



Operating Budget Study Session

April 26, 2017



Agenda

- Budget Background
- Revenues and Expenditures
- Department Presentations
- Position Changes
- Five Year Forecast
- Key Reserves
- Revenue Growth Opportunities
- Questions/Answers



Purpose of the Study Session

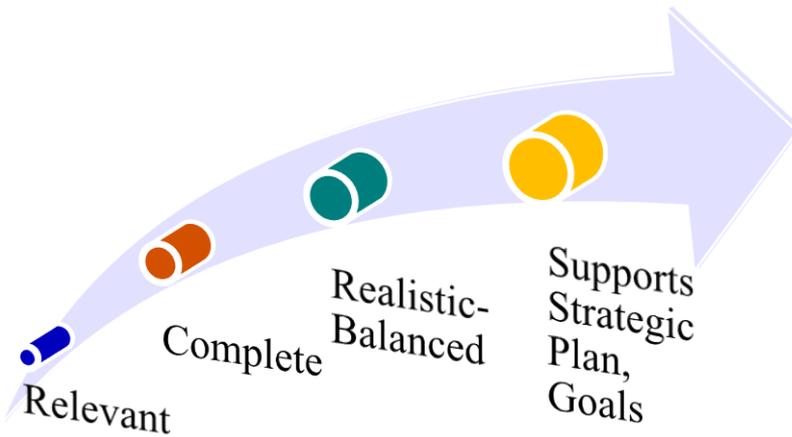
- The study session is an opportunity for staff to receive feedback and direction from City Council before finalizing the budget at the budget hearing in May.
- Draft budget preparation is a collaborative effort.



Community Vision

Milpitas will preserve its close-knit community and rich cultural diversity as it moves with innovation into the future by supporting sustainable growth and development, ensuring public safety, enhancing the environment and natural landscape, and nurturing family and community connections.

Elements of a Good Fiscal Process



Superior Customer Service

- Develop the knowledge and skills, and secure the resources and tools to provide superior services to the community
- Be innovative and open to change
- Seek out efficiencies and streamlining efforts
- Stay current and adopt best practices

Open Communication

- Listen openly and speak candidly when interacting with others
- Promote two-way communication at all levels of the organization, between management and staff, across departments, and with the community
- Ensure that employees are informed and have access to important information



Trust & Respect

- Be honest, ethical, and transparent when dealing with others
- Take responsibility and be accountable for your actions
- Establish expectations and adhere to standards of conduct for yourself and others

Integrity & Accountability

- Treat everyone fairly
- Foster mutual respect at all levels of the organization
- Embrace diverse views and experiences



Recognition & Celebration

- Acknowledge contributions
- Celebrate accomplishments
- Make Milpitas an enjoyable and fun place to work
- Show support and care for all employees



Budget Themes

- Balanced General Fund
- Reserves maintained
- Focus remains on Core Services
- Labor contracts & projections included
- Department specific budget overview



Core Services

- City Council of at least five members
- Administration
- City Clerk
- Public Safety
- Planning & Building
- Finance



What is an Operating Budget?

- Allocates general fund revenue and expenditure for the operation of the City to provide legally required and discretionary services
- Used to set forth the City's estimates of resources available to fund services that are consistent with the City's goals
- Mandated by law to have an adopted annual operating budget by June 30, 2017



How does the Community Benefit?

- Ensures City's ability to deliver municipal services for the health, safety, and general welfare of the community
- Keeps Milpitas a safe, clean, and beautiful City
- Invests in people, community, and infrastructure



Reasons for Operating Budget

1. **Transparency:** Shows community what services are planned
2. **Planning:** Forecasts and coordinates long term needs
3. **Coordination:** Outreach and implement
4. **Sustainability:** Continuity, reliability, and dependability of services
5. **Funding Framework:** Provides for identification of proper funding
6. **Efficiency:** Manages resources for service delivery
7. **Maintain high credit ratings:** Leads to cost savings for the City
8. **Required By Law:** Adopting a budget is required by law
9. **Fiduciary Responsibility:** Local governing body responsibility



Fiscal Realities

- Increased Wages and Pension rates
- SJ/SC Waste Water Treatment Plant O&M Costs
- Staff recruitment, retention, and succession planning
- Unfunded Pension Long Term Liability
- Unfunded Post Retirement Health Long Term Liability



New Fiscal Year Budget Process

Dec

- Internal Staff Kick-Off Meeting

Jan-Apr

- Review Internal/ External Services
- Balance Needs with Resources
- Evaluate Performance Measures

April

- Public Input (throughout the year)
- Council Direction/Feedback
- Tentative Community Meeting

May

- Fee Updates- No general fund fee increase this year
- Community meeting May 10th
- Adoption

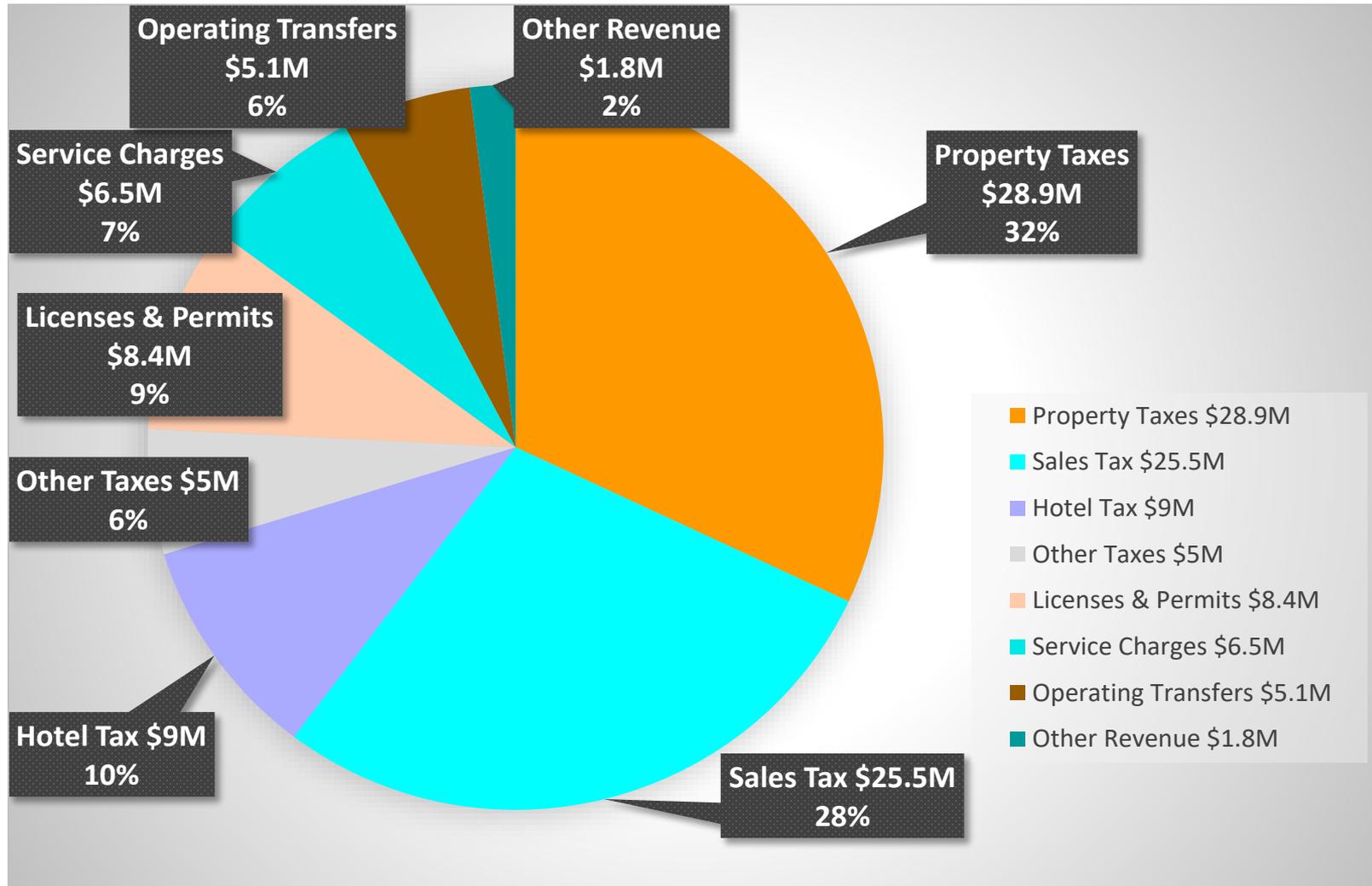


Draft General Fund Summary FY 2017-2018

Estimated Revenues		\$90,182,000
Estimated Expenditures		\$90,068,000
Personnel	73,786,000	
Non-Personnel	16,282,000	
Revenue over Expenditures		\$114,000

