



## CITY OF MOUNTAIN VIEW

**MEMORANDUM**

City Manager's Office

**DATE:** October 30, 2020**TO:** City Council**FROM:** Kimberly S. Thomas, Assistant to the City Manager**VIA:** Kimbra McCarthy, City Manager**SUBJECT: Update on Initiatives to Assist Homeless and Unstably Housed Residents****INTRODUCTION**

When the City Council Major Goals Work Plan was adopted in June 2019, it included a project to conduct a Study Session to discuss homeless service gaps. When the COVID-19 pandemic was declared in March 2020, the City Manager's Office proactively convened City departments, County agencies, and local nonprofit organizations and reached out to the community to identify the needs of homeless and unstably housed residents in Mountain View and developed programs and services to meet them. In recognition of this recent assessment of and response to needs as well as staff capacity constraints as the organization focuses on COVID-19 priorities, the City Council adopted adjustments to the scope of the Council Goals Work Plan on June 9, 2020. The revised Work Plan included the modification of this project to be a report on the City's efforts to be brought forward as part of the extension of the safe parking program.

The Council took action on the Safe Parking program on September 8, 2020. To enable the Council to focus on time-sensitive policy decisions associated with safe parking, the more comprehensive review of efforts to address homelessness in Mountain View was separated out for transmittal to Council at a later date. This memorandum is provided to meet the revised Council Major Goals Work Plan item and does not require Council action. The data included herein is current as of August 2020, when analyzed by staff in preparation for the September Council item. Staff is available to meet with Councilmembers as requested to discuss the memorandum and respond to any questions.

Homelessness is a significant and growing issue, driven in large part by shortfalls in housing supply and affordable housing throughout the region and the State. Since 2015, the City has developed programs and policies and dedicated over \$5.7 million in funding

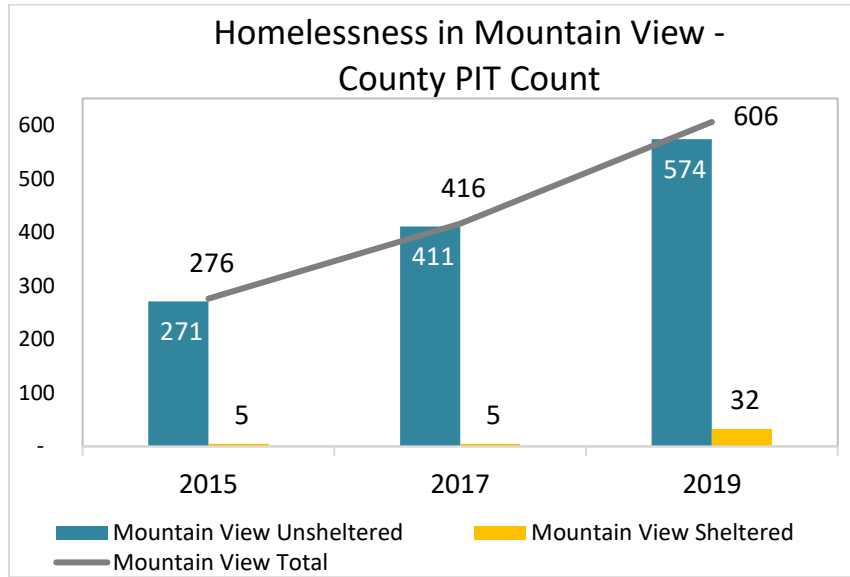
to serve homeless and unstably housed residents, going beyond the scale of what is typical for a City of Mountain View's size, without its own Homeless Services or Human Services Division. Throughout this time, the City has actively collaborated with the County and community-based organizations that have staff expertise and dedicated funding streams for working with homeless and vulnerable populations. Based on Council direction, staff aimed early on to connect with the Countywide system to leverage its resources and to expand public and private partnerships to address the needs of those who live in vehicles and others experiencing or at risk for homelessness in Mountain View. The needs and services related to homelessness can be viewed within a continuum for "coordinated care," which includes homelessness prevention, rapid rehousing, permanent supportive housing, emergency shelter, and interim/temporary housing. Across this continuum, services also include programs to meet basic health and safety needs that are important in their own right and also support the ability to sustain stable housing.

The efforts of the City and its partners in these areas, both longstanding and in response to COVID-19, will be described in this memorandum. Although not the focus of this memorandum, another important element in the City's approach to reducing homelessness is to increase the supply of housing, including a substantial investment in affordable housing. This has been one of Council's priority goals since 2015.

### **HOMELESSNESS TRENDS IN MOUNTAIN VIEW AND THE COUNTY**

The County of Santa Clara completes a comprehensive biannual "Point-in-Time" homeless count, which serves as a baseline for understanding homelessness in the region. This count includes the unsheltered and unstably housed, enumerating those individuals and families who are sleeping in emergency shelters and transitional housing as well as people sleeping on the streets, in vehicles, abandoned properties, or other places not meant for human habitation.

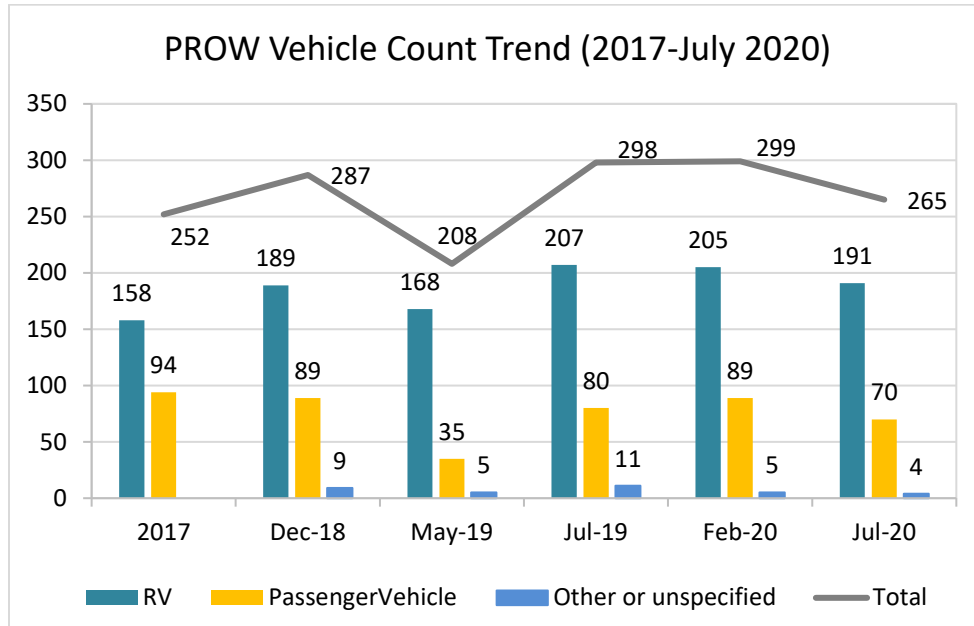
As shown in the chart below, over the past three County point in time (PIT) counts, the number of homeless people in Mountain View has increased from 276 in 2015 to 416 in 2017 to 606 in 2019, more than doubling in four years. The vast majority of the people counted were unsheltered. (The County's count considers residents living in recreational and other vehicles as unsheltered.)



Over the same period of time, the total number of homeless people in Santa Clara County also increased significantly from 6,556 in 2015 to 9,706 in 2019, an increase of 48 percent. Of this total in 2019, 82 percent were unsheltered. The number of Santa Clara County residents living in cars and recreational vehicles (RVs) has increased significantly, with the 2019 count indicating that 18 percent of unhoused County residents were living in vehicles – up from 8 percent in 2015 and 2017.

### **Mountain View Living in Vehicles Count**

To augment the information from the County count, the City also conducts a street-by-street count of vehicles that appear to be in use for living purposes. As seen in the chart below, over the past three years, the count of vehicles in the public right-of-way (PROW) used for living has ranged from 250 to 300 vehicles. Since the December 2018 count, more than half of the counted vehicles have been RVs. Between the last count in February 2020, before the opening of the safe parking lots, and the most recent count in July 2020, there was a decrease of 34 vehicles used for living purposes in the public right-of-way.



If the 55 vehicles located in safe parking lots at that time are also included, the total number of vehicles identified as of July 2020 is up to 320. So, while 55 vehicles had entered the safe parking program, the number of lived-in vehicles parked on the streets did not go down by the same amount. There are several factors that could be contributing to this, including: loss of housing and greater need due to the COVID-19 pandemic; people seeking basic services that other cities may not provide; a reduction in enforcement of the 72-hour rule as the Police Department has focused on COVID-19 priorities; and the limits of overall parking restrictions. It is also possible that some of the additional vehicles counted in July 2020 were missed in previous counts if they were at their place of employment or otherwise mobile, rather than remaining largely sheltered in place.

The City's count also indicates that a large portion of RV occupants also have commuter cars, with 80 "associated vehicles" that were located near the RVs but did not appear to be used for living purposes. An updated map of the locations with residents living in vehicles showing areas of higher concentration in the City is included in Attachment 1. The map includes participants at the City's safe parking lots at Shoreline Lot B and on Evelyn Avenue.

