



SIGNIFICANT ACCOMPLISHMENTS: FISCAL YEAR 2016-17

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 2015-2017 major goals and priorities, which include increasing affordable housing options, enhancing environmental sustainability efforts, and improving transportation and mobility.

- Broke ground on ROEM Corporation’s 116-unit affordable apartment project at 779 East Evelyn Avenue.
- Completed construction and dedication of Heritage Park (771 N. Rengstorff Avenue) including restoration of the Immigrant House and a demonstration garden.
- Completed the credit and banking services to be provided to the Silicon Valley Clean Energy.
- Completed design and awarded construction contract for the Community Center renovation.
- Implemented the Community Stabilization Fair Rent Act (CSFRA), including:
 - Immediately implementing the “just cause” termination provisions of the Urgency Ordinance adopted by Council November 15, 2016;
 - Implementing a communications plan including a dedicated website, a telephone helpline, public notices, and public workshops and meetings;
 - Facilitating the selection and startup of the Rental Housing Committee and support the Committee’s biweekly meetings; and
 - Developing the rules and regulations of the CSFRA, staffing, IT infrastructure, and budget, in coordination with consultants and City staff.
- Engaged in contract negotiations with all bargaining groups and unrepresented employees for compensation and benefits and brought forward finalized agreements with SEIU, POA, IAFF, and unrepresented employees to City Council for adoption.
- Completed upgrade of Council Chambers and Plaza Conference Room, including new audio-visual systems, member workstations, voting system and Plaza projector system.
- Developed a food scraps composting program for residential curbside customers.
- Negotiated and Executed a Disposition and Development Agreement and two ground leases with The Robert Green Company for development of a hotel and office at the Hope Street Lots 4 and 8.



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- Made recommendations, received Council direction, and implemented over 50 action items to address the needs and impacts of residents living in vehicles and the homeless.
- Completed review of procurement card vendors, selected vendor and commenced implementation of procurement card on line program.
- Began implementation of social media outreach for Fire to communicate critical information to residents in a digital platform.
- Completed the design for library remodel to expand the children's area on the first floor and add seating and study rooms on the second floor.
- Drafted Rent Relief Ordinances and Ballot Measure W.
- Hosted Crisis Intervention Training (CIT) for Field Training Officers.
- Negotiated and obtained Council approval to sell 1 million gallons per day of San Francisco Public Utilities Commission (Hetch-Hetchy) water to the City of East Palo Alto.
- Implemented a grant program with Friends of Deer Hollow Farm to subsidize summer camp cost by 25% for Mountain View residents.
- Developed a permanent supportive housing strategy as part of the Citywide efforts to respond to homelessness.
- Launched the City's first Spanish Language Civic Leadership Academy.
- Launched enterprise Digital Signature system that will be used to streamline contract processing workflow.
- Adopted the Campaign Disclosure Ordinance.
- Reserved \$6.48 million in affordable housing funds for the addition of 50 family units at the Shorebreeze development.
- Celebrated the Center for the Performing Arts 25th Anniversary.
- Implemented new Business License renewals and Multi-Housing Fire Inspection payments online.
- Provided 8 "Community Risk Reduction Plan for Schools" presentations to 4 schools.



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- Adopted an On Demand Mobile Fueling Ordinance.
- Investigated and arrested suspects who were operating one of the largest opium dealer operations in the country; seized 3300 pounds of opium pods, over \$840,000.00 in US currency and two vehicles.
- Adopted the Transit Center Master Plan.
- Implemented new 30-day electronic library cards to make it easy for customers to immediately get connected with Library eBooks and databases.
- Held a Community Building Forum with the Human Relations Commission (HRC) to provide information, foster dialog and reaffirm a citywide commitment to diversity, inclusivity, engagement and civility.
- Updated the City's companion unit regulations to encourage development of more units.
- Broke ground on Palo Alto Housing's new 67 unit studio development for veterans located at 1701 West El Camino Real.
- Implemented solution to allow telecommuting or remote users to access their desktops (Remote VDI).
- Conducted a successful Election, including a initiative petition ballot measure, as well as a city-sponsored measure.
- Established the online ergonomic program for telecommute applicants.
- Held community workshops and completed a Draft North Bayshore Precise Plan and Environmental Impact Report (EIR).
- Reviewed Fiscal Impact of North Bayshore Precise Plan for Residential Housing Units.
- Trained all Fire personnel in new techniques in "Elevator Rescue," and equipped all Fire apparatus with specialized tools for elevator rescue.
- Reviewed and updated the Parks Restroom Policy.
- Completed department wide de-escalation, and fair and impartial policing training.
- Began offering programs at the library to support vulnerable populations including "Transitioning from Nonimmigrant Visas to Immigrant Visas," "Immigrant Resources in

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Santa Clara County," "Know Your Rights: Immigration under the New Administration," and the first annual Immigrant Resource Fair.

