

City of Hemet Strategic Plan Action Items– FY 2023-24

July 6, 2023

(A) Action Item		(B) Success Indicator	(C) Responsible Department	(D) Support Group(s) / Council Liaison (s)	(E) Staff Point Person(s)	(F) Complete?	(G) Status/Comments
Quality of Life/Beautification							
1	Complete Hemet Valley Bikeway Construction	Completion of project	Engineering		Noah Rau		
2	Complete the FY 21/22 SB1 Pavement Rehabilitation Project (CIP 5755)	Completion of project	Public Works		Noah Rau		
3	Complete Skate Park Construction	Completion of project	Engineering		Noah Rau (Lead)		
4	Offer Community Bulky item drop offs at the Library four times a year and promote opportunity for twice/year pickup at residential properties	The completion of four bulky item drop-offs for the FY 23/24 year	Public Works	CR&R	Charles Russell		
5	Consideration of Car Wash Moratorium	Present Car Wash Moratorium Emergency Ordinance and any Successor Ordinance to the City Council	Planning	Planning Commission	Sal Lopez (Lead) + Monique Alaniz-Flejter		
6	Consideration of eliminating City's wrought iron security fencing requirement around commercial developments	Present more attractive solutions in lieu of fencing to encourage attractive commercial developments to the City Council	Planning	Planning Commission	Sal Lopez (Lead) + Monique Alaniz-Flejter		
7	Complete FY 2023/24 Sidewalk Repair Grid	Completion of 1/7 th of City Sidewalks (14%)	Engineering		Noah Rau		
8	Augment red curb repainting	Paint 5,000 linear feet of curbs in the city	Public Works	Lilienthal	Noah Rau (Lead) + Gregg Holyoak		
9	Increase the number of trees planted in the City	Hold two or more events that promote planting of trees to add to the beautification of the local parks and recreational areas	Public Works + City Manager's Office	Infrastructure Commission	Dan Cortese (Lead) + Communications and Event Coordinator (Brenda in interim)		
10	Consider designing and adding no littering signs to post throughout the City	Development and approval to post no littering signs throughout the City with fine warnings to inhibit littering within the City	Public Works + Code Enforcement + Planning	Lilienthal + Peterson	Gregg Holyoak (Lead) + Lionel Martinez + Sal Lopez		

11	Identify additional options for youth engagement activities	Present options to City Council in public workshop and receive feedback/direction	City Manager's Office	Establish stakeholder focus group + Lilienthal + Males	Communications and Event Coordinator (Brenda in interim)		
12	Enforce code compliance for all businesses	Conduct random checks of at least five businesses per month and cite where necessary	Code Enforcement	Males + Peterson	Lionel Martinez		
13	Power wash City sidewalks	Wash 10,000 linear feet of sidewalk annually	Public Works	Lilienthal	Gregg Holyoak		
14	Repave Hemet Auto Mall	Conduct a Geotech investigation, Design, advertise for bids, and award a contract to revitalize and refresh these aging streets	Hemet Auto Mall Owners		Noah Rau		
15	Expand Citywide Paving by \$2 million	Completion of project		Lilienthal + Krupa	Noah Rau		
16	Consider options for Soccer Field Expansion	Collect feedback from Council on next steps	Planning + Public Works + City Manager's Office	Establish stakeholder focus group + Infrastructure Commission + Males	Sal Lopez + Noah Rau + Mark Prestwich		

Economic Opportunity

1	Develop Economic Development Strategic Plan	Present plan to the City Council for consideration	Community Development	Business Outreach Ad-Hoc Committee + Chamber of Commerce	Econ. Development Manager		
2	Hotel Investment Program	Present program to the City Council for consideration	Community Development	Business Outreach Ad-Hoc Committee + Chamber of Commerce	Econ. Development Manager + City Manager		
3	Identification of Business Investment Incentives	Present ideas to the City Council for consideration	Community Development	Business Outreach Ad-Hoc Committee + Chamber of Commerce	Econ. Development Manager		
4	Establish Business Concierge Program	Present program to the City Council for consideration	Community Development	Business Outreach Ad-Hoc Committee	Econ. Development Manager		

