



CITY COUNCIL GOALS & PRIORITIES – CITY MANAGER’S REPORT OF SUMMARY OF ACCOMPLISHMENTS

DELIVER AND ENHANCE HIGH-QUALITY EFFICIENT SERVICES AND INFRASTRUCTURE	MANAGE STRATEGICALLY OUR WORKFORCE CAPACITY AND RESOURCES	PROMOTE AND ENHANCE ECONOMIC, HOUSING AND TRANSPORTATION DEVELOPMENT
<ul style="list-style-type: none"> ○ Expanded Silicon Valley Power's rate assistance program that provides a 25% discount off the electric portion of the municipal utilities bill to include those residents who are financially impacted by COVID-19 ○ Awarded a PR Excellence Award from the California Library Association for the Library's promotion of its revitalized bookmobile program ○ Commissioned the renovated Fire Station No. 8 to help accommodate personnel from Fire Station No.10 while that station is relocated and replaced by Related Companies ○ Entered into an agreement with National Car Charging LLC for the installation of up to 300 new electric vehicle charging stations throughout Santa Clara for public use ○ Silicon Valley Power designated a Smart Energy Provider from the American Public Power Association ○ Silicon Valley Power was recognized with a Safety Award for the utility's outstanding achievement in workplace safety by the Northwest Public Power Association (NWPPA) for the 3rd year in a row ○ Successfully completed the annual pavement rehabilitation project ○ Reinstalled the historic Mission Bell along El Camino Real that had been removed during a landscaping project ○ Received the Association of Public Safety Communications Officials Technology Leadership Award, which recognizes 9-1-1 Communications Centers that use technological advancements to provide demonstrated benefits to their center, employees and customers ○ Reopened the International Swim Center after a brief closure for the installation of a new boiler ○ Executed an agreement with Levy Premium Foodservice Limited Partnership for food and beverage operations at the Santa Clara Convention Center ○ Named the 6th Safest City in America by SmartAsset; for the first time Santa Clara was ranked in the top 10 ○ Served over 10,000 lunches over the summer at Mission Branch Library in partnership with the Santa Clara Unified School District ○ Launched a new Police Department webpage with information about cold cases, inviting anyone with information about a cold case to contact the Police ○ Developed and facilitated the adoption of an ordinance aimed at reducing illegal street racing and sideshow activity 	<ul style="list-style-type: none"> ○ Refinanced several Silicon Valley Power loans and bonds resulting in a savings of about \$18 million ○ Issued a \$30 credit on all residential electric bills to assist during the COVID-19 pandemic ○ Partnered with Mission City Community Fund to raise money for the City's Healthy Meals Santa Clara program for youth ○ Implemented cost saving measures to stabilize the City's budget as a result of impacts from COVID-19 including: <ul style="list-style-type: none"> ○ Hiring freeze, with limited exceptions ○ Stricter expenditure controls ○ Decreased approximately 50% of temporary staffing ○ Limited travel and training ○ Implemented new Human Resources policies under a tight timeline to adapt to the rules surrounding COVID-19 ○ Introduced new Fire Department recruitment effort resulting in an increase in historically underrepresented applicants ○ Launched an online survey for community feedback on the qualities and attributes for the next City Librarian ○ Released results from the first employee engagement survey showing positive and promising results with a 75% approval rating; over 90% feel their jobs support the work of the City and that the City plays an important role in the community ○ Introduced LaserFische, a document management system to streamline and expedite review of internal documents ○ Updated fees for building permits to better align with the current building industry economics, provide a simplified fee structure for smaller projects and to provide for up to 100% recovery of the cost of providing City services ○ Appointed a new Chief Electric Utility Officer for Silicon Valley Power ○ Completed a User Fee Study that showed the City is under-recovering its costs by approximately \$23 million and received City Council approval to adjust, reevaluate, delete and implement some fees to achieve a higher level of cost recovery ○ Pivoted to conduct City Council and public meetings virtually allowing for internal & external engagement/collaboration ○ Built a location-based inventory and mapping of the 220 City-owned properties, including attributes, providing a quick way to access and manage the data ○ Offered 8 Citywide trainings serving ~200 employees ○ Developed a Summer Student Internship Program to introduce youth to the public sector ○ Hired 205 employees (106 promotions & 99 new hires); current vacancy rate is 12.39% ○ Created 9 classifications and updated 16 classification specifications to better align with the industry market 	<ul style="list-style-type: none"> ○ Implemented a suspension on service disconnections for utility (electric and water) non-payment to assist with those impacted by COVID-19 ○ Adopted an Ordinance for a temporary moratorium on evictions for non-payment of rent ○ Developed and launched a Small Business Assistance Grant Program that awarded funds to businesses within one week of grant award ○ Broke ground on Calabazas Community Apartments, a