the City’s participation in events, including Hesperia Days, Hot Rod Halloween, Jolly Parade, and National Night Out.
2. Legislative Advocacy: Administers grant applications; Coordinates legislative outreach at the Federal and State level; Monitors and advocates for annual legislative priorities.
3. Environmental Programs: Ensures that the City is in compliance with Federal and State requirements related to solid waste; support student programs, and manage outreach for litter abatement, graffiti prevention, water conservation, storm-water protection, and illegal dumping; oversees Hesperia Environmental Assistance Response Team (HEART), an illegal dumping mitigation program; Pride Enhancement Program and Neighborhood Beautification Day.
4. Emergency Management: Manage the City’s Emergency Operation Center during an emergency; coordination of the City’s Emergency Operation Plan, and training of staff. Other Community Relations responsibilities include response to citizen concerns, and special events and projects.

SIGNIFICANT DIVISION EXPENDITURE CHANGES

- Funding for the 2022 Municipal Election is added in the amount of \$50,000.

<u>DIVISION STAFFING</u>	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
<u>Full-Time Staff</u>				
Administrative Aide	1.00	1.00	1.00	1.00
Assistant City Clerk	1.00	1.00	1.00	1.00
Assistant City Manager	0.00	0.00	0.30	0.30
Assistant to the City Manager	0.75	0.00	0.00	0.00
City Clerk	1.00	0.00	0.00	0.00
City Manager	0.80	0.75	0.75	0.75
Community Relations Specialist	1.25	1.25	1.25	1.25
Deputy City Clerk	1.00	1.00	1.00	1.00
Deputy City Manager	0.00	0.70	0.00	0.00
Director of Government Services/City Clerk	0.00	0.80	0.80	0.80
Management Analyst	1.00	1.00	1.00	1.00
Secretary to the City Manager and City Council	1.00	1.00	1.00	1.00
Total Full-Time Staff	8.80	8.50	8.10	8.10
<u>Part-Time Staff</u>				
Receptionist	0.92	0.92	0.92	0.92
Total Part-Time Staff	0.92	0.92	0.92	0.92
Total Full & Part-Time Staff	9.72	9.42	9.02	9.02

FUND:	GENERAL FUND	100
DEPARTMENT:	CITY MANAGER	07
DIVISION:	CITY MANAGER	200

2021-22 DIVISION ACCOMPLISHMENTS

- The City's Emergency Operations Center continued to stay activated in response to the Coronavirus Disease (COVID-19). The Director of Emergency Services declared a local disaster in March 2020.
- Managed the City Council redistricting process due to the 2020 Federal Census.
- Continued to expand the City's record digitization program in order to increase accessibility to City information in electronic format and reduce the storage of paper records.
- Continued to manage the City's Solid Waste Franchise Agreement providing rate analyses and program enhancements.
- Continued to increase transparency with residents and community member engagement through the City website, social media platforms, and the City app (mobile application).
- Continued to ensure the democratic process through compliance with the Brown Act and ensured proper public notification and transparency in all legislative actions.
- Continued to assist the public in gaining access to public records through the use of in-person and online acceptance and completion of approximately 560 public record requests comprised of 2,900 pages of documents.
- Resumed monitoring state agency unfunded mandates (SB 1383) for organic material processing and disposal options.
- Continued to maintain compliance with CalRecycle mandates pertaining to recycling and diversion within the City.
- Resumed supporting the City website and social media outreach in an effort to increase followers and more effectively reach residents and members of surrounding communities.
- Resumed legislative advocacy efforts to monitor and review Federal and State legislation, write letters, and contact legislators to protect and advance the City's interests.
- Produced the annual State of the City Address, which featured the City Council members sharing updates on projects and programs in Hesperia.
- Continued to manage and address citizen requests and complaints.
- Worked with the City's consultant to update the City's Emergency Operations Plan.

2022-23 DIVISION GOALS AND OBJECTIVES

- Manage and coordinate the elections process for the 2022 election for districts 2, 3, and 4.
- Work with neighboring cities and numerous agencies such as California League of Cities, San Bernardino County Transportation Authority, Victor Valley Wastewater Reclamation Authority, Mojave Water Agency, Tri-Agency, Hesperia Recreation and Park District, and Hesperia Unified School District.
- Further continue to pursue all sources of Federal and State funding for a variety of programs in concert with the City's legislative program and needs of various City departments.
- Continue to manage and address citizen requests and complaints.
- Continue to expand the City's record digitization program in order to increase accessibility to City information in electronic format and reduce the storage of paper records.
- Continue to manage the City's Solid Waste Franchise Agreement providing rate analyses and program enhancements.
- Continue to increase transparency with residents and community member engagement via communications outlets such as the City website, social media platforms, City app, and other digital/print mediums.
- Complete the City's Emergency Operations Plan Update.

FUND: GENERAL FUND 100
DEPARTMENT: CITY MANAGER 07
DIVISION: CITY MANAGER 200

2022-23 DIVISION GOALS AND OBJECTIVES (Continued)

- Resume hosting the Annual Youth in Government Day program to provide local high school seniors with City department information, facility tours and a mock city council meeting exercise.
- Continue to ensure the democratic process through compliance with the Brown Act (Open Meeting Law) and ensure proper public notification and transparency in all legislative actions.
- Continue to assist the public in gaining access to public records in compliance with the California Public Records Act and continually evaluate methods to increase transparency.
- Resume monitoring State agency unfunded mandates for organic material processing and disposal options.
- Continue to maintain compliance with CalRecycle mandates pertaining to recycling and diversion within the City.
- Resume supporting City website and social media outreach in an effort to increase followers and more effectively reach residents and members of surrounding communities.

PERFORMANCE AND

WORKLOAD INDICATORS

	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
<u>City Manager</u>				
Number of community events	7	5	4	4
Number of Twitter followers	5,159	4,779	4,988	5,200
Number of Facebook Likes	11,676	13,860	14,307	14,750
Number of valid website hits	463,004	563,426	603,652	663,000
Number of grants/awards applications submitted	5	8	13	12
Number of legislative letters	6	7	22	20
Number of environmental school programs presented	1	2	7	7
Number of recycling/clean-up events held	22	17	18	17
Number of streets adopted	53	55	57	60
Number of Military Banners installed	11	15	9	15
<u>City Clerk</u>				
City Council Meetings Held/Agendas Published	26	25	22	22
City Council Items Processed	264	198	146	220
Annual Number of Ordinances Processed	19	5	7	6
Annual Number of Resolutions Processed	118	103	77	95
Annual Contracts Approved and Processed	91	99	66	92
Annual Claims/Lawsuits Processed	109	60	40	55
Recorded Documents Processed	101	99	27	94
Public Hearing Notices/Postings	28	18	16	23
Records Requests/Pages Provided	494/1,800	517/2,585	563/2,900	600/2,900
Maps Processed	7	9	5	7
Records Requested from Storage	76	43	45	60
Archived Boxes in Records Storage	2,081	2,133	2,050	1,600
Library Community Room Bookings	300	182	150	150
Conflict of Interest Form 700 Processed	104	73	70	80
Mayoral Proclamations Processed	32	79	81	40
Records Retention Boxes Destroyed/Pounds of paper recycled	*3/72	*0/0	200/5,000	300/7,500
City Council Candidate's filings processed (even numbered years)	0	6	0	6
Campaign/Committee Filings	40	60	40	80

*Due to the COVID-19 pandemic restriction, Records Retention destruction drastically reduced due to City staff are required to be on-site when documents are destroyed.

FUND: GENERAL FUND 100
DEPARTMENT: CITY MANAGER 07
DIVISION: INFORMATION TECHNOLOGY 215

DIVISION EXPENDITURE SUMMARY	2019-20	2020-21	2021-22	2021-22	2022-23	% Change
	Actual	Actual	Budget	Revised	Budget	From 2021-22 Budget
Salaries	\$ 419,841	\$ 463,488	\$ 535,061	\$ 560,561	\$ 750,624	40%
Benefits	175,504	203,068	241,604	241,604	390,532	62%
Materials & Operations	157,312	151,561	192,900	199,450	233,916	21%
Contractual	490,329	617,064	745,291	709,991	737,576	-1%
Other Operating	3,841	5,215	12,350	59,826	13,724	11%
Capital Outlay	37,987	83,499	48,500	0	219,381	352%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 1,284,814	\$ 1,523,895	\$ 1,775,706	\$ 1,771,432	\$ 2,345,753	32%

DIVISION DESCRIPTION

The Information Technology (IT) Division is responsible for coordinating the technological needs of all City departments in order to advance the overall mission of the City. The IT Division is responsible for the design, development, administration, and maintenance of a wide variety of telecommunications and computer networks, operating systems, planning for continuity of services when faced with disaster, performing project management, and ensuring information is protected. Additionally, the Division coordinates and ensures the City's Geographic Information Systems (GIS) supports the needs of customer divisions, and maintains responsibility for the City and subsidiary agencies' geolocation data. The focus of this Division is to support programs that assist employees in providing the highest level of customer service, as well as allowing citizens easy access to City documents, the website, videos of City Council/Planning Commission Meetings, and emergency alerts when necessary.

<u>DIVISION STAFFING</u>	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
<u>Full-Time Staff</u>				
Geographical Information Systems Manager	0.00	0.00	0.00	1.00
Geographical Information Systems Technician	0.00	0.00	0.00	1.00
Information Systems Manager	1.00	1.00	1.00	1.00
Information Systems Specialist	4.00	4.00	4.00	4.00
Information Systems Technician	0.00	0.00	1.00	1.00
Office Assistant	0.00	0.00	0.00	0.50
Total Full-Time Staff	5.00	5.00	6.00	8.50
<u>Part-Time Staff</u>				
Information Systems Technician	0.46	0.46	0.00	0.00
Office Assistant	0.00	0.00	0.46	0.00
Total Part-Time Staff	0.46	0.46	0.46	0.00
Total Full & Part-Time Staff	5.46	5.46	6.46	8.50

SIGNIFICANT DIVISION EXPENDITURE CHANGES

- \$132,845 has been included to replace the current aged network switches located at City Hall, the Hesperia Police Station, and Hesperia Animal Control.

FUND: GENERAL FUND 100
DEPARTMENT: CITY MANAGER 07
DIVISION: INFORMATION TECHNOLOGY 215

SIGNIFICANT DIVISION EXPENDITURE CHANGES (Continued)

- Funding in the amount of \$119,000 has been included for the purchase of additional hardware and software to upgrade the City’s back-up system.
- Funding in the amount of \$47,650 is included as a carry-over from the FY 2021-22 Budget for the equipment to upgrade the current server data switches and other server components.
- Operating budget shows an increase due to absorbing the GIS functions that were previously shown in Public Works – Engineering.

2021-22 DIVISION ACCOMPLISHMENTS

- Completed transition to new wireless devices at City sites and decommissioned legacy equipment.
- Stabilized migration to new City Intranet platform and decommissioned prior 2003 technology.
- Addressed end of life firewall devices and improved security measures.
- Improved technology asset inventory.
- Prepared and completed documentation for City management communicating disaster recovery capabilities.
- Completed transition to new remote work virtual desktop infrastructure and multi-factor authentication for access into the City’s network.
- Upgraded the City’s existing Geographic Information Systems (GIS) database.
- Completion of software and GIS data upgrade to GraniteNet software for the wastewater division.
- Provided data and maps for the A-04 Drainage program to identify parcels within the A-04 boundaries.
- Assisted with Hydraulic Modeling data for the Silverwood project.

2022-23 DIVISION GOALS AND OBJECTIVES

- Develop requirements and process documentation to transition current land management, licensing, and Code Enforcement application to a newly supported solution.
- Improve file restoration capabilities.
- Perform an external penetration test against the City’s network identifying opportunities for improvement.
- Monitor newly implemented detection and response service for other cybersecurity improvement opportunities.
- Implement mobile Cityworks for Public Works staff asset management.

PERFORMANCE AND

WORKLOAD INDICATORS

	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
City Sites Serviced	5	5	5	5
Databases Managed	86	83	83	84
Local Area Networks Managed	28	28	28	28
Operating Systems Managed	8	6	5	5
Software Applications Supported	134	124	120	120
Computer Devices Managed	697	626	557	500
▪ Physical Servers	21	16	12	11
▪ Virtual Servers	74	57	55	50
▪ Workstations	292	274	280	230
▪ Virtual Clients	162	124	50	50
▪ Laptops	84	95	100	105

FUND: GENERAL FUND 100
DEPARTMENT: CITY MANAGER 07
DIVISION: INFORMATION TECHNOLOGY 215

PERFORMANCE AND WORKLOAD INDICATORS	2019-20	2020-21	2021-22	2022-23
▪ Electronic Tablets	64	60	60	54
▪ Routers and Switches Managed	32	32	32	32
▪ Printers, Plotters, and Copiers Supported	73	75	75	66
▪ Smart Phones	92	115	115	103
Data Storage Devices	6	6	3	3
▪ Data Storage Capacity	90TB	120TB	120TB	120TB
Data Processing				
Data Backed Up Nightly (Terabytes)	15.4TB	14.4TB	14.5TB	****14TB
E-mails Processed (Outgoing)	191,629	220,487	242,771	250,000
E-mails Processed (Incoming)	1,566,699	1,025,860	924,771	950,000
▪ Valid Emails (Incoming)	792,705	755,352	648,722	600,000
Help Desk Statistics				
▪ Trouble Calls Processed	4,280	*2,314	1,844	916
▪ Average Time Per Trouble Call	50 min	41 min	38 min	24 min
▪ Help Desk Tickets	N/A	1,078	997	984
User Accounts Managed	1,618	1,545	1,758	1,763
▪ Network Accounts	270	263	270	265
▪ Email Accounts	333	***254	260	260
▪ Telephone and Wireless Accounts	530	526	529	519
▪ Wireless Network Clients	121	134	136	132
▪ Tyler New World .Net Accounts	**102	103	103	112
▪ FIS/Sungard TrakIT Accounts	133	136	137	151
▪ Azteca CityWorks Accounts	45	45	45	45
▪ ECS Imaging Laserfiche Accounts	64	64	64	84
▪ HLP Chameleon Accounts	20	20	20	20
▪ Geoviewer Accounts	N/A	N/A	170	175

*Note: Methodology for logging work orders has been modified.

**Note: In prior years, the count was based on licenses purchased and is now based on active accounts.

***Note: As part of the email system migration, shared and unused mailboxes have been removed or consolidated.

****Note: Prior years utilized an arbitrary number that was only understood by IT. Simplified with universal data quantity.

FUND: GENERAL FUND 100
DEPARTMENT: MANAGEMENT SERVICES 19

DEPARTMENT EXPENDITURE SUMMARY	2019-20	2020-21	2021-22	2021-22	2022-23	% Change From 2021-22
	Actual	Actual	Budget	Revised	Budget	Budget
Salaries	\$ 1,473,379	\$ 1,260,865	\$ 1,503,320	\$ 1,571,570	\$ 1,685,695	12%
Benefits	736,241	734,343	851,521	843,043	1,023,462	20%
Materials & Operations	192,383	202,268	635,810	357,584	738,271	16%
Contractual	1,230,234	1,407,189	1,673,197	1,765,425	2,772,603	66%
Other Operating	726,209	444,457	235,889	307,615	334,352	42%
Capital Outlay	0	0	0	0	0	0%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 4,358,447	\$ 4,049,122	\$ 4,899,737	\$ 4,845,237	\$ 6,554,383	34%

DIVISION EXPENDITURE SUMMARY	2019-20	2020-21	2021-22	2021-22	2022-23	% Change From 2021-22
	Actual	Actual	Budget	Revised	Budget	Budget
220 Finance	\$ 1,845,812	\$ 1,625,010	\$ 1,780,689	\$ 1,898,206	\$ 2,103,642	18%
225 Human Resources/ Risk Management	1,391,127	1,608,539	2,131,430	2,175,441	2,578,569	21%
229 Non-Departmental	1,121,508	815,573	987,618	771,590	1,872,172	90%
TOTAL	\$ 4,358,447	\$ 4,049,122	\$ 4,899,737	\$ 4,845,237	\$ 6,554,383	34%

<u>DEPARTMENT STAFFING</u>	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
Total Full-Time Staff	16.90	16.25	19.25	19.75
Total Part-Time Staff	0.46	0.46	0.46	0.46
Total Management Services Staff	17.36	16.71	19.71	20.21

Note: In depth detailed staffing changes are located in Section E. City Position Summaries and subsequent expenditures can be found in Section D. Expenditure Summaries.

FUND: GENERAL FUND 100
DEPARTMENT: MANAGEMENT SERVICES 19
DIVISION: FINANCE 220

DIVISION EXPENDITURE SUMMARY						% Change From 2021-22
	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	2021-22 Budget
Salaries	\$ 1,112,982	\$ 945,313	\$ 1,068,972	\$ 1,118,222	\$ 1,198,637	12%
Benefits	511,681	491,851	549,239	549,239	642,810	17%
Materials & Operations	19,810	16,339	17,520	17,920	19,266	10%
Contractual	186,284	163,723	131,976	203,700	225,814	71%
Other Operating	15,055	7,784	12,982	9,125	17,115	32%
Capital Outlay	0	0	0	0	0	0%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 1,845,812	\$ 1,625,010	\$ 1,780,689	\$ 1,898,206	\$ 2,103,642	18%

DIVISION DESCRIPTION

Financial Management and Analysis – Adhering to the City Council goal of Financial Health (Goal 2), the Finance Division develops the City’s financial management policies and plans and coordinates the preparation of the Annual Budget and Capital Improvement Program; monitors City revenue and expenditures with periodic reporting to the City Council; performs City debt management functions; provides financial and program analysis for various Citywide projects and initiatives, as well as employee negotiations.

Revenue Management – Performs the City’s treasury management functions to include preparing the City’s investment policy and managing City investments in accordance with the policy, and maintains a comprehensive revenue management information system.

Accounting Services – Develops and maintains accounting policies and operates the City’s automated financial management and record keeping system, which consists of the general ledger, accounts payable, accounts receivable, payroll, and provides monthly reports; prepares the Annual Comprehensive Financial Report (ACFR) for review by the City’s auditors, and prepares various reports for the State and Federal government; maintains the City’s fixed assets inventory system, and provides other support service functions.

Purchasing System – Performs the City’s central purchasing functions and administers the process.

DIVISION STAFFING	2019-20	2020-21	2021-22	2022-23
<u>Full-Time Staff</u>				
Accountant	2.00	2.00	3.00	4.00
Accounting Technician	4.00	4.00	5.00	5.00
Budget/Finance Specialist	1.00	1.00	1.00	1.00
Deputy Finance Director	0.90	0.75	0.75	0.75
Director of Administrative Services	0.00	0.00	0.75	0.75
Director of Finance	1.00	0.75	0.00	0.00
Financial Analyst	2.00	2.00	2.00	1.00
Management Analyst	0.00	0.00	0.75	0.00
Office Assistant	0.00	0.00	0.00	0.50
Senior Accountant	1.00	1.00	1.00	1.75
Senior Financial Analyst	1.00	0.75	0.00	0.00
Total Full-Time Staff	12.90	12.25	14.25	14.75

FUND:	GENERAL FUND	100
DEPARTMENT:	MANAGEMENT SERVICES	19
DIVISION:	FINANCE	220

SIGNIFICANT DIVISION EXPENDITURE CHANGES

- Funds to complete the implementation of budgeting software has been included. This project was approved during FY 2021-22 and will carry forward into FY 2022-23.

2021-22 DIVISION ACCOMPLISHMENTS

- Completed the City's Annual Comprehensive Financial Report for Fiscal Year (FY) 2020-21. The City received notification from the Governmental Finance Officers' Association (GFOA) that the FY 2019-20 Annual Comprehensive Financial Report earned the award for Excellence in Financial Reporting. This is the nineteenth consecutive year that the City has earned this recognition.
- Coordinated the FY 2022-23 Budget process and received notification from the Governmental Finance Officers' Association (GFOA) that the FY 2021-2 Budget document earned the Distinguished Budget Presentation Award. This is the ninth time that the City has earned this recognition; the first was for the FY 2004-05 Budget document.
- Updated the City and Subsidiary District's Statement of Investment Policy for FY 2021-22, and provided monthly Treasurer's Reports documenting the City's cash and investment position.
- Conducted the FY 2021-22 First Quarter, Mid-Year, and Fourth Quarter Budget Reviews.
- Continued administration of the Successor Agency to the former Redevelopment Agency (in conjunction with the Economic Development Department), including administration of debt obligations, preparation of the Recognized Obligation Payment Schedules, and responding to inquiries by the State and the County of San Bernardino.
- Provided Budget-to-Actual and outstanding invoice reports to departments to assist them in the management of their sections.
- Submitted State Controller's Reports for the City, Fire, Water, Hesperia Public Financing Authority, and Hesperia Joint Public Financing Authority, as well as the City's Street Report and the State Compensation Report.
- Prepared annual continuing disclosures, reserve requirement compliance calculations, and budget certifications for City and subsidiary district/agency debt issues, as required by the respective bond indentures.
- Prepared and submitted quarterly Department of Housing and Urban Development (HUD) Federal Cash Report.
- Continued to manage the City's resources in a fiscally prudent manner.
- Provided City management and the City Council with financial analytical support on various projects.
- Assisted with the purchase of Coronavirus (COVID-19) Emergency Operations Center (EOC) supplies.
- Implemented an Interactive Voice Response (IVR) system in conjunction with Information Technology and Utility Billing, in order to provide an alternate payment option for water/sewer customers.
- Worked with the City Manager's Office on the formation of two Community Facilities Districts: one for residential maintenance and services, and one for non-residential maintenance and services.
- Assisted Utility Billing with the implementation of the State's Water and Wastewater Arrearages Grant.
- Began implementation of budgeting software that is projected to provide efficiencies in the annual budget preparation process.

2022-23 DIVISION GOALS AND OBJECTIVES

- Complete the Annual Comprehensive Financial Report for FY 2021-22 and submit to the Governmental Finance Officers' Association (GFOA) for evaluation and award consideration.
- Coordinate the FY 2023-24 Budget Process and submit the FY 2022-23 Budget to the Governmental Finance Officers' Association (GFOA) for evaluation and award consideration.

FUND: GENERAL FUND 100
DEPARTMENT: MANAGEMENT SERVICES 19
DIVISION: FINANCE 220

2022-23 DIVISION GOALS AND OBJECTIVES (Continued)

- Review and update the Statement of Investment Policy for the City and subsidiary districts and provide monthly Treasurer’s Reports documenting the City’s cash and investment position.
- Develop and present the FY 2022-23 First Quarter, Mid-Year, and Fourth Quarter Budget Reviews for the City Council’s consideration.
- Provide City departments with monthly financial reports in a timely manner.
- Prepare annual continuing disclosures, reserve requirement compliance calculations, and budget certifications for City and subsidiary district/agency debt issues, as required by the respective bond indentures.
- Submit State Controller’s Reports for the City, Fire, Water, Hesperia Public Financing Authority, and Hesperia Joint Public Financing Authority, as well as the City’s Street Report and State Compensation Report.
- Complete the reconciliation of the Water Capital Fund, in advance of a water/sewer impact fee study.
- Review the City’s current Purchasing policy and procedures to propose efficiency changes.
- Host a “How to Conduct Business with Hesperia” seminar, and distribute the corresponding guidebook to aid local businesses in their efforts to respond to City bids.
- Continue the administration of the Successor Agency to the former Redevelopment Agency (in conjunction with the Economic Development Department), including administration of debt obligations, preparation of the Recognized Obligation Payment Schedules, and responding to inquiries by the State and the County of San Bernardino.
- Actively monitor changes in economic conditions, and provide timely reporting to management and the City Council.
- Complete the implementation of budgeting software to provide efficiencies in the annual budget preparation process.
- Work with consultant on the formation of a community facilities district for the Tapestry development.