**Safety Net and Homeless Data**

To provide additional context for the level of need and homelessness in the area, the Community Services Agency (CSA) provided services to 4,247 means-tested clients during Fiscal Year 2019-20, with 3,983 unduplicated individuals receiving food services

only. CSA presently manages 2,377 client cases, with 220 served specifically as part of homeless client services.

## **HOMELESSNESS SERVICES**

For the past five years, the City has been studying and taking action to address the challenging rise in homelessness and unstably housed individuals in Mountain View. Today, the City is a recognized leader in addressing this regional problem, looking at all options and forging strong partnerships with the County of Santa Clara and many community-based organizations. Fifteen (15) associated Council reports are available at [www.mountainview/homeless.gov](http://www.mountainview/homeless.gov) (Attachment 2) and have led to the development and execution of an extensive work plan, including well over 100 action items. A list of highlights is provided below, followed by a description of the major programs. The metrics and data covering the last four years are provided in Attachment 3.

### **Summary of City Achievements**

Below is a list of highlights by overall time frame:

#### ***2015 to 2016:***

- Began reviewing options for safe parking.
- At the time, there were no lots available in Mountain View and no program operators available.

#### ***2016 to Present:***

- Engaged with community and faith stakeholders on an ongoing basis.
- Provided extensive public communications and outreach, including a comprehensive webpage and regular distribution of windshield flyers.
- Monitored and supported applicable legislation.
- Conducted grant review and donor outreach for program funding.
- Provided basic human services that range from showers to case management.
- Identified and reached out to prospective parking lots for safe parking use.

***2017 to Present:***

- Funded permanent supportive housing and rapid rehousing in conjunction with the County of Santa Clara.
- Supported the start-up of a local nonprofit to provide safe parking services.
- Secured five safe parking lots for Mountain View participants.

***2018 to 2019:***

- Conducted a domestic waste dump pilot.
- Developed a plan for addressing biohazards.
- Developed a domestic waste voucher program for safe parking participants.
- Created an innovative safe parking ordinance to ensure the public's safety.
- Adopted the first shelter crisis declaration to provide flexible and streamlined options for safe parking permits.
- Established a streamlined safe parking lot permit/approval process during a shelter crisis.
- Expanded land use options for emergency sheltering.
- Adopted and implemented domestic sewage prohibitions.
- Approved parking restrictions for oversized vehicles on any street with Class II painted bicycle lanes.
- Funded and completed significant site preparations for three safe parking lots, including providing water service.

***2019 to 2020:***

- Extended safe parking programs to operate 24/7 as an emergency response to COVID-19.

- Led advocacy to develop a bill to promote safe parking for all cities (Assembly Bill 2553).
- Supported the Human Relations Commission (HRC) Safe Parking Outreach Subcommittee and the effort to secure additional safe parking lots for Mountain View participants.
- Updated the homeless needs assessment and goals for responding to homelessness for the 2020-25 Consolidated Plan.
- Participated in regional homeless initiatives and served on committees for the County Community Plan to End Homelessness.
- Adopted an extension of the shelter crisis to continue the flexible and streamlined options for safe parking permits.
- Enhanced rent relief significantly for COVID-19 response and implemented other supportive services during the pandemic.

### **Investment in Homelessness Solutions**

Reducing the number of individuals and families without a home is a complex issue that requires multi-agency and interdepartmental coordination, regional collaboration, and a long-term focus. The following tables summarize the investment by the City and its partners to address homelessness.

#### *City Investment*

The City's strategies and actions taken thus far represent a significant investment in addressing this important and complex regional concern, totaling over \$5.7 million from 2016 to June 2020, as summarized in the table below. This funding is in most part reflective of the Council direction provided and implemented over the last four years on short-term initiatives, but also includes other funding commitments, such as the Community Development Block Grant (CDBG).

<b>City Investment</b>	
<b>Item</b>	<b>City Contribution</b>
County-supportive housing, including Rapid Rehousing, outreach, and case management programs (3.5 years of funding).	\$747,500
County expansion to 24/7 Safe Parking services during COVID-19.	\$100,000
MOVE Mountain View Safe Parking Program (2 years of funding).	\$275,550
CSA outreach, case management, hygiene services, and vehicle repair (4 years of funding, including expanded shower services during COVID-19).	\$205,875
Alta Housing to prepare the Terra Bella safe parking lot.	\$93,900
Health and Safety (3 years of funding for a portable restroom at Rengstorff Park and expanded portable restrooms and handwashing stations in response to COVID-19).	\$217,000
Police Community Outreach Officer (3 years of funding).	\$485,300
Renovation of Quetzal House shelter.	\$50,000
LifeMoves for shelter and support services to assist the homeless and renovation of the Graduate House shelter (4 years of CDBG and General Fund funding).	\$114,668
CSA for Homeless Prevention initiatives (4 years of CDBG and General Fund funding. Includes funding under Alpha Omega program which was modified and the funding streams have been merged for Homeless Prevention programs).	\$113,857
CSA for Seniors program (4 years of CDBG funding).	\$83,284
CSA Rent Relief program for addressing impacts due to COVID-19 (includes \$1 million Below Market Rate (BMR) allocated but pending execution).	\$2,634,702



<b>City Investment</b>	
<b>Item</b>	<b>City Contribution</b>
CSA for Rental Assistance program (BMR funds allocated in Fiscal Year 2018-19).	\$70,000
CSA Emergency Assistance (CDBG funds allocated in Fiscal Year 2016-17).	\$24,019
Hope's Corner for renovation of their commercial kitchen (CDBG funds).	\$191,784
CSA for grocery store gift card program in response to COVID-19.	\$50,000
MayView Community Health Center for primary health-care services for uninsured and underinsured residents (4 years of CDBG and General Fund funding).	\$198,039
The Health Trust for Meals on Wheels (4 years of funding via General Fund allocation).	\$79,375
<b>Total:</b>	<b>\$5,734,853</b>

In addition to the funds for homeless programs and associated services, the City has funded limited-period specific health and safety enforcement activities noted in the table below for funding over a two-year period unless noted as a re-budget (Fiscal Years 2018-19 and 2019-20). The Police Community Outreach Officer is noted above since a large part of this officer's time is devoted to homeless outreach.

<b>Item</b>	<b>City Amount</b>
Biohazard Waste Cleanup and Homeless Encampment	\$40,000
Pilot program to assist in the towing of older vehicles with biohazard or hazardous material clean-up issues and excess traffic violations	\$70,000

Flexible funding for enforcement needs associated with OV ordinance (fund balance rebudgeted for FY 2020-21)	\$100,000
Extra hourly funding for police enforcement	\$40,000
<b>Total:</b>	\$250,000

*Nonprofit/Private Investment*

As shown in the table below, the City and its partners have generated over \$4.7 million from 2016 to June 2020, in grants and donations to serve the needs of homeless and unstably housed residents.

<b>Private Investment</b>	
<b>Item</b>	<b>Nonprofit/ Private Contribution</b>
Google grant to Destination: Home for homeless prevention in Mountain View and Sunnyvale.	\$1,000,000
Alta Housing agreement for the Terra Bella lot use and in-kind project and contract management.	~\$30,000 (in-kind staff) In-kind lease value
LinkedIn and Google grants to MOVE Mountain View for safe parking services.	\$15,000 (LinkedIn) \$25,000 (Google)
Los Altos United Methodist Church upgrades for cold-weather shelter at Hope's Corner.	\$86,600
Hope's Corner/Los Altos United Methodist Church construction of Fellowship Hall laundry and commercial kitchen facilities for Job Train Culinary Training program.	\$1.8 million (since 2016)
Hope's Corner meals and associated services (55 percent to 60 percent of participants are from Mountain View).	~\$507,000 (approximate operating cost since 2016)
CSA wraparound services for homeless and unstably housed persons.	\$73,565

CSA rental assistance during COVID-19 (from #TogetherMV and other sources, above and beyond funding from the City).	\$1,200,000
<b>Total:</b>	<b>\$4,737,165</b>

### County Investment

The table below shows the City's continued work with Santa Clara County to secure funding commitments for the Mountain View community, resulting in over \$19.2 million in funding. This funding is in large part based on coordination of opportunities with the County. There is no set County allocation of funds for cities.