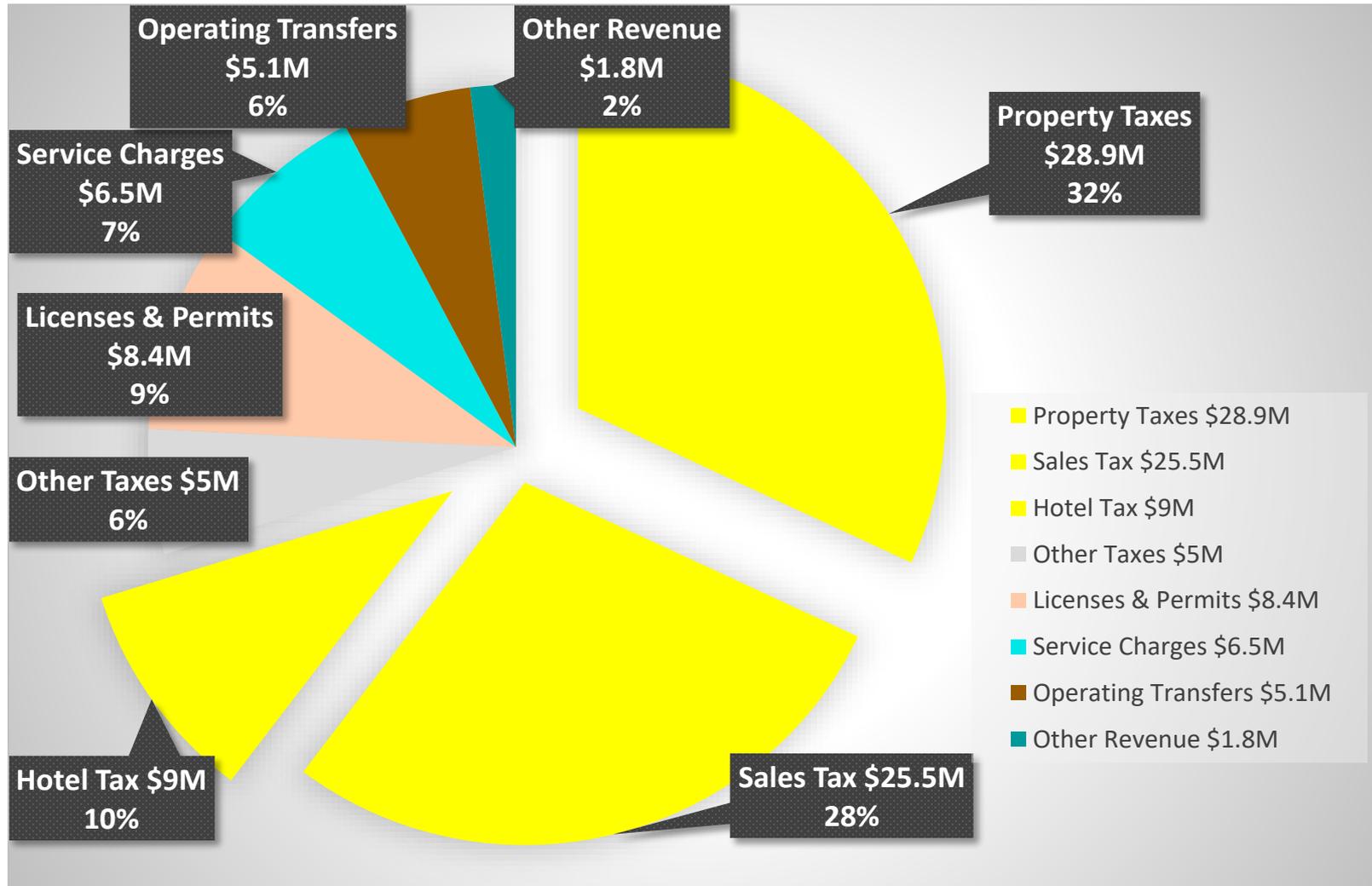


General Fund Revenue





General Fund Revenue

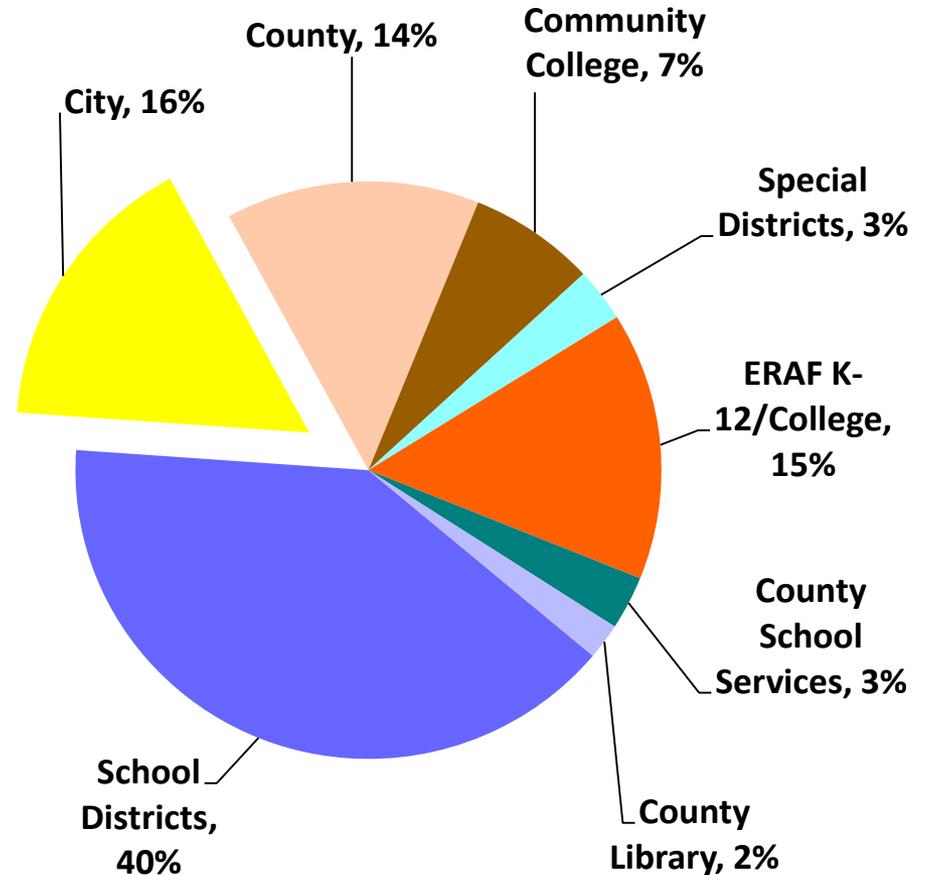




Allocation of 1% Base Levy

City Receives 16% of 1% Property Tax

1% base property tax for a home with assessed value of \$500K:	
Assessed value	1% Tax
\$500K	\$5K
Homeowner exemption	
(\$7K)	(\$70)
Net Property Tax	\$4,930
City's Share at 16%	\$789



Additional Property Tax Assessments Above Base

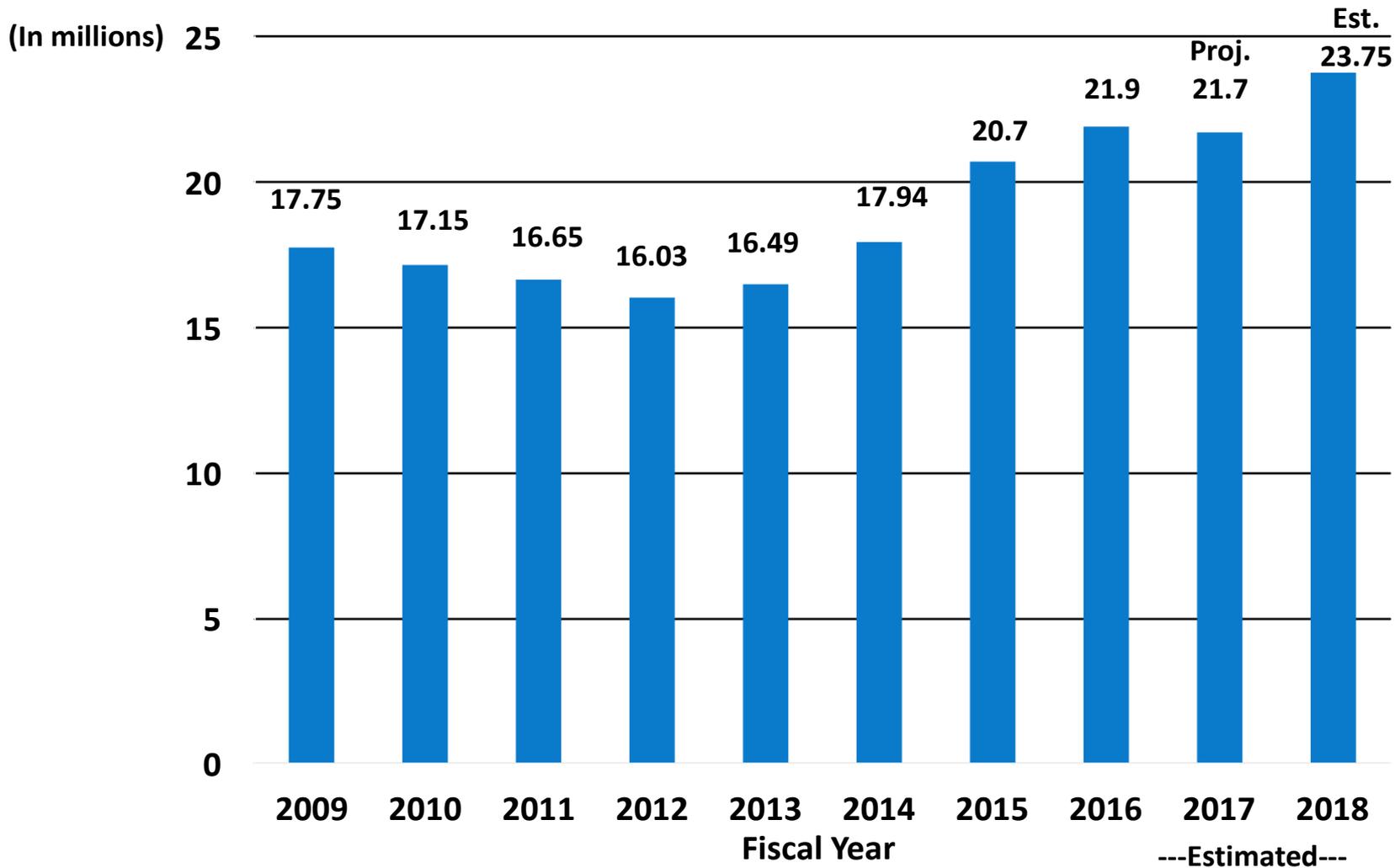


Taxing Agency	Rate
1% Base Levy	1.0000%
Unified School District	0.0503%
County Retirement Levy	0.0388%
County Library	0.0024%
Community College	0.0231%
2008 County Hospital	0.0086%
SCVWD	0.0086%
City of Milpitas	None
Total Assessed Value Rate	1.1318%