**PERFORMANCE AND
WORKLOAD INDICATORS**

	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
Average Annual Yield	1.93%	0.50%	0.36%	0.41%
Number of Monthly Reports Issued	136	136	136	136
Number of Budget Transfers Processed	133	138	135	135
Number of Payroll Checks/Direct Deposits Processed	6,090	5,532	5,666	5,900
Invoices Processed*	7,378	6,920	*9,168	7,143
Accounts Payable Checks/ACH's Processed	4,644	4,069	7,220	4,142
Number of Requests for Proposal/Qualification	21	25	25	25
Number of Informal Bids Produced	105	95	74	80
Number of Contracts Issued	53	68	62	65
Number of Amendments to Contracts	92	99	100	100
Number of Contracts Administered	207	199	211	215
Number of Purchase Orders Issued	454	414	490	500
Number of Change Purchase Orders Processed	182	178	178	180

*Increase in FY 2021-22 is due to the one-time refunds processed for Building and Safety.

FUND: GENERAL FUND 100
DEPARTMENT: MANAGEMENT SERVICES 19
DIVISION: HUMAN RESOURCES/RISK MANAGEMENT 225

DIVISION EXPENDITURE SUMMARY	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	% Change From 2021-22 Budget
Salaries	\$ 360,397	\$ 315,552	\$ 434,348	\$ 453,348	\$ 487,058	12%
Benefits	222,910	240,800	300,530	292,052	378,852	26%
Materials & Operations	51,683	45,370	63,045	74,139	78,682	25%
Contractual	751,853	999,942	1,314,750	1,340,762	1,608,090	22%
Other Operating	4,283	6,875	18,757	15,140	25,887	38%
Capital Outlay	0	0	0	0	0	0%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 1,391,127	\$ 1,608,539	\$ 2,131,430	\$ 2,175,441	\$ 2,578,569	21%

DIVISION DESCRIPTION

The Human Resources Division provides the City Manager, executive staff, employees, its subsidiary districts, and the general public with a fair employment recruitment and selection system, which is achieving the City Council goal of Organization Health (Goal 5); maintains centralized City personnel files and records, and administers and implements City personnel policies and procedures. Ensures that the City of Hesperia’s hiring and employment policies and practices comply with Federal and State legislation, and assures that the City’s approach and efforts to equal employment opportunity are in accordance with adopted law and City Council policy. The Division manages all employee benefit plans as well.

Facilitates and ensures that the City’s actions on employer-employee relations are in accordance with Federal and State legislation on the collective bargaining process through negotiations and administration of Memorandums of Understanding (MOU), and related agreements with represented employee groups, to include the Teamsters Local 1932; and the administration of salaries, benefits, and related policies for non-represented employee groups.

Risk Management strives to protect personnel and the physical assets of the City from injury and loss, respectively, by managing all City insurance policies, processing liability claims, lawsuits, coordinating and providing employee safety training programs, coordinating Occupational Safety and Health Administration (OSHA), and Americans with Disabilities Act Amendment Act (ADAAA) compliance, and workers’ compensation claims management.

<u>DIVISION STAFFING</u>	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
<u>Full-Time Staff</u>				
Deputy Human Resources/Risk Management Director	0.00	0.00	1.00	1.00
Human Resources Analyst	0.00	0.00	1.00	1.00
Human Resources Manager	1.00	1.00	0.00	0.00
Human Resources Specialist	1.00	1.00	0.00	0.00
Personnel Technician	2.00	2.00	2.00	2.00
Risk Manager	0.00	0.00	1.00	1.00
Total Full-Time Staff	4.00	4.00	5.00	5.00
<u>Part-Time Staff</u>				
Office Assistant	0.46	0.46	0.46	0.46
Total Part-Time Staff	0.46	0.46	0.46	0.46
Total Full & Part-Time Staff	4.46	4.46	5.46	5.46

FUND:	GENERAL FUND	100
DEPARTMENT:	MANAGEMENT SERVICES	19
DIVISION:	HUMAN RESOURCES/RISK MANAGEMENT	225

SIGNIFICANT DIVISION EXPENDITURE CHANGES

- An overall increase in materials & operations, contractual and other operating expenditures is due to social inflation, higher than normal legal verdicts which public entities have experienced, and mandated city-wide trainings that take place every two years.

2021-22 DIVISION ACCOMPLISHMENTS

Human Resources

- Conducted Meet and Confer meetings with the Teamsters Local 1932 representatives in the area of employee relations matters and negotiated a successor Memorandum of Understanding.
- Eliminated paper processing of employee benefit administration by adopting self-service options through the employee benefit software to streamline benefit administration and to allow employees to view and manage their benefits online throughout the plan year.
- Partnered with Animal Services to enhance participation through advertisements for the shelter volunteer program. Continued shelter tour orientations to provide expectations of the requirements to participate in the program.
- Promoted and coordinated the Walking Challenge to encourage employees to engage in teamwork and achieve physical fitness (e.g., walking, jogging, running, exercise).
- Analyzed and reviewed current recruitment strategies and began revising approach to advertising and flyers to improve applicant pool and developed a new method to change the recruitment process to provide departments and divisions personnel in a timely effective manner.
- Created project plan for policy review and revision and established a timeline/phases to complete project.

Risk Management

- Monitored employees' leave usage and established a process to educate employees and supervisors, audit, and appropriately apply protected leaves to provide options of coverage.
- Evaluated Federal and State recommendations regarding emergency preparedness and developed a plan to ensure all employees have basic supplies in their City issued emergency packs to support them during an emergency while in the workplace and a schedule to replenish supplies.
- Assessed City and Department safety needs and objectives, identified problem areas, and determined resources required to create a sustainable Safety Committee Program.

2022-23 DIVISION GOALS AND OBJECTIVES

Human Resources

- Complete phase one of policy project plan to include draft revisions of four sections of the Personnel Rules and Regulations for review and approval by management.
- Develop an employee engagement and appreciation quarterly plan and work with Management to implement.
- Establish an interactive to include informative health fair for employees, educational items and fitness challenge.
- Continue to enhance the recruitment process by utilizing statistics and trends in advertisements to improve the selection process to increase the number of eligible qualified applicants and in creating rating techniques to determine the qualified applicant.
- Evaluate new hire onboarding process and make recommendations to change the process to be more electronic and more efficient.

FUND: GENERAL FUND 100
DEPARTMENT: MANAGEMENT SERVICES 19
DIVISION: HUMAN RESOURCES/RISK MANAGEMENT 225

2022-23 DIVISION GOALS AND OBJECTIVES (Continued)

Risk Management

- Revise and update safety policies and procedures in compliance with Federal and State health and safety regulations to create a sustainable Safety Committee Program and implement effective changes to improve employee safety through training, increase awareness of safety concerns and actions, and reduce injuries and workers' compensation costs.
- Coordinate the replenishment and/or issuance of updated emergency packs based on Federal and State recommendations.
- Analyze Federal and State laws related to employee leaves and workers' compensation in order to develop and implement an Employee Return to Work Program. Educate employees and supervisors on the Program in an effort to reduce absenteeism and days away from work and control workers' compensation claim costs.
- Coordinate with the City's Joint Powers Authority (JPA), Public Entity Risk Management Authority (PERMA), to perform a valuation of City-owned property in order to ensure more accurate annual trending and fiscally responsible premiums.
- Evaluate the current process for cost recovery of damaged City property and coordinate with City departments to implement process and procedural changes to increase cost recovery.

**PERFORMANCE AND
WORKLOAD INDICATORS**

	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
<u>Human Resources</u>				
Advertising/Marketing	110	138	220	124
Background Checks (includes rescinds and hires)	26	36	47	37
Benefit Memos Processed	226	215	223	210
Employee Evaluations Processed	143	70	203	125
Employee Promotions Processed	11	14	22	12
Employment Separations/Retirements Processed	25	41	27	24
Employment Applications Reviewed/Processed	2,199	1,789	1,160	1,650
Employment Interviews Coordinated and Monitored	52	62	50	50
Employment Testing and Assessments Proctored	7	3	7	5
New Employees (hires) Processed	24	32	47	34
Personnel Action Forms Processed	153	124	188	153
Records Retention Program Processed	52	0	22	25
Recruitment and Selection	27	38	37	30
Staff Professional Development Attended	18	17	33	28
Volunteers Processed	16	6	3	6

FUND:	GENERAL FUND	100
DEPARTMENT:	MANAGEMENT SERVICES	19
DIVISION:	HUMAN RESOURCES/RISK MANAGEMENT	225

**PERFORMANCE AND
WORKLOAD INDICATORS**

	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
<u>Risk Management</u>				
Damaged City Property Claims Recovery	23	33	32	30
Insurance Certificates Received/Processed	471	528	789	600
Lawsuits Filed and Monitored	8	7	6	7
Lawsuits Settled	8	1	3	4
Liability Claims	80	48	48	45
Liability Claims Settled	1	1	3	2
Liability Subrogation Notices Sent	41	69	42	45
Subpoenas Processed	7	3	7	5
Training and Drills Coordinated	22	15	20	20
Workers' Compensation Claims Processed/Monitored	14	8	6	9
Workers' Compensation Claims Settled	1	3	3	3

FUND: GENERAL FUND 100
DEPARTMENT: MANAGEMENT SERVICES 19
DIVISION: NON-DEPARTMENTAL 229

DIVISION EXPENDITURE SUMMARY						% Change From
	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	2021-22 Budget
Salaries	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	0%
Benefits	1,650	1,692	1,752	1,752	1,788	2%
Materials & Operations	120,890	140,559	555,245	265,525	640,323	15%
Contractual	292,097	243,524	226,471	220,963	938,699	314%
Other Operating	706,871	429,798	204,150	283,350	291,350	43%
Capital Outlay	0	0	0	0	0	0%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 1,121,508	\$ 815,573	\$ 987,618	\$ 771,590	\$ 1,872,160	90%

DIVISION DESCRIPTION

This program includes expenditures that are not otherwise attributable to any individual General Fund program, including Citywide postage, household hazardous waste, Fire District audit costs, and Golf Course reclaimed water, maintenance, and operation costs.

DIVISION STAFFING

None.

SIGNIFICANT DIVISION EXPENDITURE CHANGES

- The primary increase is funding to commence the conversion of the Development Services legacy software to a new application. This software conversion will be a multi-year project.

FUNDS: VARIOUS
DEPARTMENT: ECONOMIC DEVELOPMENT 25

DEPARTMENT EXPENDITURE SUMMARY						% Change
	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	From 2021-22 Budget
Salaries	\$ 241,666	\$ 230,005	\$ 172,945	\$ 181,445	\$ 201,524	17%
Benefits	136,046	125,317	90,952	90,952	112,942	24%
Materials & Operations	22,410	5,248	238,133	8,706	13,510	-94%
Contractual	261,869	766,434	161,051	189,397	170,858	6%
Other Operating	987,250	3,325,491	3,019,177	1,016,831	1,383,550	-54%
Capital Outlay	16,154	0	0	12,950	0	0%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 1,665,394	\$ 4,452,495	\$ 3,682,258	\$ 1,500,281	\$ 1,882,384	-49%

DIVISION EXPENDITURE SUMMARY						% Change
	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	From 2021-22 Budget
100 General Fund	\$ 0	\$ 456,478	\$ 322,232	\$ 358,100	\$ 371,111	15%
170 Community Development Commission	457,623	1,036,979	0	0	0	0%
370 Hesperia Housing Authority	93,722	1,906,983	66,650	66,875	72,586	9%
<u>Community Development Block Grant</u>						
251 CDBG Administration	\$ 1,095,017	\$ 1,052,055	\$ 2,303,429	\$ 1,075,306	\$ 1,438,687	-38%
257 CDBG Neighborhood Stabilization Program	19,032	0	0	0	0	0%
258 CDBG-CV Cares Act	0	0	989,947	0	0	-100%
Sub-Total CDBG	\$ 1,114,049	\$ 1,052,055	\$ 3,293,376	\$ 1,075,306	\$ 1,438,687	-56%
Total Economic Development	\$ 1,665,394	\$ 4,452,495	\$ 3,682,258	\$ 1,500,281	\$ 1,882,384	-49%

DEPARTMENT STAFFING	2019-20	2020-21	2021-22	2022-23
Total Full-Time Staff	3.00	2.00	2.00	2.00
Total Economic Development Staff	3.00	2.00	2.00	2.00

Note: In depth detailed staffing changes are located in Section E. City Position Summaries and subsequent expenditures can be found in Section D. Expenditure Summaries.

FUND: GENERAL FUND 100
DEPARTMENT: ECONOMIC DEVELOPMENT 25
DIVISION: ECONOMIC DEVELOPMENT 251

DIVISION EXPENDITURE SUMMARY						% Change From
	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	2021-22 Budget
Salaries	\$ 0	\$ 211,338	\$ 162,407	\$ 170,457	\$ 188,718	16%
Benefits	0	115,363	84,370	84,370	104,374	24%
Materials & Operations	0	2,286	9,044	5,306	10,010	11%
Contractual	0	123,253	52,461	89,017	54,059	3%
Other Operating	0	4,238	13,950	6,950	13,950	0%
Capital Outlay	0	0	0	2,000	0	0%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 0	\$ 456,478	\$ 322,232	\$ 358,100	\$ 371,111	15%

DIVISION DESCRIPTION

The Economic Development Division (EDD) is primarily responsible for the City’s business attraction and retention efforts. These efforts result in an increase to the job base, increased sales and use tax, property taxes, and the overall economic progress and diversity of the City.

Under the direction of the City Manager’s Department, EDD administers marketing efforts for the City. Business attraction marketing efforts are carried out in a variety of ways, including written placements, print ads, and social media and other digital outreach.

EDD manages, either directly or through third-party contracts, the City’s real estate with respect to property acquisition, disposition, and leasing.

<u>DIVISION STAFFING</u>	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
<u>Full-Time Staff</u>				
Administrative Analyst	0.00	1.00	1.00	1.00
Economic Development Manager	0.00	0.90	0.00	0.90
Senior Development Specialist	0.00	0.00	0.90	0.00
Total Full-Time Staff	0.00	1.90	1.90	1.90

SIGNIFICANT DIVISION EXPENDITURE CHANGES

- None.

2021-22 DIVISION ACCOMPLISHMENTS

- Continued business attraction efforts for both retail and industrial sectors along primary commercial corridors.
- Continued marketing efforts to include outreach strategy and digital presence.

FUND:	GENERAL FUND	100
DEPARTMENT:	ECONOMIC DEVELOPMENT	25
DIVISION:	ECONOMIC DEVELOPMENT	251

2022-23 DIVISION GOALS AND OBJECTIVES

- Continue business attraction efforts for both retail and industrial sectors along primary commercial corridors.
- Continue marketing efforts to include outreach strategy and digital presence.
- Address City-owned land for compliance due to the recent mandated Surplus Act meeting the State Housing and Community Development requirements.

**PERFORMANCE AND
WORKLOAD INDICATORS**

	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
Properties & Security Interests Managed	N/A	95	130	56
Exclusive Negotiation Agreements Approved	N/A	1	0	1
Active Development Leads	N/A	6	6	6
Proposals Prepared and RFI Responses	N/A	1	4	0
Projects Assisted through Entitlement or Construction	N/A	2	4	4
Newsletter Issues	N/A	1	2	2
Event Sponsorships	N/A	2	4	2
Groundbreakings and Ribbon Cuttings	N/A	0	1	1
Advertising Placements	N/A	0	0	0
Trade Shows/Exhibitions/Conferences	N/A	0	0	0

FUND: HESPERIA COMMUNITY DEVELOPMENT COMMISSION 170
DEPARTMENT: ECONOMIC DEVELOPMENT 25
DIVISION: PROJECTS 261

DIVISION EXPENDITURE SUMMARY	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	% Change From 2021-22 Budget
Salaries	\$ 210,516	\$ 0	\$ 0	\$ 0	\$ 0	0%
Benefits	118,055	0	0	0	0	0%
Materials & Operations	18,897	0	0	0	0	0%
Contractual	102,169	0	0	0	0	0%
Other Operating	7,986	1,036,979	0	0	0	0%
Capital Outlay	0	0	0	0	0	0%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 457,623	\$ 1,036,979	\$ 0	\$ 0	\$ 0	0%

DIVISION DESCRIPTION

The Hesperia Community Development Commission (CDC) is primarily responsible for the City’s business attraction and retention efforts. These efforts result in an increase to the job base, increased sales and use tax, property taxes, and the overall economic progress and diversity of the City.

Under the direction of the City Manager’s Department, the CDC administers marketing efforts for the City. Business attraction marketing efforts are carried out in the form of written advertisements in trade journals, social media, and attendance at industrial and retail trade shows.

The CDC, will manage, either directly or through third-party contracts, the City’s real estate with respect to property acquisition, disposition, and leasing. Starting with the FY 2020-21 Budget, the economic development functions have been funded from the General Fund. The information shown in this Division is for historical purposes.

<u>DIVISION STAFFING</u>	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
<u>Full-Time Staff</u>				
Administrative Analyst	1.00	0.00	0.00	0.00
Administrative Secretary	0.90	0.00	0.00	0.00
Economic Development Manager	0.90	0.00	0.00	0.00
Total Full-Time Staff	2.80	0.00	0.00	0.00

SIGNIFICANT DIVISION EXPENDITURE CHANGES

- Beginning in Fiscal Year (FY) 2020-21, CDC (170) was transferred to the General Fund (100-25) Economic Development.

FUND: HESPERIA COMMUNITY DEVELOPMENT COMMISSION 170
DEPARTMENT: ECONOMIC DEVELOPMENT 25
DIVISION: PROJECTS 261

**PERFORMANCE AND
 WORKLOAD INDICATORS**

	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
Properties & Security Interests Managed	95	N/A	N/A	N/A
Exclusive Negotiation Agreements Approved	1	N/A	N/A	N/A
Active Development Leads	23	N/A	N/A	N/A
Proposals Prepared and RFI Responses	15	N/A	N/A	N/A
Projects Assisted through Entitlement or Construction	9	N/A	N/A	N/A
Newsletter Issues	2	N/A	N/A	N/A
Event Sponsorships	4	N/A	N/A	N/A
Groundbreakings and Ribbon Cuttings	0	N/A	N/A	N/A
Advertising Placements	6	N/A	N/A	N/A
Trade Shows/Exhibitions/Conferences	12	N/A	N/A	N/A
Feet on the Street Business Surveys/Visits	0	N/A	N/A	N/A

FUND: HESPERIA HOUSING AUTHORITY 370
DEPARTMENT: ECONOMIC DEVELOPMENT 25
DIVISION: LOW/MODERATE HOUSING 263

DIVISION EXPENDITURE SUMMARY						% Change From
	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	2021-22 Budget
Salaries	\$ 8,254	\$ 3,783	\$ 5,269	\$ 5,494	\$ 6,403	22%
Benefits	4,975	2,806	3,291	3,291	4,284	30%
Materials & Operations	73	41	200	0	100	-50%
Contractual	77,587	481,372	57,890	47,140	61,799	7%
Other Operating	2,833	1,418,981	0	0	0	0%
Capital Outlay	0	0	0	10,950	0	0%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 93,722	\$1,906,983	\$ 66,650	\$ 66,875	\$ 72,586	9%

DIVISION DESCRIPTION

The Hesperia Housing Authority (HHA), develops, manages, and promotes programs and projects that preserve and improve the supply of affordable housing in the City of Hesperia for low and moderate income persons.

The HHA is not designated as a Public Housing Authority by U.S. Department of Housing and Urban Development (HUD), but rather will focus its efforts on preservation and maintenance of quality affordable housing stock within the City. In addition, linkages with San Bernardino County provide Hesperia residents with access to a Mortgage Assistance Program, and the Housing Authority of San Bernardino County serves as the designed HUD Public Housing Authority.

<u>DIVISION STAFFING</u>	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
<u>Full-Time Staff</u>				
Administrative Secretary	0.05	0.00	0.00	0.00
Economic Development Manager	0.05	0.05	0.00	0.05
Senior Development Specialist	0.00	0.00	0.05	0.00
Total Full-Time Staff	0.10	0.05	0.05	0.05

SIGNIFICANT DIVISION EXPENDITURE CHANGES

- None.

2021-22 DIVISION ACCOMPLISHMENTS

- Completed annual and bi-annual Home Investment Partnership Program (HOME), HHA and Labor Standards reports to HUD and Housing and Community Development (HCD).
- Monitored Housing projects to ensure adherence of income levels and quality controls.
- Complied with SB 341, AB 471, and AB 987 related to housing successor agencies and affordable housing unit disclosure.

FUND:	HESPERIA HOUSING AUTHORITY	370
DEPARTMENT:	ECONOMIC DEVELOPMENT	25
DIVISION:	LOW/MODERATE HOUSING	263

2022-23 DIVISION GOALS AND OBJECTIVES

- Prepare and submit required Semi-Annual Labor Standards Enforcement Report and Home Investment Partnership Program (HOME) Annual Performance Report to HUD and Housing and Community Development (HCD).
- Comply with SB 341, AB 471, and AB 987 related to housing successor agencies and affordable housing unit disclosure.

PERFORMANCE AND

WORKLOAD INDICATORS

	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
Cumulative Units Constructed	343	343	343	343
Housing Property Sale	0	0	0	0
Loan Management/Servicing	88	88	78	75

FUND: CDBG 251, HOME GRANT 252, NSP 257, and CDBG CV Cares 258
DEPARTMENT: ECONOMIC DEVELOPMENT 25
DIVISION: COMMUNITY DEVELOPMENT BLOCK GRANT (CDBG) 270

DIVISION EXPENDITURE SUMMARY						% Change From
	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	2021-22 Budget
Salaries	\$ 22,896	\$ 14,884	\$ 5,269	\$ 5,494	\$ 6,403	22%
Benefits	13,016	7,148	3,291	3,291	4,284	30%
Materials & Operations	3,440	2,921	228,889	3,400	3,400	-99%
Contractual	82,113	161,809	50,700	53,240	55,000	8%
Other Operating	976,431	865,293	3,005,227	1,009,881	1,369,600	-54%
Capital Outlay	16,154	0	0	0	0	0%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 1,114,049	\$ 1,052,055	\$ 3,293,376	\$1,075,306	\$1,438,687	-56%

DIVISION EXPENDITURE SUMMARY						% Change From
	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	2021-22 Budget
Community Development Block Grant						
251 CDBG Administration	\$ 1,095,017	\$ 1,052,055	\$ 2,303,429	\$1,075,306	\$1,438,687	-38%
257 CDBG Neighborhood Stabilization	19,032	0	0	0	0	0%
258 CDBG-CV Cares Act	0	0	989,947	0	0	-100%
Total CDBG	\$ 1,114,049	\$ 1,052,055	\$ 3,293,376	\$1,075,306	\$1,438,687	-56%

<u>DIVISION STAFFING</u>	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
<u>Full-Time Staff</u>				
Administrative Secretary	0.05	0.00	0.00	0.00
Economic Development Manager	0.05	0.05	0.00	0.05
Senior Development Specialist	0.00	0.00	0.05	0.00
Total Full-Time Staff	0.10	0.05	0.05	0.05

FUND: CDBG 251
DEPARTMENT: ECONOMIC DEVELOPMENT 25
DIVISION: COMMUNITY DEVELOPMENT BLOCK GRANT (CDBG) 270
PROGRAM: CDBG ADMINISTRATION/ECONOMIC DEVELOPMENT AND HOUSING

PROGRAM EXPENDITURE SUMMARY	2019-20	2020-21	2021-22	2021-22	2022-23	% Change From
	Actual	Actual	Budget	Revised	Budget	2021-22 Budget
Salaries	\$ 22,896	\$ 14,884	\$ 5,269	\$ 5,494	\$ 6,403	22%
Benefits	13,016	7,148	3,291	3,291	4,284	30%
Materials & Operations	3,198	2,921	4,900	3,400	3,400	-31%
Contractual	79,477	161,809	50,700	53,240	55,000	8%
Other Operating	976,431	865,293	2,239,269	1,009,881	1,369,600	-39%
Capital Outlay	0	0	0	0	0	0%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 1,095,017	\$ 1,052,055	\$ 2,303,429	\$ 1,075,306	\$ 1,438,687	-38%

PROGRAM DESCRIPTION

The Economic Development Department administers the City's Community Development Block Grant (CDBG) Program and related activities. These activities are directed at enticing public and private sector investment within targeted geographic areas of the City. The Department is tasked with implementing existing programs and developing innovative, new initiatives to promote economic and housing development and rehabilitation projects, with an emphasis on activities that create jobs, build or enhance infrastructure, provide affordable housing, expand the tax base, and promoting economic diversity. Annually, the City adopts an action plan allocating funds for administration and planning tasks as well as programs and projects identified in the City's CDBG Consolidated Plan. The Department annually evaluates its CDBG Program in the context of the required Five-Year Consolidated Plan and reprograms funds, if necessary, to projects, programs, or activities to meet its goals and objectives and meet CDBG timeliness requirements. Substantial amendments to the Consolidated Plan are also pursued when appropriate and in compliance with the City's Citizen Participation Plan.

