



City of Mission Viejo  
200 Civic Center  
Mission Viejo, CA 92691



## MISSION VIEJO

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CITY OF  
MISSION VIEJO  
ANNUAL REPORT  
2015

# Community Development

## Facts and Figures

- Building Inspections  
14,000
- Building Permits Issued  
4,630
- Zoning Plan Checks  
2,500
- Code Enforcement Cases  
902
- Housing Rehab Loans/Grants  
\$168,700
- Housing Rehabilitation  
Applications Approved  
12

Economic development was a top priority to the City of Mission Viejo in 2015. As part of this effort, the City engaged Kosmont Companies to conduct a Retail Market Analysis. The study included developing an economic/demographic profile; market demand analysis to evaluate the existing retail market conditions as well as an opportunity site assessment of 13 locations. The focus area was determined to be the civic core of the community near the intersection of Marguerite Parkway and La Paz Road as well as the former Unisys site on Jeronimo Road. The City is now in the process of selecting a consultant for the civic core Vision Plan, which will provide a framework for future improvements and implementation.

Other good news driving the Mission Viejo economy in 2015 included increased building activity and construction. The number of building permits issued jumped from 4,230 in 2014 to 4,630 in 2015, with the City seeing several new projects and developments completed or under construction. While the majority of construction activity continues to be residential, there was also significant commercial activity.

Large projects such as Mount of Olives Church, the Adagio-on-the Green apartments, and Smart and Final grocery were completed, and projects like the Hampton Inn and Suites and Atria Del Sol are under construction. During the year, several other commercial retail shops and restaurants were completed, and construction activity continues at the Shops at Mission Viejo and Kaleidoscope. The Skyridge housing development at the northeastern edge of town is in the grading stage, and other notable developments include Cost Plus on El Paseo, Sephora at the Shops and DSW shoes on Marguerite Parkway.

There was also an increase in solar permits thanks to heightened public awareness of sustainability and energy conservation, especially through the City's Energy Efficiency Fee Waiver program, as well as state and federal rebate programs.



Grading for Skyridge Development





Host Town's Spanish Delegation

## Recreation and Community Services

### Facts and Figures

- Norman P. Murray Community & Senior Center Attendance 207,809
- Senior Meals Served  
Home Delivered Meals - 45,563  
Congregate Meals - 7,161
- 3,008 Senior Classes, Activities and Services Offered with 85,387 in attendance
- Facility Reservations  
NPM Center: 5,698  
Fields: 11,021  
Picnic Shelters: 344
- 80 Mission Viejo Activities Committee Volunteers Donated 3,162 Volunteer Hours and Supported 17 Community events
- Marines and Sailors Adoption Committee Generated more than \$36,000 and donated over 10,000 Volunteer Hours
- Recreation & Tennis Center Attendance 267,425
- Average Number of Recreation and Tennis Center Members 5,500
- Kids Factory Attendance 106,000

For the third straight year and with the strongest field of players yet, the City of Mission Viejo hosted the exciting UNIQLO Wheelchair Doubles Masters event in November at the Marguerite Tennis Pavilion. The fierce competition is the International Tennis Federation's flagship wheelchair tennis doubles event. First staged in 2000, the season-ending event features the world's top eight men's pairs, top six women's pairs and top four quad pairs. Mission Viejo is the first U.S. city to ever host the event. The prestigious competition continues to increase memberships at the City's tennis centers, introduce the community to an incredible sport and create awareness and support for the USTA/ITF Junior Wheelchair Tennis Camp held each July.

The City also rolled out the red carpet for 170 Special Olympics athletes from Indonesia and Spain before they competed in the 2015 World Games in Los Angeles. While training for the big games, these amazing athletes were immersed into the Mission Viejo culture. The community embraced the athletes including 26 organizations that helped provide funding, lodging, food, transportation and events. The Special Olympics Host Town Program gave community members the chance to learn more about folks with intellectual disabilities and promoted inclusion for all ages and abilities.

Along with hosting international athletes, the City continued to provide local families with fun, memorable experiences through the annual Oso Creek Campout, which attracted more than 800 campers, and new programs such as a Family Fun Night, Dive-In Movie, Astronomy Night and April Pools' Day activities.

More good news in 2015 was the success of Mission Viejo's senior programs. The free AARP TaxAide Program helped nearly 600 older adults file their federal and state income tax returns, while the iPad Practice program matched tech-savvy middle school students with seniors to improve their technological skills.