Item	County Contributions
<b>Facilities and Programs</b>	
Hope Street and Mercy Street resource center construction.	\$500,000
Capital Improvement Funds via Housing Trust.	\$190,000
No-interest loan until City-granted Community Benefit Funds are available. The developer for 600 Clyde will repay the bridge loan with final approval of the building shell.*  <i>* The remainder of the 600 Clyde public benefit (another ~\$200,000) is committed for CSA and will disburse ~9 months before their tenant occupancy.</i>	~\$200,000
Culinary skills job training at Hope's Corner (2-1/2 years of funding).	\$700,000
Homeless cold-weather shelter (four years of funding).	\$1,400,000
Continuation of shelter at Trinity United Methodist Church due to COVID-19.	\$636,325
MOVE Mountain View Safe Parking Program (two years of funding).	\$287,525

Item	County Contributions
<b>Facilities and Programs</b>	
CSA for Mountain View Outreach (three years of funding).	\$360,000
Homeless Outreach Team, focus areas include North County starting March 2019 (one-time, 18-month funding).	\$600,000
Mountain View-dedicated Permanent Supportive Housing (PSH) subsidies (clients receiving Mountain View-funded contracted case management), Fiscal Years 2017-18, 2018-19, and 2019-20.	\$703,871
Mountain View-affiliated* PSH subsidies (clients from Mountain View receiving case management funded by other sources, not the City contract), Fiscal Years 2017-18, 2018-19, and 2019-20.  <i>* Affiliation is defined as a location if where an individual works, goes to school, or spends most of their time, or if they lived there prior to homelessness.</i>	\$2,005,125
<b>Affordable Housing Funding</b>  <b>County funding for certain affordable housing developments in Mountain View is included below since a portion of the units will house homeless or those at risk of homelessness. (The City has also invested in these projects.)</b>	
Construction funding for affordable rental units, Linda Vista Site (1012 Linda Vista Avenue).	\$3,633,750
Construction funding for affordable rental units, El Camino Real Site (950 West El Camino Real).	\$4,044,000
Construction funding for affordable rental units near Eagle Park (1701 West El Camino Real).	\$4,000,000
<b>Total:</b>	<b>\$19,260,596</b>

### **Additional Housing Authority Funds**

The Santa Clara County Housing Authority (SCCHA) assists approximately 339 households in Mountain View through the Housing Choice Voucher program. They provide up to \$775,423 based on the difference in payment standard/contract rent where applicable and the minimum rent for all 339 assisted families living in the City of Mountain View. The current assistance is approximately \$597,973.

### **Programs and Services for Homeless/Unstably Housed Residents**

This section describes the programs and services provided for homeless and unstably housed residents over the past several years. As with previous Council reports, staff notes that there are challenges in generating comprehensive information to describe the demographics, needs, and outcomes associated with homeless and unstably housed individuals. First, because people are being assisted through a variety of programs and “tracked” through different data systems (County, City, and CSA), there is a possibility of duplicative counting. Wherever possible, the data in this memorandum includes notations to indicate possible duplication. Second, a definitive identification of residency is inherently complicated for people who are unstably housed and mobile. Homeless assistance and housing programs comply with Federal law in which the location is defined by “affiliation.” That is, an individual is considered affiliated with a location if this is where they work, go to school, or spend most of their time or if they lived there prior to homelessness. Lastly, some people choose not to engage with outreach workers and service providers. For those who do engage, it may take multiple rounds of contact for them to develop trust and a willingness to provide information about their situation or to participate in services.

### **CITY STAFF RESPONSE**

City staff continues to respond to requests for service, complaints, and other feedback from residents in both fixed housing and vehicles used for living. Data collected by the Police, Fire, Public Works, Community Development, and Community Services Departments and the City Manager’s Office shows ongoing staff activity and calls for service associated with residents living in vehicles (Attachment 4). The last four years of data show that an average of 3,472 staff hours were spent on a total of 1,692 incidents per fiscal year.

## OUTREACH AND ENGAGEMENT

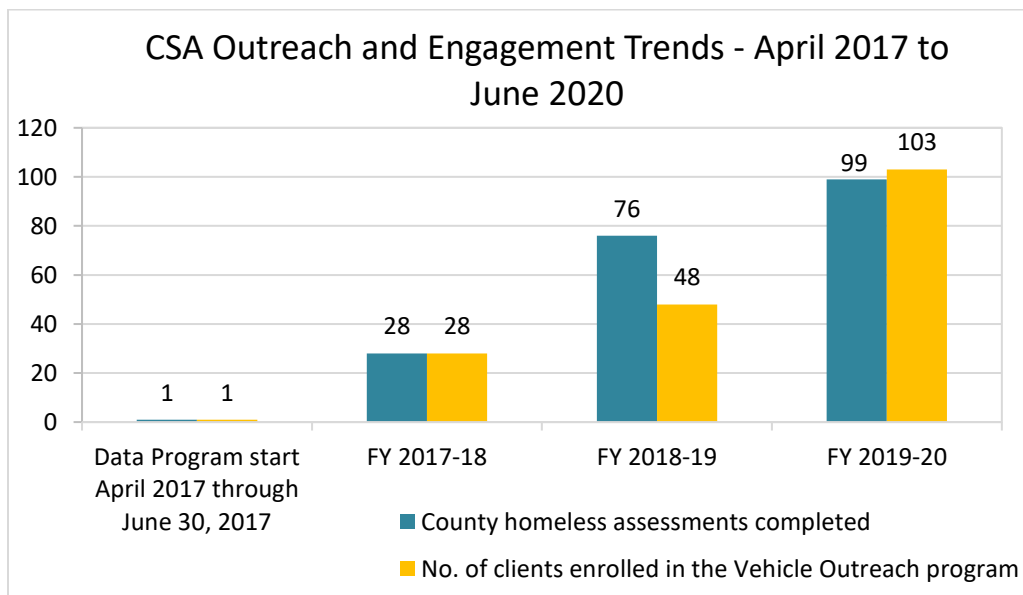
### Mountain View Police Department Community Outreach Officer

Mountain View Police Department's Neighborhood Event Services (NES) unit established a Community Outreach Officer position in 2017. In addition to the normal duties of a Police Officer, the Outreach Officer acts as a liaison between social service providers and homeless individuals and families. The approach of the Outreach Officer is to balance compassion with enforcement when addressing the issues that can come up with this vulnerable population. The last three years of data show that 241 homeless individuals/households have been referred by the NES team to CSA for assistance.

### CSA Mobile Outreach Worker/Case Manager

Council approved funding for a Mobile Outreach Worker/Case Manager based at CSA in October 2016, and funding continues through Fiscal Year 2020-21, with shared funding from the County. This program has reached out to hundreds of vehicles through multiple rounds of outreach since the program began and presently focuses on case management for safe parking.

CSA has enrolled 180 clients via the Vehicle Outreach program since it began in April 2017 and has completed 204 assessments for homeless persons. The chart below shows the clients enrolled and assessments completed each year.



### **County Outreach Program for Harder-to-Serve Clients**

Since spring 2019, the County has provided a specialized outreach team for the North County region. The team has worked with various partners to identify and assist unsheltered homeless individuals or families who are currently unable to accept or use services or even permanent supported housing due to an untreated physical, cognitive, behavioral, or emotional impairment.

- 381 clients were assisted by SCC Outreach and enrolled in services provided by Abode from May 2019 to August 30, 2020.
- 11 have an affiliation with the City of Mountain View.

### **RENTAL ASSISTANCE**

#### **City-Funded Rental Assistance**

Rental assistance is an important tool used as a part of preventing homelessness. On December 15, 2015, Council first approved funding, in the amount of \$150,000, for a rental assistance program administered by CSA. The intent of the program is to help tenants stabilize their living situations in the event of a steep and/or unexpected rent increase. To increase the use of the rent assistance program, in March 2018, the program was modified to be more flexible, and \$70,000 of the original funding amount was reprogrammed. In March 2020 and April 2020, Council approved an additional \$2.76 million in funding to CSA for rental assistance to address urgent needs related to the economic impacts of COVID-19 on the residents' ability to pay rent. In addition, CSA has raised \$1.2 million in private contributions, including funding from #TogetherMV, which is described below.

#### **#TogetherMV**

In response to the COVID-19 pandemic, the City launched the #TogetherMV campaign to support renters as well as small businesses in need in Mountain View. Staff worked with the Los Altos Community Foundation to create the #TogetherMV web donation portal, which has raised \$91,970 in funds for rental assistance as of August 24, 2020.

### **VEHICLE ASSISTANCE PROGRAMS**

CSA administers a modest vehicle repair fund to assist residents in need, including residents living in their vehicles. This funding is limited, and the needs can be high.

During the last four years, CSA has provided nearly \$65,000, including \$10,000 in funding from the City, for vehicle repairs, gas, and other vehicle needs, serving 215 households.

## **HOUSING PROGRAMS**

There are a range of housing programs, from prevention to early intervention to more intensive services to either keep residents in, or return them to, stable housing. These programs are described below and the housing results are shown in the chart that follows.

### **Homelessness Prevention Program (Google Funds via Destination: Home/Sacred Heart)**

The Homelessness Prevention Program aims to provide funds to keep individuals in stable housing to prevent homelessness. Destination: Home awarded \$3.3 million, including a \$1 million grant from Google for Mountain View and Sunnyvale, to a program administered by Sacred Heart Community Services to distribute funding to the consortium of seven Emergency Assistance Network agencies (including CSA) to provide a pilot program. This grant funding continued through 2019. Ongoing homeless prevention is provided by the County. As shown in the chart below, 653 Mountain View-affiliated residents have been served by homeless prevention programs since June 2017.

