

2021-2022 Goals and Action Plan

S M A R T T								COLOR DESCRIPTION AND COUNTS	
								0	100% - completed
								6	56% - 99% - accelerated/near completion
								10	26% - 55% - on target/on schedule
								39	0% - 25% - behind schedule/at risk
								0	N/A - not recommended/not necessary or New Goal
							27	Priority Goals	
Number	PROJECT / OBJECTIVE/OUTCOME/TASK	RESPONSIBLE DEPARTMENT	BUDGET ITEM	TARGET DATE FOR COMPLETION	REVISED DATE FOR COMPLETION	ACTUAL DATE OF COMPLETION	STATUS (%)	COMMENTS/STATUS UPDATE	
PUBLIC SAFETY									
Goal: Maintain a high level of public safety with public engagement.									
1. Law Enforcement									
1a	Reduce Part I Crime by 5% for FY 2021-22 compared to FY 2020-21	Admin		06/30/2022			0%	New goal.	
1b	Expand Neighborhood Watch to five (5) new communities.	Admin		06/30/2022			0%	Staff has begun discussions with the City's Neighborhood Watch Coordinator to explore expanding the program to include multi-family and market specifically to communities not currently participating in the program. Revised goal that incorporates Goal No. 3 of FY2020/21 Goals by deleting multifamily NW participation and expanding the program to include more than multifamily.	
1c	Provide \$30,000 in grants to residents and neighborhood groups for the acquisition of safety-enhancing tools and technologies	Admin	Yes	06/30/2022			0%	New goal. Budget allocation is pending upcoming budget review. Safety enhancing tools and technologies may include ring doorbells and continuing the matching grant program for the flock safety cameras	
2. Emergency Preparedness									
2a	Prepare a Landslide Emergency Sanitation Plan in coordination with LA County Sanitation District on how to respond to an emergency break in the above-ground sanitation line located on Palos Verdes Drive South within the Landslide Area.	PW	Yes	6/30/2021			20%	The Sanitation District is working with a consultant to prepare an Emergency Sanitation Plan. City Staff has had preliminary discussions with the Sanitation District on elements to be included in the plan. This goal may be addressed with the completion of the utility white paper being prepared for the Peninsula Public Safety Committee.	
2b	Implement at least two of the EPC-recommended action items to mitigate wildfire risk in RPV, including: Enhanced Emergency Communication; Emergency Evacuation Plan/Peninsula-wide and school district emergency preparedness plan; Wildfire Hardening; Public Safety Power Shutoff response; and Cal Fire Risk Assessment and Insurance Rates	Admin		6/30/2021			60%	The Emergency Preparedness Committee has identified 21 actionable recommendations relevant to emergency response planning in Rancho Palos Verdes. On August 18, 2020, the City Council authorized sending a letter to residents expressing the City's commitment to risk reduction, and measures residents can take to "harden" their home from a potential wildfire. On October 8 and October 12, the Emergency Services Coordinator and Committee Members met with the City of Malibu and the Topanga Coalition for Emergency Preparedness (T-CEP) for guidance on communication systems best practices and lessons learned. On November 18, 2020 the Emergency Services Coordinator presented Peninsula-wide wildfire mitigation preparedness efforts on behalf of the Peninsula Cities during a virtual Wildfire preparedness Town hall meeting hosted by Asm. Al Muratsuchi. On November 11, the Emergency Services Coordinator conducted a hybrid EOC Surprise Exercise for City staff. This exercise was conducted with no advanced notice to City Staff to assess our readiness in the event of a real emergency. City staff has drafted an After-Action Review report identifying lessons learned from this exercise.	
INFRASTRUCTURE									
Goal: Maintain and improve all public infrastructure (including transportation systems, parking, utilities, storm drains, and sewers).									
