



RECOMMENDED BUDGET AND RESOURCE ALLOCATION PLAN

Fiscal Year 2009/2010
Twenty-Year Financial Plan
VOLUME II Operating Budget

Operating Budget Guide and Operating Budgets



**Operating
Budget Guide**

OPERATING BUDGET GUIDE

COMPARISON OF TRADITIONAL LINE ITEM BUDGET AND PERFORMANCE BASED BUDGET

Sunnyvale's Performance Based Budget concept places emphasis on planning and budgeting resources for the accomplishment of service objectives as compared to the traditional budget which bases decisions on line-item costs.

The traditional budget in local government provides detailed costs of resources by the use of line-item object accounts. These accounts just show the total cost of a particular class of labor or type of material (paper, asphalt, etc.) that has been approved as a budget item for an entire organizational unit, usually a Department. Some workload data may be provided in the budget but it is generally not related to the cost of performing the work. Neither efficiency nor effectiveness data are included in this type of budget.

Sunnyvale's Performance Budget is organized by programs, service delivery plans, and activities. During the budget development process, line item object accounts are used to budget within each activity, and it is the activity which generates the production units that accomplish the service objective. The Performance Budget thereby directly relates the labor, materials and other costs in the budget to the results that are to be produced. This link-up provides the means for measuring both the efficiency and effectiveness of resource utilization.

Resource allocation decisions in performance budgeting are based on the intended service levels. Program Managers have the flexibility to redistribute resources within their programs to maintain (not increase or decrease) current approved service levels.

The performance based management system is an important part of Sunnyvale's Planning and Management System (PAMS). The City began to implement this management concept in the late 1970's. In FY 2003/2004 Council directed staff to complete a comprehensive review and analysis of the performance based management system. The review and analysis of the system began early in FY 2004/2005 and was completed by the end of FY 2005/2006. This work was part of a comprehensive overhaul of the City's Planning and Management System. Work during FY 2004/2005 included evaluation of the philosophy and intent of the system as well as the processes that are followed to either establish a new or restructure an existing program to the performance based management system.

Staff restructured all programs into the revised format during the first half of FY 2005/2006. This allowed for the revised system to be used in preparing the two-year operating budget for FY 2006/2007 and FY 2007/2008.

The following table compares traditional line-item budgeting by entire departments to budgeting by Activities, which accomplish the Service Delivery Plan within each city Program.

LINE ITEM BUDGETING/PERFORMANCE BASED BUDGETING/ COMPARISON

	TRADITIONAL LINE ITEM BUDGETING	PERFORMANCE BASED BUDGETING
Budget Orientation	Money Control	Program Service Delivery Plans
Basic Budgeting Unit (Object Account)	Line Item	Activity
Efficiency Measurement	Units Per Work Hour	Product Cost
Results Measurement (Effectiveness/Quality)	N/A	Performance Measures
Budget Period	One Year	Multi-Year

RELATIONSHIP TO THE GENERAL PLAN

The overall purpose of the Performance Based Budget System is to establish a process to assist program managers in scheduling work and resources in order to efficiently and effectively carry out the City's Goals and Policies contained in its General Plan. This purpose is summarized in the following concepts:

- Integration of long-term planning and evaluation with the budget process by relating the City's work efforts to stated service levels aimed at accomplishment of the General Plan Goals and Policies.
- Defining City business in service level terms by use of performance measures and program statements to describe planned accomplishments, which contribute to achieving the General Plan's Goals and Policies.
- Recording the work hours, products and financial aspects of achieved accomplishments.
- Measuring the efficiency and effectiveness achieved in accomplishing budgeted objectives.

The above concepts are interrelated. For example, under the Performance-Based Budget method, the General Plan's Goals are directly related to specific Programs and Program Performance Statements. The Program Performance Statement provides answers to the following questions: What is the purpose of the program? How will this purpose be achieved? What key results are expected to be produced? The Service Delivery Plans are accomplished by Activities in which all work hours and other costs are charged, and the Products provide statistics on the efficiency of production through Product Cost and Products per Hour. Additionally, the effectiveness of each Program's accomplishments is also measured through Performance Measures.

RESOURCE ALLOCATION PLAN STRUCTURE OVERVIEW

The City's Performance Based Budget System is a fully integrated component of the Planning and Management System (PAMS). The PAMS consists of three components: the City's General Plan (Policy Setting), Service Delivery (Operating Programs) and Evaluation (Program and Personnel Audits).

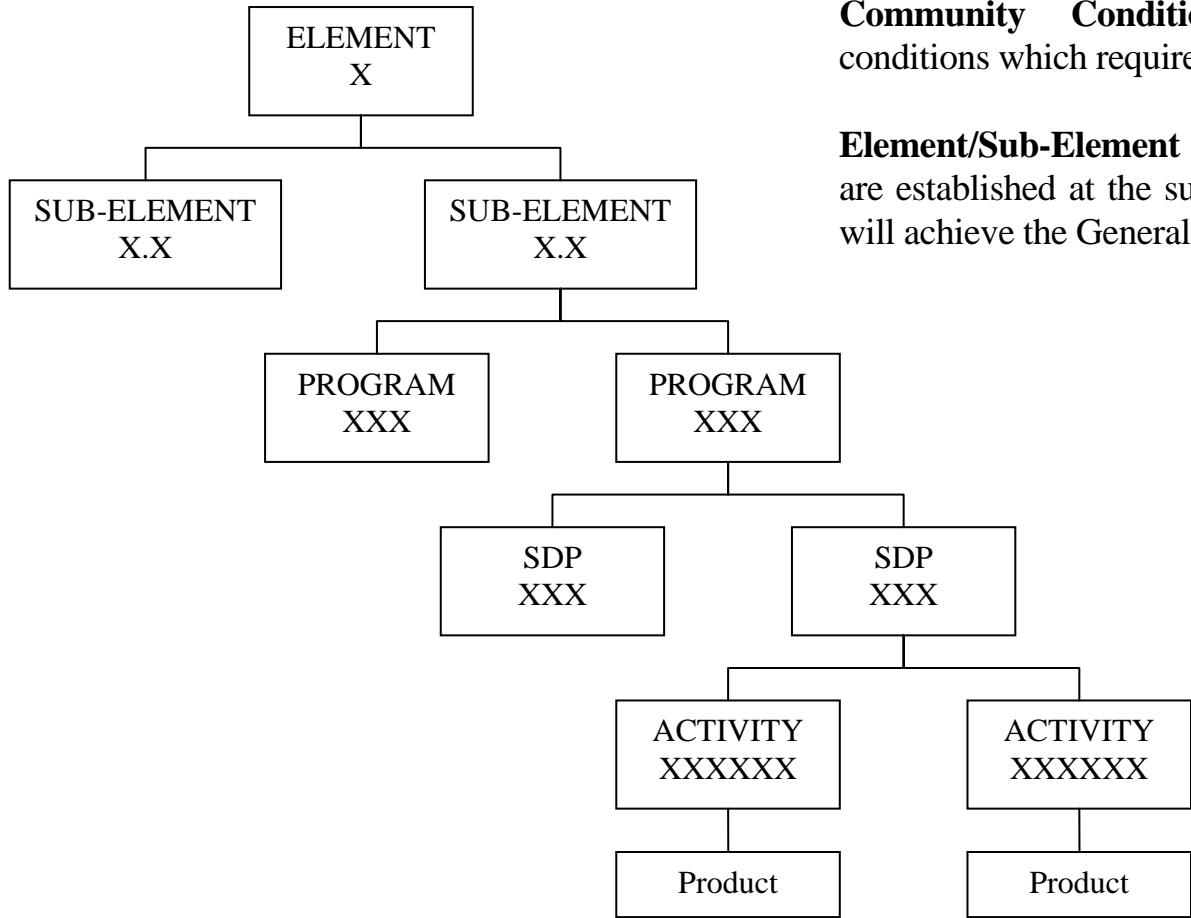
The General Plan and Service Delivery components are organized in a hierarchical structure which makes it possible to functionally relate the City's Goals and Policies to the actual work outputs which are produced to achieve those Goals. The structure is designed to make Service Delivery Objectives explicit within each Program so that information on the efficiency and effectiveness of its operations can be provided to Program Managers on a frequent basis.

The following three charts explain the program structure hierarchy and provide definitions of some key terms.

GENERAL PLAN AND PROGRAM HIERARCHY

	HIERARCHICAL COMPONENT	RELATED DESCRIPTION	EVALUATION MEASURES
GENERAL PLAN	ELEMENT/SUB-ELEMENT	General Plan Goals, Policies and Action Statements	Community Condition Indicators Annual Performance Report
BUDGET	PROGRAM	Describes services delivered	Program Performance Measures
(Resource Allocation Plan)	Service Delivery Plan (SDP)	Describes programming of targeted service areas	Service Delivery Plan Statements
	Activity	Lowest official level cost center	Product Product/Hour Product Cost

PERFORMANCE BASED BUDGET STRUCTURE HIERARCHY AND DEFINITION OF TERMS



Community Condition Indicators identify community conditions which require some form of direct or indirect service.

Element/Sub-Element Goals, Policies and Action Statements are established at the sub-element level and define how the City will achieve the General Plan’s goals.

PERFORMANCE BASED BUDGET STRUCTURE HIERARCHY AND DEFINITION OF TERMS

PROGRAM
STATEMENT

- *Council's Service Priority Direction*
- *Core Measures*
 - *Quality*
 - *Productivity*
 - *Cost Effectiveness*
 - *Financial*

Program Performance Statements describe the purpose and final result for which the program is undertaken (from customer's view) as well as broad service areas and critical measures.

SERVICE
DELIVERY
PLANS

- *Specific Programming for:*
 - *Targeted Services*
 - *Program Goals & Measures*

Service Delivery Plans (SDP) describe specific programming of targeted services to meet the program goals.

ACTIVITIES
&
SUB-ACTIVITIES

- *Budget Allocation*

Activities incorporate everything that goes into providing a specific service. This is the lowest official level cost center.

PRODUCT

- *Demand Management*
- *Volume of Activities*

Sub-Activities (optional) are sub-sets of activities providing an optional cost accounting and management tool.

Products are the end results of activities that support program statements.

The General Plan comprises seven elements, which are further divided into sub-elements:

ELEMENT

SUB-ELEMENT

- | | | | |
|----|---------------------------|-----|------------------------------------|
| 1. | Land Use & Transportation | | |
| 2. | Community Development | 2.2 | Open Space & Recreation |
| | | 2.3 | Housing & Community Revitalization |
| | | 2.4 | Safety & Seismic Safety |
| | | 2.5 | Community Design |
| 3. | Environmental Management | 3.1 | Water Resources |
| | | 3.2 | Solid Waste Management |
| | | 3.3 | Wastewater Management |
| | | 3.4 | Surface Runoff |
| | | 3.5 | Energy |
| | | 3.6 | Noise |
| | | 3.7 | Air Quality |
| 4. | Public Safety | 4.1 | Law Enforcement |
| | | 4.2 | Fire Services |
| | | 4.3 | Support Services |
| 5. | Socio-Economic | 5.1 | Socio-Economic |
| 6. | Cultural | 6.2 | Library |
| | | 6.3 | Heritage Preservation |
| | | 6.4 | Arts |
| 7. | Planning and Management | 7.1 | Fiscal |
| | | 7.2 | Community Engagement |
| | | 7.3 | Legislative Management |

The Operating Budget is organized by elements and presented at the program level - the highest operating level in the hierarchy. For each element, the following information is presented:

- Goals, Policies and Action Statements
- Community Condition Indicators
- Program Performance Budget (RAP)

The RAP report provides an overview of the amount of resources that have been allocated to each program. It includes:

- (A) Program Performance Statement
- (B) Performance Measures
- (C) Service Delivery Plan Statement
- (D) Costs, Products, and Work Hours
- (E) Product Costs and Work Hours per Product

SEE SAMPLE REPORT ON FOLLOWING PAGES

**City of Sunnyvale
Program Performance Budget**

Program 763 - Provision of Vehicles and Motorized Equipment

Program Performance Statement



Support City operations with a safe, functional and dependable fleet of vehicles at the lowest possible cost, by:

- Performing preventative maintenance and corrective repairs to minimize operating cost and maximize reliability of City vehicles and motorized equipment,
- Supplying City programs with necessary and appropriate vehicles and motorized equipment, and
- Generating and maintaining long range replacement plans to anticipate future vehicle and equipment needs.

Notes

1. Operator Certification includes providing in-house training on a variety of specialized equipment to enhance operator performance and address specific safety concerns. Of the 12 types of training provided by Fleet, forklift operator, commercial driver's license refresher, and underground storage tank operator training are mandated or recommended by other state agencies. The other 9 refer to items such as aerial basket trucks, backhoes, rotary mowers, loaders, crane trucks etc.

**City of Sunnyvale
Program Performance Budget**

Program 763 - Provision of Vehicles and Motorized Equipment

Program Measures



Quality

Q1. Customers are satisfied with Provision of Vehicles and Motorized Equipment Services.

- **Percent of Customers Satisfied**
- Number of Internal Customer Survey Respondents

Productivity

P1. Percentage of time that city vehicles and equipment are available for usage (also known as "uptime").

- **Percent Available**
- Number of City Vehicles and Equipment

<u>Priority</u>	<u>2006/2007 Budgeted</u>	<u>2006/2007 Achieved</u>	<u>2007/2008 Current</u>	<u>2008/2009 Adopted</u>	<u>2009/2010 Adopted</u>
D					
	86.00%	90.68%	86.00%	90.00%	90.00%
	175.00	112.00	175.00	112.00	112.00
C					
	97.50%	98.32%	97.50%	97.50%	97.50%
	531.00	537.00	531.00	537.00	537.00

**City of Sunnyvale
Program Performance Budget**

Program 763 - Provision of Vehicles and Motorized Equipment

Program Measures

	Priority	2006/2007 Budgeted	2006/2007 Achieved	2007/2008 Current	2008/2009 Adopted	2009/2010 Adopted
<u>Cost Effectiveness</u>						
C1. The monthly rental cost for vehicles and motorized equipment is maintained at a level that is below commercial rates. - Percent Below Commercial Rate	I	60.00%	61.04%	60.00%	60.00%	60.00%
C2. Cost of a preventative maintenance service for pickups shall be at or below the planned cost. - Total Number of Pickups Receiving Preventative Maintenance Service	I	NA	NA	NA	62.00	62.00
C3. The hours spent to test and certify operators utilizing city vehicles and specialized equipment shall be at or below the planned hours. - Total Number of Certified Operators	I	NA	NA	NA	350.00	350.00
C4. The cost for a vehicular preventive maintenance service or inspection will not exceed the planned cost. [DELETED] - Cost Per Service or Inspection - Number of Vehicular Preventive Maintenance Services or Inspections	D	\$169.41	\$213.63	\$173.82	NA	NA
		1,800.00	1,165.00	1,800.00	NA	NA
C5. The cost for an equipment related preventive maintenance service or inspection will not exceed the planned cost. [DELETED] - Cost Per Service or Inspection - Number of Equipment Preventive Maintenance Services or Inspections	D	\$137.79	\$147.75	\$141.10	NA	NA
		450.00	640.00	450.00	NA	NA
C6. The cost for a vehicular repair will not exceed the planned cost. [DELETED] - Cost Per Vehicular Repair - Number of Vehicular Repairs	D	\$167.39	\$217.30	\$171.52	NA	NA
		4,400.00	3,079.00	4,400.00	NA	NA
C7. The cost for an equipment related repair will not exceed the planned cost. [DELETED] - Cost Per Equipment Repair - Number of Equipment Repairs	D	\$141.34	\$151.92	\$144.60	NA	NA
		1,100.00	1,425.00	1,100.00	NA	NA

**City of Sunnyvale
Program Performance Budget**

Program 763 - Provision of Vehicles and Motorized Equipment

Program Measures

	Priority	2006/2007 Budgeted	2006/2007 Achieved	2007/2008 Current	2008/2009 Adopted	2009/2010 Adopted
<u>Financial</u>						
F1. Actual total expenditures for Provision of Vehicles and Motorized Equipment will not exceed planned program expenditures.	C					
- Total Program Expenditures [DELETED]		\$2,472,793.00	\$2,658,858.00	\$2,471,574.00	NA	NA
- Percent of Total Program Budget Expended		NA	NA	NA	100.00%	100.00%
F2. The actual cost of replacing fleet assets shall be at or below planned annual cost. [DELETED]	I					
- Annual Rental Rate Schedule		\$3,007,544.00	\$1,869,972.00	\$1,528,884.00	NA	NA

Priority Legend

- M: Mandatory
- C: Council Highest Priority
- I: Important
- D: Desirable

**City of Sunnyvale
Program Performance Budget**

Program 763 - Provision of Vehicles and Motorized Equipment

Service Delivery Plan 76301 - Vehicle and Motorized Equipment Operation and Maintenance

Optimize safety, functionality and availability of vehicles and motorized equipment to support City operations, by:



- Performing comprehensive "class specific" preventive maintenance per manufacturer specifications to City vehicles and motorized equipment to reduce unscheduled repairs and maintain vehicle warranties,
- Correcting mechanical deficiencies and completing necessary modifications to City vehicles and motorized equipment, and
- Providing and managing fuel services for all City vehicles and motorized equipment.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 763 - Provision of Vehicles and Motorized Equipment

	<u>2006/2007 Budgeted</u>	<u>2006/2007 Achieved</u>	<u>2007/2008 Current</u>	<u>2008/2009 Adopted</u>	<u>2009/2010 Adopted</u>	
Activity 763060 - Facility Maintenance - Time Spent by Fleet Staff Maintaining Fleet Shop						
Product: A Cleaning of Fleet Shop or Associated Facilities						
(D)	Costs:	\$52,133	\$87,770	\$53,234	\$87,053	\$90,366
	Products:	249	445	249	440	440
	Work Hours:	850	1,938	850	1,752	1,752
(E)	Product Cost:	\$209.37	\$197.24	\$213.79	\$197.85	\$205.38
	Work Hours/Product:	3.41	4.35	3.41	3.98	3.98
Activity 763070 - Transportation - Time Spent by Fleet Staff Transporting City Vehicles and Motorized Equipment to City Sites and Vendors						
Product: A Vehicle/Motorized Equipment Transported						
	Costs:	\$78,825	\$86,846	\$76,867	\$86,157	\$89,410
	Products:	2,500	1,881	2,400	1,880	1,880
	Work Hours:	1,500	1,174	1,440	1,166	1,166
	Product Cost:	\$31.53	\$46.17	\$32.03	\$45.83	\$47.56
	Work Hours/Product:	0.60	0.62	0.60	0.62	0.62
Activity 763080 - Vehicle Preventive Maintenance - Periodic, Scheduled Maintenance and Inspection Services for City Vehicles						
Product: A Preventive Maintenance Service or Inspection Performed						
	Costs:	\$304,942	\$248,877	\$310,539	\$234,510	\$242,649
	Products:	1,800	1,165	1,800	1,100	1,100
	Work Hours:	4,100	2,932	4,100	2,800	2,800
	Product Cost:	\$169.41	\$213.63	\$172.52	\$213.19	\$220.59
	Work Hours/Product:	2.28	2.52	2.28	2.55	2.55

**Land Use and
Transportation
Element**

1. Land Use and Transportation Element

Development of property in the community affects the roadway system and circulation throughout the community and region. In addition, the ability to move around the community affects decisions on the appropriate use of land. This Element describes the physical conditions of property and roadways and sets forth goals and policies on a regional, City-wide and neighborhood level. This Element is closely linked with the Community Development Element.

Land Use & Transportation

Goals, Policies and Action Statements

THE CITY AS PART OF A REGION

Goal R1 Protect and sustain a high quality of life in Sunnyvale by participating in coordinated land use and transportation planning in the region.

Policy R1.1 Advocate the City's interests to regional agencies that make land use and transportation system decisions that affect Sunnyvale.

Policy R1.2 Support coordinated regional transportation system planning and improvements.

Policy R1.3 Promote integrated and coordinated local land use and transportation planning.

Action Statements

R1.3.1 Participate in intergovernmental activities related to regional and sub-regional land use and transportation planning in order to advance the City's interests.

R1.3.2 Promote shorter commute trips and ease congestion by advocating that all communities provide housing and employment opportunities.

R1.3.3 Monitor significant land use and transportation decisions pending in other communities to ensure that Sunnyvale is not adversely affected.

Transportation

Policy R1.4 Achieve an operating level of service (LOS) "E" or better for all regional roadways and intersections as defined by the City's functional classification of the street system.

Land Use & Transportation Element _____ (1.0)

- Policy R1.5 Maintain a functional classification of the street system that identifies Congestion Management Program roadways and intersections, as well as local roadways and intersections of regional significance.
- Policy R1.6 Preserve the option of extending Mary Avenue to the industrial areas north of U.S. Highway 101.
- Policy R1.7 Contribute to efforts to minimize region-wide average trip length and single-occupant vehicle trips.

Action Statements

- R1.7.1 Locate higher intensity land uses and developments so they have easy access to transit services.
- R1.7.2 Support regional efforts which promote higher densities near major transit and travel facilities without increasing the overall density of land usage.
- R1.7.3 Cooperate in efforts to study demand management initiatives, including congestion-pricing, flexible schedules, gas taxes and market-based programs.
- Policy R1.8 Support statewide, regional and sub-regional efforts that provide for an effective transportation system.

Action Statements

- R1.8.1 Endorse funding to provide transportation system improvements that facilitate regional and interregional travel.
- R1.8.2 Advocate the preservation of railroad lines for both commuter and freight transit.
- R1.8.3 Advocate improvements to state and county roadways serving Sunnyvale.
- R1.8.4 Support efforts to plan and implement effective inter-jurisdictional transportation facilities.
- Policy R1.9 Support flexible and appropriate alternative transportation modes and transportation system management measures that reduce reliance on the automobile and serve changing regional and City-wide land use and transportation needs.

Action Statements

- R1.9.1 Support state and regional efforts to provide High Occupant Vehicle (HOV) lanes, ridesharing, mass transit service, bicycling and Intelligent Transportation Systems.

R1.9.2 Promote modes of travel and actions that reduce single occupant vehicle trips and trip lengths.

Land Use

Policy R1.10 Support land use planning that complements the regional transportation system.

Action Statements

R1.10.1 Encourage a variety of land use types and intensities on a regional level while maintaining and improving regional transportation service levels.

R1.10.2 Support alternative transportation services, such as light rail, buses and commuter rail through appropriate land use planning.

R1.10.3 Encourage mixed uses near transit centers.

Policy R1.11 Protect regional environmental resources through local land use practices.

Action Statements

R1.11.1 Participate in state and regional activities to protect the natural environment.

R1.11.2 Protect and preserve the diked wetland areas in the Baylands, which serve as either salt evaporation ponds or holding ponds for the wastewater treatment plant.

Policy R1.12 Protect the quality of life for residents and businesses in Sunnyvale by actively participating in discussions and decisions on potential uses of Moffett Federal Airfield.

Action Statements

R1.12.1 Comprehensively review any proposed aviation services at Moffett that could increase aviation activity or noise exposure.

R1.12.2 Encourage appropriate uses that best support business and residents' desire in Sunnyvale.

R1.12.3 Pursue annexation of that portion of Moffett Federal Airfield within Sunnyvale’s sphere of influence.

THE CITY

Community Character

Goal C1 Preserve and enhance an attractive community with a positive image and a sense of place that consists of distinctive neighborhoods, pockets of interest and human-scale development.

Policy C1.1 Recognize the City is composed of residential, industrial and commercial neighborhoods, each with its own individual character and allow change consistent with reinforcing positive neighborhood values.

Action Statements

C1.1.1 Prepare and update land use and transportation policies, design guidelines, regulations and engineering specifications to reflect community and neighborhood values.

C1.1.2 Promote and achieve compliance with land use and transportation standards.

C1.1.3 Require appropriate buffers, edges and transition areas between dissimilar neighborhoods and land uses.

C1.1.4 Require that commercial activities be conducted primarily within a building.

Policy C1.2 Encourage nodes of interest and activity, such as parks, public open spaces, well planned development, mixed use projects and other desirable uses, locations and physical attractions.

Action Statements

C1.2.1 Promote downtown as a unique place that is interesting and accessible to the whole City and the region.

- C1.2.2 Encourage development of diversified building forms and intensities.
- C1.2.3 Encourage development of multi-modal transportation centers.
- C1.2.4 Maintain public open space areas and require private open space to be maintained.

Appropriate Housing

- Goal C2 Ensure ownership and rental housing options in terms of style, size and density that are appropriate and contribute positively to the surrounding area.
- Policy C2.1 Provide land use categories for and maintenance of a variety of residential densities to offer existing and future residents of all income levels, age groups and special needs sufficient opportunities and choices for locating in the community.

Action Statements

- C2.1.1 Ensure consistency with the City's Housing and Community Revitalization Sub-Element.
- C2.1.2 Permit and maintain a variety of residential densities including:
 - ◆ Low density (0-7 dwelling units per net acre)
 - ◆ Low-Medium density (7-14 dwelling units per net acre)
 - ◆ Mobile home park (up to 12 mobile home dwelling units per net acre)
 - ◆ Medium density (14-27 dwelling units per net acre)
 - ◆ High density (27-45 dwelling units per net acre)
 - ◆ Very high density (45-65 dwelling units per net acre)

C2.1.3 Promote the maintenance and rehabilitation of existing housing.

