

CITY OF MORENO VALLEY

city manager's
R E P O R T

2020



city manager's MESSAGE

In 2020, as the coronavirus pandemic overshadowed all that we did, the City of Moreno Valley remained flexible and adapted to the unique challenge of continuing to provide vital City services residents need and expect in new and innovative ways. Moreover, the City responded directly to the pandemic by creating new services to help protect the most vulnerable residents.

Despite the challenges posed by the virus, Mayor Yxstian Gutierrez and the City Council had the pleasure of dedicating Moreno Valley's newest library, the Iris Plaza Branch; dedicating the long-planned Civic Center Amphitheater & Park; and breaking ground on Santiago Park which, when complete, will be the City's 33rd.

Thanks to the leadership of the Mayor and City Council, and the outstanding dedication and work of our City employees, Moreno Valley isn't just surviving the pandemic, but is creatively adapting to meet today's needs while continuing to move our City toward the time after the virus.

This annual report provides departmental metrics and highlights that demonstrate the scope of our efforts in 2020.

covid-19 RESPONSE

Together, the MoVal Meals, Senior Eats and Family Service Association frozen-food nutrition distribution programs, created in response to the pandemic, served hundreds of residents more than 105,100 meals and supplemental-nutrition packages as of the end of December.

After the Mayor successfully solicited donations of personal protective equipment (PPE) from the U.S. Conference of Mayors, businesses, and other organizations, the City has distributed over 185,000 free masks to Moreno Valley residents as part of MoVal's "We've Got You Covered" initiative.

The Media & Communications Division created a special Coronavirus Resources webpage linking residents with trusted public health information and local resources that was visited more than 14,000 times. Also they produced more than 60 coronavirus-related video public service announcements.

We also began issuing news releases in both English and Spanish to the City's email list of 22,000 community subscribers and news media and issued more than 150 news releases since the pandemic started.



185,000 MASKS
We've Got You Covered Logo
Mask Package



105,100
Meals Provided
to Residents



14,000
COVID-19
Resource Website Visits



2,100 POSITIVE OUTCOMES
Animal Services human loving a pet



15,600
Building
Inspections



12,500
Code
Inspections

Though the Animal Shelter was available by appointment only since March, it still logged more than 9,200 visits, made more than 8,000 field service calls, and celebrated 2,100 positive outcomes for pets.

Despite the economic downturn caused by the virus, the Building Division issued almost 3,600 building permits, conducted more than 15,600 Building & Safety construction inspections, and responded to close to 17,600 customers.

Code & Neighborhood Services conducted more than 12,500 code inspections, and responded to questions from 11,600 customers.

community DEVELOPMENT

economic DEVELOPMENT

The City's Business & Employment Resource Center, known as the BERC, remained open through the pandemic to help residents access both individual and business financial support services and help displaced workers find new job opportunities. BERC staff helped more than 13,750 customers, and hosted more than 250 trainings and small-business workshops.

Although the pandemic has made commerce difficult for most of MoVal's 4,500 businesses, other companies continued to locate here. Notable new additions to our business community include The Residence Inn at The Quarter, Country Kitchen and Tractor Supply Company and soon-to-be-completed Car Pros/KIA.

The City approved a 1.25 million square-foot expansion for Kaiser Permanente Moreno Valley Medical Center and we celebrated the groundbreaking for Phase I of the 20-year project.



13,750
BERC Customers Served



4.9 MILLION
Sq. Ft of New Projects Completed



\$86,000
Average Household Income



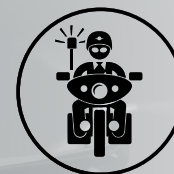
21,000
Calls for Service

fire DEPARTMENT

While Moreno Valley Fire responded to almost 21,000 calls for service in 2020, more than 17,400 of those calls were for emergency medical situations. In addition to saving lives, firefighters defended residents' property by battling close over 600 fires.

police DEPARTMENT

Despite the virus, calls for police remained fairly stable all year, with a notable peak of just over 14,700 calls for service in June when illegal fireworks flooded MoVal and the rest of the nation. We created a new Fireworks Task Force and made illegal fireworks the top non-emergency enforcement priority leading up to Independence Day and New Year's Eve. Officers responded to more than 144,100 calls for service.



