



PALM DESERT

2021 ANNUAL REPORT

PREPARED JANUARY 2022



TABLE OF CONTENTS

<u>City Council's Goals and Priorities</u>	03
<u>City Manager's Office</u>	05
<u>City Clerk</u>	06
<u>City Manager's Office</u>	07
<u>Human Resources</u>	08
<u>Information Technology</u>	09
<u>Public Affairs</u>	10
<u>Development Services</u>	11
<u>Building and Safety</u>	13
<u>Code Compliance</u>	14
<u>Economic Development</u>	15
<u>Permit Center</u>	17
<u>Housing</u>	18
<u>Planning and Engineering</u>	20
<u>Special Programs</u>	23
<u>Finance</u>	25
<u>Finance Department</u>	26
<u>General Services</u>	27
<u>Public Works</u>	28
<u>Capital Improvement Program</u>	31
<u>Facilities Services</u>	33
<u>Landscape</u>	35
<u>Traffic Operations and Maintenance</u>	37
<u>Parks and Recreation</u>	38
<u>Streets Maintenance</u>	39

CITY COUNCIL GOALS AND PRIORITIES

Environmental Initiatives

- **Description:** Develop a 5-year plan of Environmental Initiatives including the consideration of the following or similar items: environmentally friendly landscaping, green building materials, solar, alternative fuel vehicles for the City fleet, water, and energy conservation, and recycling. Work with the Resource Preservation and Enhancement Committee to evaluate and implement initiatives.
- **Lead Teams:** Development Services and Public Works
- **Subcommittee Involved:** Resource Preservation and Enhancement Committee (RPEC)
- **Next Steps:** Hold a study session to refine the areas of focus. Work with RPEC to evaluate initiatives and develop a 5-year plan for implementation of initiatives and incorporate into the budget.

North Sphere Planning/ North Sphere Park

- **Description:** Analyze the recommendations of the CBRE study for potential changes in land use patterns in the north sphere. Design and build a North Sphere Park. Gather community input and use to refine planning.
- **Lead Teams:** Development Services and Public Works
- **Subcommittee Involved:** Parks and Recreation Commission, Economic Development Subcommittee
- **Next Steps:** Revisit the CBRE study to determine if it will need to be revised to incorporate any potential changes in plans for a Cal State Palm Desert Campus. After the RFP for park design is completed, staff will gather and review community feedback when the design is completed.

Public Safety Improvements

- **Description:** Explore new technology, review budgets, and gain efficiencies for improved public safety services. Conduct a review of current law enforcement contract and fire services.
- **Lead Teams:** Development Services, the City Manager's Office, and Administrative Services
- **Subcommittee Involved:** Public Safety Commission
- **Next Steps:** A joint study session with Public Safety Commission and City Council to review law enforcement contract will be held. Analyze the effectiveness of CSOs and evaluate the budget impacts. Request bids for ALPR and incorporate into the budget. Conduct Matrix Study. Study session to review improvements and efficiencies.

CITY COUNCIL GOALS AND PRIORITIES CONTINUED...

Active Transportation Projects

- **Description:** Analyze relevant studies to develop a 5-year Active Transportation Project Plan that includes opportunities to enhance CV Link, PD Link/bike lanes, and incorporate these projects into the 5-year CIP budget.
- **Lead Team:** Public Works
- **Subcommittee Involved:** Active Transportation Project (ATP) Subcommittee
- **Next Steps:** A Subcommittee meeting will be held to provide an update on the Active Transportation Project Program. A Study Session will be held regarding this program.

Cal State University Palm Desert Campus

- **Description:** Advocate for the creation of a Cal State University Palm Desert Campus or other education related uses of the 170 acres the City provided for this purpose.
- **Lead Teams:** Development Services and the City Manager's Office
- **Subcommittee Involved:** CV Priority One
- **Next Steps:** Explore legislative solutions and evaluate with the City Council.

Westfield Mall Redevelopment

- **Description:** Conduct market and land use planning studies to evaluate options for adaptive re-use of the Westfield Mall resulting in a Mall Master Plan.
- **Lead Teams:** Development Services and the City Manager's Office
- **Next Steps:** Contract with a consulting firm for the development of the mall master plan. Hold a study session to review and discuss.

Annexation North of I-10

- **Description:** Work with stakeholders to explore the annexation of the area north of the I-10 Freeway.
- **Lead Teams:** Development Services and the City Manager's Office
- **Subcommittee Involved:** Annexation Subcommittee
- **Next Steps:** Take Annexation Study to the City Council for discussion.

Broadband Master Plan

- **Description:** Explore the feasibility of municipal broadband in Palm Desert and the Coachella Valley. Develop a Broadband Master Plan that assesses whether and how the city can enhance connectivity for businesses and residents, while working with, and factoring in the work accomplished by federal, state and regional resources.
- **Lead Teams:** Development Services and Public Works
- **Subcommittee Involved:** Economic Development Subcommittee
- **Next Steps:** Commence request for information regarding feasibility, development, and operation of broadband.

CITY MANAGER'S OFFICE

Department Description:

The City Manager's Office serves under the policy direction of the City Council and provides leadership and management over the day-to-day operations to ensure residents and businesses receive exceptional City services. The Department includes Human Resources, Information Technology, City Clerk, and Public Affairs.

Goals and Initiatives:

GOAL OR INITIATIVE	ANTICIPATED TIMELINE FOR COMPLETION
Citywide classification and compensation study based on the current organization and market to attract and retain employees for the City of Palm Desert.	September 2021 - May 2022
Implement an electronic employee evaluation system.	July 2022
Revise and update Human Resources policies.	July 2022
Research and implement an online civic engagement platform to enhance and elicit engagement with Palm Desert residents. Get the platform up and running with several initial projects.	Completed October 2021
Map out and implement a communications infrastructure to assist in broadcast-type messaging to Palm Desert residents and key stakeholders.	June - December 2021
Develop a marketing/media plan to effectively promote overnight stays in Palm Desert by visitors from the local drive market (San Diego, Orange County, Los Angeles).	September - November 2021
Work with City Clerk's Office to implement PrimeGov software for agenda management for City Council and Committee and Commission meetings.	January 2022
Update to website front page, added usability features for the Granicus hosted website.	Complete August 2021

CITY MANAGER'S OFFICE

CITY CLERK

Top Accomplishments:

- Reviewing processes to reduce the amount of paper used and increase use of electronic records.
-

Serving Our Customers Better:

- Migrated records from Questus to Laserfiche to allow access to records by all City staff.
 - Provided resources and support for Committees, Commissions and Boards, by providing training to staff and members.
-

Looking Ahead:

- Increase agenda management efficiency through the standardization of agendas and minutes, and the launch of PrimeGov software for electronic agenda management.
- Increase access to public records through the launch of a Laserfiche public portal that allows the public to directly access records.
- Conduct a recruitment for a City Clerk.

CITY MANAGER'S OFFICE

CITY MANAGER'S OFFICE

Top Accomplishments:

- Initiated matrix study on the feasibility of a joint police contract with the City of LQ.
 - Consolidation and reorganization of departments, including the creation of a One-Stop-Shop for permits.
 - Negotiated an Amended Waste and Recycling Franchise Agreement with added programs for residents and businesses and increase public education and outreach on recycling requirements.
-

Serving Our Customers Better:

- Lead the development of Microsoft Teams and SharePoint sites to promote efficiencies in communication among staff.
-

Looking Ahead:

- Continue to support and manage the review and analysis of programs, projects, and service delivery models.
- Establishing the Homelessness Taskforce to address community issues relating to homelessness.

