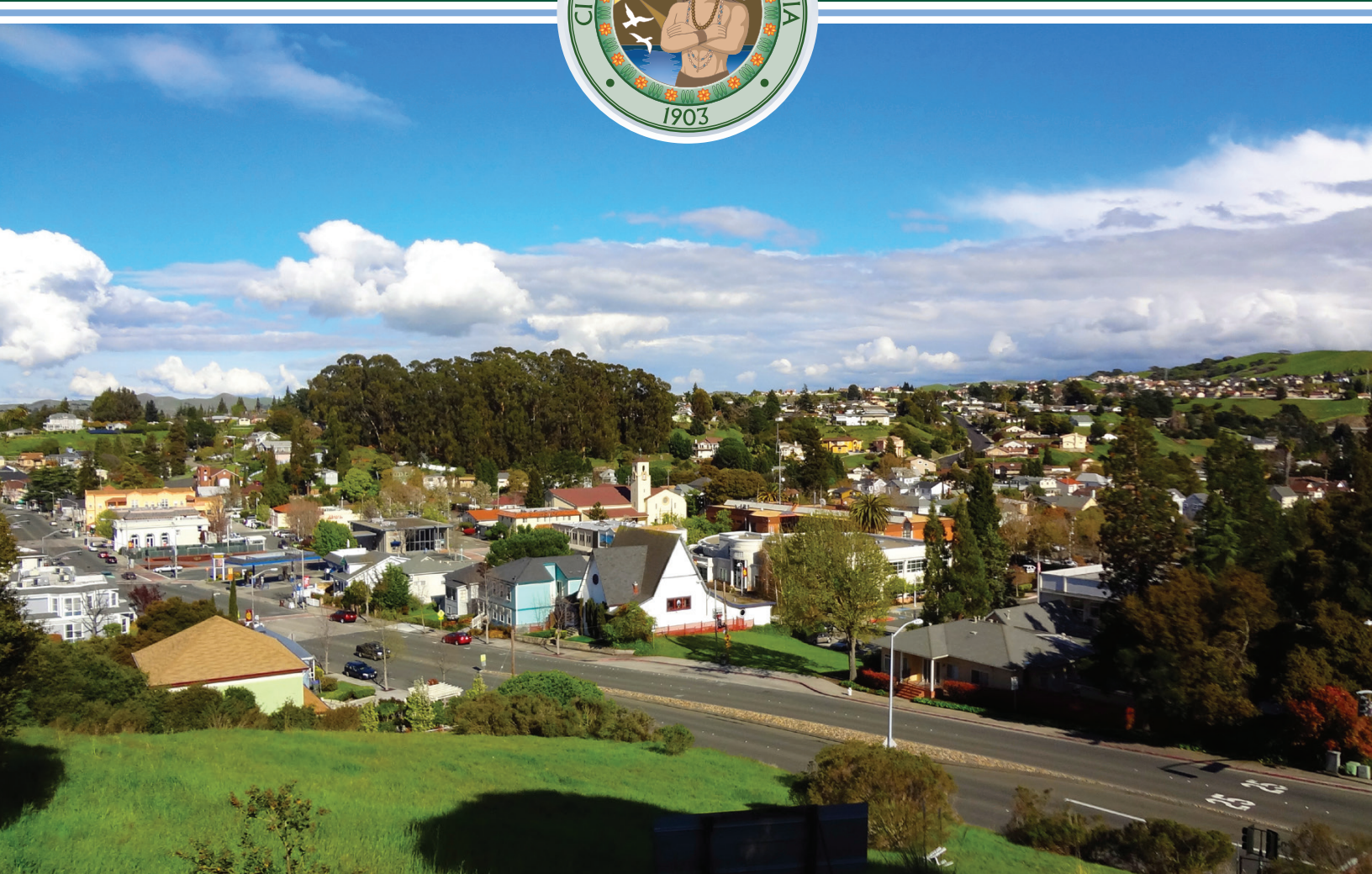


City of Pinole

# 2022 YEAR IN REVIEW & 2023 **LOOK AHEAD**»»



*Celebrating 120 Years!*

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*City staff is honored to serve the residents of Pinole. Please become engaged, follow the City's programs and events on the City website and on the City's social media, and contact the City with any questions or comments.*