Taxing Agency-Special Assessment Taxes	Amount
MUSD Parcel Tax	\$84.00
SCVWD	\$82.08
Vector Control/Mosquito Assmt	\$13.44
Library	\$33.66
SCVOSA Measure Q / Dist. 1	\$36.00
City of Milpitas	None
Total Special Assessment Taxes	\$249.18



Property Tax Revenue Trends





Sales Tax Rate - Comparisons

City	Rate
Hayward	9.75%
Union City	9.75%
Fremont	9.25%
East Palo Alto	9.25%
San Jose	9.25%
Campbell	9.25%
Sunnyvale	9.00%
Mountain View	9.00%
Milpitas	9.00%

Except for San Jose and Campbell, all other Santa Clara County cities have sales tax rate of 9%.

Sales Tax Rate Breakdown

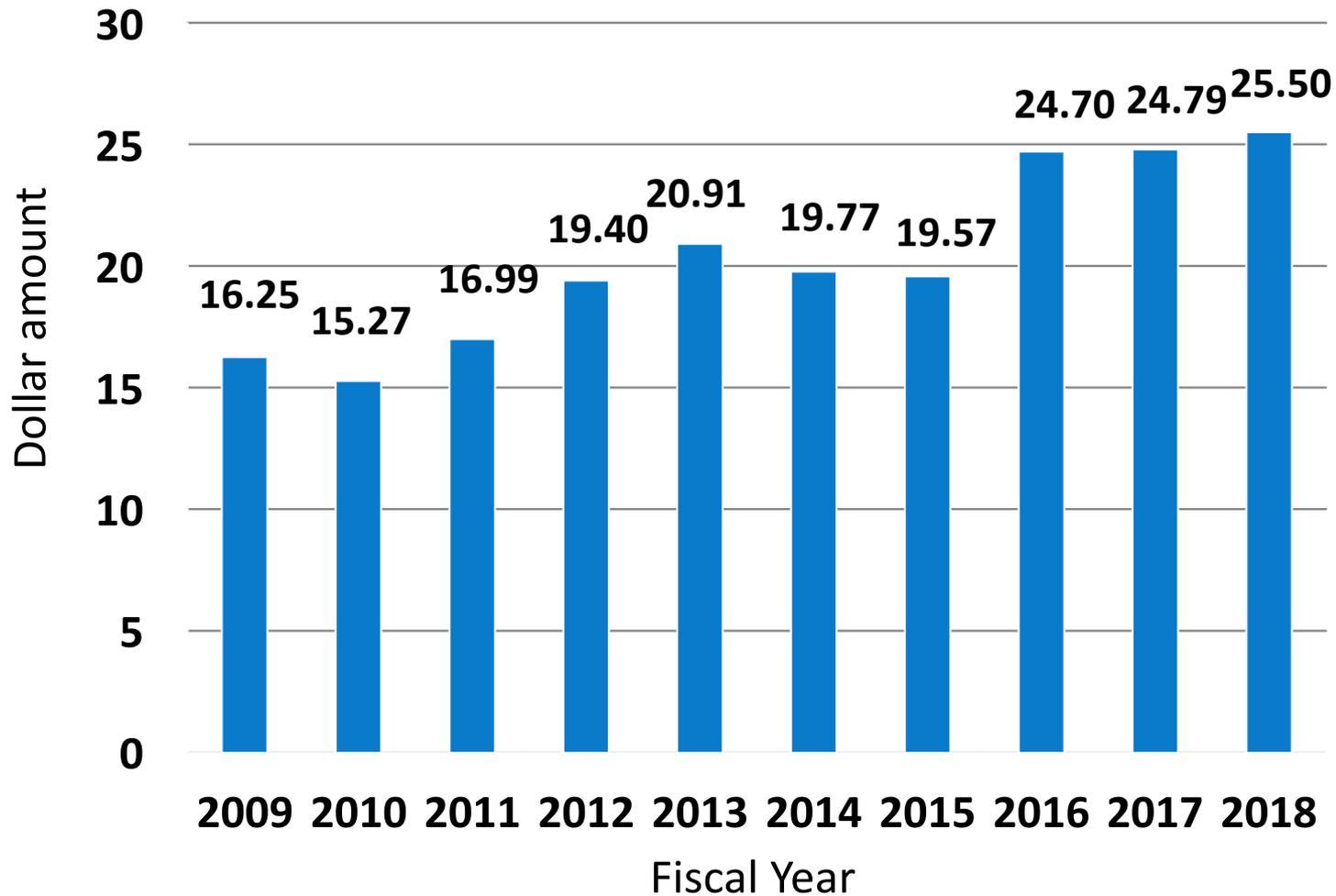


Jurisdiction	Percentage
Statewide Sales and Use Tax	7.25%
State of California	6.00%
City - Milpitas	1.00%
County Transportation Fund	0.25%
Special District Taxes	1.75%
SCCT (County Transit) 1976	0.50%
SCVT (Valley Transportation) 2006	0.50%
SVTB (VTA BART) 2012	0.125%
SCCR (Retail Transaction) 2013	0.125%
SVTS (Transportation) 2017	0.50%
TOTAL	9.00%



Sales Tax Trends

(In millions)





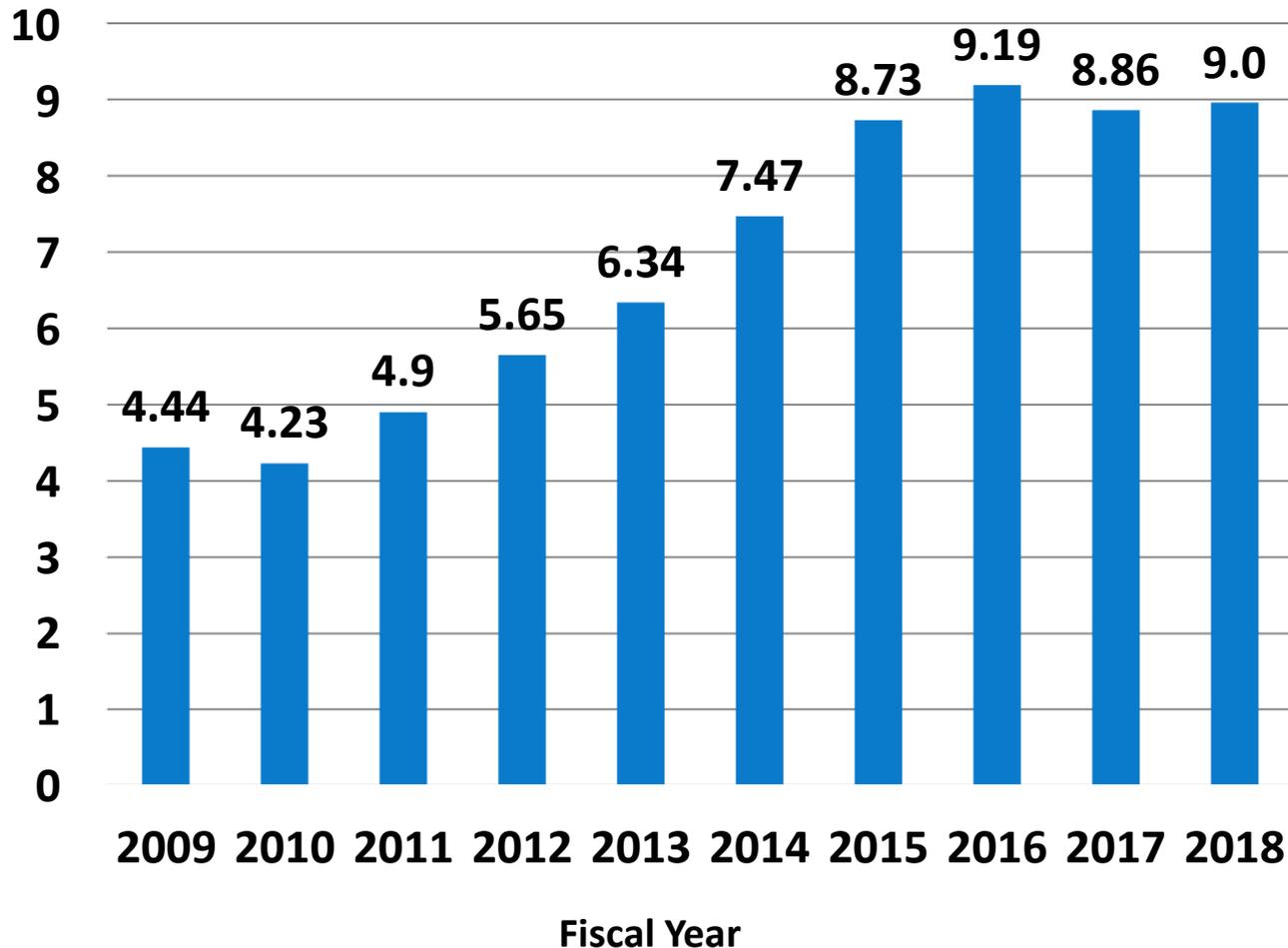
Hotel Tax Comparison

City	Rate
Palo Alto	14.0%
Cupertino	12.0%
Santa Clara	11.5%
Sunnyvale	10.5%
San Jose	10.0%
Fremont	10.0%
Mountain View	10.0%
Milpitas	10.0%



