

EXTERNAL PUBLIC SERVICES HIGHLIGHTS

<p>Core City Plans</p>	<ul style="list-style-type: none"> • <i>Quality of Life Standards in General Plan</i> (identifies strategies for maintaining quality of life) • <i>General Plan Action Items</i> (indicate how the City will implement the General Plan policies) • <i>Council Goals</i> • <i>Annual Budget Process</i> (analyzes economic trends, forecasts revenues, and monitors expenditures and balances for the current fiscal year as well as future fiscal years) • <i>10-Year Financial Forecast</i> (outlines long-term financial trends and future fiscal challenges and opportunities) • <i>Capital Improvement Plan</i> (prioritizes projects and provides a multi-year funding structure and plan) • <i>Revenue Measures</i>
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PUBLIC SERVICES BY DEPARTMENT follows.

Public Services by Department

<i>Department</i>	<i>Mission Statement</i>	<i>Core Functions</i>	<i>Service Level Metrics</i>	<i>Specialized Plans</i>
Public Works	To provide high-quality, cost-effective services that ensure that the design, construction, maintenance, and operation of public infrastructure, facilities, and services are responsive to the needs of residents, businesses, and other City departments.	<ul style="list-style-type: none"> • Transportation Management • Property Management • Solid Waste • Construction Engineering • Capital Projects • Traffic Engineering • Land Development • Facilities Maintenance • Fleet Services • Engineering and Environmental Compliance • Utilities Management • Utility Systems • Water Operations • Water Distribution • Wastewater • Streets Maintenance • Landfill Maintenance 	<ul style="list-style-type: none"> • Pounds of disposed waste per person per day • Percent of construction projects completed with less than 10% time increase over original contract award • Percentage of times the low bid is within 25% of Engineer's Estimate (for Capital Improvement Projects) • Percent of time all tentative maps, private development applications, and building plans are reviewed within standard review time • Pavement Condition Index for asphalt • Percent of Facilities and Fleet work orders completed in less than 30 days • Percent of time frontline fleet units are available • Number of feet of sewer mains cleaned • Total number of sanitary sewer overflows • Total number of water main breaks 	<ul style="list-style-type: none"> • Storm Drain Master Plan • Zero Waste Plan • Water Master Plan • Sanitary Sewer Master Plan • Bicycle Transportation Plan • Pedestrian Master Plan • Urban Water Management Plan • CEQA Infrastructure Studies • Transportation and Transit Studies • Other Master Plans •

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Fire Department	To save lives and property, protect the environment, and minimize the risk of fire and natural disasters by translating service requests into action and investing in education, training, and prevention.	<ul style="list-style-type: none"> • Fire Suppression Operations • Fire Suppression Training/Safety/EMS • Office of Emergency Services • Environmental Safety • Fire and Building Safety 	<ul style="list-style-type: none"> • Percent of time first-in fire engine arrives on a structure fire scene within six minutes of dispatch • Percent of time the second due fire engine arrives on a structure fire scene within eight minutes of dispatch • Percent of emergency medical Code 3 calls where responding unit arrived within six minutes of dispatch • For all structure fires, 60 seconds turn-out, 4 minutes for the first engine company to arrive, and 8 minutes for the complete full first-alarm assignment • For all EMS calls, 60 seconds turn-out time and 6 minutes, 59 seconds for the first ALS apparatus to arrive • Percent of plans checked within 15 working days of receipt by Fire and Environmental Protection Division • Number of inspections conducted by Environmental Safety Section 	

<i>Department</i>	<i>Mission Statement</i>	<i>Core Functions</i>	<i>Service Level Metrics</i>	<i>Specialized Plans</i>
Police Department	To keep Mountain View safe and tackles crime through quality policing that secures the trust and support of the people it serves and protects.	<ul style="list-style-type: none"> • K9/Field Operations Teams 1 and 4 • Traffic/Field Operations Teams 2 and 3 • FTO Program/Field Operations Teams 5-8 • Investigative Services • Crime Suppression Unit • Person Crimes • Youth Services • Cyber and Financial Crimes Unit • Personnel/Training • Property and Evidence • Neighborhood and Event Services • Public Safety Management and Fiscal Services • Emergency Communications • Public Safety Systems • Records/Court Liaison • Crime Analysis 	<ul style="list-style-type: none"> • Sustain a violent and a property crime rate below the rate most recently reported by the California Department of Justice for Santa Clara County • Sustain a fatal and injury traffic collision rate that is below the rate most recently reported by the California Highway Patrol for Santa Clara County • Maintain an average response time (dispatch to on-scene) of 5 minutes or less to emergency (Priority 0) calls for service • Continue an opt-in growth of 20% per year across digital media platforms • Sustain a violent and property crime clearance rate above the rate most recently reported by the California Department of Justice for Santa Clara County • Answer incoming calls to 9-1-1 within 9 seconds • Dispatch emergency (Priority 0) and urgent (Priority 1) calls in less than two minutes 	<ul style="list-style-type: none"> • Police Department Strategic Plan

