



## **SIGNIFICANT ACCOMPLISHMENTS FISCAL YEAR 2015-16**

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

- Explored creation of a Safe Parking Program and made considerable progress in an ongoing effort to engage stakeholders, build regional partnerships and develop a workplan of possible solutions for homeless residents living in their vehicles.
- Implemented the newly adopted Right to Lease and Rental Housing Dispute Resolution Programs, including public outreach (4 workshops), development and distribution of program materials in English and Spanish, and launch of the programs.
- Completed and implemented \$15.00 by 2018 local Minimum Wage Ordinance and lead regional policy effort.
- Completed Veterans Memorial redesign and dedication at Eagle Park.
- Adopted a Community Climate Protection Roadmap.
- Appropriated \$8 million in funding and received planning entitlements for a 67-unit affordable housing project at 1701 West El Camino Real serving extremely and very low-income veterans and 1-2 person households.
- Appropriated \$21.5 million and received planning entitlements for ROEM Corporation’s 116-unit affordable housing project at 779 East Evelyn Avenue.
- Held two Civility Roundtables for the Human Relations Commission (HRC) to promote dialog on housing and inclusivity.
- Adopted and implemented a Community Tree Master Plan.
- Completed the Bicycle Transportation Plan Update.
- Launched an interactive bike map on the City’s website.
- Updated the City’s companion unit (accessory dwelling unit) regulations to increase the number of eligible properties.



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- Led regional effort to secure transportation funding for North County/West Valley in the proposed sales tax measure.
- Completed the selection of a developer for the development of a hotel on Downtown Parking Lots 4 and 8; completed key business terms, Economic Development Subsidy Report, and negotiated/drafted a Disposition and Development Agreement and Ground Leases.
- Created partnership with the Social Security Administration to offer limited services at the Library.
- Replaced 2,000 high-pressure sodium street lights with LED lights, reducing annual energy use by approximately 50 percent (savings of approximately 500,000 kilowatt hours) and greenhouse gas emissions by 146 metric tons.
- Hosted the first annual Technology Showcase event highlighting innovative and creative technology solutions from local businesses and organization.
- Approved the first North Bayshore Precise Plan Bonus FAR project, the El Camino Hospital Campus project, and two new downtown mixed-use projects.
- Adopted and implemented the Off-Leash Dog Area Ordinance.
- Launched the process to create a new precise plan for the East Whisman area.
- Continued implementation of the downtown parking work plan including hiring a parking consultant to focus on parking options outside the Parking District, shared parking agreements, and programs to increase the efficiencies of the existing public parking system.
- Created a modified stadium event day program for the third year of the stadium's operations.
- Held first annual Community Resource Fair at the Library, bringing together 23 community organizations and City departments.
- Managed local Super Bowl 50 efforts, including security, transportation, and joint marketing with the Chamber of Commerce and Central Business Association.
- Completed the Request For Proposal (RFP) process and issued a contract with a parking technology company for real-time wayfinding signs at the two downtown public parking structures.



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- Drafted Amendment to Campaign Finance Ordinance to include Disclosure Requirements.
- Processed the Community Stabilization and Fair Rent Charter Amendment initiative petition.
- Established “Community Fire Risk Reduction Plan” for Schools as part of Public Education and Outreach Programs.
- Implemented the Electronic Campaign Filing System.
- Redesigned *The View* print newsletter and launched a new e-newsletter the *eView*.
- Facilitated and provided Spanish translation to promote understanding and participation regarding Rental Housing Dispute Resolution Program.
- Offered Personal Emergency Preparedness (PEP) training for the first time in Spanish and Mandarin.
- Launched a citywide Employee Engagement Program, gathering employee feedback through a survey and focus groups and developing a comprehensive workplan of initiatives.
- FEPD staff worked cooperatively with our Police Department to Procure a Medication Disposal Bin from the California Product Stewardship Council for the PD/Fire Administration lobby.
- Created a pilot program for exempt employees to participate in flexible schedules.
- Implemented a Defined Benefit/Defined Contribution conversion for non-safety employees.
- Completed the Four Cities Coordinated Stevens Creek Trail Feasibility Study.
- Worked with the Recruitment Innovation Team to revitalize job announcements, develop a recruitment branding statement and cultural ideals to be used for various outreach efforts.
- Worked with the Wellness Committee to launch the CAUGHT! Campaign to promote healthy habits; and a Sleep Well campaign.