The City's annual CDBG development activities are designed to foster private and public sector investment with CDBG target areas. Federal regulations mandate that programs funded by CDBG meet one or all of the national objectives: (1) elimination of slums or blight; (2) benefit low-to-moderate income individuals; or (3) address other community needs having a particular urgency.

For consistency in presenting the CDBG information, all activities of the City's Annual Action Plan are discussed herein and likewise, the accomplishments, staffing, goals and objectives.

<u>PROGRAM STAFFING</u>	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
<u>Full-Time Staff</u>				
Administrative Secretary	0.05	0.00	0.00	0.00
Economic Development Manager	0.05	0.05	0.00	0.05
Senior Development Specialist	0.00	0.00	0.05	0.00
Total Full-Time Staff	0.10	0.05	0.05	0.05

FUND: CDBG 251
DEPARTMENT: ECONOMIC DEVELOPMENT 25
DIVISION: COMMUNITY DEVELOPMENT BLOCK GRANT (CDBG) 270
PROGRAM: CDBG ADMINISTRATION/ECONOMIC DEVELOPMENT AND HOUSING

SIGNIFICANT PROGRAM EXPENDITURE CHANGES

- None.

2021-22 PROGRAM ACCOMPLISHMENTS

- Completed the close-out of Neighborhood Stabilization Program (NSP) and roll-over funds to CDBG.
- Worked on reconstruction of streets and related infrastructure as determined through the preparation of the Annual Plan.
- Processed Emergency Housing and Business Assistance Program payments and reimbursements utilizing CDBG funding.

2022-23 PROGRAM GOALS AND OBJECTIVES

- Complete the annual audit.

**PERFORMANCE AND
WORKLOAD INDICATORS**

	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
Annual IDIS Draw-downs	6	6	6	6
Linear feet of business façades improved	0	300	0	0
Timeliness Test	Pass	Pass	No	No

FUND: CDBG NEIGHBORHOOD STABILIZATION PROGRAM 257
DEPARTMENT: ECONOMIC DEVELOPMENT 25
DIVISION: COMMUNITY DEVELOPMENT BLOCK GRANT (CDBG) 270
PROGRAM: CDBG NEIGHBORHOOD STABILIZATION PROGRAM

PROGRAM EXPENDITURE SUMMARY						% Change
	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	From 2021-22 Budget
Salaries	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	0%
Benefits	0	0	0	0	0	0%
Materials & Operations	242	0	0	0	0	0%
Contractual	2,636	0	0	0	0	0%
Other Operating	0	0	0	0	0	0%
Capital Outlay	16,154	0	0	0	0	0%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 19,032	\$ 0	\$ 0	\$ 0	\$ 0	0%

PROGRAM DESCRIPTION

In 2008, Congress passed the Housing and Economic Recovery Act, which created the Neighborhood Stabilization Program (NSP). The NSP Program allocated \$3.92 Billion to communities and states across the nation to address the growing foreclosure problem and stabilize neighborhoods. Hesperia was allocated \$4.59 million in NSP grant funds to address increasing foreclosures. Allocations of the NSP funds were based on (1) the number and percentage of home foreclosures, (2) the number and percentage of homes financed by a subprime mortgage, and (3) the number and percentage of homes in default or delinquency. The NSP provides emergency assistance for the redevelopment of abandoned and foreclosed residential properties. Eligible activities include financing mechanisms for purchase of foreclosed homes, purchase, and rehabilitation of foreclosed or abandoned homes, land banks for foreclosed homes, demolition of blighted structures, and redevelopment of demolished or vacant property.

All NSP funds are to be used to benefit individuals and families whose incomes do not exceed 120% of area median income and 25% of the NSP funds must be used for housing that is affordable to individuals and families whose incomes do not exceed 50% of area median income. Homes must be purchased at a one (1) percent discount, per NSP requirements. The NSP effort will provide affordable housing opportunities and arrest blighting conditions caused by home vacancy. This effort is intended to transform neighborhoods in the City.

The City has acquired 23 single family residences and one land bank property. In FY 2014-15, the City completed the rehabilitation phase. The City began selling or leasing the properties in FY 2012-13 and completed sales of the three (3) remaining properties in FY 2019-20. The program is being closed out.

SIGNIFICANT PROGRAM EXPENDITURE CHANGES

- None.

2021-22 PROGRAM ACCOMPLISHMENTS

- Completed the NSP close-out.

2022-23 PROGRAM GOALS AND OBJECTIVES

- The NSP was closed in FY 2021-22. The information shown in the Program Description is for documentation purposes.

FUND:	CDBG NEIGHBORHOOD STABILIZATION PROGRAM	257
DEPARTMENT:	ECONOMIC DEVELOPMENT	25
DIVISION:	COMMUNITY DEVELOPMENT BLOCK GRANT (CDBG)	270
PROGRAM:	CDBG NEIGHBORHOOD STABILIZATION PROGRAM	

PERFORMANCE AND

WORKLOAD INDICATORS

	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
Real Property Escrows Opened	2	0	0	0
Real Property Escrows Closed	2	0	0	0
Real Property Rehabilitation	1	0	0	0
Real Property Sale	2	0	0	0

FUND: GENERAL FUND 100
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: COMMUNITY DEVELOPMENT 300

DIVISION EXPENDITURE SUMMARY	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	% Change From 2021-22 Budget
Salaries	\$ 1,260,450	\$ 1,066,816	\$ 1,259,776	\$ 1,292,613	\$ 1,281,164	2%
Benefits	609,294	572,528	608,059	612,597	642,241	6%
Materials & Operations	37,335	33,799	40,962	47,657	54,089	32%
Contractual	34,443	30,418	132,216	201,411	162,080	23%
Other Operating	32,789	30,493	32,639	26,836	42,558	30%
Capital Outlay	0	0	0	0	0	0%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 1,974,310	\$ 1,734,054	\$ 2,073,652	\$ 2,181,114	\$ 2,182,132	5%

DIVISION EXPENDITURE SUMMARY	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	% Change From 2021-22 Budget
Planning	\$ 859,362	\$ 670,362	\$ 888,065	\$ 909,277	\$ 979,314	10%
Building & Safety	1,114,948	1,063,692	1,185,587	1,271,837	1,202,818	1%
TOTAL	\$ 1,974,310	\$ 1,734,054	\$ 2,073,652	\$ 2,181,114	\$ 2,182,132	5%

<u>DEPARTMENT STAFFING</u>	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
Total Full-Time Staff	15.50	14.40	14.80	15.25
Total Part-Time Staff	0.92	0.46	0.92	0.00
Total D.S. Community Development	16.42	14.86	15.72	15.25

Note: In depth detailed staffing changes are located in Section E. City Position Summaries and subsequent expenditures can be found in Section D. Expenditure Summaries.

FUND: GENERAL FUND 100
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: COMMUNITY DEVELOPMENT 300
PROGRAM: PLANNING 3000

PROGRAM EXPENDITURE SUMMARY						% Change
	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	From 2021-22 Budget
Salaries	\$ 556,305	\$ 413,031	\$ 585,028	\$ 596,514	\$ 575,666	-2%
Benefits	273,905	233,499	278,432	282,183	298,319	7%
Materials & Operations	2,750	3,196	3,365	10,621	5,616	67%
Contractual	15,179	12,006	9,200	9,200	80,000	770%
Other Operating	11,223	8,630	12,040	10,759	19,713	64%
Capital Outlay	0	0	0	0	0	0%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 859,362	\$ 670,362	\$ 888,065	\$ 909,277	\$ 979,314	10%

PROGRAM DESCRIPTION

Planning provides public information, project review, and approvals or recommendations for development proposals to ensure that new development conforms to Hesperia’s environment as described in the General Plan (City Council Goal 3 – Future Development), specific plans, and Development Code. This Program assures conformance with the California Environmental Quality Act (CEQA), the Subdivision Map Act, the Municipal Code, and the Specific Plan. The Program also supports the Development Review Committee, the Planning Commission, and the City Council in all planning matters. Planning prepares applications for the annexation of sphere areas, as well as environmental documents for private developments and public developments such as Economic Development and Public Works projects. Planning also recommends changes to the City’s Land Use Plan to keep pace with the increase in population, commercial and industrial growth, and the changing regulatory environment to assure Hesperia’s future growth and success.

PROGRAM STAFFING	2019-20	2020-21	2021-22	2022-23
<u>Full-Time Staff</u>				
Administrative Analyst	0.35	0.35	0.35	0.00
Administrative Secretary	0.00	0.00	0.10	0.10
Assistant City Manager	0.10	0.05	0.00	0.00
Assistant Planner	0.00	0.00	0.00	1.00
Associate Planner	1.00	0.00	1.00	1.00
Community Development Coordinator	0.00	0.00	0.50	0.00
Community Development Supervisor	0.50	0.50	0.00	0.50
Community Development Technician	1.25	1.25	1.25	1.25
Deputy Community Development Director	0.00	0.00	0.50	0.50
Deputy Development Services Director	0.00	0.00	0.00	0.30
Executive Secretary	0.10	0.10	0.00	0.00
Office Assistant	0.00	1.00	1.00	0.00
Principal Planner	1.00	1.00	1.00	0.00
Senior Community Development Technician	0.50	0.50	0.50	0.50
Senior Office Specialist	1.00	0.00	0.00	1.00
Senior Planner	2.00	2.00	1.00	1.00
Total Full-Time Staff	7.80	6.75	7.20	7.15

FUND: GENERAL FUND 100
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: COMMUNITY DEVELOPMENT 300
PROGRAM: PLANNING 3000

<u>PROGRAM STAFFING (Continued)</u>	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
<u>Part-Time Staff</u>				
Administrative Analyst	0.00	0.00	0.23	0.00
Total Part-Time Staff	0.00	0.00	0.23	0.00
Total Full & Part-Time Staff	7.80	6.75	7.43	7.15

SIGNIFICANT PROGRAM EXPENDITURE CHANGES

- \$70,000 has been included for the creation of the Environmental Justice Element and the Safety Element in the City’s General Plan, as required by the State of California. The Environmental Justice Element will reflect the City’s commitment to reducing environmental burdens and ensuring all residents have the opportunity to access public facilities and services that improve their quality of life. The Safety Element required by the State of California to be reviewed and updated, in the case of flooding and fire hazards.

2021-22 PROGRAM ACCOMPLISHMENTS

- Processed Housing Element update and submitted to the State to completion.
- Processed grading plans for the Silverwood development project (formerly Tapestry) and began formulating operating procedures related to future plan submittals.
- Processed a development code amendment modifying the regulations for metal accessory buildings and metal cargo containers.
- A development code amendment is planned for spring of 2022 to modify standards for truck parking on industrial zoned properties.
- Processed a series of zone changes that changed the zoning from commercial to industrial to allow future warehouse distribution facilities to develop on properties located west of Interstate 15.
- Processed a Conditional Use Permit, Development Agreement, and Environmental Impact Report (EIR) for the Hesperia Commerce Center II project, a 3.75 million square foot warehouse distribution facility.
- Received multiple land use applications and initiated the processing of several large warehouse distribution facilities in excess of over 500,000 square feet.

2022-23 PROGRAM GOALS AND OBJECTIVES

- Implement electronic review of land use applications and minor Planning applications.
- Process development code amendments, general plan amendments, and reclassification of zoning designations by October 2022, as mandated by the Housing Element.
- Begin preliminary analysis and background work for upcoming General Plan updates to the Safety Element and creation of a new Environmental Justice Element as required by the Housing Element.
- Continue to process, review, and implement the Silverwood Specific Plan (Tapestry) and formulate standard operating procedures for staff to process future plan submittals.
- Continue to process entitlement applications and EIR’s for several large warehouse distribution facilities in excess of over 500,000 square feet.
- Continue to assess Development Code for future modifications and updates.

FUND:	GENERAL FUND	100
DEPARTMENT:	DEVELOPMENT SERVICES	29
DIVISION:	COMMUNITY DEVELOPMENT	300
PROGRAM:	PLANNING	3000

PERFORMANCE AND

WORKLOAD INDICATORS

	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
Business Licenses (new)	1,449	1,516	**2,349	3,600
Submit New DRC Items	86	60	61	90
Conditional Use Permits/Revisions	8	13	16	15
Development Code Amendments	1	1	2	5
Parcel Maps (includes revisions)	8	8	5	10
Tentative Tracts & Tract Extensions	15	2	5	5
Site Plan Reviews/Revised Site Plan Reviews	14	15	17	20
Medical Cannabis Business Permits	26	*N/A	*N/A	*N/A

*On November 19, 2019, the council placed a stay on this program and no new applications were accepted after that date.

**Increasing in Licenses is attributed to Truck Parking Permit Program estimate of 350 in the first year and 40% compliance in Rental Housing Program (1,746 licenses).

FUND: GENERAL FUND 100
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: COMMUNITY DEVELOPMENT 300
PROGRAM: BUILDING & SAFETY 3020

PROGRAM EXPENDITURE SUMMARY						% Change From
	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	2021-22 Budget
Salaries	\$ 704,145	\$ 653,785	\$ 674,748	\$ 696,099	\$ 705,498	5%
Benefits	335,389	339,029	329,627	330,414	343,922	4%
Materials & Operations	34,585	30,603	37,597	37,036	48,473	29%
Contractual	19,264	18,412	123,016	192,211	82,080	-33%
Other Operating	21,566	21,863	20,599	16,077	22,845	11%
Capital Outlay	0	0	0	0	0	0%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 1,114,948	\$ 1,063,692	\$ 1,185,587	\$ 1,271,837	\$ 1,202,818	1%

PROGRAM DESCRIPTION

Building and Safety is responsible for permitting, plan checking, building inspection, and land grading operations for compliance with adopted building codes and Federal and State Laws, which assists with achieving the City Council goal on Future Development. Technicians at the public counter process permits and provide public information for a wide variety of development related issues. The program also administers the business licensing, billing, and fee collection of several key programs within the City including: Fats, Oils, and Grease (FOG); Residential Truck Parking; Rental Housing; Deemed Approved Alcohol; Tobacco Retail Licensing; and provides the Permit-To-Operate and inspections for the eleven mobile home parks that lie within the City's boundaries.

PROGRAM STAFFING	2019-20	2020-21	2021-22	2022-23
<u>Full-Time Staff</u>				
Administrative Analyst	0.50	0.50	0.50	0.00
Administrative Secretary	0.00	0.00	0.10	0.10
Assistant City Manager	0.10	0.05	0.00	0.00
Building Inspector	3.00	3.00	3.00	3.00
Building Official	1.00	1.00	0.00	0.00
Community Development Coordinator	0.00	0.00	0.50	0.00
Community Development Supervisor	0.50	0.50	0.00	0.50
Community Development Technician	0.00	0.00	0.50	0.50
Deputy Community Development Director	0.00	0.00	0.50	0.50
Executive Secretary	0.10	0.10	0.00	0.00
Plans Examiner	2.00	2.00	2.00	3.00
Senior Community Development Technician	0.50	0.50	0.50	0.50
Total Full-Time Staff	7.70	7.65	7.60	8.10
<u>Part-Time Staff</u>				
Administrative Analyst	0.00	0.00	0.23	0.00
Building Inspector	0.46	0.00	0.00	0.00
Plans Examiner	0.46	0.46	0.46	0.00
Total Part-Time Staff	0.92	0.46	0.69	0.00
Total Full & Part-Time Staff	8.62	8.11	8.29	8.10

FUND:	GENERAL FUND	100
DEPARTMENT:	DEVELOPMENT SERVICES	29
DIVISION:	COMMUNITY DEVELOPMENT	300
PROGRAM:	BUILDING & SAFETY	3020

SIGNIFICANT PROGRAM EXPENDITURE CHANGES

- None.

2021-22 PROGRAM ACCOMPLISHMENTS

- Issued permits and performed inspections for the construction of 1,055,360 square foot, Modway Furniture distribution warehouse located in the Hesperia Commerce Center.
- Reviewed 2,488 plans, which exceeded the stated goal of 2,300. These plans included several new industrial, commercial, single and multi-family projects, tenant improvement projects, along with numerous patios, pools, garages, and additions.
- Completed the development and implementation of the mandatory Rental Housing Business License and Inspection Program. This program is intended to ensure basic habitability for renters, ensure property owners remain responsible for their properties and remove blight and unsafe conditions from neighborhoods. A total of 2,187 regulated business licenses have been issued, consisting of 1,932 single family residences and 2,885 multi-family units.
- Completed the development and implementation of the Residential Commercial Truck Parking Permit Program designed to address significant damage and deterioration caused on residential roads by very large and extremely heavy commercial vehicles while balancing the needs of Hesperia’s trucking community. Eligible residents were required to obtain a business license and permit for commercial vehicles parked on their properties within lot size restrictions before the November 3, 2021 moratorium on permits. A total of 310 addresses in the City have active parking permits, consisting of 406 trucks and 443 trailers.
- Implemented the previously adopted Deemed Approved Inspection program intended to mitigate potential issues that may arise from the sale of alcohol such as loitering, littering and graffiti. To comply with the program, the business will receive a yearly inspection from Code Enforcement using an industry standard checklist. Community Development partnered with Code Enforcement in educating businesses on City requirements during the first year of inspections to gain compliance. A total of 126 businesses have registered for the program and completed annual inspections which frequently require follow-up inspections for compliance.

2022-23 PROGRAM GOALS AND OBJECTIVES

- Review building plans and issue permits for the construction of a 1,226,589 square foot distribution warehouse in the Hesperia Commerce Center.
- Continue to coordinate with Code Enforcement to administer the Residential Rental Housing Business License and Inspection Program. This program is aimed at ensuring basic habitability for renters, ensuring property owners remain responsible for their properties and remove blight and unsafe conditions from neighborhoods.
- Implement the newly adopted Tobacco Retail Licensing Program intended to ensure that retailers comply with tobacco control laws and business standards of the City of Hesperia to protect the health, safety, and welfare of residents.

FUND:	GENERAL FUND	100
DEPARTMENT:	DEVELOPMENT SERVICES	29
DIVISION:	COMMUNITY DEVELOPMENT	300
PROGRAM:	BUILDING & SAFETY	3020

**PERFORMANCE AND
WORKLOAD INDICATORS**

	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
Permits Issued	3,475	3,454	2,144	3,230
Solar Permits Issued	456	740	868	500
New Residential Permits	239	295	*101	150
Plans Reviewed	2,451	2,560	2,488	2,400
Inspections	13,754	14,100	10,843	14,500
Inspections Per Day Per Inspector	20.90	18.95	19.25	18.50

*Housing based on 220 single family and multi-family units plus an anticipated 100 tract homes.

FUND: GENERAL FUND 100
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: CODE COMPLIANCE 305

DIVISION EXPENDITURE SUMMARY	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	% Change From 2021-22 Budget
Salaries	\$ 1,616,854	\$ 1,558,030	\$ 1,934,942	\$ 2,202,705	\$ 2,535,730	31%
Benefits	837,115	864,159	1,013,787	1,078,132	1,356,631	34%
Materials & Operations	192,261	183,261	216,119	236,806	290,167	34%
Contractual	116,272	169,014	373,524	336,000	418,800	12%
Other Operating	47,258	74,810	71,011	64,921	81,160	14%
Capital Outlay	0	14,535	38,042	189,776	101,334	166%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 2,809,760	\$ 2,863,809	\$ 3,647,425	\$ 4,108,340	\$ 4,783,822	31%

DIVISION EXPENDITURE SUMMARY	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	% Change From 2021-22 Budget
Code Enforcement	\$ 1,170,268	\$ 1,204,304	\$ 1,728,671	\$ 1,830,626	\$ 2,467,764	43%
Animal Control	1,639,492	1,659,505	1,918,754	2,277,714	2,316,058	21%
TOTAL	\$ 2,809,760	\$ 2,863,809	\$ 3,647,425	\$ 4,108,340	\$ 4,783,822	31%

<u>DEPARTMENT STAFFING</u>	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
Total Full-Time Staff	23.90	22.90	27.95	34.95
Total Part-Time Staff	1.84	1.84	1.84	3.22
Total D.S. Code Compliance Staff	25.74	24.74	29.79	38.17

Note: In depth detailed staffing changes are located in Section E. City Position Summaries and subsequent expenditures can be found in Section D. Expenditure Summaries.

FUND: GENERAL FUND 100
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: CODE COMPLIANCE 305
PROGRAM: CODE ENFORCEMENT 3010

PROGRAM EXPENDITURE SUMMARY	2019-20	2020-21	2021-22	2021-22	2022-23	% Change From 2021-22
	Actual	Actual	Budget	Revised	Budget	Budget
Salaries	\$ 679,730	\$ 646,098	\$ 959,444	\$1,025,153	\$1,315,110	37%
Benefits	365,631	372,844	494,619	494,619	707,315	43%
Materials & Operations	50,970	67,572	69,206	82,238	124,764	80%
Contractual	55,602	72,465	131,700	106,300	191,976	46%
Other Operating	18,335	45,325	35,660	32,540	38,765	9%
Capital Outlay	0	0	38,042	89,776	89,834	136%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 1,170,268	\$ 1,204,304	\$ 1,728,671	\$1,830,626	\$2,467,764	43%

PROGRAM DESCRIPTION

Code Enforcement's primary duties are the prevention, detection, investigation, and enforcement of violations of laws regulating public nuisance, public health, aesthetics, safety and welfare, business activities, building standards, land-use and municipal affairs. Code Enforcement's responsibility lies squarely between policy making and the realms of law enforcement and litigation. City Council adopts policies, codes, rules and regulations to solve problems or to respond to federal, state, or community mandates. Code Enforcement applies these laws either by using warnings and notices to persuade voluntary compliance or by filing court actions. Code Enforcement operates seven days per week. Code Enforcement strives to achieve the City Council's number one goal of Public Safety (Goal 1).

<u>PROGRAM STAFFING</u>	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
<u>Full-Time Staff</u>				
Administrative Analyst	0.00	0.00	0.00	1.00
Administrative Secretary	0.00	0.00	0.20	0.20
Assistant City Manager	0.20	0.20	0.00	0.00
Code Enforcement Officer	4.00	4.00	7.00	9.00
Code Enforcement Supervisor	1.00	1.00	1.00	2.00
Community Development Technician	0.00	0.00	0.50	0.50
Executive Secretary	0.20	0.20	0.00	0.00
Office Assistant	1.00	0.00	2.00	2.00
Senior Code Enforcement Officer	2.00	2.00	2.00	2.00
Senior Office Assistant	1.00	1.00	1.00	1.00
Total Full-Time Staff	9.40	8.40	13.70	17.70

FUND:	GENERAL FUND	100
DEPARTMENT:	DEVELOPMENT SERVICES	29
DIVISION:	CODE COMPLIANCE	305
PROGRAM:	CODE ENFORCEMENT	3010

SIGNIFICANT PROGRAM EXPENDITURE CHANGES

- Funding in the amount of \$89,834 has been included for the purchase of three (3) service trucks.
- Materials and operations has increased due to the onboarding costs for three staffing additions. Refer to City Positions Summaries (Section E) for more detailed information.
- Additionally, the Code Enforcement Budget shows an increase due to staffing added after the adoption of the FY 2021-22 Budget. Refer to Section E – City Position Summaries for further detail.

