



SIGNIFICANT ACCOMPLISHMENTS FISCAL YEAR 2019–20

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 2019-20 major goals and priorities, which include protecting vulnerable populations, increasing affordable housing options, enhancing environmental sustainability efforts and quality of life, and improving transportation and mobility.

- Adopted a Safe Parking Ordinance and ordinances to regulate oversized vehicle parking on certain streets adjacent to bikeways and narrow streets.
- Completed the Community for All grant programs, awarding \$75,000 to nine agencies to improve access to information and resources for immigrants, reaching approximately 1,412 Mountain View residents.
- Developed Zoom webinar processes and training to move 12 public-facing meetings online, including Council meetings, all advisory and subcommittee groups, and public Town Halls.
- Preserved 48 units of naturally affordable housing in the Mariposa apartments to be deed-restricted in perpetuity.
- Expanded Library access to Hoopla digital media service, added 1,487 new titles to Overdrive, and purchased additional copies of digital resources to lower the hold-per-copy ratio from 10 holds per copy to 3 holds per copy.
- Established a joint defense with a neighboring city in a Clean Water Act litigation that resulted in significant cost savings for the City.
- Activated an Incident Management Team to refocus police operations for the local state of emergency with the COVID-19 pandemic.
- Activated the Emergency Operations Center due to the COVID-19 pandemic and developed the COVID-19 recovery plan.
- Implemented a new water shutoff policy in response to the State’s Water Shutoff Protection Act.
- Completed the public art selection process for Mora Park and Pyramid Park.
- Updated and enhanced the City’s Wellness Program with improved online resources, new wellness challenges, and the incorporation of cognitive health and dependent-care wellness into the incentive program.
- Created a comprehensive Resource Guide in collaboration with 29 Bay Area

organizations and four City departments to celebrate Earth Day.

- Acquired all of the property rights necessary for the Shoreline Boulevard Reversible Bus Lane Project construction to begin.
- Drafted, expedited, and executed 10 urgency contracts associated with providing crisis relief programs and services.
- Tracked and compiled 52 community sentiment and media contact reports from March to June during the COVID-19 crisis.
- Successfully prosecuted two environmental crimes for illegal dumping into the storm drain system, receiving orders of monetary restitution to the City.
- Transitioned senior food services to a drive-thru model.
- Implemented provisions of the restructured Business License Tax that voters passed in 2018, including education and outreach to business owners.
- Offered monthly Drop-In Bike Clinics, weekly English as a Second Language Conversation Club sessions, weekly Language Swap sessions, and 40 Bilingual Story Times (in Spanish and Mandarin) at the Library.
- Opened the Municipal Operations Center on-site duty personnel housing facility.
- Developed the #TogetherMV online donation portal for the community to donate to the Rent Relief and Small Business Resiliency Programs.
- Eliminated the use of glyphosate (Roundup) in City parks and medians.
- Installed state-of-the-art alert system in all fire stations to expedite dispatching and response processes.
- Launched a Citizenship Corner and Immigration Resources collection and Library web page to support community members who would like to learn about the steps it takes to become a United States citizen.
- Adopted a new East Whisman Precise Plan.
- Completed the fifth annual Technology Showcase in partnership with the Chamber of Commerce. Over 40 Mountain View companies and organizations participated.
- Facilitated two “Listos Alertar y Preparar” disaster preparedness classes with graduates from the Spanish Language Leadership Academy.
- Finalized a temporary lease for Safe Parking for the VTA/Evelyn park and ride lot.
- Resurfaced tennis courts at Rengstorff Park.
- Selected Alta Housing and The Related Companies to develop plans for City Lot 12.
- Added 31 new Below-Market-Rate Housing units and housed 19 families.