Hotel Tax Trends

(In millions)



Proposed General Fund Expenditures

(in thousands)



Service Areas	17-18	Percentage
Building and Safety	4,744	5.27%
City Attorney	735	0.82%
City Clerk	546	0.61%
City Council	428	0.47%
City Manager	721	0.80%
Economic Development	683	0.76%
Engineering	3,147	3.49%
Finance	3,058	3.40%
Fire	20,173	22.40%
Human Resources	1,428	1.59%
Information Services	2,637	2.93%
Non-Departmental	7,034	7.81%
Planning	2,862	3.18%
Police	30,785	34.18%
Public Works	6,425	7.13%
Recreation	4,662	5.18%
TOTAL	90,068	100%

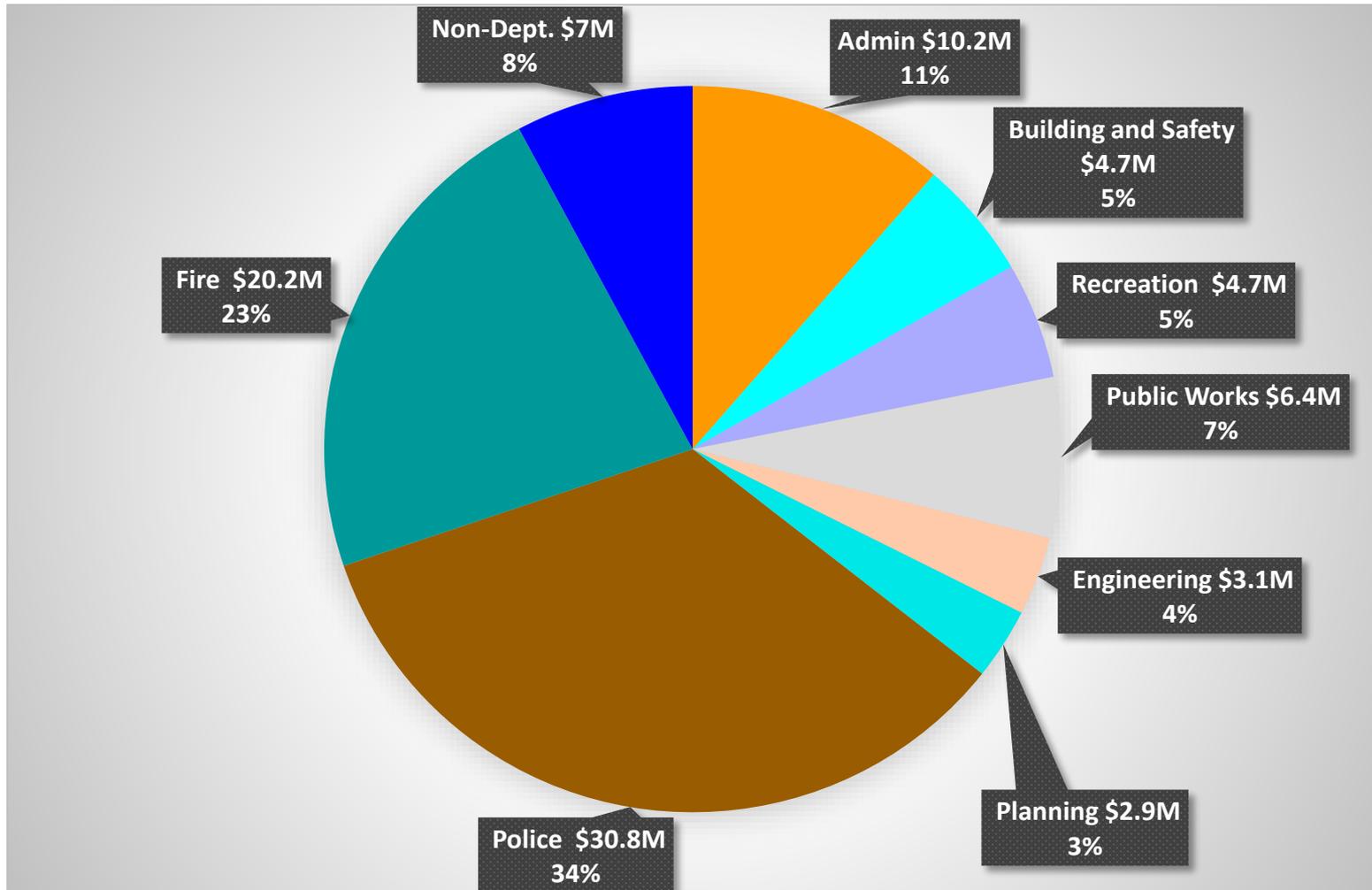
Proposed General Fund Expenditures Allocation

(in thousands)