3. Portuguese Bend Landslide									
3a	Complete the EIR for the Portuguese Bend Landslide Remediation Project for certification by the City Council	PW	Yes	12/31/2021			25%	On May 19, 2020, the City Council approved a professional services agreement with the Chambers Group to prepare the environmental document. The Draft Initial Study was published for public review between November 12, 2020 and January 15, 2021. A public scoping meeting was held on December 19, 2020. The City's consultant has started work on the draft EIR.	

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3b	Prepare funding opportunities for Phases 1 & 2 of the Portuguese Bend Landslide Feasibility Plan for City Council consideration.	FIN	No	ongoing			50%	Staff is pursuing various potential funding opportunities for this project. The South Santa Monica Bay (SSMB) Watershed Area Steering Committee (WASC) met on May 19, 2020. WASC reviews all projects for Measure W funding. A Measure W application was submitted to the County for the Portuguese Bend Landslide Remediation Project in October 2020. Staff is also working with Blais and Associates to identify potential grants for this project, and City Staff is discussing potential funding opportunities with state and federal legislators. Staff anticipates to have some funding options for the City Council's consideration in summer 2021. Staff met with the FAC on Feb. 11 to propose continuing this goal to FY 2021-22 and the FAC supported staff recommendation.
3c	Develop a mitigation plan to address land movement at Altamira Canyon based on the following phases: Phase One - Perform the drainage/erosion analysis for the entire canyon and its tributaries and establish a priority list based on current erosion. Phase Two - Prepare detailed engineering plans to resolve the erosion and making sure there is positive drainage along the canyon. Phase Three - Award construction contract for the proposed improvements.	PW	Yes	Phase One: 6/30/2022			5%	On November 4, 2020, the City Council approved a professional services agreement with Harris and Associates to perform the Phase One work. The procurement process is being completed and Notice to Proceed is expected to be issued in March 2021.
3d	Develop a feasibility analysis with Rolling Hills for installation of an underground sanitary sewer system to replace the existing septic tanks to reduce ground water seepage within Portuguese Bend landslide.	PW	Yes	12/31/2021			50%	Comments from Rolling Hills on the draft feasibility study were received on June 18, 2020 and provided to the consultant. The Draft Rolling Hills Sewer Concept Design (feasibility study) has been received and preliminary discussions with Rolling Hills were held. Review of the draft concept design has identified the need for further analysis of concept viability before finalizing the feasibility study for public review.
4. Asset Management								
4a	Create a detailed inventory and maintenance schedule of the City's public infrastructure and assets.	PW	Yes	6/30/2023			25%	An inventory of assets is being mapped on the City's GIS. Funding for a condition assessment and development of a maintenance schedule will be requested through the CIP process. New goals and reordered tasks to accomplish this goal. Originally listed under Utilities in FY2020-21 Goals.
5. Small Wireless Facilities								
5a	Develop a Citywide 5G Small Wireless Facilities (SWF) Master Plan that identifies the preferred and least intrusive locations to install small wireless facilities including co-locations.	PW	Yes	12/31/2021			20%	Phase One: hire a consultant and map preferred locations Staff issued an RFP in June and received two proposals from "Magellan Advisors" and "CTC Technology & Energy". These proposals are being evaluated prior to bringing a professional services agreement to the City Council for consideration. Staff also has recently learned that the primary 5G SWF engineering and construction company on the Peninsula has developed a map showing preferred locations from an operability perspective. Staff intends to review this information and use it as a reference to establish least intrusive locations that are also sufficiently operable. New goals and reordered tasks to accomplish this goal. Originally listed under Utilities in the FY2020-21 Goals.
6. Electric Utilities								
6a	In coordination with SCE, develop a Utility Resilient Advancement Master Plan to harden above-ground utility lines including a tentative timeline to potentially underground utilities; and continue to lobby the California Public Utilities Commission to modify the requirements for Rule 20A undergrounding funds to include high fire risk areas.	PW		6/30/2022			5%	Public Works is in the process of setting a meeting with SCE to begin discussions on the Master Plan to safeguard the system through active maintenance and identifying needed improvements to the system. Southern California Edison's representative for this effort has been re-assigned; staff is working with the new representative to continue this initiative. New goal and reordered tasks that correlate in accomplishing the goal. Originally listed under Utilities in the FY2021-22 Goals and Action Plan. Combined Goal No. 81 from FY 2020-21 goals as it supports the effort of advancing undergrounding projects.