CITY MANAGER'S OFFICE

HUMAN RESOURCES

Top Accomplishments:

- Launched core values revisions for the organization that centered around Palm Desert's customer service culture.
- Implemented recruitment schedules to improve communication with hiring managers, create a more efficient process, and set expectations for committee members and applicants.
- Managed more than 30 recruitments and over 1,000 applications and onboarded 19 new hires.
- Completed Palm Desert Employee Organization (PDEO) negotiations.
- Assisted in the facilitation for the classification and compensation study, including increasing communication and transparency through a task force and placing information on the City's intranet.

Serving Our Customers Better:

- Began monthly supervisors' meetings highlighting topics on culture and professional growth, as well as using the meetings as a tool to communicate information and receive feedback.
- Hired an additional Management Analyst to add depth to the Human Resources Department to better serve and meet the needs of City employees, streamline the recruitment process, develop an orientation program, and increase professional development.
- Created a user-friendly COVID-19 reporting form to track COVID-19 cases and allow any Human Resources staff member to assist with COVID-19 questions.
- Use the Weekly Administrative Report to share information regarding new staff members, COVID-19 updates, and other Human Resources information.

Looking Ahead:

- Implement a new employee orientation program to solidify expectations and culture and provide tools to assist with making new employees as successful as possible.
- Develop and implement Palm Desert University, a training program for all employees to attend that provides education, connections, and contacts on how to be an exceptional City of Palm Desert employee.
- Review and update personnel policies and ordinances.
- Complete and develop a strategy to implement the results of the classification and compensation study.
- Improve and establish a consistent evaluation process, forms, and schedule.

CITY MANAGER'S OFFICE

INFORMATION TECHNOLOGY

Top Accomplishments:

Back of the house updates:

- Migrated to VX Rails, the latest technology for servers and data storage.
- Implemented an IDPA for data backups that are fast and secure for data and servers. This program uses a local disk and Cloud storage.
- Implemented Ivanti, a desktop management software, which ensures security patches and updates are applied and reports on desktops that are being updated.
- Upgraded our ESRI environment to the latest server technology.
- Upgraded e-TRAKiT and Finance Enterprise to the latest versions.

Front of the house updates:

- Migrated to Office 365, a considerable change that will enhance employee collaboration. More tools will roll out soon.
- Migrated Business License data to HDL.
- Helped create a new landing page for the City website.
- Implemented hybrid meeting updates in smaller conference rooms.

IT Governance and Policy

- Completed SWOT analysis.
- Kicked off the IT Steering Committee and working group subcommittee meetings.

Serving Our Customers Better:

- Updated our Server Room hardware and software, which have increased our reliability and security for our data infrastructure.
- Office 365 migration has increased availability and access to Microsoft Office products and added several new collaboration tools for staff.
- Laserfiche forms improving workflows throughout the organization, streamlining, and pushing a digital-first mentality.
- Expanded hybrid meeting solution for small conference rooms, permitting hybrid staff, commission, and committee meetings.
- IT Steering Committee is a City department-wide workgroup and decision-maker, focused on increasing the cooperation and communication between all the departments and IT.

Looking Ahead:

- **IT Strategic Plan, Disaster Recovery Plan, and Cybersecurity Plan:** In 2022, we will complete these plans and implement the recommended changes.
- **E-TRAKiT portal going live:** Allowing our customers a web portal for conducting development business within the City. Many of the functions that currently require a trip to City Hall will be available on the e-TRAKiT portal.
- **PrimeGOV Agenda and Meeting Management:** A software solution to help streamline the staff report process for City Council Meetings, as well as Committees and Commissions. There is a meeting management component that will increase the transparency of our meeting for the public.

CITY MANAGER'S OFFICE

PUBLIC AFFAIRS

Top Accomplishments:

- Researched and implemented EngagePalmDesert.com, an online civic engagement platform to enhance the City's relationship with residents and promote transparency. In collaboration with departments across City Hall, the platform now has 15 projects up and running.
- Mapped out a communications infrastructure to assist the City in broadcast-type messaging to Palm Desert residents and key stakeholders. This includes new digital channels, several weekly reports, and strategic use of social media.
- Revamped the City's website home page to enhance user experience, overall look & feel, and utility.
- Developed a marketing/media plan to effectively promote overnight stays in Palm Desert by visitors from the local drive market (San Diego, Orange County, Los Angeles).
- Reopened the City's Visitor Services Center after an 18-month closure. This complements the online Visitor Information services, including a robust calendar of events on DiscoverPalmDesert.com.
- Successfully and safely re-launched Concerts in the Park to record number residents and visitors after a year hiatus.

Serving Our Customers Better:

- The Public Affairs team continues to offer the public a variety of communication channels with the City, both to share their thoughts and concerns and to learn about everything that is happening in the City. This includes EngagePalmDesert, increased in-person services, an improved City website and more robust social media presence.
- Public Affairs implemented a weekly report this year to bridge gaps in communication across City Hall.

Looking Ahead:

- Public Affairs will enhance the communication infrastructure by expanding the content on EngagePalmDesert, with 15 active projects currently on the site, and more under development.
- Brightside, the City's bi-monthly newsletter, will receive an updated look this year and be joined by a digital version in both English and Spanish.
- We'll continue to work with departments across City Hall to make sure the City's website is serving the community as much as possible.
- Work to create City branding standards, so that all public documents have a cohesive and five-star look and feel.
- Creating an online sponsorship and special event application.

DEVELOPMENT SERVICES

Department Description:

The Development Services Department implements the policies and objectives of the community that are outlined in the City of Palm Desert's Strategic Plan, General Plan, Zoning Ordinance, and Specific Plans. Development Services reviews new development proposals to ensure that the City's design and development standards, goals, and policies are executed in the development of the City. Development Services also ensures that existing structures and properties are maintained to levels acceptable by the community. To carry out these functions, the Department has recently been restructured to include seven (7) distinct divisions, each with its own core functions, and each working together to ensure an efficient development process. The Divisions and a summary of their functions are below:

Goals and Initiatives:

- Building and Safety:** The Division reviews building plans in accordance with the California Building Code and construction inspection services. In addition, the division completes several building activity reports for the State of California and other regional agencies, including the Coachella Valley Association of Governments (CVAG).
- Code Compliance and Business Licensing:** The Division primarily enforces the City business regulations (Palm Desert Municipal Code (PDMC) Chapter 5) and Health and Safety Code (PDMC Chapter 8). In addition, the Division enforces the City's short-term rental (STR) regulations and oversees the contract with Riverside County for Animal Control.
- Economic Development:** The Division works hand-in-hand with both new and existing businesses providing support services and programs, such as the commercial space inventory, zoning, and entitlement information, to promote, retain, and expand businesses within the City. The Division also assists businesses in redeveloping commercial areas endeavoring to create a rejuvenating environment for businesses and residents. With a progressive and proactive business approach, the City aims to protect its business nucleus while attracting new retail, hospitality, technology, and clean energy industries, which leads to maintaining a high quality of life for residents, visitors, and businesses.
- Housing:** The Housing Division oversees the City's affordable housing programs, the housing activities (i.e., Developer Housing Restrictive Agreement compliance, Housing Element, etc.), the Palm Desert Housing Authority (Authority), and the Rent Review (aka Rent Control) programs. The Authority owns and operates over 1,100 affordable rental units.
- The Permit Center:** The Division offers a one-stop shop for building permits, encroachment permits, and select land development applications. The Division provides an efficient, knowledgeable, single source of contact for customers and residents for all things permitting related to the Development Services Department.
- Land Development/Planning/Engineering:** The Division is committed to assisting developers and homeowners with development projects and land use entitlements. The Division includes both long-range planning and current planning activities, ensuring City plans are up to date to address long-and-near term challenges and opportunities. The Division helps residents and developers navigate the City's development process and ensure adequate public input through the City's various Commissions, including the Architectural Review Commission, Planning Commission, and City Council.
- Special Programs:** The Division consists of two core functions: 1) management of the City's solid waste and recycling franchise agreement with Burrtec Waste and Recycling Services and the Resource Preservation and Enhancement Committee (RPEC), and 2) management of the City's Art in Public Places Program and the Cultural Arts Committee (CAC).

