



Fiscal Year 2013-14

Significant

Accomplishments

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City-Wide List of Significant Accomplishments

- Completed the redesign of the City's website, including 2,500 new pages, coordinated by a staff team of over 60 people in 11 departments.
- Completed review of over 400 planning applications.
- Began construction of the Shoreline Athletic Field Complex.
- Developed a revised Rengstorff Park Master Plan with input from the community, the Parks and Recreation Commission, and the City Council.
- Improved collaboration within Santa Clara County Fire agencies by implementing a County-wide numbering plan and developing a feasibility study for a Regional Dispatch Center to minimize response times.
- Facilitated the donation and installation of two large pieces of the Berlin Wall.
- Implemented an online budget transparency module.
- Completed amendments to the Animal Ordinance.
- Completed plans for the Santa Clara Valley Water District Flood Retention Project at McKelvey Park, which includes two new ball fields and a neighborhood mini-park.
- Implemented innovative adult programs to promote learning and creativity, such as weekly 3D printer demos, a soldering basics class, Saturday morning drop-in sewing sessions, a seed library, and a weekly ESL conversation club. Overall attendance at adult programs increased by 34 percent.
- Completed the Recycled Water Feasibility Study.
- Developed a site plan, teen programming, an artistic display, and began construction of the new Teen Center.
- Completed wireless network infrastructure build-out to provide free wireless Internet access for visitors, guests, and patrons at City Hall and Library.
- Declared a Stage 1 water shortage and implemented community outreach efforts for water conservation.

- Marketed/issued a Request for Qualifications/Request for Proposals for the Moffett Gateway property and facilitated selection of a developer.
- Supported the Energy Upgrade Mountain View (EUMV) Program and its more than 1,700 participants.
- Opened the “City Clerk’s Corner Store,” merchandising City-branded items for sale to the public.
- Presented conceptual alternatives for integrated transit, pedestrian, and bicycle facilities in the Shoreline Boulevard Corridor.
- Completed major upgrade on e-mail system for enhancement and performance.
- Developed a series of monthly activities to enliven Civic Center Plaza named “Plaza Palooza.” The series includes children’s performances and activities and evening family entertainment on the first Friday of each month.
- Launched new E-Permit system to allow clients the ability to track live status of plan check for each division, schedule all building inspections or check inspection results, and view permit history.
- Completed a study and implemented the migration of sworn Fire and Police employees to the CalPERS health system.
- Completed implementation of the three-city public safety computer-aided dispatch system, providing a “virtual” consolidation of the three cities’ emergency communications centers.
- Completed amendments to the Tenant Relocation Ordinance.
- Continued work on the North Bayshore, El Camino Real, and San Antonio Precise Plans.
- Performed 144 One-Stop Plan Checks, 141 Fast Track Plan Checks, and 1,934 Over-the-Counter Plan Checks.
- Completed upgrade of Granicus video streaming services to support mobile viewing of City Council meetings.
- Held Council Neighborhoods Committee meetings with four neighborhood areas attended by a total of 241 Mountain View residents.

- Completed cleaning of 130 miles of sewer mains, including the targeted cleaning of 50 miles to prevent overflows in areas with above average potential for blockages.
- Created a stand-alone Information Technology Department.
- Developed a one-year pilot program for off-leash dogs in six City parks.
- Implemented a new service to allow customers to place holds on items that are on the shelf, resulting in an average of 120 additional holds per day.
- Initiated the network design for the Teen Center and completed the design phase of work for wireless network.
- Mountain View Police Department's "See Something, Say Something" social media campaign has been credited with solving numerous crimes and assisting with the identification and apprehension of suspects, including a significant marijuana cultivation operation.
- Design and implementation of search engine for new website.
- Completed the Rengstorff Grade Separation Study.
- Developed two new Council Policies related to the Commercial Use of City Parks and a Sponsorship Policy.
- Completed the dissolution of the Mountain View Revitalization Authority, including the successful submission of a Long-Range Property Management Plan to the State Department of Finance.
- Conducted a community survey on priorities for City facilities.
- Continued implementation of the Downtown Parking Work Plan, including modifications of the Parking District Permit Program and the completion of a parking technology study.
- Increase of 21 percent in the number of paid rounds of golf played, for a total of 73,859 paid rounds.
- The Center for the Performing Arts online ticket sales reached a new high with over 12,300 tickets sold online, an increase of 24 percent from last year.