- Created a comprehensive set of policies and procedures related to COVID-19, including: social distancing protocols; hotel accommodations for exposed first responders; temperature and symptom checking policy and log; workplace procedure for COVID-19 exposure; COVID-19 FAQs; and employee training.
- Developed building “Reach Codes” requiring new buildings to be all-electric and install electric vehicle chargers and solar energy.
- Eliminated the use of print copy manuals for CERT Academy students resulting in the elimination of 17,500 pieces of paper per year.
- Added 7,036 Library card holders, offering virtual library cards during COVID-19.
- Completed detailed inventory of the City’s printers and outsourced printer and toner support, reducing support costs and improving response times.
- Provided a child care for essential workers program.
- Held a virtual Town Hall with 95 members of the Chinese community to discuss personal and home safety, hate crimes, and how the Police Department serves and interacts with the community.
- Installed or upgraded Audio-Visual Systems at Michael’s Restaurant at Shoreline Park, the Senior Center, and the Council Chambers.
- Revised the revenue forecast several times throughout the COVID-19 pandemic, prepared a report on the financial impacts of COVID-19, and submitted a structurally balanced Fiscal Year 2020-21 budget on time for Council adoption.
- Launched an online training catalog to expand City employee training options.
- Adopted a new Citywide School Strategy in cooperation with multiple school districts and the development community.
- Hosted events at the Library to highlight the importance of the 2020 Census, prepared Library computers with the Census 2020 link, and trained staff to help the public complete it.
- Implemented a Declaration of Local Emergency caused by the COVID-19 pandemic.
- Added a new Baby Packet Resources guide for resources related to leaves due to a new baby.
- Partnered with United Way Bay Area and the IRS to offer five Saturdays of free tax assistance, and with the Intuit Financial Freedom Foundation to present a “Prepare Your Taxes for Free” event at the Library.
- Prepared five park in-lieu fee estimates with total potential fees of \$47.5 million.
- Adopted a Vision Zero Policy and established a City staff Vision Zero Task Force to address pedestrian fatalities.

- Replaced the traffic signals at Shoreline Boulevard/Amphitheatre Parkway, Charleston Road/Huff Avenue, and Moffett Boulevard/Leong Drive intersections.
- Responded to and tracked potential COVID-19 exposures of employees.
- Added new digital resources accessible through the Library, including ConsumerReports.org, the Morningstar Investment Research Center, and the online video streaming platform, Kanopy.
- Improved the Stevens Creek Trail by replacing all of the trailhead entrance signs along the trail and making safety enhancements to improve site lines from Moffett Boulevard to U.S. 101 by trimming trees and overgrown vegetation.
- Increased City LinkedIn followers by 21.5 percent for a total of 4,445 and posted approximately 164 updates, with an average reach of 16,857 per month.
- Adopted a goal of Mountain View becoming a Carbon-Neutral City by 2045.
- Developed a hygiene plan that provided eight portable ADA restrooms and 11 hand wash stations at strategic locations across the City, as well as five ADA restrooms, two standard portable restrooms, and five hand wash stations at the City's Safe Parking lots.
- Adopted an extension of the shelter crisis to provide flexible and streamlined options for Safe Parking.
- Implemented an Urgency Eviction Moratorium and Extension, protecting tenants in the City from evictions during the COVID-19 pandemic.
- Finalized the City's Mandated Reporter Policy.
- Established new procedures for developers to make permit payments under COVID-19 restrictions.
- Formed an interdepartmental Strategic Communications Team available 24/7 to respond to the COVID-19 crisis and provide information through the City's website, social media postings, and regular community, Council, and City staff briefings.
- Upgraded all Uninterrupted Power Supply (UPS) systems with new batteries and monitoring system.
- Worked with Live Nation and the Bay Area Air Quality Management District to get approval for a combined landfill gas collection and destruction system to minimize greenhouse gas emissions.
- Adopted new City policies, including a Multi-Modal Transportation Analysis Handbook, to comply with State requirements for CEQA transportation analysis.
- Argued to the Appellate Division of Superior Court in a local ordinance prosecution where the defendant placed a large box trailer on City sidewalks. The Court upheld the enforcement action based on the City's sidewalk encroachment

ordinances.