6b	Identify alternative energy resources with the capability to store energy or sell it back to the grid system, which could power the City. The first phase is to identify potential alternative energy and the cost associated with this plan.	PW		6/30/2022			5%	At this time, City Staff is exploring how solar energy can be used to power City facilities and banked as a potential alternative energy source. New goals and reordered tasks that correlate in accomplishing the goal. Originally listed under Utilities in the FY2021-22 Goals and Action Plan.

Last updated: :03/16/2021

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6c	Increase electric system reliability and safety in the City by reducing the average amount of power outages by 25% compared to FY 2020-21 by the end of FY 2021-22 through the undergrounding of at least one mile of utility lines in open space areas.	Admin	Yes	06/30/2022			0%	New goal recommended by the EPC. Budget allocation is pending upcoming budget review.
7. Sanitary Utilities								
7a	Develop a public sewer program to encourage on-site sanitary sewer systems to connect to the public sanitary sewer system based on the following phases: Phase 1: Map areas in the City that are served by a sanitary sewer system or on-site sanitary sewer system. Phase 2: Feasibility study of the areas which are not currently being served and prioritize the need for installation of the sewer system and identify costs to connect to the sewer system. Phase 3: Design the sewer system. Phase 4: Installation of the system.	PW	Yes	6/30/2021			80%	Based on information available at City Hall and from LA County Environmental Health, Staff is working with the City's GIS Staff to finalize a map showing areas of the City served by onsite waste water sewer systems (Phase 1).
7b	Prepare a new financial plan for the Abalone Cove annual sewer rates that reduces City maintenance subsidy by at least 50% for City Council consideration.	FIN	No	6/30/2022			50%	Staff has estimated long-range costs for maintenance, operations, and capital costs of the system. The 18-year historical costs have provided a good baseline for future costs. Additionally, staff has identified capital improvements that will likely be needed in the next 5-10 years, due to the wear and tear on the pipes, grinder pumps, and lift stations. Staff is working with Abalone Cove residents to address the future Sewer Rates in order to reduce the City subsidy. On October 6, the City Council amended the Municipal Code with the current CPI-U and approved a connection fee. Staff is working with a consultant to perform an evaluation and assessment of the sewer system. This will provide staff with an updated annual maintenance cost estimate to properly prepare a financial plan. Staff will meet with the Portuguese Bend Community Association Board and conduct virtual neighborhood meetings to review the consultant's analysis before bringing this item to the City Council which Staff anticipates to have some options for the City Council's consideration in spring 2021. Staff met with the FAC on Feb. 11 to propose continuing this goal to FY 2021-22 and the FAC supported staff recommendation.
8. Roadways								
8a	Develop a Citywide Speed Mitigation Plan for reducing vehicular speed within City streets (traffic calming)	PW	Yes	6/30/2022			10%	Staff have been working with Traffic Safety Committee to determine the scope of a Citywide Speed Mitigation Plan. The scope will be development of a masterplan that identifies speeding concerns on arterials throughout the city and develops specific mitigation measures to address those concerns; along with a robust public education and outreach component. Funding for development of the masterplan will be requested through the CIP process.
9. City Beautification								
9a	Develop an Arterial Fences and Walls Master Plan for the City Council's consideration that retains neighborhood identity and describes the type (material and height) of fence or wall, if any, to be placed along major arterial streets in the City.	CDD	Yes	6/30/2023			10%	Staff continues to seek a consultant to assist with preparing a draft plan. Carryover to FY 2021-22 if funded in FY 2021-22 budget.