2021-22 PROGRAM ACCOMPLISHMENTS

- Completed the development and implementation of the mandatory Rental Housing Business License and Inspection Program intended to ensure basic habitability for renters, ensure property owners remain responsible for their properties and remove blight and unsafe conditions from neighborhoods. A total of 2,186 regulated business licenses were issued consisting of 1,931 single family residences and 2,885 multi-family units.
- Continued to implement the previously adopted Deemed Approved Inspection Program to mitigate potential issues that may arise from the sale of alcohol such as loitering, littering, and graffiti. Conducted annual inspections using an industry standard checklist and partnered with Community Development in educating businesses on City requirements during the first year of inspections to gain compliance. A total of 127 businesses have registered and completed the annual inspections which frequently require follow-up inspections for compliance.
- Completed the development and implementation of the Residential Commercial Truck Parking Permit Program designed to address significant damage and deterioration caused on residential roads by very large and extremely heavy commercial vehicles while balancing the needs of Hesperia’s trucking community. Eligible residents were required to obtain a business license and permit for commercial vehicles parked on their properties within lot size restrictions before the November 3, 2021 moratorium on permits. A total of 310 address have active parking permits, consisting of 406 trucks and 443 trailers.
- Continued upgrading the City’s Code Enforcement web page by including a calendar of upcoming community events and reinforcing the positive aspects of Code Enforcement.
- Continued partnership with the Glen Helen Work Release Program to operate the Restoring the Environment for a Cleaner Hesperia (REACH) Program. The REACH crew cleaned up weeds, trash and illegal dumping at various locations throughout the City and hauled approximately 265 loads to Advance Disposal for a total of 225 tons (449,880 pounds). The REACH crew was responsible for the collection and disposal of 763 tires, 663 mattresses, 817 couches, 1,404 bags of trash, 511 shopping carts, 170 television sets, and 124 gallons of hazardous materials. Additionally, the REACH program also completed 30 board-ups on structures (residences, garages, sheds, commercial, and industrial buildings).
- Operated seven days a week to increase proactive enforcement and mitigate cases of illegal street vending, illegal commercial vehicle parking, vehicle sales, and other code enforcement cases.
- Continued to conduct quarterly Neighborhood Beautification events offering residents a cost free opportunity to dispose of bulky items.
- Continued to conduct annual inspections of massage parlors and smoke shops. As a result of this year’s inspections, one (1) massage parlor had their business license revoked due to serious violations causing their business to be closed.
- Conducted special enforcement programs concentrating on illegal vendors and parking violations outside of regular business hours resulting in 48 hours of additional enforcement.
- Conducted proactive sign violation enforcement sweep resulting in removing 260 illegal signs.
- Conducted 1 (one) quarterly Tire Amnesty Day to curb illegal dumping, which resulted in the collection of 954 tires.

FUND:	GENERAL FUND	100
DEPARTMENT:	DEVELOPMENT SERVICES	29
DIVISION:	CODE COMPLIANCE	305
PROGRAM:	CODE ENFORCEMENT	3010

2021-22 PROGRAM ACCOMPLISHMENTS (Continued)

- Conducted weekly quality-of-life sweeps with the San Bernardino County Sheriff's Department, vacating over 528 sites, and removal of approximately 41.745 tons (83,490 pounds) of trash and debris.
- Code Enforcement in conjunction with the San Bernardino County Sheriff's Department, continued enforcement of cannabis-related municipal code violation cases. Since July 1, 2021, there has been approximately 20 cases opened against grows, delivery, and dispensary facilities. Approximately 4,213 cannabis plants and 102 pounds of product were removed and destroyed.
- Continued to conduct annual inspections of all registered cannabis delivery businesses and plant permits.
- Code Enforcement, along with volunteers from Public Works, Planning, Building & Safety, and the City Manager's office staff participated in the annual Statewide Point in Time Count with the San Bernardino County Office of Homeless Services. The survey was conducted by using a web-based application designed specifically for this program to provide invaluable data on homeless individuals and families within the county on a given time and day. The Point in Time Count and Survey is critical to secure government and private funding, as well as other resources for local communities to assist those who are homeless or at risk of becoming homeless.

2022-23 PROGRAM GOALS AND OBJECTIVES

- Continue coordinated efforts with Building & Safety to administer the Residential Housing Business License and Inspection program aimed at ensuring basic habitability for renters, ensuring property owners remain responsible for their properties and remove blight and unsafe conditions from neighborhoods.
- Continue operating the Deemed Approved Inspection program to reduce problems caused by public consumption of alcoholic beverages and requiring all off-sale establishments throughout the City to receive an annual inspection to ensure that blight, litter, graffiti, loitering, and other nuisance activities are not occurring at their place of business.
- Continue the Truck Parking Permit program to allow continued parking of permitted commercial vehicles on qualifying lots and ensure trucks transporting hazardous materials are not parking in neighborhoods.
- Continue to partner with the Glen Helen Work Release Program to operate the Restoring the Environment for a Cleaner Hesperia (REACH) Program. The REACH crew removes weeds, debris, illegally dumped tires, trash, and maintains City-owned properties.
- Continue operating seven days a week to increase proactive enforcement and mitigate cases of illegal street vending, illegal commercial vehicle parking, vehicle sales, and other code enforcement cases.
- Continue to conduct quarterly Neighborhood Beautification events offering residents a cost free opportunity to dispose of bulky items.
- Continue to conduct annual inspections of massage parlors and smoke shops to reduce serious violations.
- Continue to conduct special enforcement programs, concentrating on illegal dumping, commercial vehicles, and other parking violations outside of regular business hours.
- Conduct proactive sign violation enforcement sweeps throughout the City.
- Continue to conduct quarterly Tire Amnesty Day events to reduce illegal dumping.
- Continue to conduct quality-of-life sweeps in conjunction with the San Bernardino County Sheriff's Department.
- Continue to enforce local cannabis laws by conducting sweeps with the San Bernardino County Sheriff's Department.
- Continue to conduct annual inspections of all registered cannabis delivery businesses and plant permits.
- Implement the newly adopted Tobacco Retail Licensing Program intended to ensure that retailers comply with tobacco control laws and business standards of the City of Hesperia to protect the health, safety, and welfare of residents.

FUND:	GENERAL FUND	100
DEPARTMENT:	DEVELOPMENT SERVICES	29
DIVISION:	CODE COMPLIANCE	305
PROGRAM:	CODE ENFORCEMENT	3010

**PERFORMANCE AND
WORKLOAD INDICATORS**

	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
New Enforcement Cases	5,825	4,857	9,100	9,300
Inspections (New and Recheck)				
• Code Enforcement	10,415	8,164	13,644	14,000
• Deemed Approved	N/A	143	190	160
• Rental Housing	N/A	2,624	3,936	4,500
• Truck Parking	N/A	370	370	370
Notices Issued	1,403	1,076	1,260	1,400
Parking Citations	1,171	1,333	3,470	3,500
Warrants	21	1	10	25
Court Hearings	6	5	9	12
Administrative Citations	345	434	541	550
Contracted Abatements	16	0	2	10
Tonnage	218	232	257	260
Tire Amnesty Days	2,287	1,446	954	0

REACH Program

City Abatements (Board-ups)	54	23	30	40
Tires	695	509	763	850
Mattresses	1,045	442	663	675
Couches	1,026	545	817	825
Bags of Trash	552	936	1,404	1,425
Shopping Carts	276	341	511	525
Televisions	450	113	170	175
Gallons of Hazardous Liquid	213	83	124	125

FUND: GENERAL FUND 100
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: CODE COMPLIANCE 305
PROGRAM: ANIMAL CONTROL 5000

PROGRAM EXPENDITURE SUMMARY						% Change From
	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	2021-22 Budget
Salaries	\$ 937,124	\$ 911,932	\$ 975,498	\$ 1,177,552	\$ 1,220,620	25%
Benefits	471,484	491,315	519,168	583,513	649,316	25%
Materials & Operations	141,291	115,689	146,913	154,568	165,403	13%
Contractual	60,670	96,549	241,824	229,700	226,824	-6%
Other Operating	28,923	29,485	35,351	32,381	42,395	20%
Capital Outlay	0	14,535	0	100,000	11,500	100%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 1,639,492	\$1,659,505	\$ 1,918,754	\$ 2,277,714	\$ 2,316,058	21%

PROGRAM DESCRIPTION

Animal Control provides a number of public safety functions including rabies control, dog licensing, stray and dangerous animal abatement, hearings for public nuisance, quarantine, and hearings for dangerous and/or vicious animals. These functions are paramount in achieving the City Council's first goal of Public Safety. Animal Control also provides care, shelter, and treatment for unwanted and abused animals. Animal Control maintains a large population of adoptable animals, and the on-site veterinarian provides weekly vaccination and spay/neuter clinics for High Desert residents.

<u>PROGRAM STAFFING</u>	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
<u>Full-Time Staff</u>				
Administrative Secretary	1.00	1.00	1.25	1.25
Animal Care Technician	4.00	4.00	4.00	6.00
Animal Control Officer	3.00	3.00	3.00	3.00
Animal Services Coordinator	0.00	1.00	1.00	0.00
Animal Services Specialist	0.00	0.00	0.00	1.00
Animal Services Supervisor	0.00	0.00	0.00	1.00
Animal Services Manager	1.00	1.00	1.00	0.00
Assistant City Manager	0.25	0.25	0.00	0.00
Field Services Supervisor	0.00	0.00	0.00	1.00
Executive Secretary	0.25	0.25	0.00	0.00
Office Assistant	3.00	3.00	3.00	3.00
Senior Animal Care Technician	1.00	0.00	0.00	0.00
Senior Animal Control Officer	1.00	1.00	1.00	1.00
Total Full-Time Staff	14.50	14.50	14.25	17.25

FUND:	GENERAL FUND	100
DEPARTMENT:	DEVELOPMENT SERVICES	29
DIVISION:	CODE COMPLIANCE	305
PROGRAM:	ANIMAL CONTROL	5000

<u>PROGRAM STAFFING (Continued)</u>	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
<u>Part-Time Staff</u>				
Animal Care Technician	0.92	0.92	0.92	1.38
Office Assistant	0.92	0.92	0.92	0.92
Receptionist	0.00	0.00	0.00	0.92
Total Part-Time Staff	1.84	1.84	1.84	3.22
Total Full & Part-Time Staff	16.34	16.34	16.09	20.47

SIGNIFICANT PROGRAM EXPENDITURE CHANGES

- Funding in the amount of \$11,500 is included as a carry-over for the swap-out of bed boxes on the replacement trucks that were purchased in FY 2021-22 with the ones from the old vehicles.
- Additionally, the budget shows an increase due to staffing added after the adoption of the FY 2021-22 Budget. Refer to Section E – City Position Summaries for further detail.

2021-22 PROGRAM ACCOMPLISHMENTS

- Continued the Pets and Vets program to increase adoptions and decrease euthanasia.
- Staff continued to successfully operate a cat adoption program through PetSmart Adoption Charities in Apple Valley PetSmart. Monies paid to the City through the participation in the PetSmart Charities are placed back into the Shelter's Adoption Program. There were 46 cat adoptions from July 2020 through June 2021, which decreased from past years due to the COVID-19 restrictions.
- Applied for a grant from the Raymond Pryke Foundation and received \$10,000, to fund the purchase of new cages for medical and surgery room areas.
- Continued the established Volunteer Program to help with animal enrichment as well as offering community involvement within the shelter.
- Increased visibility of animal services through media, events, City of Hesperia webpage, 24PetConnect.com webpage, Facebook page, and Instagram page.
- Continued outreach to receive donations of all cat litter and laundry detergent that is needed for the shelter operations. This includes many pallets worth of product, including retail packaged cat litter that is then donated to our adopters for their new pet. In addition, bulk donations to help reduce food expenses.
- Applied for a grant from Best Friends Animal Society and received \$4,000 to fund kits in order to expand the kitten foster program. This increases adoption and decreases euthanasia.
- Completed the medical suite from the Raymond Pryke Foundation grant monies. This room is fully functioning and is utilized to offset medical expenses, by eliminating costs of basic procedures that can be performed by the shelter's registered veterinary technicians. Allotted contract monies are used for surgeries and/or treatments beyond the scope of a registered veterinary technician allowed procedures.
- Continued the managed intake policies thus maintaining the 'No-Kill Shelter' status by working with rescue groups, private adoptions, and the Spay, Neuter, and Release program. A 'No-Kill Shelter', is defined as an animal shelter that has a placement rate of 90% or higher.

2022-23 PROGRAM GOALS AND OBJECTIVES

- Continue to identify outside funding sources and apply for targeted spay/neuter grants and microchip grants.
- Continue to increase visibility of animal services through media, community events, webpage, Facebook, and Instagram pages.

FUND:	GENERAL FUND	100
DEPARTMENT:	DEVELOPMENT SERVICES	29
DIVISION:	CODE COMPLIANCE	305
PROGRAM:	ANIMAL CONTROL	5000

2022-23 PROGRAM GOALS AND OBJECTIVES (Continued)

- Continue to expand foster parent program allowing animals to be fostered by the public. This effort will help to reduce animals in the shelter and possibly lead to the animal being adopted by the foster thus increasing adoption rates.
- Expand our outreach programs to help educate the community regarding dog licensing, adoptions, donations, wild life and proper animal care.

PERFORMANCE AND

WORKLOAD INDICATORS

	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
Officer call response	8,931	8,106	8,000	8,500
Citations & Notice of Violations	1,612	1,672	2,300	2,300
Hearings	15	25	20	25
Owner Turn-in-Alive*	462	114	180	160
Owner Turn-in-Deceased	176	50	100	120
Strays Recovered-Alive	4,820	4,379	4,000	4,500
Strays Recovered-Deceased	850	890	900	900
Seized/Abandoned/Agency Assist	109	122	120	150
Animals Adopted/Rescued	2,404	1,994	2,500	1,500
Animals Euthanized	784	279	300	250
Transfer to another Agency	36	19	15	20
Animal Licenses Issued	14,906	14,340	18,000	20,000
Number of Animals Processed (Intake)	5,855	5,114	5,000	5,200
Pets/Vets Program	34	36	40	50
Trap, Neuter, Release (TNR) Program	972	983	850	900
<u>Shelter Operations Donations</u>				
Cat Litter pallets annually (lbs.)	40,000	40,000	40,000	40,000
Laundry Detergent 2-4 pallets annually (lbs.)	20,000	20,000	20,000	20,000
Dog Food (lbs.)	2,000	3,000	5,000	6,000

*Managed Intake Program implemented March 2020

FUNDS: GENERAL FUND 100 AND STREETS MAINTENANCE FUND 263
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: PUBLIC WORKS 310

DIVISION EXPENDITURE SUMMARY						% Change From
	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	2021-22 Budget
Salaries	\$ 2,131,056	\$ 1,548,653	\$ 1,638,184	\$ 1,759,242	\$ 1,974,988	21%
Benefits	1,020,434	911,150	918,877	930,527	1,108,174	21%
Materials & Operations	921,906	882,877	940,244	1,004,942	1,045,434	11%
Contractual	1,255,806	1,055,841	1,266,044	1,278,212	1,633,191	29%
Other Operating	466,695	491,171	398,512	369,119	441,138	11%
Capital Outlay	129,188	103,510	225,000	337,542	301,000	34%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 5,925,085	\$ 4,993,202	\$ 5,386,861	\$ 5,679,584	\$ 6,503,925	21%

DIVISION EXPENDITURE SUMMARY						% Change From
	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	2021-22 Budget
Street Maintenance (263)						
3150 Street Maintenance	\$ 2,428,969	\$ 1,885,807	\$ 2,021,138	\$ 2,030,117	\$ 2,098,161	4%
3170 Traffic	1,619,284	1,411,812	1,367,595	1,418,735	1,879,475	37%
Total Fund Street Maintenance (Fund 263)	\$ 4,048,253	\$ 3,297,619	\$ 3,388,733	\$ 3,448,852	\$ 3,977,636	17%
General Fund (100)						
3100 Engineering	\$ 793,771	\$ 722,907	\$ 864,415	\$ 955,305	\$ 967,725	12%
3110 Building Maintenance	1,083,061	972,676	1,133,713	1,275,427	1,358,564	20%
CIP	0	0	0	0	200,000	100%
Total General Fund (100)	\$ 1,876,832	\$ 1,695,583	\$ 1,998,128	\$ 2,230,732	\$ 2,526,289	26%
Total Public Works	\$ 5,925,085	\$ 4,993,202	\$ 5,386,861	\$ 5,679,584	\$ 6,503,925	21%

<u>DIVISION STAFFING</u>	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
Total Full-Time Staff	31.65	31.65	21.85	24.90
Total Part-Time Staff	2.99	1.38	1.38	1.84
Total D.S. Public Works Staff	34.64	33.03	23.23	26.74

Note: In depth detailed staffing changes are located in Section E. City Position Summaries and subsequent expenditures can be found in Section D. Expenditure Summaries.

FUND: STREETS MAINTENANCE FUND 263
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: PUBLIC WORKS 310

DIVISION EXPENDITURE SUMMARY						% Change
	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	From 2021-22 Budget
Salaries	\$ 1,670,451	\$ 1,124,508	\$ 1,137,702	\$ 1,193,642	\$ 1,346,250	18%
Benefits	774,114	674,994	626,618	628,377	743,050	19%
Materials & Operations	415,728	345,565	388,175	416,536	434,707	12%
Contractual	792,418	666,385	773,270	766,348	926,211	20%
Other Operating	266,354	382,657	287,968	225,985	256,418	-11%
Capital Outlay	129,188	103,510	175,000	217,964	271,000	55%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 4,048,253	\$ 3,297,619	\$ 3,388,733	\$ 3,448,852	\$ 3,977,636	17%

DIVISION DESCRIPTION

The Street Maintenance Fund includes the Streets Maintenance Program and Traffic Program. Streets Maintenance is responsible for operations and maintenance of the street and right-of-way network within the City. The Traffic Program is responsible for operations and maintenance of the street and right-of-way network within the City.

<u>DIVISION STAFFING</u>	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
Total Full-Time Staff	26.10	26.10	15.80	17.65
Total Part-Time Staff	1.84	0.92	0.92	0.92
Total Full & Part-Time Staff	27.94	27.02	16.72	18.57

FUND: STREETS MAINTENANCE FUND 263
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: PUBLIC WORKS 310
PROGRAM: STREET MAINTENANCE 3150

PROGRAM EXPENDITURE SUMMARY	2019-20	2020-21	2021-22	2021-22	2022-23	% Change
	Actual	Actual	Budget	Revised	Budget	From 2021-22 Budget
Salaries	\$ 1,098,937	\$ 751,693	\$ 824,922	\$ 864,862	\$ 889,828	8%
Benefits	502,232	441,868	445,934	447,693	487,688	9%
Materials & Operations	242,189	209,691	230,491	194,997	200,298	-13%
Contractual	233,771	106,042	121,207	121,207	124,563	3%
Other Operating	222,652	359,381	256,084	183,394	220,784	-14%
Capital Outlay	129,188	17,132	142,500	217,964	175,000	23%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 2,428,969	\$ 1,885,807	\$ 2,021,138	\$ 2,030,117	\$ 2,098,161	4%

PROGRAM DESCRIPTION

The Street Maintenance Program is responsible for operations and maintenance of the street and right-of-way network within the City. These responsibilities include, but are not limited to, street and shoulder repair, crack sealing, flood control, box culverts, debris removal, ice control, and support of Code Compliance issues and City-sponsored functions. This program is also responsible for the maintenance of all stormwater inlets and outlets, ensuring that they remain unobstructed for the free flow of stormwater runoff.

<u>PROGRAM STAFFING</u>	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
<u>Full-Time Staff</u>				
Administrative Analyst	0.25	0.25	0.25	0.45
Administrative Secretary	0.25	0.25	0.65	0.65
Assistant City Manager	0.10	0.10	0.15	0.15
Assistant Engineer	0.20	0.20	0.20	0.20
Construction Inspection Supervisor	0.25	0.25	0.25	0.00
Construction Inspector	0.30	0.30	0.30	0.30
Deputy Director of Development Services	0.00	0.00	0.00	0.15
Director of Public Works	0.00	0.00	0.35	0.35
Engineering Technician	0.20	0.20	0.00	0.00
Equipment Operator	4.30	4.30	2.00	2.00
Executive Secretary	0.10	0.10	0.00	0.00
Fleet/Warehouse Supervisor	0.15	0.15	0.15	0.15
Geographical Information Systems Manager	0.15	0.15	0.15	0.00
Geographical Information Systems Technician	0.15	0.15	0.15	0.00
Maintenance Crew Supervisor	1.30	1.30	0.30	0.30
Maintenance Worker	5.10	5.10	3.10	3.10
Management Analyst	0.00	0.00	0.35	0.35
Office Assistant	0.55	0.55	0.25	0.25
Public Works Manager	0.40	0.40	0.00	0.00
Public Works Supervisor	0.00	0.00	0.35	0.35

FUND: STREETS MAINTENANCE FUND 263
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: PUBLIC WORKS 310
PROGRAM: STREET MAINTENANCE 3150

<u>PROGRAM STAFFING (Continued)</u>	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
<u>Full-Time Staff</u>				
Senior Engineering Technician	0.00	0.00	0.20	0.00
Senior Maintenance Worker	2.80	2.80	1.50	1.50
Senior Management Analyst	0.20	0.20	0.20	0.45
Total Full-Time Staff	16.75	16.75	10.85	10.70
<u>Part-Time Staff</u>				
Maintenance Worker	1.84	0.92	0.92	0.92
Total Part-Time Staff	1.84	0.92	0.92	0.92
Total Full & Part-Time Staff	18.59	17.67	11.77	11.62

SIGNIFICANT PROGRAM EXPENDITURE CHANGES

- Funding in the amount of \$34,125 has been included for the purchase of one (1) mid-size truck to replace the current aged, high mileage unit, which continues to have constant repairs.
- Funding in the amount of \$54,875 has been included for the purchase of one (1) full-size truck and dump bed insert. The new truck will be used as a dual-purpose truck; during the winter months, the truck will be used to spread cinder during storm events; and in the summer months will be used to address pothole complaints.
- \$11,000 has been included for the purchase of one (1) trailer mounted light tower.
- Funding in the amount of \$75,000 has been included for the purchase of one (1) skid steer with mower and fork attachments.

2021-22 PROGRAM ACCOMPLISHMENTS

- Rehabilitation of flood control channel from Peach Avenue to Orchid Avenue.
- Used 300 tons of cold mix to repair 30,000 potholes. Used 200 tons of asphalt to repair 4,472 square feet of roads.
- Completed 4,450 square feet of trench repair for Water Division.
- Graded 90 miles of dirt roads and shoulders.
- Removed excess sediment from the H-01 retention basin.
- Crack-sealed 670 linear feet of cracks on road.
- Performed asphalt repair to Bear Valley Road between the Mojave River Bridge and Fish Hatchery Road.

2022-23 PROGRAM GOALS AND OBJECTIVES

- Continue to grade dirt roads every 12 to 18 weeks, or as needed.
- Install concrete barriers at various locations to help prevent illegal dumping.
- Continue to maintain storm drain facilities, retention basins, and associated dry wells consistent with State and Federal Law.

