



SIGNIFICANT ACCOMPLISHMENTS OF FISCAL YEAR 2018-19

The following is a list of notable accomplishments in City programs, plans, and services over the most recent fiscal year (in random order). These items go beyond “normal” day-to-day services. A number are related to the City Council’s 2018-19 major goals and priorities, which include protecting vulnerable populations, increasing affordable housing options, enhancing environmental sustainability efforts, and improving transportation and mobility.

- Designed and implemented Downtown WiFi system, implemented new network and phone systems inside the Community Center, installed public WiFi network at Michaels at Shoreline and the Golf Pro-Shop.
- Completed Community Center construction and new traffic signal at Rengstorff Avenue and Stanford Avenue.
- Continued implementing Phase 4 of the multi-pronged strategy and action plan to address homelessness, including identification of safe parking sites, funding for a new local nonprofit safe parking provider, and initial policy direction to facilitate additional safe parking opportunities and limitations on oversized vehicle parking.
- Adopted Commercial Cannabis Regulations and restructured the program based on Council direction.
- Developed ordinances and achieved voter approval of a restructured business license tax and a new tax on cannabis sales, estimated to result in several million dollars annually.
- Completed two affordable housing projects, 779 West Evelyn Avenue and 1701 West El Camino Real, for a total of 183 affordable units, and closed on the Shorebreeze Apartments acquisition loan to construct an additional 50 affordable units.
- Approved the first North Bayshore residential project, with a total of 635 units (1255 Pear Avenue).
- Worked with a consultant to complete an internal, cross-functional Sustainability Program Assessment and develop a Sustainability Strategic Plan, for which the City Council appropriated \$7.5 million.



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- Completed Phase 2 modifications to broaden the Below-Market-Rate Program.
- Continued implementation and refinement of major new land use plans, including the Terra Bella Visioning Plan, East Whisman Precise Plan, and North Bayshore Precise Plan.
- Executed a Memorandum of Understanding with Caltrain for Rengstorff Grade Separation Project preliminary engineering and environmental clearance.
- Completed Draft Zero Waste Plan.
- Approved the acquisition of the VTA site on Evelyn Avenue.
- Continued to fund strategic transfers to reduce long-term obligations such as CalPERS and OPEB as well as for other priority needs such as property acquisition and transportation projects.
- Revised the Mountain View Employee Homebuyer and Relocation Assistance Program to make assistance for housing close to work more accessible to City employees.
- Placed a fourth groundwater well in service to increase the City's emergency water supply to 4.0 million gallons per day.
- Completed vendor evaluation, implementation plan, and selected vendor for a new backup system with off-site cloud-based backup storage.
- Operated and maintained the City's water supply, wastewater collection, and landfill gas collection systems with no regulatory violations.
- Successfully transferred management of Michaels at Shoreline restaurant in January to the same operator as Shoreline Golf Links.
- Partnered with United Way Bay Area and the IRS to offer 11 Saturdays of free tax assistance to file income tax returns run by IRS-certified volunteers.
- Successfully investigated a sophisticated high-tech stalking case where the victim was harassed online and in fear of the perpetrator for over a decade, leading to an arrest and conviction.



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- Installed a new water main in Rengstorff Park to provide a missing loop connection that could serve the Senior Center and Community Center during emergencies.
- Executed a side letter with Mountain View Firefighters regarding the Career Development Program to comply with CalPERS career requirements.
- Drafted and adopted an amendment to the Education Enhancement Reserve Joint Powers Agreement to allocate property tax revenue from new residential development in the Shoreline Community to the school districts.
- The Fire Department implemented daily accountability to improve turnout time.
- Installed three new pickleball courts at Rengstorff Park.
- Expanded access to the Library History Center's collections online.
- Completed the renovation of the Castro Street medians between Church Street and California Street, which included electrical improvements for lighting, replacement of soil, and complete relandscaping with native species of plants and trees.
- Completed a preliminary 2017 community greenhouse gas emissions inventory to provide the City Council with an earlier look at our emissions reduction progress resulting in an initial indication of a significant reduction in emissions in 2017 compared to 2015.
- Implemented YouTube video streaming service to enable streaming of City Council and Environmental Planning Commission meetings. Created YouTube "City of Mountain View" channel for these videos, as well as any future events that the City would like to stream.
- Conducted training to all City employees on active shooter events, culminating in a tabletop drill exercise at City Hall in collaboration with Police Department and Fire Suppression resources.
- Issued \$64 million in revenue bonds to finance capital improvements benefiting the Shoreline Regional Park Community.