144,100
Calls for Service



public WORKS

Work remained remarkably steady for the Public Works Department throughout 2020. Maintenance & Operations road crews repaired more than 6,300 potholes so far this year, averaging about 530 per month.

Graffiti-abatement calls also remained steady, with crews responding quickly to more than 12,300 locations, an average of over 1,000 graffiti cleanups per month.

The Transportation Division improved MoVal's roads by striping 295 miles of centerline roadway, maintaining more than 4,100 traffic signs, and sweeping more than 17,800 curb miles.



6,300
Potholes Repaired



12,300
Graffiti Abatement
Calls



295
Miles of
centerline roadway



financial & management SERVICES



94,400
MORENO VALLEY LIBRARY
Patrons Served



5,000
CLiC
Website Visits



80-UNITS
Affordable
Housing

LIBRARY, CLiC, AND COMMUNITY FUNDING

We celebrated the opening of the City's third library, the Iris Plaza Branch. Together with the two other libraries, our three library branches welcomed over 94,400 patrons from January through December.

Through the City's newly launched Computer Learning & Internet Connectivity or "CLiC" initiative, we created 18 publicly accessible internet hotspots called WiFi Gardens at many City facilities including City Hall and several parks. Additionally, the Mayor and City Council authorized the purchase of 100 more mobile hotspots for check-out from our three library branches, bringing the total available mobile hotspots to 150. The City also partnered with Moreno Valley Unified School District to support expanded internet access by offering City parks as locations for MVUSD's WiFi Buses to park and provide free internet to students in lower-income neighborhoods. The comprehensive CLiC portal on the City website has been visited more than 5,000 times since it launched in October.

The City also sought and received almost \$8.5 million to provide financial support for many City services, including construction of an 80-unit affordable housing project at the corner of Cottonwood and Indian.

parks & community SERVICES

Parks & Community Services was busy creatively adapting many of its services to the realities of the pandemic. Moving online, Parks conducted 3,685 virtual community class sessions, and served more than 31,800 students in the ASES after-school program.

2020 also saw the dedication of the beautiful new Civic Center Amphitheater & Park which, once the virus is under control, will immediately take its place as a premier outdoor performance venue. Not to mention, the Mayor and City Council broke ground on Santiago Park, Moreno Valley's 33rd.



3,685
Virtual Class Sessions



31,800 STUDENTS
ASES after-school and Time 4 Tots programs



9,000
Rounds of golf played at the Cottonwood Golf Center



awards

CITY MANAGER'S OFFICE

- NATOA Award – Overall Excellence in Government Television Programming
- 4 Star Awards – Best: PSA, City Services Video, Animal Rescue Show & Sound Design
- CAPIO Award – Excellence in Public Information & Communications (video production)

ECONOMIC DEVELOPMENT DEPARTMENT

- ICMA Community Diversity & Inclusion Award (MoVaLEARNS Program)
- IEEP Award – Business Retention & Expansion
- IEEP Award – Real Estate Redevelopment & Rescue (The Quarter Project)
- IEEP Award – Public Partner of the Year
- CALED Gamechanger Award (The Quarter Project)

PARKS & COMMUNITY SERVICES DEPARTMENT

- Helen Putnam Award for Excellence, League of California Cities (ASES Program)



STATISTICS TRACKED MONTHLY

JAN-20 FEB-20 MAR-20 APR-20 MAY-20 JUN-20 JUL-20 AUG-20 SEP-20 OCT-20 NOV-20 DEC-20 TOTAL

COMMUNITY DEVELOPMENT

ANIMAL SERVICES

# of Animal Shelter Visits	3,064	2,847	1,119	198	218	295	289	231	259	220	278	243	9,261
# of Positive Outcomes for Sheltered Animals	284	254	254	116	140	181	165	162	123	140	128	176	2,123
# of Responded Animal Services Field Service Calls	1,088	987	806	393	554	718	653	568	571	641	523	587	8,089