FUND: STREETS MAINTENANCE FUND 263
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: PUBLIC WORKS 310
PROGRAM: STREET MAINTENANCE 3150

2022-23 PROGRAM GOALS AND OBJECTIVES (Continued)

- Rehabilitation of flood control channel from Santa Fe Avenue to I Avenue to assist with erosion control.
- Rehabilitation of Main Street from Hickory Avenue to Balsam Avenue.
- Continue to provide pavement repairs for Water programs.

PERFORMANCE AND

<u>WORKLOAD INDICATORS</u>	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
Pavement Repaired (Square Feet)	*32,000	158,715	8,000	10,000
Pavement Repaired/Water Patches (Sq. Ft.)	*12,000	8,398	4,450	8,000
Berms Constructed (Feet)	*1,130	1,424	520	800
Hot Mix (Tons)	*482	38,575	200	500
Potholes Repaired	*21,500	32,565	30,000	35,000
Cold Mix (Tons)	*330	387	300	200
Dirt Roads Graded (Miles)	*61	17	30	15
Shoulders Graded (Miles)	*20	33	60	40
Debris Tons (Weeds, Trash-Advanced Disposal)	*766	689	300	500
Debris to Mojave Yard (Loads)	*1,700	469	60	300
Fill Dirt (Loads)	*291	51	100	300
Storm Drains Cleaned (Counts)	333	156	480	200
Crack-Seal (Feet)	*110	0	0	200
Slurry Seal (Miles)	3	0	0	0

*During Fiscal Year (FY) 2019-20, the pandemic drastically affected the amount of work that employees were able to complete.

Hesperia has 538 miles of roads, with 498 paved and 40 unpaved.

FUND: STREETS MAINTENANCE FUND 263
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: PUBLIC WORKS 310
PROGRAM: TRAFFIC 3170

PROGRAM EXPENDITURE SUMMARY						% Change From
	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	2021-22 Budget
Salaries	\$ 571,514	\$ 372,815	\$ 312,780	\$ 328,780	\$ 456,422	46%
Benefits	271,882	233,126	180,684	180,684	255,362	41%
Materials & Operations	173,539	135,874	157,684	221,539	234,409	49%
Contractual	558,647	560,343	652,063	645,141	801,648	23%
Other Operating	43,702	23,276	31,884	42,591	35,634	12%
Capital Outlay	0	86,378	32,500	0	96,000	195%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 1,619,284	\$ 1,411,812	\$ 1,367,595	\$ 1,418,735	\$ 1,879,475	37%

PROGRAM DESCRIPTION

The Traffic Program is responsible for operations and maintenance of the street and right-of-way network within the City. These responsibilities include, but are not limited to, sign maintenance, traffic signal maintenance, striping, street sweeping, weed abatement, graffiti removal, and support of Code Compliance issues and City-sponsored functions. This Program is responsible for ensuring safe traffic flow within the City through the proper use and maintenance of signs and markings, traffic signals, and related traffic control devices, practices, and techniques.

<u>PROGRAM STAFFING</u>	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
<u>Full-Time Staff</u>				
Administrative Secretary	0.25	0.25	0.25	0.25
Fleet/Warehouse	0.15	0.15	0.15	0.15
Maintenance Crew Supervisor	1.00	1.00	1.00	1.00
Maintenance Worker	4.30	4.30	2.30	3.30
Office Assistant	0.25	0.25	0.25	0.25
Public Works Manager	0.40	0.40	0.00	0.00
Senior Maintenance Worker	3.00	3.00	1.00	1.00
Traffic Signal Technician	0.00	0.00	0.00	1.00
Total Full-Time Staff	9.35	9.35	4.95	6.95

SIGNIFICANT PROGRAM EXPENDITURE CHANGES

- \$24,500 has been included for the purchase of one (1) trailer mounted hot water pressure washer, which will be used to perform weekly bus shelter maintenance throughout the City.
- Funding in the amount of \$42,000 is included for the replacement of one (1) traffic signal cabinet at the intersection of Peach Avenue and Main Street. The current cabinet is aged and not to City specification.
- Due to nationwide supply chain issues experienced by the automobile industry, funding in the amount of \$29,500 is included as a carry-over from the FY 2021-22 Budget for the purchase of one (1) service truck.
- Materials & Operations have increased 49%, due to the planned traffic signals and traffic signs reactive and proactive maintenance to be performed this fiscal year.
- The street sweeping contract is projected to increase by approximately \$152,000 due to the increase of labor and fuel costs.

FUND:	STREETS MAINTENANCE FUND	263
DEPARTMENT:	DEVELOPMENT SERVICES	29
DIVISION:	PUBLIC WORKS	310
PROGRAM:	TRAFFIC	3170

2021-22 PROGRAM ACCOMPLISHMENTS

- Installed 50 rotating flooded signs in flood prone locations.
- Converted twenty (20) traffic signal lights to cost saving LED's (light emitting diode) at various intersections throughout the City.
- Supported Engineering by completing twenty (20) work orders that required the installation of traffic signs and/or legends.
- Installed four (4) LED stop signs at the intersection of Rancho Road and Seventh Avenue to enhance driver safety.
- Replaced outdated traffic signal cabinets at the intersection of Main Street and G Avenue.
- Replaced the traffic signal cabinet at Rancho Road and Caliente Road due to vandalism.
- Inspected and provided sign maintenance to 400 signs.
- Removed graffiti from 422 locations within the City.
- Performed traffic signal maintenance for 35 intersections.
- Provided 5,204 curb miles of street sweeping to keep the neighborhoods and streets free of debris.
- Provided after hours on-call for emergency traffic signal repairs, downed signs, road repair and closures for Police and Fire.
- Installed truck route signs in support of the City's newly adopted Truck Route Program.
- Installed speed back signs on Maple Avenue in school zone for Hesperia High School.
- Installed retro-reflective backing plates on traffic signal heads at I Avenue and Sultana Street.

2022-23 PROGRAM GOALS AND OBJECTIVES

- Install LED traffic signal safety lights at the intersections of Main Street and Third Avenue, Main Street and Seventh Avenue, and Main Street and Ninth Avenue.
- Replace the traffic signal visors at the intersection of Main Street and Cataba Road to prevent the accumulation of snow.
- Continue to manage street sweeping services provided by the City's contractor so that streets and bike lanes will be free of debris and trash.
- Remove garage sale signs from City right-of-way every Monday.
- Continue to maintain legends, striping, and curb markings throughout the City.
- Continue to clean and maintain bus shelters to support public transportation within the City.
- Continue to provide the following support to the Engineering Program:
 - Complete work orders that require the installation of new signage and legend painting.
 - Install new traffic signals for 2022-23.
 - Collaborate on the Rancho Road widening project.

FUND: STREETS MAINTENANCE FUND 263
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: PUBLIC WORKS 310
PROGRAM: TRAFFIC 3170

PERFORMANCE AND

<u>WORKLOAD INDICATORS</u>	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
Legends Painted (Stop, Bar, Arrows, Speed Limit)	*640	*91	500	500
Signs Maintained	*1,405	*584	400	500
Graffiti Sites Addressed	*1,075	1,524	422	500
Striping (Feet)	*151,958	**1,495,415	200,000	200,000
Street Sweeping (Curb Miles)	3,780	3,780	5,213	5,213
Crosswalk and Curb (Feet)	*735	*116	20,000	30,000

*During Fiscal Year (FY) 2019-20 and FY 2020-21, the pandemic drastically affected the amount of work that employees were able to complete.

**Additional work completed on north and south streets from Bear Valley Road to Rancho Road.

FUND: GENERAL FUND 100
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: PUBLIC WORKS 310
PROGRAM: ENGINEERING 3100

PROGRAM EXPENDITURE SUMMARY						% Change From
	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	2021-22 Budget
Salaries	\$ 333,413	\$ 318,403	\$ 363,480	\$ 422,098	\$ 432,600	19%
Benefits	155,626	158,353	201,614	211,505	231,516	15%
Materials & Operations	16,275	10,435	13,785	11,646	13,607	-1%
Contractual	273,392	227,864	271,820	287,050	275,300	1%
Other Operating	15,065	7,852	13,716	23,006	14,702	7%
Capital Outlay	0	0	0	0	0	0%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 793,771	\$ 722,907	\$ 864,415	\$ 955,305	\$ 967,725	12%

PROGRAM DESCRIPTION

Engineering is responsible for the planning, design, and construction of the infrastructure of the City to address the needs of the community both today and in the future. The Program also reviews all development proposals to ensure that they conform to City codes and standards, and provides technical input to street, traffic, transit, and wastewater member agencies, which meets the City Council goal pertaining to Capital Improvement. Engineering also oversees all aspects of the City's Capital Improvement Program, including the Annual Paving Program and street, wastewater, potable water, and storm drain related construction projects. The Engineering Program maintains responsibility for traffic engineering and works closely with the Public Works Department to respond to concerns.

<u>PROGRAM STAFFING</u>	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
<u>Full-Time Staff</u>				
Administrative Analyst	0.25	0.25	0.25	0.45
Administrative Secretary	0.00	0.00	0.30	0.30
Assistant City Manager	0.10	0.10	0.20	0.20
Assistant Engineer	0.15	0.15	0.15	0.15
Community Development Technician	0.25	0.25	0.25	0.25
Construction Inspection Supervisor	0.10	0.10	0.10	0.00
Construction Inspector	0.85	0.85	0.85	0.85
Engineering Technician	0.20	0.20	0.00	0.00
Environmental Compliance Inspector	0.00	0.00	0.40	0.40
Executive Secretary	0.10	0.10	0.00	0.00
Geographical Information Systems Manager	0.15	0.15	0.15	0.00
Geographical Information Systems Technician	0.15	0.15	0.15	0.00
Office Assistant	0.20	0.20	0.00	0.00
Project Construction Manager	0.75	0.75	0.75	0.75
Senior Engineering Technician	0.00	0.00	0.20	0.00
Senior Management Analyst	0.30	0.30	0.30	0.90
Total Full-Time Staff	3.55	3.55	4.05	4.25

FUND: GENERAL FUND 100
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: PUBLIC WORKS 310
PROGRAM: ENGINEERING 3100

<u>PROGRAM STAFFING (Continued)</u>	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
<u>Part-Time Staff</u>				
Administrative Intern	0.23	0.23	0.23	0.23
Office Assistant	0.00	0.00	0.00	0.46
Total Part-Time Staff	0.23	0.23	0.23	0.69
Total Full & Part-Time Staff	3.78	3.78	4.28	4.94

SIGNIFICANT PROGRAM EXPENDITURE CHANGES

- \$100,000 is included for additional engineering services due to the increase in development activity.
- \$50,000 including for contract plan check services and construction inspections.

2021-22 PROGRAM ACCOMPLISHMENTS

- Completion of the expansion of the Park and Ride facility on Joshua Street at Highway 395. State and regional grants were utilized to fund the project and construction completed early 2022.
- Development Services staff continued oversight and revisions of the MS4 Stormwater State permit requirements and monitored citywide development compliance.
- Silverwood Project grading began and construction has commenced.
- Completed construction of the Community Development Block Grant (CDBG) funded dirt road paving project that included Cactus Street – from First Avenue to Sixth Avenue and Fourth Avenue – from Joshua Street to Cactus Street.
- Completed design, permitting, right-of-way acquisition and awarded a construction contract for widening of Ranchero Road between I-15 and Seventh Avenue including the DWR Aqueduct Bridge. Began utility relocations and construction of improvements.
- The GIS program has transitioned to the Information Technology (IT) Division, streamlining services to allow for and to facilitate efficiencies in customer support and technology planning.

2022-23 PROGRAM GOALS AND OBJECTIVES

- Complete construction of the drainage structure in the Antelope Valley Wash where it crosses Peach Avenue including roadway improvements to Peach Avenue between Centennial Street and Hinton Avenue.
- Continue work on the A-04 Drainage Program by coordinating development along the A-04 corridor.
- San Bernardino County Flood Control, in collaboration with the City, will continue efforts to complete the Bandicoot Basin project.
- Collection of data and preparation of a citywide speed zone survey was stalled in FY 2020-21 due to funding concerns caused by the COVID-19 pandemic. Implementation is scheduled to be completed during FY 2022-23.
- Continue partnership with San Bernardino County and San Bernardino County Transit Authority (SBCTA) to widen Ranchero Road into a fully improved 5 lane roadway, including replacement of the bridge over the Aqueduct. Construction completion expected in FY 2023-24.
- Staff will continue oversight and revisions of the MS4 Stormwater State permit requirements and monitor citywide developer compliance.
- Coordinate with Caltrans on Interstate 15 maintenance project that will include detours onto City roadways.
- Complete design and commence construction of the new traffic signal and minor roadway improvements located at the intersection of Main Street & Sultana Street/Timberlane Avenue.

FUND:	GENERAL FUND	100
DEPARTMENT:	DEVELOPMENT SERVICES	29
DIVISION:	PUBLIC WORKS	310
PROGRAM:	ENGINEERING	3100

PERFORMANCE AND

WORKLOAD INDICATORS

	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
Development Review Committee Review	86	99	80	90
Document Review (Lot Mergers, Easements, Lot Line Adjustments, and Certificate of Corrections)	19	7	7	15
Dedication (Irrevocable Offer of Dedication) Document Preparation (Writing Legal/Drafting Plat)	28	36	31	33
In-House Project Design Hours- Engineering Conditions	0	40	80	80
Contract Plan Review	34	32	20	42
In-House Plan Review	10	33	16	40
Inspections	44	63	33	80
Submittals for Development Projects (Subdivisions, Parcel Maps, Commercial, Industrial & Multi-family) *	3,431	2,624	3,450	3,500
Encroachment Permits	54	96	49	120
STRM Program Permits Issued (Subdivisions, Commercial, Industrial & Multi-family)	1,099	1,429	1,497	1,785
Traffic Work Orders	13	29	38	25
Active CIPs Managed	50	44	40	50
Construction Contracts Administered	N/A	N/A	21	19
Professional Services Agreements Administered	N/A	N/A	7	8
Grants Administered	N/A	N/A	14	12
Capital Improvement Projects Bid	N/A	N/A	4	4
Request for Proposals/Request for Qualifications Issued	N/A	N/A	8	5
Request for Cost Proposal/Quote Issued	N/A	N/A	7	3
	N/A	N/A	9	6

*These are projects taken in for plan review, not approved projects.

**Spike due to water service lines being replaced in existing tracts.

FUND: GENERAL FUND 100
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: PUBLIC WORKS 310
PROGRAM: BUILDING MAINTENANCE 3110

PROGRAM EXPENDITURE SUMMARY						% Change From
	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	2021-22 Budget
Salaries	\$ 127,192	\$ 105,742	\$ 137,002	\$ 143,502	\$ 196,138	43%
Benefits	90,694	77,803	90,645	90,645	133,608	47%
Materials & Operations	489,903	526,877	538,284	576,760	597,120	11%
Contractual	189,996	161,592	220,954	224,814	231,680	5%
Other Operating	185,276	100,662	96,828	120,128	170,018	76%
Capital Outlay	0	0	50,000	119,578	30,000	-40%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 1,083,061	\$ 972,676	\$ 1,133,713	\$ 1,275,427	\$ 1,358,564	20%

PROGRAM DESCRIPTION

Building Maintenance supports all City and facilities through a predictive/preventive maintenance program that reduces facility depreciation and equipment/structural failures. The objective of this Program is to reduce the amount of unknown trouble calls that inconvenience customers and escalate maintenance costs. This program is supported by computerized maintenance management software which will allow Building Maintenance to better serve customers through planning and scheduling of maintenance activities. This will provide customers with advanced notification of maintenance that will be conducted in their work areas, while reducing the effects of catastrophic mechanical and structural failures leading to prolonged customer inconvenience and interruption of daily operations.

In addition, this program is responsible for supporting Building Maintenance operations and landscape management at City Hall and County Library (9700 and 9650 Seventh Avenue), Animal Control (11011 East Santa Fe Avenue), Police Department (15840 Smoke Tree), the City of Hesperia Park and Ride Facility (Joshua at Highway 395), Eighth Street Paseo, and the Township Landscape Management.

PROGRAM STAFFING	2019-20	2020-21	2021-22	2022-23
<u>Full-Time Staff</u>				
Custodian	1.00	1.00	1.00	1.00
Facilities Maintenance Technician	0.00	0.00	0.00	1.00
Facilities Supervisor	0.50	0.50	0.50	0.50
Senior Custodian	0.50	0.50	0.50	0.50
Total Full-Time Staff	2.00	2.00	2.00	3.00
<u>Part-Time Staff</u>				
Custodian - Part-Time	0.46	0.00	0.00	0.00
Facilities Electrician	0.23	0.23	0.23	0.23
Facilities Maintenance Technician	0.23	0.00	0.00	0.00
Total Part-Time Staff	0.92	0.23	0.23	0.23
Total Full & Part-Time Staff	2.92	2.23	2.23	3.23

FUND:	GENERAL FUND	100
DEPARTMENT:	DEVELOPMENT SERVICES	29
DIVISION:	PUBLIC WORKS	310
PROGRAM:	BUILDING MAINTENANCE	3110

SIGNIFICANT PROGRAM EXPENDITURE CHANGES

- Other operating expenses have increased due to the maintenance that is needed at city-owned facilities.
- During FY 2021-22, one Facility Maintenance Technician position was added. Refer to Section E – City Position Summaries for further information.

2021-22 PROGRAM ACCOMPLISHMENTS

- Continued to provide sanitation services at all facilities in response to COVID-19 pandemic.
- Completed the seal coat and restriping of the Hesperia Police Station parking areas. This project was completed significantly under budget due to Public Works staff completing repairs to the parking lot prior to construction.
- Supported construction of additional office space for U.S. Representative’s office and new office space for Utility Billing Supervisor at City Hall.
- Replaced two heating, ventilation and air conditioning (HVAC) units at the Hesperia Animal Shelter facility.
- Replaced lighting for flagpoles at City Hall.
- Completed five-year inspection of fire suppression systems at all City facilities.

2022-23 PROGRAM GOALS AND OBJECTIVES

- Continue to provide sanitation services of all facilities as needed.
- Oversee the construction of additional office space located within the Information Technology area at City Hall.
- Assist with the implementation of new Computerized Maintenance Management Software (CMMS).
- Maintain landscape at City Hall, County Library, Police Department, County Building, Township, and Eighth Street Paseo.
- Replace all damaged ceiling tiles upon completion of roofing repairs.

PERFORMANCE AND

<u>WORKLOAD INDICATORS</u>	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
Backlog Work Orders/PM's	145	153	*NA	*NA
Service Requests	0	40	*NA	*NA
Customer Service Request Orders	288	96	*NA	*NA
Work Orders Completed	NA	NA	NA	200
Lamps Replaced	NA	NA	NA	250
Contracts Administered	9	9	9	9
Sub Contract Invoices Processed	285	202	300	NA
Carpets Deep Cleaned (Square Feet)	1,258	3,901	2,500	15,000
Painting (Square Feet)	1,500	200	0	500
Hard Surface Cleaning (Square Feet)	80,115	200,000	5,000	50,000

*Division in search of new software to better track maintenance records.

FUND: WATER OPERATING 700
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: WATER 400

DIVISION EXPENDITURE SUMMARY						% Change From 2021-22
	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	2021-22 Budget
Salaries	\$ 3,970,213	\$ 3,705,764	\$ 3,975,410	\$ 4,245,421	\$ 4,598,416	16%
Benefits	2,180,783	2,234,173	2,287,461	2,318,413	2,661,113	16%
Materials & Operations	6,842,659	8,233,443	8,352,933	10,589,946	9,874,723	18%
Contractual	1,543,849	1,908,276	4,408,099	1,383,542	4,982,642	13%
Other Operating	3,245,926	2,559,605	2,626,913	2,944,947	2,820,516	7%
Capital Outlay	1,804,073	424,644	350,000	436,951	528,975	51%
Debt Service	1,403,041	5,837,421	234,636	234,636	234,636	0%
TOTAL	\$ 20,990,543	\$ 24,903,326	\$ 22,235,452	\$ 22,153,856	\$ 25,701,021	16%

DIVISION EXPENDITURE SUMMARY						% Change From 2021-22
	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	2021-22 Budget
Water Operating (700)						
4010 Source of Supply	\$ 3,278,811	\$ 4,178,788	\$ 4,232,272	\$ 6,416,872	\$ 4,825,015	14%
4020 Production	3,011,644	3,577,195	3,730,996	3,951,182	4,596,134	23%
4030 Distribution	1,562,371	1,592,817	1,623,578	1,602,298	1,847,563	14%
4035 Pipeline Maintenance	1,023,265	995,129	1,044,150	1,090,947	1,000,419	-4%
4040 Engineering	990,078	917,477	1,002,956	1,116,231	1,019,812	2%
4050 Customer Service	1,904,560	1,891,383	2,000,669	1,985,445	2,504,758	25%
4060 Utility Billing	1,002,579	907,098	1,027,781	1,490,516	1,302,662	27%
4070 Administration	4,857,862	9,582,403	3,525,442	3,721,612	4,064,384	15%
4080 Property Management	387,665	353,792	455,052	461,991	459,618	1%
Total Water Operating	\$ 18,018,835	\$ 23,996,081	\$ 18,642,896	\$ 21,837,094	\$ 21,620,365	16%
Water CIP (701)	\$ 2,971,708	\$ 827,198	\$ 3,330,000	\$ 72,926	\$ 3,825,000	15%
Water Reclaimed (720)	0	80,047	262,556	243,836	255,656	-3%
Total Water Operating & Capital Projects	\$ 20,990,543	\$ 24,903,326	\$ 22,235,452	\$ 22,153,856	\$ 25,701,021	16%

<u>DEPARTMENT STAFFING</u>	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
Total Full-Time Staff	59.95	58.91	56.75	58.48
Total Part-Time Staff	1.93	1.24	0.85	5.08
Total D.S. Water Staff	61.88	60.15	57.60	63.56

Note: In depth detailed staffing changes are located in Section E. City Position Summaries and subsequent expenditures can be found in Section D. Expenditure Summaries.

FUND: WATER OPERATING 700
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: WATER 400
PROGRAM: SOURCE OF SUPPLY 4010

PROGRAM EXPENDITURE SUMMARY						% Change
	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	From 2021-22 Budget
Salaries	\$ 41,434	\$ 29,000	\$ 50,587	\$ 53,587	\$ 57,706	14%
Benefits	19,169	12,125	18,821	18,821	20,931	11%
Materials & Operations	3,217,858	4,137,663	4,162,864	6,344,464	4,746,378	14%
Contractual	0	0	0	0	0	0%
Other Operating	350	0	0	0	0	0%
Capital Outlay	0	0	0	0	0	0%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 3,278,811	\$ 4,178,788	\$ 4,232,272	\$ 6,416,872	\$ 4,825,015	14%

PROGRAM DESCRIPTION

Source of Supply is responsible for managing and reporting the annual production of water. Part of the management is complying with the adjudication of the Mojave Basin. The adjudication sought to rectify the overproduction of water that caused a reduction of water flow accessible to producers in the northern portion of the Mojave Basin (downstream towards the City of Barstow). After a series of legal findings, the adjudication of the Mojave Basin Area was made final by a court decision in January 1996.

While the District owns 14,171 acre-feet (AF) of base annual production (BAP), adjudication restricts productions to 7,795 AF or 55% of the BAP. This restricted amount is called the free production allowance (FPA). Water production exceeding the annual FPA must be either replenished from third party water rights owners through annual leases or purchased directly from the Mojave Basin Area Watermaster at a premium cost. In addition, the Program is also responsible for all public information and school education programs pertaining to water conservation and in assisting homeowners and businesses to eliminate water waste.