C2.1.4 Support the transition of Industrial to Residential (ITR) areas as opportunities to increase housing variety and stock.

C2.1.5 Study housing alternatives including co-housing, live-work spaces and transitional housing options to serve a changing population.

Policy C2.2 Encourage the development of ownership housing to maintain a majority of housing in the city for ownership choice.

Policy C2.3 Maintain lower density residential development areas where feasible.

Action Statements

C2.3.1 Study the potential rezoning of properties in the R-4 and R-5 zoning districts to other zoning districts.

C2.3.2 Promote and preserve single-family detached housing where appropriate and in existing single-family neighborhoods.

C2.3.3 Monitor the progress of the remediation efforts for Futures Site 5 (General Plan Category of Industrial to Residential (ITR) for Low Medium Density Residential) to determine if and when conversion to residential use is appropriate.

Policy C2.4 Determine appropriate density for housing based on site planning opportunities and proximity to services.

Action Statements

C2.4.1 Locate higher density housing with easy access to transportation corridors, rail transit stations, bus transit corridor stops, commercial services and jobs.

C2.4.2 Locate lower density housing in proximity to existing lower density housing.

Efficient Transportation

Goal C3 Attain a transportation system that is effective, safe, pleasant and convenient.

Policy C3.1 Achieve an operating level-of-service (LOS) of “D” or better on the City-wide roadways and intersections, as defined by the functional classification of the street system.

Action Statements

C3.1.1 Maintain and update a functional classification of the street system.

C3.1.2 Monitor the operation and performance of the street system by establishing a routine data collection program and by conducting special data collection as the need arises.

C3.1.3 Require roadway and signal improvements for development projects to minimize decline of existing levels of service.

C3.1.4 Study and implement physical and operational improvements to optimize roadway and intersection capacities.

C3.1.5 Promote the reduction of single occupant vehicle trips and encourage an increase in the share of trips taken by all other forms of travel.

C3.1.6 Study the use of density, floor area limits, parking management, peak hour allocations and other techniques to maintain or achieve acceptable levels of service on existing roadways.

C3.1.7 Minimize the total number of vehicle miles traveled by Sunnyvale residents and commuters.

Policy C3.2 Integrate the use of land and the transportation system.

Action Statements

C3.2.1 Allow land uses that can be supported by the planned transportation system.

C3.2.2 Minimize driveway curb cuts and require coordinated access when appropriate.

C3.2.3 Encourage mixed-use developments that provide pedestrian scale and transit oriented services and amenities.

C3.2.4 Continue to evaluate transportation impacts from land use proposals at a neighborhood and City-wide level.

C3.2.5 Study potential transit station mixed-use development.

Policy C3.3 Optimize city traffic signal system performance.

Action Statements

- C3.3.1 Maintain the signal system and respond quickly to signal breakdowns.
- C3.3.2 Monitor traffic signal control performance.
- C3.3.3 Interconnect groups of traffic signals where practicable.
- C3.3.4 Make appropriate hardware and software improvements to traffic signals.
- C3.3.5 Make the traffic signal system responsive to all users, including bicyclists and pedestrians.
- C3.3.6 Install and remove signals when warranted and establish an implementation schedule.

Policy C3.4 Maintain roadways and traffic control devices in good operating condition.

Action Statements

- C3.4.1 Inventory and monitor roadway conditions and implement a regular program of pavement maintenance.
- C3.4.2 Install permanent and painted pavement markings.
- C3.4.3 Implement programs for repair of roadbeds, barriers and lighting.
- C3.4.4 Respond quickly to sign damages and losses.
- C3.4.5 Develop and implement a program for long-term transportation infrastructure replacement.
- C3.4.6 Manage on-street parking to assure safe, efficient traffic flow.
- C3.4.7 Conduct periodic analyses of roadway facilities and collision data to assure traffic safety.

Policy C3.5 Support a variety of transportation modes.

Action Statements

- C3.5.1 Promote alternate modes of travel to the automobile.
- C3.5.2 Require sidewalk installation in subdivisions of land and in new, reconstructed or expanded development.
- C3.5.3 Support land uses that increase the likelihood of travel mode split.
- C3.5.4 Maximize the provision of bicycle and pedestrian facilities.
- C3.5.5 Implement the City of Sunnyvale Bicycle Plan.
- C3.5.6 Support an efficient and effective paratransit service and transportation facilities for people with special transportation needs.
- C3.5.7 Ensure safe and efficient pedestrian and bicycle connections to neighborhood transit stops.
- C3.5.8 Work to improve bus service within the City, including linkages to rail.

Policy C3.6 Minimize expansion of the current roadway system, while maximizing opportunities for alternative transportation systems and related programs.

Action Statements

- C3.6.1 Develop clear, safe and convenient linkages between all modes of travel including access to transit stations and stops and connections between work, home and commercial sites.
- C3.6.2 Promote public and private transportation demand management.

Policy C3.7 Pursue local, state and federal transportation funding sources to finance City transportation capital improvement projects consistent with City priorities.

Action Statements

- C3.7.1 Develop alternatives and recommendations for funding mechanisms to finance the planned transportation system.

C3.7.2 Develop a funding mechanism where new and existing land uses equitably participate in transportation system improvements.

Strong Economy

Goal C4 Sustain a strong local economy that contributes fiscal support for desired city services and provides a mix of jobs and commercial opportunities.

Policy C4.1 Maintain a diversity of commercial enterprises and industrial uses to sustain and bolster the local economy.

Action Statements

C4.1.1 Permit a variety of commercial and industrial uses including:

- ◆ Neighborhood Shopping
- ◆ General Business
- ◆ Central Business
- ◆ Office
- ◆ Industrial/Research and Development

C4.1.2 Encourage businesses that provide a range of job opportunities.

C4.1.3 Promote commercial uses that respond to the current and future retail service needs of the community.

C4.1.4 Create a strong, identifiable central business district that provides regional and Citywide shopping opportunities.

C4.1.5 Study the feasibility of requiring residential developments to incorporate telecommuting infrastructure.

Policy C4.2 Balance land use and transportation system carrying capacity necessary to support a vital and robust local economy.

Action Statements

C4.2.1 Permit industrial Floor Area Ratios (FARs) up to 35% (and allow warehouse FARs up to 50%) and permit higher FARs in the Futures intensification areas.

C4.2.2 Study criteria to allow industrial FARs up to 45% by Use Permit in 35% zones, considering at a minimum including:

- ◆ The effect of the project on the regional or City-wide roadway system (e.g. strategies for reducing travel demand, proximity to transit centers, peak hour traffic generation)
- ◆ Minimum development size
- ◆ Redevelopment and/or lot consolidation
- ◆ The project is intended primarily for a single user or has common/shared management
- ◆ Mitigation of housing impacts
- ◆ The development will result in an overall positive community benefit

C4.2.3 Develop incentive programs to reduce parking demand, support alternative transportation and reduce peak period traffic.

Policy C4.3 Consider the needs of business, as well as residents, when making land use and transportation decisions.

Policy C4.4 Encourage sustainable industries that emphasize resource efficiency, environmental responsibility and the prevention of pollution and waste.

THE NEIGHBORHOODS

Goal N1 Preserve and enhance the quality and character of Sunnyvale's industrial, commercial and residential neighborhoods by promoting land use patterns and related transportation opportunities that are supportive of the neighborhood concept.

Policy N1.1 Protect the integrity of the City’s neighborhoods whether residential, industrial or commercial.

Action Statements

N1.1.1 Limit the intrusion of incompatible uses and inappropriate development into City neighborhoods.

N1.1.2 Foster the establishment of neighborhood associations throughout Sunnyvale to facilitate community building.

N1.1.3 Use density to transition between land use and to buffer between sensitive uses and less compatible uses.

N1.1.4 Anticipate and avoid whenever practical the incompatibility that can arise between dissimilar uses.

N1.1.5 Establish and monitor standards for community appearance and property maintenance.

Policy N1.2 Require new development to be compatible with the neighborhood, adjacent land uses and the transportation system.

Action Statements

N1.2.1 Integrate new development and redevelopment into existing neighborhoods.

N1.2.2 Utilize adopted City design guidelines to achieve compatible architecture and scale for renovation and new development in Sunnyvale’s neighborhoods.

N1.2.3 Develop specific area plans to guide change in neighborhoods that need special attention.

Policy N1.3 Support a full spectrum of conveniently located commercial, public and quasi-public uses that add to the positive image of the City.

Action Statements

N1.3.1 Review development proposals for compatibility within neighborhoods.

N1.3.2 Study the adequacy/deficiency of bicycle and pedestrian access and circulation within neighborhoods.

N1.3.3 Design streets, pedestrian paths and bicycle paths to link neighborhoods with services.

Residential

Policy N1.4 Preserve and enhance the high quality and character of residential neighborhoods.

Action Statements

N1.4.1 Require infill development to complement the character of the residential neighborhood.

N1.4.2 Site higher density residential development in areas to provide transitions between dissimilar neighborhoods and where impacts on adjacent land use and the transportation system are minimal.

N1.4.3 Encourage and support home businesses that accommodate changing technologies and lifestyles, while remaining secondary to the nature of the residential neighborhood.

N1.4.4 Promote small-scale, well-designed, pedestrian-friendly spaces within neighborhoods to establish safe and attractive gathering areas.

N1.4.5 Require amenities with new development that serve the needs of residents.

Policy N1.5 Support a roadway system that protects internal residential areas from City-wide and regional traffic.

Action Statements

N1.5.1 Have internal residential neighborhood streets adequately serve traffic that is oriented to that neighborhood.

N1.5.2 Utilize the City's residential neighborhood "Traffic Calming" techniques to address specific neighborhood traffic concerns.

N1.5.3 Discourage non-neighborhood traffic from using residential neighborhood streets by accommodating traffic demand on City-wide and regional streets.

N1.5.4 Coordinate with adjacent communities to reduce and minimize commute traffic through Sunnyvale's residential neighborhoods.

Industrial/Research and Development

- Policy N1.6 Safeguard industry’s ability to operate effectively by limiting the establishment of incompatible uses in industrial areas.
- Policy N1.7 Support the location of convenient retail and commercial services (e.g. restaurants and hotels) in industrial areas to support businesses, their customers and their employees.
- Policy N1.8 Cluster high intensity industrial uses in areas with easy access to transportation corridors.

Action Statements

- N1.8.1 Require high quality site, landscaping and building design for higher intensity industrial development.
- Policy N1.9 Allow industrial, residential, commercial and office uses in the Industrial to Residential (ITR) Futures sites (Sites 4a, 4b, 6a, 6b, 7, 8 and 10).

Commercial/Office

- Policy N1.10 Provide appropriate site access to commercial and office uses while preserving available road capacity.

Action Statements

- N1.10.1 Locate commercial uses where traffic can be accommodated, especially during peak periods (e.g. lunch time and commute times).
- N1.10.2 Encourage commercial enterprises and offices to provide support facilities for bicycles and pedestrians.
- Policy N1.11 Recognize El Camino Real as a primary retail corridor with a mix of uses.
- Action Statements
- N1.11.1 Use the Precise Plan for El Camino Real to protect legitimate business interests, while providing sufficient buffer and protection for adjacent and nearby residential uses.

N1.11.2 Minimize linear “strip development” in favor of commercial development patterns that reduce single-purpose vehicle trips.

Policy N1.12 Permit more intense commercial and office development in Downtown, given its central location and accessibility to transit.

Action Statements

N1.12.1 Use the Downtown Specific Plan to facilitate the redevelopment of Downtown.

Policy N1.13 Promote an attractive and functional commercial environment.

Action Statements

N1.13.1 Discourage commercial uses and designs that result in a boxy appearance.

N1.13.2 Support convenient neighborhood commercial services that reduce automobile dependency and contribute positively to neighborhood character.

N1.13.3 Provide opportunities for and encourage neighborhood-serving commercial services in each residential neighborhood.

N1.13.4 Encourage the maintenance and revitalization of shopping centers.

N1.13.5 Provide pedestrian and bicycling opportunities to neighborhood commercial services.

Public and Quasi-Public

Policy N1.14 Support the provision of a full spectrum of public and quasi-public services (e.g. parks, day care, group living, recreation centers, religious institutions) that are appropriately located in residential, commercial and industrial neighborhoods and ensure they have beneficial effects on the surrounding area.

Action Statements

N1.14.1 Encourage carpooling to public and quasi-public services to minimize adverse traffic and parking impacts on neighborhoods.

N1.14.2 Ensure the provision of bicycle support facilities at all major public use locations.

- N1.14.3 Encourage multiple uses of some facilities (e.g. religious institutions, schools, social organizations, day care) within the capacity of the land and the roadway system.
- N1.14.4 Encourage employers to provide on-site facilities such as usable open space, health club facilities and child care where appropriate.
- N1.14.5 Maintain and promote convenient community centers and services that enhance neighborhood cohesiveness and provide social and recreational opportunities.
- N1.14.6 Promote co-locating government (federal, state, county, city) activities to improve access to the community-at-large.

City of Sunnyvale
Program Performance Budget

Program 115 - Transportation and Traffic Services

Program Performance Statement

Plan, operate and maintain the City's transportation system to meet the community's current and future access needs, by:

- Designing optimal street layout as it applies to traffic control, signaling, signage and streetlights,
- Performing transportation planning, traffic studies and intergovernmental coordination, and
- Maintaining the traffic signal system in a safe and efficient manner.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 115 - Transportation and Traffic Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Quality</u>						
Q1. Travel speeds on major streets are maintained within norms as defined by the Highway Capacity Manual (HCM), with respect to volume, capacity and speed. [DELETED]	C					
- Percent of Major Streets that Meet or Exceed HCM Expected Travel Speed		38.00%	90.00%	100.00%	NA	NA
Q2. Work orders are completed within two weeks of notice of the need for work.	I					
- Percent of Work Orders Completed In Two Weeks		100.00%	95.00%	99.00%	95.00%	95.00%
Q3. Traffic signals are optimized annually.	I					
- Percent of Traffic Signals Optimized		NA	NA	NA	75.00%	75.00%
- Number of City Owned Signalized Intersections		NA	NA	NA	129.00	129.00
Q4. Citizen satisfaction (good or very good rating) with the reliability of traffic signal operations meets or exceeds the 2005 benchmark year rating in the Citizen Satisfaction Survey. [DELETED]	D					
- 2005 Benchmark Percentage		63.00%	82.00%	61.00%	NA	NA
Q5. Percent of residents who rate the overall quality of Transportation and Traffic Services as "fair" or better. [External Survey]	D					
- Percent Rating as "Fair" or Better		NA	NA	NA	91.00%	91.00%
Q6. Percent of residents who rate the overall quality of Transportation and Traffic Services as "good" or "excellent". [External Survey]	D					
- Percent Rating as "Good" or "Excellent"		NA	NA	NA	63.00%	63.00%

**City of Sunnyvale
Program Performance Budget**

Program 115 - Transportation and Traffic Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
		Actual	Budget	Actual	Budget	Plan
Priority						
<u>Productivity</u>						
P1.	Meeting packets for the Bicycle and Pedestrian Advisory Committee will be completed within noticing time frames established by the Brown Act (72 hours prior for regular meetings, 24 hours prior for special meetings).	M				
	- Percent	100.00%	95.00%	100.00%	100.00%	100.00%
	- Number of Meeting Packets	12.00	12.00	12.00	12.00	12.00
P2.	Land development reviews occur within established deadlines (land use permit reviews = 10 days, building permit reviews = 21 days, building permit subsequent submittals = 14 days).	C				
	- Percent	92.00%	95.00%	97.00%	95.00%	95.00%
	- Number of Reviews	1,747.00	150.00	337.00	1,750.00	1,750.00
P3.	City traffic signal trouble call repairs are responded to within one hour of notification.	I				
	- Percent	77.00%	90.00%	91.00%	90.00%	90.00%
	- Number of Trouble Calls	115.00	210.00	179.00	115.00	115.00
P4.	The Division of Transportation and Traffic shall prepare and submit transportation grant applications.	I				
	- Grant Revenues Received	\$5,726,028.00	\$600,000.00	\$4,847,392.00	\$2,000,000.00	\$2,000,000.00
	- Number of Grant Applications Prepared and Submitted	NA	NA	NA	16.00	16.00
	- Percent of Applications Successful	NA	NA	NA	75.00%	75.00%
P5.	Requests for traffic calming shall be responded to or studies scheduled within one week.	I				
	- Number of Requests Responded to Within One Week	10.00	14.00	5.00	10.00	10.00
	- Total Number of Requests	NA	NA	NA	10.00	10.00
	- Number of Stage I Studies Completed	NA	NA	NA	5.00	5.00
P6.	Study issues are completed as scheduled, transportation plans and studies are reviewed within deadlines.	D				
	- Percent	100.00%	90.00%	100.00%	90.00%	90.00%
	- Number of Plans and Studies	22.00	7.00	14.00	22.00	22.00

**City of Sunnyvale
Program Performance Budget**

Program 115 - Transportation and Traffic Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Cost Effectiveness</u>						
C1. The cost of monthly traffic signal preventive maintenance checks will be maintained at or below the established contractual average cost per intersection. [DELETED]	I					
- Cost of Preventive Maintenance Check		\$243.63	\$453.58	\$453.58	NA	NA
<u>Financial</u>						
F1. Actual total expenditures for Transportation and Traffic Services will not exceed planned program expenditures.	C					
- Total Program Expenditures [DELETED]		\$2,024,572.00	\$2,344,908.42	\$2,139,197.74	NA	NA
- Percent of Total Program Budget Expended		NA	NA	NA	100.00%	100.00%

Priority Legend

- M: Mandatory
- C: Council Highest Priority
- I: Important
- D: Desirable

City of Sunnyvale
Program Performance Budget

Program 115 - Transportation and Traffic Services

Service Delivery Plan 11501 - Traffic Design and Planning

Design City street layouts to promote the safe and efficient movement of traffic, by:

- Designing roadway modifications, signage, bikeways and lighting,
- Working with the Department of Finance and the Public Works Engineering Services Division to update 20-year capital improvement plan and establish schedules for projects to be initiated in the first two years of the plan,
- Providing functional and cost effective designs that meet design standards and/or address identified deficiencies,
- Completing traffic studies and analyses including speed, volume, parking, traffic control warrant, traffic calming, long range planning, and school traffic studies,
- Analyzing and archiving collision reports,
- Providing transportation facility design and traffic engineering information to customers and the City staff, and
- Responding to citizen issues.

Notes

1. Activity 115110 - Transportation Design Service Report Work Order Completed includes graffiti removal from City traffic signal equipment and the Calabazas Creek Trail Bridge.
2. Activity 115180 - Coordinate and Manage Formal Traffic Calming and Neighborhood Traffic Studies includes formal traffic calming studies. Two types of studies exist: Stage I and Stage II. Stage I includes programmatic or lower-cost signing and striping measures. Stage II includes identification and implementation of physical street modifications such as speed humps, islands, and traffic circles.

**City of Sunnyvale
Program Performance Budget**

Program 115 - Transportation and Traffic Services

Service Delivery Plan 11501 - Traffic Design and Planning

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 115010, 115011, 115012, 115013 - Traffic Control Warrant Studies - Stop, Yield, and Traffic Signal					
Product: A Warrant Study Completed					
Costs:	\$35,888	\$28,317	\$14,598	\$34,496	\$36,616
Products:	60	16	26	2	2
Work Hours:	456	290	146	385	385
Product Cost:	\$598.13	\$1,769.84	\$561.48	\$17,248.04	\$18,307.98
Work Hours/Product:	7.60	18.13	5.60	192.50	192.50
Activity 115070 - School Traffic Studies - Including Crossing Guard Warrants Studies					
Product: A Study Completed					
Costs:	\$0	\$0	\$0	\$10,008	\$10,674
Products:	0	0	0	40	40
Work Hours:	0	0	0	105	105
Product Cost:	\$0.00	\$0.00	\$0.00	\$250.20	\$266.85
Work Hours/Product:	0.00	0.00	0.00	2.63	2.63
Activity 115080 - Long Range Planning / Policy Studies such as General Plan Elements, Long Range Strategic or Capital Plans					
Product: A Study Completed					
Costs:	\$5,864	\$13,759	\$17,530	\$10,734	\$11,215
Products:	6	1	3	2	2
Work Hours:	55	138	123	100	100
Product Cost:	\$977.38	\$13,759.05	\$5,843.19	\$5,367.11	\$5,607.35
Work Hours/Product:	9.18	138.00	40.85	50.00	50.00

**City of Sunnyvale
Program Performance Budget**

Program 115 - Transportation and Traffic Services

Service Delivery Plan 11501 - Traffic Design and Planning

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 115090 - Bicycle and Pedestrian Advisory Committee Support					
Product: A Meeting Packet Completed					
Costs:	\$16,186	\$8,198	\$21,635	\$16,011	\$17,006
Products:	12	12	11	12	12
Work Hours:	175	86	213	175	175
Product Cost:	\$1,348.84	\$683.19	\$1,966.86	\$1,334.26	\$1,417.14
Work Hours/Product:	14.56	7.17	19.37	14.58	14.58
Activity 115100 - Citizens Inquiries - Including Written, Phone, Web, In-Person					
Product: A Citizen Contact					
Costs:	\$70,779	\$81,013	\$64,258	\$84,371	\$89,723
Products:	1,664	85	1,145	2,000	2,000
Work Hours:	836	1,019	742	1,035	1,035
Product Cost:	\$42.54	\$953.10	\$56.12	\$42.19	\$44.86
Work Hours/Product:	0.50	11.99	0.65	0.52	0.52
Activity 115110, 115111, 115112 - Transportation Design Service Work Order Completed					
Product: A Work Order Completed					
Costs:	\$61,712	\$76,384	\$63,350	\$75,961	\$79,579
Products:	799	370	898	850	850
Work Hours:	808	735	829	810	810
Product Cost:	\$77.24	\$206.44	\$70.55	\$89.37	\$93.62
Work Hours/Product:	1.01	1.99	0.92	0.95	0.95

**City of Sunnyvale
Program Performance Budget**

Program 115 - Transportation and Traffic Services

Service Delivery Plan 11501 - Traffic Design and Planning

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 115120 - Capital Budget Preparation and Support					
Product: A Capital Project Sheet Prepared					
Costs:	\$28,126	\$10,640	\$2,433	\$36,471	\$4,944
Products:	60	64	6	60	10
Work Hours:	268	115	20	360	40
Product Cost:	\$468.76	\$166.26	\$405.48	\$607.85	\$494.36
Work Hours/Product:	4.46	1.80	3.34	6.00	4.00
Activity 115130, 115131 - Capital Project Support					
Product: A Design or Project Completed					
Costs:	\$86,076	\$4,009	\$98,383	\$79,597	\$116,560
Products:	6	14	13	6	8
Work Hours:	860	45	870	749	1,069
Product Cost:	\$14,345.94	\$286.37	\$7,567.93	\$13,266.10	\$14,569.99
Work Hours/Product:	143.30	3.21	66.91	124.83	133.63
Activity 115140 - Traffic Volume, Parking and Speed Studies					
Product: A Volume, Parking or Speed Study Completed					
Costs:	\$24,691	\$63,127	\$21,205	\$54,565	\$57,829
Products:	44	75	35	80	80
Work Hours:	318	775	269	694	694
Product Cost:	\$561.17	\$841.70	\$605.85	\$682.06	\$722.86
Work Hours/Product:	7.22	10.33	7.67	8.68	8.68

**City of Sunnyvale
Program Performance Budget**

Program 115 - Transportation and Traffic Services

Service Delivery Plan 11501 - Traffic Design and Planning

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 115150 - Collision Analysis					
Product: A Collision Report Reviewed					
Costs:	\$36,402	\$28,133	\$41,646	\$32,292	\$34,399
Products:	1,970	1,350	1,860	1,958	1,958
Work Hours:	405	370	502	400	400
Product Cost:	\$18.48	\$20.84	\$22.39	\$16.49	\$17.57
Work Hours/Product:	0.21	0.27	0.27	0.20	0.20
Activity 115160 - Develop, Coordinate and Manage Bicycle/Pedestrian/Livable Communities Plans/Projects/Programs					
Product: A Plan/Project/Program Completed					
Costs:	\$44,205	\$56,880	\$32,718	\$44,346	\$46,757
Products:	3	3	12	3	3
Work Hours:	387	474	251	394	394
Product Cost:	\$14,735.02	\$18,959.87	\$2,726.52	\$14,781.84	\$15,585.82
Work Hours/Product:	129.12	158.00	20.88	131.33	131.33
Activity 115170 - Respond to Bicycle/Pedestrian/Livable Communities Issue					
Product: A Response Prepared					
Costs:	\$13,440	\$19,027	\$6,384	\$12,680	\$13,350
Products:	31	156	12	31	31
Work Hours:	175	235	69	161	161
Product Cost:	\$433.56	\$121.97	\$531.98	\$409.03	\$430.63
Work Hours/Product:	5.65	1.51	5.71	5.19	5.19

**City of Sunnyvale
Program Performance Budget**

Program 115 - Transportation and Traffic Services

Service Delivery Plan 11501 - Traffic Design and Planning

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 115180 - Coordinate and Manage Formal Traffic Calming and Neighborhood Traffic Studies					
Product: A Formal Report Completed					
Costs:	\$49,281	\$146,365	\$58,837	\$65,505	\$68,947
Products:	7	14	5	10	10
Work Hours:	468	1,658	501	685	685
Product Cost:	\$7,040.09	\$10,454.63	\$11,767.31	\$6,550.47	\$6,894.68
Work Hours/Product:	66.92	118.43	100.23	68.50	68.50
Activity 115190 - Respond to Traffic Calming and Neighborhood Traffic Issues					
Product: A Response					
Costs:	\$53,789	\$16,003	\$38,664	\$53,363	\$56,641
Products:	181	20	144	169	169
Work Hours:	733	191	489	715	715
Product Cost:	\$297.17	\$800.14	\$268.50	\$315.76	\$335.15
Work Hours/Product:	4.05	9.55	3.40	4.23	4.23
Totals for Service Delivery Plan 11501 - Traffic Design and Planning					
Costs:	\$526,438	\$551,856	\$481,641	\$610,400	\$644,238
Hours:	5,943	6,131	5,021	6,768	6,768

City of Sunnyvale
Program Performance Budget

Program 115 - Transportation and Traffic Services

Service Delivery Plan 11502 - Intergovernmental Coordination

Provide intergovernmental coordination on transportation issues, by:

- Participating in regional, state, and federal transportation planning, funding, administrative, capital improvement, and legal initiatives in order to represent the City's interests, and
- Supporting City officials involved in transportation-related intergovernmental activities.