- Created an online Virtual Recreation Center for residents during COVID-19.
- Implemented Federal Cares Act provisions to provide relief resources to City employees impacted by COVID-19.
- Adopted the 2019 Building Code Cycle and Reach Codes.
- Established accounting, tracking, and documentation requirements for COVID-19 expenditures to facilitate reimbursement from FEMA and other Federal, State, or local funding agencies.
- Designed and installed Plexiglass health and safety barriers at over 30 public counters in 11 City buildings.
- Developed a Grab-and-Go Holds service to provide safe community access to Library materials while the Library building remains closed to the public.
- Created the Cooling Center Activation Policy to shelter citizens and at-risk populations during times of excessive heat.
- Hosted a 2020 Census Party for Spanish, Russian, and Mandarin speaking residents to encourage participation in the Census.
- Implemented agreements with the County of Santa Clara and Planned Parenthood Mar Monte to provide COVID-19 testing sites in the City.
- Adopted the Fiscal Years 2020-25 Consolidated Plan, which provides the priorities for use of the City's Federal Community Development Block Grant and HOME funding, and completed the Fiscal Year 2020-21 Annual Action Plan as part of the five-year plan.
- Upgraded 75 network switches across the agency with faster, more secure systems.
- Worked with the County of Santa Clara to provide ongoing and one-time COVID-19 testing centers at multiple City facilities.
- Co-hosted three interfaith panels with the Islamic Networks Group (ING) with representatives from multiple religious communities to discuss shared values.
- Completed a 2018 City Operations greenhouse gas inventory that showed a 51 percent reduction in emissions since 2005, exceeding the City's 2030 reduction target.
- Approved a 71-unit affordable housing development consisting of 70 studio units and one 2-bedroom manager unit to be developed by Alta Housing (formerly Palo Alto Housing).
- Deployed or upgraded Wi-Fi systems downtown, at the Community Recreation Center, at the Police/Fire Administration Building, at the Shoreline Boathouse, and at Michael's Restaurant, Pro-Shop, and Outdoor areas.

- Completed construction of the Latham Community Garden and added 84 new community gardeners.
- Hosted 58 live, virtual Library programs for children, teens, and adults, serving 3,122 live attendees.
- Implemented pedestrian recall operation (automated walk mode without pedestrian needing to push button) for signals at 23 intersections as a result of COVID-19.
- Completed environmental review (Mitigated Negative Declaration) and 35 percent design for the Transit Center Grade Separation and Access Improvement project.
- Coordinated over 7,000 Community Emergency Response Team (CERT) and Amateur Radio Emergency Service (ARES) volunteer hours.
- Developed and launched the Small Business Resiliency Program and provided microloans to 72 small businesses.
- Enhanced the Geographic Information System (GIS) with a “narrow roads” analysis, updated tree layers, and housing distribution maps.
- Approved four major planning projects with a total of 992 new residential units and 800,000 square feet of new office space.
- Completed the Terra Bella Visioning Plan.
- Held virtual Town Hall meetings to provide the latest information to residents.
- Modified two overnight Safe Parking lots to offer 24/7 services as a pilot program in collaboration with the County of Santa Clara.
- Coordinated the bidding processes for various projects, including City Hall roofing maintenance, traffic signal maintenance, CPA sound system upgrade, audiovisual system upgrades at the Senior Center and Michael’s Restaurant, LED lighting upgrade at Cuesta Tennis Center and Rengstorff Park Tennis Courts, and Eagle Park Pool building shower/locker rooms.
- Assisted the Bureau of Alcohol, Tobacco and Firearms with a firearms trafficking case that resulted in the arrest of a suspect and the seizure of firearms, gang indicia, and burglary tools.
- Circulated 9,473 books, DVDs, and CDs via the Library Bookmobile to community members who may not be able to access the main building.
- Moved the Sensory Friendly Performances program onto the MainStage at the Center for the Performing Arts with the successful production of Pacific Ballet’s 29th Annual Nutcracker.
- Negotiated a complex, recycled water use agreement, partnering with the Santa Clara Valley Water District and the City of Palo Alto, to create a treatment facility selling wastewater for purification and reuse.

- Approved Sustainability Action Plan 4, a three-year, \$7.5 million plan with 81 new actions to address climate change and foster a more sustainable community.
- Co-hosted the 2019 Silicon Valley Bicycle Summit and installed a pop-up protected bikeway along California Street for a bicycle-themed Thursday Night Live.
- Developed and executed a 16-step action plan and convened weekly multi-agency calls to assist homeless and unstably housed residents during the COVID-19 crisis, providing emergency supplies, masks, staff support, food, sanitation and hygiene medical services, City Wi-Fi, cell-chargers, and power-banks.
- Completed Urban Search and Rescue (USAR) training in the Fire Department and received the prestigious rating of a Type I USAR from the State.
- Established and implemented an electronic submittal and review process for all Public Works permits during COVID-19.
- Facilitated a Personal Emergency Preparedness (PEP) workshop in Chinese for 42 seniors at the Monte Vista Terrace Senior housing apartments.
- Installed nine new, electric vehicle chargers at the Community Center.
- Launched Collaborate Mountain View, an online engagement platform for community members to share ideas, provide input, and enhance the City's sustainability efforts.
- Secured a free online employee training platform for various topics, including mandatory safety and legal training.
- Completed a Bike Share Evaluation and a Shuttle Study.
- Remodeled various office areas in City Hall, including new offices for IT on the fourth floor.
- Created an Emergency Grocery Gift Card Program operated by the Community Services Agency (CSA).
- Held a Displacement Response Strategy Study Session.
- Moved the Integrated Library System from physical computer servers located at the Library to a hosted environment to save staff time and eliminate the costs associated with maintaining physical equipment.
- Obtained Federal Environmental Clearance (NEPA) and Caltrans authorization to construct the Shoreline Boulevard/Villa Street intersection improvement project using Federal and State grant funding.
- Completed the Citywide employee engagement survey, achieving a regular employee participation rate of 70 percent.
- Provided support for the startup of a local nonprofit's expansion to provide Safe Parking services in coordination with the County of Santa Clara.