DEVELOPMENT SERVICES CONTINUED...

Goals and Initiatives:

GOAL OR INITIATIVE	ANTICIPATED TIMELINE FOR COMPLETION
Establish a one-stop-shop/permit center to provide a single source contact for the public when interacting with and submitting permits/applications for the Development Services Department.	Completed May 2021
Develop customer service surveys and distribute them to applicants through the permit center to gauge customer feedback and make necessary improvements.	Completed May 2021
Engage Plante Moran to review Development Services processes related to the permit center, planning, building functions and to receive recommendations to implement more efficient processes.	Completed August 2021
Present a draft ordinance to City Council for consideration of amending drive-thru limitations.	Completed July 2021
Amend the solid waste and recycling franchise agreement and adopt ordinances to update the City's municipal code to include SB 1383 program requirements. Roll out new organic recycling programs to residents and businesses.	January-June 2022
Contract with a design firm to explore design options for the permanent creation of Lupine Plaza.	Completed September 2021
Implement changes to the STR ordinance and remove STRs in unpermitted areas of the City.	January-December 2021
Move to an online portal for business license applications and renewals. Also, make available a public search for businesses in Palm Desert.	Completed September 2021
Develop design and safety guidelines for dining decks and implement the program by October 2021.	Complete October 2021
Install additional midblock crosswalks on El Paseo between San Pablo Avenue and Highway 74.	Delayed for one year per City Council at the June 24, 2021, meeting
Develop a master plan to deploy broadband connection to Palm Desert businesses and residents.	Delayed. In discussion with CVAG for a regional approach
Develop a concept to build a Discover Palm Desert Center at the Civic Center Park.	Ongoing. Contract executed with PVGA in November 2021. Anticipate final design selection in March 2022
Relaunch the Invest Palm Desert Economic Development Incentive Program.	September 2021-June 2022
Launch the Palm Desert iHUB/Partnership with CVEP/CSUSB-PDC.	Completed September 2021
Evaluate the EDSP and North Sphere Land Use Opportunities.	Ongoing. Completion anticipated January 2022
Implement a Request for Qualifications/Proposals for the maintenance and management of the Desert Willow Golf Resort.	Complete October 2021

DEVELOPMENT SERVICES

BUILDING AND SAFETY

Top Accomplishments:

- Creating a Virtual Inspection Program. This program provides safe distancing of our Inspection Team and the public during all COVID-19 protocols. This also allows our inspection team to work remotely when necessary. Some positive by-products are a 43% reduction in field inspections hours and a reduction in vehicle emissions, as well as wear and tear to the City fleet as less vehicle usage is needed.
- Implementing a Fast-Trak Permitting Program for Residential Solar and Swimming Pools. This program expedites solar and swimming pool issuance to address the increased needs of the construction community. In creating this program, we have seen, on average, a 33% reduction in our plan review workload. This reduction allows more projects to be reviewed "in-house," providing cost savings in using 3rd party contracts.
- Completion of digitizing all Building and Safety Records, including original microfiche records. This program began in 2018, and its completion means better public record customer service for our Administrative Team.
- Our Inspection Team conducted 14,297 inspections in 2021. These inspections ranged from our Virtual Inspection Program to inspections of complex commercial projects such as the Living Desert Rhino Exhibit and the Holiday Inn Express Hotel.
- Our plan review services (internal and 3rd Party) performed 2,385 reviews of commercial and residential projects, which is up 46% from 2020. These plan reviews range from very basic reviews, where our Permit Center Specialists review minor permits to residential and commercial reviews being conducted "in-house" and a 3rd part contract service.

Serving Our Customers Better:

- Continued evaluation of plan review services to further increase turnaround times for residential and commercial reviews.
- Continued training and refining inspection team protocols to maintain combination inspection capabilities.
- Increase collaboration with City Commissions and groups and how the Building and Safety Division can be of assistance.
- Review and update Division Policies and Interpretations.
- Refinement of the Chief Building Official's position to include closer staff support of field inspections, plan reviews, and model code support to the Permit Center.
- Increased collaboration with Development Services Teams to provide efficient City services.

Looking Ahead:

- Implementation of the e-TRAKiT Portal for online inspection scheduling, permit and plan review statuses.
- Additional certifications for staff in the areas of building inspections and plan review to accommodate and support the need for combination inspectors and reviewers.
- Filling the position of Plans Examiner to support a revised Building Safety Division.

DEVELOPMENT SERVICES

CODE COMPLIANCE

Top Accomplishments:

- Our Code Compliance Team is dedicated to improving the quality of life and preserving Palm Desert's attractiveness and community character by bringing properties within the City into compliance with all municipal codes.
- Our code compliance team completed 1,856 initial inspections, 1,999 follow-up inspections for a total of 3,855 combined inspections. In 2020, the team completed 1,403 initial inspections, 1,333 follow-up inspections for a total of 2,736 total inspections. Total inspections increased by 30% during 2021.
- Our code compliance team processed 19 administrative warrants, 18 notices of lien, and 13 notices for release of lien. In 2020, the team processed nine warrants, 26 notices of lien, and 13 notices for release of lien, an overall increase of 10% during 2021.
- The code compliance division completed digitizing all code compliance and business license records.
- The code compliance team worked with the owners of the former fire-damaged McGowan's Irish Pub building requesting compliance to restore the building or demolish the fire-damaged structure. The property owner demolished the building.

Short-Term Rentals:

- Our code compliance team completed 21,934 pro-active short-term rental property inspections resulting in the issuance of 28 administrative citations, conducted 12 administrative hearings, six court appeal hearings, and collected \$208,048 in fines. In 2020, the fines collected totaled \$133,244. Total fines collected during 2021 increased by 56%.

Serving Our Customers Better:

- The code compliance swing shift officer is assigned late evening and weekend shifts to better serve the needs of the community during non-regular business hours.
- Utilizing technology to search for non-permitted short-term rental properties.
- Transitioned to an online business license portal.
- Utilizing an online payment portal for short-term rental permits, garage sale permits, and all other permits currently processed and issued.
- Implementation of an online recreational vehicle permit program for the public during COVID-19 orders.
- Revised and updated division policies.
- One code compliance team member became a certified code compliance officer through the California Association of Code Enforcement Officers.

Looking Ahead:

- New short-term rental applications and renewals will be processed to an online portal.
- Continue to review the municipal code ordinances and work with legal counsel to ensure our municipal code ordinances are up to date with current trends and case laws that could affect enforceability.
- Provide the pathway for our newest code compliance team members to become certified code compliance officers.
- Continue to develop, modify, and implement policies to enhance enforcement of short-term rentals, homeless campsites, and any other issues that arise.
- Continue to work collaboratively with the Development Services Teams to provide efficient customer service.