### **Rapid Rehousing**

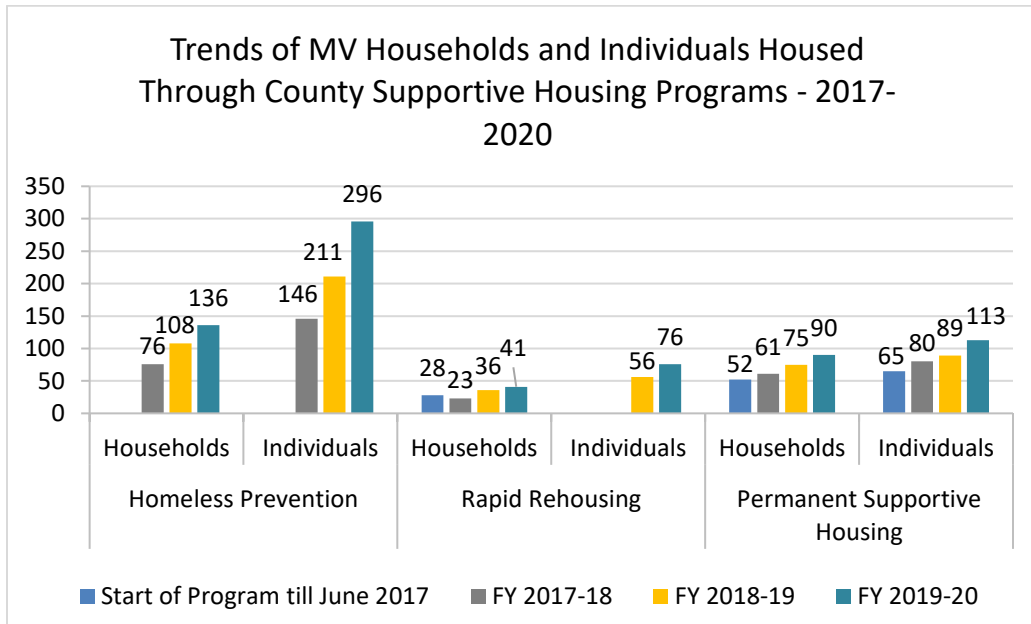
The Rapid Rehousing Program provides short-term financial assistance and support to quickly rehouse homeless households in their own independent permanent housing. The City entered into an agreement with the County in early 2019 to supplement this program with \$100,000 of additional funds to rehouse Mountain View-affiliated households. This one-time City funding continued through 2019. Ongoing Rapid Rehousing is provided by the County. As noted in the following chart, 132 Mountain View-affiliated residents have received Rapid Rehousing services.

### **Permanent Supportive Housing**

Permanent Supportive Housing (PSH) provides longer-term rental assistance, case management, and supportive services to the most vulnerable and chronically homeless individuals and families in the community. PSH is funded by the County and the City, which has provided \$125,000 per year since 2017 through Peninsula Healthcare Connections. This funding continues through June 2021. The chart below shows that 347 Mountain View-affiliated residents have received PSH services.



The chart below summarizes the number of households and individuals housed through these supportive programs for Mountain View-affiliated households and individuals since the start of the program in 2017.



## INTERIM HOUSING

### Project HomeKey

As part of the State’s Project HomeKey program to fund rapid housing for homeless and unstably housed people during the COVID-19 emergency, the City of Mountain View and nonprofit partner LifeMoves, one of the largest providers of interim housing and services for people experiencing homelessness in Silicon Valley, were awarded a State grant of \$12.35 million to purchase a one acre site in Mountain View to rapidly deploy 100 housing units serving up to 144 persons. This innovative program will be the first of its kind in Mountain View, creating a pathway for the feasibility of the program at multiple sites around the Bay Area.

The Council adopted a resolution on August 25, 2020, authorizing the joint application between the City and LifeMoves to the State’s Project HomeKey program. An interdepartmental team composed of staff in the City Manager’s Office, Community

Development, Public Works, and the City Attorney's Office has actively worked with LifeMoves to move this project forward.

The HomeKey project is highly unique because it involves demolition and new construction of modular/ manufactured housing, which is a new residential product type for Mountain View. Most Project HomeKey projects have involved the purchase of existing buildings (such as motels) and making minor tenant improvements to turn them into housing. The highly compressed timeline of Project HomeKey, combined with the unique features mentioned above, have made the project particularly challenging. Substantial staff time and resources have been needed to help the applicant team provide adequate documentation to obtain building permits, in addition to completing the typical staff work of reviewing the project.

The Project HomeKey timeline is fluid, with milestones subject to change pending completion of the building permit process, but the State funding must be expended by December 30, 2020, and the site development and client move-ins are targeted for completion by early 2021.

### **SHELTER SERVICES**

Existing local shelter capacity is approximately 63 persons. The largest program is the County's Cold-Weather Shelter Program for Mountain View and North County, which operates during the winter months. Established in 2018, this shelter was an important expansion of capacity for North County and can serve up to 50 people, including 10 to 15 families and single women.

- A total of 128 households and 174 individuals were enrolled at the HomeFirst – Mountain View nightly shelter during the two winter cycles in Fiscal Years 2018-19 and 2019-20.

In addition, Graduate House is a transitional shelter operated by LifeMoves, with the capacity for five adults; and Quetzal House is a youth shelter, operated by the Bill Wilson Center, with the capacity for eight youths (six for foster youths and two for emergency use for homeless youths).

Available sheltering and safe parking options are not sufficient to meet the homelessness needs in Mountain View. The City and County continue to work together to expand capacity. Countywide increases to the number of shelter beds in response to COVID-19 are described in the section below.

## **SAFE PARKING**

### **Safe Parking Capacity**

The City's Safe Parking program was discussed in detail in the Council report presented on September 9, 2020. The summary below provides a short update.

As planned and implemented by the City over the last three years, five safe parking lots are now open to serve Mountain View participants, and all are operated by MOVE Mountain View (MV). The Safe Parking 24/7 pilot program, in particular, has been a great success. The 24/7 program has provided an average of 59 vehicles and 132 family members per week a safe place to park and access to supportive services, on-site hygiene and medical services, and case management to get back on the path to permanent housing, and more.

With the Council action on September 8, 2020, the City has extended the 24/7 program to run until June 30, 2021, or a month after the Emergency Declaration has ended. Council authorized 25 new spaces in total, with 4 new Safe Parking spaces at the Shoreline Lot, and up to 21 spaces to be used flexibly by MOVE Mountain View for living or commuter parking at the Evelyn Lot according to need.

This brings the total number of safe parking spaces that Mountain View provides to more than 100 (with the actual number of vehicles parked varying, depending on use of the flexible spaces on the Evelyn lot). This increased capacity confirms Mountain View's regional leadership as the City's safe parking lots provide the largest safe parking capacity in the County. MOVE Mountain View maintains a wait list for spaces in the safe parking lots that, as of October, included 14 RVs or other oversized vehicles and 10 cars or vans.

### **Safe Parking Coordination and Contract Administration**

As previously mentioned, when the City began exploring safe parking five years ago, there were no operators interested in running a program in Mountain View. Over time, a local nonprofit, MOVE Mountain View, was established, and the City was instrumental in supporting it, both through contract funding and close coordination with City staff. The City team took the lead role in lot preparations to ensure compliance with our ordinance. As the safe parking program in Mountain View evolved, the City entered into lease agreements with the County to administer safe parking, and they have entered into contracts with MOVE Mountain View to operate the lots. (This is currently the case for

all but the lot on Terra Bella, for which the City has a transitioning contract with MOVE Mountain View.)

City staff continues ongoing contract administration and communications with the County and works with the County and MOVE Mountain View to ensure compliance with the City's ordinance to ensure compliance with the safety requirements, participant preferences and other ordinance provisions enacted by Council. Toward this end, staff convenes a monthly check-in meeting for safe parking operations with the County and MOVE Mountain View and maintains open and frequent communication with the County. Staff also stays in contact with MOVE Mountain View during a biweekly call with homeless services Community-based Organizations (CBOs). Additional staff roles include City administrative items like routine data gathering, reporting, and coordinating special lot needs like the environmental monitors at Shoreline.

The City is not involved in MOVE Mountain View's day-to-day operations, focusing instead on regulatory and policy matters, as is the case with other City contractors/sub-contractors, who are required to operate in accordance with City specifications. For example, this might include following up after an inspection by Fire personnel associated with ordinance compliance and safety concerns, such as biohazard leaks, not maintaining the required 10 foot buffer or accumulating debris.

### **COVID-19 CRISIS RESPONSE**

The City has worked proactively to address the needs of the homeless and residents living in vehicles during the COVID-19 crisis. While there are not sufficient resources to meet the magnitude of the need, the intent is to identify emerging needs as quickly as possible and work closely with the City's collaborators (the County's Office of Supportive Housing, CSA, Hope's Corner, MOVE Mountain View, and others) to develop solutions and provide as much assistance as possible.