9b	Create a City Entry Master Sign Plan at various points of entry to the City utilizing the following phases: Phase 1: Issue an RFP for the design. Phase 2: Design. Phase 3: Construction.	PW	Yes	06/30/2021			5%	The City Staff is developing parameters for a City Entry Master Sign Plan to be incorporated in the scope of work for an RFP for the development of concepts of City Entry Signs. Concepts will be presented to Council for input. Funding for the design work will be requested through the CIP process.
CITY LAND AND FACILITIES								
Goal: Maintain and Improve all City-owned properties.								

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10. Ladera Linda Community Center and Park								
10a	Complete the CUP/CEQA planning entitlement processes.	CDD	Yes	6/15/2021			75%	Staff deemed the application complete for processing. At this time, it has been determined that the project is categorical exempt pursuant to CEQA. Public hearings on the planning entitlements (CUP, etc.) occurred on January 23, 2021 and February 23, 2021. Planning Commission approved entitlements on February 23. City Council voted to appeal the Planning Commission approval at its March 2 meeting. City Council appeal hearing to be held on April 6, 2021.
10b	Complete construction-ready documents for City Council consideration.	PW	Yes	9/30/2021			60%	Construction drawings have been suspended while the City processes the CUP/CEQA documents.
10c	Complete bid process for construction firm and present contract to the City Council consideration.	PW	Yes	12/31/2021			0%	Work will not commence on the bid process until planning entitlements are issued and construction plans completed based on Goal Nos. 25 and 27.
10d	Break ground on construction based on Council-approved plans.	PW	Yes	12/31/2021			0%	Referred to Goal No. 22 in 2019. construction will not commence until Goal Nos. 25, 26, 27, and 28 have been met.
11. Civic Center Master Plan								
11a	Present Civic Center development financing options to the City Council for consideration.	FIN	Yes	6/30/2022			50%	In March, City Staff initiated discussions with Kosmont Transaction Services (KTS), but paused further discussions due to changes in the leadership team and to reassess the financial impacts of the economic downturn. Staff has developed a preliminary budget for this project that was confirmed as reasonable estimates by KTS. On October 15, Staff met with KTS to discuss funding options for the project. Staff has requested additional information and is working with Blais and Associates on identifying grant opportunities. Additionally, since September 2020, Staff has been meeting with consultants from various aspects of the development sector including project management consultants, developers, and other agency representatives to further understand, among other things, financing and product delivery options. Staff anticipates having some options for the City Council's consideration by early 2021. Staff met with the FAC on February 11, 2020 to propose continuing this goal to FY 2021-22 because there are still a substantial project decisions that still need to be made before the financial analysis can begin. The FAC supported staff recommendation. Reordered tasks that correlate in accomplishing the goal.
11b	Initiate discussions with DOJ and FEMA for a land-use swapping agreement as a part of the Civic Center Master Plan process.	Admin		12/31/2021			5%	Communication with respective agencies established. Additional dialogue to continue in FY 2021-2220-21. Reordered tasks that correlate to accomplishing the goal.