DEVELOPMENT SERVICES

ECONOMIC DEVELOPMENT

Top Accomplishments:

- Disposed of 23-acres to GHA Communities for the development of 64 single-family homes located at the intersection of Shepard Lane and Julie Drive.
- Negotiated and obtained additional police and fire services from Riverside County on the arena project north of interstate-10 to ensure City resources would be minimally impacted.
- Opened the Palm Desert iHUB in coordination with Cal State University San Bernardino and the Coachella Valley Economic Partnership (CVEP).
- Distributed almost \$1 million to 125 Palm Desert businesses through Unite Palm Desert's Restaurant Recovery, Emergency Business Relief, and Hospitality programs.
- Distributed free PPE (face masks, hand sanitizer, and face shields) to approximately 900 Palm Desert businesses.
- Provided 539 meals to Palm Desert first responders and residents of the City's affordable housing units through the PD Plates program.
- Cannabis Tax Rebate Program - established a tax rebate program for cannabis businesses unable to participate in State and Federal COVID-19 relief programs.
- Dining Deck Grants - established a dining deck grant program to match up to \$5,000 in dining deck improvements

Serving Our Customers Better:

- Held a "Brokers Forum" to share information with the commercial brokerage community about upcoming projects and process changes inside City Hall. Followed up with a Broker's Report after meeting with brokers individually to better understand what they are experiencing in the City. This report has been shared with the City Council.
- The Economic Development webpage has been completely updated to provide new, more relevant information, including new information related to regional business services and City programs.
- Released a Request for Proposals for management of the Desert Willow Golf Resort. An operator will be selected in Q1 2022.

DEVELOPMENT SERVICES

ECONOMIC DEVELOPMENT CONTINUED...

Looking Ahead:

- Discover PD:** Executed a contract with Prest Vuksic Greenwood Architects for the creation of the Discover Palm Desert Visitor Center. Formal adoption of the design should occur in Q2 2022.
- Lupine Plaza:** Executed a contract with MIG, Inc., to create a permanent plaza at Lupine Lane and El Paseo. Form adoption of the design should occur in Q2 2022.
- I-10 Annexation:** Staff is currently working with Terra Nova Planning and Research, the City of Cathedral City, and Riverside County on the potential fiscal impacts of annexation north of interstate 10. A fiscal study, which will initiate discussion on the merit of such an annexation, is expected in February 2022.
- Bike Rack Incentive Program:** Staff will propose the creation of a “bike rack incentive program” for the placement of additional bicycle parking facilities on private property. The program is expected to be in front of the City Council for consideration in January 2022.
- Security Camera Incentive Program:** Staff will propose the creation of a “security camera incentive program” for the placement of security cameras on private properties. Staff is working with the Sheriff’s Department to better understand best practices and operating systems that will aid in deterring crime in commercial areas.
- Surplus Land Act (SLA):** Staff will be preparing a comprehensive list of all City and SARDA property to submit to the State Department of Housing and Community Development (HCD) for compliance with the Surplus Land Act. Once approved by HCD economic development staff will lead the efforts, along with coordination with the Planning/Land Development and Housing Divisions, for the disposition of these properties.
- Land Disposition:** The City is currently engaged to dispose of over 200 acres of land to private developers including, DSRT Surf (Q4 2022), Refuge PD (Q4 2022), Family Development (Q4 2022), and Chandi Group (Q2 2022).
- Palm Desert Mall:** Staff is working with CBRE on a study and plan for the former Westfield Mall site. Strategies and a long-range plan are anticipated for City Council review in late Q2 2022.

DEVELOPMENT SERVICES

PERMIT CENTER

Top Accomplishments:

- The newly created Permit Center processed 4,089 permits this calendar year with a total construction valuation of \$193,442,796.55.
 - The Permit Center Customer Service survey results from May 1, 2021, to December 15, 2021, reflect a 94% customer service approval rating.
 - Two permit technicians became International Code Council (ICC) certified.
 - The Permit Center prioritized cross-training of permit techs in all permit types across the Building and Planning/Land Development Divisions and the Public Works Department to better serve the community.
-

Serving Our Customers Better:

- The Permit Center is collaborating with other divisions to create a comprehensive FEMA review process to fulfill state requirements.
 - Working to create a cohesive process for ADU's, to bring new state requirements, and Planning and Building into one simple process for the benefit of the community.
 - Cooperating with special programs to assist in implementing new state construction waste recycling.
 - Working with Housing to create a simple submittal and review process for all Affordable Housing and For-Sale Assistance homes.
 - Additional training from California Building Officials (CALBO) for permit techs.
-

Looking Ahead:

- The Permit Center is working hard to implement e-TRAKiT, an online self-serve portal for the community to apply for a permit online, pay online, and research permit history.
- The Permit Center is working to develop an all-inclusive fee estimate, coordinating with all departments, outside agencies, and utility companies.

DEVELOPMENT SERVICES

HOUSING

Top Accomplishments:

- Refinanced and secured a new loan with Palm Communities for the rehabilitation of Hovley Gardens Apartments.
- Secured a new ENA with Palm Communities for a 10-acre parcel (adjacent to City Regional Park) to develop 241 affordable rental units to VL and L.
 - As part of this transaction, obtained exemption of Surplus Land Act ("SLA") approval from the State and an appraisal.
- Secured a Conditional Financial Commitment with Pacific West Communities for the Vitalia Apartments.
 - As part of this project, jointly worked to secure a Purchase and Sale Agreement and exemption of SLA approval from the State.
 - As part of the financial commitment, I completed a project feasibility analysis.
- Merle Self-Help Projects successfully transferred fourteen (14) vacant lots to Coachella Valley Housing Coalition.
 - As part of the financial commitment, our team completed a project feasibility analysis and obtained approval for additional homebuyer loan assistance.
- Worked jointly with Planning Division on the Housing Element Sixth Cycle Update.
- Assisted residents delinquent with rent payments in securing Emergency Rental Assistance from various programs.
- Completed 484 resident recertifications and turned over approximately 55 units from lease terminations (move-outs).
- Jointly with Public Works completed four (4) capital improvement projects; Roof replacement and restorations for Candlewood Apartments, Taos Apartments, and some buildings at One Quail (A total of 36 building roofs completed).
- Completed One Quail Place Apartments boiler replacement project, at no cost to the Palm Desert Housing Authority ("PDHA").
- Negotiated successfully and obtained approval of an Amendment to extend the RPM Company Apartment Management Services Contract for an additional five (5) year term at the PDHA properties.
 - Various Housing Authority properties improvements:
 - Eleven interior unit cabinet and countertops replacements,
 - Ten bathtub conversions to walk-in showers,
 - Five bathtub replacements, four shower replacements,
 - Two carports demoed, pending placement.

DEVELOPMENT SERVICES

HOUSING CONTINUED...

Serving Our Customers Better:

- Established a mass calling option for the Palm Desert Housing Authority Rental property portfolio for notifications via email and text.

Looking Ahead:

- Arc Village Project, review plan for solicitation of development.
- Sagecrest, review plan for solicitation of development.
- Jointly working with Planning to complete and obtain approval and certification by the State for the Housing and Safety Elements.
- Jointly working with Planning to review "Affordable Housing Designation" by the State for the City
- Article 34, review plan for a ballot measure.
- Palm Desert Housing Authority Administrative Plan update.
- Continue interior unit renovations for Authority rental portfolio.
- Jointly with Public Works to complete three (3) capital improvement projects; Roof replacement for Desert Pointe Apartments, One Quail Place asphalt replacement (including walkways, carports, parking stalls), and Tao Palm Apartments' wood trellis replacement.