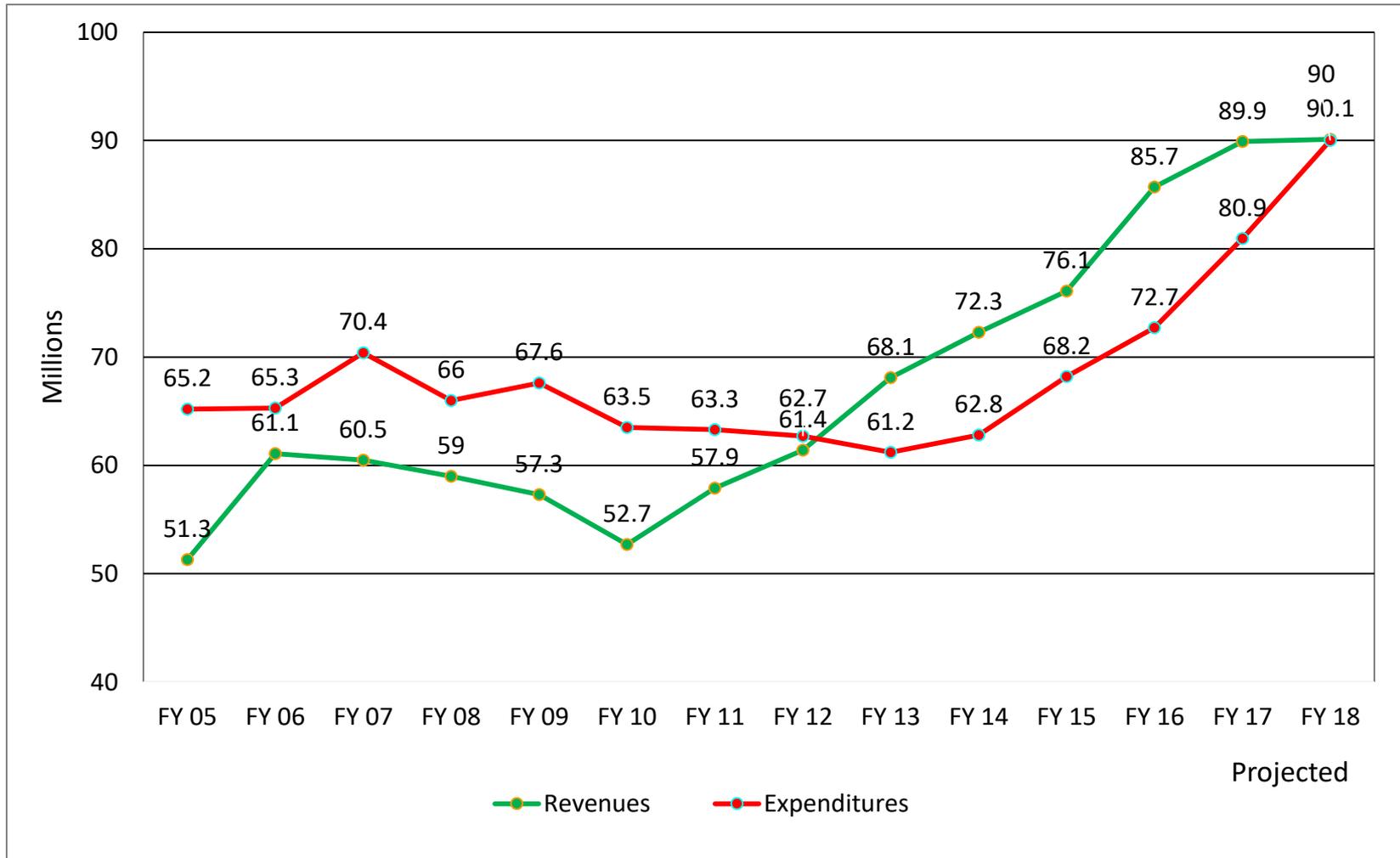


Service Areas	13-14	14-15	15-16	16-17	17-18
Building and Safety	4.19%	4.03%	4.41%	4.27%	5.27%
City Attorney	1.09%	1.36%	1.35%	0.89%	0.82%
City Clerk	0.52%	0.61%	0.51%	0.73%	0.61%
City Council	0.37%	0.36%	0.37%	0.36%	0.47%
City Manager	1.07%	1.97%	1.52%	1.28%	0.80%
Economic Dev.	N/A	N/A	N/A	N/A	0.76%
Engineering	2.53%	2.77%	3.05%	3.57%	3.49%
Finance	3.14%	3.08%	3.04%	2.99%	3.40%
Fire	23.05%	21.45%	22.19%	21.67%	22.40%
Human Resources	1.40%	1.38%	1.35%	1.49%	1.59%
Information Services	3.29%	3.05%	3.14%	2.85%	2.93%
Non-Departmental	9.88%	9.73%	8.57%	9.77%	7.81%
Planning	2.63%	2.81%	3.05%	3.28%	3.18%
Police	34.15%	35.13%	35.13%	33.97%	34.18%
Public Works	7.57%	7.36%	7.25%	7.46%	7.13%
Recreation	5.11%	4.92%	5.08%	4.96%	5.18%
TOTAL	100%	100%	100%	100%	100%

General Fund Expenditures



Historical General Fund Revenues and Expenditures before RDA Transfers





How We Eliminated \$12 Million Deficit - Background

Contribution from all employee groups including City Council

City Council: eliminated medical benefits & 10% compensation reduction

Police: Furlough, equivalent to 7% wage concession

Fire: 7% employer PERS contribution and eliminate 3% salary increase

Unrepresented: 7% employer PERS contribution

MEA: 16% base salary reduction

ProTech and Mid-Mgmt: 15.4% and 14.8% employer PERS contribution, respectively

Other cost cutting initiatives taken:

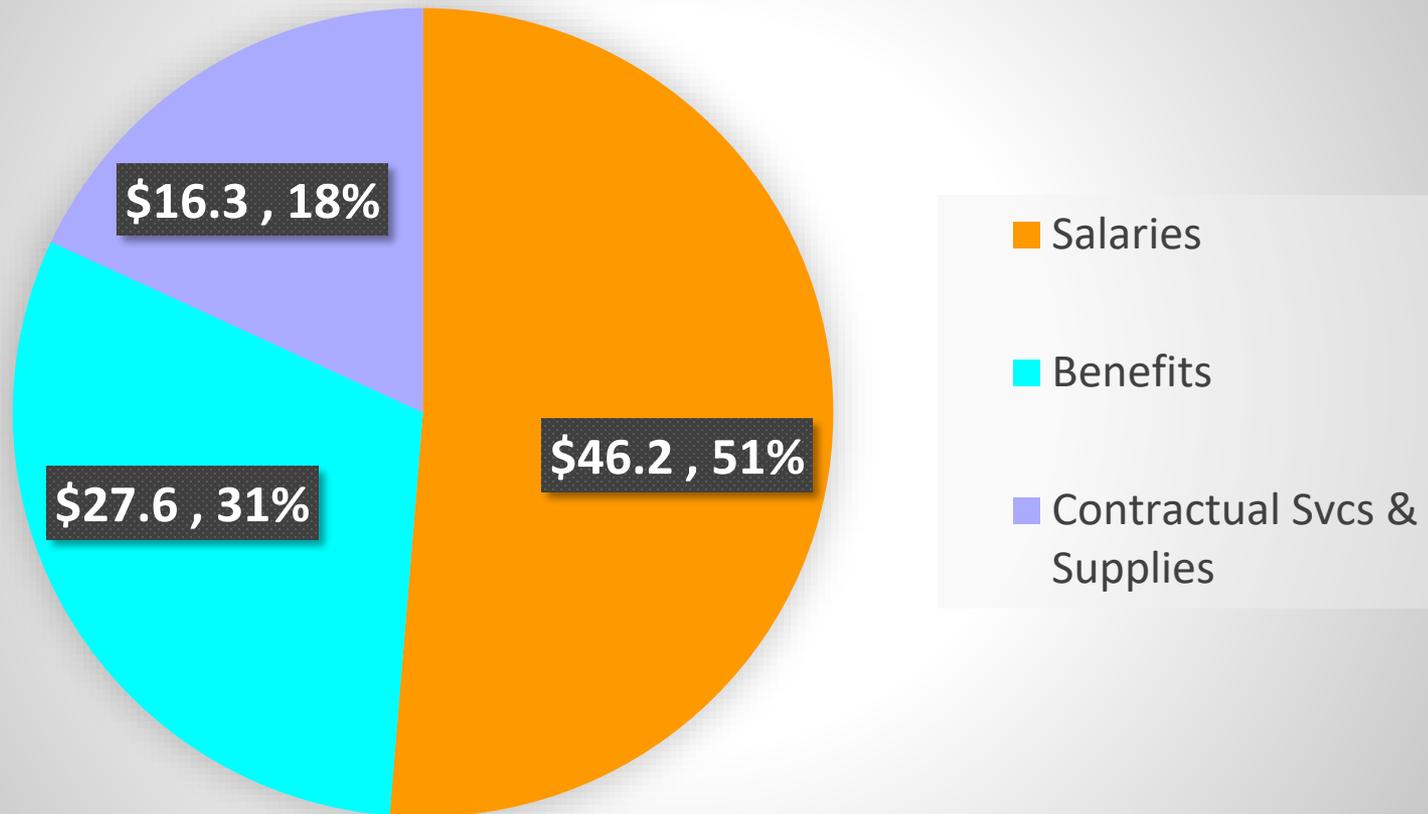
Control Fire Dept. overtime by browning out 1 Fire engine when allocated overtime is exceeded

Eliminated approx. 69 funded positions – attritions, layoffs and outsource Park and Tree & Landscape Maintenance

Contract maintenance work continues to save \$1.2 million annually

General Fund Expenditures

(millions)





General Fund Non-Personnel Expenditures by Type

Type	Amount
Community Promotions, Grants & Loans	95,240
Equipment Replacement Amortization	2,276,633
Supplies	1,436,211
Services	7,520,382
Utilities	2,846,261
Memberships & Dues	146,625
Training	520,662
Liability & Other	1,429,731
Total	16,271,745