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- Held a Civility Roundtable training on civil discourse with the Human Relations Commission and the League of Women Voters of Santa Clara County.
- Presented a draft Vision Zero Policy to address pedestrian fatalities.
- Closed on a \$1.4 million predevelopment loan for 950 West El Camino Real for the development of 71 affordable units, including units for persons with disabilities.
- Linked an organized group of suspects to a series of large-scale thefts and resolved a significant spike in mail thefts.
- Provided FASD Ambassador training on a variety of areas, including contract processing, request for proposal processing, and budgeting.
- Hosted an evening with Pulitzer Prize-winning journalist, Emmy-nominated filmmaker, and Tony-nominated producer Jose Antonio Vargas at the Center for the Performing Arts with over 200 attendees.
- Collaborated with Google in piloting the Book Bot, a book pickup robot that allowed residents in a test area to return library books and other library materials to the Library from their home once a week.
- Partnered with the Silicon Valley Internet Crimes Against Children's Task Force and processed 242 devices for 11 cases involving digital evidence associated to individuals suspected of victimizing children by possessing and trading child pornography.
- Enhanced the Sustainability Program staffing and transitioned it to the City Manager's Office to achieve higher levels of coordination and leadership across the organization.
- Approved the Hope Street Development Project (Parking Lots 4 and 8).
- Launched the Community Stabilization and Fair Rent Act (CSFRA) Database Management System for the 15,300 housing units covered by CSFRA.



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- Researched and analyzed data, statistics, and information regarding overdue fines and other fees, leading to Council eliminating overdue fines on adult and youth materials and the processing fee on lost/damaged items.
- Provided Finance and Administrative Services Department (FASD) Toolkit Training to the City's supervisory training participants.
- Created Author Alerts, a digital service allowing Library patrons to add e-mail or text message alerts for their favorite authors and performers.
- Substantially completed and produced updated Injury and Illness Prevention Program manuals, including update of Occupational Injury Illness Reporting policy and reviewed with City Safety Committees.
- Completed the Human Relations Commission assessment of LGBTQ+ needs and assets, identifying strength and gaps, and recommending policies, services, and other supports for the LGBTQ+ community.
- Partnered with other local agencies on a prolonged investigation to identify and track organized groups of criminals who were moving throughout the Bay Area stealing from cars, resulting in the arrest and prosecution of several suspects.
- Renovated park restrooms at Stevenson, Monta Loma, Whisman, and Crittenden Parks.
- Implemented mobile training stations to provide wireless laptop support for training areas in the Library and City Hall, replacing the Training Room on the fourth floor of City Hall.
- Installed over 6,000 linear feet of fencing around the Northeast Meadowlands in Shoreline at Mountain View to further protect a burrowing owl preserve.
- Completed Latham Street Bike Boulevard Study.
- Launched a LinkedIn calendar for planning and documenting updates to enhance the City's recruitment efforts as an employer of choice, achieving 3,500 followers (a 25 percent increase).