DEVELOPMENT SERVICES

PLANNING AND ENGINEERING

Top Accomplishments:

- Dining deck guidelines were adopted to implement safety and design standards that will allow restaurants to continue the use of outdoor dining patios. To date, fourteen (14) restaurants have obtained a valid Temporary Use Permit (TUP).
- A Zoning Ordinance Amendment (ZOA) was adopted to create a land-use overlay for the San Pablo commercial area (ZOA 20-0002), which limits the number of new chain businesses to encourage local small businesses on the street.

Approved Residential Projects:

PROJECT NAME	PROJECT DESCRIPTION	TOTAL DWELLING UNITS
Dolce	Buildout remaining, single-family tract	132
Sage	Single-family tract	111
Vitalia	Affordable apartment complex	269
Santa Barbara Condos	Single-story condominiums	32
Montage	Single-family homes	63
University Park	A master development plan consisting of a variety of housing types, including single-family, attached condominiums, and apartment units.	1069
University Park - Lennar	Residential community including duplex units, cluster units, and single-family homes.	196
Chandi Mixed-Use	Mixed-use three-story building	60
DSRT SURF	Villas and stacked flats	83
TOTAL		2015

DEVELOPMENT SERVICES

PLANNING AND ENGINEERING CONTINUED...

Approved Commercial Projects:

PROJECT NAME	PROJECT DESCRIPTION	SQUARE-FOOTAGE OF COMMERCIAL
Monterey Crossing	Under construction. New businesses include Chick-Fil-A, The Habit, and Quick Quack.	136,700
Alpha Holdings Building	Multi-tenant industrial building	18,434
Holiday Inn and Staybridge Suites	Approval to build two four-story hotels, totaling 192 rooms. (Holiday Inn Express and Staybridge Suites)	132,561
Leeds and Son	Façade enhancement and addition	6,124
University Village - Restaurant	Restaurant building	9,024
Porta Via	Façade improvements for a new restaurant and the addition of an outdoor dining patio.	3,600
Chandi Mixed-Use	Mixed-use three-story building	16,500
DSRT SURF	92-room hotel and surf center	91,626
TOTAL		414,569

DEVELOPMENT SERVICES

PLANNING AND ENGINEERING CONTINUED...

Land Development (Engineering) Statistics:

- Issued 47 grading permits and collected \$786,000.00 in plan check fees.
- Collected \$5,349,585.00 in improvement bonds.
- Oversaw 954 total plan check reviews.

PERMIT	NUMBER ISSUED	REVENUE FROM PLAN CHECK FEES
Grading Permit	47	\$786,000.00

TOTAL PLAN CHECK REVIEWS	REVIEWS PER MONTH
954	80

Serving Our Customers Better:

- Working towards the adoption of a zoning ordinance amendment which would require community engagement (ZOA21-0002) and increase the range for public noticing requirements for new project development. The ordinance would also encourage additional community input earlier in the development process.
- Planning and Land Development processes have merged to streamline the development process to reduce overall staff review times.
- Changed processes to require digital submittals for all entitlement applications and centralized payments with the Permit Center, reducing paper and carbon emissions. This has also improved project transmittals and circulation, thereby reducing staff review times of projects.
- Created flowchart of entitlement approval timelines and posted on City website.

Looking Ahead:

- **Architectural Review Commission (ARC) Bylaws and Design Standards:** This will establish the commission’s authority and purview for reviewing projects relating to land use, architecture, and landscape design.
- **Interactive Project map on the City’s website:** Implementation of an interactive project map feature on the City’s website, which will provide details on new developments throughout the City.
- **Streamline Entitlement Review:** Modification of the pre-application review process, as well as the internal staff review process. Implement design standards and provide informational workflows to applicants.
- Rethinking zoning for flexibility and innovative new uses/adaptive reuse and remove zoning barriers to economic development.
- Additional staff, educational training, and conference attendance for all staff in Planning and Land Development.

DEVELOPMENT SERVICES

SPECIAL PROGRAMS

Top Accomplishments:

- Cultural Arts Committee (CAC) reviewed over 200 proposals for a sculpture to be installed in the roundabout at San Pablo and San Gorgonio and narrowed it down to two choices. We then ran a successful civic engagement campaign for the public to select which sculpture they preferred to see installed.
- Vinyl wrapped three traffic signal cabinets with public art.
- Created a Five-Year Capital Improvement Project (CIP) Public Art Plan.
- Released 2023/2024 El Paseo Sculpture Exhibition call for entries.
- Prepared a mandated Construction and Demolition Diversion Program to be implemented by the Permit Center, Building & Safety, and Burrtec.
- Worked to update the solid waste and recycling ordinance to incorporate SB 1383 (organics recycling) mandates.
- Assisted with Burrtec's franchise agreement negotiations to include expanding public outreach requirements.

Serving Our Customers Better:

- Hired two management analysts to work on the environmental and public art programs.
- Updated Cultural Arts Committee (CAC) bylaws.
- Increased Holocaust Memorial deep cleanings to three times per year and worked with landscape staff to implement monthly cleanings which previously were not done.
- Took on oversight of Palm Desert Community Gardens.
- Included in the proposed franchise agreement with Burrtec are an increased number of shredding events throughout the year, waste audits, multi-family bulky item pick-up, and other benefits to residents and businesses.
- Created an email address specifically for solid waste and recycling inquiries.
- Changed the Resource Preservation and Enhancement Committee meeting schedule from quarterly to bi-monthly.

DEVELOPMENT SERVICES

SPECIAL PROGRAMS CONTINUED...**Looking Ahead:**

- Will oversee the fabrication and installation phases for the sculpture in the roundabout at San Pablo and San Geronio.
- Working to compile a Public Art Plan for the San Pablo corridor.
- Looking to replace some of the public art pads in the median on El Paseo.
- Inclusion of public art in Phase II of the San Pablo Improvement Project.
- Potentially reopening the Palm Desert Community Gallery.
- Replacement of stolen portion of For Our Freedom sculpture in Freedom Park.
- Finalize update to Burrtec's franchise agreement and implementation of new policies and projects outlined in the agreement.
- Continue to work on implementation of SB 1383 (organics recycling) programs, including compost procurement, edible food recovery, recordkeeping, and extensive residential and commercial public outreach.
- Apply for non-competitive grant funds to assist with SB 1383 program implementation.
- Work with CalRecycle on a formal plan for Mandatory Commercial Recycling (MCR) and Mandatory Organics Recycling (MOR) implementation.
- Purchase of water bottle fillers for City parks using City/County Beverage Container Recycling grant funding.

FINANCE

Department Description:

The Finance Department is responsible for financial matters affecting all departments and activities of the City. Finance functions include cash management, debt management, budgeting, purchasing, accounts payable, accounts receivable, financial statements, general ledger, loan administration, and payroll. The Department works to ensure financial transparency and to promote effective accountability and fiscal management.

FY 21/22 Goals and Initiatives Status Update:

GOAL OR INITIATIVE	ANTICIPATED TIMELINE FOR COMPLETION
Establish a digital signature policy and processes for City documents requiring signatures.	Policy Complete Processes will be updated as needed
Conduct Fee Study to evaluate City fees	Delayed until Q1 2022
Launch an online budget in an interactive model available on the City's website	November 2021
Refunding of the Assessment District for Section 29. The savings will lower the property owners' taxes beginning with the FY 2021-2022 tax year	City process completed September 2021.