- Put 13 newly hired Police Officers through the Field Training Officer program.
- Developed and implemented the COVID-19 Rent Relief Program and Small Landlord Relief Program.
- Facilitated new County Mobile Medical Unit access in the downtown, added County medical van services to the Safe Parking lots, and continued the County backpack medicine program services.
- Held five sessions of the Rape Assault Defense crime prevention program, training 46 participants.
- Completed a Municipal Operations Zero Waste Plan and adopted a Zero Waste Plan for the City.
- Delivered daily and weekly COVID-19 updates to the community through *The Briefing*, a mobile-friendly daily newsletter with curated content.
- Deployed an online appointment scheduling system for Police, Building, Fire, and Community Services.
- Completed the annual liability claims audit, which found that files were well-managed and met or exceeded industry standards.
- Created emergency programs to provide technology funds to employees to support working from home.
- Launched Windows 10 upgrade program, upgraded end-users' machines to Windows 10 and Office 2016.
- Modified and renewed the Downtown Valet Parking Pilot Program at Parking Lot 11 (Franklin and Villa Streets) for a second year of operations.
- Completed a water system sanitary survey with no regulatory findings.
- Held two public speaking workshops for 50 graduates of the Spanish Language Leadership Academy, focused on communicating effectively at public meetings.
- Improved the Center for the Performing Arts MainStage, removing the original Splay Wall and installing a new audio system and high-efficiency lighting.
- Modified the Tenant Assistance Relocation Ordinance as part of City's overall Displacement Response Strategy.
- Partnered with Bay Area Water Supply and Conservation Agency (BAWSCA), Master Gardeners, and other organizations to offer monthly classes on sustainability and environmentally friendly gardening at the Library.
- Completed bike and pedestrian improvements with new median islands on Middlefield Road, between North Whisman Road and Bernardo Avenue.
- Installed 1,400' of water main and 2,500' of sewer main on and near Leong Drive and replaced 5,600' of water mains and 4,600' of sewer mains throughout the City.

- Provided a Certificate of Occupancy from the Building Division for 14 projects.
- Created the Mountain View Resiliency Roundtable for more than 30 stakeholders to collaborate on how to move forward together as a community.
- Developed a new Municipal Green Building Policy requiring new City facilities and major renovations to achieve LEED Gold® certification, utilize all-electric design, and include renewable energy generation whenever feasible.
- Provided remote access for all affected employees to enable Telecommuting.
- Declared a local State of Emergency to access additional funds and resources.
- Allocated \$4.1 million in local COVID-19 relief funding.
- Held the City's first bilingual virtual community meeting for the Magical Bridge Playground Park design.
- Renewed insurance coverages for the City in the midst of a difficult market, including enhancing cyber liability insurance from \$2 million to \$5 million of coverage.
- Improved the City's emergency communications for Police and Fire, transitioning from legacy radio infrastructure to the Silicon Valley Regional Communications System to share radio access with other agencies in the county.
- Installed a new, more secure card access system in all City facilities.
- Launched Cool Block, a community program designed to help residents get to know their neighbors, prepare for emergencies, and reduce their carbon footprint; trained 29 block leaders.
- Completed construction of McKelvey Ball Park and Schaefer Park.
- Distributed approximately 2,780 food bags, 380 hygiene kits, and 14,300 masks to unstably housed residents through events hosted by the Police Department Neighborhood and Event Services Team.
- Rapidly expanded DocuSign Electronic Signature program to facilitate contract process in a telecommuting environment.
- Coordinated with local partners to secure and provide funding for mobile showers program.
- Launched the City Council Subcommittee on Race, Equity, and Inclusion to respond to community concerns over policing, racial equity, and justice issues.
- Presented the Castro Complete Street project at the 2019 Silicon Valley Bike Summit.
- Restored green side bunkers at Shoreline Golf Links to improve playability.
- Completed final 2017 and preliminary 2018 Communitywide greenhouse gas emissions inventories, revealing a decrease of 13 percent from 2005 levels and

putting the City on target to meet its 2020 reduction goal.