Capital Outlay

Department	Requests
Police	1 Ford F150 3 SUV's
Building	1 Vehicle
Fire	1 Trailer



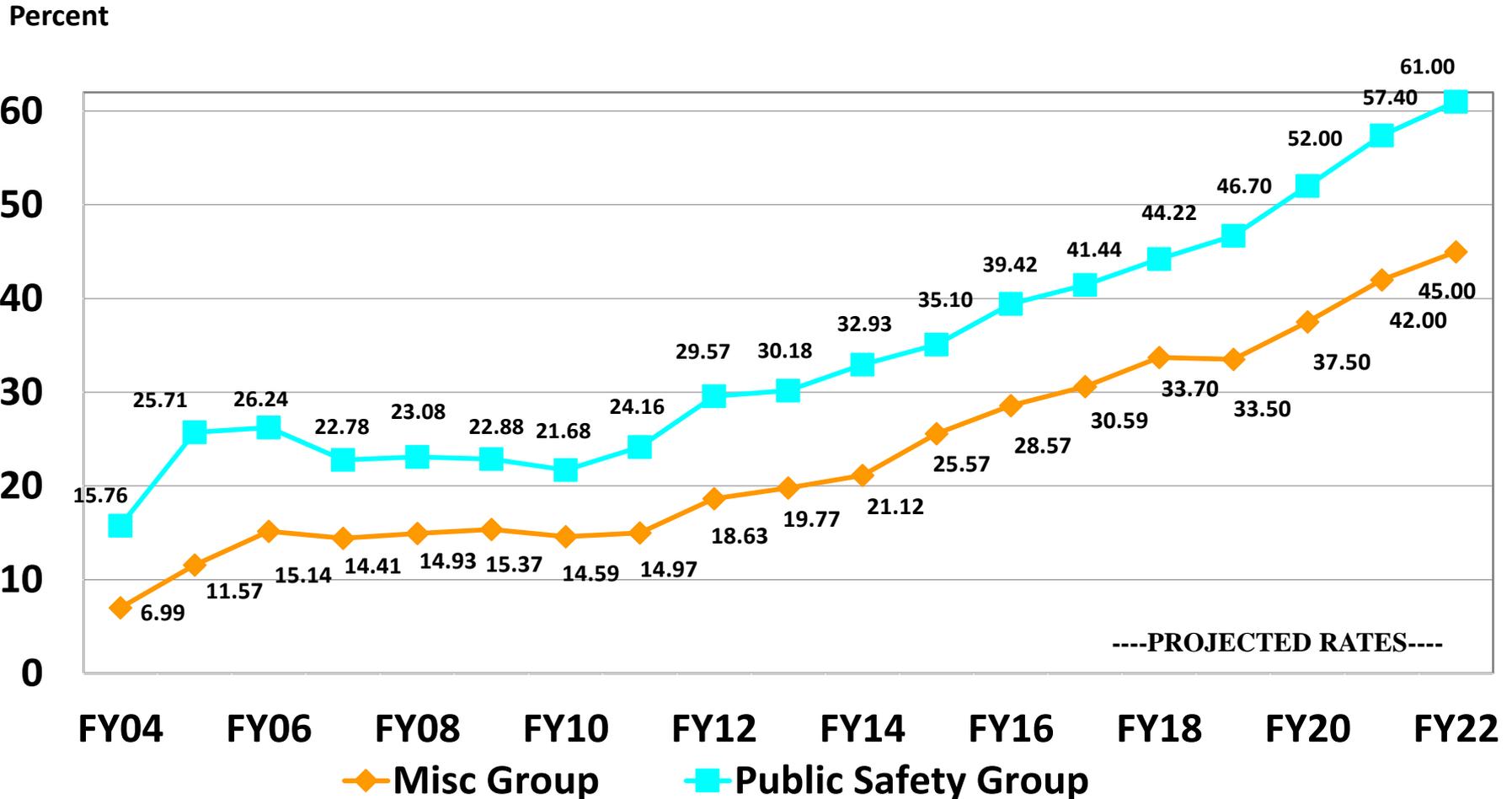
Total Compensation %s

Union/Group	Base Salary (in thousands)	Benefits * (in thousands)	Total Comp	% of Benefits to Base Salary
Fire	7,556	6,665	14,221	88%
MEA	3,955	3,364	7,319	85%
MPOA	13,260	13,163	26,423	99%
ProTech	6,810	4,846	11,656	71%
Mid-Mgmt	4,446	2,985	7,431	67%
Unrep - Misc	3,569	2,038	5,607	57%
Unrep - Safety	2,318	1,687	4,005	73%
Total	41,915	34,748	76,662	83%

- **Chart excludes temporary, elected, and appointed employees**



PERS Contribution Rates





Draft Water Fund Summary

FY 2017-2018

Charges for Services	\$29,900,000
Bond Proceeds	25,000,000
Other Revenue	<u>1,962,479</u>
Total Revenues	<u>\$56,862,479</u>
Personnel Services & Other Expenses	\$6,306,655
Purchase Water	17,500,000
Capital Improvement & Debt Service	16,696,700
Reimbursement to General Fund	<u>\$2,594,000</u>
Total Expenses	<u>\$43,097,355</u>
Net Reserve for CIP	<u>\$13,765,124</u>



Draft Sewer Fund Summary

FY 2017-2018

Charges for Services	\$16,800,000
Other Revenue	<u>1,395,000</u>
Total Revenues	<u>\$18,195,000</u>
Personnel Services & Other Expenses	\$4,687,892
Treatment Plant O&M	6,117,165
Capital Improvement & Debt Service	12,695,200
Reimbursement to General Fund	<u>1,685,000</u>
Total Expenses	<u>\$25,185,257</u>
Use of Reserve	<u>\$(6,990,257)</u>

Department Presentations



City of Milpitas Information Services Department



Information Services



- Promote strategic automation planning
- Coordinate system procurement and implementation
- Manage technology projects to fulfill customer-defined functional requirements
- Develop and maintain the City's technical architecture and infrastructure

2017 – 2018 Work Plan Highlights

- Servers Virtualization (Ease of Management, System Recovery, Cost Savings)
- Provide Security Training Awareness to staff
- Continue to enhance delivery of Service Availability 24x7x365
- Continue to implement Disaster Recovery (DR) for systems and data
- Continue to review and implement Systems and Processes to improve employee productivity

Information Services Accomplishments



- Completed Replacement of IVR(Interactive Voice Response) System for Scheduling Building Inspection
- Completed Deployment of Mobile Devices for Building and Public Works
- Worked with Public Works and Police Departments to Deploy New MCT(Mobile Computer Terminal) in Police Vehicle = 28 MCTs
- Completed CAD (Computer Aided Dispatch) System Upgrade
- Provided Offsite and Online Training classes



Information Services Goals



- Collaborate with Police Department to RMS(Complete Records Management) System Upgrade
- Complete CAD(Computer Aided Dispatch) System upgrade
- Complete Citywide Network Upgrade
- Security ID System Replacement at City Hall.
- Complete CAD project with the City of Campbell



Information Services Performance Measures



Servers/Network Availability/Uptime

Measures	Actual 2014-2015	Actual 2015-2016	Projected 2016-2017
Network Uptime	99.99%	99.99%	99.99%
Servers Uptime	99.99%	99.99%	99.99%
Website Uptime	99.9%	100%	99.9%
Website Visitors	NA	1,272,784	1,436,573

Help Desk Tickets/Meetings

Measures	Fiscal 2014-2015	Fiscal 2015-2016	Fiscal 2016-2017
# of Tickets	4865	3891	3514
# of Council/ Planning Meetings	47	52	43

Other Measures

Measures	What is being Measured	Results
Customer Survey	95% with 4 or better (Max. 5)	Met
Open Tickets	5% or fewer tickets Open at End of Month	Met
Projects	# of Projects Completed	43
Tickets Resolution	60% of Tickets Resolved in 24 Hour	Met
Web Requests	99% Completed Same Day	Met
After Hours On-Call Response	Response in 30 Minutes or Less	Met
		41

Information Services



<i>(Thousands)</i>	FY 16-17 <u>Approved</u>	FY 17-18 <u>Proposed</u>	% <u>Change</u>
Personnel	\$ 1,846	\$ 2,025	10%
Services & Supplies	\$1,177	\$ 1,144	-3%
Capital Outlay	<u>\$ 157</u>	<u>\$ 157</u>	<u>0%</u>
Total	\$ 3,180	\$ 3,327	5%

Full Time Employees: 10
Proposed Change: +0
 Temporary/Seasonals: 1.5
Proposed Change: +0

City of Milpitas Department of Financial Services



Department of Financial Services



Finance provides a key service role to all departments and manages the City's financial operations in accordance with industry standards and established fiscal policies.

- Coordinates the preparation of the Annual Operating Budget that includes projection of revenues and expenditures, organizing and publication of the adopted budget document
- Prepares the Annual Financial Report in accordance with Generally Accepted Accounting Principles and pronouncements of the Governmental Accounting Standards Board
- Prepares and maintains accurate financial records including grants, capital projects, enterprise funds, governmental funds, and fixed assets.
- Collects and records all City revenues including property tax, sales tax, various service fees, utility payments, business licenses, franchise fees and transient occupancy taxes, among others
- Processes all the payments for goods and services timely and accurately
- Issues payroll checks and benefits payments bi-weekly

Department of Financial Services



2017 – 2018 Work Plan Highlights

- Assess Department’s financial system needs/reporting
- Review, streamline, and update Finance related SOPs, policies and practices.
- Develop training manual for department regarding purchasing, contracts, invoices, budget, and payroll
- Continue the Automated Water Meter replacement project to provide real time consumption amounts to consumers
- Work towards receiving awards for “Distinguished Budget Presentation”, “Excellence in Financial Reporting” and “Excellence in Procurement”

Department of Financial Services Accomplishments



- Received awards for “Distinguished Budget Presentation” and “Excellence in Financial reporting” for 17 and 24 years, respectively
- Implemented new budget publishing software which streamlined departmental data entry
- Implemented “OpenGov” reporting tool to internal departments for easier access to financial information
- Implemented the Beacon software which will allow automated water meter readings



2016-2017 Budget & Financial Plan

ADOPTED BUDGET



Future BART Station



Recreation Center Pool



Bob McGuire Park



Recreation Center Field

City of Milpitas
CALIFORNIA

Department of Financial Services Goals



- Identify electronic timesheet solution
- Identify and implement a new budget prep system
- Develop training manual for department regarding purchasing, contracts, invoices, budget, and payroll
- Assess Department's financial system needs/reporting
- Review, streamline, and update Finance related SOPs, policies and practices.

Comprehensive Annual Financial Report

For the Fiscal Year Ended June 30, 2016

Midtown Development Projects

Centria

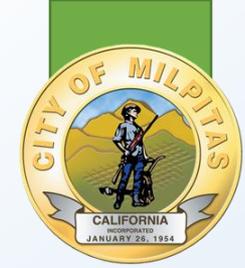
Terra Serena Luna

Milpitas Library

North Main Street

City of Milpitas
CALIFORNIA

Department of Financial Services Performance Measures



Measure	FY 2015-2016 Actual	FY 2016-2017 Projected	FY 2017-2018 Estimated
Average turn around time for A/P Invoices	5 business days	5 business days	5 business days
Average turn around time for purchase requisitions	10 business days	10 business days	5 business days
Consecutive years in receiving “Distinguished Budget Presentation” award	16	17	18
Consecutive years in receiving “Excellence in Financial Reporting” award	23	24	25
Process Accounts Payable Invoices	20,186	21,500	22,900
Payroll checks issued	12,395	12,400	12,900
Utility Bills issued	88,947	93,000	95,000
Revenue payments processed	38,857	39,000	39,000
Business license certificates issued	5,678	5,800	5,900

Department of Financial Services



<i>(Thousands)</i>	FY 16-17 <u>Approved</u>	FY 17-18 <u>Proposed</u>	% <u>Change</u>
Personnel	\$ 3,390	\$ 3,921	16%
Services & Supplies	\$454	\$468	3%
Capital Outlay	\$ <u>30</u>	\$ <u>30</u>	<u>0%</u>
Total	\$ 3,875	\$ 4,420	14%

Full Time Employees: 23.5
Proposed Change: +1
 Temporary/Seasonals: 3
Proposed Change: 0

City of Milpitas Economic Development Department



Economic Development



Economic Development Department promotes economic well-being and quality of life in the City of Milpitas by creating, retaining and expanding jobs that facilitate growth, and provide a stable tax base. Economic Development programs and activities include strategies that retain and recruit businesses, workforce development, revitalization, land-use, marketing & branding, and real estate economics.