<u>PROGRAM STAFFING</u>	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
Full-Time Staff				
Community Relations Specialist	0.75	0.75	0.75	0.75
Total Full-Time Staff	0.75	0.75	0.75	0.75

FUND: WATER OPERATING 700
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: WATER 400
PROGRAM: SOURCE OF SUPPLY 4010

SIGNIFICANT PROGRAM EXPENDITURE CHANGES

- It is projected that the Water District will produce 15,690 acre feet (AF) of water during Water Year (WY) 2021-22, which spans the time frame of October 2021 through September 2022. The WY 2021-22 production will exceed the Water District’s current annual production allowance of 7,795 AF of water by 7,895 AF. To alleviate the over production, the Water District must either secure leased rights from resellers or lease from the Mojave Basin Area Watermaster. The following table identifies the Water District projected replacement obligation plan.

	WY 2018-19 FY 2019-20	WY 2019-20 FY 2020-21	WY 2020-21 FY 2021-22	WY 2021-22 FY 2022-23
	Actual	Budget	Budget	Budget
Production:				
Annual Water District Production	13,245	13,957	14,942	15,690
Municipal & Industrial Production Allowance	8,503	7,795	7,795	7,795
Estimated Production Overage	4,742	6,162	7,147	7,895
Secured Leases & Use of Inventory Water:				
City of Hesperia	4,042	3,505	3,705	3,705
Third Party	700	582	649	201
Total Secured Leases & Use of Inventory Water	4,742	4,087	4,354	3,906
Difference between Production Overage & Leases (FY 2020-21 & FY 2021-22 Pending Lease)	0	2,075	2,793	3,989

As indicated by the chart, the City of Hesperia is the Water District’s largest provider of leased water rights. The FY 2022-23 projected cost for WY 2021-22 water is \$4,673,911, with 4,354 AF at a cost of \$557 per AF. Should the District be required to lease from the Watermaster, the posted WY 2021-22 rate is \$619 per AF, which is a 10% increase from the prior water year rate of \$563 per AF.

2021-22 PROGRAM ACCOMPLISHMENTS

- Continued to perform water audits upon request for residential and commercial properties.
- Continued to enforce the City’s Landscape Ordinance Program and referred repeat violators to Code Enforcement for further follow-up.
- Followed up with customers that triggered leak detection through the Advanced Metering Analytics (AMA) software, Beacon.
- Promoted water conservation awareness at the annual Hesperia Days event.
- Updated the Municipal Code related to water use, conservation and the water shortage plan.
- Monitored State emergency drought declarations and regulations.

2022-23 PROGRAM GOALS AND OBJECTIVES

- Continue to promote water conservation awareness at local community events.
- Continue to enforce the City’s Landscape Ordinance Program and refer repeat violators to Code Enforcement for further follow-up.
- Continue to provide residential and commercial water audits upon request.
- Continue to monitor State emergency drought declarations and regulations.

FUND:	WATER OPERATING	700
DEPARTMENT:	DEVELOPMENT SERVICES	29
DIVISION:	WATER	400
PROGRAM:	SOURCE OF SUPPLY	4010

PERFORMANCE AND

WORKLOAD INDICATORS

	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
Permanent Water Purchase (Acre-Feet) (Alto)	0	0	360	0
Make-up Water for Centro Subarea	680	704	900	1,140
Community Event Participation	4	0	1	1
School Presentations Made	0	0	0	0
Commercial Water Audits Performed	4	1	5	5
Residential Water Audits Performed	10	3	12	12
Nuisance Water Complaints Addressed	40	6	25	20
Conservation Kits Distributed	100	0	50	50
Follow-up with customers that trigger leak detection	120	100	100	125

	<u>WY 2018-19</u> <u>(FY 2019-20)</u>	<u>WY 2019-20</u> <u>(FY 2020-21)</u>	<u>WY 2020-21</u> <u>(FY 2021-22)</u>	<u>WY 2021-22</u> <u>(FY 2022-23)</u>
<u>Replacement Water for Alto Subarea</u>				
Base Annual Production (Acre-Feet)	<u>14,171</u>	<u>14,171</u>	<u>14,171</u>	<u>14,171</u>
Free Production Allowance (60% Ramped Down)	8,503	7,795	7,795	7,795
Production Amount (Pumped)	<u>13,245</u>	<u>13,957</u>	<u>14,942</u>	<u>15,690</u>
Replacement Water for Alto Subarea	4,742	6,162	7,147	7,895
Mojave Basin Area Watermaster Lease Rate (Per acre foot)	\$591	\$604	\$563	\$619
Percent Increase	2%	2%	-7%	10%

FUND: WATER OPERATING 700
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: WATER 400
PROGRAM: PRODUCTION 4020

PROGRAM EXPENDITURE SUMMARY						% Change From
	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	2021-22 Budget
Salaries	\$ 530,773	\$ 521,033	\$ 557,127	\$ 581,677	\$ 707,756	27%
Benefits	296,220	308,453	323,499	323,499	430,963	33%
Materials & Operations	1,973,964	2,435,617	2,513,160	2,663,021	3,019,915	20%
Contractual	136,931	129,068	177,100	177,000	185,500	5%
Other Operating	37,795	36,057	39,110	37,827	38,625	-1%
Capital Outlay	35,961	146,967	121,000	168,158	213,375	76%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 3,011,644	\$ 3,577,195	\$ 3,730,996	\$ 3,951,182	\$ 4,596,134	23%

PROGRAM DESCRIPTION

This Program is responsible for performing proactive, preventative, and reactive maintenance to the infrastructure required to extract, disinfect, and store drinking water supplies. The City utilizes 16 wells located throughout the service area to extract ground water. In some areas, extracted groundwater is piped directly to reservoirs to be used to meet peak demands during the summer months. The Program has adopted a five-year maintenance plan to ensure that the 14 reservoirs providing 64.5 million gallons of storage are inspected and cleaned. Water Production is also responsible for performing water quality samples to meet stringent standards set forth by the Environmental Protection Agency (EPA) and the State Water Resources Control Board (SWRCB).

<u>PROGRAM STAFFING</u>	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
<u>Full-Time Staff</u>				
Maintenance Crew Supervisor	1.00	1.00	1.00	1.00
Maintenance Worker	2.00	2.00	2.00	3.00
Pump Operator	1.95	1.95	1.95	1.95
Senior Pump Maintenance Worker	0.95	0.95	0.95	0.95
Senior Pump Operator	0.95	0.95	0.95	0.95
Water Quality Specialist	1.00	1.00	1.00	1.00
Water Quality Technician	0.00	0.00	0.00	1.00
Total Full-Time Staff	7.85	7.85	7.85	9.85

SIGNIFICANT PROGRAM EXPENDITURE CHANGES

- Funding in the amount of \$102,375 has been included for the purchase of three (3) vehicles to replace the aging vehicles.
- Due to nationwide supply chain issues experienced by the automobile industry, funding in the amount of \$61,000 is included as a carry-over from the FY 2021-22 Budget for the purchase of two (2) vehicles to replace the aging vehicles.
- It is anticipated that electricity costs will increase by approximately \$400,000.

FUND: WATER OPERATING 700
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: WATER 400
PROGRAM: PRODUCTION 4020

2021-22 PROGRAM ACCOMPLISHMENTS

- Maintained compliance with State Water Resources Control Board (SWRCB) regulations.
- Completed the draining and cleaning of reservoirs at Plant 21 and 23.
- Completed interior and exterior rehabilitation of building at Plant 20 including LED lighting, flooring, and discharge piping.
- Performed bi-annual service on all well and booster motors, oil, grease and cleaning of motor control centers.
- Replaced deficient wiring at Well 14A.
- Performed motor rehabilitation at Plant 5 and 14A.
- Installed new magnetic flow meter at Plant 14A booster station.
- Installed new bypass conductor for Well 22.

2022-23 PROGRAM GOALS AND OBJECTIVES

- Continue to maintain compliance with SWRCB regulations.
- Continue with reservoir maintenance program by draining and cleaning two (2) reservoirs.
- Replace outdated starting equipment for Well 14A with modern energy efficient soft starter.
- Perform rehabilitation of booster pump #3 and motor at Plant 14.
- Assist contractor with modifications to existing sewer lift station (SP 2) to accommodate increased flows.

PERFORMANCE AND

WORKLOAD INDICATORS

	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
Water Samples	1,950	1,495	2,000	1,850
Reservoirs	15	15	15	15
Wells	17	16	16	16
Water Booster Station	6	7	7	8
Test Backflow Assemblies	1,420	1,464	1,500	1,540

Production of Water

	<u>WY 2018-19</u> <u>(FY 2019-20)</u>	<u>WY 2019-20</u> <u>(FY 2020-21)</u>	<u>WY 2020-21</u> <u>(FY 2021-22)</u>	<u>WY 2021-22</u> <u>(FY 2022-23)</u>
Potable Water Produced (Acre-Feet)	12,881	13,499	14,562	15,340
Non-Potable Water Produced (Hesperia Lakes)	<u>364</u>	<u>458</u>	<u>380</u>	<u>350</u>
Total Water Production	13,245	13,957	14,942	15,690

FUND: WATER OPERATING 700
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: WATER 400
PROGRAM: DISTRIBUTION 4030

PROGRAM EXPENDITURE SUMMARY						% Change
	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	From 2021-22 Budget
Salaries	\$ 776,751	\$ 665,598	\$ 721,516	\$ 754,916	\$ 745,947	3%
Benefits	402,268	378,797	404,651	404,651	450,272	11%
Materials & Operations	303,263	294,646	306,726	317,010	332,909	9%
Contractual	4,975	2,554	200	3,110	200	0%
Other Operating	49,207	65,559	82,485	75,399	76,235	-8%
Capital Outlay	25,908	185,663	108,000	47,212	242,000	124%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 1,562,371	\$ 1,592,817	\$ 1,623,578	\$ 1,602,298	\$ 1,847,563	14%

PROGRAM DESCRIPTION

Distribution is responsible for performing proactive, preventative, and reactive maintenance to the distribution system used to purvey drinking water to the citizens of Hesperia. The City's water distribution system consists of over 600 miles of pipeline, 5,000 fire hydrants, 27,000 service lines, and 14,000 valves used to isolate sections of water mains during an emergency. The Distribution Program has adopted a five-year maintenance program to ensure that each valve is inspected and operated. Valves identified to be critical to the operation of the system are inspected and operated annually. Water Distribution performs annual dead-end flushing to remove stagnant water that can degrade water quality over time, as by the State Water Resources Control Board (SWRCB) directives.

<u>PROGRAM STAFFING</u>	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
<u>Full-Time Staff</u>				
Equipment Operator	0.70	0.70	0.00	0.00
Maintenance Crew Supervisor	1.00	1.00	1.00	1.00
Maintenance Worker	6.00	5.00	6.00	6.00
Senior Maintenance Worker	3.50	3.50	2.80	2.80
Utility Line Locator	1.00	1.00	1.00	1.00
Total Full-Time Staff	12.20	11.20	10.80	10.80

SIGNIFICANT PROGRAM EXPENDITURE CHANGES

- Due to nationwide supply chain issues experienced by the automobile industry, funding in the amount of \$32,000 is included as a carry-over for the purchase of a truck to replace the current aged, high mileage unit, which continues to have constant repairs.
- \$70,000 has been included for the purchase of a new vacuum excavator, which will replace the current aged one. The vacuum excavator is used for removing dirt when maintaining the water distribution system, which include main/service line leaks and new main/service line installation. This unit has a diesel engine and increases the efficiency in maintaining the water distribution system.
- Funding in the amount of \$140,000 has been included for the purchase of one (1) backhoe.

FUND: WATER OPERATING 700
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: WATER 400
PROGRAM: DISTRIBUTION 4030

2021-22 PROGRAM ACCOMPLISHMENTS

- Repaired 910 water leaks including water main lines, service lines, and meters.
- Replaced 150 water service lines throughout the City.
- Performed valve maintenance on 2,845 valves including 297 critical valves located throughout the water distribution system.
- Completed 8,000 line locating requests for Underground Service Alert (USA/DigAlert).
- Performed maintenance on 100 fire hydrants throughout the water distribution system.
- Installed 100 new meter sets and service lines for both residential and commercial properties.
- Flushed 300 blow offs in the distribution system in compliance with State Water Resources Control Board (SWRCB) directives.

2022-23 PROGRAM GOALS AND OBJECTIVES

- Maintain standard of timely installation of new water service lines and meter sets for residential and commercial construction projects.
- Complete flushing of water lines in compliance with SWRCB directives.
- Ensure valve maintenance goals are met per the District’s valve maintenance program.
- Maintain efficient operation of the water distribution system.
- Permanently remove from service steel water main lines in areas that can be served by alternative water mains already installed.
- Maintain fire hydrants throughout the water distribution system pursuant to SWRCB guidelines.

PERFORMANCE AND

WORKLOAD INDICATORS

	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
Water Main Line Repaired	161	154	150	150
Water Service Line Leaks Repaired	761	840	750	750
Water Meter Leaks Repaired	9	9	10	10
Valves Serviced	4,278	3,069	2,845	2,845
Fire Hydrants Serviced (Total of 5,445 Citywide)	63	136	120	100
Water Lines Flushed/Blowoffs	300	300	300	300
New Meter Sets	130	179	100	110
Service Replacements	153	171	160	150
Utility Line Locates	5,399	5,102	8,000	7,000
Air release valves serviced	29	22	15	15
Fire Flow Tests	30	29	30	28

FUND: WATER OPERATING 700
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: WATER 400
PROGRAM: PIPELINE MAINTENANCE 4035

PROGRAM EXPENDITURE SUMMARY						% Change From
	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	2021-22 Budget
Salaries	\$ 456,788	\$ 457,185	\$ 485,628	\$ 507,628	\$ 508,260	5%
Benefits	240,585	250,088	262,989	262,989	295,706	12%
Materials & Operations	226,492	222,561	239,808	149,304	157,118	-34%
Contractual	3,252	3,101	2,000	2,000	2,000	0%
Other Operating	75,190	62,194	53,725	39,725	37,335	-31%
Capital Outlay	20,958	0	0	129,301	0	0%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 1,023,265	\$ 995,129	\$ 1,044,150	\$ 1,090,947	\$ 1,000,419	-4%

PROGRAM DESCRIPTION

This Program is responsible for the repairing and replacement of water lines and related infrastructure within the City's water distribution system. The steel pipe being replaced has reached its useful life expectancy and is showing signs of deterioration. The Program also provides assistance to the Distribution Program by assisting with the installation and replacement of water service lines. In addition, the Pipeline Program assists the Engineering Program, Street Maintenance and Wastewater Divisions with support on various projects including storm drain installation, and reclaimed water projects.

PROGRAM STAFFING	2019-20	2020-21	2021-22	2022-23
<u>Full-Time Staff</u>				
Equipment Operator	2.00	2.00	2.00	2.00
Maintenance Crew Supervisor	1.00	1.00	1.00	1.00
Maintenance Worker	3.00	3.00	3.00	3.00
Senior Maintenance Worker	1.00	1.00	1.00	1.00
Total Full-Time Staff	7.00	7.00	7.00	7.00

SIGNIFICANT PROGRAM EXPENDITURE CHANGES

- None.

2021-22 PROGRAM ACCOMPLISHMENTS

- Assisted the Distribution Program with the replacement of water service lines and various steel water main abandonment projects throughout the distribution system.

2022-23 PROGRAM GOALS AND OBJECTIVES

- Continue to assist the Distribution Program with various water projects throughout the distribution system, primarily focusing on the replacement of water service lines.

FUND:	WATER OPERATING	700
DEPARTMENT:	DEVELOPMENT SERVICES	29
DIVISION:	WATER	400
PROGRAM:	PIPELINE MAINTENANCE	4035

PERFORMANCE AND

WORKLOAD INDICATORS

	<u>2019-20</u>	<u>2020-21</u>	<u>*2021-22</u>	<u>*2022-23</u>
Replace old pipeline with new pipeline (in miles)	0.75	0.50	0	0
Hydrant Replacements/Flush points installed (each)	8	6	0	0
Water services changed over (each)	192	68	0	0
Water isolation valves replaced or installed (each)	11	6	0	0

*During FY 2021-22, Pipeline Maintenance was tasked with assisting the Distribution program with the replacement of service lines and service line installations for single family construction and will continue throughout FY 2022-23.

FUND: WATER OPERATING 700
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: WATER 400
PROGRAM: ENGINEERING 4040

PROGRAM EXPENDITURE SUMMARY						% Change From
	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	2021-22 Budget
Salaries	\$ 463,959	\$ 407,093	\$ 462,669	\$ 508,524	\$ 472,186	2%
Benefits	249,207	215,356	246,033	248,141	231,972	-6%
Materials & Operations	7,260	13,556	14,175	11,985	16,331	15%
Contractual	258,238	269,163	264,500	333,100	281,200	6%
Other Operating	11,414	12,309	15,579	14,481	18,123	16%
Capital Outlay	0	0	0	0	0	0%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 990,078	\$ 917,477	\$1,002,956	\$1,116,231	\$1,019,812	2%

PROGRAM DESCRIPTION

The Engineering Program is responsible for the planning, design, and construction of potable and recycled water, as well as sanitary sewer infrastructure, to address the needs of the community today, as well as twenty years into the future and beyond. The Program monitors and interprets water legislation and regulations, develops water related codes and ordinances, develops water related policies and procedures and assists with water sustainability planning. In addition, the program is responsible for compliance related to the City's Municipal Stormwater MS4 permit in connection with the Federal Clean Water Act. Engineering also reviews all development proposals to ensure that they conform to Water District codes and standards, and provides technical input as a member agency to the Victor Valley Wastewater Reclamation Authority (VWVRA) and the Mojave Water Agency (MWA).

PROGRAM STAFFING	2019-20	2020-21	2021-22	2022-23
<u>Full-Time Staff</u>				
Administrative Analyst	0.20	0.20	0.20	0.68
Administrative Secretary	0.00	0.00	0.40	0.40
Assistant Engineer	0.52	0.52	0.52	0.52
Community Development Technician	2.00	2.00	2.00	2.00
Construction Inspection Supervisor	0.52	0.52	0.52	0.00
Construction Inspector	0.68	0.68	0.68	0.68
Engineering Technician	0.48	0.48	0.00	0.00
Environmental Compliance Inspector	0.00	0.00	0.35	0.35
Geographical Information Systems Manager	0.56	0.56	0.56	0.00
Geographical Information Systems Technician	0.56	0.56	0.56	0.00
Office Assistant	0.40	0.40	0.00	0.00
Project Construction Manager	0.20	0.20	0.20	0.20
Senior Engineering Technician	0.00	0.00	0.48	0.00
Senior Management Analyst	0.00	0.00	0.00	1.02
Total Full-Time Staff	6.12	6.12	6.47	5.85

FUND: WATER OPERATING 700
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: WATER 400
PROGRAM: ENGINEERING 4040

<u>PROGRAM STAFFING (Continued)</u>	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
<u>Part-Time Staff</u>				
Administrative Intern	0.23	0.23	0.23	0.23
Office Assistant	0.00	0.00	0.00	0.46
Total Part-Time Staff	0.23	0.23	0.23	0.69
Total Full & Part-Time Staff	6.35	6.35	6.70	6.54

SIGNIFICANT PROGRAM EXPENDITURE CHANGES

- None.

2021-22 PROGRAM ACCOMPLISHMENTS

- Continued to perform timely project review for new developer projects, and continued to provide professional and prompt plan review services on commercial, industrial, and residential projects.
- Performed timely and professional Public Works inspection services utilizing City inspectors.
- City Construction Inspector Supervisor continued their roles as Qualified Stormwater Pollution Prevention Plan (SWPPP) Practitioners (QSP) certified Stormwater Construction Inspector to ensure City compliance with its National Pollutant Discharge Elimination System (NPDES) requirements and ensured minimal impact from construction projects to the City’s ground water supply during storm events.
- Completed the America’s Water Infrastructure Act (AWIA) study that included a Risk and Resilience Assessment and an Emergency Response Plan for the City’s utilities. Final documents were submitted to the U.S. Environmental Protection Agency.

2022-23 PROGRAM GOALS AND OBJECTIVES

- Continue to implement the City’s Flood Hazard Protection Ordinance through the acquisition of drainage easements where required, review all development that is potentially impacted by storm water run-off, and maintain required certifications while staying abreast of the ever-changing FEMA regulations.
- Continue to evaluate water system to enhance system efficiencies using hydraulic modeling and field testing.
- Construction Inspector to be certified as a Qualified Stormwater Pollution Prevention Plan (SWPPP) Practitioner (QSP) so that as a QSP certified Stormwater Construction Inspector, the City stays in compliance with its National Pollutant Discharge Elimination System (NPDES) and ensure that there will be minimal impact from construction projects to the City’s ground water supply during storm events.
- Complete construction of the drainage structure in the Antelope Valley Wash, where it crosses Peach Avenue including roadway improvements to Peach Avenue between Centennial Street and Hinton Avenue.
- San Bernardino County Flood Control, in collaboration with the City, will continue efforts to complete the Bandicoot Basin project.
- Continue work on the A-04 Drainage Program by coordinating development along the A-04 corridor.
- Development Services staff will continue oversight and revisions of the MS4 Stormwater State permit requirements and monitor citywide developer compliance.
- Continue work on integration plan for Silverwood development to connect to the existing City water system.
- Design expansion of the recycled water distribution system and implement recycled water for irrigation uses and construction water throughout the City.

FUND: WATER OPERATING 700
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: WATER 400
PROGRAM: ENGINEERING 4040

2022-23 PROGRAM GOALS AND OBJECTIVES (Continued)

- Complete construction of a new pump station at plant site 30 to provide water service to the I-15 corridor.
- Pursue funding opportunities (grants) for all public infrastructure projects.

PERFORMANCE AND

WORKLOAD INDICATORS

	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
Development Review Committee Review	86	99	80	90
Document Review (Lot Mergers, Easements, Lot Line Adjustments, and Certificate of Corrections)	19	7	7	15
Dedication (Irrevocable Offer of Dedication) Document Preparation (Writing Legal/Drafting Plat)	28	36	31	33
In-House Project Design Hours-	0	40	80	80
Engineering Conditions	34	32	20	42
Contract Plan Review	10	33	16	40
In-House Plan Review	44	63	33	80
Inspections	3,431	2,624	3,450	3,500
Submittals for Development Projects (Subdivisions, Parcel Maps, Commercial, Industrial & Multi-family) *	54	96	49	120
Encroachment Permits	1,099	1,429	1,497	1,785
STRM Program Permits Issued (Subdivisions, Commercial, Industrial & Multi-family)	13	29	38	25
Traffic Work Orders	50	44	40	50
Active CIPs Managed	N/A	N/A	21	19
Construction Contracts Administered	N/A	N/A	7	8
Professional Services Agreements Administered	N/A	N/A	14	12
Grants Administered	N/A	N/A	4	4
Capital Improvement Projects Bid	N/A	N/A	8	5
Request for Proposals/Request for Qualifications Issued	N/A	N/A	7	3
Request for Cost Proposal/Quote Issued	N/A	N/A	9	6

*These are projects taken in for plan review, not approved projects.

**Spike due to water service lines being replaced in existing tracks.

FUND: WATER OPERATING 700
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: WATER 400
PROGRAM: CUSTOMER SERVICE 4050

PROGRAM EXPENDITURE SUMMARY						% Change From 2021-22
	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	Budget
Salaries	\$ 583,041	\$ 510,539	\$ 536,724	\$ 561,724	\$ 569,167	6%
Benefits	324,968	315,256	342,686	342,686	389,135	14%
Materials & Operations	902,540	950,681	961,069	966,065	1,453,276	51%
Contractual	16,330	6,325	5,500	5,500	3,300	-40%
Other Operating	29,713	21,468	33,690	17,190	16,280	-52%
Capital Outlay	47,968	87,114	121,000	92,280	73,600	-39%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 1,904,560	\$ 1,891,383	\$ 2,000,669	\$ 1,985,445	\$ 2,504,758	25%

PROGRAM DESCRIPTION

The Customer Service Program is responsible for obtaining meter reads for approximately 28,000 service connections within the City. The Program is responsible for performing daily field service change requests generated through the Utility Billing Program. Responds to customer inquiries such as billing issues, high/low pressure complaints, and leaks. The Customer Service Program performs proactive and reactive meter maintenance. The Program is responsible for replacing aged out water meters. The Program has converted 67% of its meters to Advanced Meter Infrastructure (AMI), allowing for water billing staff to obtain reads instantly and providing customers with the capability to better track consumption.