Notes

1. Activity 115230 - Congestion Management Agency Dues allows clear tracking of the membership dues paid to Santa Clara County Congestion Management Agency. The level of dues is established by VTA. Dues for FY 2008/2009 are \$257,626 and for FY 2009/2010 are \$266,644.

**City of Sunnyvale
Program Performance Budget**

Program 115 - Transportation and Traffic Services

Service Delivery Plan 11502 - Intergovernmental Coordination

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 115230 - Congestion Management Agency Dues					
Product: A Due Paid					
Costs:	\$240,496	\$285,030	\$248,914	\$257,626	\$266,644
Products:	1	1	0	1	1
Work Hours:	0	0	0	0	0
Product Cost:	\$240,496.00	\$285,030.00	\$0.00	\$257,626.00	\$266,644.00
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00
Activity 115240 - Provide Intergovernmental Review Support					
Product: A Comment Prepared					
Costs:	\$32,059	\$17,500	\$42,058	\$31,543	\$33,071
Products:	79	85	54	80	80
Work Hours:	303	170	299	300	300
Product Cost:	\$405.80	\$205.88	\$778.86	\$394.29	\$413.38
Work Hours/Product:	3.84	2.00	5.53	3.75	3.75
Activity 115250 - Grant Writing and Grants Administration					
Product: A Grant Application Completed					
Costs:	\$33,701	\$72,106	\$24,849	\$41,918	\$44,165
Products:	16	20	4	20	20
Work Hours:	345	629	205	430	430
Product Cost:	\$2,106.32	\$3,605.31	\$6,212.15	\$2,095.88	\$2,208.27
Work Hours/Product:	21.58	31.45	51.14	21.50	21.50

**City of Sunnyvale
Program Performance Budget**

Program 115 - Transportation and Traffic Services

Service Delivery Plan 11502 - Intergovernmental Coordination

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 115260 - Review Outside Agency Plans, Designs, and Studies					
Product: A Comment Prepared					
Costs:	\$11,487	\$64,189	\$14,606	\$15,675	\$16,572
Products:	15	7	12	24	24
Work Hours:	119	590	144	191	191
Product Cost:	\$765.80	\$9,169.87	\$1,217.14	\$653.11	\$690.50
Work Hours/Product:	7.94	84.29	12.00	7.96	7.96
Totals for Service Delivery Plan 11502 - Intergovernmental Coordination					
Costs:	\$317,743	\$438,825	\$330,426	\$346,762	\$360,452
Hours:	768	1,389	647	921	921

City of Sunnyvale
Program Performance Budget

Program 115 - Transportation and Traffic Services

Service Delivery Plan 11503 - Traffic Signal Operations and Maintenance

Design, operate, maintain, oversee and coordinate traffic signal operations within the City to facilitate the safe and efficient movement of traffic through signalized intersections, by:

- Performing preventative maintenance on City traffic signals,
- Conducting repairs in a timely manner,
- Optimizing the operation of City traffic signals,
- Planning and conducting modifications to the traffic signal system,
- Performing infrastructure replacement, and
- Coordinating signal operations with other agencies operating traffic signals within or adjacent to the City limits.

Notes

1. Activity 115480 - Operate and Maintain Signal by Contract encompasses costs to maintain and repair traffic signals by contract. Preventative maintenance costs, as well as costs associated with damage repairs are performed and tracked. Damage to traffic signals results from many events, including, but not limited to vehicle collisions, construction activity, pavement wear, and weather. Approximately 40.0 percent of repair costs result from collisions and can be recovered through restitution.

**City of Sunnyvale
Program Performance Budget**

Program 115 - Transportation and Traffic Services

Service Delivery Plan 11503 - Traffic Signal Operations and Maintenance

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 115460, 115461 - Optimize Traffic Signals - Including Individual Signal Timing Reviews and Interconnect System Timing Reviews					
Product: A Traffic Signal Optimized					
Costs:	\$34,190	\$45,848	\$63,395	\$30,710	\$31,772
Products:	102	79	137	97	97
Work Hours:	392	660	920	360	360
Product Cost:	\$335.19	\$580.36	\$462.74	\$316.60	\$327.54
Work Hours/Product:	3.84	8.35	6.72	3.71	3.71
Activity 115470 - Design and Oversee Major Signal Infrastructure Components Replacement					
Product: A Design or Project Completed					
Costs:	\$16,683	\$139,234	\$1,588	\$18,064	\$19,247
Products:	7	4	1	7	7
Work Hours:	197	1,705	18	216	216
Product Cost:	\$2,383.36	\$34,808.59	\$1,588.40	\$2,580.55	\$2,749.54
Work Hours/Product:	28.17	426.25	17.51	30.86	30.86
Activity 115480 - Operate and Maintain Signals by Contract					
Product: A Preventative Maintenance Check Completed					
Costs:	\$494,367	\$702,134	\$645,060	\$494,595	\$502,019
Products:	2,950	1,548	1,289	1,548	1,548
Work Hours:	5	0	43	1	1
Product Cost:	\$167.58	\$453.58	\$500.43	\$319.51	\$324.30
Work Hours/Product:	0.00	0.00	0.03	0.00	0.00

**City of Sunnyvale
Program Performance Budget**

Program 115 - Transportation and Traffic Services

Service Delivery Plan 11503 - Traffic Signal Operations and Maintenance

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 115300 - Provide Electric Power for Traffic Signal Systems					
Product: A Signal Powered					
Costs:	\$101,228	\$86,275	\$94,615	\$99,225	\$101,309
Products:	129	129	129	129	129
Work Hours:	0	0	0	0	0
Product Cost:	\$784.72	\$668.80	\$733.45	\$769.19	\$785.34
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00
Activity 115310 - Conduct Signal Maintenance and Repair by Staff					
Product: A Maintenance Action or Repair Completed					
Costs:	\$185,994	\$174,193	\$133,049	\$164,972	\$173,478
Products:	309	210	101	300	300
Work Hours:	1,709	1,728	1,501	1,681	1,681
Product Cost:	\$601.92	\$829.49	\$1,317.32	\$549.91	\$578.26
Work Hours/Product:	5.53	8.23	14.86	5.60	5.60
Activity 115320 - Administer Signal Maintenance Contract					
Product: An Invoice Processed					
Costs:	\$25,971	\$10,961	\$32,762	\$19,392	\$20,677
Products:	25	25	0	25	25
Work Hours:	293	138	354	220	220
Product Cost:	\$1,038.85	\$438.46	\$0.00	\$775.69	\$827.08
Work Hours/Product:	11.71	5.52	0.00	8.80	8.80

**City of Sunnyvale
Program Performance Budget**

Program 115 - Transportation and Traffic Services

Service Delivery Plan 11503 - Traffic Signal Operations and Maintenance

	<u>2006/2007</u> Actual	<u>2007/2008</u> Budget	<u>2007/2008</u> Actual	<u>2008/2009</u> Budget	<u>2009/2010</u> Plan
Activity 115330 - Oversee Minor Signal Infrastructure Components Replacement					
Product: A Component Replaced					
Costs:	\$4,343	\$5,619	\$4,975	\$3,725	\$3,949
Products:	129	1,100	65	129	129
Work Hours:	69	85	32	59	59
Product Cost:	\$33.67	\$5.11	\$76.53	\$28.87	\$30.61
Work Hours/Product:	0.54	0.08	0.49	0.46	0.46
Totals for Service Delivery Plan 11503 - Traffic Signal Operations and Maintenance					
Costs:	\$862,777	\$1,164,265	\$975,445	\$830,683	\$852,451
Hours:	2,665	4,316	2,869	2,537	2,537

**City of Sunnyvale
Program Performance Budget**

Program 115 - Transportation and Traffic Services

Service Delivery Plan 11508 - Land Use and Transportation Permitting

Assure that transportation facilities and mitigation are adequate to meet City plans, design standards, and legal requirements, by:

- Reviewing land use and building permit applications and submittals,
- Participating on the Project Review Committee,
- Overseeing the preparation of required development-related transportation studies,
- Issuing transportation permits to meet legal requirements for high/wide load vehicles, and
- Providing information on transportation requirements to City staff, developers, architects, design engineers, and project construction staff.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 115 - Transportation and Traffic Services

Service Delivery Plan 11508 - Land Use and Transportation Permitting

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 115720 - Perform Planning Permit Application Reviews					
Product: An Application Reviewed					
Costs:	\$73,775	\$35,780	\$78,341	\$75,803	\$79,863
Products:	72	130	59	75	75
Work Hours:	808	375	564	809	809
Product Cost:	\$1,024.66	\$275.23	\$1,327.81	\$1,010.71	\$1,064.84
Work Hours/Product:	11.22	2.88	9.56	10.79	10.79
Activity 115730 - Perform Building Permit Submittal Reviews					
Product: A Building Permit Submittal Reviewed					
Costs:	\$63,419	\$30,922	\$57,193	\$64,277	\$68,342
Products:	1,675	150	209	1,675	1,675
Work Hours:	678	324	594	675	675
Product Cost:	\$37.86	\$206.15	\$273.65	\$38.37	\$40.80
Work Hours/Product:	0.40	2.16	2.84	0.40	0.40
Activity 115740 - Issue Transportation Permits					
Product: A Permit Issued					
Costs:	\$23,380	\$4,342	\$21,462	\$23,408	\$24,892
Products:	618	347	513	618	618
Work Hours:	323	85	294	320	320
Product Cost:	\$37.83	\$12.51	\$41.84	\$37.88	\$40.28
Work Hours/Product:	0.52	0.24	0.57	0.52	0.52

**City of Sunnyvale
Program Performance Budget**

Program 115 - Transportation and Traffic Services

Service Delivery Plan 11508 - Land Use and Transportation Permitting

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 115750 - Review Encroachment Permit Traffic Control Plans					
Product: A Traffic Control Plan Approved					
Costs:	\$17,228	\$716	\$56,379	\$17,413	\$18,564
Products:	174	0	538	175	175
Work Hours:	203	0	670	203	203
Product Cost:	\$99.01	\$0.00	\$104.79	\$99.50	\$106.08
Work Hours/Product:	1.17	0.00	1.25	1.16	1.16
Totals for Service Delivery Plan 11508 - Land Use and Transportation Permitting					
Costs:	\$177,803	\$71,760	\$213,374	\$180,900	\$191,661
Hours:	2,012	784	2,123	2,007	2,007

**City of Sunnyvale
Program Performance Budget**

Program 115 - Transportation and Traffic Services

Service Delivery Plan 11509 - Management and Support Services

Provide general management, administration, support services, legal issue support, and training.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 115 - Transportation and Traffic Services

Service Delivery Plan 11509 - Management and Support Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 115810 - Management and Supervisory Services					
Product: A Work Hour					
Costs:	\$20,570	\$28,033	\$38,289	\$30,725	\$31,975
Products:	193	230	313	287	287
Work Hours:	193	230	313	287	287
Product Cost:	\$106.76	\$121.88	\$122.29	\$107.06	\$111.41
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 115820 - Respond to Office of City Attorney Inquiries					
Product: A Response Prepared					
Costs:	\$1,381	\$1,964	\$448	\$1,483	\$1,564
Products:	5	6	1	6	6
Work Hours:	14	25	4	15	15
Product Cost:	\$276.21	\$327.39	\$448.49	\$247.25	\$260.70
Work Hours/Product:	2.70	4.17	4.00	2.50	2.50
Activity 115830 - Administrative Support, Including Clerical Staff Hours					
Product: A Work Hour					
Costs:	\$77,573	\$66,768	\$74,735	\$73,160	\$77,184
Products:	1,163	1,170	1,306	1,170	1,170
Work Hours:	1,163	1,170	1,306	1,170	1,170
Product Cost:	\$66.71	\$57.07	\$57.23	\$62.53	\$65.97
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00

**City of Sunnyvale
Program Performance Budget**

Program 115 - Transportation and Traffic Services

Service Delivery Plan 11509 - Management and Support Services

	<u>2006/2007</u>	<u>2007/2008</u>	<u>2007/2008</u>	<u>2008/2009</u>	<u>2009/2010</u>
	Actual	Budget	Actual	Budget	Plan
Activity 115840 - Provide Staff Training, Including Tailgate Meetings, Certifications and Operations / Safety Related Classes [DELETED - Moved to 115850 and 115860]					
Product: A Meeting Attended					
Costs:	\$40,232	\$21,436	\$24,838	\$0	\$0
Products:	75	130	44	0	0
Work Hours:	469	195	261	0	0
Product Cost:	\$536.43	\$164.89	\$564.51	\$0.00	\$0.00
Work Hours/Product:	6.26	1.50	5.93	0.00	0.00
Activity 115850 - Staff Training and Development					
Product: An Employee Trained					
Costs:	\$0	\$0	\$0	\$36,008	\$38,084
Products:	0	0	0	6	6
Work Hours:	0	0	0	440	440
Product Cost:	\$0.00	\$0.00	\$0.00	\$6,001.39	\$6,347.36
Work Hours/Product:	0.00	0.00	0.00	73.33	73.33
Activity 115860 - Tailgates and Other Staff Meetings					
Product: A Meeting Held					
Costs:	\$0	\$0	\$0	\$15,369	\$16,274
Products:	0	0	0	26	26
Work Hours:	0	0	0	182	182
Product Cost:	\$0.00	\$0.00	\$0.00	\$591.11	\$625.93
Work Hours/Product:	0.00	0.00	0.00	7.00	7.00
Totals for Service Delivery Plan 11509 - Management and Support Services					
Costs:	\$139,755	\$118,202	\$138,311	\$156,746	\$165,081
Hours:	1,838	1,620	1,884	2,094	2,094

**City of Sunnyvale
Program Performance Budget**

Program 115 - Transportation and Traffic Services

		<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Totals for Program 115	Costs:	\$2,024,516	\$2,344,908	\$2,139,198	\$2,125,491	\$2,213,883
	Hours:	13,227	14,240	12,544	14,327	14,327

**City of Sunnyvale
Program Performance Budget**

Program 117 - City Streetlight System

Program Performance Statement

Maintain the City-Owned Streetlight System in a safe, reliable, and cost-effective manner, by:

- Accessing and maintaining a constant flow of electrical power to the City-Owned Streetlight System,
- Performing preventive maintenance to extend the economic life and safety of City-Owned streetlights,
- Performing corrective repairs to defective streetlight components,
- Coordinating with Pacific Gas & Electric (PG&E) for maintenance and repairs of PG&E-owned streetlights,
- Providing constructive services for new and damaged streetlights, and
- Providing administration and support services to promote customer satisfaction and confidence.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 117 - City Streetlight System

Program Measures

	Priority	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
<u>Quality</u>						
Q1. City streetlights are functioning during field surveys.	C					
- Percent of Streetlights Functioning		95.00%	95.00%	96.00%	95.00%	95.00%
- Number of Streetlights		16,344.00	2,064.00	16,724.00	16,344.00	16,344.00
Q2. Customers are satisfied with the City streetlight system services (based on Citywide Survey). [DELETED]	I					
- Percent		70.00%	90.00%	73.00%	NA	NA
Q3. Percent of residents who rate the overall quality of the City Streetlight System services as "fair" or better. [External Survey]	I					
- Percent Rating as "Fair" or Better		NA	NA	NA	93.00%	93.00%
Q4. Percent of residents who rate the overall quality of the City Streetlight System services as "good" or "excellent". [External Survey]	I					
- Percent Rating as "Good" or "Excellent"		NA	NA	NA	70.00%	70.00%

**City of Sunnyvale
Program Performance Budget**

Program 117 - City Streetlight System

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Productivity</u>						
P1.	City-owned streetlight outages due to lamp failure are repaired within one (1) working-day of notification.					
	- Percent of Lamps Repaired within one (1) Working Day	93.00%	95.00%	95.00%	95.00%	95.00%
	- Number of Outages	1,092.00	600.00	682.00	1,092.00	1,092.00
P2.	Bi-monthly arterial and quarterly industrial streetlight surveys are completed as scheduled. [DELETED]					
	- Percent of Surveys Completed	100.00%	90.00%	100.00%	NA	NA
	- Number of Surveys Scheduled Yearly	10.00	10.00	10.00	NA	NA
P3.	City-owned streetlight-pole knockdowns that do not require foundation repairs are restored within five (5) days.					
	- Percent of Pole Knockdowns Restored within five (5) Days	64.00%	95.00%	67.00%	95.00%	95.00%
	- Number of Knockdowns that do not Require Foundation Repairs	22.00	20.00	15.00	18.00	18.00
P4.	Notify PG&E of streetlight outages owned and maintained by them within one (1) working-day of identification.					
	- Percent of PG&E Outages Notified within one (1) Working Day	100.00%	90.00%	95.00%	95.00%	95.00%
	- Number of Outages	129.00	50.00	122.00	125.00	125.00
<u>Cost Effectiveness</u>						
C1.	The cost to repair or replace a City-Owned streetlight lamp will not exceed the planned cost. [DELETED]					
	- Cost Per Lamp Repaired/Replaced	\$32.71	\$57.29	\$37.22	NA	NA
	- Number of City-Owned Streetlights	8,861.00	8,020.00	8,861.00	NA	NA

**City of Sunnyvale
Program Performance Budget**

Program 117 - City Streetlight System

Program Measures

Financial

F1. Actual total expenditures for City Streetlight System will not exceed planned program expenditures.
 - Total Program Expenditures [DELETED]
 - **Percent of Total Program Budget Expended**

<u>Priority</u>	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
C					
	\$1,014,258.00	\$977,534.49	\$981,237.04	NA	NA
	NA	NA	NA	100.00%	100.00%

Priority Legend

- M: Mandatory
- C: Council Highest Priority
- I: Important
- D: Desirable

**City of Sunnyvale
Program Performance Budget**

Program 117 - City Streetlight System

Service Delivery Plan 11701 - Purchase Electrical Power to the City Streetlight System

Purchase electrical power from PG&E to keep the City Streetlight System operating in a reliable and cost-effective manner, by:

-Purchasing power that utilizes the most cost-effective rate schedule.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 117 - City Streetlight System

Service Delivery Plan 11701 - Purchase Electrical Power to the City Streetlight System

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 117100 - Purchase Electrical Power For Streetlight System					
Product: A Streetlight Powered					
Costs:	\$729,373	\$709,037	\$710,695	\$714,755	\$729,766
Products:	8,861	8,862	8,873	8,862	8,862
Work Hours:	2	1	1	1	1
Product Cost:	\$82.31	\$80.01	\$80.10	\$80.65	\$82.35
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00
Totals for Service Delivery Plan 11701 - Purchase Electrical Power to the City Streetlight System					
Costs:	\$729,373	\$709,037	\$710,695	\$714,755	\$729,766
Hours:	2	1	1	1	1

City of Sunnyvale
Program Performance Budget

Program 117 - City Streetlight System

Service Delivery Plan 11702 - Streetlight System Preventive Maintenance

Provide preventive maintenance as scheduled to the City Streetlight System to ensure system reliability, by:

- Surveying arterial and commercial/industrial streetlights on a regular basis to identify outages and schedule repairs, and
- Maintaining facilities and equipment to service the Streetlight System.

Notes

1. Activity 117220 - Re-Number Streetlight Poles - Replace Faded, Damaged or Missing Numbering Plates: The budget for this activity was greatly reduced for FY 2008/2009 and FY 2009/2010 so that a new material can be found that will withstand the elements, thereby reducing ongoing maintenance costs that are currently being experienced.

**City of Sunnyvale
Program Performance Budget**

Program 117 - City Streetlight System

Service Delivery Plan 11702 - Streetlight System Preventive Maintenance

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 117200 - Facilities/Equipment Maintenance - Maintain Street Lighting Equipment and Material Storage Area					
Product: An Activity Completed					
Costs:	\$3,818	\$5,048	\$4,025	\$5,212	\$5,412
Products:	27	15	48	25	25
Work Hours:	52	50	70	50	50
Product Cost:	\$141.42	\$336.51	\$83.86	\$208.48	\$216.49
Work Hours/Product:	1.91	3.33	1.46	2.00	2.00
Activity 117210 - Survey Streetlights - To Check for Outages and Establish a Repair/Replacement List					
Product: A Survey Completed					
Costs:	\$9,307	\$8,153	\$7,901	\$9,346	\$9,861
Products:	10	10	14	10	10
Work Hours:	174	55	155	165	165
Product Cost:	\$930.71	\$815.27	\$564.37	\$934.62	\$986.14
Work Hours/Product:	17.35	5.50	11.04	16.50	16.50
Activity 117220 - Re-Number Streetlight Poles - Replace Faded, Damaged or Missing Numbering Plates					
Product: A Pole Re-Numbered					
Costs:	\$0	\$3,843	\$0	\$489	\$516
Products:	0	25	0	5	5
Work Hours:	0	80	0	10	10
Product Cost:	\$0.00	\$153.71	\$0.00	\$97.79	\$103.19
Work Hours/Product:	0.00	3.20	0.00	2.00	2.00
Totals for Service Delivery Plan 11702 - Streetlight System Preventive Maintenance					
Costs:	\$13,125	\$17,303	\$11,927	\$15,047	\$15,790
Hours:	225	185	225	225	225

City of Sunnyvale
Program Performance Budget

Program 117 - City Streetlight System

Service Delivery Plan 11703 - Streetlight System Corrective Repairs

Provide timely corrective repairs to the City Streetlight System to reduce downtime, by:

- Repairing and replacing electrical components,
- Repairing and replacing conduit,
- Repairing and replacing streetlight and sign lamps,
- Coordinate repairs with PG&E-owned and maintained streetlights, and
- Investigating, report and coordinate PG&E-based problems.

Notes

1. Activity 117330 - Streetlight Knockdowns Scheduled Repairs: This activity's budget was increased in FY 2008/2009 and FY 2009/2010 to cover the required purchase of replacement streetlight poles. Until recently, poles were replaced with those held in inventory, which included some that were salvaged from recent and ongoing development and some that were purchased a number of years ago. The inventory has now been depleted, requiring replacement poles be purchased annually. The current cost for the marblelite poles, light arms, and lamp heads is approximately \$2,000 for each set. Where possible, restitution is sought for replacement costs.