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- Developed and modified several policies in conjunction with interdepartmental teams, including Teleworking, Fleet, Facility Dedication Plaque, tuition reimbursement, gifts and gratuities, Council Expenses, Professional/Management Development and Technology Reimbursement, Employee Participation in Leadership Mountain View Program.
- Installed new low-water use landscaping to replace turf on Library grounds at the corner of Mercy and Franklin.
- Implemented system-wide water conservation measures to deal with ongoing drought, reducing water usage citywide by 20%, with a 62% reduction of potable water use at Shoreline Golf Links compared to FY13-14.
- Implemented ShoWare system for ticket sales at the Center for Performing Arts, resulting in improved patron and client service and increase in versatility and operating efficiency for staff.
- Completed implementation of an online time reporting and scheduling system.
- Implemented new ActiveNet registration software, resulting in increased capabilities for customers and staff.
- Completed Tee Leveling project which provided a better playing surface for golfers on 8 holes, and replaced driving range fencing.
- Implemented new Financial Assistance Program (FAP).
- Completed construction of the Landfill Gas Flare Station replacement.
- Helped establish the Silicon Valley Clean Energy Authority, led financing tasks, and issued a request for proposal for credit and banking services.
- Adopted a preferred grade-separation alternative (re-routing of Castro Street at Evelyn Avenue) to eliminate the existing at-grade rail crossing as part of the Transit Center Master Plan process.
- Conducted a food waste collection pilot program.
- Developed and implemented a new real estate layer in the City's GIS.
- Replaced Library chiller unit and upgraded building control system.

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- Refurbished golf course restrooms.
- Completed implementation of an upgrade to the City's Financial System, including a new helpdesk service.
- Executed documents to participate in receipt of utility users tax from prepaid phone cards.
- Implemented new financial reporting requirement related to pensions.
- Transitioned to new external auditors.
- Initiated tax opinions related to employee usage of City vehicles.
- Modified Purchasing Ordinance to comply with Federal Emergency Management Agency guidelines and increased the confirming limit.
- Implemented several Purchasing Committee study recommendations.
- Developed Injury Investigation and Transitional Work Plan Agreement as online forms for departments.
- Trained Emergency Response Teams on Basic First Aid, CPR and AED.
- Supported adoption of developer impact fees for North Bayshore.
- Implemented the one-time conversion of certain employees from the Defined Benefit to Defined Contribution plans.
- Participated in the AMI feasibility study.
- Created several new youth programs at the library, including a drop-in story time for 3-5 year olds, and a brand new series of programs for "Tweens."
- Introduced a new electronic magazine service called Flipster, which provides access to 38 popular titles that are available via computers or mobile devices.



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### AWARDS/GRANTS

- Received a 2016 Award of Merit in Affordable Housing for Studio 819 Apartments from the National Association of Housing and Redevelopment Officials (NAHRO).
- Awarded a re-designation as a Bicycle Friendly Community by the League of American Bicyclists, at the Silver Level.
- Received *Let's Move! Cities, Towns and Counties* gold medal award from the National League of Cities in recognition of outstanding efforts to completing health and wellness goals.
- Shoreline Athletic Fields project awarded Project of the Year, Environmental/Parks Category by the Silicon Valley Chapter of the American Public Works Association and Award of Excellence for Outstanding Contribution to the Community by the California Parks and Recreation Society (CPRS), District 4.
- Awarded "California City of the Year" by the Forty & Eight veterans' organization in recognition of the Veterans Memorial, affordable housing for veterans and other initiatives.
- Received a 2016 "Award of Excellence" from the American Planning Association, California Chapter - Northern Section, for the El Camino Real Precise Plan.
- Received recognition by the Silicon Valley Business Journal as one of the Healthiest Employers in Silicon Valley.
- Named a finalist for 2016 National Gold Medal Awards for Excellence in Park and Recreation Management. The Gold Medal Awards program is through the American Academy for Park and Recreation Administration in partnership with the National Recreation and Park Association (NRPA).
- Recognized by the California Parks and Recreation Society (Region 4) with the 2016 Facility Design Award.
- Received grant awards from the Edward Byrne Memorial Justice Program and the 2015 Bullet Proof Vest Grant.