### **County Response**

Over the past five months, the County has increased its temporary shelter capacity, including hotel/motel beds and congregate shelters, by an additional 696 beds. As of August 7, there were 2,768 total beds available in Santa Clara County. The County has also expanded its homelessness prevention efforts to cover approximately 4,500 households and has contributed nearly \$13 million. Through the Supportive Housing Programs, the County has assisted 478 households during the period of March through August 6, with 442 households transitioning to permanent housing during the same period.

The County does periodic updates on all programs, that show cities' participation as a part of their Annual Report(s). The most recent report available at this time is as of 2018, and more information can be found at:

<https://www.sccgov.org/sites/yes/tools/interactivemap/Pages/home.aspx>.

The table below from the County shows cold weather shelters, domestic violence shelters, emergency shelters, and interim housing by city. This data was collected in January 2020, so it does not include all of the additions since COVID-19.

	<b>Cold Weather Shelter</b>	<b>Domestic Violence Shelter, Emergency Shelters</b>	<b>Emergency Shelters</b>	<b>Interim Housing</b>	<b>Grand Total</b>
Confidential		24			24
East Palo Alto			5		5
Gilroy	165	18			183
Mountain View	50		8		58
Palo Alto			20		20
San Jose	60		498	172	730
San Martin	8				8
Santa Clara			10		10
South County			4		4
Sunnyvale			125	15	140
Unknown			6		6
<b>Total:</b>	<b>283</b>	<b>42</b>	<b>676</b>	<b>187</b>	<b>1,188</b>

This table from the County shows the data regarding motels used for shelter since COVID-19.

## Current Non-Congregate Shelter Utilization Point in Time Utilization as of 8/21/2020

	Location	Population	Total Leased Rooms	Occupied by Staff	Pending Availability	Available for clients	Occupied Rooms	Available and Vacant
	Santa Clara	COVID+	68	3	0	65	24	41
	Sunnyvale	COVID+	50	1	0	49	22	27
	San Jose	Medical Respite	40	2	0	38	36	2
	San Jose	Vulnerable	40	1	0	39	39	0
	Campbell	Vulnerable	49	1	0	48	45	3
	Gilroy	Vulnerable	65	1	0	64	59	5
	Milpitas	Vulnerable	70	2	0	68	66	2
	Morgan Hill	Vulnerable	65	2	0	63	62	1
	San Jose	Vulnerable	72	1	0	71	69	2
	San Jose	Vulnerable	88	1	0	87	87	0
	Sunnyvale	Vulnerable	56	1	0	55	55	0
	Sunnyvale	Vulnerable	57	1	0	56	55	1
	San Jose	Vulnerable	72	0	0	72	71	1
	San Jose	Families	45	0	16	29	24	5
			<b>837</b>	<b>17</b>	<b>16</b>	<b>804</b>	<b>714</b>	<b>90</b>

Available Capacity Summary	
COVID+	65
Medical Respite	2
Vulnerable	15
Families	5
<b>Total</b>	<b>87</b>

### *Outreach/Communications*

Outreach and communications using all channels is a vital part of the response plan. The City's Police Outreach Team has disseminated information in both English and Spanish directly to individuals and has placed flyers on vehicles believed to be used for housing. This information has also been distributed to community-based providers.

The City's Multilingual Community Outreach Program continues its outreach to, and engagement with, the City's Spanish-, Mandarin-, and Russian-speaking residents to understand concerns and provide frequent updates and referrals to assistance.

For individuals with digital/cellular access, the City has widely communicated the option to get COVID-19 updates by texting "MVCOVID" to 22828, visiting the City's

website at [MountainView.gov/COVID](https://MountainView.gov/COVID), following City Hall on social media through [twitter.mountainview.gov](https://twitter.mountainview.gov), [facebook.mountainview.gov](https://facebook.mountainview.gov), [MountainView.gov/Instagram](https://MountainView.gov/Instagram), and subscribing to [MountainView.gov/YouTube](https://MountainView.gov/YouTube). In addition, a digital map of services, including restrooms, wash stations, WiFi, food services, and medical care, [MountainView.gov/COVIDHomelessServicesMap](https://MountainView.gov/COVIDHomelessServicesMap), is available on the City website.

The Police Outreach Team has distributed approximately:

- 3,000 informational flyers;
- 380 donated hygiene kits;
- 2,780 donated dry food bags; and
- 550 grocery gift cards (\$50).

#### *Local Response Coordination and Support*

The City has continuously collaborated with the local emergency assistance network, nonprofit organizations (CSA, MOVE Mountain View, Hope's Corner, and HomeFirst), and government agencies to combine and leverage resources to help as many people in need as possible with continual sharing of multilingual content and resources. A survey of community-based organizations was conducted in April to identify staffing needs, resulting in the redeployment of City staff to provide assistance with food distribution, translation, and other tasks, including the distribution of masks and shields. Data highlights include:

- Weekly coordination calls through June and an ongoing biweekly call since July;
- Eight rotating City staff redeployed to assist community-based organizations; and
- 14,300 masks and 97 face shields distributed.

#### *Food Voucher/Grocery Store Gift Card Program*

The City also established a temporary grocery store gift card program to address COVID-19 impacts. This is managed by CSA, similar to other programs run by CSA for clients in need of food services who meet certain income requirements and are enrolled in CSA client services and/or safe parking. The program provides gift cards in the amount of \$25 per week (to be used for food only) to assist up to 100 clients. Data highlights show:

- 448 gift cards provided;
- 93 individuals served; and
- 54 households served.

### *Sanitation and Hygiene Plan*

The City and nonprofit provider MOVE Mountain View had already established hand-washing stations, fixed or portable restrooms, drinking water, and garbage service for all safe parking lots in Mountain View. In addition, within 10 days of Shelter-in-Place orders going into effect, the City secured two portable Americans with Disabilities Act (ADA) restrooms and six hand-wash stations and placed them at high-need locations. In April, an additional six portable ADA restrooms and five hand-wash stations were placed across the City. Data highlights are noted below:

- Eight portable restrooms and 11 hand-wash stations are currently available for public use; and
- Seven portable restrooms and hand-wash stations continue to be available at the safe parking lots for safe parking participants.

### *Mobile and/or Fixed Showers*

Due to continued COVID-19 concerns, the showers located at Hope's Corner were temporarily closed as of June, and remain closed at this time. The City was instrumental in securing additional mobile shower services from Dignity on Wheels (DOW) at CSA, which started June 9. The City provided \$15,000 in funding to expand mobile shower services from the existing one 3-hour session per week to two 4-hour sessions per week. Prior to the COVID-19 pandemic, there were approximately 20 to 25 unduplicated clients served on a monthly basis with shower and laundry services. With the increase in services and increased needs, nearly 90 unduplicated clients were served in July. Services provided since the program began in 2017 indicate:

- 199 unduplicated clients served;
- 594 showers provided; and
- 398 laundry loads.



The County and its partners also provide shower services at a number of locations throughout the County. The City and other providers have distributed information about where people can access showers. In addition to the shower options identified above, on June 23, 2020, the County Board of Supervisors approved the expansion of mobile shower services for safe parking programs this fiscal year. This fall, the County will be adding mobile shower services at least two days per week to serve the safe parking sites.

#### *Mobile Medical Unit*

To meet the increased medical needs of the homeless/unstably housed, staff collaborated with the County Public Health Department and their Valley Homeless Healthcare Program team to plan for Mobile Medical Unit (MMU) services in Mountain View. In March, the City Council approved the use of downtown Parking Lot 7, adjacent to Hope's Corner, during the COVID-19 crisis for MMU services one day per week from 7:00 a.m. to 11:00 a.m. An amendment was subsequently made to refine the list of locations serviced by the MMU, providing for: medical van visits for the County-leased safe parking lots on the first (Evelyn lot) and second (Shoreline) Thursdays of every month, from 8:30 a.m. to 11:00 a.m.; MMU visits at downtown Parking Lot 7 every third Thursday of the month from 8:30 a.m. to 11:00 a.m.; MMU visits at Rengstorff Park barbecue area parking lot on the fourth Thursday of every month from 12:30 p.m. to 3:00 p.m.; and backpack/street medicine (not site-specific) program operations when there is a fifth Thursday in the month. Program data shows:

- 40 visits made by the team from April 23 through August 6 and 30 patients served.

#### *City WiFi/Power Banks*

The City has communicated all City-provided WiFi locations in its regular information packet distribution, both via flyer and in the online resource map. Hope's Corner is providing solar cell power banks for laptops and cell phones to the vulnerable population in Mountain View and recharges their devices. The Hope's Corner Program highlights between April and August are below:

- 1,291 power banks and five solar panels distributed; and
- 30 solar cell chargers provided by the County for the safe parking participants.

The City has also been in conversation with the school districts regarding access for homeless students. Children who need to remotely access schoolwork can connect with their district's McKinney Vento liaison to arrange WiFi access.