2017 – 2018 Work Plan Highlights

- Continue business recruitment and retention and outreach programs
- Support workforce development by organizing the first annual Manufacturing Day
- Support small businesses by hosting the first annual seminar(s) for small businesses
- Facilitate development projects that generate property tax and sales tax revenues
- Conduct studies that enhance and sustain the City's economic vitality
- Recruitment of key businesses including a grocery store in the TASP area
- Branding and marketing of the City and the Transit Area

Economic Development Accomplishments



- Facilitate development of seven projects.
- Received two awards from the most prestigious international economic development organization (IEDC).
- Recruitment of three hotels including Virgin Hotel with net gain of 545 new rooms and millions of dollars in annual basis to the General Fund.
- Reduction in commercial vacancies.
- Workforce Development and partnerships with MUSD.
- Minimum wage increase and ban on outdoor dining smoking ordinances.
- Marketing and branding by development of a tag line, brochure, website, and e-newsletter.
- International outreach by making 9 presentations to international delegates and businesses, translation of marketing materials to Chinese.



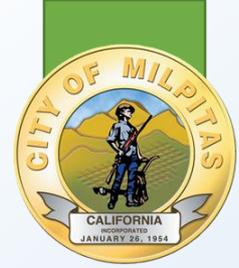
Economic Development Goals



- Continue business recruitment and retention and outreach programs
- Promoting Milpitas-based manufacturing companies in order to retain and recruit companies and jobs
- Support workforce development
- Support small businesses
- Facilitate development projects that generate property tax and sales tax revenue
- Conduct studies that enhance and sustain the City's economic vitality.
- Recruitment of key businesses such as a grocery store in the TASP area
- Branding and marketing of the City and the Transit Area
- Partnership with MUSD and Evergreen Valley College



Economic Development Performance Measures



Policies and Fiscal Impacts

	Fiscal 2015-2016 Actual	Fiscal 2016-2017 Projected	Fiscal 2017-2018 Estimates
Policies and Programs	0	2	3
Customer service survey	n/a	n/a	90%

Measure	FY 2016-2017 Projected	FY 2017-2018 Estimated
International Marketing/ Presentations	9	9
Regional Marketing/ Presentations	38	45
Local Business Marketing/ Presentations	28	30
Business Marketing top Employers/ Tax Generators	2	10
Business Outreach by mail/e-mail	3,500	7,000
		54

Economic Development



<i>(Thousands)</i>	FY 16-17	FY 17-18	%
	<u>Approved</u>	<u>Proposed</u>	<u>Change</u>
Personnel	\$ 0	\$ 489	100%
Services & Supplies	<u>\$ 0</u>	<u>\$ 194</u>	<u>100%</u>
Total	\$ 0	\$ 683	100%

Current Full Time Employees: 2
Proposed Change: 0
 Current Temporary/Seasonals: 0
Proposed Change: +1

City of Milpitas Human Resources



Human Resources Department



The Milpitas Human Resources Department is committed to providing excellent customer service through:

- Recruitment
- Benefits administration
- Workers' Compensation
- Labor Relations
- Employee Relations
- Training and Development



Human Resources Department



2017 – 2018 Work Plan Highlights

- Enhance citywide training program to support strategic plan values.
- Review, streamline, and update Human Resources policies and practices.
- Automate Human Resources delivery of information.
- Increase City's recruitment efforts and social media presence.
- Encourage participation in City-wide recognition events.



Human Resources Department Accomplishments



- Delivered or hosted 46 different training events for employees; conducted Harassment Prevention Policy and Anti-Discrimination/ Harassment Training for all City employees.
- Created Benefits Open Enrollment website with links to benefit forms.
- Hosted 14 special events or recognition events for employees.
- Successfully completed 49 recruitments. Conducted 32 new full-time and 36 new temporary employee orientations.
- Updated Performance Appraisal Report forms.
- Negotiated successor MOU's for two bargaining units.



Human Resources Department Goals



- Continue to offer training classes and webinars that support employee interests, provide education of City benefits, and enhance the Strategic Plan Values.
- Continue to host city-wide employee recognition events to acknowledge contributions of staff.
- Host quarterly new employee Meet and Greet breakfasts to introduce new employees to the City of Milpitas.
- Update Human Resources policies and practices based on changes to law and best practices.
- Automate tracking of training, performance appraisals, and interview scoring.
- Prepare Milpitas recruitment videos for difficult to recruit positions.



Human Resources Department Performance Measures



Performance Measures

Measure	FY 2015-2016 Actual	FY 2016-2017 Projected	FY 2017-2018 Estimated
Average time to fill vacancy	90 days	70 days	75 days
Recruitments Completed within Established Timelines	N/A	90%	90%
HR Customer Satisfaction Surveys Satisfied/Very Satisfied	80%	81%	85%
Training Surveys Good/Excellent	N/A	86%	85%

Performance Metrics

	FY 2016-2017 YTD
Recruitments Opened	49
New Employee Orientation Sessions Conducted	67
Special Events Held	14
Personnel Action Forms Processed	1,411
Training Programs Offered or Delivered	46

Human Resources Department



<i>(Thousands)</i>	FY 16-17 <u>Approved</u>	FY 17-18 <u>Proposed</u>	% <u>Change</u>
Personnel	\$ 739	\$ 922	25%
Services & Supplies	<u>\$ 474</u>	<u>\$ 506</u>	<u>7%</u>
Total	\$ 1,213	\$ 1,428	18%

Full Time Employees: 4
Proposed Change: +1
 Temporary Employees: 0.75
Proposed Change: -0.75



City of Milpitas Planning and Neighborhood Services



Planning and Neighborhood Svcs.



The Planning and Neighborhood Services Department provides community services in the following areas:

- Land use and development analysis
- Project management
- Long-range policy planning
- Customer service, planning counter service and consultations
- Housing, affordable housing services, and CDBG administration
- Code enforcement (neighborhood aesthetics, graffiti removal, shopping cart retrieval, illegal signage, animal complaints)
- Administration, policy analysis
- Community engagement
- Staffing of the Planning Commission, Community Advisory Commission, and Library Commission

Planning and Neighborhood Svcs.



2017 – 2018 Work Plan Highlights

- Continue update of the General Plan
- Initiate update of the Mid-town Specific Plan
- Complete the 2017-2022 Housing Consolidated Plan
- Support Affordable Housing Creation and Retention
- Improve Development Review Process
- Encourage and support staff training
- Initiate Zoning Ordinance updates
- Enhance development quality

Planning and Neighborhood Svcs. Accomplishments



- Initiated General Plan Update - 3 Visioning Workshops Conducted, GPAC Formed, Draft Existing Conditions Report completed
- Improved Development Process and Training for Staff
- Updated Tree Ordinance
- Processed 30 cases through the Planning Commission
- Initiated the 2017-2022 Housing Consolidated Plan
- Initiated and Participated in County-wide Nexus Fee study
- Continued Monitoring of TASP Build-out
- Initiated Development Review Handbook to Improve Customer Service



Planning and Neighborhood Svcs. Goals



- Provide Staff Development and Cross-training
- Initiate Mid-town Specific Plan Update
- Finalize Development Review Handbook
- Support Affordable Housing Creation and Retention
- Initiate Transit Area Specific Plan Update
- Maintain the General Plan Update schedule
- Enhance Code Compliance Functions
- Initiate City Gateway Tree Planting Plan



Planning and Neighborhood Svcs. Performance Measures



Planning Division and Neighborhood Services

Measures	Actual 2014-2015	Actual 2015-2016	Projected 2016-2017
Discretionary Permits (180 days)	70%	70%	80%
Administrative Permits (90 days)	82%	90%	90%
Planning contacts	3,496	3,200	3,600
Persons served by CDBG	3,584	2,400	3,942
Neighborhood Preservation Contacts	725	755	800
# of Abandoned Vehicles abated	160	110	90
Graffiti Violations (30 days)	n/a	n/a	85%
Code Compliance Cases (30 days)	n/a	n/a	90%

Planning and Neighborhood Svcs.