11d	Explore potential Civic Center partnerships that are compatible with the City Council approved program document, and coordinate appropriate usage with civic, business, and non-profit agencies to consider locating at the civic center	Admin		03/30/2022			0%	New Goal

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11e	Present draft Civic Center Master Plan for City Council consideration which will include a new possible Peninsula-wide EOC, Sheriff substation, and fire station.	Admin		06/31/2022			30%	Requires hiring a design firm to prepare a master plan and a robust public engagement process. Earlier this year, the Civic Center Advisory Committee (CCAC) prepared a draft Design & Architectural Services RFP. The City Council Subcommittee also reviewed the RFP. During this process, Staff realized that issuing an RFP to onboard a design firm, at this time, is premature until financing options is considered by the City Council. This is because the financing model the City Council finds most palatable will determine the development process including the master planning. Since September 2020, Staff has been meeting with consultants from various aspects of the development sector including project management consultants, developers, and other agency representatives to further understand, among other things, financing options, before issuing an RFP. At this time, Staff is considering issuing a Request for Interest (RFI) to glean more information on the development process for the Civic Center. City Council approved CCAC requests on Feb. 2 to proceed with a) an RFP for a project management consultant firm and b) facilitate a public workshop addressing municipal financial capital projects. A project manager will determine when to proceed with developing a master site plan. Staff has begun discussions with Captain Powers to obtain a written commitment that the LASD is interested in a substation at the Civic Center site. In 2018, L.A. County Sheriff Jim McDonnell sent letters indicating his support to place a facility at the Civic Center site. On December 9, 2020, Captain James Powers of the Lomita Sheriff Station provided verbal support of the project but cautioned that staff must receive support from Sheriff Villanueva before proceeding. A site tour was scheduled for January 2021 but was postponed for Spring 2021 due to current health orders. Reordered tasks that correlate in accomplishing the goal and combined Public Safety No. 2 in the FY2021-22 Goals and Action Plan. Getting EOC, Sheriff station and fire station are goals, and written commitments are tasks.
12. Trails Network Plan Update								
12a	Complete the Consultant's review of the draft update to the Trails Network Plan that provides user-friendly trail descriptions with graphics and detailed maps illustrating trail routes and uses in a clear and concise manner based on existing legal trails, community input, and feasible trails.	R&P	Yes	7/31/2021			50%	Referred to Goal No. 26 in 2019. Transferred to R&P in May and Staff regrouped with consultant, Alta Planning and Design, to complete the draft Trails Network Plan. A status update was provided to the City Council at its June 16 and September 15 meetings. City working group and IMAC Trails Subcommittee coordinating on content of document, and updating process. The consultant continues to update the administrative document which is now anticipated to be completed by May 2021 because Staff commitments have shifted to Preserve-related parking strategies.
12b	Conduct a public workshop to solicit community feedback on draft plan.	R&P		8/31/2021			10%	Based on City Council direction on June 16, there will be one additional public outreach meeting led by Staff to solicit community feedback on draft plan. Over the next several months, Staff, with the assistance of the Alta Planning and Design consultant will prepare and disseminate information to maximize public awareness and involvement. Staff continues to work with its consultant on the format and presentations for the upcoming workshops.
12c	Adopt the Updated Trails Network Plan	R&P		12/31/2021			0%	Staff and the consultant will update the draft TNP to include Planning Commission input prior to presenting to City Council. Dates that the TNP will be presented to City Council will be finalized, but is anticipated to occur December 2021, and the document will be released three weeks prior to meeting.
13. Natural Communities Conservation Plan / Habitat Conservation Plan (NCCP/HCP)								
13a	Amend the Management Agreement with the PVPLC to reflect the City Council-adopted NCCP/HCP.	R&P		12/31/2021			5%	Over the next several months, Staff will coordinate with the City Attorney's Office and the PVPLC to continue identifying potential amendments for the City Council's consideration in December 2021.

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13b	Create the NCCP/HCP-required Preserve Access Protocol to establish appropriate vehicular access to the Preserve including provisions for access during weather events (red flag days, tidal conditions, rain etc.)	R&P		12/31/2021			40%	These protocols are required to be completed within a designated period of time after the City receives the NCCP/HCP permits from the state and federal wildlife agencies. The City has received its federal permit, and is awaiting the state's permit decision. Staff is currently working with the Wildlife Agencies to proceed with these documents. Park Rangers are educating authorized agencies about appropriate vehicular access and installing signage.
13c	Record the NCCP/HCP-approved conservation easements over all Preserve properties.	R&P		11/30/2021			30%	Staff has met with a surveyor and is working with the City Attorney to finalize the contract for City Council approval in August, 2020. The conservation easements are required to be recorded within a designated period of time after the City receives the NCCP/HCP permits from the state and federal wildlife agencies. The City has received its federal permit, and is awaiting the state's permit decision. Approval of contact with surveyor expected by December 2020. Completion date is April 30, 2021. The City Council approved a contract with McGee Consulting on January 19, 2021 to create the required property descriptions to place conservation easements over Preserve properties. Working meetings and site visits are taking place.