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- Assisted Caltrans by performing numerous pavement repairs during the prolonged rainy season.
- Clarified the roles of the City and Shoreline Regional Park Community in a Memorandum of Understanding.
- Established new standard operating procedures and restructured the fees for the City's three community gardens.
- Approved and funded three successful Fun Grant events.
- Completed and received Council approval for the State-required 2019 Public Health Goals water system report.
- Initiated the marketing of Lot 12, with the goal that it would be developed into a high-quality residential mixed-use project with a focus on affordable units.
- Reopened Stevens Creek Trail and hosted a Grand Reopening in coordination with Santa Clara Valley Water District after the trail was closed due to a section of the creek bank eroding away under the trail.
- Relaunched "The Silicon Valley Beat," connecting a new audience to the Police Department through a podcast with more than 1,200 downloads.
- Updated and adopted numerous Council and administrative policies to provide greater clarity, improve operations, and enhance efficiency.
- Supported several economic analyses of development and the contributions of the tech industry.
- Grew the Police Department's Nextdoor presence by more than 20 percent. Now, 40 percent of residents are connected to MVPD on Nextdoor.
- Completed State-required lead testing for all public schools served by the City's water system.
- Completed amendment process for City Code Chapter 19, Article IV regulating bicycle, scooter, and transportation device use on sidewalks and streets.



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- Developed the Community for All grant program and awarded \$75,000 in one-time funding to 10 community agencies to improve awareness of, and access to, information and resources for immigrants.
- Completed design of fall protection improvements and significant audio upgrades for MainStage in the Center for the Performing Arts with installation to be completed in Fiscal Year 2019-20.
- Hosted the second “#SheCan” event with over 200 attendees to inspire and encourage young girls and women to pursue their dream careers in public service.
- Completed Citywide Storm Drain System Master Plan and Stormwater Trash Capture Project.
- Acquired strategically located properties at 310/312 Escuela Avenue (adjacent to the Senior Center) and at 996 West Dana Street, completing the assemblage of the half-block Lot 11.
- Implemented a carpool program and new bike commute benefit for City employees to address employee commute stress, environmental impacts, and traffic congestion.
- Completed contract reopener negotiations with all City bargaining groups and unrepresented employees.
- Completed a Downtown Paid Parking Study.
- Reviewed and updated all City standard contracts.
- Completed annual liability claims audit with the overall finding that the files were well-managed and met or exceeded industry standards.
- Implemented 18 of the 26 initiatives from the City’s Succession Plan and reevaluated our workforce to identify additional opportunity for succession planning.

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- Completed Hackett Avenue and Wagner Avenue reconstructions, modifications to the Grant-Phyllis-Martens intersection, and improvements to the El Monte-Marich intersection.
- Successfully developed and started a City-run Ranger Program, moving all operations and duties from a contractor to City-employed Rangers.
- Encouraged community emergency and disaster preparedness:
- Coordinated two Citywide Community Emergency Response Team (CERT) drills in October and April, three CERT Academies (one in Spanish), two refresher trainings, and assisted as a mentor in the October Countywide drill.
- Reaffirmed regional efforts in CERT collaboration and efficiency by centralizing training calendars with Santa Clara, Sunnyvale, Los Altos, and Palo Alto to offer more training opportunities to the City's CERT members in other jurisdictions.
- Number of volunteer hours by our CERT and Amateur Radio group increased to a total of 7,597 hours.
- Completed the Local Hazard Mitigation Plan with the Santa Clara County Office of Emergency Management.
- Developed and launched a recognition program for employees to nominate their coworkers for excellence in demonstrating the City's values and workplace culture ideals, with 12 employees recognized in this first year.
- Completed the first year of the Valet Parking Pilot Program at Parking Lot 11 and renewed the program for a second year.
- Implemented training program for Cyber-Attack awareness with monthly videos.
- Issued a Request for Proposals for consolidating the City's Deferred Compensation plans.
- Improved technology systems and streamlined processes to increase efficiency.