### *Food Access/Services*

The City approved several modifications to maintain and enhance food services programs. Staff worked with CSA as they shifted the operation of the Senior Nutrition Program at the Senior Center to a drive-up model. The City approved the shift in Hope's Corner's Wednesday lunch and Saturday breakfast services to a drive-through service at downtown Parking Lot 7. Staff also worked with Second Harvest Food Bank (SHFB) to move their Tuesday food distribution to a drive-through model when Shelter-in-Place began. In addition, the City recently added Thursdays for SHFB to have volunteers pick up food from the Senior Center parking lot for delivery to homebound community members instead of the volunteers coming on Tuesdays at the same time as the general public.

The Community Services Department created a multilingual chart of all available food sources, including details of days, times, and organization contact details, and staff regularly updates the online resource map. CSA and Hope's Corner also coordinate meetings of other community food providers to ensure information on services is up to date.

Data highlights about food programs are below:

#### **CSA**

- 875 meals per week on average for the Senior Nutrition Program;
- 55 food bag deliveries per week to clients receiving case management services;
- 420 food bags per week through the food and nutrition center; and
- Food deliveries to homes of confirmed COVID-19 cases.

#### ***Hope's Corner***

- 100 to 150 lunches each Wednesday, and 140 to 200 meals each Saturday;
- 50 to 75 meals for day workers at the Day Worker Center of Mountain View on Saturdays; and
- 100 meals delivered to RV residents at five locations in Mountain View on Wednesdays and Saturdays.

### *Second Harvest Food Bank's Brown Bag Program*

- 17,619 boxes of food distributed since March 17 with a consistent increase in the number of boxes distributed, and with August seeing a 41 percent increase compared to April (the first full month of distributing boxes).

### *Other/Pending Efforts*

Staff has also reviewed other programs like the State Project RoomKey Program for existing hotels. Staff will bring an item to the Council in the near term, seeking authorization for the City's participation in a Countywide isolation and quarantine support program, focused on hotel/motel assistance for COVID response.

### **Future Steps**

The programs discussed in this memorandum are funded for short-term COVID-19 response and the homeless and safe parking programs for this fiscal year. Recommendations for programs and services beyond June 30, 2021 have budget implications and will be considered along with all other budget requests.

KST/HR/6/MGR

613-09-16-20M

- Attachments:
1. Map of Locations with Residents Living in Vehicles
  2. Website Link to Prior Associated Council Reports  
([www.mountainview/homeless](http://www.mountainview/homeless))
  3. Programmatic Data Summary
  4. City Department Data Summary
  5. HRC Subcommittee Report

cc: Santa Clara County Representatives

Community Services Agency

MOVE Mountain View

Alta Housing

Live Nation

Other CBOs

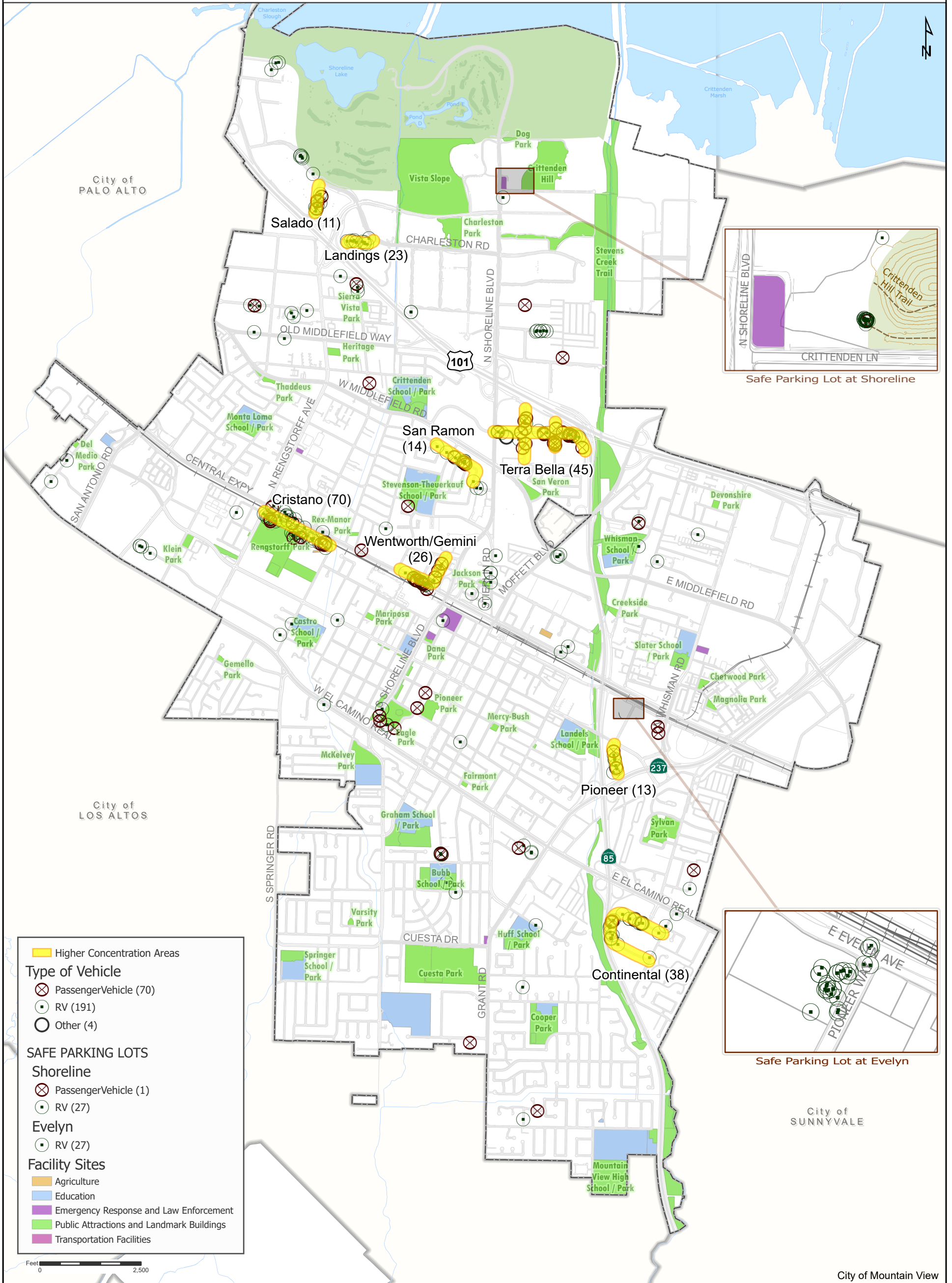
Department Heads, Homeless/Safe Parking Teams, COVID CBO Team, Crisis Communications, Human Relations Commission

# Map of Locations with Residents Living in Vehicles

## Counts conducted July 2020



For information only. The City of Mountain View does not warrant the accuracy of the information contained herein. 2/2019 - Inhabited Vehicle Census/ArGISPro/Inhabited Vehicle Census 202003.aprx [py\_2020\_07\_082520] last saved on 8/31/2020 at 12:59 PM



80 associated vehicles that showed no signs of living, but appear to reflect dual vehicle units were also counted during the street count, and 9 more were counted in the safe parking lots. These passenger vehicles exhibited signs of being associated with the same owner/user of an inhabited RV by parking configuration, etc.

Vehicle count completed when Order of the Health Officer of the County of Santa Clara was in effect. The Police Department has deferred towing of Oversized Vehicles that are in violation of the City's 72-hour parking regulation due to the order recommending people stay in their places of residence and minimize trips and activities outside the home.

**PROGRAMMATIC DATA SUMMARY\***

\* The programs had different start dates, with most beginning on or about April 2017 or with the new Fiscal Year 2017-18.

<b>Homelessness Prevention Program<sup>1</sup></b>				
<i>Destination:Home awarded \$3.3 million to Sacred Heart Community Services for implementing new Homelessness Prevention Programs, which includes the \$1 million grant from Google targeted for Mountain View and Sunnyvale. They lead a consortium of seven Emergency Assistance Network (EAN) agencies (City partner CSA is included) to provide a Homelessness Prevention pilot program. The County also assists individuals Countywide.</i>				
<b>Funding Source</b>	<b>Metric</b>	<b>FY 2017-18 Total</b>	<b>FY 2018-19 Total</b>	<b>FY 2019-20 Total</b>
Google grant (\$1,000,000) via Destination:Home (Sacred Heart Community Services Program)	Households affiliated with Mountain View <sup>2</sup> in program and kept in stable housing.	8	33	51
	Individuals affiliated with Mountain View in program and kept in stable housing.	19	84	146
	Households in County in program and kept in stable housing.	206	696	1,115
	Individuals in County in program and kept in stable housing.	640	2,109	3,475
County-Funded Program	Households affiliated with Mountain View in program and kept in stable housing.	68	75	85
	Individuals affiliated with Mountain View in program and kept in stable housing.	127	127	150
	Households in County in program and kept in stable housing.	439	526	536
	Individuals in County in program and kept in stable housing.	1,017	1,115	1,148

## PROGRAMMATIC DATA SUMMARY\*

\* The programs had different start dates, with most beginning on or about April 2017 or with the new Fiscal Year 2017-18.