BUILDING

# of Building Permits Issued	313	360	209	203	231	337	283	349	319	366	225	465	3,660
# of Code & Neighborhood Services Inspections Conducted	1,502	1,433	1,231	1,099	1,046	1,108	1,344	1,277	1,376	1,559	1,196	1,446	15,617
# of Building & Safety Occupancy Approvals Issued	33	41	30	20	26	13	14	17	20	13	29	13	269
# of Building and Safety Phone Calls and Counter Customers Assisted	2,016	1,833	1,539	818	986	1,500	1,432	1,362	1,584	1,753	1,441	1,326	17,590

CODE

# of Code & Neighborhood Services Cases Initiated	264	196	232	194	243	221	257	226	193	241	202	128	2,597
# of Code & Neighborhood Services Inspections Conducted	1,795	1,387	1,307	1,330	1,005	696	873	870	834	919	874	699	12,589
# of Code & Neighborhood Cases Resolved	724	430	377	359	222	176	206	223	205	258	260	209	3,649
# of Code & Neighborhood Phone Calls and Counter Customers Assisted	1,298	1,394	1,174	943	887	967	888	940	961	816	711	629	11,608

PLANNING

# of New Planning Project Applications Processed	1	11	19	26	14	11	12	39	34	37	15	10	229
# of Approved Planning Project Applications	11	7	30	9	13	13	26	8	15	21	7	13	173
# of Planning Phone Calls and Counter Customers Assisted	860	725	838	478	770	802	1,147	901	787	809	911	519	9,547

ECONOMIC DEVELOPMENT

Employment Numbers	96.0%	96.0%	94.4%	85.2%	84.5%	85.1%	85.0%	88.1%	88.8%	89.5%	90.7%	89.6%	89.4%*
Housing Market Resale Value	\$343,986	\$359,148	\$366,056	\$385,143	\$357,325	\$373,058	\$386,000	\$382,236	\$386,532	\$386,693	\$396,489	\$397,556	\$376,685*
Business & Employment Resource Center Customers Served	996	906	802	966	1,150	1,375	1,406	1,559	1,221	1,484	913	972	13,750
# of Training Workshops Held	5	4	4	7	13	12	13	8	9	8	6	9	98
# of Small Business Workshops Held	6	6	3	20	14	12	13	21	16	28	22	10	171

FIRE DEPARTMENT

OPERATIONS

# of Calls for Services	1,769	1,659	1,705	1,504	1,643	1,674	1,837	1,791	1,735	1,749	1,764	2,126	20,956
Total Emergency Medical Calls (EMS)	1,465	1,397	1,450	1,268	1,357	1,373	1,509	1,509	1,435	1,440	1,448	1,810	17,461
# of Fire Calls (Commercial, Multi-Family, Other, Residential)	40	32	34	36	68	64	92	48	50	59	46	51	620
# of False Alarm Responses	166	147	136	127	125	135	133	154	149	157	168	158	1,755
Average # of Responses per Units	2,212	2,028	2,265	1,929	2,193	2,221	2,536	2,305	2,185	2,277	2,323	2,798	27,272
# of Public Education Tours	17	17	2	-	-	-	-	4	-	2	2	10	54

PREVENTION

# of Fire & Life Safety Plan Checks Completed	110	85	135	92	82	128	148	138	154	175	162	127	1,536
Annual Business Inspections (Initial & Reinspections)	166	130	59	47	2	95	243	217	280	136	261	231	1,867
Apartment Inspections (Initial & Reinspections)	48	187	6	5	138	119	79	27	36	7	15	3	670

FINANCIAL & MANAGEMENT SERVICES

PURCHASING

# of RFP/RFQ Bids	4	2	3	7	6	8	5	2	3	3	5	7	55
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HUMAN RESOURCES

Total # of Career City Employees	362	362	362	362	362	362	362	362	362	362	362	353	361.25*
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LIBRARY