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- Installed secure WiFi system so Police Officers can now securely transfer data from mobile phones to an evidence storage database. Designed new WiFi network for Police/Fire Administration Building for Fiscal Year 2019-20 implementation.
- Replaced Library WiFi system using CENIC network system, upgraded VMWare clusters for City Hall and Library Environments.
- Began Windows 10 image specifications for VDI systems at the Teen Zone, Childrens, Adults, and Mobile Cart Library systems.
- Implemented new Service Desk system for IT and Facilities service request management.
- Continued implementation of Exchange Online.
- Replaced the Card Access System at the Municipal Operations Center serving as the foundation for system replacement Citywide.
- Upgraded the Integrated Library System Encore and Sierra for improved service on the internal Library system and public-facing catalog system. Upgraded the automatic materials handling machine and replaced the exterior return station. Obtained new updated checkout machines, including one that is ADA-compliant.
- Implemented electronic Purchase Order (PO) form and streamlined the Purchasing Type "P" requisition and PO issuance to a completely electronic process.
- Awarded new copier lease and maintenance agreement replacing approximately 38 old copiers.
- Completed successful pilot project at Shoreline Golf Links using capillary concrete to line a bunker for wildlife management.
- Participated in Google's Civic Leadership program to significantly streamline the City's community and municipal greenhouse gas emissions measurement process and better understand the key motivations, concerns, and barriers of our



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diverse community members to incorporating more sustainability actions in their lives.

- Supported the creation of the Santa Clara/Santa Cruz County Airplane Community Roundtable to represent Mountain View residents' interests and assess and develop recommendations for the mitigation of aircraft noise in the region.
- Held a Spanish-language Community Resource Fair planned by the Leadership Academy Ambassadors Program, bringing together 20 nonprofits and community organizations, with 120 residents in attendance.
- Analyzed and validated the recommendations from the Environmental Sustainability Task Force 2 (ESTF-2) and presented staff's analysis to the City Council.
- Completed a strategy and timeline for developing an action plan based on the 422 responses received from the Age-Friendly survey which was conducted while the Age-Friendly Task Force completed a resource guide for Seniors.
- Prepared for implementation of revised Business License Ordinance, including noticing over 6,500 business license holders.
- Developed a strategy and committed funding for low-income child-care subsidies as part of the City's contract with the Learning Links child-care provider.
- Launched pilot food scraps collection program for multi-family complexes.
- Facilitated cross-departmental development of a Sustainability Vision for the organization to enhance shared commitment and accountability.
- Offered weekly English as a Second Language (ESL) Conversation Club sessions, weekly Language Swap sessions, 40 Bilingual Storytimes (Spanish and Mandarin—new), monthly Drop-in Bike Clinics, and monthly educational classes on environmentally friendly gardening and environmental sustainability at the Library.

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- Negotiated a \$10.1 million Wastewater Loan with a bank to finance needed infrastructure capital projects.
- Remodeled the Emergency Communications Center, installing all new consoles and upgraded radio and communication technology.
- Completed the Peninsula Bikeway interim route and initiated the long-term Peninsula Bikeway route alignment alternatives study in partnership with the Cities of Palo Alto, Menlo Park, and Redwood City.
- Completed Neighborhood Traffic Management Program (NTMP) projects on East Street, Gretel Lane, Gladys Avenue and Sylvan Avenue. These included speed humps, electronic speed feedback signs and pedestrian-activated flashing pedestrian crossing signs.
- Refurbished and put into operation the Civic Center Plaza fountain.
- Established short-term residential rental regulations and registration/compliance procedures.
- Hosted the second Multicultural Festival attracting 1,000 attendees, featuring 14 cultural booths, performances from 13 community organizations, and crafts and games.
- Designed and implemented mini-PC system for solar energy monitors at the Municipal Operations Center and Golf Pro Shop.
- Approved Public Improvement Plans and executed Improvement Agreements for Shorebreeze Apartments, MidPen Affordable Housing Development, Microsoft, and 600 Clyde Avenue (Google leased). Approved Public Improvement Plans at Vargas Elementary School, which includes a new traffic signal at the Whisman Road-Pacific Drive intersection.
- Produced a monthly Sustainability newsletter and created a Sustainability Facebook page, with a reach of over 1,400 contacts through the Program's various communication channels.



