

## **SIGNIFICANT ACCOMPLISHMENTS FISCAL YEAR 2017-18**

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*The following is a randomized list of notable accomplishments by City departments over the most recent fiscal year. These items go beyond “normal” day-to-day services. A number are related to the City Council’s 2017-2019 major goals and priorities, which include protecting vulnerable populations, increasing affordable housing options, enhancing environmental sustainability efforts, and improving transportation and mobility.*

- Developed a pipeline of over 400 affordable housing units, representing one-third of the City’s current affordable housing supply.
- Adopted an updated North Bayshore Precise Plan and Affordable Housing Guidelines.
- Continued implementing 61-item action plan to address homelessness.
  - Managed interdepartmental teams and numerous community stakeholders working to address homeless matters.
  - Launched a proactive strategy for providing Police and community services for homeless and residents living in vehicles with a Community Outreach Officer.
  - Facilitated the launch of a safe parking program and grant for a new local nonprofit.
  - Coordinated a Sanitary Waste Dump Pilot and presented results to the Council.
- Continued with development of new East Whisman Precise Plan.
- Began the Terra Bella Visioning and Guiding Principles Plan process.
- Developed framework for commercial cannabis.
- Completed updates to the Gatekeeper process and other Zoning Code development standards.
- Reviewed and implemented tax liability items related to deferred compensation, public safety vehicles, and employer-provided housing.
- Completed multiple turf improvement projects at Shoreline Golf Links.
- Staffed Truck 51 and Rescue 51 with a Firefighter Paramedic to provide daily Advanced Life Support services on all apparatus.

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- Facilitated Transfer of Development Rights (TDR) between private properties and the Los Altos School District (LASD), as well as other terms, for a new public school and park in the San Antonio area.
- Opened a new trailhead to connect Permanente Creek Trail from Rock Street to Middlefield Road in conjunction with installing a new artificial turf field at Crittenden School through a partnership with the Mountain View Whisman School District.
- Developed a Succession Plan to ensure smooth transitions in key positions and continued excellence in the City's workforce and leadership.
- Conducted a search with the Performing Arts Committee to select Upstage Theater as the first SecondStage Home Company.
- Confirmed the absence of lead water service lines in the City's water system, and completed water sampling at elementary schools to determine lead levels as required by State regulations.
- Performed a CalPERS funding analysis reviewing options, made recommendations to the Council Finance Committee, and implemented a strategy to deposit \$10 million with CalPERS.
- Began construction on 1701 West El Camino Real (Eagle Park Apartments) with a total of 67 units, including units for veterans.
- Funded 950 West El Camino Real with a total of 70 units, including units for transition-aged youth and the developmentally disabled.
- Updated Administrative Instructions for the Purchasing Policy and Procurement Cards.
- Replaced projector, screen, and wireless microphone system in the Council Chambers.
- Upgraded Laserfiche system and updated user process flows for the City Clerk's Office, Public Works Department, and City Manager's Office.
- Developed innovative financing options to fund affordable housing, such as prefunding.
- Completed Citywide communications for the updated minimum wage at \$15 per hour.

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- Supported Council on the Ad Hoc Committee on South Flow Arrivals process and worked with intergovernmental partners to represent Mountain View residents' interests.
- Conducted plan check and issued permits for the Moffett Gateway Development (Ameswell).
- Completed year two of the City's Spanish Language Civic Leadership Academy.
- Completed the first phase of modifying the BMR program and began the second phase.
- Conducted plan check and issued permits for Charleston East - Google.
- Executed an agreement with the Magical Bridge Foundation for professional and design services to build an all-inclusive playground in Mountain View.
- Planted 100 trees along the Stevens Creek Trail between El Camino Real and the Sleeper trailhead with volunteers from Canopy and Mountain View Trees.
- Inspected and granted final approval for San Antonio Center Phase II at 391 and 401 San Antonio Road—two new commercial buildings and parking garage; 911,660 combined square feet.
- Hosted a Community Health Fair for Mountain View residents in partnership with Assemblymember Marc Berman and Santa Clara County Supervisor Joe Simitian.
- Successfully moved all Community Center programming to alternative facilities during the 18-month renovation period.
- Developed and successfully produced a pilot Autism/Sensory Friendly Performance with MainStage Home Company, Peninsula Youth Theatre.
- Enhanced the City's Training and Development Program, increasing the number of training hours by 86 percent.
- Conducted plan check and issued permits for El Camino Hospital.
- Conducted a seven-month review of the City's park land acquisition strategies with the Parks and Recreation Commission.
- Hosted the Understanding Islam Speaker Series in partnership with Santa Clara County Supervisor Joe Simitian and the Human Relations Commission (HRC).
- Completed the construction for the Library remodel to expand the children's area on the first floor, expand the first-floor program room, and add seating, study rooms, and an additional program room on the second floor.