**City of Sunnyvale
Program Performance Budget**

Program 117 - City Streetlight System

Service Delivery Plan 11703 - Streetlight System Corrective Repairs

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 117300 - Electrical Repairs - Other Than Lamps					
Product: An Occasion					
Costs:	\$95,986	\$73,278	\$59,935	\$97,982	\$101,809
Products:	1,098	800	822	1,100	1,100
Work Hours:	961	865	696	1,005	1,005
Product Cost:	\$87.42	\$91.60	\$72.91	\$89.07	\$92.55
Work Hours/Product:	0.88	1.08	0.85	0.91	0.91
Activity 117310 - Conduit Repairs					
Product: A Lineal Foot					
Costs:	\$5,289	\$4,322	\$5,008	\$5,207	\$5,454
Products:	269	100	21	350	350
Work Hours:	80	50	95	74	74
Product Cost:	\$19.66	\$43.22	\$238.46	\$14.88	\$15.58
Work Hours/Product:	0.30	0.50	4.52	0.21	0.21
Activity 117320 - Streetlight Lamps Repair/Replace					
Product: A Lamp Repaired/Replaced					
Costs:	\$35,719	\$38,669	\$25,381	\$41,110	\$43,016
Products:	1,092	675	682	950	950
Work Hours:	485	525	299	550	550
Product Cost:	\$32.71	\$57.29	\$37.22	\$43.27	\$45.28
Work Hours/Product:	0.44	0.78	0.44	0.58	0.58

**City of Sunnyvale
Program Performance Budget**

Program 117 - City Streetlight System

Service Delivery Plan 11703 - Streetlight System Corrective Repairs

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 117330 - Streetlight Knockdowns Scheduled Repairs					
Product: A Knockdown Repaired					
Costs:	\$41,818	\$61,278	\$60,409	\$58,134	\$59,389
Products:	22	25	13	22	22
Work Hours:	531	200	592	180	180
Product Cost:	\$1,900.80	\$2,451.14	\$4,646.83	\$2,642.46	\$2,699.52
Work Hours/Product:	24.11	8.00	45.52	8.18	8.18
Activity 117340 - Investigate Electrical Problem - Schedule Repairs If City-Owned or Report Problem to PG&E					
Product: An Occasion					
Costs:	\$5,794	\$12,484	\$12,156	\$5,677	\$5,989
Products:	129	50	187	125	125
Work Hours:	104	70	209	95	95
Product Cost:	\$44.91	\$249.69	\$65.01	\$45.41	\$47.92
Work Hours/Product:	0.80	1.40	1.12	0.76	0.76
Activity 117350 - Recycle/Dispose Hazardous Material - Containing Components such as Mercury-Containing Lamps					
Product: A Lamp/Component Recycled/Disposed					
Costs:	\$504	\$1,429	\$1,312	\$799	\$823
Products:	1,283	550	1,501	2,050	2,050
Work Hours:	5	8	8	5	5
Product Cost:	\$0.39	\$2.60	\$0.87	\$0.39	\$0.40
Work Hours/Product:	0.00	0.01	0.01	0.00	0.00
Totals for Service Delivery Plan 11703 - Streetlight System Corrective Repairs					
Costs:	\$185,109	\$191,461	\$164,200	\$208,908	\$216,479
Hours:	2,165	1,718	1,898	1,909	1,909

**City of Sunnyvale
Program Performance Budget**

Program 117 - City Streetlight System

Service Delivery Plan 11704 - Emergency Services

Respond to streetlight emergencies in a timely manner to avoid property damage and minimize hazardous conditions, by:

-Providing emergency repairs to streetlight components.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 117 - City Streetlight System

Service Delivery Plan 11704 - Emergency Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 117400 - Complete Repair - City Responsibility					
Product: An Occasion					
Costs:	\$210	\$3,332	\$58	\$299	\$315
Products:	1	5	1	1	1
Work Hours:	4	58	1	5	5
Product Cost:	\$210.14	\$666.47	\$57.53	\$298.79	\$315.23
Work Hours/Product:	3.50	11.60	1.00	5.00	5.00
Activity 117410 - Complete Repair - Non-City Responsibility					
Product: An Occasion					
Costs:	\$579	\$910	\$477	\$764	\$787
Products:	1	1	0	1	1
Work Hours:	3	15	7	5	5
Product Cost:	\$579.43	\$910.26	\$0.00	\$763.79	\$787.21
Work Hours/Product:	2.50	15.00	0.00	5.00	5.00
Activity 117420 - Streetlight Knockdown Unscheduled Response					
Product: An Occasion					
Costs:	\$5,214	\$7,951	\$6,491	\$9,463	\$9,909
Products:	11	5	11	10	10
Work Hours:	91	95	121	140	140
Product Cost:	\$474.02	\$1,590.11	\$590.10	\$946.30	\$990.85
Work Hours/Product:	8.28	19.00	11.02	14.00	14.00
Totals for Service Delivery Plan 11704 - Emergency Services					
Costs:	\$6,004	\$12,193	\$7,026	\$10,526	\$11,011
Hours:	97	168	129	150	150

**City of Sunnyvale
Program Performance Budget**

Program 117 - City Streetlight System

Service Delivery Plan 11705 - Service Response

Provide additional services as requested, by:

- Providing field inspections and locate services as requested by inside and outside customers,
- Providing sign/graffiti removal services from streetlight poles, and
- Providing fabrication and equipment repair services as needed.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 117 - City Streetlight System

Service Delivery Plan 11705 - Service Response

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 117500 - Provide Pole Graffiti/Sign Removal					
Product: An Occasion					
Costs:	\$8,908	\$12,329	\$11,549	\$10,414	\$10,989
Products:	359	500	521	360	360
Work Hours:	193	244	246	197	197
Product Cost:	\$24.81	\$24.66	\$22.17	\$28.93	\$30.52
Work Hours/Product:	0.54	0.49	0.47	0.55	0.55
Activity 117510 - Provide Fabrication/Equipment Repair					
Product: A Fabrication/Repair Completed					
Costs:	\$705	\$4,284	\$28	\$3,128	\$3,220
Products:	8	10	2	10	10
Work Hours:	11	40	1	20	20
Product Cost:	\$88.19	\$428.35	\$13.78	\$312.76	\$321.98
Work Hours/Product:	1.38	4.00	0.25	2.00	2.00
Activity 117520 - Streetlight Locates - Locating of Underground Utilities for Excavation Purposes					
Product: A Locate Completed					
Costs:	\$23,273	\$13,606	\$25,615	\$19,836	\$20,893
Products:	2,992	1,185	3,857	3,000	3,000
Work Hours:	423	265	490	360	360
Product Cost:	\$7.78	\$11.48	\$6.64	\$6.61	\$6.96
Work Hours/Product:	0.14	0.22	0.13	0.12	0.12

**City of Sunnyvale
Program Performance Budget**

Program 117 - City Streetlight System

Service Delivery Plan 11705 - Service Response

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 117530 - Provide Streetlight Modifications per Request					
Product: A Service Request Completed					
Costs:	\$3,116	\$1,364	\$1,248	\$1,745	\$1,819
Products:	0	5	4	5	5
Work Hours:	47	20	25	20	20
Product Cost:	\$0.00	\$272.89	\$312.08	\$349.02	\$363.84
Work Hours/Product:	0.00	4.00	6.13	4.00	4.00
Totals for Service Delivery Plan 11705 - Service Response					
Costs:	\$36,003	\$31,583	\$38,440	\$35,122	\$36,921
Hours:	674	569	761	597	597

**City of Sunnyvale
Program Performance Budget**

Program 117 - City Streetlight System

Service Delivery Plan 11706 - Management and Support Services

Support the operation of the City Streetlight System program, by:

- Responding to citizen service requests in a prompt and courteous manner,
- Maintaining complete and thorough records to support operations and planning,
- Providing timely and accurate administrative support services,
- Coordinate repairs with PG&E-owned and maintained street lights, and
- Providing training to enhance staff skills.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 117 - City Streetlight System

Service Delivery Plan 11706 - Management and Support Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 117600 - Management and Supervisory Services					
Product: A Work Hour					
Costs:	\$10,210	\$7,575	\$12,199	\$25,834	\$26,678
Products:	124	79	137	300	300
Work Hours:	124	79	137	300	300
Product Cost:	\$82.67	\$95.88	\$89.05	\$86.11	\$88.93
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 117610 - Administrative Support - Including Clerical Staff Hours					
Product: A Work Hour					
Costs:	\$29,539	\$2,694	\$25,841	\$46,946	\$48,755
Products:	553	52	498	389	389
Work Hours:	553	52	498	389	389
Product Cost:	\$53.42	\$51.81	\$51.94	\$120.68	\$125.33
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 117620 - Staff Training and Development - Including Tailgate Meetings, Certifications and Operations/Safety Related Classes [DELETED - Moved to 117630 and 117640]					
Product: A Training Session Completed					
Costs:	\$4,951	\$5,689	\$10,909	\$0	\$0
Products:	65	60	67	0	0
Work Hours:	88	100	187	0	0
Product Cost:	\$76.18	\$94.81	\$162.83	\$0.00	\$0.00
Work Hours/Product:	1.35	1.67	2.78	0.00	0.00

**City of Sunnyvale
Program Performance Budget**

Program 117 - City Streetlight System

Service Delivery Plan 11706 - Management and Support Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 117630 - Staff Training and Development					
Product: An Employee Trained					
Costs:	\$0	\$0	\$0	\$4,482	\$4,728
Products:	0	0	0	2	2
Work Hours:	0	0	0	75	75
Product Cost:	\$0.00	\$0.00	\$0.00	\$2,240.85	\$2,364.25
Work Hours/Product:	0.00	0.00	0.00	37.50	37.50
Activity 117640 - Tailgates and Other Staff Meetings					
Product: A Meeting Held					
Costs:	\$0	\$0	\$0	\$1,482	\$1,563
Products:	0	0	0	25	25
Work Hours:	0	0	0	25	25
Product Cost:	\$0.00	\$0.00	\$0.00	\$59.30	\$62.50
Work Hours/Product:	0.00	0.00	0.00	1.00	1.00
Totals for Service Delivery Plan 11706 - Management and Support Services					
Costs:	\$44,700	\$15,957	\$48,950	\$78,745	\$81,724
Hours:	765	231	821	789	789

**City of Sunnyvale
Program Performance Budget**

Program 117 - City Streetlight System

		<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Totals for Program 117	Costs:	\$1,014,315	\$977,534	\$981,237	\$1,063,103	\$1,091,692
	Hours:	3,927	2,872	3,835	3,671	3,671

City of Sunnyvale
Program Performance Budget

Program 118 - Pavement Operations

Program Performance Statement

Maintain safe City roadways in a cost-effective and proactive manner to meet the community's current and future access needs, by:

- Planning and implementing pavement construction and maintenance in accordance with Metropolitan Traffic Commission (MTC) Regional Standard Specifications,
- Maintaining pavement surfaces to prolong economic life, maximize investment and reduce liability,
- Repairing pavement deficiencies in a timely manner to facilitate the safe and efficient flow of traffic through the City,
- Creating, installing, and maintaining traffic signs and markings in a safe and efficient manner,
- Maintaining clean and safe City roadways to ensure they are free of hazards, debris and graffiti,
- Using the City's Pavement Management System to assist with cost-effective decisions concerning pavement maintenance and rehabilitation strategies, and
- Providing administrative and support services to promote customer satisfaction and confidence.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 118 - Pavement Operations

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Quality</u>						
Q1. City collector and residential streets are rated "good" or better with a PCI rating of over 70, based on Metropolitan Traffic Commission (MTC) Regional Standards. [External Survey]	C					
- Percent of Collector and Residential Streets Rated "Good" or Better		79.00%	90.00%	79.00%	90.00%	90.00%
- Miles of Collector and Residential Streets In the City		284.00	284.00	284.00	284.00	284.00
Q2. City arterial streets are rated "good" or better with a PCI rating of over 70, based on Metropolitan Traffic Commission (MTC) Regional Standards. [External Survey]	C					
- Percent of Arterial Streets Rated "Good" or Better		69.00%	90.00%	79.00%	90.00%	90.00%
- Miles of Arterial Streets In the City		35.00	35.00	35.00	35.00	35.00
Q3. "No Parking" signs are posted at least 48 before chip seal and slurry seal are applied to streets.	I					
- Percent of Signs Posted		100.00%	98.00%	100.00%	100.00%	100.00%
- Number of Signs Posted		276.00	400.00	141.00	276.00	276.00
Q4. Customers are satisfied with the safety of City roadways (based on Citywide Survey). [DELETED]	D					
- Percent of Satisfied Customers		61.00%	80.00%	58.00%	NA	NA
Q5. Percent of residents who rate the overall quality of Pavement Operations services as "fair" or better. [External Survey]	D					
- Percent Rating as "Fair" or Better		NA	NA	NA	94.00%	94.00%
Q6. Percent of residents who rate the overall quality of Pavement Operations services as "good" or "excellent". [External Survey]	D					
- Percent Rating as "Good" or "Excellent"		NA	NA	NA	61.00%	61.00%

**City of Sunnyvale
Program Performance Budget**

Program 118 - Pavement Operations

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Productivity</u>						
P1. Hazardous debris calls are responded to within three (3) hours from notification.	C					
- Percent of Calls Responded On Time		88.00%	90.00%	95.00%	90.00%	90.00%
- Number of Emergency Debris Calls		175.00	50.00	137.00	150.00	150.00
P2. Emergency graffiti obscenities are removed within one (1) working day from notification.	C					
- Percent of Graffiti Removed On Time		100.00%	80.00%	100.00%	95.00%	95.00%
- Number of Emergency Graffiti Requests		4.00	5.00	4.00	4.00	4.00
P3. Annual major repairs (street reconstruction and asphalt overlay) are completed as scheduled.	I					
- Percent of Planned Repairs Completed		NA	90.00%	100.00%	90.00%	90.00%
- 1,000 Square Feet Reconstructed		NA	21.00	158.00	21.00	21.00
- 1,000 Square Feet Overlaid		NA	179.00	158.00	28.00	28.00
P4. Annual traffic sign reflectivity, inspection and maintenance are completed as scheduled.	I					
- Percent of Activities Completed		100.00%	90.00%	100.00%	98.00%	98.00%
- Number of Signs Maintained		3,749.00	1,400.00	4,389.00	3,749.00	3,749.00
P5. Annual arterial striping is completed as scheduled.	I					
- Percent of Striping Completed		73.00%	90.00%	93.00%	90.00%	90.00%
- 1,000 Lineal Feet Striped		585.00	800.00	795.00	850.00	850.00
P6. Non-hazardous debris calls are responded to within two (2) working days from notification.	I					
- Percent of Calls Responded On Time		96.00%	90.00%	98.00%	95.00%	95.00%
- Number of Non-Emergency Debris Calls		116.00	50.00	83.00	120.00	120.00
P7. Non-emergency graffiti are removed within two (2) working days from notification.	I					
- Percent of Graffiti Removed On Time		97.00%	80.00%	95.00%	95.00%	95.00%
- Number of Non-Emergency Graffiti Requests		743.00	15.00	44.00	1,000.00	1,000.00

**City of Sunnyvale
Program Performance Budget**

Program 118 - Pavement Operations

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Productivity</u>						
P8.	Annual chip seal preventive maintenance activities are completed as scheduled.	D				
	- Percent of Planned Maintenance Activities Completed	99.50%	90.00%	100.00%	90.00%	90.00%
	- 1,000 Square Feet Chip Seal	3,882.00	3,900.00	4,056.00	1,600.00	1,600.00
P9.	Street sweeping requests/complaints are responded to within two (2) working days from notification.	D				
	- Percent of Complaints Responded within Two (2) Days	100.00%	80.00%	100.00%	95.00%	95.00%
	- Number of Complaints	4.00	15.00	1.00	40.00	40.00
P10.	Annual slurry seal preventative maintenance activities are completed as scheduled.	D				
	- Percent of Planned Maintenance Activities	NA	NA	NA	90.00%	90.00%
	- 1,000 Square Feet Slurry Seal	NA	NA	NA	2,300.00	2,300.00
<u>Cost Effectiveness</u>						
C1.	The cost to permanent-patch a square foot of City roadway will not exceed the planned cost. [DELETED]	I				
	- Cost Per Square Foot	\$3.73	\$4.16	\$3.69	NA	NA
	- Number of Square Feet	310,000.00	200,000.00	225,877.00	NA	NA
C2.	The cost to chip seal 1,000 square feet of City roadway will not exceed the planned cost. [DELETED]	I				
	- Cost Per 1,000 Square Feet	\$326.00	\$297.74	\$337.02	NA	NA
	- Number of 1,000 Square Feet	1,436.00	1,600.00	1,636.00	NA	NA
<u>Financial</u>						
F1.	Actual total expenditures for Pavement Operations will not exceed planned program expenditures.	C				
	- Total Program Expenditures [DELETED]	\$4,138,521.00	\$4,118,896.24	\$4,090,315.52	NA	NA
	- Percent of Total Program Budget Expended	NA	NA	NA	100.00%	100.00%

**City of Sunnyvale
Program Performance Budget**

Program 118 - Pavement Operations

Priority Legend

- M: Mandatory
- C: Council Highest Priority
- I: Important
- D: Desirable

City of Sunnyvale
Program Performance Budget

Program 118 - Pavement Operations

Service Delivery Plan 11801 - Pavement Preventive Maintenance

Perform preventative maintenance on City street pavements in a safe, cost-effective and proactive manner, by:

- Performing chip seal and slurry seal to extend the life of existing pavement to maintain an average Pavement Condition Index (PCI) rating of 70 from the MTC Regional Standards,
- Preparing streets prior to resurfacing treatments to reduce premature deterioration of City pavement, and
- Pre-notifying residents of pending resurfacing work to limit inconvenience and job interruptions.

Notes

Pavement maintenance costs increased dramatically in recent year. In order to control those costs, the FY 2008/2009 and FY 2009/2010 budgets include the following:

1. Activity 118040 - Permanent Patching: Material expenditures are held at the FY 2006/2007 level. This action will require a reduction in patching work to hold the expenditure level, given rising material costs.
2. Activity 118050 - Slurry Seal : Slurry seal is done by contract, with City staff providing all notices, traffic control, inspection, compaction, and scheduling. The slurry contract amount of \$207,000 included in this activity is based on a unit cost of \$0.09 per square foot. No inflation factor is applied. Total area of slurry seal completed changes depending on the cost of materials. The contract amount is held constant.
3. Activity 118060 - Double Chip Seal: Double chip seal is done completely by City staff. The budgeted amount is based upon material prices paid to complete 1.6 million square feet during FY 2007/2008. No inflation factor is applied. Total area of double chip seal completed changes depending on the cost of materials. The budget amount is held constant.

**City of Sunnyvale
Program Performance Budget**

Program 118 - Pavement Operations

Service Delivery Plan 11801 - Pavement Preventive Maintenance

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 118000 - Crack Sealing - Use Asphaltic Material to Seal Surface Cracks In Pavement					
Product: A Linear Foot					
Costs:	\$131,270	\$225,088	\$233,868	\$195,919	\$205,278
Products:	529,750	950,000	974,000	800,000	800,000
Work Hours:	1,748	3,057	2,941	2,600	2,600
Product Cost:	\$0.25	\$0.24	\$0.24	\$0.24	\$0.26
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00
Activity 118020 - Marking of Damaged Pavement - Prior to Permanent Patching					
Product: A Project Location					
Costs:	\$36,200	\$63,037	\$12,668	\$36,053	\$37,903
Products:	275	400	83	300	300
Work Hours:	486	900	169	500	500
Product Cost:	\$131.64	\$157.59	\$152.62	\$120.18	\$126.34
Work Hours/Product:	1.77	2.25	2.03	1.67	1.67
Activity 118030 - Sawing of Damaged Pavement - Prior to Permanent Patching					
Product: A Linear Foot					
Costs:	\$65,357	\$109,186	\$45,865	\$75,380	\$79,027
Products:	48,671	112,500	32,345	49,000	49,000
Work Hours:	1,042	1,650	740	1,050	1,050
Product Cost:	\$1.34	\$0.97	\$1.42	\$1.54	\$1.61
Work Hours/Product:	0.02	0.01	0.02	0.02	0.02

**City of Sunnyvale
Program Performance Budget**

Program 118 - Pavement Operations

Service Delivery Plan 11801 - Pavement Preventive Maintenance

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 118040 - Permanent Patching - Remove and Replace Damaged Pavement Prior to Resurfacing (Up to Six (6) Inches)					
Product: A Square Foot					
Costs:	\$1,156,678	\$832,242	\$833,245	\$1,174,428	\$1,219,261
Products:	309,847	200,000	225,877	310,000	310,000
Work Hours:	10,926	9,700	7,483	10,870	10,870
Product Cost:	\$3.73	\$4.16	\$3.69	\$3.79	\$3.93
Work Hours/Product:	0.04	0.05	0.03	0.04	0.04
Activity 118050 - Slurry Seal - Application of Oil/Sand Mixture By Staff-Monitored Contractor to Extend Street Life					
Product: A Thousand Square Feet					
Costs:	\$301,990	\$309,253	\$302,646	\$307,678	\$105,689
Products:	2,446	2,300	2,420	2,300	2,300
Work Hours:	1,582	1,270	1,215	1,370	1,370
Product Cost:	\$123.46	\$134.46	\$125.06	\$133.77	\$45.95
Work Hours/Product:	0.65	0.55	0.50	0.60	0.60
Activity 118060 - Double Chip Seal - Application of Oil/Gravel to Street By In-House Staff to Prepare for Slurry Seal					
Product: A Thousand Square Feet					
Costs:	\$476,532	\$476,390	\$551,371	\$527,975	\$546,370
Products:	1,436	1,600	1,636	1,600	1,600
Work Hours:	3,739	3,760	4,210	4,200	4,200
Product Cost:	\$331.85	\$297.74	\$337.02	\$329.98	\$341.48
Work Hours/Product:	2.60	2.35	2.57	2.63	2.63

**City of Sunnyvale
Program Performance Budget**

Program 118 - Pavement Operations

Service Delivery Plan 11801 - Pavement Preventive Maintenance

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 118070 - Provide Advance Notice - Notify Residents and Post "No Parking" Signs for Resurfacing Streets					
Product: A Project Location					
Costs:	\$36,546	\$44,640	\$23,825	\$39,102	\$41,078
Products:	276	300	141	280	280
Work Hours:	551	690	289	550	550
Product Cost:	\$132.41	\$148.80	\$168.97	\$139.65	\$146.71
Work Hours/Product:	2.00	2.30	2.05	1.96	1.96
Activity 118080 - Facilities Maintenance - Maintain Corp Yard Facilities and Make Minor Repairs to Equipment and Tools					
Product: An Activity					
Costs:	\$18,849	\$37,857	\$12,020	\$20,923	\$22,003
Products:	181	550	18	195	195
Work Hours:	286	560	168	310	310
Product Cost:	\$104.14	\$68.83	\$667.81	\$107.30	\$112.84
Work Hours/Product:	1.58	1.02	9.33	1.59	1.59
Totals for Service Delivery Plan 11801 - Pavement Preventive Maintenance					
Costs:	\$2,262,394	\$2,133,635	\$2,015,507	\$2,377,457	\$2,256,609
Hours:	20,700	22,015	17,214	21,450	21,450

City of Sunnyvale
Program Performance Budget

Program 118 - Pavement Operations

Service Delivery Plan 11802 - Pavement Corrective Repairs

Perform corrective repairs on City street pavements in a safe, cost-effective and proactive manner, by:

- Reconstructing pavements that have deteriorated below a Pavement Condition Index (PCI) rating of 59 to improve traffic safety and minimize travel delays,
- Performing asphalt overlay on streets that have a PCI rating between 60-69 to maximize the life of existing pavements,
- Using the City's Pavement Management System to assist with cost-effective decisions concerning pavement maintenance and rehabilitation strategies,
- Performing pavement grinding and deep lift patching on City streets to improve traffic safety and minimize travel delays, and
- Repairing hazardous pavement conditions in a timely manner to minimize liability.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 118 - Pavement Operations

Service Delivery Plan 11802 - Pavement Corrective Repairs

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 118120 - Streets Reconstruction - Remove and Replace Full Depth of Asphalt On Streets (by Contractor)					
Product: A Thousand Square Feet					
Costs:	\$0	\$9,200	\$0	\$183,166	\$4,761
Products:	0	25	0	25	25
Work Hours:	0	110	0	60	60
Product Cost:	\$0.00	\$368.01	\$0.00	\$7,326.63	\$190.44
Work Hours/Product:	0.00	4.40	0.00	2.40	2.40
Activity 118130 - Asphalt Overlay - Remove and Replace Top 1 1/2 to 2 Inches of Asphalt On Streets (by Contractor)					
Product: A Thousand Square Feet					
Costs:	\$0	\$18,609	\$0	\$100,549	\$14,961
Products:	0	42	0	42	42
Work Hours:	0	240	0	200	200
Product Cost:	\$0.00	\$443.08	\$0.00	\$2,394.03	\$356.21
Work Hours/Product:	0.00	5.71	0.00	4.76	4.76
Activity 118140 - Pavement Management System Survey - To Assess Street Condition					
Product: A Street Surveyed					
Costs:	\$119,756	\$59,832	\$68,468	\$73,289	\$77,395
Products:	2,006	540	843	870	870
Work Hours:	1,544	723	814	950	950
Product Cost:	\$59.70	\$110.80	\$81.22	\$84.24	\$88.96
Work Hours/Product:	0.77	1.34	0.97	1.09	1.09

**City of Sunnyvale
Program Performance Budget**

Program 118 - Pavement Operations

Service Delivery Plan 11802 - Pavement Corrective Repairs

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 118150 - Temporary Asphaltic Patching - Place Asphalt In Potholes or Low Areas On Temporary Basis					
Product: A Square Foot					
Costs:	\$11,103	\$35,397	\$32,380	\$33,202	\$34,846
Products:	1,047	4,400	6,302	4,000	4,000
Work Hours:	153	490	457	445	445
Product Cost:	\$10.60	\$8.04	\$5.14	\$8.30	\$8.71
Work Hours/Product:	0.15	0.11	0.07	0.11	0.11
Activity 118160 - Remove Pavement by Grinding - To Prepare Street For Sealing (by City Staff)					
Product: A Square Foot					
Costs:	\$173,813	\$164,596	\$226,632	\$207,983	\$218,573
Products:	86,534	37,500	103,258	96,000	96,000
Work Hours:	2,601	2,400	3,217	2,985	2,985
Product Cost:	\$2.01	\$4.39	\$2.19	\$2.17	\$2.28
Work Hours/Product:	0.03	0.06	0.03	0.03	0.03
Activity 118170 - Deep Lift Patching - Remove and Replace Asphalt In Damaged or Low Areas Where Depths Exceed Six (6) Inches					
Product: A Square Foot					
Costs:	\$150,936	\$168,309	\$205,096	\$175,453	\$182,053
Products:	43,818	55,000	50,838	45,000	45,000
Work Hours:	1,357	1,860	1,764	1,585	1,585
Product Cost:	\$3.44	\$3.06	\$4.03	\$3.90	\$4.05
Work Hours/Product:	0.03	0.03	0.03	0.04	0.04