				+ Chamber of Commerce			
5	Provide time frames on new construction and improvements	Push updates on new developments to inform the public in a "Coming Soon" section in City Update newsletter	City Manager's Office + Community Development		Communication and Event Coordinator + Monique Alaniz-Flejter		
Community Engagement							
1	Establish a Chalk Art Festival	Organize and hold event	City Manager's Office	Krupa + Lilienthal	Communications and Event Coordinator (Brenda in interim)		
2	Visit local communities and organizations to provide City updates	Visit six communities and/or organizations and provide City updates	City Manager's Office + Police, Fire + Community Development	Males	Communications and Event Coordinator (Brenda in interim)		
3	Expand the Hemet Police volunteer program by 10%	Grow the program from 69 to 76 volunteers	Police		Jamie Gonzalez		
4	Implement a business crime prevention program including a panhandling informational campaign; and establish department liaison	Roll out program and distribute educational materials online and to businesses	Police	Business Outreach Ad-Hoc Committee + Chamber of Commerce	Chief Pust + Lilienthal		Retail Theft Grant Submitted on July 6, 2023 to assist with this effort of crime prevention in our business community.
5	Grow Hemet Police Facebook and Instagram audience by at least 10%	Grow social media followers to: Facebook: 50,000 to 55,000; Instagram: 10,000 to 12,000	Police	Peterson	Alan Reyes		
6	Develop and implement an advisory body marketing campaign	Add a section to the application to see how applicants found out about the position to see where to focus marketing	City Clerk's Office	Peterson + Krupa	John Maier		
7	Prepare Legislative Platform for City Council consideration	Development of guidelines for City Council supported initiatives to advance priorities (transportation etc.)	City Clerk's Office + City Manager's Office	Mayor + Mayor Pro Tem	John Maier (Lead) + Mark Prestwich		
8	Consider creating an Ombudsman position for the City	Identify funding, scope of responsibility, and appointment/hiring of position	City Manager's Office	Peterson + Kendrick	Mark Prestwich		
9	Increase police presence in the community	Implementation and use of hot spot policing strategies which include	Police		Chief Pust		

		focused and directed patrols (foot patrols, bicycle patrols, vehicle patrols and enforcement sweeps).					
10	Adding a reporting area in SeeClickFix for Aggressive Solicitation	Adding an option to report on SeeClickFix - providing another way for the community to notify staff of concerns	Police	Males	Chief Pust		
11	Development of a Cadet pipeline program for youth through workforce development	Connecting local youth with employment opportunities	Police	Lilienthal	Chief Pust		

Partnering and Collaboration

1	Identify a Management Entity for the Simpson Memorial Center	Contract with management entity to oversee the Simpson Memorial Center operation	Public Works	Males	Charles Russell (Lead) + Kurt Mikolaycik		
2	Update the West Hemet Drainage Plan	Adoption of new West Hemet Drainage Plan	Public Works	Riverside County + Consultants + Kendrick	Noah Rau		
3	Complete Brubaker Park Improvements in collaboration with facility manager	Complete improvements + promote to the public	Public Works	Infrastructure Commission + Males	Charles Russell		
4	Implement California Violence and Intervention Program (CalVIP) grant	Roll out program - to reduce violence & involvement in violence in city	Police + City Manager's Office	Lilienthal + Krupa	Chief Pust (Lead) + Veronica Allen		
5	Enhance City relationship with business owners	1) Deploy Targeted Monthly Business Walks with Mayor + City Manager + Police Chief + Chamber of Commerce Executive Director, and 2) Conduct Quarterly Business Check-In Zoom Calls	City Manager's Office	Business Outreach Ad-Hoc Committee + Chamber of Commerce + Males + Peterson	Communication & Event Coordinator (Brenda in interim)		