<i>(Thousands)</i>	FY 16-17 <u>Approved</u>	FY 17-18 <u>Proposed</u>	% <u>Change</u>
Personnel	\$ 1,928	\$ 2,652	38%
Services & Supplies	<u>\$ 1,729</u>	<u>\$ 1,212</u>	<u>-30%</u>
Total	\$ 3,657	\$ 3,865	6%

Full Time Employees: 14

Proposed Change: +0

Temporary: 3

Proposed Change: -2



City of Milpitas Public Works Department



Public Works Department

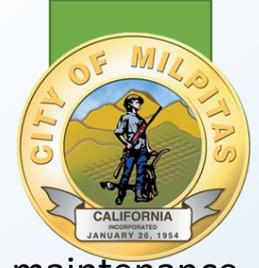


Milpitas Public Works Department operates and maintains the City's infrastructure. The Public Works department has eight sections which provide essential services through customer inquiries, operation and maintenance and emergency repair for 486 miles of utility pipeline, 138 miles of roadway infrastructure, 15,445 trees, 21 public buildings, over 170 acres of parkland, and 610 units in the fleet maintenance inventory. Eight Functions of the department include:

- Public Works Administration
- Utility Operations and Maintenance
- Utilities Engineering
- Streets Maintenance
- Trees and Landscaping
- Parks Maintenance
- Facilities Maintenance
- Fleet Maintenance



Public Works Department



2017 – 2018 Work Plan Highlights

- Effectively integrate previously outsourced maintenance services to enhance maintenance activities for streets, trees, and landscaping
- Enhance capability to perform condition assessment and repair of sanitary sewer infrastructure throughout the City
- Initiate New Pavement/Pothole Program: Hot patch method to repair potholes and rehabilitate roadways throughout the City
- Complete Citywide Assessment of Urban Forest and implement plan for tree restoration and rehabilitation
- Merge utility infrastructure planning, financial management and operations to derive more effective use of resources
- Continue to deliver essential services while meeting regulatory compliance requirements throughout the department
- Community Outreach Program enhanced through additional publications and events related to public infrastructure
- Provide ongoing safety, technical, and professional training to employees to develop the knowledge and skills to deliver superior customer service

Public Works Department Accomplishments



- Streamlined contracting process: California Uniform Public Construction Cost Accounting Act (CUPCCAA)
- Centralized Customer Services Requests Citywide through the use of milpitasworks@ci.milpitas.ca.gov
- Deployed technology upgrades and training for mobile computerized maintenance management/customer service requests via handheld devices
- Completed significant backlog of sidewalk repairs, approximately 5,700 square feet
- Minimized public impact and infrastructure damage from storm season through proper planning, preventative maintenance and response
- Completed two drought response ordinances related to the Emergency Statewide Drought and associated community outreach
- Procured and retrofitted two response trailers for Public Works Maintenance Response



Public Works Department Goals



- Increase regularly scheduled preventative streetscape maintenance to biweekly with in-house resources
- Reduce staff time spent repairing pavement failures by 25% through the utilization of a specialized asphalt repair truck equipped with GPS-based telematics system
- Complete Citywide Tree Assessment to effectively plan for long-term tree rehabilitation and replacement beginning in FY 2017-18
- Utilize new mobile truck and camera technology to assess 30 miles of sanitary sewer pipeline annually in order to prioritize replacement and rehabilitation
- Roll out and fully deploy water meter service software for customer use including water service interruption and updates
- Complete emergency backup power for the City's care and shelter facility



Public Works Department Performance Measures



Activity / Program	FY 2016-2017 Projected	FY 2017-2018 Estimated
Customer Service Calls	18,000	20,000
Work Orders Issued	2800	3000
Work Orders Completed (%)	99.4%	100%
CUPCCAA Contracts Executed	8 contracts	16 contracts
Total Contract Amounts	\$236k	\$500k
Sidewalk Repair Completed (%) (Square Footage)	204% 11,200 sq. ft.	100% 5,500 sq. ft.
Weed Abatement (Linear Feet)	1.21 million	3.3 million
Trees Pruned	1,293	3,553
% of Annual Goal (3,089 Trees)	41.8%	115%
Facilities Operable 24/7	99.99%	100%
Fleet Repairs Completed (Quantity)	785	900
Average Fleet Unit Downtime (Hours)	2.87	3
Met Regulatory Standards for Water Quality	100%	100%
Sewer Pipeline Cleaning	60 miles	60 miles
Sewer Pipeline Assessment	N/A	30 miles
Storm Pump Station Operable During Storm Season	100%	100%

Public Works Department



<i>(Thousands)</i>	FY 16-17 <u>Approved</u>	FY 17-18 <u>Proposed</u>	% <u>Change</u>
Personnel	\$ 7,118	\$ 10,776	51%
Services & Supplies	\$ 5,913	\$ 6,095	3%
Capital Outlay	<u>\$ 219</u>	<u>\$ 130</u>	<u>-41%</u>
Total	\$ 13,251	\$ 17,001	28%

Current Full Time Employees: 49
Proposed Change: +9
 From Engineering Reorg: +7
 Current Temporary/Seasonals: 7
Proposed Change: 0

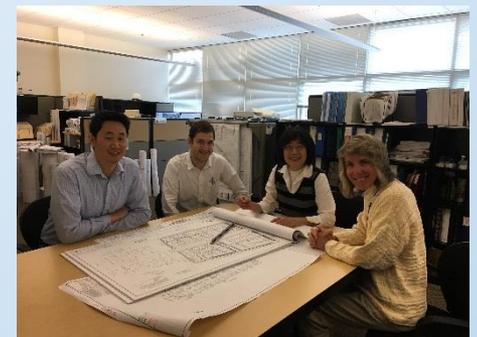


City of Milpitas Engineering Department



Engineering Department

- **Design and Construction** - Coordinate, manage, review and implement Capital Improvement Projects (CIPs)
- **Transportation and Traffic** – Review traffic system design and operations to ensure safe and efficient street system; Evaluate, conduct traffic/parking study and implement traffic safety measures
- **Land Development and Flood Protection/Stormwater Permit Compliance** – Review land development projects and encroachment permits to protect City facilities/properties and to enhance public use in the public right-of-way; Implement programs and review plans/reports to ensure compliance with statutory requirements, such as FEMA flood protection, stormwater NPDES permit, Subdivision Map Act; Respond to the counter and general inquiries
- **Solid Waste/Recycling** – Manage solid waste service contracts and monitor solid waste/recycling operations; Implement programs to ensure compliance with statutory requirements, such as solid waste diversion and trash load reduction



Engineering Department



2017 – 2018 Work Plan Highlights

- Implement Capital Improvement Projects
- Protect and enhance public infrastructures through design/permit reviews and inspections
- Manage and implement programs for flood protection
- Implement programs to comply with National Pollutant Discharge Elimination System Permit
- Evaluate traffic impacts and operations and implement safety measures
- Implement programs to meet statutory requirements for solid waste diversion and trash load reduction
- Update and maintain engineering design standards and record drawings



Engineering Department Accomplishments



- Completed major CIPs for FY 16-17 including electric vehicle charging stations at City Hall and library parking garage; sports center field improvements and pool rehabilitation; resurfacing of ten City bridges; 4.4 lane miles of street resurfacing: McCarthy Blvd. (between Barber and Tasman) and Tasman Dr. (between McCarthy Blvd. and Alder Dr.); levee repairs to Wrigley Creek
- Completed process for two major contracts related to solid waste collection and disposal services
- Achieved AB341 mandatory recycling requirements with 98% of businesses and 100% of multi-family recycling
- Complete installation of 94 trash capture devices by June 30, 2017 to achieve 70% trash load reduction in creeks
- Managed 47 development projects including projects located in the Transit Area Specific Plan and Mid-town Specific Plan areas, and including completion of 3,000 LF of public trails as part of the development projects
- Developed SOPs, checklists and templates to ensure consistency with quality control for development project reviews



Engineering Department 2017-2018 Goals



- Complete emergency repair of Calaveras Road
- Implement, complete or continue CIPs for FY17-18, including installation of decorative street light installation along South Main Street from Carlo Avenue to Corning Avenue; Daniel Court water line replacement; street rehabilitation at various locations; Higuera Adobe Park improvements; McCandless Park and water well improvements
- Facilitate successful transition of recycling and garbage services for residents and businesses
- Achieve compliance with AB1826 to provide organic waste recycling services to businesses; and maintain achievement of AB341 mandatory recycling requirements
- Continue to manage development projects including projects located in the Transit Area Specific Plan and Mid-town Specific Plan areas, and including completion of 5,000 LF of public trails as part of the development projects
- Update Engineering Design Guidelines, Standard Details and Specifications; and begin development of effective and user-friendly Engineering Record Management System



Engineering Department Performance Measures



Program/Service	FY 2016-2017 Projected	FY 2017-2018 Estimated
No. of Major Public Contract Awarded; Public Contract Value	8 \$15 M	8 \$18 M
No. of Major Capital Improvement Projects Completed with Initial Acceptance	8	6
Demonstrate Progress towards State-wide Solid Waste Diversion Rate Goal of 75% by Year 2020	65%	70%
Achieve 80% Trash Load Reduction in Creeks by FY 18-19	70%	75%
Encroachment Permits Reviewed/Processed; Average Time to Issue Encroachment Permits	180 5 weeks	190 4 weeks
Development Projects Managed; Subdivision Map Reviewed; CFD Annexation Processed/Recorded; Value of Public Improvements Completed by Developers	47 10 7 \$9.5 M	45 7 6 \$6.4 M
Traffic Control Plan Reviewed; Engineering Traffic Surveyed/Parking Study Conducted; Traffic Control Device Work Order Generated	160 12 30	170 14 35 82

Engineering Department



<i>(Thousands)</i>	FY 16-17 Approved	FY 17-18 Proposed	% Change
Personnel	\$ 4,056	\$ 2,908	-28%
Services & Supplies	<u>\$ 2,014</u>	<u>\$ 1,328</u>	<u>-34%</u>
Total	\$ 6,070	\$ 4,236	-30%

Current Full Time Employees: 25
Proposed change: -7
 Current Temporary Employees: 4.5
Proposed Change: -2