*Drought Response Efforts*

## Public Services

### *Facts and Figures*

- Volunteer Hours Donated at Animal Shelter  
14,414
- Animals Adopted  
529
- Animals Returned Home  
414
- Dog Licenses Issued  
26,822
- Animal Services Officers Responded to 6,906 Calls for Service
- Service Requests Received and Resolved  
2,910
- Graffiti Markings Removed  
1,150
- Landscape Converted to Recycled Water  
18 acres
- Acres of Landscape Renovated  
6.5 acres
- Eagle Scout Projects  
32

**M**ission Viejo sprang into action in 2015 responding to one of the worst droughts in California's history. Even though Gov. Jerry Brown signed an executive order last spring mandating all cities to reduce domestic water use to 2013 levels, Mission Viejo has been proactively conserving water for the last two decades.

During this last year, the City successfully removed turf in non-recreational areas; installed 72 smart controllers in 36 of its 53 parks; worked with the county on an extensive update to the regional water-efficient landscape ordinance; and coordinated more than 32 Eagle Scout projects in renovating 6.5 acres of land to more drought-tolerant and sustainable landscape.

Public Services applied for and received more than \$400,000 in grant funding for drought-response efforts. A portion of the grant funded another stretch of the Marguerite Parkway median island renovation project, which extended from Trabuco Road to Alicia Parkway and from Alicia to Alercon. The project included extensive turf removal, installation of efficient drip irrigation and new drought-tolerant plant material.

The City also began moving forward on the renovation of the Marguerite Aquatics Complex, which was built more than four decades ago. A consulting team was retained to complete the project's design that will include a new dive tower, specialized dive-training areas, covered bleachers for the 50-meter and dive pools; three new prefabricated buildings; and other extensive improvements. Construction on the \$7.8-million project is set to begin this fall.

Another accomplishment during 2015 included the Montanoso Recreation Center's restroom expansion and renovation project. The center's attendance has increased significantly over the last 40 years and the project was designed to meet the needs of patrons.





8th Annual South County  
Disaster Preparedness Expo

## Emergency Services

### Facts and Figures

- Emergency Medical Service Calls  
6,071
- Fire and Other Calls for Service  
1,067
- False Alarm Calls to OCFA  
304
- Emergency Preparedness  
Academy Graduates  
398

The City proactively focused 2015 on preparing for El Nino storms, which is predicted to be “tied” as the strongest El Nino on record. This weather pattern produces warm ocean temperatures during summer months, increasing the likelihood for prolonged fall and winter storm activity in Southern California. While potentially providing much-needed relief for drought-stricken California, El Nino systems can cause repeated storms, resulting in flooding, landslides and debris flow in communities across the region.

To lessen storm impacts on Mission Viejo, the City stepped up efforts in the summer by cleaning catch basins and inspecting drainage channels. Aging foliage on City property was trimmed to prevent debris and runoff during El Nino-generated storms. In an effort to keep the community safe, the City increased its public education efforts by providing valuable information and preparedness tips before the storms hit. Staff has also stockpiled a total of 20,000 sandbags at various locations throughout the City which are available for Mission Viejo residents free of charge.

Once again, the City held its annual South County Disaster Preparedness Expo – complete with a simulated earthquake cottage that rocked kids and adults alike. The event featured several agencies distributing essential disaster-preparedness and AlertOC information. The county-wide AlertOC ([www.alertoc.org](http://www.alertoc.org)) allows residents to receive timely emergency notifications during a disaster.

Mission Viejo’s 2015 emergency preparedness efforts also included the new Water Safety Day for all ages at the Sierra Recreation Center. A partnership with the Orange County Fire Authority, the event included drowning-prevention tips, a “mock” drowning situation, educational exhibits and free water-watcher tags and whistles along with recreational swim and games.



# Information Technology

## Facts and Figures

- Annual Visitors to City Website (City, Library and Animal Shelter) 583,087
- Annual Blog Views 234,404
- Annual Wi-Fi Network Users 137,646
- Total Components Supported 1,165
- Miles of Private Fiber 35
- City Facilities Served 10
- Number of Documents Available Online 2,138,562

The Information Technology (I.T.) Department continues to build efficiency and improve productivity for the City of Mission Viejo.

The department upgraded the City's fiber optic network so it's more resilient against service interruptions, ensuring that important services relying on this citywide network remain connected and operational. For example, the City's traffic and transportation system, Animal Services Center, recreation and community centers and other public services all benefit from this network.

To safeguard the City's data and technology services, I.T. replaced the 7-year-old storage area network (SAN) with more robust technology that increased storage capacity for City records and data and enhanced disaster recovery preparedness. Having effective storage technology is essential in protecting the City's data and technology services.

I.T. also employed technology in 2015 to showcase Mission Viejo to the world. The department upgraded the Marguerite Tennis Pavilion's wireless network and installed cameras to live stream the UNIQLO Wheelchair Doubles Masters in Mission Viejo around the globe.

Along with providing innovative service to our community, the department continues to provide web-hosting services for the City of Aliso Viejo. This partnership has benefitted both cities and expanded Mission Viejo Television's programming on Aliso Viejo's website.