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# INTRODUCTION

**2022 was a very productive year at the City of Pinole, and many exciting changes took place in the City organization and in the community. The City expanded its events and programs, increased communication and engagement, improved service and efficiency, and maintained a strong financial position. We are looking forward to another fruitful year in 2023, the City's 120-year anniversary, and have many exciting things planned.**

**Below, find a summary of what occurred in 2022 and what will take place in 2023.**





# A FULL-SERVICE CITY

The City of Pinole is a “full-service” city, meaning that the City provides all of the traditional municipal services (police, land use management, public works, and parks and recreation) to its residents. The City of Pinole also provides residents with some non-traditional municipal services, such as wastewater treatment and childcare. Providing a wide range of services is a source of pride and presents opportunities.

The City operates under a “Council – Manager” structure, in which the City Council establishes the City’s laws and key policies (Strategic Plan, budget, General Plan, etc.), and the City Manager and staff carry out the laws and policies and implement City programs.

The majority of City staff is involved in providing core public-facing City services, such as policing, public works (maintenance of streets, facilities, parks etc.), land use and building permitting, and wastewater treatment. Other City staff provide additional public-facing services, such as recreation, community events, senior services, cable television programming, and childcare services. Some City staff provide support (financial, legal, human resources, information technology, and records management) to the public-facing services.

The City of Pinole is completing a significant reorganization that started in July 2021, which provides additional resources to and focus on public works, community development, community services, information technology, and communication and engagement. You can find more information in the Fiscal Year ( FY ) 2022/23 Operating and Capital Budget.

## STRATEGIC PLAN

In February 2020, the City Council adopted the City of Pinole Strategic Plan 2020 – 2025. The Strategic Plan expressed the City’s vision, mission, and goals, as follows.

### **Vision**

Pinole is a safe, vibrant, and innovative community with small town charm and high quality of life.

### **Mission**

Pinole will be efficient, ethical, and effective in delivering quality services with community involvement and fiscal stewardship.

### **Goals**

- Safe and Resilient
- Financially Stable
- Vibrant and Beautiful
- High Performance

The Strategic Plan also identified 22 individual strategies (special projects) for staff to complete over a five-year timeframe to position the City to achieve the vision, mission, and goals.

The City is fulfilling its mission of being efficient, ethical, and effective and is continuing to increase the safety, vibrancy, and innovation of the community. There are, however, more requests for public services from members of the community than the City’s current financial resources can provide. In order to provide additional services, the City will need to identify new resources or partnerships for service provision.

# KEY ACCOMPLISHMENTS IN 2022

## Expanded City Events and Programs

Despite the challenges presented by COVID-19, the City was not only able to provide all of its regular services in 2022, but implemented a number of new activities. These included expanded programs at the Senior Center, a new “shop local” gift card program (Pinole Perks), additional community events such as United Against Hate Week, and others, described below.

## Increased Communication and Engagement

In 2022, the City began a focused, ongoing effort to better communicate with and engage the community. The City expanded its use of social media as well as traditional mail to inform community members about City activities and to invite community members to provide their input on many City decisions and programs.

## Improved Service and Efficiency

The City streamlined a number of processes in 2022, including the building and planning permit review process and the Public Records Act process. It also implemented new tools to get customer feedback on City services and policies, including the PowerEngage (formerly CueHit) customer feedback tool used by the Police Department and numerous community meetings on policies such as the Long-Term Financial Plan, fire and emergency medical service model, Local Road Safety Plan, and Economic Development Strategy.

## Maintained Strong Financial Position

The City continued to maintain a strong financial position throughout fiscal year (FY) 2021/22 and the remainder of calendar year 2022. The City’s revenues are sufficient to cover normal operating costs. The City made additional deposits into its General Reserve, per the General Reserve Policy. As noted above, although the City’s revenues are sufficient to cover normal operating costs, the revenues and reserves are not sufficient to cover the City’s two large unfunded liabilities, deferred maintenance of capital assets (streets, sidewalks, parks, City buildings, etc.) and other post-employment benefits (OPEB), primarily retired City employee medical coverage. If the City and community would like to invest in these areas, we will need to identify new revenue sources in the future.