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- Held a Spanish-language Community Emergency Response Team training (CERT) for 23 Mountain View residents.
- Established a secure bike parking room for City employees who commute to work by bike.
- Implemented hybrid Exchange Online program and launched migration of users' e-mail to Microsoft-hosted Exchange.
- Worked with State regulatory agencies and City customers to plan for expansion of the recycled water system and development of on-site water reuse systems.
- Provided policy recommendations on an anti-registry policy, becoming a sanctuary city, and a freedom city policy.
- Expanded the FASD Ambassador Training Program to provide training on a variety of Finance and Administrative Services, including, contract processing, request for proposal process, and budget overview.
- Replaced core network firewall system with newest generation equipment with enhanced antivirus and URL filtering capabilities, and rearchitected network for remodeling projects in City Hall, the Library, and the new Community Center.
- Held a LGBTQ Listening Forum with the Human Relations Commission (HRC) and the Santa Clara County Office of LGBTQ Affairs.
- Trained approximately 1,000 volunteers and residents in disaster management and emergency preparedness (CERT).
- Prepared a Study Session Report on public service levels in light of estimated population growth.
- Completed a TOT Audit of all City hotels/motels.
- Developed a phased activation strategy for Civic Center Plaza. Phase one was approved by City Council for implementation in Fiscal Year 2018-19.
- Reviewed options for increasing low-income child-care subsidies.
- Held Leadership Town Halls for all City employees at two venues.
- Established an Age-Friendly City Task Force and worked with them to conduct community focus groups and select priority domains on which to work in 2018.
- Developed a pilot program for the Human Rights analytical framework.
- Prepared a 10-year plus Shoreline Community Forecast Analysis and a 10-year General Operating Fund forecast.

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- Remodeled the restroom at Sylvan Park and the restroom and irrigation pump at Cooper Park, while completing a new soccer field at Whisman Park.
- Installed 68 new trash cans on Castro Street.
- Led exploration, analysis, modeling, outreach, and communications for three potential revenue measures for the November 2018 ballot, with two being placed on the ballot by Council.
- Updated six Council policies/procedures and took another three for review by the Council Procedures Committee (CPC).
- Launched employee healthy snacks for the City Wellness Program (BEWELLMV).
- Established submittal guidelines, Conditions of Approval, and Operational Permit Templates for on-demand mobile fueling operator and site permits.
- Created and published the City's first Financial View providing a summary of budget information in a four-page booklet.
- Transitioned R-2 (Apartments) inspections to suppression personnel, and completed all associated training for suppression personnel.
- Developed the first budget and Rental Housing Fee adopted by the Rental Housing Committee (RHC).
- Developed and released an RFP for a CSFRA database.
- Led the effort in establishing a tri-county fire incident management team that can be called out to manage prolonged events.
- Completed mediation and fact finding to reach a successor agreement with one of the City's labor groups.
- Implemented a convenience fee for credit card processing.
- Completed update of Retirees' Health valuation and recommended reduction in discount rate to 6.5 percent.
- Launched a volunteer Ambassador Program, consisting of graduates from the 2017 Spanish Language Civic Leadership Academy.
- Implemented new self-contained breathing apparatus in the Fire Department. Conducted joint active shooter training with all MVFD and MVPD members.
- Implemented the CENIC network, providing low-cost, high-speed Internet access to Library patrons.