13d	Update the Public Use Master Plan for the Palos Verdes Nature Preserve to reflect the Council-adopted NCCP/HCP.	R&P		3/31/2022			10%	Staff is making advance preparations for updating the Public Use Master Plan, including referencing appropriate sections of the NCCP/HCP and updating trail maps.
13e	Prepare a Preserve Master Parking Plan identifying parking opportunities to accommodate visitors to the Preserve that minimizes impacts on neighborhoods and resources.	R&P		12/31/2021			70%	<p>On March 17, 2020, the City Council received a report on parking improvements at Del Cerro trailhead. Staff continues to research options and explore alternatives to minimize impacts on neighborhood parking and residents' quality of life both short-term and long-term. On August 18, 2020 and September 1, 2020 meetings the City Council directed Staff to continue social medial campaign to inform and educate public and direct visitors to alternative locations including Alta Vicente. SEO contract with Tripepi Smith approved. Modified a two-month temporary parking moratorium along Crenshaw south of Crest. Public informed via listserve, website, and social media. Burma and Rattlesnake trailhead gate contracts approved. Staff directed to research alternatives for parking enforcement and pay system options. Staff directed to look at holistic approach to Preserve parking. A Preserve public forum was held on October 13, 2020. A City Council meeting was held on October 20, 2020. The City Council provided direction on a number of issues including holistic Preserve parking analysis, parking enforcement and a parking reservation system, a 60-day extension of parking moratorium on a section of Crenshaw, a citation/fee analysis, Preserve capacity study, and Alta Vicente trailhead beautification. Holistic planning continued at meetings on January 19 and February 16, 2021. As a result, the following elements of a holistic approach to Preserve Parking and Access are underway:</p> <ul style="list-style-type: none"> • Preserve capacity analysis • Web and social media campaign • Traffic and parking analysis • Parking solutions specific to Crenshaw Boulevard and Park Place • Increasing parking enforcement • Establishing reservation and fee-based parking system • Increasing parking citation fines • Installing access gates at Burma Road and Rattlesnake trailheads • Dispersing public use to alternative reserve locations • Beautifying Alta Vicente Reserve/Civic Center • Establishing a Preserve Pilot Shuttle program
14. Park Improvements								
14a	Explore establishing a partnership, joint use, and/or lease agreement with the U.S. Coast Guard for the Point Vicente Lighthouse property, buildings, and WW II Battery Barnes outpost owned by Coast Guard, Facility-commonly referred to as Coast Guard bunker (located at the Civic Center).	R&P		12/31/2021			40%	Staff has reached out to the Coast Guard to initiate dialogue about the future use of these properties. Staff and several City Council members took tours of Coast Guard properties with USCG personnel in October 2020 and held informal discussions of potential acquisition and partnership. The USCG expressed a strong interest in developing a partnership with the City. Additional meetings are being planned to begin brainstorming partnership arrangements.

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QUALITY OF LIFE								
Goal: Maintain and improve the quality of life for RPV residents.								
15. Western Avenue Redevelopment								
15a	Develop a SWOT analysis of commercial properties along Western Avenue to identify economic development opportunities to enhance retail establishments and create mixed-use projects.	CDD	Yes	6/30/2021			10%	The City prepared a potential redevelopment site analysis and has met with four potential developers to explore mixed use projects. In May, the City was awarded a \$160k from the SB 2 grant fund to develop a mixed use plan for Western Avenue. Additionally, the City applied for the Local Early Action Planning (LEAP) grant to seek an additional \$150k to support mixed use planning efforts that will enhance economic development opportunities in the City. <i>Revised the goal to be more SMART.</i>
15b	Create a Traffic Flow Improvement Plan in coordination with Lomita, Los Angeles, and Caltrans to improve traffic flows and provide connectivity between retail outlets and residents.	PW	Yes	Phase One: 12/31/2022			25%	Metro Board approved \$1.33 million for Western Avenue Congestion Improvement Project to be used for a Project Study Report (PSR). Staff is further refining the scope of work and coordinating with the California Department of Transportation; who owns Western Avenue and has approval rights over any work in the corridor. The timeline of this project is subject to the CalTrans coordination and review times. review and approval timelines.