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- Fleet Services certified as Blue Seal Shop through the Automotive Service and Excellence Program (ASE).
- Fleet Services received “Honorable Mention” in the “100 Best Fleets in North America Program.”
- Intuit donated \$5,000 in addition to providing volunteers to assist low-income residents with their tax returns.
- The Library was accepted into the first phase of the California Revealed Initiative. This competitive State Library initiative will assist libraries in developing effective digitization and preservation plans for unique local collections.
- The Friends of the Mountain View Library donated \$97,499, which funded the bestseller collection, database subscriptions, online homework tutoring, materials for the Mobile Library, and a variety of classes and workshops for all ages.
- Received the Government Finance Officers Association Award for Excellence in Financial Reporting and Distinguished Budget Presentation Award, the California Society of Municipal Finance Officers awards for Excellence in Operational Budgeting and the Achievement of Excellence in Procurement by the National Purchasing Institute.



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### *FUN FACTS*

- Gained 2,155 social followers and expanded Twitter followers by 774. Mountain View City hall has the largest Facebook following of any hall in northern California.
- Reached 20% of dedicated households and businesses on Nextdoor, beating the national average of 13%.
- Inspected and Assessed 380 multi-family complexes.
- Completed review of 376 planning applications totaling more than 496 new housing units and 940,000 sq. ft. of office space.
- Performed 200 One-Stop Plan Checks, 214 Fast Track Plan Checks, and 1,793 Over-the-Counter Plan Checks.
- Issued 9,358 building permits, conducted 28,958 inspections, and issued 279 online permits with our E-Permit System. Issued permits totaling \$590,870,000 in construction valuation.
- Continued implementation of the economic development strategy, including more than 62 corporate visits and meetings with businesses, and the continuation of social media platforms to promote economic development in Mountain View.
- Reviewed 376 planning applications.
- Conducted 28,958 building inspections.
- Issued 9,458 building permits, with 279 online Epermits.
- Conducted 200 One-Stop Plan Checks, 214 Fast Track Plan Checks, and 1,793 Over-the-counter Plan Checks.
- Filled 88 staff vacancies.
- Averaged 48,000 website hits per month.
- Responded to 200 media inquiries on citywide matters.
- Conducted 59 in-person outreach activities.
- Translated 87 official City documents in Spanish, Mandarin, and Russian.





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- Received 23,000 inquiries within *Ask Mountain View* customer relations system.
- Created four (4) new CERT classes, three in English and one in Spanish. The program graduated 92 new CERT members reaching a total of 1,200 CERT graduates city wide.
- Performed a total of 88 Public Education/Fire Prevention events reaching over 10,000 children and adults.
- Hosted 8 classes that were available to other Fire and Safety agencies, culminating in cost recovery to Mountain View.
- Engaged in 6209 Rescue and Emergency Medical responses, 372 fire responses, 627 service calls.
- Reviewed 594 contracts.
- Resolved 336 Code Enforcement Cases.
- Set up 5 new logo items for purchase in the City Store
- Replaced 46 vehicles and equipment, and auctioned 54 surplus vehicles and equipment.
- Completed construction on 8 capital projects; handled 2,873 facilities work orders, and 2,384 Fleet work orders.
- Cleaned 1,087 Graffiti locations.
- Repaired, maintained, or replaced 13,709 square feet of sidewalk, 1,253 square feet of potholes, 870 square feet of driveway repairs, 1,775 feet of curbs, 766,426 feet of sewer mains, and 3,425 linear feet of curb and gutter.
- Swept 9,502 miles of streets, slurry sealed and resurfaced 16 streets.
- Issued 442 Excavation Permits for work within public streets.
- Completed 7 NTMP speed surveys and conducted 1 Neighborhood Meeting.
- Hosted 624,241 library visitors, including 53,709 attendees at Library programs.
- Circulated 1,416,360 items, issued 8,830 new Library cards, and maintained cards for 60,262 Mountain View residents.
- Received S&P affirmation of City's AAA credit rating for its Water Bonds.