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- Developed recommendations on short-term residential rental regulations.
- Updated the City's standard contracts provisions crossing multiple contracts and created new contracts for Indemnity, Technology, and Legal Services.
- Received S&P affirmation of AAA credit rating for Water Revenue Bonds.
- Implemented an Electronic Funds Transfer (EFT) payment program for vendors.
- Established the MVFD Tactical Paramedic Program where Firefighter Paramedics are part of MVPD SWAT team and respond to the scene with MVPD to emergency events in which the SWAT team is activated.
- Purchased 52 replacement vehicles.
- Created a Valet Attendant Assisted Parking Services Pilot program.
- Implemented City's retirees' health billing system in ONESolution from legacy Filemaker Pro system.
- Completed implementation of the Bank of America (BoFA) Works Application. Set up trainings, demonstrations, and meetings with City staff to facilitate adoption of the platform.
- Added a new digital service to the Library called Hoopla, a streaming service that offers customers simultaneous use of more than 500,000 movies, TV shows, e-audiobooks, music albums, digital comic books, and e-books.
- Successfully issued RFP, reviewed responses, awarded contract and transitioned to new Workers' Compensation Third Party Administrator (TPA).
- Replaced primary server storage system with Pure Storage all flash storage system.
- Rewrote the GIS address update workflow to streamline adds/moves/changes for Building Inspection Division.
- Migrated the GIS water documentation to a new network model for easier support and modeling.
- Launched electronic signature processes for Public Works and Police Department signatures.
- Placed a new Brush Patrol Fire Engine in service and trained all personnel on off-road driving.
- Purchased Dispatch Center Consoles.
- Completed design and permit processing for Downtown Wi-Fi project.

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- Added new systems to the City's workflow management tool for offboarding employees, permitting and licensing sidewalk cafés, and managing CSFRA data.
- Developed detailed feature documentation of City's existing helpdesk system and published RFP for the replacement system.
- Continued important Library partnerships with the IRS to offer 10 Saturdays of free tax assistance, and with the Pro Bono Project to offer bimonthly free legal advice.
- Hosted 85 participants in the Dreams and Futures summer youth program in collaboration with local schools and with financial support from El Camino Hospital Community Benefit Program and Kiwanis Club grants.
- Installed traffic calming measures on Plymouth Street, Jardin Drive, Rose Avenue, Cuesta Drive, Gretel Lane, and Easy Street.
- Offered a variety of Library programs in support of Council goals, including a DACA Information Session, ongoing bike clinics, and a community wellness fair.
- Upgraded the 9-1-1 telephone system equipment in collaboration with the cities of Los Alto and Palo Alto.
- Upgraded the previous generation of Officer Worn Cameras and increased inventory to issue cameras to every Officer.
- Council adopted a Zero Waste Policy as proposed by Solid Waste Section.
- Welcomed a Police Chaplain Coordinator to provide nondenominational chaplain services for employees and the community.
- Completed the Castro Street (Miramonte to El Camino Real) Complete Streets Project.
- Completed City Hall First and Second Floor Renovations.
- Completed Stevens Creek Trail Landscaping Improvements, south of El Camino Real.
- Resurfaced Cuesta Park Tennis Courts.
- Installed a new traffic signal at Rengstorff and Stanford Avenues (Community Center entrance).
- Worked with Palo Alto and the Water District to complete the recycled water advanced treatment feasibility study and began developing construction and funding strategies.

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- Completed extension of the recycled water supply agreement through 2060 with the City of Palo Alto.
- Completed the 5-year update of the Sanitary Sewer Management Plan.
- Improved and demonstrated the ability to quickly isolate the City's water system from potential water quality problems from the City's water wholesalers.
- Completed Automated Guideway Transit (AGT) Feasibility Study.
- Billed first Rental Housing Fee with over 700 invoices covering 16,000 units.
- Launched Bike Share Pilot Program.

### FUN FACTS

- Reviewed approximately 430 development applications.
- Approved 844 new housing units; 304 housing units completed construction; and 2,800 housing units are in the pipeline.
- Issued 8,360 building permits totaling \$1.2 billion in construction valuation.
- Performed 244 Fast Track Plan Checks, 229 One-Stop Plan Checks, and 1,374 Over-the-Counter Plan Checks; and used E-Permit system to issue 201 online permits.
- Performed 2,318 Fire Plan Checks (65 percent increase).
- Conducted 44,315 building inspections.
- Assisted 10,152 applicants in the Development Services Center.
- Engaged the community on five Open City Hall topics.
- Published four digital e-newsletters.
- Posted 211 unique topics on social media.
- Routed 428 unique media contacts.
- Processed 20 film permits.
- Conducted 50 in-person multilingual community outreach activities.
- Translated 115 City documents in Spanish, Mandarin, and Russian.
- Provided 32 simultaneous translations to support City programs, services, and community meetings.