**City of Sunnyvale
Program Performance Budget**

Program 118 - Pavement Operations

Service Delivery Plan 11802 - Pavement Corrective Repairs

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 118180 - Pavement Equipment Repair and Servicing					
Product: A Repair Made					
Costs:	\$2,132	\$21,806	\$8,412	\$6,014	\$6,321
Products:	20	60	16	20	20
Work Hours:	32	300	120	80	80
Product Cost:	\$106.59	\$363.43	\$525.73	\$300.70	\$316.04
Work Hours/Product:	1.62	5.00	7.50	4.00	4.00
Totals for Service Delivery Plan 11802 - Pavement Corrective Repairs					
Costs:	\$457,740	\$477,749	\$540,989	\$779,655	\$538,909
Hours:	5,688	6,123	6,372	6,305	6,305

City of Sunnyvale
Program Performance Budget

Program 118 - Pavement Operations

Service Delivery Plan 11803 - Traffic Signs

Maintain City street signs in a safe, cost-efficient and proactive manner, by:

- Fabricating traffic signs in accordance with specifications in the Manual On Uniform Traffic Control Devices,
- Installing traffic signs to command attention and respect of road users,
- Maintaining traffic signs to provide guidance and facilitate safe navigation by all road users, and
- Providing temporary traffic controls as needed during emergencies, power outages and/or special events.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 118 - Pavement Operations

Service Delivery Plan 11803 - Traffic Signs

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 118220 - Silk Screen Fabrication - Traffic Signs					
Product: A Sign Fabricated					
Costs:	\$4,117	\$9,454	\$3,328	\$5,048	\$5,294
Products:	183	475	310	400	400
Work Hours:	49	125	43	65	65
Product Cost:	\$22.50	\$19.90	\$10.74	\$12.62	\$13.24
Work Hours/Product:	0.27	0.26	0.14	0.16	0.16
Activity 118230 - Hand Fabrication - Traffic Signs					
Product: A Sign Fabricated					
Costs:	\$52,542	\$55,428	\$60,924	\$55,785	\$58,289
Products:	722	1,600	894	1,250	1,250
Work Hours:	517	570	528	630	630
Product Cost:	\$72.77	\$34.64	\$68.15	\$44.63	\$46.63
Work Hours/Product:	0.72	0.36	0.59	0.50	0.50
Activity 118240 - Traffic Sign/Pole - New Installations					
Product: A Sign/Pole Installed					
Costs:	\$18,664	\$19,979	\$12,310	\$20,427	\$21,369
Products:	161	380	124	220	220
Work Hours:	224	250	156	250	250
Product Cost:	\$115.93	\$52.58	\$99.27	\$92.85	\$97.13
Work Hours/Product:	1.39	0.66	1.26	1.14	1.14

**City of Sunnyvale
Program Performance Budget**

Program 118 - Pavement Operations

Service Delivery Plan 11803 - Traffic Signs

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 118250 - Repair Damaged Traffic Sign/Pole					
Product: A Sign/Pole Repaired					
Costs:	\$56,195	\$52,038	\$48,933	\$63,690	\$66,927
Products:	1,388	1,788	1,264	1,650	1,650
Work Hours:	786	760	712	910	910
Product Cost:	\$40.49	\$29.10	\$38.71	\$38.60	\$40.56
Work Hours/Product:	0.57	0.43	0.56	0.55	0.55
Activity 118260 - Replace Traffic Sign/Pole					
Product: A Sign/Pole Replaced					
Costs:	\$51,960	\$55,354	\$46,452	\$46,277	\$48,602
Products:	868	1,750	890	970	970
Work Hours:	703	810	655	660	660
Product Cost:	\$59.86	\$31.63	\$52.19	\$47.71	\$50.10
Work Hours/Product:	0.81	0.46	0.74	0.68	0.68
Activity 118270 - Remove Traffic Sign/Pole					
Product: A Sign/Pole Removed					
Costs:	\$4,949	\$12,612	\$4,314	\$5,469	\$5,752
Products:	71	140	80	75	75
Work Hours:	80	181	64	81	81
Product Cost:	\$69.71	\$90.09	\$53.93	\$72.91	\$76.69
Work Hours/Product:	1.13	1.29	0.79	1.08	1.08

**City of Sunnyvale
Program Performance Budget**

Program 118 - Pavement Operations

Service Delivery Plan 11803 - Traffic Signs

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 118280 - Maintain Traffic Sign Area of the Hazardous Material Facility at the Corporation Yard					
Product: An Occasion					
Costs:	\$1,412	\$4,992	\$825	\$2,381	\$2,506
Products:	7	50	4	10	10
Work Hours:	21	65	14	30	30
Product Cost:	\$201.75	\$99.85	\$206.35	\$238.15	\$250.55
Work Hours/Product:	2.93	1.30	3.38	3.00	3.00
Activity 118290 - Traffic Sign Annual Inspection for Condition and Reflectivity					
Product: A Sign Inspected					
Costs:	\$1,997	\$11,505	\$2,086	\$2,703	\$2,843
Products:	3,749	1,000	4,389	3,749	3,749
Work Hours:	31	165	33	40	40
Product Cost:	\$0.53	\$11.50	\$0.48	\$0.72	\$0.76
Work Hours/Product:	0.01	0.17	0.01	0.01	0.01
Totals for Service Delivery Plan 11803 - Traffic Signs					
Costs:	\$191,836	\$221,363	\$179,174	\$201,780	\$211,581
Hours:	2,411	2,926	2,204	2,666	2,666

City of Sunnyvale
Program Performance Budget

Program 118 - Pavement Operations

Service Delivery Plan 11804 - Traffic Markings

Maintain City roadway markings in a safe, cost-efficient and proactive manner, by:

- Installing, maintaining, and removing lane line striping to provide for orderly and predictable traffic movements,
- Installing and maintaining crosswalks, limit bars, and legends to provide safe guidance and adequate warning,
- Installing and maintaining traffic markings to convey clear messages,
- Installing and maintaining traffic markings to be visible under varied light and weather conditions, and
- Installing and maintaining traffic controls within City-owned parking lots to direct and assist vehicle operators.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 118 - Pavement Operations

Service Delivery Plan 11804 - Traffic Markings

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 118330 - Traffic Line Striping of City Streets					
Product: A Thousand Linear Feet					
Costs:	\$82,486	\$96,048	\$118,859	\$144,366	\$151,119
Products:	585	860	79,415	995	995
Work Hours:	963	1,195	1,519	1,800	1,800
Product Cost:	\$141.01	\$111.68	\$1.50	\$145.09	\$151.88
Work Hours/Product:	1.65	1.39	0.02	1.81	1.81
Activity 118340 - Pre-Marking/Cat Tracking Prior to Striping					
Product: A Location					
Costs:	\$22,447	\$36,384	\$22,112	\$27,299	\$28,691
Products:	172	400	222	300	300
Work Hours:	335	525	327	395	395
Product Cost:	\$130.51	\$90.96	\$99.60	\$91.00	\$95.64
Work Hours/Product:	1.94	1.31	1.47	1.32	1.32
Activity 118350 - Installation of Thermoplastic Crosswalks and Limit Bars					
Product: A Linear Foot					
Costs:	\$24,915	\$28,428	\$22,492	\$26,507	\$27,741
Products:	9,489	11,000	5,993	9,000	9,000
Work Hours:	345	340	294	330	330
Product Cost:	\$2.63	\$2.58	\$3.75	\$2.95	\$3.08
Work Hours/Product:	0.04	0.03	0.05	0.04	0.04

**City of Sunnyvale
Program Performance Budget**

Program 118 - Pavement Operations

Service Delivery Plan 11804 - Traffic Markings

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 118360 - Installation of Thermoplastic Street Legends On Street Pavement					
Product: A Legend Installed					
Costs:	\$23,009	\$21,165	\$26,227	\$25,301	\$26,496
Products:	837	300	119	817	817
Work Hours:	306	260	341	320	320
Product Cost:	\$27.49	\$70.55	\$220.39	\$30.97	\$32.43
Work Hours/Product:	0.36	0.87	2.86	0.39	0.39
Activity 118370 - Removal of Thermoplastic Crosswalks and Limit Bars					
Product: A Linear Foot					
Costs:	\$5,292	\$11,058	\$6,707	\$7,049	\$7,418
Products:	9,908	8,000	15,202	8,000	8,000
Work Hours:	78	160	98	100	100
Product Cost:	\$0.53	\$1.38	\$0.44	\$0.88	\$0.93
Work Hours/Product:	0.01	0.02	0.01	0.01	0.01
Activity 118380 - Removal of Thermoplastic Street Legends On Street Pavement					
Product: A Legend Removed					
Costs:	\$4,285	\$9,475	\$6,327	\$4,783	\$5,029
Products:	85	30	150	54	54
Work Hours:	64	140	92	70	70
Product Cost:	\$50.41	\$315.82	\$42.18	\$88.58	\$93.13
Work Hours/Product:	0.75	4.67	0.61	1.30	1.30

**City of Sunnyvale
Program Performance Budget**

Program 118 - Pavement Operations

Service Delivery Plan 11804 - Traffic Markings

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 118390 - Paint Crosswalks and Stop/Yield Limit Bars On Street Pavement					
Product: A Linear Foot					
Costs:	\$37,701	\$38,378	\$43,214	\$41,402	\$43,231
Products:	22,691	30,000	22,331	25,000	25,000
Work Hours:	467	489	485	489	489
Product Cost:	\$1.66	\$1.28	\$1.94	\$1.66	\$1.73
Work Hours/Product:	0.02	0.02	0.02	0.02	0.02
Activity 118400 - Paint Street Legends On Street Pavement					
Product: A Legend Painted					
Costs:	\$40,409	\$39,792	\$60,616	\$42,064	\$43,928
Products:	1,661	1,400	1,726	1,600	1,600
Work Hours:	520	500	768	500	500
Product Cost:	\$24.33	\$28.42	\$35.12	\$26.29	\$27.46
Work Hours/Product:	0.31	0.36	0.44	0.31	0.31
Activity 118410 - Removal of Painted Crosswalks and Limit Bars On Street Pavement					
Product: A Linear Foot					
Costs:	\$682	\$7,642	\$1,069	\$1,764	\$1,856
Products:	1,195	10,000	30	3,000	3,000
Work Hours:	10	105	13	25	25
Product Cost:	\$0.57	\$0.76	\$35.63	\$0.59	\$0.62
Work Hours/Product:	0.01	0.01	0.42	0.01	0.01

**City of Sunnyvale
Program Performance Budget**

Program 118 - Pavement Operations

Service Delivery Plan 11804 - Traffic Markings

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 118420 - Removal of Painted Legends On Street Pavement					
Product: A Legend Removed					
Costs:	\$530	\$7,275	\$255	\$2,474	\$2,602
Products:	4	300	2	30	30
Work Hours:	9	100	4	35	35
Product Cost:	\$132.40	\$24.25	\$127.25	\$82.47	\$86.74
Work Hours/Product:	2.25	0.33	1.75	1.17	1.17
Activity 118430 - Traffic Curb Painting - Red, Blue, Green, Etc.					
Product: A Linear Foot					
Costs:	\$10,606	\$16,394	\$20,369	\$20,190	\$21,199
Products:	2,443	15,000	15,084	15,000	15,000
Work Hours:	143	230	290	270	270
Product Cost:	\$4.34	\$1.09	\$1.35	\$1.35	\$1.41
Work Hours/Product:	0.06	0.02	0.02	0.02	0.02
Activity 118440 - Install Ceramic and Reflective Transportation Markers					
Product: A Reflector Placed					
Costs:	\$35,552	\$35,867	\$28,448	\$40,025	\$41,754
Products:	3,774	6,500	3,851	4,000	4,000
Work Hours:	390	400	296	443	443
Product Cost:	\$9.42	\$5.52	\$7.39	\$10.01	\$10.44
Work Hours/Product:	0.10	0.06	0.08	0.11	0.11

**City of Sunnyvale
Program Performance Budget**

Program 118 - Pavement Operations

Service Delivery Plan 11804 - Traffic Markings

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 118450 - Remove Traffic Markings On Street Pavement					
Product: A Linear Foot					
Costs:	\$-1	\$16,227	\$216	\$16,754	\$17,622
Products:	0	25,000	0	25,000	25,000
Work Hours:	0	238	3	238	238
Product Cost:	\$0.00	\$0.65	\$0.00	\$0.67	\$0.70
Work Hours/Product:	0.00	0.01	0.00	0.01	0.01
Activity 118460 - City-Owned Parking Lot Pavement Maintenance					
Product: A Parking Lot Maintained					
Costs:	\$17,425	\$8,758	\$3,423	\$9,990	\$10,507
Products:	15	20	8	20	20
Work Hours:	250	121	51	136	136
Product Cost:	\$1,161.68	\$437.90	\$427.93	\$499.50	\$525.34
Work Hours/Product:	16.63	6.05	6.38	6.78	6.78
Activity 118470 - Sign Shop - Maintenance of Facilities					
Product: An Activity					
Costs:	\$2,471	\$8,669	\$2,725	\$3,141	\$3,304
Products:	15	50	12	20	20
Work Hours:	36	120	42	45	45
Product Cost:	\$164.74	\$173.37	\$227.07	\$157.05	\$165.19
Work Hours/Product:	2.37	2.40	3.46	2.25	2.25

**City of Sunnyvale
Program Performance Budget**

Program 118 - Pavement Operations

Service Delivery Plan 11804 - Traffic Markings

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 118480 - Sign Shop - Equipment Repair					
Product: A Repair Made					
Costs:	\$23,610	\$30,317	\$16,257	\$24,820	\$26,079
Products:	59	200	66	60	60
Work Hours:	341	447	233	345	345
Product Cost:	\$400.17	\$151.58	\$246.32	\$413.67	\$434.64
Work Hours/Product:	5.78	2.24	3.52	5.75	5.75
Totals for Service Delivery Plan 11804 - Traffic Markings					
Costs:	\$331,419	\$411,877	\$379,319	\$437,929	\$458,576
Hours:	4,254	5,370	4,853	5,541	5,541

City of Sunnyvale
Program Performance Budget

Program 118 - Pavement Operations

Service Delivery Plan 11805 - Street Sweeping and Maintenance of Public Right-of-Way

Maintain clean and safe City travel ways and easements in a cost-effective and proactive manner to meet the community's current and future access needs, by:

- Sweeping streets and picking up leaves during heavy leaf drops throughout the City efficiently and thoroughly to keep streets clean and clear of debris and possible hazards,
- Removal of debris to keep streets clear and minimize traffic hazards,
- Posting street for "No Parking" for special sweeps as requested, and
- Maintaining and repairing City-owned roadsides, easements and walkways.

Notes

1. Activity 118520 - Provide Temporary "No Parking" Signs: Approximately 25 locations exist in the City that require advance posting for no parking so the street sweeper can clean the street without obstacles. All of the locations require posting at least once per year; some require multiple postings.

**City of Sunnyvale
Program Performance Budget**

Program 118 - Pavement Operations

Service Delivery Plan 11805 - Street Sweeping and Maintenance of Public Right-of-Way

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 118510 - Curb Sweeping of City Streets - To Prevent Pollutants From Entering the Storm System and the Bay					
Product: A Mile Swept					
Costs:	\$266,145	\$239,143	\$249,245	\$262,849	\$276,462
Products:	9,569	9,900	8,364	9,900	9,900
Work Hours:	3,685	3,530	3,453	3,755	3,755
Product Cost:	\$27.81	\$24.16	\$29.80	\$26.55	\$27.93
Work Hours/Product:	0.39	0.36	0.41	0.38	0.38
Activity 118520 - Provide Temporary "No Parking" Signs - For Special Route Sweeping as Requested by Sweeper Operator or Residents					
Product: A Location Posted					
Costs:	\$1,334	\$5,858	\$955	\$1,386	\$1,458
Products:	12	25	7	12	12
Work Hours:	21	90	13	20	20
Product Cost:	\$111.18	\$234.33	\$136.39	\$115.49	\$121.47
Work Hours/Product:	1.75	3.60	1.86	1.67	1.67
Activity 118530 - Weekly Sweep of City-Owned Parking Lots					
Product: A Lot Swept					
Costs:	\$14,712	\$19,642	\$18,604	\$18,209	\$19,153
Products:	875	875	825	875	875
Work Hours:	205	291	259	260	260
Product Cost:	\$16.81	\$22.45	\$22.55	\$20.81	\$21.89
Work Hours/Product:	0.23	0.33	0.31	0.30	0.30

**City of Sunnyvale
Program Performance Budget**

Program 118 - Pavement Operations

Service Delivery Plan 11805 - Street Sweeping and Maintenance of Public Right-of-Way

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 118540 - Heavy Leaf Drop Pick Up - To Assist Sweepers In Completing Scheduled Routes During Times the City Experiences Heavy Leaf Drop					
Product: A Cubic Yard					
Costs:	\$24,162	\$21,710	\$32,623	\$31,371	\$32,972
Products:	432	400	681	600	600
Work Hours:	338	330	501	450	450
Product Cost:	\$55.93	\$54.28	\$47.90	\$52.28	\$54.95
Work Hours/Product:	0.78	0.83	0.74	0.75	0.75
Activity 118550 - Haul Street Sweepings and Other Debris from the Corporation Yard's Sweeping Bin Area					
Product: A Cubic Yard					
Costs:	\$6,203	\$7,949	\$16,756	\$8,268	\$8,696
Products:	4,905	5,500	7,693	6,000	6,000
Work Hours:	95	119	264	120	120
Product Cost:	\$1.26	\$1.45	\$2.18	\$1.38	\$1.45
Work Hours/Product:	0.02	0.02	0.03	0.02	0.02
Activity 118560 - Clean and Maintain City-Owned Walkways - To Reduce Hazardous Conditions and Allow Safe Passage					
Product: A Location					
Costs:	\$17,286	\$23,106	\$28,103	\$19,096	\$20,054
Products:	149	130	134	150	150
Work Hours:	272	350	428	275	275
Product Cost:	\$116.02	\$177.74	\$209.72	\$127.31	\$133.69
Work Hours/Product:	1.83	2.69	3.19	1.83	1.83

**City of Sunnyvale
Program Performance Budget**

Program 118 - Pavement Operations

Service Delivery Plan 11805 - Street Sweeping and Maintenance of Public Right-of-Way

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 118570 - Clean and Maintain City Roadsides and Easements to Reduce Hazards to Pedestrians and Vehicles					
Product: An Occasion					
Costs:	\$26,602	\$25,946	\$34,724	\$33,250	\$34,570
Products:	25	25	39	30	30
Work Hours:	269	240	544	326	326
Product Cost:	\$1,064.10	\$1,037.84	\$890.36	\$1,108.35	\$1,152.35
Work Hours/Product:	10.74	9.60	13.94	10.87	10.87
Activity 118580 - Repair Walkways, Guardrails, Barricades and Fences to Reduce Hazards and Allow Safe Passage					
Product: A Location					
Costs:	\$7,206	\$15,826	\$13,129	\$8,131	\$8,492
Products:	6	30	19	12	12
Work Hours:	93	235	180	100	100
Product Cost:	\$1,200.98	\$527.54	\$691.01	\$677.56	\$707.71
Work Hours/Product:	15.45	7.83	9.47	8.33	8.33
Activity 118590 - Minor Equipment Repair and Servicing - Including Daily Safety Inspections					
Product: A Repair Made					
Costs:	\$17,871	\$21,336	\$16,942	\$20,251	\$21,299
Products:	7	20	17	20	20
Work Hours:	271	325	253	300	300
Product Cost:	\$2,553.04	\$1,066.81	\$996.61	\$1,012.56	\$1,064.95
Work Hours/Product:	38.71	16.25	14.88	15.00	15.00
Totals for Service Delivery Plan 11805 - Street Sweeping and Maintenance of Public Right-of-Way					
Costs:	\$381,523	\$380,517	\$411,081	\$402,811	\$423,157
Hours:	5,247	5,510	5,893	5,606	5,606

City of Sunnyvale
Program Performance Budget

Program 118 - Pavement Operations

Service Delivery Plan 11806 - Emergency Response

Respond to emergencies on streets and public right-of-ways in a timely manner to reduce hazards and maintain traffic flow, by:

- Making emergency repairs within three (3) hours from notification,
- Providing temporary traffic controls within 90 minutes from notification during emergencies, and
- Removing debris from streets on an emergency basis within three (3) hours of notification.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 118 - Pavement Operations

Service Delivery Plan 11806 - Emergency Response

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 118630 - Unscheduled Street Repairs - Due to Hazardous Condition					
Product: A Repair					
Costs:	\$15,519	\$8,016	\$13,485	\$14,949	\$15,668
Products:	40	20	60	40	40
Work Hours:	231	100	159	195	195
Product Cost:	\$387.97	\$400.78	\$224.75	\$373.73	\$391.70
Work Hours/Product:	5.77	5.00	2.65	4.88	4.88
Activity 118640 - Temporary Traffic Controls - Unplanned Placing of Cones, Barricades, Etc.					
Product: An Occasion					
Costs:	\$3,045	\$6,759	\$2,572	\$5,516	\$5,745
Products:	12	30	10	30	30
Work Hours:	47	100	38	60	60
Product Cost:	\$253.77	\$225.29	\$257.24	\$183.88	\$191.51
Work Hours/Product:	3.88	3.33	3.80	2.00	2.00
Activity 118650 - Unscheduled Street Sweeping - Per Request Within Two (2) Working Days of Notification					
Product: An Occasion					
Costs:	\$2,594	\$1,899	\$1,394	\$2,079	\$2,189
Products:	34	110	23	30	30
Work Hours:	36	30	20	32	32
Product Cost:	\$76.29	\$17.26	\$60.59	\$69.31	\$72.98
Work Hours/Product:	1.06	0.27	0.85	1.07	1.07

**City of Sunnyvale
Program Performance Budget**

Program 118 - Pavement Operations

Service Delivery Plan 11806 - Emergency Response

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 118660 - Hazardous Debris Removal - Removal of Objects from Vehicle, Bike Lanes Within Three (3) Hours of Notification					
Product: An Occasion					
Costs:	\$15,920	\$9,244	\$10,897	\$12,910	\$13,577
Products:	175	0	138	150	150
Work Hours:	232	140	165	190	190
Product Cost:	\$90.97	\$0.00	\$78.96	\$86.07	\$90.52
Work Hours/Product:	1.33	0.00	1.20	1.27	1.27
Activity 118670 - Walkways, Guardrails, Barricades and Fences - Unplanned Cleaning or Hazardous Conditions					
Product: A Repair					
Costs:	\$13,212	\$1,775	\$8,811	\$14,814	\$15,412
Products:	31	1	32	30	30
Work Hours:	145	24	143	150	150
Product Cost:	\$426.20	\$1,775.05	\$275.36	\$493.80	\$513.72
Work Hours/Product:	4.69	24.00	4.47	5.00	5.00
Activity 118680 - Graffiti Abatement - Removal of Obscene/Racial Graffiti Within One (1) Working Day of Notification					
Product: A Location					
Costs:	\$814	\$11,027	\$629	\$883	\$926
Products:	4	100	3	4	4
Work Hours:	12	175	10	12	12
Product Cost:	\$203.49	\$110.27	\$209.56	\$220.84	\$231.62
Work Hours/Product:	2.88	1.75	3.17	3.00	3.00

**City of Sunnyvale
Program Performance Budget**

Program 118 - Pavement Operations

Service Delivery Plan 11806 - Emergency Response

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 118690 - Sign Repairs - Repair Traffic Signs/Poles that Present a Hazard Within Three (3) Hours of Notification					
Product: An Occasion					
Costs:	\$595	\$922	\$1,624	\$1,746	\$1,837
Products:	5	1	14	11	11
Work Hours:	9	12	24	22	22
Product Cost:	\$119.09	\$921.65	\$115.98	\$158.77	\$167.03
Work Hours/Product:	1.76	12.00	1.74	2.00	2.00
Totals for Service Delivery Plan 11806 - Emergency Response					
Costs:	\$51,700	\$39,640	\$39,412	\$52,898	\$55,356
Hours:	711	581	558	661	661

**City of Sunnyvale
Program Performance Budget**

Program 118 - Pavement Operations

Service Delivery Plan 11807 - Service Response

Provide additional services as requested, by:

- Providing temporary traffic controls as needed for special events,
- Checking plans and drawings for compliance with City standards for private and public projects, and
- Providing field inspections as requested by inside and outside customers.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 118 - Pavement Operations

Service Delivery Plan 11807 - Service Response

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 118740 - Provide Temporary Traffic Controls - Planned Events [DELETED - Moved to 118720 and 118730]					
Product: An Occasion					
Costs:	\$9,762	\$24,878	\$14,175	\$0	\$0
Products:	198	150	193	0	0
Work Hours:	272	370	262	0	0
Product Cost:	\$49.30	\$165.85	\$73.44	\$0.00	\$0.00
Work Hours/Product:	1.37	2.47	1.36	0.00	0.00
Activity 118750 - Plan Checking - Staff Review of Plans for Developments and City Projects per Request					
Product: A Plan Checked					
Costs:	\$1,602	\$15,654	\$679	\$1,485	\$1,562
Products:	20	100	2	20	20
Work Hours:	27	220	16	20	20
Product Cost:	\$80.09	\$156.54	\$339.37	\$74.25	\$78.10
Work Hours/Product:	1.33	2.20	7.75	1.00	1.00
Activity 118760 - Field Checking - On-Site Staff Surveys for Developments and City Projects per Request					
Product: An Occasion					
Costs:	\$24,390	\$14,891	\$18,766	\$22,085	\$23,455
Products:	163	100	107	160	160
Work Hours:	303	210	232	300	303
Product Cost:	\$149.63	\$148.91	\$175.39	\$138.03	\$146.60
Work Hours/Product:	1.86	2.10	2.16	1.88	1.89