FINANCE

FINANCE DEPARTMENT

Top Accomplishments:

- Received multiple awards for outstanding service, including the 24th consecutive Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association GFOA.
- Implemented an interactive online budget linked to the City's website where both staff and the public can access information up to the previous day's transactions. The information can then be viewed in multiple ways, from graphs to comparison bar charts, by simply selecting the preferred parameters.
- Implemented payments via ACH/EFT for routine vendors.
- Collaborated with Development Services to implement an online business license portal allowing online renewals and payments.
- Created new, simpler reports for the City's Finance Committee.
- Implemented the collection of a Tourism Business Improvement District for the CVB and negotiated the process to be the least impactful on staff as possible.

Serving Our Customers Better:

- Simplification of several financial summary reports.
- Providing multiple options for vendor payments.
- Providing multiple options to make payments to the City, including TOT remittances.
- Created a "Tour de Finance" whereby a Finance team member and a member of another department 'cross-train' what each of them does to gain a better understanding of the overall process amongst departments.
- Providing public access to the budget with up-to-date information on expenditures.

Looking Ahead:

- Policy updates and development.
- Removal of non-essential reviews to remove 'red-tape.'
- Completion of the Fee Study.
- Creation of new reports in OpenGov for departments to manage budgets throughout the year.
- Submission of Online Budget for "Distinguished Budget Award(s)."
- Evaluate and identify funding opportunities for various capital projects, including Fire Stations, North sphere park, interchange improvements, undergrounding, and economic development projects.

FINANCE

GENERAL SERVICES

Top Accomplishments:

- Streamlined the City Manager level purchasing approval process, saving staff time, and improving documentation.
- Revised and modernized standards for the requirements for notarization, including removing notarization from most contracts, which saves staff time and makes contract execution easier for vendors.
- Launched contract with CDBG consultant, reviewing contracts and improving documentation; filed 2021 final report.
- Created digital contract signing process, speeding contract execution for staff and vendors.
- Launched contract with OpenGov procurement for new electronic bidding services, RFP creation, and contract management processes.

Serving Our Customers Better:

- Digital routing and signing of most contracts to provide simpler and faster contract execution. Saving days in turnaround time for each contract.
- Removing notarization from most contracts makes the process simpler for small vendors and nonprofits pertaining to contracts with the City.
- Completed a comprehensive review of fire and EMS services, identifying methods for improvement and recommending the development of the 4th fire station to improve response times.
- Improved insurance compliance procedures, adding staff resources for review and streamlining the process, saving hundreds of hours of time for project managers and vendors.
- Added information to the City's website on doing business with the City, helping vendors understand the City's requirements, and improving the contract creation process.
- Consolidating City held leases into this Department for a single point of contact for staff and lessees.

Looking Ahead:

- Continue to refine and improve contracting and purchasing forms and processes and, when possible, automate processes through software and technology.
- Expand Innovation Steering Committee, implement ideas that serve the mission of the City, improve service delivery, and improve workplace efficiency.
- Conduct a comprehensive fee study to identify appropriate City fees and, wherever possible, streamline, simplify and reduce them.
- Partnering with the Capital Projects Team to plan and design the 4th Fire Station.

PUBLIC WORKS

Department Description:

The Public Works Department provides for the City’s infrastructure, including traffic and engineering, capital improvement project delivery, operations and maintenance of facilities, parks, and recreation, landscape services, streets, the storm drainage system, and more.

FY 21/22 Goals and Initiatives Status Update:

GOAL OR INITIATIVE	ANTICIPATED TIMELINE FOR COMPLETION
CIP - Alessandro West Improvements Phase 2: Reconstruct approximately 1,100 feet of roadway, constrict storm drainage improvements, and create an area for parking between San Marcos Avenue and Monterey Avenue.	Completion anticipated February 2022
CIP - CV Link: Construction of on-street Class IV and NEV path improvements along Painters Path, Park View Avenue, Monterey Avenue, Magnesia Falls, and the Bump and Grind trailhead.	Project completed October 2021
CIP - CV Link Hovley Connector: Construction of a new Class I and NEV path improvement along CVWD property to connect the Whitewater Channel to Hovley Lane East (“Hovley Connector”).	Construction anticipated Fall 2022
CIP - CVAG CV Sync Phase 1: Multi-phased, regional traffic signal synchronization project including ITS infrastructure at signals and fiber optic interconnect installation along Washington Street and Highway 111. CVAG funding and leading the planning, design, and construction.	Completion anticipated Summer 2022
CIP - CVAG CV Sync Phase 2: Multi-phased, regional traffic signal synchronization project including ITS infrastructure at signals and fiber optic interconnect installation along Fred Waring Drive; Country Club Drive; Dinah Shore Drive; Cook Street; Portola Avenue; and Monterey Avenue. CVAG funding and leading the planning, design, and construction.	Construction anticipated Summer 2022
CIP - Dinah Shore Roundabout Safety Improvements: Installation of signs and pavement markings at the two roundabouts on Dinah Shore Drive, in conjunction with the City's slurry seal program.	Construction part of Slurry Program anticipated Spring 2022
CIP - Haystack / SR-74: Implement an improved pedestrian crosswalk at the intersection of Haystack Road at Highway 74, including modification of the existing traffic signal, sidewalks and wheelchair ramps, roadway markings, and signage.	Construction anticipated Spring 2022
CIP - Monterey / Fred Waring: The proposed project will implement a northbound right turn lane at the intersection of Monterey Avenue and Fred Waring Drive. Improvement will consist of modifications to pavement markings, signage, traffic signal equipment, and signal re-timing.	Construction anticipated Spring 2022

PUBLIC WORKS CONTINUED...

FY 21/22 Goals and Initiatives Status Update:

GOAL OR INITIATIVE	ANTICIPATED TIMELINE FOR COMPLETION
CIP - PD Link: Multi-phased study, design, and construction of Class I, II, III and IV and NEV path improvements along various roadways to connect Bump n Grind and CV Link to the City's central residential neighborhoods, COD and City campuses, El Paseo and San Pablo Avenue.	Construction of the first phase anticipated Spring 2022; subsequent phases starting Fall 2022
CIP - President's Plaza: Reconstruction of the President's Plaza East and West parking lot located between Larkspur Lane and Portola Avenue. The project includes extensive utility relocations.	Completion anticipated April 2022
CIP - White Stone Lane Drainage Improvements: Study, design, and construction of an improvement to mitigate recurring local roadway flooding.	Construction anticipated June 2022
Citywide ADA Curb Ramp Modifications: Annual program to reconstruct curb ramps to meet ADA standards.	Construction anticipated June 2022
Citywide Bike Lane and Ped Improvements: Multi-phased preliminary engineering, design, and construction of bikeway and pedestrian improvements to fill gaps on connectivity citywide.	Construction of the first phase anticipated Summer 2022
Council Chambers Remodel: The project consists of ADA improvements to the chamber and restrooms, security improvements, new seating and flooring, and related work.	Completion anticipated April 2022
Development Services Lobby Remodel: The project consists of improvements to the lobby to facilitate the operations of the new one-stop-shop and security enhancements.	Completion anticipated September 2022
Median Landscape Improvements: This project refurbishes outdated landscapes with vibrant plant materials and inorganics. The project will prioritize major entry and exit corridors within the City, such as Cook Street and Monterey Avenue.	Construction commences April 2022
Portola Avenue Median Design: This project will create a fresh and vibrant design for approximately 32,000 square feet of the Portola Avenue median between Gerald Ford and Dinah Shore Drive. The design and cost estimate also includes approximately 1,000 square feet of the median on Magnesia Falls Drive east of Portola Avenue.	Design completion June 2022
Neighborhood Traffic Calming: Development of traffic calming program and projects for neighborhoods	Study completion anticipated July 2022

PUBLIC WORKS CONTINUED...