<b>Rapid Rehousing Program<sup>1</sup></b>					
<i>Rapid Rehousing provides short-term financial assistance and support to quickly rehouse homeless households in their own independent permanent housing.</i>					
Funding Source	Metric	Data Program Start through June 30, 2017	FY 2017-18 Total	FY 2018-19 Total	FY 2019-20 Total
County-Funded Program	Households affiliated with Mountain View enrolled in the program. <sup>3</sup>	25	40	39	55
	Individuals affiliated with Mountain View enrolled in the program. <sup>3</sup>	-	-	66	83
	Households affiliated with Mountain View households housed through the program.	28	23	30	36
	Individuals affiliated with Mountain View households housed through the program.	-	-	56	59
City-Funded Program <sup>^</sup>	Mountain View households enrolled in the program.	-	-	31	5
	Mountain View individuals enrolled in the program.	-	-	-	17
	Mountain View households housed through the program.	-	-	6	5
	Mountain View individuals housed through the program.	-	-	-	17

<sup>^</sup> The City-funded program was from January to December 2019 with funding of \$100,000.

## PROGRAMMATIC DATA SUMMARY\*

\* The programs had different start dates, with most beginning on or about April 2017 or with the new Fiscal Year 2017-18.

<b>Permanent Supportive Housing<sup>1</sup></b>					
<i>Permanent Supportive Housing provides longer-term rental assistance, case management, and supportive services to the most vulnerable chronically homeless individuals and families in the community.</i>					
Funding Source	Metric	Data Program Start through June 30, 2017	FY 2017-18 Total	FY 2018-19 Total	FY 2019-20 Total
County-Funded Program	Total households in County enrolled (referred with vouchers for housing).	1,475	1,673	1,913	2,214
	Individuals enrolled.	2,064	2,218	2,697	3,085
	Households housed (number of enrolled with a move in date).	1,379	1,460	1,739	2,009
	Individuals housed.	1,942	1,953	2,465	2,808
	Total MV households in County enrolled.	54	59	66	81
	MV individuals enrolled.	59	66	69	93
	MV households housed.	46	50	61	75
	MV individuals housed.	52	58	64	87
City-Funded Program (Peninsula Healthcare Connections, a.k.a. New Directions Case Worker)	Total unduplicated Mountain View-affiliated households enrolled (referred with vouchers for housing).	10	18	17	21
	Individuals enrolled.	17	29	28	33
	Households housed.	6	11	14	15
	Individuals housed.	13	22	25	26

**PROGRAMMATIC DATA SUMMARY\***

\* The programs had different start dates, with most beginning on or about April 2017 or with the new Fiscal Year 2017-18.

<b>CSA Client Metrics from Participation with Outreach</b>				
<i>The CSA Mobile Outreach program links those living in vehicles in Mountain View<sup>4</sup> to services and housing programs. The City partnered with CSA and the County to provide the Mobile Outreach program.</i>				
<b>Metric</b>	<b>Data Program Start April 2017 through June 30, 2017</b>	<b>FY 2017-18 Total</b>	<b>FY 2018-19 Total</b>	<b>FY 2019-20 Total</b>
Client case management appointments.	39	27	223	103
Number of individuals who made some contact (had one-on-one interaction with case manager).	17	50	245	115
Number of individuals who had ongoing engagement with case manager (became clients or were found to be existing clients, were enrolled in Mobile Outreach Program or completed homeless assessment, or were housed).	12	53	223	103
County homeless assessments <sup>5</sup> completed.	1	28	76	99
Number of clients enrolled in the CSA vehicle outreach program.	1	28	48	103



## PROGRAMMATIC DATA SUMMARY\*

\* The programs had different start dates, with most beginning on or about April 2017 or with the new Fiscal Year 2017-18.

<b>Police Community Outreach Metrics</b>			
<i>Mountain View Police Department's Neighborhood Event Services (NES) unit established a Community Outreach Officer position in Fiscal Year 2017-18. In addition to the normal duties of a Police Officer, the Community Outreach Officer acts as a liaison between social service groups and the homeless. The approach of the Community Outreach Officer is to balance compassion with enforcement when problem-solving issues that come up with this vulnerable population.</i>			
<b>Metric</b>	<b>FY 2017-18 Total</b>	<b>FY 2018-19 Total</b>	<b>FY 2019-20 Total</b>
Homeless subjects that have been referred to CSA for assistance.	176	36	29
RVs impounded after numerous warnings or multiple citations (five or more unpaid parking citations or violation of the 72-hour ordinance). <sup>6</sup>	82	54	44
72-hour violation citations.	169	644	522
Homeless individuals or residents living in vehicles that have been arrested (violations include narcotics possession, being under the influence of narcotics, trespassing, and possession of stolen property and various Municipal Code violations).	178	317	192
Arrests made within the homeless population as a whole.	278	384	379
Arrests related to vehicle dwellers.	176	179	268
Arrests related to homeless subjects sleeping on the streets or encampments.	102	205	138
Encampments removed.	45	36	34

**PROGRAMMATIC DATA SUMMARY\***

\* The programs had different start dates, with most beginning on or about April 2017 or with the new Fiscal Year 2017-18.

<b>Safe Parking Operations Data (March - July 2020)<sup>7</sup></b>			
<b>Metric</b>	<b>Crittenden Lot</b>	<b>Evelyn Lot</b>	<b>Faith Lots</b>
<b><i>Lot Operation Start Date</i></b>			
Regular (5:00 p.m. to 9:00 a.m.)	Feb 6, 2020	Mar 15, 2020	July 1, 2018 <sup>#</sup>
24/7	Apr 5, 2020 <sup>8</sup>	Apr 5, 2020 <sup>8</sup>	Apr 15, 2020 <sup>#</sup>
<b><i>Safe Parking Participants</i></b>			
Number of participants on waitlist (vehicle-wise breakdown)	<b>All Lots Combined</b>		
a. For cars/passenger vehicles	7		
b. For oversized vehicles (OVs)	-		
<b><i>Participants</i></b>			
No. of individual participants	8	7	2
No. of (vehicle) household participants	54	59	0
Total number of participants at the lot	62	66	2
No. of Vehicles on the lot			
a. Cars/passenger vehicles	1	1	2
b. OVs	27	28	N/A
<b><i>Participant Preferences<sup>9</sup> (by family, some participants qualify in more than one category)</i></b>	<b>All Lots Combined</b>		
1. Families with students in Mountain View school districts.	13		
a. No. of students in Mountain View school districts.	17		
2. Those who live/work in Mountain View.	61		
3. Seniors.	12		
4. The disabled.	5		
Participants with ADA placard or license plates	2		
No. of participants identifying as renters	6		
Average length of stay of participants (in days)	129		

## PROGRAMMATIC DATA SUMMARY\*

\* The programs had different start dates, with most beginning on or about April 2017 or with the new Fiscal Year 2017-18.

<b>Safe Parking Operations Data (March - July 2020)<sup>7</sup></b>			
<b>Metric</b>	<b>Crittenden Lot</b>	<b>Evelyn Lot</b>	<b>Faith Lots</b>
<i>Demographic Details of Participants</i>			
Safe Parking Enrollments by Age Tier (self-identified):	<b>All Lots Combined</b>		
a. Under 19 years	19		
b. 20 to 34 years	18		
c. 35 to 54 years	37		
d. 55 and above	31		
Safe Parking Enrollments by Race (self-identified):	<b>All Lots Combined</b>		
a. Hispanic/Latino/a	29		
b. White/Caucasian	16		
c. Black/African-American	4		
d. Asian	5		
Safe Parking Enrollments by Gender (self-identified):	Male 34	Female 34	Non-Binary 3
Safe Parking Enrollments by Ethnicity (self-identified):			
a. Hispanic/Latino/a	26		
b. White/Caucasian	6		
c. Asian	2		
Percent of participants who are employed	30 percent <sup>10</sup>		
<i>Safe Parking Exit Destinations</i>	<b>All Lots Combined</b>		
No. of participants who have moved to interim housing	5		
No. of participants who have moved to permanent supportive housing	8		
No. of participants who have moved out of County	2		
No. of participants who have moved to emergency shelter	1		
Other/unknown	11		

## PROGRAMMATIC DATA SUMMARY\*

\* The programs had different start dates, with most beginning on or about April 2017 or with the new Fiscal Year 2017-18.

Safe Parking Operations Data (March – July 2020) <sup>7</sup>			
Metric	Crittenden Lot	Evelyn Lot	Faith Lots
<i>Commuter Vehicles</i>			
No. of participants who have a commuter vehicle	26	23	-
How many participants have more than one commuter vehicle?	6	3	-

# Overnight safe parking program at the Faith lots was established from 7:00 p.m. to 7:00 a.m. since the beginning of operations in accordance with the faith communities' preferences. The lots shifted to 24/7 based on the County's request to all shelters to operate 24/7 while Shelter-in-Place orders are in effect.

<sup>1</sup> Participants may be currently processed in multiple programs and data may be overlapping.

<sup>2</sup> County of Santa Clara program providers define client location by affiliation to include work location, school location, spends most of time in location, lived there prior to homelessness, and Zip code of last address. This is done during the assessment process.