A hallmark of I.T.'s agenda is providing the City with state-of-the-art technology while cutting costs. By using iPads rather than printed materials where applicable and embracing a more virtual environment for everyday efforts, the department has effectively saved the City money in multiple areas.

The department also successfully integrated financial, human resources and payroll functions into a single software that has improved operational efficiency and will save Mission Viejo money on future annual licensing costs.





*“National Night Out”  
Crime Prevention Event*

## Police Services

### *Facts and Figures*

- Calls for Police Services  
25,806
- Arrests Made  
990
- Illegal Signs Removed  
2,825
- Volunteer Service Hours  
5,308
- Vacation Home Checks  
763
- Walk Against Drugs Participants  
5,000

**M**ission Viejo Police Services hosted three large-scale training exercises in 2015 designed to keep one of the nation’s safest cities safe.

The department joined forces with Saddleback College Police for a civil unrest/riot training scenario on campus that included hundreds of student volunteers and police personnel practicing riot and crowd-control techniques. An active shooter drill at the Shops at Mission Viejo followed with more than 200 actors, the Orange County Sheriff’s Department SWAT team, deputies from several south county cities and Orange County Fire Authority personnel. Both drills provided essential training to enhance officer and citizen safety.

In an effort to prepare Mission Viejo for a large-scale medical emergency, the department participated in a Point-of-Dispensing (POD) exercise at Saddleback College. This multi-agency operation gave Police Services, City and college staff and the Orange County Health Care Agency the chance to work in harmony to systematically administer more than 500 flu shots to the public in less than three hours. Planning with multiple agencies helps to better prepare the region for potential medical emergencies.

Along with beneficial training, Police Services and the City continued to wage war on prescription drug abuse among youth through programs and longtime events like the annual Walk Against Drugs. The walk, which attracts about 5,000 people united in a drug-free lifestyle, is the centerpiece of our drug-abuse prevention programs. The walk complements the City’s ongoing efforts to thwart prescription drug abuse among local youth through programs, events and a television series that educate the community about this national epidemic.

Mission Viejo Police Services also leads the way in school safety with five full-time School Resource Officers (SROs), and parents and teens alike continue to benefit from the department’s acclaimed Parent Project program.





Food Scrap Recycling Program

## Public Works

### Facts and Figures

- Recycling Rate  
66%
- Tons of Material Recycled  
27,198
- Pounds of Household Hazardous Waste Collected  
27,144
- Participation in Environmental Education Programs  
1,837 students
- Pollution Prevention Inspections  
619
- Encroachment Permits Issued  
573
- Transportation Permits Issued  
244
- Lane Miles of Arterial Roadways Resurfaced  
26
- Number of Residential Streets Resurfaced  
203

**2** 015 was a productive year for Public Works, which launched a Green Business Certification Program, food waste recycling programs and water campaign – all designed to benefit the community and our precious environment.

**Green Business Certification Program** - The Certified Green Business Program is meant to help businesses grow and become greener. The program is a platform to maximize bottom-line efficiencies that stem from resource conservation. It recognizes businesses that implement cost-saving conservation measures through pollution prevention, solid-waste reduction/recycling, energy efficiency and water conservation.

**Food Scrap Recycling Program** - The City teamed up with Waste Management to implement food-waste recycling programs at 14 large restaurants resulting in more than 60 tons of food scraps diverted from the landfill per month. The programs have positioned the City well to comply with Assembly Bill 1826, which requires large restaurants to implement food-waste recycling programs by April 2016.

**Tap Into a Good Thing** - The Public Works Department continued its campaign – “Tap Into a Good Thing” – to educate residents about the safety of public drinking water; decrease their dependence on bottled water; and encourage a return to the local tap. To help residents curb the use of bottled water, the City installed three more water fountains fitted with water-bottle filling stations. These stations give folks a place to refill their water bottles while away from home.

**Road, street improvements** - The City completed the \$4 million widening of Oso Parkway that extended the fourth travel lanes west from Country Club Drive to Interstate 5 and included extensive landscaping to enhance the aesthetics of one of the City’s most scenic corridors.

Using \$6 million in gas tax and Measure M funds, the City completed its largest-ever residential resurfacing effort, rehabilitating more than 200 neighborhood streets in the northwestern part of Mission Viejo.





# Administrative Services

## Facts and Figures

- Net Assets of the City  
\$693.5 million (6/30/15)
- Total Discretionary Reserves  
\$29.4 million (6/30/15)
- Assessed Value of Taxable  
Property in the City  
\$14.9 billion (FY 15-16)
- Top Two Revenue Sources  
(FY 15-16)  
Property Tax \$29.5 million  
Sales Tax \$19.0 million
- Bond (Issuer Credit) Ratings  
AAA/Aa2

**M**ission Viejo ended the fiscal year on a high note with a \$1.8 million operating surplus and \$29.4 million in discretionary reserves. Reserves are resources set aside for emergencies and capital asset replacement among other uses and represent 54% of General Fund revenue, which exceeds the City Council's policy of 50%. The FY 2014-15 surplus marks the fifth straight fiscal year the City has had an operating surplus.