FY 21/22 Goals and Initiatives Status Update:

GOAL OR INITIATIVE	ANTICIPATED TIMELINE FOR COMPLETION
<p>Roadway Safety Improvements: \$2.2 million grant-funded improvements to 99 traffic signals with the installation of backplates and pedestrian countdown timers; and crosswalk marking improvements at 13 intersections.</p>	<p>Construction anticipated November 2022</p>
<p>Citywide pavement management program: This pavement survey encompasses all public roadway conditions and will develop a 5-year resurfacing and slurry seal program.</p>	<p>Survey completion anticipated June 2022</p>
<p>Civic Center Photovoltaic Improvements: Assess the condition of existing solar energy generation and suitability for additional solar panels at the Civic Center campus. A presentation and agreement will be brought forward at a future City Council meeting.</p>	<p>Assessment completed November 2021 Presentation anticipated March 2022</p>
<p>Operational improvements at intersections citywide: Study, design, and construction of multi-phased capacity and operational improvements at intersections citywide. Phase 1 includes traffic signal re-timing and coordination not requiring construction; Phase 2 includes the construction of high priority intersection improvements; additional phases to be implemented as funding is identified through CIP budgeting and grant applications.</p>	<p>Phase 1 completion anticipated January 2022; Phase 2 construction anticipated Fall 2022</p>
<p>Bridge Maintenance Study: Completion of bridge maintenance study and development of annual maintenance program and projects.</p>	<p>Study completion anticipated January 2022; construction of Phase 1 anticipated Summer 2022</p>

PUBLIC WORKS

CAPITAL IMPROVEMENT PROGRAM

Top Accomplishments:

- Completed the \$9.2 million San Pablo Phase 2 project construction.
- Completed the \$6.2 million CV Link project construction.
- Completed Phase I of the Alessandro West Improvements.
- Completed the Local Roadway Safety Plan for the City's arterial and collector streets.
- Secured \$2.2 million in Highway Safety Improvement Program funding to upgrade 11 intersection crosswalks and traffic signal hardware at 67 intersections.
- Restriped 125 centerline miles of public roadways.
- Slurry sealed 10.3 million square feet of public roadways.
- Commenced the \$11 million construction of Presidents' Plaza.
- Upgraded bike lane markings and signage at 26 locations.
- Initiated a study of gaps in the citywide pedestrian and bikeway network.
- Conducted a community-based study of Haystack Road to improve safety, reduce speeds and increase pedestrian and bicycle mobility.
- Initiated a study of 50 intersections and five major roadway corridors for capacity and operations enhancements.
- Initiated a Bridge Preventive Maintenance Program.

Serving Our Customers Better:

- Hired three new staff members to manage capital improvement projects and programs.
- Began publishing a monthly project status report.
- Began utilization of Engage Palm Desert for new projects.
- Incorporating public outreach in major new projects and programs.
- Updated procedures for renewing Presidents' Plaza Business Improvement District (PBID).

PUBLIC WORKS

CAPITAL IMPROVEMENT PROGRAM CONTINUED...

Looking Ahead:

- Complete construction of Presidents' Plaza East and West.
- Complete construction of City Council Chambers renovations.
- Complete construction of Development Services Lobby renovations.
- Initiate construction of the first phase of PD Link.
- Initiate construction of CV Link Hovley Connector.
- Update the City's Scope of Services in maintenance contracts for enhanced services and accountability.
- Update City's construction design standards, general notes, and supplemental specifications.
- Construct the first phase of the Haystack Road traffic calming improvements and initiate the design of Phase 2.
- Construct intersection modifications at Monterey Avenue & Fred Waring Drive and at Haystack Road and Highway 74.
- Renew the President's Plaza PBID.
- Rehabilitate Cook Street from Frank Sinatra Drive to Merle Drive.
- Update the Utility Undergrounding Master Plan.
- Develop the Neighborhood Traffic Management Plan.
- Complete 2022 Slurry Seal Project – North Sphere and Palm Desert Country Club.
- Complete a 5-year CIP for:
 - Pavement management program,
 - Bridge management program,
 - Intersection capacity and safety improvements,
 - Bicycle and pedestrian improvements,
- Resurface the Recreation Swimming Pool at the Palm Desert Aquatic Center.
- Develop Key Performance Indicators (KPIs) for the department.

PUBLIC WORKS

FACILITIES SERVICES

Top Accomplishments:

- Migrated the phone and email work order system to a user-friendly phone application. This increases submission and communication efficiencies by 75%.
- Utilized City staff to complete 17,000 sq. ft of roof repairs at the Parkview Complex for a cost savings of \$14,000.
- Utilized City staff to complete 5,000 sq. ft. of roof repairs at the Henderson / Chamber of Commerce building for a cost savings of \$6,000.
- Completed the Historical Society CIP within a tight, two-month time frame. This included new flooring, exterior paint, showroom ceiling tiles, a wrought iron gate, and a back security door.
- Coordinated the building transition from PSAM to the Artists Center. Completed the local control transfer of the chiller system.
- Completed an office space retrofit at the Permit Center.
- Provided maintenance to City EV charge stations. This has reduced 67,240kg of greenhouse gas emissions during the first half of FY 21/22.
- Installed five solar tubes (skylights) in four City Hall offices. This work increases energy savings by 15% per office.
- Installed ten touch-free drinking fountains at City Hall, Corporate Yard, Portola Community Center, and three City Fire Stations.
- Increased contract maintenance services at the Sheriff's Dispatch and Training Center.
- Completed ADA compliance improvements at:
 - The State Building (kitchen and restrooms).
 - The Portola Community Center (main entry door).

PUBLIC WORKS

FACILITIES SERVICES CONTINUED...

Serving Our Customers Better:

- Created the Public Works all division monthly PowerPoint report.
- Hiring a new Facilities Supervisor to manage the increased volume of work orders and capital improvement projects.
- Training lessee partners to utilize the phone application work order system.
- Installing four HVAC systems at the Community Center operated by Desert Recreation District.
- Managing nearly 50 maintenance contracts and assessing a consolidation of contracts for higher efficiencies and cost savings.
- Provide ongoing staff training regarding contracting procedures.

Looking Ahead:

- Historical Society - security camera installation. Estimated completion 1st quarter 2022.
- North Wing carpet and tile replacement, acoustic sound panels.
- Transitioning on-call facilities services to 7 days a week.
- Complete the Desert Willow Maintenance Facility roof improvements.
- Initiate building needs assessment for the Parkview Complex Building.

PUBLIC WORKS

LANDSCAPE

Top Accomplishments:

- Revised medians and parkways landscape maintenance specifications to better reflect Palm Desert’s welcoming standards. An RFP was conducted, and LMA 1 was awarded in an annual amount of \$483,828 with \$100,000 for extra work and services.
- Issued an RFP for Parks and Landscape Enhancements. This will consolidate the Median Landscape Project (\$100,000) with various administrative contracts (\$150,000) for an annual budget of \$250,000.
- Solicited quotes for a 24’x24’ park shelter for the Civic Center Dog park. The cost for the structure is \$49,486.81. The Streets Division is scheduled to install the concrete pad to assist with cost savings.
- Completed the design and issued a notice inviting bids for a web-based irrigation pump management system at Civic Center Park. The project goal is to protect various pump and electrical systems (a replacement value of \$1-2 million) while remotely alerting staff to issues. Project cost \$90,000.
- Issued a design services RFQ for the Portola Avenue median project between Dinah Shore Drive and Gerald Ford Drive and the median on Magnesia Falls Drive, east of Portola Avenue. Staff anticipates the cost of design services to be approximately \$25,000.
- Developed an RFQ for on-call electrical services for parks and landscape facilities. The annual budget for this project is \$125,000.
- Managed the trimming of over 3,000 trees citywide (July-November).