# KEY DEPARTMENT ACCOMPLISHMENTS

## City Council

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- Recognized numerous individuals, community organizations, and causes for their contributions to Pinole and society (Police Officer of the Year; Firefighter of the Year; Black History Month; Lunar New Year; Celebrating 125 Years – 32nd District PTA; Nowruz; Women’s History Month; American Red Cross Month; Education and Sharing Day; Public Service Employee Recognition Week; Municipal Clerks Week; National Police Week; LBGTQIA Pride Month; Juneteenth; National Health Service Week; Blood Cancer Awareness Month; National Hearing Service Dog Month; Support of Ukraine; Breast Cancer Awareness Month; Indigenous Peoples’ Day; Human Rights in Iran; National Hispanic/Latinx Heritage Month; St. Joseph’s School - 75th Anniversary; United Against Hate Week; Pinole Valley High School Softball, Girls Tennis, and Football; and Human Rights Week)
- Analyzed and approved a new five-year fire and emergency medical service agreement with the Contra Costa County Fire Protection District (“Con Fire”)
- Researched a potential local ballot measure to transition to a charter city and establish an increased real property transfer tax (RPTT)
- Approved an Economic Development Strategy
- Approved a Communication and Engagement Plan
- Approved a new 223-unit multifamily housing development on Fitzgerald Avenue (“Pinole Vista” apartment complex)
- Approved a preliminary design for the replacement of the San Pablo Avenue bridge between Pinole and Hercules
- Provided direction on and authorized the submittal of the draft 2023-2031 Housing Element Update
- Provided direction on safety improvements on the Tennent Avenue corridor
- Established a Project Labor Agreement (PLA) Ad Hoc Subcommittee
- Authorized the sale of surplus City properties
- Adopted resolutions taking positions on key policy issues (Bay Adapt: Regional Strategy for A Rising Bay; Resolution Condemning The 2022 Russian Invasion of Ukraine and Expressing Support Of Ukraine And The Ukrainian People; Support of the League of California Cities’ Opposition to the Taxpayer Protection and Government Accountability Act; and Support of Free and Fair Elections)
- Adopted ordinances changing City laws on certain key issues (regulating the use and sale of fireworks; adopting a military equipment use policy; and adding permitting requirements and pavement restoration guidance for encroachments into the public right-of-way)

## Police

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- Implemented new community outreach efforts with a special Halloween-themed National Night Out (NNO) event and Project HOPE-Homeless Intervention
- Implemented PowerEngage (formerly CueHit) customer engagement technology to receive real-time feedback from the community on Police contact
- Implemented numerous employee wellness programs
- Implemented new tracking and reporting systems to meet new regulatory requirements, such as the California Racial and Identity Profiling Act (RIPA) and National Incident-Based Reporting (NIBRS)
- Implemented a new computer-aided dispatch (CADS) and records management system (RMS)

## Fire

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- Played the lead role in facilitating the new fire and emergency medical service agreement with Con Fire, which includes reopening Fire Station 74
- Advocated for Measure X funding, which enabled the new fire and emergency medical service agreement with Con Fire
- Completed significant additional wildfire mitigation through brush removal, particularly for Galbreth hill and Pinole Valley Road
- Created an updated Emergency Operations Plan (EOP)
- Collaborated with Con Fire to create a fire access/evacuation road between Galbreth Road and Rancho Road
- Implemented new information systems for incident response, narcotics tracking, payroll, incident report management, and training
- Initiated cost-recovery program to capture reimbursement opportunities from fire emergency-related insurance claims



## Community Development

- Launched and administered the Pinole Perks Community Gift Card program
- Prepared the five-year Economic Development Strategy for Council adoption
- Provided Council with an overview of public banking
- Processed planning and building permits for significant new residential development projects, including for construction of 179 units of 100% affordable housing for seniors at 600 Roble ("Vista Woods" project) and 154 units of condominium housing at 2151 Appian Way ("Appian Village" project)
- Began preparing updates to the City's General Plan Elements (Housing, Safety, and Health/Environmental Justice)
- Conducted final building inspections for 474 permits to rehabilitate housing units (solar projects, roofing, water heater and furnace replacement, and home remodels/additions)
- Launched GreenHalo waste management/recycling tracking system in order to automate the management, verification, and filing of construction waste recovery reports
- Began work to prepare the City's first Climate Action and Adaptation Plan (CAAP)
- Established a Tobacco Retailer License fee and ensured that tobacco retailers comply with application requirements
- Applied for and received numerous grants to fund process improvements and studies