15c	Develop a streetscape beautification plan to enhance the aesthetic character of Western Avenue.	PW	Yes	6/30/2023			5%	The CIP for FY 2020-21 includes \$150,000 for the design of the Western Avenue Beautification Project. Staff received proposals in response to an RFP for the design of the beautification of Western Ave and selected a qualified firm. Fee negotiations are ongoing and a professional services agreement will be brought to Council for award when negotiations conclude in the next month. Funding for final design will be requested through the CIP process.
16. Housing Economic Development								
16a	Create a promotional economic development campaign to improve RPV's jobs/housing balance by supporting home-based businesses and encouraging business with high-quality jobs to locate in RPV.	Admin		6/30/2022			5%	City Staff is in the early stages of developing a branding campaign for Western Avenue that will incorporate Goal No. 47 of FY 2020-21. The branding campaign will bring together the traffic flow, beautification, and economic development projects for Western Avenue. Staff is collecting information on potential marketing consultants.
17. Environmental Sustainability								
17a	Electric Vehicles: Adopt streamlined EV permitting policies in compliance with AB 1236	CDD		6/30/2022			0%	New goal.
17b	Water Conservation: Develop and publish a Low Impact Development (LID) Standards Guidebook as resource to the development community to comply with the City's storm water ordinance and LID standards.	CDD		06/30/2022			0%	New goal.
18. Municipal Code Amendments								
18a	Update the City's Sign Ordinance (Section 17.76.050)	CDD		9/30/2021			25%	Staff is working with the City Attorney's Office on the preparation of a draft code amendment for review by the Planning Commission. Draft regulations in development stage. Planning Commission likely to consider in January 2021. Staff is working with the City Attorney's Office on the preparation of a draft code amendment for review. Planning Commission to begin consideration of new code standards in February. <i>On February 9, 2021, Planning Commission directed the Zoning Subcommittee to work with staff and the City Attorney's office on the development of an updated sign code.</i>
18b	Update the Wireless (private property) Facilities Ordinance (Section 17.76.020)	CDD		10/31/2021			10%	Staff will begin updating the wireless facilities section of the code in early 2021. Staff is working with the City Attorney's Office on the preparation of draft language for review. The Planning Commission likely to consider before Summer 2021. This goal is recommended to be continued to FY2021-22.

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18c	Continue working with the Planning Commission Zoning Code Update Subcommittee on targeted code amendments to the Zoning Code -Initiate remaining text amendments to complete the comprehensive update to Title 17 (Zoning Code) of RPVMC and Zoning Map. Target completion of 50% of updates by end of FY.	CDD		06/30/2022			0%	New goal.
19. Community Programs								
19a	Provide services for aging and disabled members of the community through the of a new Aging and Disability Resources Connection (ADRC) program	Admin	Yes	12/30/2021			0%	Staff is developing the ADRC to provide resources and programs for aging and disabled members of the community, establishing a volunteer network to assist with the programs including reinstating the Handyman Program, and creating a Special Needs Registry to have information for community members in the event of an emergency. New Goal and subsection to Quality of Life. New subcategory and goal. Budget may be required for Handyman and Special Needs Registry program.
19b	Launch a "Keep RPV Clean" campaign throughout the City's open space areas	R&P		12/31/2021			0%	New goal. Work with community partners by launching a community clean up program which includes a social media campaign, monthly volunteer events, and developing and distributing information and incentive packets for families and/or neighborhoods to keep City Parks, Preserve, Beaches and streets clean of litter.