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FUN FACTS

- Engaged in four Open City Hall topics.
- Posted 471 unique topics on social media.
- Processed 12 film permits.
- Hosted 49 students from three local high schools for Job Shadow Day.
- Conducted 62 in-person multilingual community outreach activities.
- Translated 83 City documents into Spanish, Mandarin, and Russian.
- Provided 38 simultaneous translations to support City programs, services, and community meetings.
- Filled 129 vacancies, 28 percent of which were filled by internal promotions.
- Provided 1,135 hours of employee training.
- Posted approximately 140 LinkedIn updates with an average reach of 16,857 per month.
- Eighty-eight (88) employees celebrated a milestone service year, with an accumulated total of 1,286 years of service to Mountain View.
- Thirty-nine percent (39%) of eligible employees participated in the 2018 Wellness Incentive Program.
- Closed 6,087 IT service desk requests.
- The City's lease portfolio of 23 leases reached \$20 million per year in recurring rent proceeds.
- Received about 9,600 valid e-mails per day.

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- Received 285,479 inbound phone calls and made 123,734 outbound calls.
- Mapped 212 miles of water main pipes, 162 miles of sewer main pipes, and 137 miles of storm drainage pipes.
- Deployed 132 WiFi access points in City facilities and public areas.
- More than 12,200 items were logged into the Police Department property room.
- The Police Department wrote more than 8,300 police reports and filed more than 1,400 cases with the District Attorney's Office.
- Used 4.7 million fewer gallons of water in our parks and trails than last year.
- Completed 281 construction and irrigation work orders.
- 500 attendees and 21 vendors participated in the inaugural Earth Day event.
- Made 32,329 registrations or reservations to the Shoreline and Recreation Divisions.
- Volunteers Citywide provided 49,226 hours of service, equating to 45.5 full-time employees.
- Adopted 68 Capital Improvement Plan projects, the most ever in one fiscal year.
- Delivered approximately 180 trees as part of the Arbor Day free tree giveaway.

AWARDS AND GRANTS

- Received funding from the California State Library to connect Library cardholders to the online version of the *New York Times* which includes direct access to *NYTimes.com*, full-text articles from 1851 to the present, and all multimedia content.
- Received two American Public Works Association Awards: Trash Capture and Community Center.

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- Received a \$2,500 grant from the Kiwanis Club of Mountain View and a 60 percent reimbursement from the Beyond Barriers Athletic Foundation, equivalent to \$2,403, for the Splash Into Summer program, which provided free swim lessons to 75 students.
- Received \$5,000 from the Elizabeth Ruth Wallace Living Trust to expand and enhance the Library's travel collection in both print and electronic format.
- Received \$3,500 from the California State Library to expand use of technologies acquired through the Libraries Illuminated grant and install wireless routers and network cabling in the First-Floor Program Room and the Teen Zone.
- Received \$43,900 from the Santa Clara Valley Water District to complete a three-year native plant restoration project along Permanente Creek in partnership with Acterra and Audubon Society.
- Received a donation of \$104,000 from The Friends of the Mountain View Library for Library materials, programs and events, summer reading, online language learning, and online homework help.
- Received \$5,000 from the Minor Estate trust to purchase Library materials.
- Received the 2019 CPRS Program Excellence Award for the Sensory Friendly Performances program at the Center for the Performing Arts.
- Received the designation of a Tree City USA for the 18th year in a row.
- Received a \$25,000 grant from the El Camino Hospital Foundation, a \$7,000 grant from Kiwanis of Mountain View, and a \$750 grant from Kiwanis of Los Altos to support the acclaimed youth summer program, Dreams and Futures.
- Received \$2,500 from Winston Cheuk in memoriam of his grandparents, Guowan Check and Suen Fong Ho, for Library materials.
- Received a \$63,000 grant award from the California Department of Justice's Tobacco Grant Program.



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- Received two SPUR awards in recognition of staff efforts on the North Bayshore Precise Plan and launching of Silicon Valley Clean Energy.
- Received the Government Finance Officers Association awards for Excellence in Financial Reporting and Distinguished Budget Presentation.
- Received the California Society of Municipal Finance Officers' Excellence in Operating Budget award.