new supportive housing development, including 145 affordable units with units specifically reserved for formerly homeless individuals ○ Executed an agreement with Related Companies to pay for additional City staff positions as part of the Related Santa Clara development project ○ Facilitated the approval of 65-unit multifamily, affordable apartment project on a vacant 2.5-acre City of Santa Clara-owned property located at 2330 Monroe St. ○ Featured as the cover story for the January 2020 edition of Business View Magazine, with over 840,000 subscribers ○ Processed a record number of new building permit applications in December 2019 with over \$1 billion in valuation for proposed new construction ○ Selected a consulting team to help develop the Precise Plan for Santa Clara's Downtown including robust community outreach ○ Completed the temporary road and improvements to the Transit Center as part of the Related Santa Clara project ○ Reviewed and approved the Development Area Plan 1 for Phase 1 of the Related project under a tight timeline ○ Initiated a comprehensive update to the City Zoning Code that has not been widely updated since 1969 ○ Received \$5 million from City of San Jose as a result of the Santana West Settlement Agreement, funds to be used for affordable housing or transportation improvements ○ Hosted, in partnership with neighboring cities, small business webinars related to the economic recovery from COVID-19 ○ Completed the Bicycle Master Plan ○ Released a full draft of the El Camino Real Specific Plan for public review after 2 years of community engagement ○ Completed an 18-month effort to change how the City studies transportation environmental impacts



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ENHANCE COMMUNITY SPORTS, RECREATIONAL AND ARTS ASSETS	ENSURE COMPLIANCE WITH MEASURE J AND MANAGE LEVI’S STADIUM	ENHANCE COMMUNITY ENGAGEMENT AND TRANSPARENCY
<ul style="list-style-type: none"> ○ Contract awarded for construction of the Agnew Park and Fuller Street Park Rehabilitation Projects ○ Continued valued tradition of various special events in 2019 such as: July 4, Art & Wine and Holiday Tree Lighting; retooled Senior Health & Wellness Fair to a virtual format ○ Opened the rehabilitated Bowers Park Playground designed for children of all abilities ○ Facilitated the return of the Parade of Champions in September 2019 after a 20-year hiatus ○ Sought community input on an accessible playground in Santa Clara’s Central Park in partnership with the Magical Bridge Foundation ○ Quickly mobilized staff from various departments to address maintenance concerns at Mission City Memorial Park ○ Negotiated an agreement with the City of Sunnyvale that will extend Sunnyvale’s favorable rates at Sunnyvale Golf Course to Santa Clara residents as a result of the closure of the Santa Clara Golf & Tennis Club ○ Launched the Utility Box Artwork Project in partnership with the City’s Cultural Commission to work with local artists to beautify utility boxes in the city ○ Adjusted Senior Nutrition Program to a drive-thru meals program for an average of 150-180 Seniors per day in response to the Coronavirus pandemic to keep seniors safe and healthy ○ Resumed construction of the Reed & Grant Sports Park and Dog Park Improvements after County Shelter in Place lifted for construction ○ Resumed construction of Machado Park Playground ○ Initiated construction of Homeridge Park Playground Rehabilitation Project ○ Initiated design of the Fairway Glen Park Restroom design with Public Works ○ Evaluated parks, recreation cemetery and community program proposals for compliance with County social distance and Health and Safety Protocols in City parks facilities ○ Set up Just in Time training for over 200 Disaster Service Worker staff for five Commodity Points of Distribution (CPODs) ○ Provided support to the Prioritize Santa Clara infrastructure community meetings and virtual tours. ○ Provided Virtual Recreation series during the Shelter in Place order 	<ul style="list-style-type: none"> ○ Terminated the stadium management agreement with the Forty Niners Stadium Management Company LLC in its entirety for apparent mismanagement of the publicly owned facility and potential self-dealing ○ Completed 76% of Measure J Compliance Audit Recommendations ○ Presented public report regarding activities at Levi’s Stadium during COVID-19 and continuing to work with Management Company on reporting of disinfection and site operations plans for future events ○ Updated the Stadium Authority Procurement Policy to remove the delegated procurement authority to ensure complete procurement oversight and Management Company’s compliance with state and local laws related to prevailing wage, public projects and conflicts of interest, among others ○ Continued working with Stadium Authority Counsel on several litigation and arbitration actions filed by the Management Company, along with the issuance of Notices of Breach and Default related to the Stadium Manager’s non-compliance with the Management Agreement ○ Coordinated with Management Company to obtain Stadium Authority Board approval to execute conflict-free agreements for the 2019 Redbox Bowl event ○ Continued oversight with Stadium Authority Counsel of ADA compliance with improvements to Main Lot ○ Adopted Stadium Authority Budget reflective of Board’s priorities and the protection of public funds ○ Continued efforts to ensure transparency