## Community Services

- Increased programs and activities at the Senior Center, including increasing lunch service and hosting the Senior Center winter holiday craft fair (for the first time since 2019)
- Coordinated additional City events, such as the return of movies and music in the park, the annual Easter egg hunt, Community Service Day, United Against Hate Week (UAHW), Winter Holiday Festival and Tree Lighting, and a joint Fourth of July 2022 fireworks show with the City of Hercules
- Provided youth summer camps for the first time since 2019
- Filmed, edited, and broadcasted a number of community events and public service announcements, including National Night Out, Winter Holiday Festival and Tree lighting ceremony, and The Beat of Pinole monthly Mayor's message
- Implemented a new process for City support to privately organized community events
- Selected a consulting firm to develop a Parks Master Plan
- Facilitated the installation of a City memorial to a prominent former community member, Dean Allison
- Facilitated an updated agreement with County Animal Services
- Facilitated a new agreement with Pinole Seals for use and operation of the City swim center
- Updated numerous department policies and procedures

## Public Works

- Prepared a Sewer System Management Plan for Council adoption
- Prepared a Sanitary Sewer Master Plan for Council adoption
- Expanded use of asset management and workorder ticket system through integration with Maintenance staff smartphones and tablets
- Facilitated sale of surplus City properties
- Led community visioning process for "Community Corner" (lot at the corner of San Pablo Avenue and Tennent)
- Provided Pinole Residents with 60 tons of sand and sandbags for winter storms
- Refreshed 6,100 linear feet of red curb
- Placed 10 tons of asphalt
- Crack sealed approximately 2,000 feet of road surface
- Hosted numerous community events for environmental protection, including Coastal Cleanup and Dumpster Day
- Achieved 100% compliance with AB 1826 (Commercial Organics Recycling) for the City
- Achieved 100% compliance with organics waste collection requirements of SB 1383 for the City
- Applied for and received numerous grants to fund capital projects



## City Manager

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- Created an [Information Technology \(IT\) Plan](#), which is a Strategic Plan strategy
- Implemented many IT projects, including significantly improving network security
- Created a [Communication and Engagement Plan](#), which is a Strategic Plan strategy
- Expanded communication and engagement with the community through the use of new tools and techniques
- Completed the implementation of the reorganization initiated in July 2021 by filling the remaining vacant leadership positions
- Created written policies and procedures on numerous administrative matters
- Facilitated the new fire and emergency medical service agreement with Con Fire
- Increased engagement with community and civic organizations, neighboring cities, and special districts

## City Attorney

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- Created an ordinance adopted by the City Council amending encroachment permit process to improve pavement repair requirements and permit process
- Created ordinance codifying City Code of Ethics in Pinole Municipal Code
- Created ordinance updating the Building and Fire Code to account for changes in State law
- Facilitated contract negotiations and approval of fire services agreement with Con Fire
- Secured abatement warrants and developed updates to process and procedures for citywide code enforcement efforts
- Prepared Development Agreements and facilitated several real property dispositions of city properties, and advised Community Development on various development applications and conditions on private development in the City



## City Clerk

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- Implemented a new online, self-service tool for Public Records Act requests
- Implemented hybrid meeting format (in-person and remote) for the City Council and City commissions
- Conducted recruitment process for various City commissions
- Served as the Election Official in conducting elections for City offices in 2022

## Finance

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- Completed the citywide user fee study and cost allocation plan; implemented the updated the master fee schedule, a Strategic Plan strategy
- Updated the Long-Term Financial Plan and expanded the plan to include all City funds
- Implemented new long-term financial forecasting model
- Assisted with fiscal impact analysis as a requirement for the fire service agreement between the City and Con Fire
- Received the Budget Excellence Award from the California Society of Municipal Finance Officers
- Received an unqualified opinion (the highest rating possible) on the FY 2021/22 year-end financial statements
- Implemented the second round of the COVID-19 Small Business Assistance Program to provide \$3,000 grants to small Pinole businesses that experienced loss of revenue due to COVID-19
- Hosted a special workshop to educate the public on the City's various tax revenue sources