**City of Sunnyvale
Program Performance Budget**

Program 118 - Pavement Operations

Service Delivery Plan 11807 - Service Response

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 118770 - Graffiti Abatement - Non-Emergency, Non-Obscene or Racial Contents Within Two (2) Work Days of Notification					
Product: An Occasion					
Costs:	\$77,200	\$40,942	\$85,526	\$92,710	\$97,181
Products:	743	520	1,159	1,000	1,000
Work Hours:	1,022	550	1,135	1,200	1,200
Product Cost:	\$103.90	\$78.74	\$73.79	\$92.71	\$97.18
Work Hours/Product:	1.38	1.06	0.98	1.20	1.20
Activity 118780 - Remove Debris from Streets - Non-Hazardous Within Two (2) Work Days of Notification					
Product: An Occasion					
Costs:	\$12,447	\$17,478	\$9,010	\$13,474	\$14,163
Products:	116	225	111	120	120
Work Hours:	190	274	136	204	204
Product Cost:	\$107.30	\$77.68	\$81.17	\$112.29	\$118.02
Work Hours/Product:	1.64	1.22	1.23	1.70	1.70
Activity 118790 - Remove Abandoned Shopping Carts as Debris - Non-Hazardous					
Product: An Occasion					
Costs:	\$16,373	\$9,691	\$89,156	\$75,518	\$79,439
Products:	251	200	604	700	700
Work Hours:	261	150	1,393	1,150	1,150
Product Cost:	\$65.23	\$48.45	\$147.61	\$107.88	\$113.48
Work Hours/Product:	1.04	0.75	2.31	1.64	1.64

**City of Sunnyvale
Program Performance Budget**

Program 118 - Pavement Operations

Service Delivery Plan 11807 - Service Response

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 118720 - Provide Temporary Traffic Controls - Billable					
Product: A Billable Occasion					
Costs:	\$0	\$0	\$0	\$5,636	\$5,928
Products:	0	0	0	40	40
Work Hours:	0	0	0	84	84
Product Cost:	\$0.00	\$0.00	\$0.00	\$140.90	\$148.19
Work Hours/Product:	0.00	0.00	0.00	2.10	2.10
Activity 118730 - Provide Temporary Traffic Control - Non-Billable					
Product: A Non-Billable Occasion					
Costs:	\$0	\$0	\$0	\$14,959	\$15,734
Products:	0	0	0	160	160
Work Hours:	0	0	0	216	216
Product Cost:	\$0.00	\$0.00	\$0.00	\$93.49	\$98.34
Work Hours/Product:	0.00	0.00	0.00	1.35	1.35
Totals for Service Delivery Plan 11807 - Service Response					
Costs:	\$141,774	\$123,534	\$217,312	\$225,867	\$237,462
Hours:	2,074	1,774	3,173	3,174	3,177

**City of Sunnyvale
Program Performance Budget**

Program 118 - Pavement Operations

Service Delivery Plan 11808 - Management and Support Services

Support the operation of the Pavement Operations Program, by:

- Responding to citizen service requests in a prompt and courteous manner,
- Maintaining complete and thorough records,
- Providing timely and accurate administrative support services, and
- Actively managing the day to day operations of staff.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 118 - Pavement Operations

Service Delivery Plan 11808 - Management and Support Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 118840 - Management and Supervisory Services					
Product: A Work Hour					
Costs:	\$117,611	\$144,973	\$115,898	\$168,442	\$174,008
Products:	1,214	1,395	1,091	1,670	1,670
Work Hours:	1,214	1,395	1,091	1,670	1,670
Product Cost:	\$96.92	\$103.92	\$106.22	\$100.86	\$104.20
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 118850 - Administrative Support - Including Clerical Staff Hours					
Product: A Work Hour					
Costs:	\$80,760	\$56,217	\$78,983	\$73,991	\$78,429
Products:	1,224	900	1,195	1,113	1,113
Work Hours:	1,224	900	1,195	1,113	1,113
Product Cost:	\$65.98	\$62.46	\$66.07	\$66.48	\$70.47
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 118860 - Staff Training and Development - Including Tailgate Meetings, Certifications and Operations/Safety Related Classes [DELETED - Moved to 118880]					
Product: A Training Completed					
Costs:	\$121,565	\$108,928	\$110,859	\$0	\$0
Products:	817	720	763	0	0
Work Hours:	1,690	1,620	1,560	0	0
Product Cost:	\$148.79	\$151.29	\$145.29	\$0.00	\$0.00
Work Hours/Product:	2.07	2.25	2.04	0.00	0.00

**City of Sunnyvale
Program Performance Budget**

Program 118 - Pavement Operations

Service Delivery Plan 11808 - Management and Support Services

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 118870 - Certification/Commercial Licenses Differential [DELETED]					
Product: A Certificate/License					
Costs:	\$199	\$20,463	\$182	\$0	\$0
Products:	0	24	0	0	0
Work Hours:	0	0	3	0	0
Product Cost:	\$0.00	\$852.63	\$0.00	\$0.00	\$0.00
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00
Activity 118880 - Staff Training and Development					
Product: An Employee Trained					
Costs:	\$0	\$0	\$1,600	\$62,007	\$64,955
Products:	0	0	0	27	27
Work Hours:	0	0	0	820	820
Product Cost:	\$0.00	\$0.00	\$0.00	\$2,296.56	\$2,405.75
Work Hours/Product:	0.00	0.00	0.00	30.37	30.37
Activity 118890 - Tailgates and Other Staff Meetings					
Product: A Meeting Held					
Costs:	\$0	\$0	\$0	\$56,099	\$58,951
Products:	0	0	0	30	30
Work Hours:	0	0	0	810	810
Product Cost:	\$0.00	\$0.00	\$0.00	\$1,869.98	\$1,965.04
Work Hours/Product:	0.00	0.00	0.00	27.00	27.00
Totals for Service Delivery Plan 11808 - Management and Support Services					
Costs:	\$320,136	\$330,581	\$307,522	\$360,540	\$376,344
Hours:	4,128	3,915	3,849	4,413	4,413

**City of Sunnyvale
Program Performance Budget**

Program 118 - Pavement Operations

		<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Totals for Program 118	Costs:	\$4,138,521	\$4,118,896	\$4,090,316	\$4,838,937	\$4,557,993
	Hours:	45,211	48,214	44,116	49,816	49,819

**Community
Development
Element**

2. Community Development Element

The physical features and resources of the City must be efficiently managed and effectively planned. The development of the community to ensure the wise use of land, the provision and conservation of open space, continuous housing revitalization, seismic safety, and harmony between function and appearance is important and necessary. The Community Development Element of the Sunnyvale General Plan outlines the present physical condition of the City and identifies goals, policies and adopted strategies to make its physical environment a growing asset rather than a problem that needs to be minimized. This Element is closely linked with the Land Use and Transportation Element. Proper planning and management are part of the Community Development Element and are found in each of its sub-elements:

- ❑ Open Space and Recreation
- ❑ Housing and Community Revitalization
- ❑ Safety and Seismic Safety
- ❑ Community Design

Open Space and Recreation Sub-Element

Policies

Goal 2.2.A. Open Space

The City strives to provide and maintain adequate and balanced open space and recreation facilities for the benefit of maintaining a healthy community based on community needs and the ability of the city to finance, construct, maintain, and operate these facilities now and in the future. It is the City's policy, therefore, to:

- Policy 2.2.A.1. Follow management and preventive maintenance strategies to extend the usable life of open spaces and recreation facilities, such as planning for and implementing "non-use times" for open space and facilities in order to assure adequate maintenance and regeneration time.
- Policy 2.2.A.2. Adopt management, maintenance and development practices that minimize negative impacts to the natural environment, such as supporting and enforcing the Integrated Pest Management System; and landscaping in ways which minimize the need for water.
- Policy 2.2.A.3. Pursue the acquisition of appropriate federal lands currently located at the former Moffett Naval Air Station.
- Policy 2.2.A.4. Maintain existing park and open space tree inventory through the replacement of trees with an equal or greater number of trees when trees are removed due to disease, park development or other reasons.
- Policy 2.2.A.5. Maintain park and open space tree inventory on a system wide basis rather than a site-by-site basis with an understanding that there is no single optimum number of trees for a particular site..
- Policy 2.2.A.6. Maintain a working fruit orchard throughout the largest portion of Orchard Heritage Park for as long as practical.
- Policy 2.2.A.7. Conduct a cost/benefit analysis to determine whether the general community would be well-served during non-school hours by capital improvements to school-owned open space and/or recreational facilities. The cost/benefit analysis should take into account ongoing maintenance costs and responsibilities. When it is determined that the community would be well served by the capital improvement, the City will consider funding a share of the costs of those improvements proportionate to the City's use.
- Policy 2.2.A.8. Support the acquisition or joint use through agreements with partners of suitable sites to enhance Sunnyvale's open spaces and recreation facilities based on community need and through such strategies as development of easements and right-of-ways for open space use, conversion of sites to open space from developed use of land, and landbanking.

Policy 2.2.A.9. Refrain from engaging in the development of open space and/or recreational facilities without prior assurance that ongoing maintenance needs will be addressed.

Policy 2.2.A.10. Facilitate and encourage pedestrian traffic in public recreational open spaces and utilize the Santa Clara Valley Transportation Authority's Pedestrian Technical Design guidelines whenever appropriate and feasible.

Policy 2.2.A.11. Support the acquisition of existing open space within the City limits as long as financially feasible.

Goal 2.2.B. Programming

The City strives to develop and implement passive and active recreation and enrichment programs that:

- Provide constructive opportunities for fitness, well-being, healthy coping, and stress management;
- Highlight cultural practices and traditions reflective of a diverse community;
- Promote activities that foster interaction among diverse parts of the community;
- Encourage creative expression, education, skill development, and personal enrichment;
- Contribute to the creation of a healthy community; and
- Promote community participation in recreation for all ages.

It is the City's policy, therefore, to:

Policy 2.2.B.1. Design programs to meet the needs of residents, allowing for non-resident participation as long as it does not take away from opportunities or resources for residents (Exceptions are services that are intended to serve as profit centers, such as golf and tennis, which are addressed in the Fiscal Management Sub-Element.)

Policy 2.2.B.2. Provide school-aged youth-oriented recreation and enrichment programs and services during non-school hours.

Policy 2.2.B.3. Provide recreation and enrichment programs and services for school-aged youth during school hours, such as during recess or lunch periods, only by special agreement approved by City Council.

Policy 2.2.B.4. Use entrepreneurial strategies to identify and reach new markets for programs, services, and revenue generation and to strengthen relationships within existing markets.

Policy 2.2.B.5. Develop and implement programs in order to meet the developmental and social needs of specific targeted populations (e.g., youth, teens, seniors, disabled).

Policy 2.2.B.6. Leverage available resources by pursuing co-funded and/or cooperative agreements for provision and maintenance of programs, facilities, and services in order to maximize benefits to the community. Partners may include, but are not limited to, school districts, non-profit groups, governmental agencies, and businesses.

Policy 2.2.B.7. Encourage the use of recreational and open space facilities and services for educational activities of schools that serve Sunnyvale students first, and secondarily the schools that serve students of surrounding communities.

Policy 2.2.B.8. Provide reservation advantages to resident participants over non-resident participants in recreational programs and activities.

Policy 2.2.B.9. Consider Sunnyvale employees as Sunnyvale residents for the purposes of determining eligibility for reservation advantages.

Policy 2.2.B.10. Develop such fiscal practices as pricing, fee structures, and cost recovery targets for open space and recreation programs and services consistent with the City's Fiscal Management Sub-Element policies.

Policy 2.2.B.11. Require all participants of designated City recreation programs and activities to sign liability waivers prior to participation.

Policy 2.2.B.12. Require all participants of designated City recreation programs and activities to sign photo releases prior to participation, unless an exemption is granted by the Director of Parks and Recreation.

Policy 2.2.B.13. Limit the display and distribution of printed material at recreational buildings and facilities to those programs and events that are sponsored by the City of Sunnyvale and have received prior approval by staff; and post compatible non-City materials as space is available as determined by staff.

Goal 2.2.C. Regional Approach

The City embraces a regional approach to providing and preserving open space and providing open space and recreational services, facilities, and amenities for the broader community. It is the City's policy, therefore, to:

Policy 2.2.C.1. Support activities and legislation that will provide additional local, county, and regional park acquisition, development, and maintenance and recreational opportunities.

Policy 2.2.C.2. Support public and private efforts in and around Sunnyvale to acquire, develop, and maintain open space and recreation facilities and services for public use.

Policy 2.2.C.3. Encourage School Districts to make available school sites in and around Sunnyvale for community open space and recreation programs.

Policy 2.2.C.4 Support a regional trail system by coordinating with adjacent jurisdictions to facilitate trail connections wherever possible. (See also City of Sunnyvale Bicycle Plan.)

Policy 2.2.C.5 Determine that a regional trail connection within the Stevens Creek corridor in Sunnyvale is not feasible and should not be constructed along the Stevens Creek corridor on the Sunnyvale side (within City limits). Coordinate with neighboring jurisdictions on determining potential surface street trail alignments between the City of Mountain View and the City of Cupertino to ensure a regional trail connection. (This does not preclude consideration of creating Sunnyvale access points to the Mountain View Stevens Creek Trail Segment 2, Reach 4, between Heatherstone and Fremont Avenues.)

Goal 2.2.D. Prioritization

The City strives to ensure equal opportunities for participation and to provide for a range of structured and unstructured uses, and a variety of general and special interest uses in parks and facilities. The City also provides a wide range of program choices, open space, amenities and facility offerings to meet the recreational needs of a diverse and changing population, including identified subgroups and special populations. Policies related to acquiring and/or developing open space facilities and amenities are also included here. Competing interests and finite resources, however, require the City to set some priorities. All other things being equal, it is the City’s policy, therefore, to:

Policy 2.2.D.1. Give priority to services, facilities, and amenities that are not readily available through other providers within or near Sunnyvale.

Policy 2.2.D.2. Give priority to services, facilities, and amenities benefiting under-served populations as identified in the U.S. Census and through community input.

Policy 2.2.D.3. Give priority to services, facilities, and amenities that fulfill a basic need or teach basic skills (e.g., non-competitive, developmental sports instruction such as learn to swim given priority over competitive sports programming).

Policy 2.2.D.4. Give priority to services, facilities, and amenities in which the community demonstrates interest.

Policy 2.2.D.5. Give priority to services, facilities, and amenities that benefit a greater number of residents.

Policy 2.2.D.6. Give priority to governmental entities, schools, and non-profits.

Policy 2.2.D.7. Give priority to services, facilities, and amenities that can be used by multiple users or serve multiple purposes.

Policy 2.2.D.8. Give priority to acquiring/developing open space and recreational amenities and programs in areas which are heavily impacted by daytime or business use.

Policy 2.2.D.9. Give priority to acquiring/developing open space and recreational amenities and programs where similar amenities and programs do not already exist.

Policy 2.2.D.10. Give priority to acquiring/developing open space and recreational amenities where the current number of households within specified distances which will be relying on the open space or recreational amenity is greater.

Policy 2.2.D.11. Give priority to acquiring/developing open space and recreational amenities where the projected number of households within specified distances which will be relying on the open space or recreational amenity is greater.

Policy 2.2.D.12. Give priority to acquiring/developing open space and recreational amenities and programs where the needs are greatest and/or which will meet the greatest needs.

Policy 2.2.D.13. Give priority to acquiring/developing open space and recreation facilities at school sites that, if sold by the District for purposes other than open space, would represent a serious loss to the City's ability to meet its open space and recreation goals.

Policy 2.2.D.14. Give priority to safety first when performing maintenance on facilities and within the open space system, followed by usability and then by attractiveness, recognizing that attractiveness is often a factor in usability.

Goal 2.2.E. Access:

The City strives to maximize access to all of its services, facilities, and amenities. It is the City's policy, therefore, to:

Policy 2.2.E.1. Locate services at schools, parks, and recreational facilities throughout the City, and utilize strategies, such as the mobile recreation concept, to make programs geographically accessible.

Policy 2.2.E.2. Comply with the Americans with Disabilities Act and create an environment of inclusion in all recreation programs where reasonable.

Policy 2.2.E.3. Provide recreation and enrichment programs, services, facilities, and amenities to underserved areas and/or populations of the City. Underserved areas and/or populations could be due to geography, gender, economics, or ethnicity.

Policy 2.2.E.4. Utilize the Senior Center for senior programming and services exclusively between 8 a.m. and 6 p.m. Mondays through Fridays unless special permission is granted by the Director of Parks and Recreation.

Policy 2.2.E.5. Utilize the Senior Center Pavilion and Recreation Center Ballroom exclusively for rental use from 6 p.m. Fridays through 8 a.m. Mondays unless special permission is granted by the Director of Parks and Recreation.

Policy 2.2.E.6. Require that all participants in Senior Center designated programs and services for seniors be at least 50 years of age, unless special permission is given by the Director of Parks and Recreation.

Policy 2.2.E.7. Provide opportunities for non-reserved use of picnic tables at each site within the open space system that has reservable picnic sites.

Policy 2.2.E.8. Allow opportunities for non-reserved, unstructured use of open space.

Policy 2.2.E.9. Allow in-line skating, bicycles, and skateboarding on –hard surface sidewalks and pathways throughout the park system, as long as the skateboarders, cyclists, and in-line skaters do not pose a hazard to themselves or other forms of traffic such as pedestrians or joggers.

Policy 2.2.E.10. Provide public access to Orchard Heritage Park to the greatest extent possible while meeting the goal of maintaining a working fruit orchard at the park.

Policy 2.2.E.11. Allow exclusive permits for open space sites as per Appendix V, Exclusive Use Permit Guidelines.

Housing and Community Revitalization Sub-Element

Goals, Policies and Action Statements

Housing Supply

Goal 2.3.A Foster the expansion of the housing supply to provide greater opportunities for current and future residents within limits imposed by environmental, social, fiscal and land use constraints.

Policy 2.3.A.1 Maintain a supply of residential land for new housing construction.

Action Statements

2.3.A.1.a Review the General Plan annually to ensure sufficient sites are available to facilitate the creation of additional housing units to meet Sunnyvale's share of regional housing needs.

2.3.A.1.b Conduct a survey to identify opportunity sites for reuse or redevelopment as affordable housing.

2.3.A.1.c Maintain the High-Density Residential category that permits up to 48 units per acre in the Downtown Specific Plan area.

2.3.A.1.d Study increasing the density of residential areas near transit stops and along major transportation corridors in conjunction with regional transportation plans.

Policy 2.3.A.2 All new residential developments should build at least 75 percent of permitted zoning density.

Action Statement

2.3.A.2.a Review proposals for housing development to ensure they meet the above requirement.

Policy 2.3.A.3 Continue to allow housing in commercial zoning districts.

Action Statements

2.3A.3a Maintain provisions of the zoning code that permit housing to be constructed in commercial districts after planning review, the intent of which is to provide opportunities for mixed use.

Policy 2.3.A.4 Ensure adequate infrastructure is in place to accommodate new development.

Action Statements

2.3.A.4.a As part of the development review process, review the capacity of the infrastructure to accommodate any increase in housing intensity.

Policy 2.3.A.5 Continue to provide timely and efficient processing for all development with a residential component.

Action Statement

2.3A.5.a Maintain the One-stop Permit Center for all development permits.

2.3A.5.b Continue Master EIR planning to reduce the costs and time required for environmental review.

2.3A.5.c Use improved technology to offer information access and online permitting.

2.3A.5.d Examine the current streamlined review and approval process specifically with respect to affordable housing development, special needs housing and specific location or types of housing to identify any constraints to the development of housing and to ensure the removal of those constraints, if any.

Jobs and Housing

Goal 2.3.B Move toward a local balance of jobs and housing.

Policy 2.3.B.1 Keep data on the jobs to housing ratio.

Action Statements

2.3.B.1.a Annually review and compare job growth and housing growth.

2.3.B.1.b Continue to require office and industrial development above a certain intensity to mitigate the demand for housing.

Policy 2.3.B.2 Continue to require office and industrial development above a certain intensity to mitigate the demand for housing.

Action Statements

2.3.B.2.a Codify the Housing Mitigation Policy which requires certain developments in industrial zoning districts that exceed established Floor Area Ratios (FARs) to contribute to the Housing Fund or take other measures to mitigate the effects of the job increase on the housing supply and index the Housing Mitigation Fee.

Policy 2.3.B.3 Continue to permit and encourage a mix of residential and job-producing land uses as long as there is neighborhood compatibility and no unavoidable environmental impacts.

Action Statement

2.3.B.3.a Implement provisions of the Downtown Specific Plan to require housing in mixed-use areas.

2.3.B.3.b Maintain the Industrial to Residential (ITR) Combining District, which was created to implement the “Futures Study” and allows industrial uses while encouraging a transition to residential.

2.3.B.3.c Study feasibility of rezoning ITR Sites 7 and 8 to residential zones.

Living and Working Environment

Goal 2.3.C Ensure a high quality living and working environment.

Policy 2.3.C.1 Continue efforts to balance the need for additional housing with other community values, such as preserving the character of established neighborhoods, high quality design and promoting a sense of identity in each neighborhood.

Action Statements

2.3.C.1.a Review development proposals for consistency with the Community Design Sub-Element requirements of the General Plan, Zoning Code and Subdivision Code.

2.3.C.1.b Propose design solutions to mitigate the effects of a combination of uses or a combination of uses of different intensities.

Policy 2.3.C.2 Continue to encourage and assist property owners to maintain existing developments in a manner that is aesthetically pleasing, free from nuisances and safe from hazards.

Action Statements

2.3.C.2.a Continue to offer technical assistance to homeowners to aid them in maintaining, upgrading and improving their property.

2.3.C.2.b Continue the Rehabilitation Loan Program for single, multi-family and mobile homes.

2.3.C.2.c Continue the Paint Grant Program to assist low-income homeowners.

Policy 2.3.C.3 Improve and continue to implement a citizen-oriented, proactive education program regarding neighborhood preservation.

Action Statements

2.3.C.3.a Continue to implement the Neighborhood Preservation Program, which consists of three key elements:

- ♦ Public education,
- ♦ Proactive staff action, and
- ♦ Neighborhood-specific programs.

Policy 2.3.C.4 Continue to implement rehabilitation and code compliance focusing on providing the programs in the areas of greatest need.

Action Statements

2.3.C.4.a Continue the concentrated Rehabilitation and Code Compliance Program.

2.3.C.4.b Target the use of housing rehabilitation funds in Neighborhood Preservation Specific Areas.

Policy 2.3.C.5 Continue a high quality of maintenance for public streets, rights-of-way, and recreational areas.

Action Statement

2.3.C.5.a Identify and rank areas of the City by need for maintenance and target funds to those areas.

Policy 2.3.C.6 Allow home businesses that do not conflict with the residential character of the neighborhood.

Action Statements

2.3.C.6.a Continue to implement the home occupation regulations that allow businesses that do not affect the primary residential character of the neighborhood and do not involve retail sales, large inventories, hazardous materials, or traffic or parking problems. Such businesses may not be operated in the yard or garage.

Policy 2.3.C.7 Plan for the future impacts of Sunnyvale's aging housing supply.

Action Statements

2.3.C.7.a Study the impacts of the aging of housing to plan for services needed.

2.3.C.7.b Conduct a City-wide survey of housing stock conditions.

Policy 2.3.C.8 Continue to promote environmentally sound energy programs.

Action Statements

2.3.C.8.a Continue to enforce State energy requirements (Title 234) for new construction.

2.3.C.8.b Continue to enforce requirements for solar water heating in new construction (Municipal Code, Chapter 16.46).

Policy 2.3.C.9 Minimize displacement impacts on tenants as a result of rehabilitation programs or land use changes.

Action Statements

2.3.C.9.a Require as a part of the City's application approval process that any land use change or rehabilitation program which displaces tenants shall include a plan stating the efforts taken by the property owner to assist relocation of tenants, including payment relocation costs. The tenant relocation plan could include:

- ◆ Favorable rental or purchase arrangements after work is completed,
- ◆ Location of vacancies in similar housing,
- ◆ Fixed payments of moving costs,
- ◆ No rent increases upon application and until relocation is secured,
- ◆ Right of first purchase refusal,
- ◆ Reduced purchase price options, and
- ◆ Assistance in locating new housing.

Policy 2.3.C.10 Preserve the unique characteristics of historic neighborhoods.

Action Statements

2.3.C.10.a Maintain the Heritage Housing Combining District, which may be combined with any residential districts to preserve, protect, enhance and perpetuate the appearance of certain historic residential neighborhoods that contribute to the cultural or aesthetic heritage of Sunnyvale.