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- Facilitated 65,749 paid rounds of golf at Shoreline.
- Registered 8,501 participants in Recreation classes.
- Saw the highest number of burrowing owl chicks at Shoreline since 2004.
- Presented the Fire Prevention Plan to eight schools for a total of nine presentations.
- The Fire Department participated in 120 outreach events that included: community events, station tours, school visits, station dinners, engine visits, and festivals and fairs. The number of citizens reached as a result of these efforts is estimated to be approximately 15,100.
- Rented the Rengstorff House 520 times.
- Saw 560,956 visits to the Library.
- The Fire Department participated in 267 engagements with local school administrators to develop disaster plans, emergency drills, and site-specific preparedness training.
- Facilitated 48,275 public computer sessions in the Library.
- Registered five new California Professional Civil Engineers (PEs) in Public Works Department.
- Cleaned 643,902 feet of sewer mains.
- Disposed of 3.5 pounds of waste per person per day.
- Hosted 555 performances at the Center for Performing Arts.
- Filled 127 vacancies, 30 percent of which were filled by internal promotions.
- Provided 834 hours of employee training.



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### AWARDS AND GRANTS

- Received 2018 Project of the Year Award, Historical Restoration/Preservation for Heritage Park from the Silicon Valley Chapter, American Public Works Association (APWA).
- Received the Government Finance Officers Association Awards for Excellence in Financial Reporting and Distinguished Budget Presentation, and the California Society of Municipal Finance Officers Excellence in Operating Budget Award
- Received Housing Champion Award from SV@Home for North Bayshore Precise Plan.
- Received APA-Norcal Award of Merit, for Transfer of Development Rights (TDR) Program.
- Received a Walk Friendly Communities (WFC) Bronze Award in recognition of its efforts to support walkability and pedestrian safety.
- Received Honorable Mention in the Green Fleet Awards for 2017 from the 100 Best Fleets in North America Program.
- Received a \$6,000 grant from The Grove Foundation to support Multilingual Community Outreach programs.
- Received a \$1.7 million grant from the County of Santa Clara to build an all-inclusive playground in Mountain View with the Magical Bridge Foundation.
- Kiwanis Club of Mountain View and Beyond Barriers Athletic Foundation provided funding for free swim lessons to participants in City after-school programs. Kiwanis contributed \$2,500 while BBAF covered 60 percent reimbursement, equivalent to \$1,950. The program was offered to 72 elementary and middle-school-aged participants.
- The Friends of the Mountain View Library donated \$98,856 for Library materials, programs, databases, online homework help, and materials and supplies for the newly remodeled children's wing. In addition, a \$25,000 donation was made to the Friends to support future Library travel collections and programs.
- Received a "Libraries Illuminated" grant from the California State Library which is awarded to support technology in public libraries. Mountain View received \$18,440 to purchase 30 mobile thin clients, a wireless router, and a color printer. These will be used in the new program room on the second floor that was built as part of the Library remodel and will support upcoming computer classes.



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- Received a \$14,000 grant from the Pacific Library Partnership which will allow the Library to implement touchscreen kiosks with program information and wayfinding software.
- Received a Lulzbot Mini 3D printer from the California State Library as part of their Technology and Testing grants.
- Began year two of a three-year agreement with the Santa Clara Valley Water District D3 Safe, Clean Water and Natural Flood Protection grant totaling \$28,000 with two large native plantings completed along the Permanente Creek Trail.
- Received a Type 1 fire engine from the California State Office of Emergency Services. This engine responds to mutual-aid disasters within California and the engine can be used in the City of Mountain View for emergencies, as an additional back-up unit and training if needed.
- Implemented traffic safety enforcement and education programs funded from a grant award of \$115,000 from the California Office of Traffic Safety.
- MVPD was the only local agency to receive certification from the Commission on Peace Officer Standards and Training for the Department's Field Training Officer program.