- Developed and implemented Employee Engagement initiatives and conducted a follow up engagement survey.
- Developed an agreement and provided funding to increase the number of low income families served by the City's child care contractor.
- Designed and began rollout of downtown Wi-Fi network.
- Adopted the 2016 California Code series, which included dual plumbing and additional electric vehicle infrastructure requirements for qualifying new construction.
- Conducted an audit of the irrigation system at Shoreline Golf Links to improve water efficiency.
- Established Labor Compliance procedures manual including field inspections and certified payroll review processes.
- Formed Honor Guard - a team of nine MVFD members formed to represent the City during ceremonies.
- Implemented text messages for library notices, giving library customers another option in addition to phone or email messages for holds and overdues.
- Implemented the Alive at 25 Program, a diversion program for adult vehicle code violators.
- Successfully completed a grant program which allowed CERT neighborhoods to purchase essential disaster supplies.
- Collaborated with Santa Clara Valley Water District on start of construction of McKelvey Park Detention Basin as part of Permanente Creek Flood Protection Project.
- Hosted the first Rape Aggression Defense (R.A.D) class to train community members skills to prevent sexual assault.
- Upgraded network capacity 150% to provide better access to cloud-hosted applications.
- Hosted the second annual Technology Showcase event; twenty-six businesses and organizations participated with over 1,000 attendees.

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- Celebrated the 150th Anniversary of the Rengstorff House with assistance from the Friends of R House.
- Expanded the City Clerk's Corner Store generating \$2,000 in revenue.
- Launched "Warm Wishes for Mountain View" -- a project where community members wrote 2,000 wishes to each other on pennants which were displayed around the library.
- Presented "Budget 101" and assisted with preparation of FAQs so employees could better understand the budget.
- Implemented 700 MHz radios to allow better communication between Sunnyvale Department of Public Safety and MVFD.
- Issued the City's first Public Health Goals report for drinking water.
- Added a student-led Robotics program for high school students at the Library.
- Increased Coffee with Cops meetings from once a quarter to every other month.
- Developed and implemented pilot programs to offer telecommuting and expand the use of flexible work schedules.
- Deployed new workflow applications for the Planning Division, HR Off-boarding Processing and Public Records Requests.
- Completed the Walker Parking Consultants studies and Council approved the Rideshare Credit and Attendant Assist Parking pilot programs.
- Celebrated the 10th Anniversary of the Mountain View Senior Center.
- Implemented EFT payment method for vendors; and positive pay: payee verification for AP payments;
- Trained all sworn Fire personnel in "Active Shooter Incidents."
- Partnered with the Internal Revenue Service to offer 10 weeks of free tax preparation.
- Deployed the new MVPD Mobile Command Vehicle and SWAT Vehicle.
- Completed an extension of the cable franchise ordinance for the continuation of funding for Public, Educational and Governmental (PEG) access services and the KMVT contract for community television.



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- Successfully applied to join the World Health Organization's Global Network of Age-friendly Cities and Communities.
- Recommended modification to the Council Financial and Budgetary Policy.
- Kicked off a process for the East Whisman Precise Plan.
- Received the prestigious certification as a Type 2 Haz-Mat Team from the California Governor's Office of Emergency Services (Cal OES).
- Updated the registration system to allow BBQ Reservations to be completed online.
- Developed a CalPERS Discount Rate Change funding strategy, to pay down unfunded liabilities.
- Monitored the Select Committee on South Bay Arrivals process, working with Congresswoman Anna Eshoo, the Select Committee Chair, and inter-governmental partners, to represent Mountain View resident interests and assess and develop recommendations for the mitigation of regional aircraft noise.
- Enhanced library summer reading with a new online program.
- Provided Spanish translation to promote resident awareness and understanding of the Community Stabilization and Fair Rent Act (CSFRA).
- Deployed Wayfinder system in Police/Fire Admin building.
- Updated several City policies:
 - Pilot Telecommuting Program,
 - Flexible Work Schedule for exempt employees,
 - Guidelines for Responding to Serious Accidents Involving Employees,
 - City Cell Phone Use,
 - Dedication Plaques,
 - Council Expenses,
 - Tuition Reimbursement.
- Updated all City Wide standard contracts.
- Deployed iPad systems to Fire vehicles.

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- Successfully transitioned to the new auditors.
- Secured funding for new pickleball courts at Rengstorff Park.
- Enhanced the GIS system in numerous ways.
- Supported the Downtown Committee to host two retail panel discussions to support/retain a diverse mix of retailers.
- Developed a recruitment video showcasing Mountain View employees and our organizational values.
- Launched rollout of MS Office 365 project.
- Hosted four foreign delegations including one of our Sister Cities; Iwata, Japan.
- Adopted the Equitable Communities Resolution, reaffirming the City's commitment to a diverse, supportive, inclusive community.
- Implemented online reservation system for City vehicles.
- Launched the Managers' Forum to create an employee gathering space with the purpose of professional development, leadership, networking and wellness.
- Completed an experience review regarding the migration of sworn safety employees from City medical plans to PEMHCA/CalPERS Medical plans.
- Hosted a Multicultural Festival to celebrate Mountain View's cultural diversity.
- Launched new commute relief benefits for City employees.
- Assessed and revised the City training curriculum, including a new Supervisory Academy.
- Implemented an electronic on-line benefits administration program.
- Completed citywide communications on the updated minimum wage.
- Adopted a resolution adopting the Universal Declaration of Human Rights (UDHR) as Guiding Principles and Declaring the City of Mountain View to be a Human Rights City.