Policy 2.3.C.11 Identify and remediate lead-based paint hazards.

Action Statements

2.3.C.11.a Provide information, technical and financial assistance regarding lead-based paint abatement to lower-income property owners applying for rehabilitation loans through Community Development Block Grant funding.

Diversity in Housing

Goal 2.3.D Maintain diversity in tenure, type, size and location of housing to permit a range of individual choices for all current residents and those expected to become City residents.

Policy 2.3D.1 Encourage innovative types of housing and existing residential zoning districts.

Action Statements

2.3.D.1.a Continue to designate residential zones providing for small-lot, single-family-like detached or attached housing to encourage development of affordable owner-occupied units.

2.3.D.1.b Continue the Accessory Living Unit Ordinance, as required by state law, as a means to increase the supply of affordable units.

2.3.D.1.c Review the appropriateness of the Office Combining District as it relates to residential zoning districts.

Policy 2.3.D.2 Encourage the construction, development, and distribution of residential care facilities throughout the community.

Action Statements

2.3.D.2.a Continue to permit residential care facilities in all residential zoning districts, as required by state law (Zoning Code, Section 19.18.030).

Policy 2.3.D.3 Encourage the construction of units that meet the needs of large families.

Action Statements

2.3.D.3.a Evaluate residential development proposals in view of the needs of families requiring three or more bedrooms and will ask for three or more bedrooms when the site is suitable.

Policy 2.3.D.4 Provide a mixture of owner and rental housing opportunities by allowing conversion from apartments to condominiums or cooperatives when a benefit to the overall City housing situation can be shown and when the City-wide vacancy rate for rental units warrants.

Action Statements

2.3.D.4.a Continue the Condominium Conversion Regulation which provides a system for evaluating condominium and cooperative proposals.

Policy 2.3.D.5 Preserve mobile homes as an affordable housing option.

Action Statements

2.3.D.5.a Maintain land zoned for mobile home parks.

2.3.D.5.b Continue to provide an equitable process with reasonable mitigation measures in the event of conversion of mobile home parks to a different use.

Affordable Housing

Goal 2.3.E Maintain and increase housing units affordable to households of all income levels and ages.

Policy 2.3.E.1 Continue to require a mix in the price of housing units in new subdivisions and apartment complexes as a way of distributing low and moderate cost housing throughout the City.

Action Statements

2.3.E.1.a Continue the affordable housing requirements in the Zoning Code.

2.3.E.1.b Comprehensively review and update the Below Market Rate (BMR) Program to better address affordable housing needs. Review code requirements for terms and conditions, review and update administrative processes to enhance marketing, monitoring and compliance.

2.3.E.1.c Study the concept of expanding the in-lieu payment option for the BMR Program. Accumulated funds would be used to supplement existing housing programs or expand new programs.

2.3.E.1.d Evaluate requiring BMR units in all housing developments, including single-family zones, assisted living units, and other developments not currently covered by the ordinance.

Policy 2.3.E.2 Continue to use local, state and federal financing programs to reduce the costs of construction or costs to the resident to make housing affordable to low and middle income families, seniors and the disabled.

Action Statements

2.3.E.2.a Annually review the ability of new local, state and federal programs.

2.3.E.2.b Establish feasible options for making affordable housing available to public employees.

2.3.E.2.c Continue to participate in Santa Clara County's Mortgage Credit Certificate and CASA Programs for first-time homebuyers.

2.3.E.2.d Participate with the County to encourage the use of Mortgage Revenue Bonds, (MRBs) to develop new low-income rental units and to preserve low-income units through refinancing.

2.3.E.2.e Assure future use of 20 percent tax increment revenues from the Redevelopment Agency for low- and moderate-income housing.

2.3.E.2.f continue to provide incentives such as density bonus for land assembly for residential development.

2.3.E.2.g Acquire land and assist in development/redevelopment of housing through partnerships with regional agencies, non-profit housing developers and private sector developers.

Policy 2.3.E.3 Continue to encourage private participation in rental subsidy programs.

Action Statement

2.3.E.3.a Publicize and provide information to apartment owners regarding the existing HUD – Section 8 program.

Policy 2.3.E.4 Continue to identify, encourage, and publicize private activities and programs that create affordable housing opportunities.

Action Statements

2.3.E.4.a Identify and partner with non-profit housing organizations using housing funds.

2.3.E.4.b Continue to provide information on the availability of housing facilities for people with disabilities.

2.3.E.4.c Continue to provide density bonuses to developers of affordable housing.

2.3.E.4.d Continue to support the Housing Trust Fund of Santa Clara County.

2.3.E.4.e Actively participate in the formation of the North County Cities Coalition (Sunnyvale, Mountain View, Palo Alto) to develop a strategy to include marketing, education to owners, expedited processes and other enticements to encourage and increase participation in the HUD – Section 8 Program.

Policy 2.3.E.5 Encourage shared housing and co-housing in the community.

Action Statements

2.3.E.5.a Review and revise, as necessary, City building codes to ensure they do not require more living space per person than may be available in many homes suitable for conversion to shared housing.

2.3.E.5.b Educate the public about shared housing.

Special Needs Housing

Goal 2.3.F Improve housing conditions for people with special needs.

Policy 2.3.F.1 Continue to help and assist with providing shelter assistance to the homeless.

Action Statements

2.3.F.1.a Provide non-General Fund monies to non-profit agencies for acquisition and development of transitional housing.

2.3.F.1.b Assist the development of new facilities for homeless families and individuals.

2.3.F.1.c Assist the development of new housing for families graduating from transitional housing programs.

2.3.F.1.d continue to provide non-General Fund monies to support county-wide efforts to assist the homeless.

2.3.F.1.e continue to provide non-General Fund monies to organizations that help prevent homelessness.

2.3.F.1.f continue to support organizations that shelter homeless youth.

2.3.F.1.g Continue the homeless shelter services operated by the Emergency Housing Consortium at the Armory and aggressively seek funds for that purpose.

2.3.F.1.h Develop site selection criteria for the development of shelter housing.

Policy 2.3.F.2 Assist non-profit organization and the private sector to increase housing opportunities for people with disabilities.

Action Statements

2.3.F.2.a Continue working toward construction of new housing for the developmentally disabled.

2.3.F.2.b Continue to support the Shelter Plus Care Program for people with disabilities.

2.3.F.2.c Continue to support non-profit organizations that provide support services to people with disabilities.

Policy 2.3.F.3 Work with regional efforts to provide housing assistance to people with AIDS.

Action Statement

2.3.F.3.a Continue to work with the City of San Jose in its county-wide administration of the federal Housing Opportunities for People with AIDS (HOPWA) Program.

Policy 2.3.F.4 Assist new housing development and housing support services for the elderly.

Action Statements

2.3.F.4.a Provide City resources and non-General Fund monetary assistance to non-profit developers for new senior housing projects.

2.3.F.4.b Continue to assist non-profits in providing shared housing for the elderly through support of services and assistance in acquiring suitable properties.

2.3.F.4.c continue to assist frail elderly residents of care facilities.

Policy 2.3.F.5 Use the shared housing concept to increase housing opportunities for single-parent families.

Action Statement

2.3.F.5.a Continue to support shared housing programs that assist low- and moderate-income single-parent families to make shared housing arrangements.

Affordability

Goal 2.3.G Provide equal opportunity for housing for all people regardless of ethnicity, race, religion, marital status, disability, gender, sexual orientation or age.

Policy 2.3.G.1 Continue to support efforts of organization that work toward eliminating unlawful discrimination in Sunnyvale.

Action Statement

2.3.G.1.a Continue to provide assistance to non-profit organization that provide services to those experiencing discrimination. The City continues to contract with Mid-Peninsula Citizens for Fair Housing (MCHF) and Project Sentinel to provide community outreach and to investigate complaints of discrimination.

Policy 2.3.G.2 Continue City ordinances regarding discrimination in housing.

Action Statements

2.3.G.2.a Continue the Anti-discrimination Against Families with Minor Children in Housing Ordinance.

2.3.G.2.b Continue the Prohibition against Discrimination Base on Acquired Immune Deficiency Syndrome (AIDS) Ordinance.

Policy 2.3.G.3 Continue to ensure that people with disabilities have access to newly constructed residential developments and renovated structures.

Action Statements

2.3.G.3.a Review development and renovation proposals for compliance with State and local access requirements as part of the normal development review process.

2.3.G.3.b Encourage handicapped access during renovations, when appropriate.

Policy 2.3G.4 Assist people with disabilities to remain in their homes by retrofitting residences for greater accessibility.

Action Statements

2.3.G.4.a Use CDBG funds to provide grants or loans for retrofitting homes through the Home Access Program.

Policy 2.3.G.5 Modify streets and sidewalks throughout the city to comply with the Americans with Disabilities Act (ADA).

Action Statement

2.3.G.5.a Use CDBG funds for curb cuts on public sidewalks.

Policy 2.3G.6 Continue to promote good tenant/landlord relations.

Action Statement

2.3.G.6.a Continue to contract with a nonprofit agency to provide information and mediation services on a voluntary basis to Sunnyvale landlords and tenants.

Policy 2.3.G.7 Work with other jurisdictions to maintain current information regarding the state of fair housing.

Action Statements

2.3.G.7.a Participate in the joint study to analyze adequacy of the services currently provided by service providers on behalf of the CDBG entitlement jurisdictions and Santa Clara County.

Housing Policy

Goal 2.3.H Continue to maintain a working relationship with residential developers, lenders, real estate agents, brokers and others in the private sector to help implement housing policies.

Action Statements

2.3.H.1.a Provide information about General Plan policies (including those in the Community Design Sub-element), development regulations, approval procedures and financing programs.

2.3.H.1.b Assist and encourage lenders to meet Community Reinvestment Act requirements through investing in affordable housing in Sunnyvale.

Goal 2.3.I Ensure compatibility of federal, state, regional and county-wide housing programs with local policies and needs.

Policy 2.3.I.1 Take an active role in reviewing and formulating federal, state, regional and county-wide housing programs.

Policy 2.3.I.2 Continue to provide comments concerning state and regional housing plans that affect Sunnyvale.

Policy 2.3.I.3 Support housing legislation at the county, state and federal levels that will promote the goals and policies of the Housing and Community Revitalization Sub-Element.

Action Statements

2.3.I.3.a Review potential housing legislation and develop a City/community lobbying strategy, including:

- ◆ Opposing census budget cuts that eliminate housing data needed for planning purposes.
- ◆ Supporting federal legislation to maintain the supply of housing threatened by the expiration of federal housing subsidy contracts.
- ◆ Exempting publicly subsidized housing, including low- and moderate-income housing for senior citizens, from school impact fees.
- ◆ Limiting lawsuits that discourage condominium construction.

Policy 2.3.I.4 Continue an active dialogue with neighboring cities, Santa Clara County, and Association of Bay Area Governments (ABAG) regarding mutual concerns.

Policy 2.3.I.5 Study the feasibility of City participation in the Loan-Leveraging Program implemented by Neighborhood Housing Services Silicon Valley, a charter member of the federally funded Neighborhood Reinvestment Corporation.

Safety and Seismic Safety Sub-Element

Goals, Policies and Action Statements

Land Use

Goal 2.4.A Ensure that natural and human-caused hazards are recognized and considered in decisions affecting the community and that land uses reflect acceptable levels of risk based on identified hazards and occupancy.

Policy 2.4.A.1 Evaluate and consider existing seismic potential hazards in developing land use policies. Make land use decisions based on an awareness of the hazards and potential hazards for the specific parcel of land.

Action Statements

2.4.A.1.1 Encourage coordination of planning decisions, concerns and information sharing among the neighboring cities, affected agencies and interested citizen groups.

2.4.A.1.2 Retain existing residential sprinkler and fire resistive roofing requirements.

2.4.A.1.3 Encourage and cooperate with seismic and geologic investigations in the Sunnyvale planning area by agencies such as the United States Geological Survey, the California Division of Mines and Geology, and Association of Bay Area Governments.

2.4.A.1.4 Require geotechnical reports for new developments and redevelopments in the City.

2.4.A.1.5 Continue to adopt and enforce the latest State building and fire codes, and ensure staff receives adequate training to apply the latest codes.

Policy 2.4.A.2 Flood Hazards: Take measures to protect life and property from the effects of a 1% (100-year) flood.

Action Statements

2.4.A.2.1 Encourage the Santa Clara Valley Water District to reevaluate the capacity of Stevens Creek, Calabazas Creek, Sunnyvale East, West and El Camino Flood Control Channels in relation to a 1 percent (100 year) flood.

- 2.4.A.2.2 Encourage and monitor the work of the Santa Clara Valley Water District (SCVWD) in maintaining all creeks and channels in Sunnyvale free of flow inhibiting vegetation, debris and silt.
- 2.4.A.2.3 Encourage SCVWD to maintain their dikes and levees at least three feet above the one percent flood level and to provide continued inspection and repair from damage caused by burrowing animals.
- 2.4.A.2.4 Maintain the flood plain management practices as outlined by the Federal Emergency Management Agency and the Army Corps of Engineers.
- 2.4.A.2.5 Participate in the National Flood Insurance Program.

Policy 2.4.A.3 Hazardous Materials: Promote a living and working environment safe from exposure to hazardous materials.

Action Statements

- 2.4.A.3.1 Maintain current information on the hazardous materials used in Sunnyvale businesses and their potential hazards to the community.
- 2.4.A.3.2 Participate in future development of proposed state and local code changes in storage and handling methods for hazardous materials.
- 2.4.A.3.3 Monitor the work of the Naval Facilities Engineering Command, Western Division (San Bruno), to ensure proper environmental clean-up of the Moffett Field land.

Policy 2.4.A.4 Aviation Hazards: Make planning decisions that establish and/or maintain a safe mix of aviation and land use for the areas affected by NASA/Ames Moffett Field.

Action Statements

- 2.4.A.4.1 Oppose any effort to promote Moffett Field for civil/general aviation.

Policy 2.4.A.5 Essential Services: Maintain lifelines* in good operating condition to lessen damage and increase survivability after a major disaster.

** Lifelines are essential services necessary for the continued normal functioning of the community (e.g. water, gas, electricity, transportation and communication lines).*

- 2.4.A.5.1 Encourage the State and County to maintain and/or improve their over crossings to increase their ability to survive a major seismic event.

- 2.4.A.5.2 Encourage Pacific Gas and Electric and AT&T to assess, maintain and, if necessary, improve their facilities to increase their ability to survive a major seismic event.
- 2.4.A.5.3 Study, evaluate and fund the improvements needed to the levee system at the Water Pollution Control Plant to increase its ability to survive a major earthquake.
- 2.4.A.5.4 Actively pursue funding for the under groundling of utilities in accordance with the principals and guidelines of Public Utilities Commission and PG&E Tariff Rule 20 -A.

Emergency Response

Goal 2.4.B Ensure that the City, its community members, business, industry, faith-based organizations, community organizations, and special needs populations are prepared to effectively respond to major emergencies.

Policy 2.4.B.1 Emergency Response Facilities: Construct and maintain City facilities utilized for emergency response to Essential Services Buildings, so they remain operable after a major seismic event.

Action Statements

2.4.B.1.1 Inspect City-owned facilities to ensure compliance with seismic safety/safety standards as needed. Fund capital projects when necessary to bring critical facilities up to seismic standards.

2.4.B.1.2 Construct new City facilities as Essential Services Buildings to meet or exceed seismic safety/safety standards so they will remain operable after a major earthquake or disaster.

Policy 2.4.B.2 Emergency Management Organization: Provide for the emergency management of the City in order to respond effectively and to assure life and property safety in the event of a disaster.

Action Statements

2.4.B.2.1 Provide annual and just-in-time training for those persons assigned to the Emergency Management Organization.

2.4.B.2.2 Frequently review the EMO chart, responsibilities and tasks so that it reflects sound emergency management principles.

2.4.B.2.3 Maintain an Emergency Operations Center for direction and control of disaster response and recovery.

2.4.B.2.4 Develop an alternate EOC site, in the event of loss of the primary site.

Policy 2.4.B.3 Emergency Planning and Coordination: Provide an integrated approach to planning and management for emergencies and disasters.

Action Statements

2.4.B.3.1 Identify, assess and maintain data on hazards to the community.

2.4.B.3.2 Maintain an Emergency Plan and update it as necessary.

2.4.B.3.3 Identify and maintain communications and coordination with community resources that will provide assistance during emergencies.

2.4.B.3.4 Coordinate planning and training with other agencies and jurisdictions to provide an effective and coordinated response to any emergency/disaster.

2.4.B.3.5 Train employees and operational units in emergency preparedness and disaster response procedures appropriate to their job function.

2.4.B.3.6 Maintain communication with and provide training exercises to improve coordination between City staff and private support organizations.

2.4.B.3.7 Evaluate City resources and make recommendations for improving City self-reliance during emergencies.

2.4.B.3.8 Provide assistance to residents and businesses in emergency preparedness.

2.4.B.3.9 Identify and evaluate the role of faith-based and other community-based organizations, and determine their role in an emergency.

2.4.B.3.10 Integrate the needs of special needs populations into the planning, prevention, response, mitigation and recovery phases of emergency management.

2.4.B.3.11 Evaluate and improve interoperability of communications systems to facilitate the effective use of radio and data information exchange during emergencies and disasters.

Policy 2.4.B.4 Schools: Provide information to public/private schools and day care centers to assist in their planning and preparedness for emergencies and disasters.

Action Statements

2.4.B.4.1 Assist schools and day care centers in emergency preparedness.

2.4.B.4.2 Encourage private schools and day care centers not constructed under the Field Act to evaluate and improve their buildings for seismic safety.

2.4.B.4.3 Assist in the development of emergency preparedness curriculum and training materials for schools and day care centers.

Policy 2.4B.5 Business and Industry: Provide information and assistance to business and industry to encourage their own planning and preparedness for emergencies and disasters.

Action Statements

2.4.B.5.1 Provide available emergency preparedness information to businesses and industries that request assistance.

2.4.B.5.2 Encourage business and industry to plan for recovery from catastrophic events.

Policy 2.4.B.6 Community: Provide the community members of Sunnyvale information, encouragement and assistance with emergency planning and preparedness.

Action Statements

2.4.B.6.1 community members with information on self-help before, during and after a disaster.

2.4.B.6.2 Provide speakers for emergency preparedness talks to interested community members and community groups.

2.4.B.6.3 Identify and coordinate community volunteers that wish to participate in planning, prevention, preparedness, response and recovery activities.

Policy 2.4.B.7 Communications: Provide emergency radio or other communication devices for coordination of emergency response and the capability to communicate with outside agencies and community members.

Action Statements

2.4B.7.1 Periodically review emergency radio capabilities to enhance survivability during a major disaster.

2.4B.7.2 Assist and encourage volunteer amateur radio operators to participate actively during a disaster or emergency as part of SARES.

Policy 2.4.B.8 Grant Funding: Actively seek and apply for grant funding from available governmental and private sources that would enhance emergency preparedness.

Action Statements

2.4B.8.1 Periodically participate in a needs assessment of emerging concepts involving emergency preparedness that could be met with grant funding.

2.4B.8.2 Enhance and upgrade existing emergency preparedness equipment and practices utilizing grant funding.

Disaster Recovery

Goal 2.4.C Ensure that the City, its Community Members, business and industry are prepared to recover from disasters.

Policy 2.4.C.1 City Government: Provide for the continuation of City government and services following a major disaster as quickly as feasible.

2.4C.1.1 Maintain a thorough and current Emergency Plan that provides information for the continuation of City government immediately following a disaster.

2.4C.1.2 Plan for the recovery and resumption of all City operations after a disaster.

Policy 2.4C.2 Community Members and Business/Industry: Encourage community members and business/industry to plan for recovery from disasters as quickly as feasible.

Action Statements

2.4C.2.1 Provide assistance to local businesses in planning for recovery and resumption of business after a disaster.

2.4C.2.2 Provide guidance to community members on disaster recovery through brochures, talks and other outreach methods.

2.4C.2.3 Encourage community members/businesses to purchase earthquake or other catastrophic insurance coverage.

Community Design Sub-Element

Goals, Policies and Action Statements

This section of the Sub-Element contains the goals, policies and actions for guiding the design of future development on both public and private properties. The goals and policies encapsulate the intent of the Community Design Sub-Element and provide direction for future decisions affecting the physical form of the City. The Action Statements reflect a more specific way to implement the goals and policies.

The goals, policies and action statements within the Community Design Sub-Element are based on the following assumptions:

1. Identity. Residents, business owners and visitors benefit from a defined and attractive image for the City as a whole and for Sunnyvale's unique districts and neighborhoods. A more clearly articulated image will create a more memorable place. This sense of place and identity is important to the well being of the community.
2. Legibility. A legible environment allows people to make sense of their surroundings. Legible environments require diversity where the various components have a clear and understandable meaning. Sunnyvale needs more distinguishing features to acknowledge and celebrate the unique districts and services comprising the City.
3. Comfort and Safety. Safety and comfort are basic to the welfare of the community. Roadways, buildings and site plans can be designed to promote safety and comfort. A safe and comfortable environment should be available for all types of transportation, including pedestrian and available to everyone in the community.
4. Integration. Projects, which are integrated with surrounding properties or districts improve the quality of life by reducing visual and functional conflicts. Integration of new construction has practical benefits and improves the appearance of the physical environment.
5. Enjoyment. People are attracted to environments where there are beautiful and enjoyable features. People need places, which are enjoyable and fun. Enjoyable environments are places designed to be responsive to people and human needs, rather than merely efficient. Well designed and attractive buildings and roadways, and outdoor places with appealing landscaping and artworks are essential to the enjoyment of the physical environment.
6. Community. Public places, which are owned and shared by everyone create a sense of belonging and identity for the community. Public places bring people together and promote mutual respect and civic pride.

City's Image

Goal 2.5A Promote Sunnyvale's image by maintaining, enhancing and creating physical features, which distinguish Sunnyvale from surrounding communities and by preserving historic buildings, special districts and residential neighborhoods which make the City unique.

Policy 2.5A.1 Identify the boundaries of the City with attractive and distinctive features.

Action Statements

2.5A.1a Encourage unique and uniform roadway landscaping and, where possible, median improvements to distinguish the City's boundaries.

2.5A.1b Continue to enhance the visibility, accessibility and use of the San Francisco Bay on the City's northern boundary.

2.5A.1c Consider studying ways to minimize the barrier impact of highways and expressways by developing design approaches, which relate these roadways to the rest of the community.

2.5A.1d Continue to develop a comprehensive gateway improvement program to select major gateways for improvements such as special landscaping, signage, visitor information centers, patterned pavement, monuments or artwork and unique private development standards.

2.5A.1e Consider installing new City of Sunnyvale monument signs at major gateways into Sunnyvale and developing a comprehensive sign program to identify major attractions within the City.

2.5A.1f Locate City of Sunnyvale signs in attractive surroundings and, whenever possible, in medians with distinctive landscaping.

2.5A.1g Encourage distinctive and attractive buildings and site design at major gateways into Sunnyvale.

2.5A.1h Maintain a compatible scale with the roadway when designing gateway improvements.

Policy 2.5A.2 Ensure that new development is compatible with the character of special districts and residential neighborhoods.

Action Statements

2.5A.2a Maintain design guidelines and policies for new construction in historic districts which define acceptable building styles, shapes, rooflines, colors, materials, fenestration and setbacks and develop new guidelines as needed.

2.5A.2b Continue to maintain and develop zoning standards, which preserve the quality of residential neighborhoods.

2.5A.2c Continue to encourage infill development or redevelopment which is compatible with the use, density, setbacks, height and, where possible, the predominant building style and size of the surrounding district or neighborhood.

2.5A.2d Continue to identify and adopt methods of preserving historic resources and special districts.

Policy 2.5A.3 Support measures which enhance the identity of special districts and residential neighborhoods to create more variety in the physical environment.

Action Statements

2.5A.3a Encourage diversity and develop programs to emphasize the unique features of special districts and neighborhoods.

2.5A.3b Consider development of specific plans or design guidelines for the El Camino Real Commercial District and Mathilda Avenue corridor and study the feasibility of specific plans or guidelines for portions of Evelyn Avenue.

2.5A.3c Continue to preserve buildings with unique historic or architectural value.

2.5A.3d Protect historic landmarks by discouraging adjacent development, which hides or overwhelms their unique qualities.

2.5A.3e Encourage new landmarks and features to distinguish districts and neighborhoods.

2.5A.3f Strengthen the Downtown as the visual as well as functional focus of Sunnyvale.

2.5A.3g Consider design features that help locate the Downtown district and emphasize the roadways and intersections leading Downtown.

2.5A.3h Encourage distinctive projects at major nodes, which have a coherent spatial relationship and create dynamic spaces at these intersections.

2.5A.3i Maintain existing programs and study new programs which promote the maintenance and quality of residential neighborhoods.

The View from the Road

Goal 2.5B Create an attractive street environment which will compliment private and public properties and be comfortable for residents and visitors.

Policy 2.5B.1 Maintain and provide attractive landscaping in the public right-of-way to identify the different types of roadways and districts, make motorists more comfortable and improve the enjoyment of residential neighborhoods.

Action Statements

2.5B.1a Continue to maintain and provide landscaped medians on major thoroughfares where it is physically and financially feasible.