Organizational Effectiveness

1	Complete FY 23/24 Tree Trimming Grid	Complete tree trimming for the designated grid area of seven-year cycle	Public Works		Mauro Lozoya		
2	Complete Update to Street Engineering Standard Plans	Adoption of updated Street Standard Plans	Public Works - Engineering		Noah Rau		
3	Conduct specialized training on de-escalation	De-escalation grant awarded with specific requirements in managing training program	Police		Chief Pust		
4	Implement new Hemet Police Patrol Schedule and Staffing	To direct patrol staffing for optimum utilization of resources and staffing during the busiest hours of the day	Police		Chief Pust		
5	Recruit an Economic Development Manager to manage economic development initiatives	Hire an Economic Development Manager	City Manager's Office		Mark Prestwich		
6	Launch LaserFiche Public Portal	Push portal to the public and provide videos of how to navigate the site	City Clerk's Office		John Maier		
7	Launch Net File for Campaign Committees (Form 460 & 700 Management Software)	Rolling out of software to allow forms to be electronically submitted and allow access to the public	City Clerk's Office		John Maier		
8	Build LaserFiche Workflow for Forms - Internal Processing for Human Resources	Complete forms to automate administrative processes	City Clerk's Office + I.T.	ECS	John Maier (Lead) + Scott Underwood		
9	Implement E-Filing Policy for Form 700 and Campaign Committees	Approval of E-Filing Policy	City Clerk's Office		John Maier	X	Item approved at the June 13, 2023 City Council Meeting.
10	Complete City Council Protocols	Bring a draft to City Council for approval as recommended by the Ad-Hoc committee	City Manager's Office + City Attorney	Council Protocols Ad-Hoc Committee	Mark Prestwich (Lead) + Steven Graham		
11	Replace citywide legacy telephone system with a unified communications as-a-service (UCaaS) system	Installation of new telephone system	I.T.		Scott Underwood		Consultant (Communication Strategies) is finalizing request for proposal (RFP) for public release in July 2023.
12	Replace citywide network switching hardware in support of the citywide telephone system replacement (UCaaS).	Installation of replacement networking hardware.	I.T.		Scott Underwood		Consultant (Communication Strategies) and IT Staff are assembling the technical requirements of the request for quote (RFQ) for this project. Anticipate RFQ release in August 2023.
13	Develop a long-range (10-year) I.T. Sustainability Plan to prioritize future technology investments	Bring a draft plan to City Council for approval	I.T.		Scott Underwood		Consultant (ClientFirst), IT, and Finance Staff are assembling financial documentation needed to create the plan. Presentation of the plan is anticipated at the December 12, 2023 Council Meeting.