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AWARDS AND GRANTS

- Received the Silicon Valley Leadership Group's "Real Estate Redevelopment and Reuse" Award for Moffett Gateway through the Turning Red Tape into Red Carpet 4.0 competition.
- Received the Gold Medal Finalist Award from the National Recreation and Park Association (NRPA) for excellence in parks and recreation management for the second year in a row.
- Received the Government Finance Officers Association Excellence in Financial Reporting Award.
- Received a \$410,235 endowment from the Roy and Hinda Minor estate to support library materials and programs.
- Received a \$70,000 Office of Traffic Safety (OTS) grant to implement traffic safety enforcement and education programs.
- Secured a \$464,728 State Housing-Related Parks Program (HRP) grant for the Community Center remodel project in Rengstorff Park.
- Received a \$43,000 grant from the Santa Clara Valley Water District to enhance the habitat along Permanente Creek through Shoreline Park.
- Received \$103,504 from The Friends of the Mountain View Library for library materials, programs, databases, online homework help, a poster printer, and additional shelving.
- Received a \$25,000 El Camino Hospital Community Benefit Program Grant to support police youth services prevention programs.
- Received the Government Finance Officers Association Distinguished Budget Presentation Award.
- Received the 2016 APA CA Northern Section Planning Award for the El Camino Precise Plan.
- Received a \$98,000 Google grant to support Mobile Library Services.
- Received a \$15,012 Bullet Proof Vest Grant from the Department of Justice.



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- Received a 2016 Silicon Valley Leadership Group award for Excellence in Workforce Housing for Studio 819 Apartments.
- Received the California Society of Municipal Finance Officers Operating Budget Excellence Award.
- Received \$5,000 from Intuit for the fourth year in a row to support library programs.
- Received a \$12,485 Justice Assistance Grant (JAG) award.
- Received a \$4,423 grant from the Pacific Library Partnership to purchase network equipment for the library.
- Received a \$1,000 Los Altos Kiwanis grant to support the Dreams and Futures program.

FUN FACTS

- Increased swim lesson participation by 10% over last summer and added new Saturday swim lessons.
- Issued 9,784 building permits; used e-permit system to issue 264 online permits.
- Conducted over 60 corporate visits and meetings with the business, real estate brokerage, and development communities.
- Hired nine Police Officers, three Dispatchers, one Records Specialist, one Records Lead, one Secretary, one Office Assistant, five Police Assistants and three Reserve Police Officers.
- Had 57,022 (72%) Mountain View Residents with library cards.
- Filled 121 vacancies, 17.5% increase from last year and 63.5% more than FY 14-15.
- Graduated 86 new CERT members.
- Completed 2,553 Information Technology Helpdesk Requests.
- Hosted more than 400 events at the Center for the Performing Arts.
- Conducted 42,988 building inspections.
- Grew the Police Nextdoor membership by over 7,400 total members.



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- Hosted 633,920 visits to the library.
- Promoted 44 current employees to fill vacancies.
- Maintained our Class 1 Fire Department rating from the Insurance Service Office following their inspection of all of our operations, staffing, water supply, apparatus tools and equipment.
- Had the highest end of the year numbers for preschool enrollment in the history of the program.
- Conducted 59 in-person multilingual community outreach activities.
- Participated in approx. 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 estimate to be approximately 12,000.
- Increased online registration for recreation programs by 6% including a 22% increase for preschool.
- Conducted 8 weddings.
- Issued building permits totaling \$577,000,000 in construction valuation.
- Had more than 3.9 million impressions over the course of one year on Twitter alone.
- Translated 86 City documents in Spanish, Mandarin, and Russian.
- Had 57,342 Attendees at Library programs.
- Received and disposed of more than 1,573 pounds of medications from residents in the Medication Disposal Bin located at the PD/FD Administration building.
- Grew Players Club membership at Shoreline Golf Links a 16% increase from last year.
- Performed 191 One-Stop Plan Checks, 283 Fast Track Plan Checks, and 1,711 Over-the-Counter Plan Checks.
- Averaged a total of 179,600 video views by MVPD followers on Facebook.
- Circulated 1,338,714 Library materials.
- Engaged on 6 Open City Hall Topics.



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- Responded to 27 reports of victims trapped in stalled elevators. In all of those incidents the victims were successfully and safely removed preventing neither injuries nor any damage to the elevator system.
- Processed 233 PRRs.
- Averaged 40 participants per day at The View Teen Center for the year. This is the highest average number per day recorded in one year.
- Issued 8,630 new library cards.
- Posted 242 unique topics on social media.
- Graduated a class of 6 recruits through the Mountain View Fire Department Fire Academy.
- Partnered with Mountain View Trees to plant over 100 new trees.
- Managed the responses to 41 Film/Photo Application Requests.