- Provided Emergency Operations Center (EOC) training to 70 City employees.
- Redeployed City staff to assist with COVID-19 priorities, including helping nonprofits with translation and food distribution, creating a Small Business Call Center to share relief resources with local businesses, and supporting Contact Tracing Teams.
- Renovated restrooms at Stevenson, Whisman, Monte Loma, and Crittenden Schools.
- Streamlined the Telecommuting Program to more than 400 employees working from home.
- Completed the Civic Center Plaza Activation project, provided additional events such as KidStock, and expanded the Friday Night Concert Series.
- Increased the Library's community presence and promoted Library programs and services through 38 outreach events.
- Conducted over 2,000 inspections for Fire and Life safety, Hazardous Materials, and Environmental compliance programs.
- Coordinated across City departments to ensure continuity of operations and provision of essential services during the COVID-19 pandemic.
- Replaced the synthetic turf at the Graham Middle School field.
- Started construction on the Castro Street/Moffett Boulevard/Central Expressway Near-Term Improvements project.
- Coordinated with regional agencies and community-based organizations to promote the 2020 census to the Mountain View community.
- Created a new Administrative Professional Certificate Program.
- Launched the Utility Bill Assistance Program to assist residents facing financial hardship due to COVID-19 by offsetting a portion of their utility bill.
- Processed 36 new City vehicle and equipment units into service, including four new hybrid vehicles.
- Updated and installed various software and computer programs for multiple City departments.
- Launched the Castro Summer StrEATS outdoor dining program to help downtown businesses recover during COVID-19.

FUN FACTS

- Purchased 100 percent renewable electricity for all City facilities.

- Distributed over 3.2 billion gallons of water to residents and businesses and 143 million gallons of recycled water for appropriate uses.
- Engaged in over 1,650 hours of emergency preparedness training and planning at the neighborhood level.
- Routed or responded to 632 unique media contacts, up from 312.
- Fixed 3,595 sidewalk offsets.
- Published two City newsletters, *The View*, including a special, expedited, emergency COVID-19 Relief edition.
- Purchased 5,000' of new hose for the Fire Department (longer than the length of Castro Street from El Camino Real to Central Expressway!)
- Cleared 974,265' of sewer mains.
- Organized or participated in over 135 outreach events for the Fire and Environmental Division, including birthday parades, school presentations, ride-a-longs, and other community engagement opportunities.
- Translated 228 documents into Spanish, Mandarin, and Russian.
- Processed 5,724 reservations for the Community Center, historic Adobe Building, Senior Center, barbecue facilities, and gym rentals.
- Reduced greenhouse gas emissions from employee commuting by 39 percent since 2015 as a result of increased transit use, carpooling, biking, and walking.
- Responded to 2,657 City facility service tickets.
- Released 20 sustainability newsletters.
- Posted 593 unique topics on social media (up from 471), with 1,388 messages sent (up from 689) and 5,107 messages received (up from 2,482).
- Processed 406 Public Records Act requests at the City Attorney's Office.
- Implemented 16 Ordinances and 121 Resolutions.
- Reached 30,684 followers on Nextdoor, up from 24,803.
- Processed 18 film permits.
- Performed 153 One-Stop Plan Checks, 225 Fast Track Plan Checks, and 853 Over-the-Counter Plan Checks.
- Conducted 67 in-person multilingual community outreach activities.
- Filled 97 vacancies, 39 percent of which were filled by internal promotion or appointment.
- Completed 1,987 fleet work orders and performed 328 fleet preventive maintenances.