- Supported the Parks and Recreation Commission on the update to the Parks and Open Space Plan.
- Trimmed 3,749 trees, a 12 percent increase from last year.
- Updated the Mountain View Green Building Code (MVGBC) to align with new Code adoption.
- Managed the completion of the Geographic Information System (GIS) Master Address Database Project, including configuration of new 2013 aerial imagery (orthophotography).
- Removed and replaced MainStage seats and carpets and added new balcony handrails.
- Reviewed North Bayshore Precise Plan financial information and proposed appropriate developer fees.
- Replaced approximately 20 senior garden plots to remove decayed plot frames.
- Reached outside the Library walls to promote services, including delivering materials to our homebound residents as well as participating in the Senior Center Resource Fair and Thursday Night Live.
- Updated City's retirees' health actuarial valuation and recommendation to change investment strategy.
- Managed 24 leases of City-owned property with recurring annual rents of \$9.2 million.
- Amended the Tenant Relocation Assistance Ordinance to increase assistance and eligibility for displaced tenants.
- Completed the construction and implementation of Santa Clara County's Command Training Center.
- Completed replacement of all Library lab machines with Virtual Desktop Infrastructure (VDI) terminals.
- Issued 9,047 building permits (24 percent increase), conducted over 31,159 inspections (23 percent increase), and issued 324 online permits (15 percent increase) with our E-Permit System.

- Adopted the 2013 California Fire Code, 2013 California Building Codes, and 2013 California Residential Code.
- Implemented Employee Wellness Programs resulting in 25 percent employee participation, including the introduction of a men's health series.
- Created approximately eight acres of no-mow areas with minimal need of irrigation to help with water conservation at the golf course.
- Completed final agreements, facilitated building permits, and managed City funding for the construction of a 27-unit affordable studios project for developmentally disabled adults located at 1581-1585 El Camino Real West.
- Continued drafting of the updated Housing Element (2014-22 planning period).
- Amended Council policies relating to the permitting of Special Events, Use of City Facilities, Use of City Plazas, Authorization to Execute City Contracts and Appropriations, and Use of City's Athletic Fields.
- Facilitated commission and Council approval of the veteran's memorial project concept.
- Increased recreation class and camp registration by 22 percent.
- Hired a full-time Wildlife Preservation Coordinator at Shoreline at Mountain View, as recommended in the Burrowing Owl Preservation Plan.
- Amended the City's long-term disposal agreement with Waste Management.
- Upgraded the automated materials handling system, which included all new self-checkout units, new security gates, new motors, and software to improve sorting capabilities.
- Completed Utility Users Tax Compliance Audit.
- Completed the transition of Fire records into a digital format and updated the records retention schedule.
- Enhanced electronic access to increase user-friendliness of the City's Zoning Ordinance.
- Provided comments on the Caltrain Electrification and Valley Transportation Authority Double-Tracking Draft Environmental Impact Reports.

- Executed a five-year agreement with Live Nation for the cosponsorship of the annual Fourth of July San Francisco Symphony and Fireworks Display at Shoreline Amphitheatre through 2017 at a cost savings of \$110,000 over the term of the contract.
- The Police Department's Facebook page grew 1,217 percent and Twitter followers grew 40 percent.
- Updated the Water Conservation Ordinance to provide strategies for water savings in varying water supply shortage conditions.
- Completed the Google Fiber Checklist process.
- Completed server builds for the GIS software deployment.
- Developed a Stadium Event Day Parking Pilot Program for Levi's Stadium and the temporary relocation of the Farmers' Market.
- Facilitated the selection and transition of a new Child-Care Center operator, resulting in 98 percent of staff retention and 100 percent of family enrollment retention.
- Completed the sewer trunk line repair project inside of Shoreline at Mountain View, including the golf course. As a result, the salt levels in the irrigation water have been decreased 10 percent to 20 percent.
- Developed a Home Company program for the Center for the Performing Arts SecondStage theatre.
- Began updating the City's Bicycle Transportation Plan.
- Continued economic development efforts, including more than 50 corporate visits and meetings with businesses, and the continuation of social media platforms to promote economic development in Mountain View.
- Residential burglaries were reduced by 38 percent through crime prevention outreach and investigative strategies. Burglary investigations resulted in the arrest of 36 suspects and a recovery of more than \$250,000 in stolen property.
- Assisted with the install and configuration of PulsePoint deployment for the Police and Fire Departments.