<u>PROGRAM STAFFING</u>	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
<u>Full-Time Staff</u>				
Maintenance Crew Supervisor	1.00	1.00	1.00	1.00
Maintenance Worker	2.00	2.00	2.00	2.00
Meter Reader	4.00	4.00	3.00	3.00
Senior Maintenance Worker	2.00	2.00	2.00	2.00
Total Full-Time Staff	9.00	9.00	8.00	8.00

SIGNIFICANT PROGRAM EXPENDITURE CHANGES

- Funding in the amount of \$29,500 is included as a carry-over for the purchase of a service truck from the FY 2021-22 Budget.
- \$44,100 is included to purchase one (1) new service truck to replace the current aged and high mileage truck in constant need of repairs.
- Funding in the amount of \$240,736 has been included for the replacement of 4,468 meter endpoints. The endpoints needing to be replaced will not be compatible by the end of calendar year 2022 due to cellular technology improvements.

FUND:	WATER OPERATING	700
DEPARTMENT:	DEVELOPMENT SERVICES	29
DIVISION:	WATER	400
PROGRAM:	CUSTOMER SERVICE	4050

2021-22 PROGRAM ACCOMPLISHMENTS

- Replaced a combination of 1,900 domestic, irrigation, and commercial water meters.
- Replaced 600 meter registers to retro-fit for endpoint installation.
- Completed 9,700 various water meter-related maintenance, and repairs.
- Performed 9,300 field service requests.
- Obtained 165,335 meter reads for billing purposes.
- Installed 3,300 Automated Metering Infrastructure (AMI) endpoints, increasing the total AMI units to 18,600.
- Ninety (90) new drop-in meter services were set.

2022-23 PROGRAM GOALS AND OBJECTIVES

- Provide accurate meter reading on a scheduled basis.
- Replace 1,200 water meters to improve accuracy of recorded water consumption.
- Provide customers with a properly functioning meter assembly.
- Address customer complaints/concerns in a timely and courteous manner.
- Continue with the implementation of the AMI endpoints with the installation of 3,300 AMI endpoints.
- Replace 4,468 existing AMI endpoints due to lack of compatability with cellular providers.

PERFORMANCE AND

WORKLOAD INDICATORS

	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
Field Service Requests	11,753	5,330	9,300	11,500
Meter Reads	163,037	164,045	165,335	166,600
Maintenance	10,981	9,083	9,700	10,000
Meters Rotated/Replaced	1,528	1,200	1,900	1,200
Meter Registers Replaced	1,241	1,586	600	800
AMI endpoints installed	2,415	3,011	3,300	3,300
New Meter Sets (Tract Homes)	21	77	90	120
% AMI Project Completion	54%	56%	67%	79%

FUND: WATER OPERATING 700
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: WATER 400
PROGRAM: UTILITY BILLING 4060

PROGRAM EXPENDITURE SUMMARY						% Change From
	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	2021-22 Budget
Salaries	\$ 501,648	\$ 466,048	\$ 510,406	\$ 534,846	\$ 731,298	43%
Benefits	241,227	227,029	253,063	253,063	288,929	14%
Materials & Operations	126,993	96,740	42,819	41,047	30,304	-29%
Contractual	128,031	117,215	215,203	215,300	244,624	14%
Other Operating	4,680	66	6,290	446,260	7,507	19%
Capital Outlay	0	0	0	0	0	0%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 1,002,579	\$ 907,098	\$ 1,027,781	\$ 1,490,516	\$ 1,302,662	27%

PROGRAM DESCRIPTION

The Utility Billing Program provides customer service to approximately 28,000 customers of the Hesperia Water District, which provides water and sewer services. Customer service consists of establishing new services, moving customers in and out of existing accounts, shut-offs, inbound and outbound phone calls, email notifications, response to customer service requests, notifications to customers of scheduled and emergency maintenance/shut downs, and posting payments as the City's centralized cashier. Utility Billing also manages all aspects of billing, including scheduling meter reads, calculating bills, and processing delinquent accounts; and manages the on-line customer bill presentment/payment service.

<u>PROGRAM STAFFING</u>	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
<u>Full-Time Staff</u>				
Accountant	0.00	0.00	0.00	0.84
Administrative Analyst	0.00	0.00	0.84	0.84
Customer Service Representative	4.20	4.20	2.52	2.52
Customer Service Supervisor	0.84	0.84	0.84	0.84
Deputy Finance Director	0.08	0.20	0.20	0.20
Director of Administrative Services	0.00	0.00	0.20	0.20
Director of Finance	0.00	0.20	0.00	0.00
Management Analyst	0.00	0.00	0.20	0.00
Senior Account Clerk	1.68	1.68	1.68	1.68
Senior Accountant	0.00	0.00	0.00	0.20
Senior Customer Service Representative	1.68	1.68	0.84	0.00
Senior Financial Analyst	0.00	0.20	0.00	0.00
Total Full-Time Staff	8.48	9.00	7.32	7.32
<u>Part-Time Staff</u>				
Customer Service Representative	0.78	0.78	0.39	1.86
Office Assistant	0.00	0.00	0.00	2.30
Total Part-Time Staff	0.78	0.78	0.39	4.16
Total Full & Part-Time Staff	9.26	9.78	7.71	11.48

FUND: WATER OPERATING 700
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: WATER 400
PROGRAM: UTILITY BILLING 4060

SIGNIFICANT PROGRAM EXPENDITURE CHANGES

None.

2021-22 PROGRAM ACCOMPLISHMENTS

- Completed 2020 Validated Water Loss Audit Report to comply with Senate Bill 555, which evaluates real water losses and apparent water losses occurring in the potable water distribution system.
- Launched Eye on Water App to customers with Automated Meter Infrastructure (AMI) meters, which will allow the customer to view real-time 24-hour consumption information.
- Implemented an Interactive Voice Response (IVR) system, to offer an additional payment option for customers paying their water/sewer utility bills, through which payments can be made by phone.
- Implemented a contract for bill printing and mailing services for operational and financial efficiencies.
- Implemented the State’s Water and Wastewater Arrearages Grant, which provided assistance to customers with delinquencies resulting from the Covid pandemic.

2022-23 PROGRAM GOALS AND OBJECTIVES

- Complete the calendar year 2021 Validated Water Loss Audit Report in compliance with Senate Bill 555, which evaluates real water losses occurring in the potable water distribution system.
- Implement a program to utilize the lien process to collect on delinquent accounts.

PERFORMANCE AND

WORKLOAD INDICATORS

	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
Bills Processed	217,098	217,240	218,000	219,956
Electronic Bills Processed (Tracking)	26,316	29,613	32,534	39,040
New Accounts Established (New Meters)	160	274	236	236
Account Transitions (Move-In existing accounts)	3,355	2,938	2,988	3,405
Water Service Accounts	27,565	27,663	27,763	28,000
Sewer Service Accounts	5,525	5,603	5,680	5,760
E-Pay Account Enrollment	13,715	14,920	17,853	20,000
E-Pay Paperless Account Enrollment	4,781	5,483	6,631	8,000
E-Pay Auto Pay Enrollment Total	3,718	3,846	4,155	4,300
On-line Customer Service Requests	645	781	800	800
Incoming Phone Calls	*30,982/43,957	48,013	28,657	30,000
Door Hangers Distributed**	350	0	0	0
Automated Delinquency Reminder Calls**	11,287	0	0	25,000
Accounts Shut Off for Non-Payment**	1,837	0	0	0
Automated Email Notifications**	8,470	0	0	8,000

*The Incoming Phone Calls for 2019-20 have two values: 30,982 is the actual number of reported phone calls; 43,957 is the estimated total, which includes 3 months of averaged data for the time period that Cisco was being updated and calls could not be tracked.

**The totals for FY 2019-20 through FY 2021-22 were affected by the State’s recommended refrain from disconnecting service related to the economic effects from the COVID-19 pandemic. During FY 2021-22, the California Water and Wastewater Arrearage Payment Grant Programs required establishing payment plans for customer, and prohibited the discontinuation of service for water and wastewater for customers participating in the program. Effective, FY 2022-23 the District will implement a program to utilize the lien process to collect on delinquent accounts.

FUND: WATER OPERATING 700
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: WATER 400
PROGRAM: ADMINISTRATION 4070

PROGRAM EXPENDITURE SUMMARY						% Change From
	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	2021-22 Budget
Salaries	\$ 449,646	\$ 489,473	\$ 463,044	\$ 545,310	\$ 609,958	32%
Benefits	287,183	420,472	315,342	344,186	419,597	33%
Materials & Operations	78,666	75,672	75,836	74,345	85,450	13%
Contractual	472,555	492,571	384,446	470,456	430,768	12%
Other Operating	2,130,147	2,341,940	2,286,774	2,287,315	2,518,611	10%
Capital Outlay	36,623	4,901	0	0	0	0%
Debt Service	1,403,041	5,757,374	0	0	0	0%
TOTAL	\$ 4,857,862	\$ 9,582,403	\$ 3,525,442	\$ 3,721,612	\$ 4,064,384	15%

PROGRAM DESCRIPTION

Administration is responsible for providing administrative support to the various programs of the Hesperia Water District. Responsibilities include ensuring submittal of all Federal and State mandated reports, such as the 2018 American Water Infrastructure Act and the 2020 Urban Water Management Plan, implementation of the District's Recycled Water Program, and warehouse operations. The Water Administration Program assists staff members with scheduling training so employees can obtain continuing education units towards the renewal of their Distribution and Treatment certifications.

<u>PROGRAM STAFFING</u>	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
<u>Full-Time Staff</u>				
Administrative Analyst	0.36	0.36	0.36	0.21
Administrative Secretary	0.41	0.41	0.53	0.53
Assistant City Manager	0.12	0.20	0.30	0.30
Assistant to the City Manager	0.25	0.00	0.00	0.00
City Manager	0.16	0.20	0.20	0.20
Deputy City Manager	0.00	0.25	0.00	0.00
Deputy Director of Development Services	0.00	0.00	0.00	0.50
Director of Government Services/City Clerk	0.00	0.15	0.15	0.15
Director of Public Works	0.00	0.00	0.55	0.55
Executive Secretary	0.12	0.12	0.00	0.00
Fleet/Warehouse Supervisor	0.65	0.65	0.65	0.65
Management Analyst	0.00	0.00	0.55	0.55
Office Assistant	0.41	0.41	0.41	0.41
Public Works Manager	0.17	0.17	0.00	0.00
Public Works Superintendent	0.00	0.83	0.00	0.00
Public Works Supervisor	0.83	0.00	0.55	0.55
Senior Management Analyst	0.41	0.41	0.41	0.41
Senior Warehouse Technician	0.83	0.83	0.90	0.90
Warehouse Technician	0.83	0.00	0.00	0.00
Total Full-Time Staff	5.55	4.99	5.56	5.91

FUND:	WATER OPERATING	700
DEPARTMENT:	DEVELOPMENT SERVICES	29
DIVISION:	WATER	400
PROGRAM:	ADMINISTRATION	4070

SIGNIFICANT PROGRAM EXPENDITURE CHANGES

- Refer to Section E – Position Summaries for a discussion of the addition of staff, which is the primary reason for the increase to the Administration budget.

2021-22 PROGRAM ACCOMPLISHMENTS

- Significantly improved upon variances identified during the recent audit conducted in June 2021.
- Assisted the District’s consultant with the 2020 Urban Water Management Plan.
- Continued assisting staff with obtaining continuing education units towards certification renewal.
- Restructured each water program’s monthly report to better track statistics and provide uniformity.
- Created a quarterly report for the City Manager and Board of Directors, which contains important statistics to assist with decision making.
- Provided the City’s residents with the 2020 Consumer Confidence Report prior to July 1st.

2022-23 PROGRAM GOALS AND OBJECTIVES

- Complete the District’s 2021 Consumer Confidence Report, provide notification to its customers prior to July 1st.
- Utilize Cityworks to create service requests for complaints submitted by customers.
- Identify opportunities for staff to receive continuing education units towards their renewal of State certifications.
- Assist with the implementation of new Computerized Maintenance Management Software (CMMS).
- Notify eligible customers about the District’s Automated Meter Analytics (AMA) software and assist customers with creating accounts and application features.

PERFORMANCE AND

WORKLOAD INDICATORS

	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
Items having variance within the warehouse	357	348	10	5
Total percentage of variance during Audit	1.61%	.0024%	.001%	.0001%

FUND: WATER OPERATING 700
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: WATER 400
PROGRAM: PROPERTY MANAGEMENT 4080

PROGRAM EXPENDITURE SUMMARY						% Change From 2021-22
	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	Budget
Salaries	\$ 166,173	\$ 159,795	\$ 187,709	\$197,209	\$196,138	4%
Benefits	119,956	106,597	120,377	120,377	133,608	11%
Materials & Operations	5,623	6,307	8,556	13,505	12,022	41%
Contractual	69,879	61,081	104,150	104,150	85,050	-18%
Other Operating	26,034	20,012	34,260	26,750	32,800	-4%
Capital Outlay	0	0	0	0	0	0%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 387,665	\$ 353,792	\$ 455,052	\$461,991	\$459,618	1%

PROGRAM DESCRIPTION

Property Management supports all Water District facilities. The objective of this program is to provide a clean, safe, well-maintained work environment for all employees located at Water District owned office buildings. This will be accomplished through preventive/predictive maintenance program that will reduce facility depreciation and reduce unforeseen equipment/structural failures. A well-developed preventive/predictive maintenance program, supported by a computerized maintenance management system, will better serve customers with planned maintenance, while reducing the effects of catastrophic mechanical/structural failures leading to prolonged customer inconvenience and disruptions of daily operations.

PROGRAM STAFFING	2019-20	2020-21	2021-22	2022-23
<u>Full-Time Staff</u>				
Custodian	2.00	2.00	2.00	2.00
Facilities Supervisor	0.50	0.50	0.50	0.50
Senior Custodian	0.50	0.50	0.50	0.50
Total Full-Time Staff	3.00	3.00	3.00	3.00
<u>Part-Time Staff</u>				
Custodian - Part-Time	0.46	0.00	0.00	0.00
Facilities Electrician	0.23	0.23	0.23	0.23
Facilities Maintenance Technician	0.23	0.00	0.00	0.00
Total Part-Time Staff	0.92	0.23	0.23	0.23
Total Full & Part-Time Staff	3.92	3.23	3.23	3.23

SIGNIFICANT PROGRAM EXPENDITURE CHANGES

- None.

FUND: WATER OPERATING 700
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: WATER 400
PROGRAM: PROPERTY MANAGEMENT 4080

2021-22 PROGRAM ACCOMPLISHMENTS

- Continued to provide sanitation services in response to the COVID-19 pandemic.
- Completed seal coat and restriping of the parking areas at the Mojave Yard. This project was completed significantly under budget due to Public Works staff completing repairs to the parking lot prior to construction.
- Replaced parking lot lighting at the Mojave Yard with LED (light emitting diode) lamps.

2022-23 PROGRAM GOALS AND OBJECTIVES

- Continue to provide sanitation services of all facilities as needed.
- Create a work station and storage area in the back of the Mojave Yard warehouse for the Building Maintenance Program.
- Assist with the implementation of new Computerized Maintenance Management Software (CMMS).
- Replace all damaged ceiling tiles upon completion of roofing repairs.

PERFORMANCE AND

WORKLOAD INDICATORS

	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
Back Log Work Orders	23	39	0	NA
Back Log Preventative Maintenance Orders	16	18	0	NA
Work Orders Processed	14	25	35	25
Work Orders Completed	NA	NA	NA	75
Service Contracts Administered	7	7	7	7
Soft Floor Deep Cleaning (square feet)	3,002	0	1,500	3,000
Hard Floor Deep Cleaning (square feet)	0	0	1,200	1,500
Sub-Contractor Invoices	141	88	150	NA
Lamps Replaced	NA	NA	NA	150

FUND: RECLAIMED WATER OPERATIONS 720
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: RECLAIMED WATER 430
PROGRAM: ADMINISTRATION 4070

PROGRAM EXPENDITURE SUMMARY						% Change
	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	From 2021-22 Budget
Salaries	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	0%
Benefits	0	0	0	0	0	0%
Materials & Operations	0	0	27,920	9,200	21,020	-25%
Contractual	0	0	0	0	0	0%
Other Operating	0	0	0	0	0	0%
Capital Outlay	0	0	0	0	0	0%
Debt Service	0	80,047	234,636	234,636	234,636	0%
TOTAL	\$ 0	\$ 80,047	\$ 262,556	\$ 243,836	\$ 255,656	-3%

PROGRAM DESCRIPTION

This Program is responsible for the implementation of the recycled water program, ensuring compliance with General Waste Discharge Requirements for Recycled Water Use, also known as General Order WQ 2016-0068-DDW. The City recognizes the importance of augmenting potable water usage with the use of recycled water and approved uses of recycled water include landscape irrigation, soils compaction, and dust control. The City currently purchase recycled water from the Victor Valley Wastewater Reclamation Authority (VWVRA), where it is stored within a 2.5 million gallon reservoir. Recycled water is purveyed to customers from either booster pumps or utilizing gravity and the natural topography of the City. This program is also responsible for identifying and supporting other potential significant consuming customers that would benefit from recycled water.

2021-22 DIVISION ACCOMPLISHMENTS

- Maintained compliance with General Order WQ 2016-0068-DDW.
- Responsible for connecting eleven (11) service connections to the recycled water distribution system.

2022-23 DIVISION GOALS AND OBJECTIVES

- Ensure the program remains compliant with General Order WQ 2016-0068-DDW.
- Continued to identify and support potential customers who would benefit from the use of recycled water.
- Perform unannounced annual inspections at recycled water locations.
- Work with Engineering on the District’s plans to construct its own wastewater reclamation facility.

FUND: SEWER OPERATING 710
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: SEWER 420

DIVISION EXPENDITURE SUMMARY						% Change From 2021-22
	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	Budget
Salaries	\$ 583,876	\$ 589,283	\$ 640,690	\$ 668,847	\$ 686,741	7%
Benefits	342,175	387,485	360,106	360,391	399,766	11%
Materials & Operations	2,918,309	3,361,206	3,590,744	3,838,331	4,170,405	16%
Contractual	666,903	1,548,704	2,770,650	238,290	4,010,514	45%
Other Operating	409,056	752,758	543,087	529,861	616,315	13%
Capital Outlay	12,249	132,434	45,000	12,069	29,500	-34%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 4,932,569	\$ 6,771,870	\$ 7,950,277	\$ 5,647,789	\$ 9,913,241	25%

DIVISION EXPENDITURE SUMMARY						% Change From 2021-22
	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	Budget
Sewer Operating (710)						
Operations (4200)	\$ 3,810,443	\$ 4,754,290	\$ 4,206,706	\$ 4,422,567	\$ 4,809,563	14%
Engineering (4240)	193,766	176,964	204,341	278,327	267,166	31%
Utility Billing (4260)	184,972	187,348	215,444	219,707	243,465	13%
Administration (4270)	122,416	152,918	633,786	647,156	748,047	18%
Total Sewer Operating	\$ 4,311,597	\$ 5,271,520	\$ 5,260,277	\$ 5,567,757	\$ 6,068,241	15%
Sewer Capital (711)	559,710	1,500,350	2,690,000	80,032	3,845,000	43%
Sewer Capital (713)	61,262	0	0	0	0	0%
Total Sewer Operating & Capital Projects	\$ 4,932,569	\$ 6,771,870	\$ 7,950,277	\$ 5,647,789	\$ 9,913,241	25%

<u>DEPARTMENT STAFFING</u>	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
Total Full-Time Staff	9.30	9.39	9.30	9.07
Total Part-Time Staff	0.14	0.14	0.07	0.33
Total D.S. Sewer Staff	9.44	9.53	9.37	9.40

Note: In depth detailed staffing changes are located in Section E. City Position Summaries and subsequent expenditures can be found in Section D. Expenditure Summaries.

FUND: SEWER OPERATING 710
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: SEWER 420
PROGRAM: SEWER OPERATIONS 4200

PROGRAM EXPENDITURE SUMMARY	2019-20	2020-21	2021-22	2021-22	2022-23	% Change From 2021-22
	Actual	Actual	Budget	Revised	Budget	Budget
Salaries	\$ 299,237	\$ 303,981	\$ 329,808	\$ 346,158	\$ 349,790	6%
Benefits	192,365	217,039	195,497	195,497	223,469	14%
Materials & Operations	2,896,941	3,343,035	3,580,401	3,827,970	4,163,054	16%
Contractual	6,049	6,049	7,850	6,050	7,850	0%
Other Operating	409,056	752,756	48,150	34,823	35,900	-25%
Capital Outlay	6,794	131,430	45,000	12,069	29,500	-34%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 3,810,443	\$ 4,754,290	\$ 4,206,706	\$ 4,422,567	\$ 4,809,563	14%

PROGRAM DESCRIPTION

The Wastewater Program is responsible for performing proactive, preventative, and reactive maintenance to the sanitary sewer system. The City’s sanitary sewer system is comprised of 150 miles of sewer main and 2,300 manholes that allow entrance to perform different types of maintenance. The Program has adopted a three-year maintenance program to ensure that all sewer mains and manholes are cleaned and inspected, allowing for a clean and unobstructed system. The Wastewater Program proactively seeks the unwanted infiltration and intrusion from stormwater into the sewer system. The City’s effluent wastewater flows to the Victor Valley Wastewater Reclamation Authority (VWVRA) regional and sub-regional treatment facilities.

<u>PROGRAM STAFFING</u>	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
<u>Full-Time Staff</u>				
Fleet/Warehouse Supervisor	0.05	0.05	0.05	0.05
Maintenance Crew Supervisor	0.70	0.70	0.70	0.70
Maintenance Worker	3.60	3.60	3.60	3.60
Pump Operator	0.05	0.05	0.05	0.05
Senior Maintenance Worker	0.70	0.70	0.70	0.70
Senior Pump Maintenance Worker	0.05	0.05	0.05	0.05
Senior Pump Operator	0.05	0.05	0.05	0.05
Total Full-Time Staff	5.20	5.20	5.20	5.20

SIGNIFICANT PROGRAM EXPENDITURE CHANGES

- Due to nationwide supply chain issues experienced by the automobile industry, funding in the amount of \$29,500 is included as a carry-over from the FY 2021-22 Budget for the purchase of one (1) service truck.
- Beginning July 1, 2022, an increase for Victor Valley Wastewater Reclamation Authority (VWVRA) treatment fees has been included. The fees will increase from \$4,144 per MG to \$4,786 per MG.

FUND: SEWER OPERATING 710
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: SEWER 420
PROGRAM: SEWER OPERATIONS 4200

2021-22 PROGRAM ACCOMPLISHMENTS

- Ensured that the wastewater collection system was clear and unobstructed.
- Started first year of the three-year proactive maintenance program to have all the wastewater collection lines and manholes cleaned in the City, as well as started the first year of the three-year program to have the collection lines inspected and documented with closed circuit television recordings.
- Operated and maintained 'I' Avenue sewage lift station with no overflows.
- Assisted Engineering with the following:
 - Design of the Caliente Road sewage lift station.
 - Coordination of the sewer line replacement under the Capital Improvement Program (CIP) Project No. 9018 Maple Avenue Sewer Line Replacement, located on Maple Avenue between Sultana and Yucca Streets.
 - Assisted with the new bore under Interstate 15 at Mojave Street. This project also entailed the construction of additional manholes to direct more effluent to the Victor Valley Wastewater Reclamation Authority (VWRA) sub-regional treatment facility.