## Human Resources

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- Completed the Employee Talent Management Plan, which is a Strategic Plan strategy
- Developed numerous updated policies and procedures, including regarding leave reporting, employee identification and access cards, volunteer administration, and social media and electronic equipment use
- Developed an Employee Wellness Program
- Developed a Recruitment Incentive Program
- Conducted 35 recruitments (reviewed over 1,100 applications)
- Planned and facilitated numerous events for the City's first Public Service Employee Recognition Week
- Hired a new employee benefits broker to secure better benefits at lower cost



# KEY ACTIVITIES PLANNED FOR 2023

The City expanded its events and programs, increased communication and engagement, improved service and efficiency, and maintained a strong financial position in 2022. The City will continue its work in these areas in 2023. Below are some key activities planned by City departments.

## City Council

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- Recognize additional individuals, community organizations, and causes for their contributions to Pinole
- Provide direction and adopt updates to the City General Plan Housing, Safety, and Health and Environmental Justice elements
- Create an updated Long-Term Financial Plan that determines how to address the City's unfunded liabilities
- Establish a process to quickly respond to advocacy opportunities regarding proposed State legislation
- Improve the capital planning process by providing direction to staff on a capital projects prioritization methodology
- Provide direction to staff on new City events, such as a Pinole Pride (civic/anniversary and LBGT) event in June 2023
- Direct staff on the redevelopment of "Community Corner" (lot at the corner of San Pablo Avenue and Tennent)
- Review City's use of its Section 115 Pension Trust
- Adopt a new City of Pinole Local Roadway Safety Plan (LRSP)
- Appropriate funding for a new Property and Facilities Master Plan
- Provide funding and direction on transportation safety capital projects
- Continue to expand relationships with elected officials in neighboring cities, special districts, and at the State and federal levels

## Police

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- Continue to provide innovative and progressive police services
- Continue to implement pioneering community outreach efforts, such as Halloween-themed National Night Out event and Project HOPE-Homeless Intervention
- Continue to enhance officer training and wellness programs to improve the quality of life for officers
- Create an updated City of Pinole Emergency Operations Plan (EOP) and stand up a fully functional Emergency Operations Center (EOC)
- Design a Police Drone program to enhance the City's ability to provide the community with effective and efficient police services
- Implement a modified 4/10 schedule, which research indicates positively impacts employee well-being, reduces overtime, and provides additional staff during peak workload periods
- Assess and provide a recommendation regarding restoring the Community Emergency Response Team (CERT) program

## Fire

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- Facilitate the transition of fire and emergency medical services from Pinole Fire Department to Con Fire effective March 1, 2023

## Community Development

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- Fill open Community Development positions, including in-house Chief Building Official, Building Inspector, and Code Enforcement Officer
- Complete and implement the City's first Climate Action and Adaptation Plan (CAAP)
- Implement Year 1 action items from the Economic Development Strategy
- Complete upgrade of the City's land use and building permitting system
- Complete updates to the City's Housing, Safety, and Health/Environmental Justice Elements
- Contract for and initiate seasonal code enforcement weed abatement activities

- Develop and present a framework for outdoor dining/ parklet regulations to the City Council
- Evaluate status of current residential rental inspection program and make recommendations for improvements
- Conduct outreach related to single use plastics and commence drafting recommendations for single use plastic regulations
- With the Finance Department, assist with research on environmental purchasing policies/practices
- Continue to develop and refine forms, policies and procedures related to building and planning permits
- Complete the development impact fee update study
- Work with the new owner of Pinole Square (Tara Hills Safeway) on redevelopment of the site
- Prepare objective design and development standards
- Evaluate required/desired updates to the General Plan, Specific Plan and Zoning Ordinance and Old Town Design Guidelines
- Conduct outreach and collect data related to just cause eviction regulations
- Recommend the scope and activities of a public art program
- Arrange presentations to City Council from various organizations involved in public banks and inform City Council of next steps that the City could take to pursue establishing a public bank in Pinole

## Community Services

- Continue to improve and expand programs at the Senior Center and Youth Center
- Implement additional community events, including a potential a Pinole Pride (civic/anniversary and LGBT) event in June 2023 and Fourth of July fireworks for 2023
- Collaborate with other organizations to hold community events, such as a parade to celebrate the Pinole Valley High School football team, the State champions
- Begin development of a Parks Master Plan
- Continue partnership with the Contra Costa and Solano Food Bank to provide food resources to the community
- Implement an underage tobacco use reduction program through the Youth Center
- Fill vacant positions throughout the department
- Reopen recreation facilities for private event rentals
- Complete Pinole Community Television (PCTV) master plan