- Organized a workshop for tenants that provided information on fair housing and tenant/landlord rights and responsibilities.
- Completed Permanente Creek Trail from Old Middlefield Way to Rock Street.
- Finalized computer-aided dispatch (CAD) enhancement and integration with the upgraded Fire Records Management System to support streamlining functionality of field operations.
- Began installation of energy-efficient street lighting on the City's arterial streets.
- Issued 370 Excavation Permits for work in the public right-of-way.
- Completed the cart path overlay project at the golf course.
- Developed a service to alert customers that their Library card will expire.
- Expanded and enhanced community engagement on City Hall social media sites, resulting in an increase in more than 3,000 new "likes" on Facebook and over 1,000 new "followers" on Twitter.
- Update Retirement Health Plans to remain in compliance with the Affordable Care Act.
- Implemented the City-wide Legistar Automated Agenda Program.
- Reviewed the meeting frequency and responsibilities of the City's Bicycle/Pedestrian Advisory Committee (B/PAC).
- Launched the pilot regional Bike Share Program with seven stations.
- Collaborated and entered into an agreement extension with Google for the public use of GARfield Park on the weekends by the City's permitted Youth Sports Organizations.
- Coordinated the collection of over 300 signatures for the Mountain View Values Youth Campaign.
- Reconstructed traffic signals at California Street and Ortega Avenue and Middlefield Road and Whisman Road for improved pedestrian safety.
- Upgraded Public Works' automated control and data acquisition (SCADA) system infrastructure.

- Completed final agreements, monitored relocation assistance, facilitated building permits, and managed City funding for construction of a 49-unit, affordable mixed-use studios project located at 819 North Rengstorff Avenue.
- Negotiated and executed a five-year extension of the Mountain View Tennis contract.
- Reorganized two divisions within the Community Services Department, creating efficiencies and the ability to reallocate more resources to marketing, social media, and sponsorships.
- Enhanced the Coot Management Plan at Shoreline Golf Links by creating feeding area for the coots, which at times kept 15 percent of the coots located on the golf course occupied in this area.
- Proposed a capital project funding strategy for unmet capital needs.
- Upgraded hardware and software of our integrated Library system, which includes catalog, circulation, and acquisitions functions.
- Implemented a new tablet loan service, with the Nexus 7 tablets that were donated by Google.
- Managed and coordinated the City of Mountain View's Volunteer Services Program, providing over 45,096 hours in volunteer staffing.
- Nearly 400 employees participated in suicide prevention training.
- Completed refinancing of Shoreline Regional Park Community 2001 and 2003 Tax Allocation Bonds.
- Installed a Bike Fix-It Station in the front of the Library and held many bike educational programs.
- Implemented an ordinance related to the use of expanded polystyrene foam containers.
- MVPD work on two cold-case murders led to the arrest and/or conviction of suspects.
- Negotiated Memorandum of Understanding extension with Mountain View Firefighters.

- Completed pilot of Virtual Desktop Infrastructure (VDI) solution for City staff.
- Permitted three new large-scale community events: the Oktoberfest and Irish Festival by the Chamber of Commerce and the Holiday Market by the German International School of Silicon Valley.
- Increased golf course membership by 86 percent over the last year.
- Procured and installed a new drape and state-of-the-art lighting console in the MainStage Theatre.
- Integrated American Youth Rugby Union as a recognized Youth Sports Organization.
- Completion of seven Gatekeeper proposals.
- Continued to work with the cities of Sunnyvale, Cupertino, Los Altos, and other agencies to complete a feasibility study for the extension of the Stevens Creek Trail to Cupertino and beyond.
- Developed financial strategy for major wastewater replacement projects for treatment plant and City projects.
- Developed a concept for renovation of the Police and Fire Administration Building.
- Established reduced speed limits in school zones.
- Developed the specifications and creation of a new tree canopy GIS layer and creation of a new solar panel GIS layer.
- Developed and planned implementation of an extensive Fire Safety Risk Reduction Program for local elementary schools (Grades K-2).
- Installed a new ramp at Rengstorff Pool to comply with Americans with Disabilities Act.
- Partnered with Santa Clara County Environmental Health Department to establish the hazardous materials electronic reporting portal allowing for innovative reporting.
- Established the California Street Underground Utility District No. 40.