14	Deployment of Windows 11 on city desktop, laptop and tablet computers to maximize security	Completion of deployment	I.T.		Scott Underwood		IT Staff is working with computer imaging vendor (Novacoast) to deploy the Windows 11 option. Once deployed, department-level software testing will take place, followed by full Citywide deployment.
15	Deployment of Microsoft M365 mobile device management on all city-owned apple ipads and iphones to maximize security	Completion of deployment	I.T.		Scott Underwood		Initial deployment testing has been completed. Currently working with departments to replace aged Apple devices that are no longer support security updates. These devices will automatically be enrolled in the new device management program as they are replaced.
16	Implement IT Service Management (ITSM) freshservice software features to create help desk system efficiencies	Integration of asset management into our existing helpdesk system.	I.T.		Scott Underwood		Freshdesk service management system was deployed in April 2023. We are currently integrating asset management to this system for better lifecycle management of City technology. Implementation is expected by the end of January 2024.
17	Deployment of multi-factor authentication (MFA, 2FA) citywide to increase network security and meet cyber insurance guidelines	Roll out security measures	I.T		Scott Underwood		IT Staff are reviewing solution capability with our existing environment. Full implementation is expected by December 31, 2023.
18	Implement internal network penetration test scans to ensure recently replaced network, servers and firewalls are properly configured to meet PCI, HIPAA, CJIS and cyber insurance guidelines	Run 1 penetration scan test bi-annually for the FY	I.T.		Scott Underwood		IT Staff are contacting vendors for proposals to complete this service. We anticipate running the first penetration test in late January 2024 once physical hardware replacement is complete (server and network switching hardware).
19	Upgrade existing ArcGIS system to ArcGIS Professional, ensuring compatibility with citywide public safety, financial, permitting and records management systems	Complete upgrades	I.T.		Scott Underwood		Our new GIS Specialist is expected to start in July 2023. Once onboarded, his first assignment will be to work with Esri to complete the upgrade to ArcGIS Professional. Estimated completion of this upgrade is December 2023.
20	Conduct Citywide Classification & Compensation Study	Complete study of standardized and updated job descriptions and salary structures	Human Resources		Norma Rangel		
21	Conduct Employee Survey	Complete employee survey	Human Resources	Employee Engagement Committee	Misha Sisikin		
22	Complete free website redesign of www.hemetca.gov through CivicPlus	Redesign and roll out the new website to enhance the customer experience	I.T.		Scott Underwood		IT Staff will work to assemble a focus group including all departments to participate in this process. The redesign will begin in August 2023.
23	Prepare Boards and Commission Handbook	Creation of a living document for Commissioner onboarding process	City Clerk's Office		John Maier		
24	Expand Police Explorer Program	Expand the program by 40% (from 14 to 20)	Police		Chief Pust		
25	Reduce Response times to priority 1 and priority 3 calls	Reduce response times by 10%	Police		Chief Pust		
26	Consider expansion of library hours	Identify funding strategy/options and	Library + City Manager's Office	Krupa	Kathye Caines (Lead) + Mark Prestwich		

expansion of current hours and/or days

Safe and Clean Streets Initiative

Safe

1	Deploy Real-Time Crime Center with Enhanced Technology Cameras for Crime Suppression and Enforcement.	Installation of high-quality Flock Condor Surveillance Cameras at eight of the City's main intersections and implement a Real-Time Crime Suppression Center by September 2023	Police	Flock Safety coordination	Chief Pust		
2	Expand Patrol Staffing by Eight Officers to Enhance Data Driven Patrols on Commercial Corridors	Conduct directed traffic/vehicle enforcement and crime suppression and deterrence efforts along commercial corridors	Police		Chief Pust		
3	Expand Community Behavioral Assessment Team (CBAT) to Seven-Day a Week Coverage	Adding an additional Police Officer and Mental Health Clinician in coordination with expanded CityNet services	Police	Riverside University Health System (RUHS)	Chief Pust		
4	Add 30% more Flock Cameras as a Resources Multiplier	The installation of 20 citywide flock cameras to enhance crime solvability	Police	Flock Safety	Chief Pust		
5	Utilize Drone as a First Responder Program as Crime Deterrent	Utilizing a current resource to enhance the City's law enforcement capabilities and provide critical information and documentation of crime scenes	Police	Flying Lion Service Provider	Chief Pust		Service contract to be presented to City Council on July 11, 2023 with implementation to follow on July 15, 2023.
6	Establish a City Prosecutor Pilot Program to Prosecute Infractions and Misdemeanors not Prosecuted by the District Attorney's Office	Launch of program to result in community service and penalties for violators and deter unlawful behavior	City Attorney's Office + Police	Lilienthal	City Attorney (Lead) + Chief Pust		