<sup>3</sup> The County and service providers track both enrolled and housed. Enrolled means being registered in the program and pending placement in housing but not yet housed.

<sup>4</sup> Community Services Agency (CSA) defines location by a client self-disclosure that they spend at least 50 percent of their time in Mountain View. This is also done during the assessment process.

<sup>5</sup> County and CSA programs comply with the broad categories of homelessness as defined by Housing and Urban Development (HUD).

<sup>6</sup> 72-hour ordinance suspended during local state of emergency declared by the City over the spread of the COVID-19 virus on March 12, 2020, ratified by City Council on March 17, 2020.

<sup>7</sup> Safe parking data collected for the period March to July 2020. Safe parking operations began on Terra Bella lot week of August 24, 2020.

<sup>8</sup> Council approved 24/7 safe parking operations at all safe parking lots on March 27, 2020 in response to local state of emergency declared by the City over the spread of the COVID-19 virus on March 12, 2020, ratified by City Council on March 17, 2020.

<sup>9</sup> Chart updated to include participant data for participants that exited the program. MOVE-Mountain View has clarified it was inadvertently omitted in the participant data provided for the Council report

<sup>10</sup> The percentage of participants currently employed has been impacted by multiple reasons, including the COVID-19 pandemic.

## CITY DEPARTMENT DATA SUMMARY

Department	Metric	FY 2016-27 Total	FY 2017-18 Total	FY 2018-19 Total	FY 2019-20 Total
Police	Number of complaints related to inhabited cars/RVs or those without an address	1,252	506	740	840
	Number of citations given to inhabited cars/RVs for not moving every 72 hours	328	169	585	536
	Number of cars/RVs towed for not moving every 72 hours and location	4	45	64	25
	Number of complaints from residents in surrounding neighborhoods	118	203	278	37
	Estimated staff hours spent on response or enforcement of inhabited cars/RVs	678	1,674	2,221	1,314
Fire/Environmental Services	Number of medical calls for inhabited cars/RVs or those without an address	131	68	34	56 <sup>1</sup>
	Number of illegal waste dumping incidents related to inhabited cars/RVs	3	4	5	-
	Number of responses to inhabited car/RV spills	5	15	3	-
	Number of citations given for illegal dumping related to inhabited cars/RVs	-	4	4	-
	Number of leaks noted related to inhabited cars/RVs	4	7	3	1
	Number of other issues related to inhabited cars/RVs or those without an address	4	8	7	6
	Estimated staff hours spent on illegal waste incidents related to inhabited cars/RVs	39	46	30	46
Public Works	Number of times special street cleaning was conducted due to RV waste dumping incidents	14	10	17	9
	Number of times wastewater staff responded to RV waste dumping incidents	14	10	11	9
	Number of requests for parking restrictions related to RVs	20	19	21	6
	Estimated staff hours spent on incidents related to inhabited cars/RVs	321	146	186	657 <sup>2</sup>

## CITY DEPARTMENT DATA SUMMARY

Department	Metric	FY 2016-27 Total	FY 2017-18 Total	FY 2018-19 Total	FY 2019-20 Total
Community Services	Number of complaints to CSD staff about inhabited cars/RVs parked along Crisanto Avenue	24	7	4	1
	Number of complaints to CSD staff about inhabited cars/RVs parked around Eagle Park	-	-	2	2
	Number of incidents responded to related to inhabited cars/RVs	226	1	4	1 <sup>3</sup>
	Number of observations by rangers of inhabited car/RV activity	-	-	5	-
	Estimated staff hours for extra clean-up of Rengstorff Park due to inhabited cars/RVs	322	181	281	282
City Manager's Office	Number of complaints from residents in surrounding neighborhoods	54	101	35	37
	Estimated staff hours spent on homelessness project	1,440	1,344	1,536	1,572
	Estimated staff hours spent on complaints related to inhabited cars/RVs	40	51	18	22
Community Development	Estimated staff hours spent on issues related to homeless residents	59	42	72	58
<b>Total Incidents</b>		<b>2,201</b>	<b>1,177</b>	<b>1,822</b>	<b>1,566</b>
<b>Total Staff Hours Spent*</b>		<b>2,898</b>	<b>3,484</b>	<b>3,574</b>	<b>3,950</b>

\* For Fiscal Year 2019-20, number of hours reported by some departments until December 2019 or March 2020. Annual hours calculated based on average monthly hours. COVID-19 from March 2020 to June 2020.

<sup>1</sup> During the early response to the increased number of dumping incidents, a typical call-out would be Police (PD), Wastewater, and Fire/Environmental Services (FEPD). FEPD was involved in coordinating with Wastewater, collecting information for reporting, and with some enforcement. As these incidents became more routine, PD took on the enforcement aspect and worked directly with Wastewater. The hours for Fiscal Year 2019-20 FEPD responses were for other calls, mostly medical.

<sup>2</sup> Public Works staff hours for Fiscal Year 2019-20 were significantly higher than previous years as it includes time spent on reviewing bike lanes and identifying narrow streets.

<sup>3</sup> Community Services (CSD) staff have noted that park users no longer issue complaints directly to CSD. In any incident when Police or Fire/Environmental Services staff responds to a complaint or issue, CSD does not track those hours or incidents as they are counted by either Police or Fire/Environmental Services.

## HRC SUBCOMMITTEE REPORT

7 September 2020

Dear Mayor Abe-Koga and Members of the City Council, and hard working staff members Kimberly Thomas, Harsha Ramchandani, Christina Gilmore, and Audrey Seymour Ramberg:

The Human Relations Commission's subcommittee on safe parking is pleased to share a summary of our actions and achievements.

### **Introduction**

The Council requested that the Human Relations Commission form a subcommittee to work with the City on its safe parking initiative, which also included interfacing with a resident-defined task force, starting in late 2019. One of the core asks was to provide a "more human" touch on messaging, and to present the City's current policies in a positive light to a range of stakeholders. Another ask was to identify safe parking lots.

With the COVID crisis, some of our work had to be pushed out in March, due to safety issues meeting people face to face, and staff constraints.

### **Summary of Achievements**

- Increased positive visibility of City's achievements and progress in setting up safe parking, among hundreds of people, including businesses large and small, concerned residents, regional collaboration partners, the County and more.
- Gained often unexpected and very useful feedback from the community about concerns, which were used in new messaging, and in making sure the right services were deployed at lots.
- Identified dozens of lots which are being investigated.
- Interfaced early and throughout the process with Supervisor Joe Simitian's staff, which helped them gain insight to build their program.
- Received extensive, and sometimes very public, praise for our work, which is a real positive for the City.

## **Our Actions**

### *Leading the Community Task Force*

We originally planned to be the City liaison to the task force, headed up by Mountain View Coalition for Sustainable Planning, ensuring flow of official information. We quickly wound up helping lead the task force.

### *Improving Collateral*

One of our original roles was to provide a more “human” touch to messaging. We provided extensive editorial support to the City’s initial safe parking guidelines, application, FAQ and other documentation, and as asked, providing a “kinder, gentler” tone to the wording.

### *Outreach with the City at VTA & Other Events*

Late last year, the entire subcommittee spent a Friday afternoon talking to about two dozen businesses around the VTA lot, in what was intended as a simple invitation to an upcoming open house. In our efforts, we gained unexpected and extremely valuable community feedback

### *Lot Identification*

Independently of the task force, we have identified to date dozens of potential safe parking sites, and in the process, gained valuable community feedback and raised awareness of safe parking programs. Lot identification is a work in progress. We have our own spreadsheet, shared with the task force, city staff and county staff, that tracks lots we have identified via various methods. Since this is “high touch” in person work, it’s been curtailed by COVID, especially during full shelter in place.

We also reached out to some previously contacted lot owners, such as Google, and this is ongoing work.

### *Attending Community Meetings*

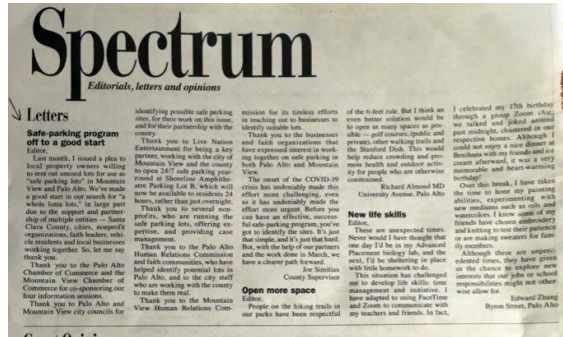
We have built connections, and raised the profile of Mountain View’s safe parking program, by attending many public meetings.



Praise for our work

We are honored to elevate Mountain View, and the HRC, in the region.

- Palo Alto Weekly, 17 April, Supervisor Joe Simitian “Thank you to the Mountain View Human Relations Commission for its tireless efforts in reaching out to businesses to identify suitable lots.”



In Service,

IdaRose Sylvester, HRC Chair  
 Annette Lin, HRC Safe Parking Subcommittee  
 Fernando Romero, HRC Safe Parking Subcommittee