- Completed the relocation of the former owner of 771 North Rengstorff Avenue by removing 90,000 pounds of debris and securing the property.
- Installed 14 cellular water meter collectors as part of the pilot project for automated meter reading system.
- Implemented conference room and equipment automatic booking, increased efficiency, and reduced manual process.
- Updated the Sewer Ordinance to reflect infrastructure ownership and maintenance responsibilities.
- Negotiated and executed a five-year Home Company contract with Peninsula Youth Theatre.
- Worked with Google on design of a pedestrian undercrossing of Charleston Road at the Permanente Creek Trail.
- Changed the City's health plan year so that premium renewals occur on a calendar year basis.
- Implemented a 10 percent voluntary water reduction for all parks and medians.
- Completed a three-year process of moving more than 2,700 boxes of records to storage, including the inventory and cataloging of the transfer.
- Administered a comprehensive employee training and development program, including using an online system for mandatory trainings.
- Completed compliance audit of Transient Occupancy Tax.
- Began reconstruction of the Middlefield Road median islands.
- Launched an interdepartmental employee team to revitalize the City's recruitment outreach and marketing strategies, including employee branding, to attract top talent.
- Transitioned operation of the Thursday Night Live summer series from the Central Business Association to the Recreation Division.
- Repaired drainage and replaced sand in all greenside bunkers at the golf course.

- Installed the SecondStage Tension Grid, improving efficiency and safety at the SecondStage theatre.
- Expanded children's drop-in programming by adding a program for 2- to 3-year olds, with an average attendance of 80 per session.
- Completed reconfiguration and upgrade of electrical, audio visual, technology workstation, and other systems/equipment in the Emergency Operations Center (EOC), and development of a colocated regional Command Training Center.

GRANTS AND AWARDS

- Awarded a \$498,000 Priority Development Area (PDA) planning grant from the VTA to assist with creating the East Whisman Precise Plan.
- Awarded a \$305,225 grant from the State Housing-Related Parks Program (HRP) for providing 50 affordable rental units at the Franklin Street Family Apartments and seven below-market-rate (BMR) units at Madera Apartments. Funding will be used for park improvements at Rengstorff Park.
- Received an Award of Merit for outstanding project design for the Franklin Street Family Apartments from NAHRO, a national affordable housing organization.
- Received the Government Finance Officers Association Award for Excellence in Financial Reporting and Distinguished Budget Presentation Award.
- Recognized by the California Society of Municipal Finance Officers for Excellence in Operational Budgeting.
- The Friends of the Mountain View Library donated \$93,219 to fund the bestseller collection, database subscriptions, online homework assistance to support students, materials for the Mobile Library, and a variety of community programs for adults, teens, and children.
- Received an Innovation and Technology Grant from the Pacific Library Partnership of \$3,548 to purchase our Bike Fix-It Station and provide related bicycle programs throughout the year.
- Received a grant of \$2,000 from the California State Library to purchase popular print fiction books.
- Received a grant of \$5,000 from the California State Library to purchase print children's books to support Common Core curriculum.
- Intuit donated \$5,000 to enhance Library programs and also provided volunteers to assist low-income residents with tax return preparation.
- Homeland Security grant in the amount of \$61,255 for the shared tri-city CAD system.
- Homeland Security grant for \$228,533 for fire incident management and command training.

- Received a \$234,739 Assistance Firefighter grant.
- Received a \$15,000 Police Activities League grant.
- Received a \$38,012 Federal Department of Justice Assistance grant.
- Received a \$617,625 Highway Safety Improvement Program (HSIP) grant for Middlefield Road median reconstruction.
- Received a \$305,225 Community Development Block Grant (CDBG) for Rengstorff Park lighting.
- Received a \$184,290 Transportation Development Act (TDA) grant for West Middlefield Road, Independence Avenue, Thaddeus Drive intersection improvements.

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