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Community Development	To provide land use, building development, neighborhood protection, economic development, and environmental policy services.	<ul style="list-style-type: none"> • Planning • Economic Development • Neighborhood Preservation • Community Stabilization and Fair Rent Act • Building Inspection 	<ul style="list-style-type: none"> • Percentage of on-time response rates by Project Coordinating Committee members • Number of contacts with businesses interested in relocation or expanding in Mountain View • Percent of Federally funded contracts carried out in compliance with City and Federal requirements • Percent of time where City provides 24-hour building inspection response for those inspection requests received by 3:00 p.m. on weekdays • Percent of time that City meets five-day turnaround plan check for all Fast Track submittals that meet building inspection criteria 	<ul style="list-style-type: none"> • Precise Plans • General Plan and Amendments • California Environmental Quality Act • Housing Policies

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Community Services	To create community through people, parks, and programs; provide recreational experiences; promote health and wellness; foster human development: protect environmental and open space resources; strengthen security and safety; support economic growth; facilitate community problem solving; and strengthen community image and sense of place.	<ul style="list-style-type: none"> • Performing Arts Marketing Services • Performing Arts Business and Operations • Ticket Services • Rengstorff House and Volunteers • Shoreline Wildlife Preservation • Shoreline Golf Links Supervision • Forestry and Heritage Trees • Roadway and City Landscaping, Castro Street/Civic Center and Pest Management Program • South Neighborhood Parks, Cuesta Park, Irrigation and Construction, MVSP Maintenance • North Neighborhood Parks, Rengstorff Park, Turf Management, WSC Maintenance • Shoreline Maintenance • Senior Programs and Special Events • Youth Development (Preschool, Elementary, Teens) • Aquatics, Sports, Gyms, Deer Hollow Farm 	<ul style="list-style-type: none"> • Number of open space acres per 1,000/population • Number of use days and performances for the MVCPA • Percent of MVCPA clients surveyed who rate their experience as “very good” or “outstanding” • Percent of patrons surveyed who say they enjoyed their experience at the MVCPA • Number of Rengstorff House rentals • Number of paid rounds of golf, tournament rounds, and memberships at Shoreline Golf Links • Average maintenance cost per park acre (not including Shoreline) • Average water consumption per park acre • Percentage of Recreation class registrations online (net, not including golf, tennis, drop-in, or lap swim) • Number of participants registered in Recreation classes • Number of facility rental bookings • Barbecue rentals 	<ul style="list-style-type: none"> • Parks and Open Space Plan • Community Tree Master Plan • Recreation Master Plan

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Community Services (Continued)		<ul style="list-style-type: none"> • Contract Classes, Volunteers, Front Desk, Marketing/ Sponsorships • Recreation Facilities 	<ul style="list-style-type: none"> • Annual Citywide volunteer hours • Number of Lap Swim participants • Number of participants in contract classes • Number of attendees participating at teen programs and events • Number of permits issued for special events and activities • Number of meals served through the Senior Center Nutrition Program • Number of summer camp participants • Number of preschool participants 	

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Library Services	Our library is for everyone. We are a free resource helping our community connect, create, and learn.	<ul style="list-style-type: none"> • Adult and Virtual Services • Support and Customer Services • Children’s and Teen Services • Mobile Library Services 	<ul style="list-style-type: none"> • Number of visits to the Library • Total circulation • Number of items circulated per capita • Questions answered per capita • Total attendees at Library programs • Satisfaction rate for Library programs • Percent of circulation that is customer self-check • Percent of materials returned at automated returns • Average number of calendar days between receipt of new item and availability to check out • New book and media items processed • Number of public computer sessions in the Library 	<ul style="list-style-type: none"> • Library Policies