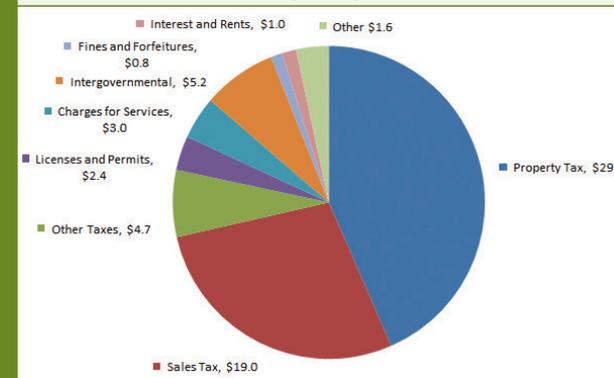
The City passed a FY 2015-16 operating and capital budget of \$68.7 million that invests in high-priority programs and services essential to the quality of life of Mission Viejo residents. Public safety remains as the City's top priority with 30% of the budget dedicated to keeping Mission Viejo California's safest city. Infrastructure maintenance comprises 23% of the budget and includes all park, median, slope and facility maintenance. The budget also includes \$4.9 million for street and road-related improvements.

In January, the City Council identified priorities for consideration during the budget process, including resources for economic development, a new restroom facility at Pavion Park, playground rehabilitation at El Dorado Park and resources to complete the final design of the Marguerite Aquatics Complex rehabilitation. The adopted budget includes funding for each of these priorities. Another priority of the City Council was to reduce pension and retiree healthcare unfunded liabilities. The City made a total of \$3.6 million in payments toward unfunded liabilities during 2015.

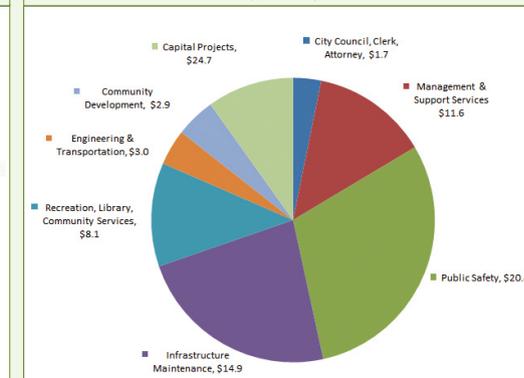
Mission Viejo's strong financial management policies and commitment to budgetary excellence are once again reflected in the AAA bond rating from

Standard & Poor's and Aa2 rating from Moody's -- the highest ratings obtainable from these services. These high ratings demonstrate the strength of the City's credit and financial position.

FY 2015-16 Estimated Revenues (\$Millions)



FY 2015-16 Spending Plan (\$Millions)





Writers Present Author Jon Scieszka

# Mission Viejo Library

## Facts and Figures

- Items Checked Out  
2150 / day  
750,656 / year
- Visits to the Library  
818,212
- Items in Collection  
185,550
- Library Card Customers:  
186,784
- Value of Materials Purchased by  
Friends of the Library  
\$133,000
- Library Programs Presented  
488 programs with  
18,755 attendees
- Cultural Programs Presented  
103 programs with  
13,255 attendees
- Volunteer Hours  
16,115  
(Library and Cultural Services)

The Library and Cultural Services Department continued to maintain high standards of excellence in core programming, while expanding offerings and piloting new programs and services to better meet the needs of our community.

The library received a federal grant to launch and promote new services such as free downloadable books. By hosting “Digital Open House” training sessions, staff helped to boost patrons’ confidence and increase usage of the downloadable books collection.

To accommodate higher demand for passports, the library increased its passport processing hours during peak seasons.

To engage residents and visitors alike, the library used digitized footage from its Local History collection to compile videos from the early days of Mission Viejo which has become popular content on the City’s YouTube Channel.

Along with enhanced services, the community also enjoyed an expanded Arts Alive Festival in 2015. The event featured a Food & Wine Festival that boasted a variety of California wines and tasty fare from local restaurants.

Other good news in 2015 included the growth of the popular Writers Present author series with appearances from bestselling authors such as Jon Scieszka, Brad Meltzer, Jodi Picoult and Jason Segel.

The library’s Adult SummerREAD program continued to grow with record participation in the program designed to foster a lifelong love of reading. The summer reading event, which caters to all ages, followed the successful library card design contest that resulted in seven new card designs.

The public also continued to embrace “The Bears About Town” community art project, which was completed after nearly 3 years and exhibited at UCI and Saddleback College. This year the bears will settle in their permanent home along the Oso Creek Trail in Mission Viejo.