## Public Works

- Complete the Local Road Safety Plan (LRSP) for City Council adoption and integrate safety measures into the Capital Improvement Plan (CIP)
- Prepare an Active Transportation Plan (ATP) for City Council adoption
- Fill vacant capital planning staff positions
- Complete traffic safety improvements at various intersections and corridors
- Expand implementation of the capital asset management and maintenance workorder system, Beehive
- Perform energy efficiency, generation, and storage assessments for all City facilities
- Complete upgrades to playground surface areas at Fernandez Park and Pinole Valley Park
- Begin Property and Facilities Master Plan
- Request funding and select vendor for Wastewater Treatment Plant facility master plan
- Complete disposition of remaining surplus City properties (Collins House, Pinole Shores II)
- Begin process of establishing next solid waste management franchise agreement
- Complete capital projects in the current CIP ([Capital Improvement Plan FY 2022/23 - 2026/27](#)):
  - Safety Improvements at Appian and Marlesta
  - Appian Way complete streets
  - Arterial Rehabilitation
  - Pinole Valley Road improvements
  - Brandt Street improvements
  - Electric Vehicle charging station
  - Hazel Street stormwater improvements
  - Sanitary Sewer Rehabilitation
  - Senior Center Auxiliary parking lot
  - Design and construction of Bay Trail Gap closure — Pedestrian improvements at Railroad crossing at Tennent Ave
  - Recycled water feasibility assessment
  - Municipal broadband feasibility assessment
  - Wastewater Treatment Plant Effluent Outfall
  - Wastewater Treatment Plant Secondary Clarifier— Center Column Rehabilitation
- Prepare proposed new Capital Improvement Plan FY 2023/24 -2027/28 with improved project prioritization methodology



## City Manager

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- Implement a diversity, equity, and inclusion (DEI) program within the City organization
- Implement a new City website, with improved navigation and features
- Implement a resident engagement technology platform, as part of the new website, that enables the public to sign-up for notifications, request work tickets, and access streamlined online services
- Facilitate the City of Pinole's first-ever Earth Month activities
- Continue outreach to increase engagement, build trust, and foster open communication with members of the community via public events and face-to-face meetings
- Implement new communication and engagement policies and procedures
- Work with the City Council to create a new City logo and implement a style guide for all City communications
- Complete the Strategic Plan strategy of developing an interagency legislative advocacy program
- Continue to expand relationships with community and civic organizations, neighboring cities, special districts, and State and federal elected officials

## City Attorney

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- Continue implementing process improvements and develop ordinance for code enforcement updates
- Facilitate process and prepare ordinance regulating single use plastics in the City
- Advise and facilitate development of citywide project labor agreement
- Continue to facilitate and advise on real property dispositions



## City Clerk

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- Implement a new agenda management software system
- Implement improvements to the Boards & Commissions recruitment and application process
- Create a Boards & Commissions guidebook for appointees and staff liaisons

## Finance

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- Collaborate with other departments to implement a system for online payments for various City fees and services
- Assist with conducting the development impact fee study
- Prepare a balanced budget for the fiscal year
- Assist in the development of the long-term financial plan, including a 20-year financial forecast
- Work with consultant to identify potential revenue generating opportunities for fiscal sustainability
- Prepare and file last and final Successor Agency Recognized Obligation Payment Schedule (ROPS) as the remaining debt will be retired in FY 2023/24
- Establish a policy to formally set guidelines on the use of the Section 115 Pension Trust funds

## Human Resources

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- Utilize innovative marketing practices such as social media and branding to attract candidates
- Enhance and promote higher education tuition reimbursement program
- Develop a supervisory academy in partnership with other cities in West County
- Promote external training opportunities offered to employees
- Implement "stay" interviews with annual performance evaluation process
- Survey employee benefits satisfaction levels and implement effective modifications
- Implement the recommendations of the Communication and Engagement Plan relative to employees
- Develop safety emergency action plans for identified workplace risks

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