7	Distribute Section 602 Trespass Letters to All Commercial Businesses on Main Corridors within 45 Days	Engage with all business owners on main commercial corridors to source signed Section 602 Trespass Letters which allow police action for unlawful activity	Police	Business Outreach Ad-Hoc Committee + Chamber of Commerce	Chief Pust		
8	Expand Business Watch Program and Improve Business Engagement with Crime Prevention Through Environmental Design (CPTED)	Educate the business community to assist with nuisance issues	Police	Business Outreach Ad-Hoc Committee + Chamber of Commerce	Chief Pust		
9	Establish Monthly Community/Police Engagement Focus Group	Roll out monthly to collect timely feedback from the public to consider modification of practices	Police	Lilienthal	Chief Pust		Implemented in June 2023
10	Support and/or Sponsor State Legislation and Ballot Measures that Impose Stricter Penalties and Accountability for Criminal Actions	Support and/or sponsor State legislation and ballot measures that impose stricter penalties and accountability for criminal actions	City Manager's Office + Police	Males	Mark Prestwich (Lead) + Chief Pust		

Clean

1	Initiate Proactive Seven Day a Week Crews for Graffiti, Shopping Carts, and Debris Pickup Along Commercial Corridors	Initiate seven day a week proactive patrols with the use of part-time employees beginning at 6:30 a.m, enforce combustibles close to buildings, respond to all See-Click-Fix issues within 24 hours	Public Works, Dept. Of Fire Life and Safety	Clean-up/ Graffiti Ad Hoc Committee + Liberty Men's Restoration vendor	Noah Rau (Lead) + Chief Sell		
2	Establish Trash Enclosure Pilot Program - Develop and implement a trash enclosure program within the City of Hemet	Approval of ordinance and complete use of pilot program resources (\$500,000)	City Manager's Office + Planning + Public Works	Local organizations + CR&R	Sal Lopez (Lead) + Mark Prestwich Noah Rau (input)		
3	Reestablish and Conduct an Annual Community Service Day ("Hemet Beautiful")	Increase civic pride by encouraging the community work together to improve blight in the City	City Manager's Office + Public Works	Local organizations + CR&R + Peterson + Kendrick	Communications and Event Coordinator (Lead) with Brenda in interim + Noah Rau		

4	Improve Community Awareness and Use of "See-Click-Fix" App	The City will enhance communication efforts to raise awareness and use of this reporting tool	City Manager's Office	Clean-up/ Graffiti Ad-Hoc Committee + Social media handles + Constant Contact	Communications and Event Coordinator (Brenda in interim)		
5	Expand the City's Adopt-a-Street Program by 100% in Six Months	Solicit additional participants in support of city beautification	City Manager's Office	Males	Communications and Event Coordinator (Brenda in interim)		
6	Establish a Council District Commercial and Residential Beautification Contest	Community participation in contest	City Manager's Office	Kendrick + Lilienthal	Communications and Event Coordinator (Brenda in interim)		
7	Create an Art in Public Places Program – Prepare Draft Art in Public Places for City Council Review/Consideration	Present Draft Arts in Public Places Policy to the City Council	Planning & City Attorney	Planning Commission + Krupa + Lilienthal	Sal Lopez (Lead) + Steven Graham		
8	Expand Proactive Code Enforcement Efforts on Commercial Corridors	Expand patrols to five days per week to post violations	Code Enforcement + City Attorney		Lionel Martinez (Lead) + Steven Graham		
9	Consider Adjusting Street Sweeping Service Levels in Commercial Corridors	Present options for adjustments to commercial corridor street sweeping to Council for possible implementation	City Manager's Office		Mark Prestwich		
10	Develop and Launch a Two-Year Façade and Property Improvement Pilot Program	Implementation and completion of façade and property improvements.	Planning	Planning Commission + Lilienthal	Sal Lopez (Lead) + Mark Prestwich		
11	Create Storefront Vandalism Relief Program	Reimburse small businesses impacted by deliberate actions resulting in the destruction or damage to business storefronts	City Manager's Office + Finance	Clean-up/ Graffiti Ad-Hoc Committee	Mark Prestwich		