- Held nine Open City Hall Topics on the City's website.
- Issued 6,226 building permits (246 online) and conducted 57,009 inspections.
- Served an average of 2,102 Library visitors per day and circulated an average of 94,036 physical items each month while operating under regular procedures.
- 597 agreements and 32 claims were reviewed and signed by the City Attorney's Office.
- Deer Hollow Farm hosted 3,051 students between October and mid-March.
- The City Attorney's Office gave a presentation on Laws and Society to Castro Elementary fifth graders.
- 73,592 people attended performances at the Mountain View Center for Performing Arts between July 1 and March 11.
- A total of eight pairs of burrowing owls have produced 34 chicks at Shoreline. This is the highest number of chicks ever recorded at Shoreline over the past 23 years. The Shoreline burrowing owl population in 2020 is presently the largest breeding population in Santa Clara County.
- Deer Hollow Farm welcomed eight lambs, 19 goat kids, 35 chicks, two Heritage goslings, and eight Flemish Giant Bunnies this year. In addition, the Farm said goodbye to cows Luna and Roxy; and welcomed a miniature Jersey cow named Jelly Bean to the farm family.

AWARDS AND GRANTS

- Awarded \$26.8 million in Measure B funding for pedestrian and bicycle capital projects, including the Stevens Creek Trail Extension, the Bernardo Undercrossing, and improvements along El Camino Real.
- Received a \$350,000 Community Development Block Grant to help fund the design and construction of Mora Park.
- Received State grants of \$310,000 for the Planning Division's R3 project and \$300,000 for their paperless permit system.
- Awarded \$184,904 in Measure B funding for the Safe Routes to School program.
- Received \$100,000 from Google to continue funding Mobile Library Services (the Bookmobile) through June 2021.
- Received a \$75,000 grant from the California State Water Resources Control Board for the Recycled Water Feasibility Study Update.
- Received a \$70,710 Transportation Fund for Clean Air (TFCA) grant for new bicycle racks throughout the City.
- Received a donation of \$40,000 from The Friends of the Mountain View Library for

Library materials, programs and events, summer reading, online language learning, and online homework help.

- Awarded a \$33,660 grant from the Department of Justice for Coronavirus Emergency Supplemental Funding to assist with PPE and sanitizing services to reduce the spread of COVID-19.
- Received \$27,000 in grant reimbursements from the Office of Traffic Safety for increased enforcement to reduce the number of fatal traffic accidents, impaired drivers, distracted driving, and seat belt enforcement.
- Received a \$25,000 grant for the MVPD Dreams & Futures Program from El Camino Hospital.
- Awarded a \$19,000 grant from the State of California Alcoholic Beverage Control to reduce youth access to alcoholic beverages, and reduce underage drinking and the resultant DUI driving injuries and fatalities.
- Received \$15,000 from the Pacific Library Partnership for the Library to purchase hardware, software, and laptop computers to create a “Lifelong Learning Lab” that provides community members with access to Adobe Creative Cloud, QuickBooks Pro, and the KnowledgeCity online learning platform. The Library will also purchase a DSLR camera with accompanying equipment to teach photography, videography, take headshots, and film practice interviews.
- Received \$9,000 in grant reimbursements from the Department of Justice for bulletproof vests.
- Received \$5,000 from the Elizabeth Ruth Wallace Living Trust for the Library to purchase new travel books in print and electronic format.
- Received \$5,000 from the Minor Estate Trust to purchase Library materials.
- Received a gift of \$2,500 from Winston Cheuk in memoriam of his grandparents Guowan Check and Suen Fong Ho to purchase Library materials.
- Received \$1,500 in grant reimbursements from the County of Santa Clara to focus on reducing youth access to tobacco products.
- 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 multi-media content.
- Received grant from MTC Program for Arterial System Synchronization (PASS) for retiming the signals along the Middlefield Road and Grant Road corridors.
- Received the Meritorious Unit Citation for the Police Department Traffic Unit’s combined efforts in providing a wide range of community policing services, including traffic safety education, directed enforcement to prevent collisions, complex investigations of fatal collisions, and community engagement events.

- Received the designation of a Tree City USA for a 19th year in a row.
- Received a California Parks and Recreation Society Statewide Award of Excellence in Facility Design for the Mountain View Community Center Renovation Project, and district Awards of Excellence for the Mountain View Community Center Renovation and Latham Community Garden.
- Received a Northern California American Planning Association Award of Excellence for the East Whisman Precise Plan.
- Received a National Association of Housing and Redevelopment Officials (NAHRO) Award alongside Alta Housing for the Eagle Park Apartments. More than 50 percent of the units at Eagle Park apartments serve homeless, including veterans and those with special needs.
- Awarded Cal-ICMA's Overall Excellence in Talent award in recognition of best practices in attracting, developing, and retaining talent, and improving workplace culture.
- Received Excellence in Financial Reporting and Distinguished Budget Presentation awards from the Government Finance Officers Association.

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