PUBLIC WORKS

LANDSCAPE CONTINUED...

Serving Our Customers Better:

- Added one new staff position to manage landscape inspection duties.
- Acquired management of the City's Seasonal Lighting program.
- Began co-training the new Parks and Recreation Management Analyst. Continuing division crossover support.

Looking Ahead:

- Revise landscape maintenance specifications for the Civic Center campus and advertise the RFP.
- Develop a landscape rehabilitation priority list to begin revitalizing outdated areas.
- Install a Civic Center Park shelter with lighting and a mister system to promote dog park use and a staging area for occasional special events.
- Install a web-based pump monitoring system at the Civic Center Park.
- Solicit landscape installation bids for the Portola Avenue and Magnesia Falls Drive medians.
- Work with Parks and Recreation to consolidate maintenance contracts to improve economies of scale and services.
- Assess Park playgrounds, amenities, and furnishings. Develop a 5-Year maintenance and replacement program.
- Work with Special Programs to develop options to comply with SB 1383. This will entail the application of 250 tons of compost at City facilities on a yearly basis.

PUBLIC WORKS

TRAFFIC OPERATIONS AND MAINTENANCE

Top Accomplishments:

- Hired a supervisor for the division.
- Developed a strategic plan for the division that will be implemented in 2022.
- Updated signal timing and coordination on Highway 111, Fred Waring Drive, Monterey Avenue, and Cook Street.
- Began upgrade and replacement of traffic signal hardware at 25 intersections.

Serving Our Customers Better:

- Installed eight Radar Speed Feedback signs (six on Haystack Road and two on Park View Drive) and installed three LED flashing stop signs and four LED flashing yield signs throughout the city as part of the City-Wide Traffic Calming initiative.
- Traffic signals on South end intersections of the City received new LED indications replacing old fluorescent lamps inside street name signs housing. Street name sign panels were also upgraded in this project.
- Working with the City of Rancho Mirage, the Palm Desert Traffic Signal Interconnect Project required substantial coordination by division staff. The project implemented ethernet communication over fiber optics to communicate to a central system along Monterey Avenue to allow both city agencies to communicate remotely to the traffic signal controllers at the intersections to adjust timing and change pattern configurations to improve traffic flow.
- A Traffic Signal Coordination project was implemented on major corridors of Cook Street, Monterey Avenue, and Fred Waring Drive.

Looking Ahead:

- Develop a comprehensive Neighborhood Traffic Management Plan to be implemented throughout various neighborhoods within the City.
- Begin implementation of the 2022 traffic signal hardware upgrades in Summer 2022 for intersections in the north end of the community.
- Coordinating field activities with CVAG during the construction of phase one of the CV Link.
- Upgrade and replace various components of traffic signals at different locations within the City, including:
 - Upgrade signal wiring at major intersections from individual conductor wire to cable,
 - Replace and upgrade Electrical service cabinets components for traffic signals and highway safety lights,
 - Replace and upgrade Traffic signal cabinets in key locations.
- Implementation of new traffic calming measures throughout the city in accordance with the Neighborhood Traffic Management Program recommendations.

PUBLIC WORKS

PARKS AND RECREATION

Top Accomplishments:

- Completed the design and received approval for a new 18'x120' shade structure for the Palm Desert Aquatic Center. The project cost is \$143,267.45.
- Completed the design and received approval for the installation of 16 high-definition dome series security cameras for the Palm Desert Aquatic Center. The project cost is \$49,906.97.
- Replaced the lap pool filter system to improve water clarity. Purchased new lane lines and flags to refresh the overall aesthetics of the facility.
- Installed a new recreation pool motor at a cost of \$7,325.30. Additionally, the original motor was rebuilt to avoid future delays or shutdowns. The cost to rebuild the motor was \$5,303.21.
- Collaborated with Friends of the Desert Mountains and Bureau of Land Management (BLM) to install a parking lot gate and waste receptacle to allow 24/7 parking in the lower parking lot at the BLM Visitor Center off Highway 74.

Serving Our Customers Better:

- Transitioned the division to Public Works to receive additional support from Landscape, Facilities, and Street Divisions. This move ensures facilities are optimally maintained.
- Consolidating key maintenance contracts with established Public Works contracts to improve economies of scale and efficiency of services.
- Established weekly meetings with Palm Desert Aquatic Center, Desert Recreation, and the City's Landscape and Special Events staff. This promotes communication and helps develop solutions for various ongoing tournaments and events.

Looking Ahead:

- Continue working with the Parks and Recreation Commission to receive feedback on ways to improve our parks.
- Advertise an RFP to resurface the Recreation Pool and install new in-water lighting in the Lap Pool at the Palm Desert Aquatic Center.
- Schedule and complete installation of the 18'x120' shade structure at the Palm Desert Aquatic Center.
- Schedule and complete installation of the 16 high-definition dome security cameras at the Palm Desert Aquatic Center.
- Draft a trail maintenance MOU with the Friends of the Desert Mountains and present it to City Council.
- Draft an updated Civic Center Park Duck Feeding Ordinance and present it to City Council.
- Develop a five-year repair and maintenance program for the Palm Desert Aquatic Center and other facilities.
- Assess outdated park signs and present options to the Parks and Recreation Commission for review and approval.

PUBLIC WORKS

STREETS MAINTENANCE

Top Accomplishments:

- Removed graffiti from 1,226 locations (July-November).
- Upgraded a 20-year-old fuel pump controller at the Corporation yard. This new system provides approximately 30,000 gallons of fuel for the City's fleet and eliminates costly repairs and downtime.
- Removed and replaced over 100 cubic yards of damaged sidewalks, curb and gutters, handicap ramps, pool, and floor decking (July-November).
- Acquired a new Front End loader to remove fallen trees in the City right-of-way and transport material.
- Assisted the Traffic Division in the past six months with the installation of 20 flashing LED stop signs, speed radar signs, and yield signs. Street crews responded to over 150 work order requests to repair and install new signs.
- Assisted the Landscape Division with the maintenance of center medians during the RFP process for a new contractor. Crews removed over 320 cubic yards of debris from center medians and the city's right-of-way.
- Conducted nearly 5,000 LF of maintenance in the Haystack channel.

Serving Our Customers Better:

- Hired a new Management Specialist to assist with increased administrative duties.
- Continuing to collaborate with Parks and Recreation to assess maintenance and project opportunities.
- Acquired new brooms for the skid steer loaders. This reduces manual labor and liabilities.
- Evaluating vendors for asset management software procurement.

Looking Ahead:

- Re-stabilize the westside slope of the Monterey Avenue Bridge with 570 cubic yards of palm mulch.
- Assist Landscape services with the installation of a 24'x24' concrete pad for a shade structure at Civic Center Dog Park.
- Assist Traffic Division with the installation of flashing LED Stop signs, speed radar signs, and yield signs for increased traffic safety.
- Partner with Vector Control to eliminate mosquito breeding grounds in various City-owned catch basins and drains.
- Contract for the cleaning of over 900 catch basins and under sidewalk drains.
- Retrofit 513 High-Pressure Sodium Vapor Lamp Street Lights to energy-efficient LED fixtures.



PALM DESERT