2022-23 PROGRAM GOALS AND OBJECTIVES

- Ensure that the wastewater collection system is clear and unobstructed.
- Start the second year of the three-year proactive maintenance program to have all wastewater collection lines and manholes cleaned in the City as well as commence the second-year program to have the collection lines inspected and documented with closed circuit television recordings.
- Operate and maintain 'I' Avenue and Caliente Road sewage lift stations.
- Maintain the new siphon crossing under the California Aqueduct when complete.
- Assist Engineering with the sewer line replacement CIP project (C.O. 9018).

**PERFORMANCE AND
WORKLOAD INDICATORS**

	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
Wastewater Lines Cleaned (miles)	49	33	50	44
Manholes Maintained (Total of 2,326 Citywide)	951	647	800	799
Wastewater Lines Videotaped (miles)	27	42	40	36
Sewer Lift Stations operated/maintained	1	1	1	2
Wastewater laterals videotaped (miles)	7	0	0	0
Sanitary Sewer Overflows	2	0	1	0

FUND: SEWER OPERATING 710
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: SEWER 420
PROGRAM: ENGINEERING 4240

PROGRAM EXPENDITURE SUMMARY						% Change From 2021-22
	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	Budget
Salaries	\$ 110,419	\$ 97,591	\$ 119,937	\$ 117,185	\$ 110,031	-8%
Benefits	61,114	61,014	64,404	61,068	57,135	-11%
Materials & Operations	0	0	0	74	0	0%
Contractual	22,233	18,359	20,000	100,000	100,000	400%
Other Operating	0	0	0	0	0	0%
Capital Outlay	0	0	0	0	0	0%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 193,766	\$ 176,964	\$ 204,341	\$ 278,327	\$ 267,166	31%

PROGRAM DESCRIPTION

Engineering is responsible for the planning, design, and construction of potable and recycled water, as well as sanitary sewer infrastructure, to address the needs of the community today, as well as twenty years into the future and beyond. The Engineering Program also reviews all development proposals to ensure that they conform to Water District codes and standards, and provides technical input as a member agency to the Victor Valley Wastewater Reclamation Authority (VWRA) and the Mojave Water Agency (MWA). The VWRA Subregional Wastewater Plant was completed in 2019.

<u>PROGRAM STAFFING</u>	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
<u>Full-Time Staff</u>				
Administrative Analyst	0.00	0.00	0.00	0.12
Administrative Secretary	0.00	0.00	0.10	0.10
Assistant Engineer	0.13	0.13	0.13	0.13
Community Development Technician	0.50	0.50	0.50	0.50
Construction Inspection Supervisor	0.13	0.13	0.13	0.00
Construction Inspector	0.17	0.17	0.17	0.17
Engineering Technician	0.12	0.12	0.00	0.00
Environmental Compliance Inspector	0.00	0.00	0.25	0.25
Geographical Information Systems Manager	0.14	0.14	0.14	0.00
Geographical Information Systems Technician	0.14	0.14	0.14	0.00
Office Assistant	0.10	0.10	0.00	0.00
Project Construction Manager	0.05	0.05	0.05	0.05
Senior Engineering Technician	0.00	0.00	0.12	0.00
Senior Management Analyst	0.00	0.00	0.00	0.13
Total Full-Time Staff	1.48	1.48	1.73	1.45

SIGNIFICANT PROGRAM EXPENDITURE CHANGES

- \$70,000 has been included for a feasibility study to be performed for the Silverwood/Tapestry project.

FUND:	SEWER OPERATING	710
DEPARTMENT:	DEVELOPMENT SERVICES	29
DIVISION:	SEWER	420
PROGRAM:	ENGINEERING	4240

2021-22 PROGRAM ACCOMPLISHMENTS

- Conducted area specific analysis of the City's Wastewater Systems Plan.
- Continued to perform timely and professional Public Works inspection services utilizing only City inspectors. City inspectors will continue their roles as Stormwater Construction Inspectors to ensure City compliance with its National Pollutant Discharge Elimination System requirements as Qualified SWPPP Practitioners (QSP) and ensure that there will be minimal impact from construction projects to the City's ground water supply during storm events.
- Completed system sewer study for construction of City operated plant.

2022-23 PROGRAM GOALS AND OBJECTIVES

- Continue to perform timely project review for new developer projects, and continue to provide professional and prompt plan review services on commercial, industrial, and residential projects.
- Conduct area specific analysis of the City's Wastewater Systems Plan.
- Construction Inspector to be certified as a Qualified SWPPP (Storm Water Pollution Prevention Plan) Practitioner (QSP) so that as a QSP certified Stormwater Construction Inspector, the City stays in compliance with its National Pollutant Discharge Elimination System (NPDES) requirements and ensures that there will be minimal impact from construction projects to the City's ground water supply during storm events.
- Generate greater quantities of recycled water supplies.
- Complete construction of a new sewer lift station on Caliente Road in order to provide sewer service to the I-15 corridor.
- Award Contract for Design and Construction of city-owned sewer facility.

FUND: SEWER OPERATING 710
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: SEWER 420
PROGRAM: UTILITY BILLING 4260

PROGRAM EXPENDITURE SUMMARY						% Change From
	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	2021-22 Budget
Salaries	\$ 94,023	\$ 92,341	\$ 101,187	\$ 105,997	\$ 121,790	20%
Benefits	46,477	52,890	51,114	51,114	56,314	10%
Materials & Operations	21,368	18,171	10,343	10,287	7,351	-29%
Contractual	23,104	23,946	52,800	52,208	57,664	9%
Other Operating	0	0	0	101	346	100%
Capital Outlay	0	0	0	0	0	0%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 184,972	\$ 187,348	\$ 215,444	\$ 219,707	\$ 243,465	13%

PROGRAM DESCRIPTION

Utility Billing provides customer service to over 5,700 customers of the Hesperia Water District, which provides water and sewer services. Customer service consists of establishing new services, moving customers in and out of existing accounts, inbound and outbound phone calls, email notifications, response to customer service requests, notification to customers of scheduled and emergency maintenance, and posting all payments as the City's centralized cashier. Utility Billing also manages all aspects of billing, including calculating bills, and processing delinquent accounts; and manages the on-line customer bill presentment/payment service. This section also processes all bad checks and credit card chargebacks. This section is split-funded with Water Operating under the Utility Billing Program.

PROGRAM STAFFING	2019-20	2020-21	2021-22	2022-23
<u>Full-Time Staff</u>				
Accountant	0.00	0.00	0.00	0.16
Administrative Analyst	0.00	0.00	0.16	0.16
Customer Service Representative	0.80	0.80	0.48	0.48
Customer Service Supervisor	0.16	0.16	0.16	0.16
Deputy Finance Director	0.02	0.05	0.05	0.05
Director of Administrative Services	0.00	0.00	0.05	0.05
Director of Finance	0.00	0.05	0.00	0.00
Management Analyst	0.00	0.00	0.05	0.00
Senior Account Clerk	0.32	0.32	0.32	0.32
Senior Accountant	0.00	0.00	0.00	0.05
Senior Customer Service Representative	0.32	0.32	0.16	0.00
Senior Financial Analyst	0.00	0.05	0.00	0.00
Total Full-Time Staff	1.62	1.75	1.43	1.43
<u>Part-Time Staff</u>				
Customer Service Representative	0.14	0.14	0.07	0.33
Office Assistant	0.00	0.00	0.00	0.00
Total Part-Time Staff	0.14	0.14	0.07	0.33
Total Full & Part-Time Staff	1.76	1.89	1.50	1.76

FUND: SEWER OPERATING 710
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: SEWER 420
PROGRAM: UTILITY BILLING 4260

SIGNIFICANT PROGRAM EXPENDITURE CHANGES

- None.

2021-22 PROGRAM ACCOMPLISHMENTS

- Implemented an Interactive Voice Response (IVR) system, to offer an additional payment option for customers paying their water/sewer utility bills, through which payments can be made by phone.
- Implemented a contract for bill printing and mailing services for operational and financial efficiencies.
- Implemented the State’s Water and Wastewater Arrearages Grant, which provided assistance to customers with delinquencies resulting from the Covid pandemic.

2022-23 PROGRAM GOALS AND OBJECTIVES

- Implement a program to utilize the lien process to collect on delinquent accounts.

**PERFORMANCE AND
WORKLOAD INDICATORS**

	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
Bills Processed	33,150	33,618	34,080	34,560
Sewer Service Accounts	5,525	5,603	5,680	5,760

FUND: SEWER OPERATING 710
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: SEWER 420
PROGRAM: ADMINISTRATION 4270

PROGRAM EXPENDITURE SUMMARY						% Change From 2021-22 Budget
	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	
Salaries	\$ 80,197	\$ 95,370	\$ 89,758	\$ 99,507	\$ 105,130	17%
Benefits	42,219	56,542	49,091	52,712	62,848	28%
Materials & Operations	0	0	0	0	0	0%
Contractual	0	0	0	0	0	0%
Other Operating	0	2	494,937	494,937	580,069	17%
Capital Outlay	0	1,004	0	0	0	0%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 122,416	\$ 152,918	\$ 633,786	\$ 647,156	\$ 748,047	18%

PROGRAM DESCRIPTION

This Program identifies costs attributable to administrative costs related to the Water District as required by the California State Controller's Office. Other administrative costs are allocated within the specific funds as well as costs associated with the supervision of all sewer-related activities.

<u>PROGRAM STAFFING</u>	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
<u>Full-Time Staff</u>				
Administrative Analyst	0.09	0.09	0.09	0.09
Administrative Secretary	0.09	0.09	0.12	0.12
Assistant City Manager	0.03	0.05	0.05	0.05
City Manager	0.04	0.05	0.05	0.05
Deputy City Manager	0.00	0.05	0.00	0.00
Deputy Director of Development Services	0.00	0.00	0.00	0.05
Director of Government Services/City Clerk	0.00	0.05	0.05	0.05
Director of Public Works	0.00	0.00	0.10	0.10
Executive Secretary	0.03	0.03	0.00	0.00
Management Analyst	0.00	0.00	0.10	0.10
Office Assistant	0.09	0.09	0.09	0.09
Public Works Manager	0.03	0.03	0.00	0.00
Public Works Superintendent	0.00	0.17	0.00	0.00
Public Works Supervisor	0.17	0.00	0.10	0.10
Senior Management Analyst	0.09	0.09	0.09	0.09
Senior Warehouse Technician	0.17	0.17	0.10	0.10
Warehouse Technician	0.17	0.00	0.00	0.00
Total Full-Time Staff	1.00	0.96	0.94	0.99

FUND: SEWER OPERATING 710
DEPARTMENT: DEVELOPMENT SERVICES 29
DIVISION: SEWER 420
PROGRAM: ADMINISTRATION 4270

SIGNIFICANT PROGRAM EXPENDITURE CHANGES

- The increase in Other Operating is attributed to the general and administrative services that was previously expensed in the Sewer Operations Program (4200).

2021-22 PROGRAM ACCOMPLISHMENTS

- Continued to promote and support Cityworks Asset Management Program.
- Continued to promote specialized confined space training for the Sewer Division personnel.
- Continued to provide monthly reports to the California Integrated Water Quality System (CIWQS).

2022-23 PROGRAM GOALS AND OBJECTIVES

- Continue to provide support to the staff of the Sewer Division.
- Continue to provide mandated confined space training for the Sewer Division personnel.
- Continue to manage and provide monthly reports to (CIWQS).

**PERFORMANCE AND
WORKLOAD INDICATORS**

	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>	<u>2022-23</u>
Certified monthly no spill reports (CIWQS)	12	12	12	12

FUND: GENERAL FUND 100
DEPARTMENT: POLICE 51

DEPARTMENT EXPENDITURE SUMMARY	2019-20	2020-21	2021-22	2021-22	2022-23	% Change From 2021-22
	Actual	Actual	Budget	Revised	Budget	Budget
Salaries	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	0%
Benefits	0	0	0	0	0	0%
Materials & Operations	59,181	46,253	64,629	59,900	70,777	10%
Contractual	17,205,613	17,977,786	18,960,378	18,982,478	20,388,152	8%
Other Operating	84,502	85,473	100,779	123,478	154,857	54%
Capital Outlay	0	56,000	135,000	135,406	0	-100%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 17,349,296	\$ 18,165,512	\$ 19,260,786	\$ 19,301,262	\$ 20,613,786	7%

DEPARTMENT DESCRIPTION

The Hesperia City Police Department provides law enforcement and public safety services to the residents of the City and to all those within its jurisdiction (City Council's first goal of Public Safety). Our mission is to deliver collaborative law enforcement solutions that meet the needs of our communities and partners by giving quality professional services. The Department works in partnership with the community, other governmental agencies and City entities to promote individual responsibility, and safer neighborhoods in an effort to enhance the quality of life in Hesperia.

The San Bernardino County Sheriff's Department has provided law enforcement services to the City under a service contract since its incorporation in 1988. By virtue of this contract, the City of Hesperia provides its citizens with full-service law enforcement, which include patrol operations, traffic enforcement, detective services, gang investigation/suppression, problem-oriented policing and community outreach programs. Sworn, professional and volunteer staff work collectively to make the Police Department a productive and efficient operation.

Additionally, the City benefits from San Bernardino County Sheriff's Department resources such as aviation support, Homicide, Gang, Narcotics, and Crimes Against Children specialized investigative teams. Other resources include: High Tech Crimes, Emergency Services, Public Affairs, Homeless Outreach and Proactive Enforcement (H.O.P.E.) program, Dive Rescue Team, Regional Major Accident Investigations Team (M.A.I.T.), Peer Support, and the Specialized Enforcement Division (S.W.A.T.) just to name a few.

The City of Hesperia is the third largest contract city in San Bernardino County. On a per-deputy basis, the Hesperia Police Department continues to make more arrests and handles more calls for service than the majority of Sheriff's Stations throughout the County. The FY 2022-23 contract affords the City the following positions along with vehicles and equipment:

- 61 Sworn officers (1 Captain, 1 Lieutenant, 7 Sergeants, 6 Detectives, and 46 Deputies)
- 16 Civilian positions (7 Sheriff's Service Specialists, 2 Secretaries, and 7 Office Specialists)

SIGNIFICANT DEPARTMENT EXPENDITURE CHANGES

- For FY 2022-23, the schedule A, which is the contract for law enforcement services from San Bernardino County is expected to increase 7.31% or \$1,350,774 to \$19,826,408. Additionally, while not itemized on the schedule A, the City is responsible for fuel, vehicle maintenance, and overtime, which is offset by vacancy savings. For FY 2022-23, the City anticipates these costs to be \$350,000 for a total law enforcement contract of \$20,176,408.

Keeping with the City Council financial policy, the total law enforcement contract is 51% of the total General Fund operating expenditures.

FUND: GENERAL FUND 100
DEPARTMENT: POLICE 51

2021-22 DEPARTMENT ACCOMPLISHMENTS

- The Department purchased additional Automated License Plate Reader (ALPR) equipment which was installed in two locations on the east side of the City. Using Homeland Security Grant Program (HSGP) funds to supplement the cost, equipment has been secured for installation in patrol vehicles in the future. The utilization of this equipment enabled the Police Department to capture vehicle license plates for rapid identification of stolen vehicles, embezzled vehicles, missing person vehicles and vehicles identified as being involved in other criminal activities. The information is immediately available and law enforcement staff is alerted when a stolen or wanted vehicle is detected.
- The Hesperia Station Traffic Division staffing was increased with the addition of one Sergeant and one Deputy. A Sheriff's Service Specialist was also assigned to the Traffic Division to assist with collision investigation, ALPR equipment management and enforcement operations. This additional staff has increased enforcement efforts within the City, to include enforcement operations related to the recent commercial truck route restriction ordinance implementation.
- Despite the COVID-19 restrictions put in place during 2020 and into 2021 that prevented gatherings and public events, the Hesperia Police Activities League (HPAL) continues to develop with the goal of reducing crime by providing a youth program that develops discipline, a positive self-image and mutual trust and respect between law enforcement and the youth of the community. The program continues to be developed and expected to return with participation from the Hesperia Unified School District Police and other local agencies.
- The station Gang Team which was restructured into a Multiple Enforcement Team (MET) Unit maintains a Detective as the team supervisor. An additional deputy was added to the team to increase its availability to special projects. MET is responsible to address concerns and develop strategies pertaining to gang suppression, quality of life/homelessness in the community, marijuana enforcement, crime free operations, and ABC (Alcoholic Beverage Control) tasks. Additionally, the team works closely with the Detective Bureau and are assigned to investigate certain violent crimes that are similar in nature. The Gang Team investigated multiple major crimes resulting in arrests and continues to have a significant impact on crime, investigating numerous illegal marijuana grow operations in the City.
- The Off-Highway Vehicle (OHV) Enforcement Grant funds continue to provide illegal OHV patrol operations on a regular basis, thereby reducing the number of nuisance and noise complaints related to OHV operation within the City. The Department has increased the number of staff members trained and certified to operate the OHV motorcycles. This increase in certified staff helps our proactive efforts toward enforcing OHV related laws, as well as providing education to the public on proper ownership, lawful operation, and safe riding practices. Through California State Parks grant funds, the department obtained two (2) new dual sport off-highway motorcycles, which will be deployed to enforce illegal OHV operation.

DEPARTMENT GOALS FOR 2022-23

- The City continues to experience a high number of traffic collisions with primary factors associated with unsafe speed, failure to yield the right-of-way, distracted drivers, and alcohol/drug related offenses. Many of the collisions have involved pedestrians and resulted in fatality. The Department's goal is to reduce the number of collisions by employing creative strategies focused on enforcement, education, and engineering. The station's six-deputy Traffic Unit will continue to aggressively enforce traffic violations and conduct DUI enforcement within the City, while maximizing the benefits of available resources such as the electronic speed indicators on the Automated License Plate Reader (ALPR) trailers. The Department will use grant funding from the Office of Traffic and Safety to help enhance enforcement operations.
- The Hesperia Station will continue on-going efforts towards the recruitment of volunteers and expand the volunteer unit's participation in community outreach events, schools, various charity events, etc.
- The Hesperia Police Activities League (HPAL) continues to develop with the goal of reducing crime by providing a youth program that develops discipline, a positive self-image and mutual trust and respect between law enforcement and the youth of the community. The program continues to be developed and expected to return with participation from the Hesperia Unified School District Police and other local agencies.

FUND: GENERAL FUND 100
DEPARTMENT: POLICE 51

DEPARTMENT GOALS FOR 2022-23 (Continued)

- With the restructuring of the station Gang Team the Multiple Enforcement Team (MET), the team will be responsible to address concerns and develop strategies pertaining to gang suppression, quality of life/homelessness in the community, marijuana enforcement, crime free operations, and ABC (Alcoholic Beverage Control) tasks. Additionally, the team works closely with the Detective Bureau and are assigned to investigate certain violent crimes that are similar in nature.
- The Police Department is researching the feasibility of the installation of fuel services equipment to be installed at the Hesperia Station to service the fleet. This project could potentially reduce costs associated with commercial fuel purchases at local fuel stations and allow continuous fuel access to the station's emergency vehicles during a major incident or long-term natural disaster.
- Continue to deploy trailer-mounted Automated License Plate Reader's (ALPR) at specific locations throughout the City to assist in developing investigative leads for criminal activity that occurs in the City of Hesperia. The addition of a fourth ALPR patrol unit to the fleet will create more pro-active opportunities to locate criminals and stolen vehicles within the community, therefore reducing crime.
- Continue on-going efforts towards the recruitment of volunteers and expand the volunteer unit's participation in community outreach events, schools, various charity events, etc.
- Continue to expand community outreach efforts by making the most of the benefits afforded by social media platforms, specifically Facebook and Twitter. These platforms are an effective and efficient way to share information with the community. Our objective is to not only disseminate news regarding crimes and/or significant arrests within the City, but also relay information on upcoming events, fundraisers, educational bulletins, and positive interactions between deputies and the public. Increasing the use of social media will further strengthen the relationship with the community.
- The City continues to experience a high number of traffic collisions with primary factors associated with unsafe speed, failure to yield the right-of-way, distracted drivers, and alcohol/drug related offenses. Many of the collisions have involved pedestrians and resulted in fatality. The Department's goal is to reduce the number of collisions by employing creative strategies focused on enforcement, education, and engineering.
- The station's six-deputy Traffic Unit will continue to aggressively enforce traffic violations and conduct DUI enforcement within the City, while maximizing the benefits of available resources such as the electronic speed indicators on the ALPR trailers. The Department will use grant funding from the Office of Traffic and Safety to help enhance enforcement operations related to traffic concerns.
- Collaborate with the City Engineering Program to collectively address traffic safety concerns to help achieve our mutual goal.
- Develop and implement a multi-layered plan to address community concerns regarding quality of life/homelessness issues affecting the citizens of Hesperia, including panhandling, trespassing, and party calls, among others. Continue to work in close liaison and collaboration with Code Enforcement, Department of Behavioral Health, and the Sheriff's Department Homeless Outreach and Proactive Enforcement team.

FUND: GENERAL FUND 100
DEPARTMENT: POLICE 51

<u>PERFORMANCE AND WORKLOAD INDICATORS</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>*2022</u>
<u>Part I Offenses</u>				
Homicide	8	7	6	7
Rape	35	19	29	28
Robbery	111	76	104	97
Assaults	627	759	705	697
Burglary	443	286	391	373
Theft	893	600	907	800
Theft Motor Vehicle	<u>328</u>	<u>287</u>	<u>326</u>	<u>314</u>
Total Part I Offenses	2,445	2,034	2,468	2,316
<u>Part II Offenses</u>	2,798	2,745	3,073	2,872
<u>Arrests</u>				
Adult (Bookings)	2,269	1,895	2,248	2,137
Juvenile	51	49	52	51
<u>Total Calls for Service</u>	85,322	82,454	84,160	83,979
▪ Dispatched Calls	70,740	69,492	69,689	69,974
▪ Proactive Calls	14,582	12,962	14,471	14,005
<u>Reports</u>	8,840	7,857	8,942	8,546
<u>Traffic Collisions (Actual)</u>				
Fatal	13	14	14	23
Injury	365	290	321	401
Non-Injury	<u>1,027</u>	<u>624</u>	<u>826</u>	<u>796</u>
Total Collisions	1,405	928	1,161	1,220
Citations	3,737	2,091	3,250	3,230
DUI Arrests	278	167	230	180
Volunteer Hours	16,994	6,168	14,830	8,475
Number of Volunteers	NA	NA	72	56

*Note: 2022 estimates (excluding traffic) are based on projected figures from the not yet published 2021 Annual Report and a three-year average with those figures included.

FUND: HESPERIA FIRE PROTECTION DISTRICT – PERS 210
DEPARTMENT: MANAGEMENT SERVICES 19
DIVISION: FINANCE 220

DIVISION EXPENDITURE SUMMARY	2019-20 Actual	2020-21 Actual	2021-22 Budget	2021-22 Revised	2022-23 Budget	% Change From 2021-22 Budget
Salaries	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	0%
Benefits	874,510	975,994	1,042,420	1,007,746	1,130,815	8%
Materials & Operations	0	0	0	0	0	0%
Contractual	0	0	0	0	0	0%
Other Operating	0	0	0	0	0	0%
Capital Outlay	0	0	0	0	0	0%
Debt Service	0	0	0	0	0	0%
TOTAL	\$ 874,510	\$ 975,994	\$ 1,042,420	\$ 1,007,746	\$ 1,130,815	8%

DIVISION DESCRIPTION

On November 01, 2018, the City transferred all Hesperia Fire Protection District (Fire District) assets and liabilities, with the exception of the former personnel obligations, for which the Fire District will continue to function with dedicated funding to San Bernardino County Fire (County Fire). Per the annexation agreement, the City will retain funds in a trust for the payment of former Fire District personnel obligation.

SIGNIFICANT DIVISION EXPENDITURE CHANGES

- Starting in the FY 2019-20 Budget, former personnel obligation for CalPERS will be shown here.