CITIZEN INVOLVEMENT & PUBLIC OUTREACH								
Goal: Engage residents and community partners in assisting the City Council, City Committees/Commissions and City Staff facilitate the decision-making process.								
20a	Host Annual Leadership Academy for residents.	Admin		06/30/2021			0%	Referred to Goal #35 in 2019. Staff recommends deferring this until 2021. Staff is finalizing a new version of the Bi-Annual Leadership Academy. Applications will open in Spring and will be conducted virtually.
20b	Host five City sponsored events or activities at the Civic Center throughout the fiscal year	R&P	Yes	06/30/2022			0%	
GOVERNMENT EFFICIENCY, TRANSPARENCY & ACCOUNTABILITY								
Goal: Maximize the use of each tax dollar and optimize services delivered to RPV residents.								
21. Operations & Customer Service								
21a	Review View Restoration Ordinance and bring options to the Planning Commission and City Council to consider amending the guidelines.	CDD		12/30/2021			5%	Staff is reviewing the existing ordinance and guidelines to determine the scope of the proposed amendments. Staff is reviewing the existing ordinance and guidelines to determine the scope of the proposed amendments. Planning Commission likely to consider Summer 2021.
22b	Present Transient Occupancy Tax (TOT) rate options to FAC and City Council	FIN	No	6/30/2022			50%	Staff presented the TOT trends and analysis to FAC on Sept. 26, 2019. Due to the economic downturn and the recent impact on the travel/hospitality industry, staff will resume discussion with FAC in January/February of 2021. Staff met with the FAC on Feb. 11 to propose continuing this goal to FY 2021-22 due to the uncertainty in the travel and hospitality industry.
23c	Enhance internal and external customer service and efficiency so that all inquiries are acknowledged within the day received and that, when surveyed, internal customers indicate 95% satisfaction with responsiveness by colleagues, and external customers indicate 95% satisfaction with responsiveness by Staff.	CDD		10/31/2021			25%	Work will commence in fall Progress is limited based on staffing levels. Carry over goal. Staff anticipates preparing memorandum regarding findings before Fall 2021. An employee (internal customer service) survey was issued on September 30, 2020 with a deadline date of October 14. Staff tallied the results and generally speaking employees are somewhat satisfied. Department Heads are assessing the results of the employee results to identify areas to improve employee satisfaction. A follow-up survey will be issued in Fall 2021 to compare results after enhanced measures are implemented. In addition to the resident survey presented to the Council on February 16, 2021, Staff is preparing a specific customer service survey. It should be noted that in the resident survey 71.8% of respondents indicated that they were somewhat or very satisfied.

2021-2022 Goals and Action Plan

Number	PROJECT / OBJECTIVE/OUTCOME/TASK	RESPONSIBLE DEPARTMENT	BUDGET ITEM	TARGET DATE FOR COMPLETION	REVISED DATE FOR COMPLETION	ACTUAL DATE OF COMPLETION	STATUS (%)	COMMENTS/STATUS UPDATE
24d	Establish an efficient and streamlined development process between the Community Development and Public Works Departments by working together to prepare a comprehensive Uniform Development Process public handout and to decrease the initial review time for applications to no more than 10 business days. Enhance the one-stop permit process.	CDD		12/31/2021			20%	New goal.
25e	Reassess the Study Session	Admin		12/31/2021			0%	Activity on this goal is pending further review of the City's study session policy.
26f	91% of RPV Employees say RPV is "a great place to work."	Admin		11/30/2021			75%	Referred to Goal #48 in 2019. Survey was sent on September 30, 2020 with a deadline date of October 14. Staff is tallying the results. Human Resources tallied the results and determined 79% of RPV employees would say "it is a great place to work." Department Heads are assessing the results of the employee results to identify areas to improve employee satisfaction.