from Management Company and sharing of public records (event contracts, Stadium Builder Licenses, and financial information) ○ Staff supported twelve (12) NFL games for the 2019 NFL Season, including the NFL Divisional Playoffs and NFC Championship Game in January 2020, and four Non-NFL events ○ Implemented an RFP for shared financial management services with the Management Company to ensure greater financial transparency ○ Completed oversight of the annual financial audit contracts for the City and Santa Clara Stadium Authority ○ Managed and sought compliance with 248 fire inspection violations determined at Levi’s Stadium ○ Presented public report on Management Company’s proposal to designate Stadium Builder Licenses to field seats in the Levi’s Stadium ○ Maintained Noise Monitoring Program 	<ul style="list-style-type: none"> ○ Distributed almost daily COVID-19 updates to the community with the latest information on the pandemic as well as the City’s response efforts ○ Launched the Healthy Meals Santa Clara program to provide Santa Clara Union School District kids with weekend meals ○ Mobilized early to closely monitor the COVID-19 outbreak since the first case was reported in the United States on Jan. 21, 2020 ○ City of Santa Clara received a national award "Recognizing Outstanding Participation in America’s Night Out Against Crime" by the National Association of Town Watch ○ Continued modernization of Annual Budget Document by reworking the Capital Budget section to increase transparency ○ Contracted with three Communications consultants to increase resident awareness of all that’s available to them in the city ○ Debuted a new City website designed to better serve the needs of City website users, including those who live, work, learn and play in Santa Clara ○ Developed an application process to select an interim District 5 Councilmember after an unexpected vacancy ○ Developed and implemented a Census 2020 promotional campaign ○ Established a Charter Review Committee to conduct a public process seeking input from the community on the number of Council districts ○ Established a Friendship City relationship with Icheon City, South Korea ○ Hosted the first ever "Town Hall" event featuring the City Clerk discussing the City’s Dark Money Ordinance ○ Initiated a pilot program to present emergency preparedness classes in Spanish to expand outreach to Santa Clara’s diverse community ○ Unveiled a Public Records Acts Request online portal that gives the public unprecedented insight into the number of public records requests the City responds to monthly ○ Debuted a newly redesigned Inside Santa Clara publication after significant public outreach ○ Facilitated a 2-day City Council Priority Setting Session ○ Continued practice of releasing community letters correcting misinformation by local media outlets to ensure residents have access to full and complete information



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PROMOTE SUSTAINABILITY AND ENVIRONMENTAL PROTECTION
<ul style="list-style-type: none">○ Hired the City's first Sustainability Manager to coordinate efforts citywide and support implementation of the Climate Action Plan○ Launched a full update to City Climate Action Plan including community outreach to establish new targets and strategies for reducing greenhouse gas emissions○ Entered into an agreement with GreenWaste Recovery, Inc. (GWR) to provide mixed waste processing, enabling residential and commercial business customers to divert organic materials from landfills without additional sorting or subscribing to an additional organics collection service○ Entered into new solid waste agreements with Mission Trail Waste Systems, GreenWaste Recovery, Inc., and Recology South Bay enabling compliance with SB 1383 regulations to minimize the amount of organic material, such as food waste, disposed of in landfills○ Initiated community stakeholder discussions around building electrification reach codes for new developments○ Silicon Valley Power (SVP) expanded Clean Transportation Initiatives to advance the Electric Vehicle Blueprint Plan approved by Council in June 2019: Community participation in the Residential Electric Vehicle Supply Equipment (EVSE) rebate, Launched a public charging infrastructure plan to bring EVSE to parks, libraries, community centers, etc. in April 2020, Developed two additional clean transportation programs to launch in fall (Clean Fuel Rewards Program and Multi-family residential EVSE rebate program)○ SVP added a qualified renewable small hydroelectric 14 MW facility to its power mix that is estimated to produce approximately 24,000 MWh annually○ Transitioned from conventional diesel fuel to renewable diesel (RD) for approximately 200 heavy duty vehicles and pieces of equipment in the City's fleet○ Adopted the Santa Clara EV Readiness Blueprint which established a goal to increase the number of zero-emission vehicles on the road to 5 million by 2030○ Hosted the second citywide garage sale with 97 households turning unwanted items into cash, while keeping materials out of the landfill○ Received a commendation from the County of Santa Clara in recognition of the Department of Public Work's efforts in attaining Green Business Certification at the corporation yard○ Introduced a new Silicon Valley Power program that provides grants to eligible nonprofit organizations located in Santa Clara to help fund energy efficiency upgrades