# of Computer Sessions	3,850	3,624	1,914	-	-	-	-	16	669	1,272	1,095	1,201	13,641
# of Public Programs	53	82	48	38	36	30	30	23	31	32	24	23	450
# of Visitors	27,765	28,263	22,949	-	-	-	-	93	3,034	4,278	3,785	4,271	94,438
# of Circulated Items	5,065	26,894	17,231	144	172	1,676	1,676	850	8,338	12,214	11,746	11,353	97,359
# of Outreach Presentations	3	6	772	982	875	2,227	2,227	961	157	143	251	171	8,775

TECHNOLOGY SERVICES

# of Incoming Phone Calls	12,340	12,071	13,882	15,803	15,443	16,573	13,849	12,609	13,099	13,483	11,068	11,143	161,363
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TREASURY

# of Counter Visits	3,510	2,950	1,181	492	392	431	599	675	608	623	616	602	12,679
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SPECIAL DISTRICTS

Amount of Landscape Water Managed (Reported in millions of gallons)	3.2	8.4	4.0	3.1	7.3	10.0	14.2	16.0	15.8	15.2	11.7	6.7	115.6
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PARKS & COMMUNITY SERVICES

# of Class Sessions Conducted	270	270	136	1,521	259	274	381	-	139	145	145	145	3,685
# of Seniors Registered at Senior Center	1,167	1,191	1,233	1,233	1,233	1,233	1,233	1,233	1,233	1,233	1,233	1,233	14,688
# of Senior Community Center Classes Conducted	196	205	104	-	-	-	4	8	9	9	9	9	553
# of Senior Meals Served (FSA & Senior Eats)	3,929	3,305	2,330	5,385	7,807	11,360	13,193	11,362	12,670	10,946	10,271	12,535	105,093
# of Processed Permits for Room & Field Rentals	748	1,053	340	-	-	-	2	-	347	366	198	156	3,210
# of Park Ranger Patrolled Locations	1,202	1,111	1,622	1,288	1,237	692	759	784	588	520	722	1,020	11,545
# of Resolved Graffiti related Incidents	38	38	35	8	7	5	3	17	8	23	27	26	235
# of Customers Served at CRC	1,670	2,184	1,505	209	495	453	473	441	399	316	380	320	8,845
# of Students Served During After School Program	4,011	4,090	3,980	-	164	2,178	25	4,077	4,304	4,093	2,382	2,518	31,822

POLICE DEPARTMENT

# of Calls for Service	12,363	11,617	11,397	10,284	13,765	14,733	13,210	12,300	11,531	11,680	10,573	10,649	144,102
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PUBLIC WORKS

MAINTENANCE & OPERATIONS

# of Potholes Repaired	655	612	603	630	564	450	480	430	418	363	510	671	6,386
# of Graffiti Abated Locations	363	1,138	1,062	1,265	1,008	910	1,224	1,095	1,301	977	960	1,032	12,335
# of Calls for Service/Work Orders Received	567	536	547	593	527	621	669	706	613	721	566	528	7,194

LAND DEVELOPMENT

# of Development Reviews Conducted	149	210	261	241	141	168	158	184	213	323	208	231	2,487
# of Inspections Conducted	409	441	527	476	693	657	470	420	481	466	390	329	5,759
# of Permits Issued	76	66	92	96	74	63	62	75	117	81	61	57	920

TRANSPORTATION

# of Centerline Miles of Roadway Striping	16	20	8	41	38	22	26	31	46	27	19	1	295
# of Traffic Signs Maintained	154	199	485	319	470	547	286	206	403	366	461	256	4,152
# of Curb Miles Swept through Street Sweeping Program	1,386	1,549	1,242	1,535	1,585	1,520	1,616	1,558	1,520	1,533	1,365	1,407	17,816

MVU

Peak Demand (reported in megawatts)	25.6	26.0	26.3	31.8	39.2	47.1	49.6	53.3	53.0	48.0	33.2	27.6	38.39*
# of Planned/Unplanned Power Outages	-	1	1	2	1	-	-	-	1	-	5	1	12
# of Street Lights Knocked Down	3	4	2	3	1	2	1	1	4	3	5	-	29
# of Vehicles Charged (Fast Charged or Level 2 Charged)	336	288	248	92	143	142	159	213	229	250	122	165	2,387

* Total = Average