2.5B.1b Maintain and provide professionally designed medians with an interesting and attractive variety of ornamental, deciduous and evergreen trees and plants which are predominantly water-wise and drought resistant.

2.5B.1c Continue to design landscape medians for easy and safe maintenance.

2.5B.1d Encourage tree selection in the right-of-way, which is in scale with the type of roadway and emphasizes important gateways.

2.5B.1e Consider uniform and cohesive landscape themes for districts, major thoroughfares, City boundaries and neighborhoods.

2.5B.1f Continue to choose roadway trees based on the planting site micro climate, whether the tree species is disease and insect resistant, location of utility wires, size of the planting site, root system potential for sidewalk damage, pruning requirements and the appropriateness of the visual characteristics of the trees.

2.5B.1g Encourage trees, which do not obscure business signage in commercial districts.

2.5B.1h Continue to provide attractive canopy trees in residential districts.

2.5B.1i Investigate new varieties of trees for use in the City right-of-way.

2.5B.1j Continue to plant and maintain street trees along the public right-of-way and identify areas which require replanting or replacement trees.

Policy 2.5B.2 Provide a safe and comfortable system of pedestrian and bicycle pathways.

Action Statements

2.5B.2a Continue to maintain City sidewalks and study ways to prevent root damage.

- 2.5B.2b Consider studying alternatives or modifications to monolithic sidewalks to provide traffic buffers for pedestrians.
- 2.5B.2c Consider installing street trees next to the curb along major thoroughfares with significant pedestrian activity or in special areas, which would benefit from a unified landscape theme.
- 2.5B.2d Cooperate in regional efforts to establish a bay trail around San Francisco Bay.
- 2.5B.2e Consider installing benches on sidewalks where there are shady resting spots or scenic vistas.

Policy 2.5B.3 Minimize elements, which clutter the roadway and look unattractive.

Action Statements

- 2.5B.3a Maintain the requirements for undergrounding overhead utility wires.
- 2.5B.3b Maintain and develop programs to achieve more attractive private fencing facing the public right-of-way.
- 2.5B.3c Continue to work with County and State agencies to choose appropriate colors, textures and landscaping for sound walls on freeways and expressways.
- 2.5B.3d Encourage soundwall location and design, which emphasizes important gateways into Sunnyvale.
- 2.5B.3e Maintain a sign ordinance to assure that signage is attractive, compatible with the district and not distracting to motorists.
- 2.5B.3f Continue to ensure that signage is used to identify businesses rather than advertise them.

Private Development

Goal 2.5C Ensure that buildings and related site improvements for private development are well designed and compatible with surrounding properties and districts.

Policy 2.5C.1 Place a priority on quality architecture and site design which will enhance the image of Sunnyvale and create a vital and attractive environment for businesses, residents and visitors, and be reasonably balanced with the need for economic development to assure Sunnyvale's economic prosperity.

Action Statements

- 2.5C.1a Continue to improve the design review process by using design professionals on staff and developing design guidelines to direct developers and assist the City in architectural and site review.
- 2.5C.1b Consider developing handout and summaries of design policies, guidelines and regulations to assist developers early in the project design process.
- 2.5C.1c Continue to insure that projects have amenities, which make them attractive and that these features are not sacrificed to maximize development potential.

Policy 2.5C.2 Review site plans to insure the design is compatible with the natural and surrounding built environment.

Action Statements

- 2.5C.2a Encourage site design, which preserves scenic vistas and maximizes solar orientation for heating and cooling.
- 2.5C.2b Continue to monitor and develop standards for the preservation of mature trees and landscaping and encourage the preservation of landscaping to be considered early in the site design.
- 2.5C.2c Continue to require that sites be designed so that the building locations, driveways, parking, exterior mechanical equipment, auxiliary structures and service access areas are attractive and compatible with adjoining properties and the public right-of-way.
- 2.5C.2d Continue to require that on-site lighting be energy efficient, unobtrusive and located to minimize off-site glare while providing adequate nighttime safety.
- 2.5C.2e Encourage site plans to be integrated with the adjoining road pattern and at important junctures, provide view corridors into the project or other interesting features which will engage people.
- 2.5C.2f Continue to review project design to insure minimum noise impacts to adjoining properties and reduce noise impacts from off-site sources, such as traffic.
- 2.5C.2g Consider studying areas where the street and building setback relationship could be improved.
- 2.5C.2h Encourage new construction to be compatible with the open space characteristics between buildings in districts or neighborhoods.
- 2.5C.2i Continue to require landscaped buffers on commercial or residential properties, which provide adequate protection for adjoining residential properties.
- 2.5C.2j Consider prohibiting wing walls or other blank, high walls on buildings in order to create attractive transition zones between buildings.

2.5C.2k Continue to require the screening of exterior mechanical equipment.

Policy 2.5C.3 Ensure that site design creates places, which are well organized, attractive, efficient and safe.

Action Statements

2.5C.3a Encourage sites to have obvious and easy to locate entries.

2.5C.3b Encourage site plans to have a legible organization including focal points and features which provide direction and clarity about the use of the site.

2.5C.3c Encourage multiple family residential projects to have differentiated outdoors spaces, including private entries, which provide individual identity, semi-private transitional spaces and common areas with unrestricted and easy access.

2.5C.3d Encourage integrated site plans which have clear boundaries, similar detailing for all the elements and a complementary relationship with the building.

2.5C.3e Encourage design elements, which are pleasant to the senses.

2.5C.3f Continue to require adequate, attractive, water-wise, drought tolerant and efficiently irrigated landscaping and routinely review landscape standards.

2.5C.3g Consider investigating innovative approaches to parking lot landscaping, which provide shade and vertical relief to large asphalt areas.

2.5C.3h Continue to require full perimeter landscaping around parking lots whenever possible.

2.5C.3i Encourage outdoor areas for relaxation or eating, which are protected from noise and traffic.

2.5C.3j Encourage sites to be designed with a sense of mystery so that the design is interesting and engaging.

2.5C.3k Continue to require visible and attractive artworks for new private development at gateways and on large commercial and industrial properties.

2.5C.3l Encourage reciprocal ingress-egress easements between commercial properties whenever feasible to minimize curb cuts, increase landscaping and improve vehicular safety.

2.5C.3m Continue to require site plans with good public visibility of entries, adequate nighttime lighting, safe on-site circulation systems and quick, unobstructed access routes for fire and police services.

2.5C.3n Continue to require sites plans to be easily navigated by people with handicaps and for some projects consider innovative features in excess of minimum state standards for handicap access.

Policy 2C.4 Encourage quality architectural design, which improves the City's identity, inspires creativity and heightens individual as well cultural identity.

Action Statements

2.5C.4a Encourage easily identified and attractive building entrances, which are oriented to the street.

2.5C.4b Consider eliminating floor area ratio restrictions on entrances, which enhance the architecture of the building and cannot be converted to work space.

2.5C.4c Require roof elements to wrap around the building so that the element looks integrated and not just pasted on.

2.5C.4d Encourage clear glass windows at the pedestrian level for commercial buildings to provide visibility of the activities inside stores and restaurants and visibility of pedestrian activity outside.

2.5C.4e Continue to require mechanical equipment to be fully screened and integrated with the architecture of the building.

2.5C.4f Encourage building windows to have a shape and spacing consistent with the building style.

2.5C.4g Encourage below grade parking to be unobtrusive and integrated with the building architecture by continuing the same materials and colors as the building, screening auto entrances from public view and using landscaping and berming to reestablish a natural relationship with the ground.

2.5C.4h Consider developing zoning ordinance standards for minimum depths of below grade parking and avoid at grade parking under buildings.

2.5C.4i Encourage buildings with two or more stories to have architectural elements, which create a pedestrian scale on the ground level, such as variations in the textures and materials, differentiated piers and columns, recessed entries and windows, awnings or offset planes.

2.5C.4j Avoid tall buildings, which create a tunnel effect and where necessary step the building back above the second level or stagger setbacks on the street.

2.5C.4k Encourage buildings to have interesting articulation on all sides through changes in the building plane and height and the addition of elements such as deeply recessed or bay windows, porticos or dormers, which create shadow and texture.

2.5C.4l Avoid blank walls on the ends of buildings facing the roadway and provide detail and articulation on these elevations.

2.5C.4m Encourage the spacing and size of doors and windows to have a rhythm compatible with the architectural style.

- 2.5C.4n Encourage buildings where each of the building elements, such as windows, roofs and walls, are in proportion with each other.
- 2.5C.4o Encourage high quality, durable materials for buildings, which create texture.
- 2.5C.4p Avoid piecemeal embellishment, frequent changes in materials or materials that are incompatible with the building style.
- 2.5C.4q Encourage exterior building materials to wrap around corners and any change in materials only to be made in locations where there is a change in the building plane or where a change in materials is effectively used to identify the base of the building.
- 2.5C.4r Review building colors in the context of the scale of the building and avoid strong colors, which may be overwhelming at larger scale.
- 2.5C.4s Encourage buildings where all of the design elements, such as colors, materials, style and ornamentation are unified and create cohesive, attractive and distinctive architecture.

Policy 2C.5 Ensure that buildings are appropriate to their context and designed to be compatible with surrounding properties and special districts.

Action Statements

- 2.5C.5a Encourage new construction to be consistent with the horizontal or vertical building orientation or building shape of special districts or streetscapes.
- 2.5C.5b Encourage roof styles, which are similar to surrounding buildings or unique districts.
- 2.5C.5c Avoid buildings, which do not have a similar scale or height as surrounding properties, except at gateways or for landmark structures.
- 2.5C.5d Consider studying floor area ratio limitations for residential and commercial districts.
- 2.5C.5e Avoid building colors, which are not compatible with adjoining properties or special districts.
- 2.5C.5f Encourage new construction to be designed so that it minimizes the impact on the privacy of adjoining residential properties.
- 2.5C.5g Avoid tall buildings, which substantially shade adjoining residential properties.
- 2.5C.5h Continue to require additional setbacks for new construction when necessary to preserve the light, air, views and privacy of adjoining residential properties.

Public Facilities

Goal 2.5D Provide public facilities which are accessible, attractive and add to the enjoyment of the physical environment.

Policy 2.5D.1 Ensure that Sunnyvale's public facilities are easily identified, accessible, attractive and representative of the community's values and aspirations.

Action Statements

2.5D.1a Consider implementing a comprehensive sign program for public facilities and City of Sunnyvale entry signs, which may include maps to show the location of City facilities.

2.5D.1b Establish a consistent design vocabulary for all public signage including fixture type, lettering, colors, symbols and logos.

2.5D.1c Consider providing for the use of well designed banners for City events, holidays and other special occasions.

2.5D.1d Consider implementing ways to increase the visibility of the Civic Center on Mathilda Avenue and El Camino Real and consider better identification for the Community Center along Remington Avenue.

Policy 2.5D.2 Maintain beautiful and comfortable outdoor public places which provide a shared sense of ownership and belonging for Sunnyvale residents, business owners and visitors.

Action Statements

2.5D.2a Continue to provide public parks where people can enjoy nature, exercise, socialize and relax.

2.5D.2b Continue to provide courtyards and public plazas around City buildings and encourage at least one large plaza downtown.

2.5D.2c Encourage public courtyards and plazas to have comfortable, shady places to sit, protection from automobile noise and fumes, defined boundaries and, where appropriate, water elements and artworks.

2.5D.2d Choose water elements, such as fountains or water sculptures, which will look attractive when water is not available because of drought conditions.

- 2.5D.2e Continue to acquire public artworks, which contribute to the public identity of outdoor places and provide pleasure and enrichment for Sunnyvale residents.
- 2.5D.2g Encourage selection of public artworks, which have a broad appeal and capture the aspirations or social and cultural heritage of the community.
- 2.5D.2h Insure that some public artworks are meant for children and for touching and playing.
- 2.5D.2i Insure that the scale and subject of public art is appropriate to its location.
- 2.5D.2j Encourage some commercial activities in public plazas downtown.
- 2.5D.2k Continue to encourage pedestrian and commercial activity on the sidewalks of the historic 100 block of Murphy Avenue.
- 2.5D.2l Encourage new redevelopment downtown to be oriented to increase the visibility and use of the small courtyard on Washington Avenue by the parking structure.
- 2.5D.2m Support the parking assessment district downtown.
- 2.5D.2n Encourage below grade parking downtown and avoid parking structures, which hide important buildings and districts or block the view into the downtown from major roadways.

Policy 2.5D.3 Work with outside government agencies to achieve attractive public and quasi-public facilities consistent with the quality of development in Sunnyvale.

Action Statements

- 2.5D.3a Encourage adequate, attractive and legible signage for public and quasi-public facilities not owned by Sunnyvale.
- 2.5D.3b Cooperate with the Santa Clara Water District to develop programs to improve the appearance of flood control channels and drainage swales.
- 2.5D.3c Cooperate with the City and County of San Francisco on improvements to the Hetch Hetchy right-of-way to make better use of this large open space area.
- 2.5D.3d Encourage PG&E and Southern Pacific Railroad to improve the appearance of transmission line easements and the railroad lines.

City of Sunnyvale Program Performance Budget

Program 216 - Roadside and Median Right-of-Way Services

Program Performance Statement

Promote a well maintained landscape area within City roadsides and medians, Sunnyvale's Multimodal Transit Station and six (6) City Fire Stations for residents, visitors and the business community, by:

- Maintaining landscape trees, shrubs and ground cover areas to have a healthy growth pattern indicative to the specific species, be disease free and have no apparent signs of insect infestation,
- Maintaining hardscape areas, bike lanes and pork chop islands within Sunnyvale at established service levels,
- Maintaining plant material areas on median islands to reduce litter, debris, and noticeable weeds protruding through or above these areas to established service levels,
- Maintaining irrigation system components in satisfactory operating condition that optimizes sprinkler coverage and minimizes water waste,
- Monitoring contractual maintenance at the Multimodal Transit Station, and
- Maintaining landscape trees, shrubs and ground cover areas to have a healthy growth pattern indicative to the specific species at the City's six (6) Fire Stations.

Notes

1. 90% of the Multimodal Transit Station operating cost is reimbursed by the Peninsula Corridor Joint Powers Board.

**City of Sunnyvale
Program Performance Budget**

Program 216 - Roadside and Median Right-of-Way Services

Program Measures

	Priority	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
<u>Quality</u>						
Q1. Median island plant material areas are free of litter and debris, providing positive visual appeal as determined by quarterly quality surveys (on a scale of 1 to 10).	C					
- Percent [DELETED]		52.00%	50.00%	49.81%	NA	NA
- Square Yards of Plant Material Maintained (Inventory)		3,249,770.00	2,821,000.00	2,714,270.00	256,444.00	256,444.00
- Average Survey Rating Achieved		NA	NA	NA	5.20	5.20
Q2. Median island plant material areas have no noticeable weeds protruding above landscaped areas as determined by quarterly quality surveys.	C					
- Percent [DELETED]		57.00%	50.00%	49.83%	NA	NA
- Square Yards of Plant Material Maintained (Inventory)		2,879,940.00	2,821,000.00	2,714,070.00	256,444.00	256,444.00
- Average Survey Rating Achieved		NA	NA	NA	5.50	5.50
Q3. Hardscape areas, bike lanes and pork chop islands are free of weeds and debris, providing positive visual appeal as determined by quarterly quality surveys.	I					
- Percent [DELETED]		75.00%	75.00%	74.51%	NA	NA
- Average Survey Rating Achieved		NA	NA	NA	7.20	7.20
Q4. Hardscape and elevator areas are clean at Sunnyvale's Multimodal Transit Station based on quarterly quality surveys.	I					
- Percent [DELETED]		78.00%	80.00%	75.16%	NA	NA
- Square Yards of Multimodal Hardscape Maintained		24,215.00	24,215.00	24,215.00	24,215.00	24,215.00
- Average Survey Rating Achieved		NA	NA	NA	8.00	8.00
Q5. Sunnyvale Multimodal Transit Station landscape areas are clean and weed free based on quarterly quality surveys.	I					
- Percent [DELETED]		73.00%	80.00%	75.78%	NA	NA
- Square Yards of Multimodal Landscape Maintained (Inventory)		1,135.00	1,135.00	1,135.00	1,135.00	1,135.00
- Average Survey Rating Achieved		NA	NA	NA	7.60	7.36
Q6. Customers are satisfied with the condition, appearance and timely response of City Roadsides, Median Landscape services. [DELETED]	I					
- Percent		68.00%	70.00%	68.00%	NA	NA

**City of Sunnyvale
Program Performance Budget**

Program 216 - Roadside and Median Right-of-Way Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Quality</u>						
Q7. Percent of residents who rate the overall quality of Roadside and Median Right-of-Way Services as "fair" or better. [External Survey]	I					
- Percent Rating as "Fair" or Better		NA	NA	NA	93.00%	93.00%
Q8. Percent of residents who rate the overall quality of Roadside and Median Right-of-Way Services as "good" or "excellent". [External Survey]	I					
- Percent Rating as "Good" or "Excellent"		NA	NA	NA	68.00%	68.00%
Q9. Fire station landscaping areas have healthy growth patterns indicative to specific species as determined by quarterly quality surveys.	D					
- Percent [DELETED]		77.00%	75.00%	71.40%	NA	NA
- Square Yards of Fire Station Landscape Maintained		16,187.00	16,187.00	16,187.00	16,187.00	16,187.00
- Average Survey Rating Achieved		NA	NA	NA	7.50	7.50
<u>Productivity</u>						
P1. Median island trees are pruned each fiscal year for structural integrity and liability mitigation.	I					
- Percent of Total Inventory		16.50%	19.00%	14.90%	16.50%	16.50%
- Number of Trees Pruned		739.00	865.00	668.00	739.00	739.00
P2. Median island shrubs are pruned each fiscal year.	D					
- Percent of Total Inventory		55.90%	56.00%	56.09%	55.90%	55.90%
- Number of Shrubs Pruned		13,808.00	13,872.00	13,895.00	13,808.00	13,808.00
P3. Median island ground cover is edged four (4) times each fiscal year.	D					
- Percent of Total Inventory		60.00%	67.00%	69.40%	67.00%	67.00%
- Square Yards of Ground Cover Edged (Inventory)		313,791.00	350,349.00	363,317.00	130,861.00	130,861.00
<u>Cost Effectiveness</u>						
C1. The cost per irrigation system repair will not exceed the planned cost.	I					
- Cost of an Irrigation Repair		\$55.31	\$41.86	\$51.27	\$55.95	\$58.38
- Number of Repairs Per Year		938.00	1,149.00	899.00	938.00	938.00

**City of Sunnyvale
Program Performance Budget**

Program 216 - Roadside and Median Right-of-Way Services

Program Measures

Financial

	Priority	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
F1. Actual total expenditures for Roadside and Median Landscape Services will not exceed planned program expenditures.	C					
- Total Program Expenditures [DELETED]		\$1,345,344.00	\$1,341,104.48	\$1,277,669.96	NA	NA
- Percent of Total Program Budget Expended		NA	NA	NA	100.00%	100.00%

Priority Legend

- M: Mandatory
- C: Council Highest Priority
- I: Important
- D: Desirable

City of Sunnyvale
Program Performance Budget

Program 216 - Roadside and Median Right-of-Way Services

Service Delivery Plan 21601 - Roadside and Median Streetscape Maintenance

Promote a well maintained landscape area within the City medians, for residents, visitors and the business community, by:

- Maintaining hardscape, sidewalk, and pork chop island areas free of noticeable weeds, litter, and debris at established service levels,
- Maintaining irrigation system components in medians in satisfactory operating conditions that optimize sprinkler coverage and minimize water waste,
- Maintaining median landscape trees, shrubs and ground cover areas to have a healthy growth pattern indicative to the specific species, be disease free, and have no apparent signs of insect infestation, and
- Maintaining plan material areas on median islands to reduce litter, debris, and noticeable weeds protruding through or above these areas to established service levels.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 216 - Roadside and Median Right-of-Way Services

Service Delivery Plan 21601 - Roadside and Median Streetscape Maintenance

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 216000 - Conduct Route Inspections to Identify Issues Requiring Maintenance or Repair					
Product: A Route Inspection Performed					
Costs:	\$22,491	\$25,658	\$24,574	\$26,499	\$27,624
Products:	230	270	270	270	270
Work Hours:	330	374	394	370	370
Product Cost:	\$97.79	\$95.03	\$91.01	\$98.14	\$102.31
Work Hours/Product:	1.43	1.39	1.46	1.37	1.37
Activity 216010 - Landscaping Electrical Power					
Product: A Kilowatt of Power Consumed					
Costs:	\$3,305	\$3,045	\$3,480	\$3,247	\$3,442
Products:	2,045	1,700	2,453	2,045	2,045
Work Hours:	1	1	1	1	1
Product Cost:	\$1.62	\$1.79	\$1.42	\$1.59	\$1.68
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00
Activity 216020 - Landscaping Water					
Product: A Hundred Cubic Feet of Water Consumed					
Costs:	\$50,597	\$47,171	\$52,896	\$58,950	\$64,251
Products:	23,796	28,000	32,043	24,000	24,000
Work Hours:	3	1	1	1	1
Product Cost:	\$2.13	\$1.68	\$1.65	\$2.46	\$2.68
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00

**City of Sunnyvale
Program Performance Budget**

Program 216 - Roadside and Median Right-of-Way Services

Service Delivery Plan 21601 - Roadside and Median Streetscape Maintenance

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 216320 - Visually Inspect Irrigation Systems					
Product: An Inspection Completed					
Costs:	\$26,503	\$24,848	\$23,855	\$27,444	\$28,608
Products:	1,404	1,399	1,040	1,400	1,400
Work Hours:	470	595	484	470	470
Product Cost:	\$18.88	\$17.76	\$22.94	\$19.60	\$20.43
Work Hours/Product:	0.33	0.42	0.47	0.34	0.34
Activity 216330 - Computer Irrigation System Programming and Repair					
Product: A Controller Programmed or Repaired					
Costs:	\$42,022	\$42,664	\$40,923	\$41,314	\$43,060
Products:	846	1,222	1,199	850	850
Work Hours:	493	611	591	520	520
Product Cost:	\$49.67	\$34.91	\$34.13	\$48.60	\$50.66
Work Hours/Product:	0.58	0.50	0.49	0.61	0.61
Activity 216340 - Repairing Irrigation Lines, Heads and Valves					
Product: An Irrigation Repair					
Costs:	\$51,877	\$48,093	\$46,084	\$52,483	\$54,539
Products:	938	1,149	899	938	938
Work Hours:	914	901	861	905	905
Product Cost:	\$55.31	\$41.86	\$51.26	\$55.95	\$58.14
Work Hours/Product:	0.97	0.78	0.96	0.96	0.96

**City of Sunnyvale
Program Performance Budget**

Program 216 - Roadside and Median Right-of-Way Services

Service Delivery Plan 21601 - Roadside and Median Streetscape Maintenance

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 216350 - Manual Irrigation of Trees and Plantings					
Product: A Tree or Plant Watered					
Costs:	\$0	\$0	\$0	\$15,125	\$15,795
Products:	0	0	0	10,166	10,166
Work Hours:	0	0	0	320	320
Product Cost:	\$0.00	\$0.00	\$0.00	\$1.49	\$1.55
Work Hours/Product:	0.00	0.00	0.00	0.03	0.03
Activity 216370 - Pruning Trees					
Product: A Tree Pruned					
Costs:	\$46,899	\$56,426	\$55,245	\$59,892	\$62,423
Products:	739	865	668	865	865
Work Hours:	939	1,290	1,118	1,150	1,150
Product Cost:	\$63.46	\$65.23	\$82.70	\$69.24	\$72.16
Work Hours/Product:	1.27	1.49	1.67	1.33	1.33
Activity 216380 - Tree Removal and Replacement					
Product: A Tree Replaced					
Costs:	\$6,753	\$6,797	\$5,898	\$6,923	\$7,173
Products:	46	23	17	35	35
Work Hours:	136	94	101	105	105
Product Cost:	\$146.80	\$295.54	\$346.94	\$197.81	\$204.93
Work Hours/Product:	2.95	4.09	5.94	3.00	3.00

**City of Sunnyvale
Program Performance Budget**

Program 216 - Roadside and Median Right-of-Way Services

Service Delivery Plan 21601 - Roadside and Median Streetscape Maintenance

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 216390 - Tree Fertilization, Sucker Removal, Watering and Restaking					
Product: A Tree Serviced					
Costs:	\$8,928	\$8,945	\$9,852	\$1,245	\$1,292
Products:	2,201	444	5,674	50	50
Work Hours:	197	175	230	20	20
Product Cost:	\$4.06	\$20.15	\$1.74	\$24.91	\$25.83
Work Hours/Product:	0.09	0.39	0.04	0.40	0.40
Activity 216410 - Pruning Shrubs					
Product: A Shrub Pruned					
Costs:	\$151,816	\$146,218	\$131,162	\$156,335	\$162,557
Products:	13,808	13,872	13,895	13,872	13,872
Work Hours:	3,152	3,176	2,871	3,175	3,175
Product Cost:	\$10.99	\$10.54	\$9.44	\$11.27	\$11.72
Work Hours/Product:	0.23	0.23	0.21	0.23	0.23
Activity 216420 - Shrub Removal and Replacement					
Product: A Shrub Replaced					
Costs:	\$17,812	\$20,297	\$19,747	\$17,764	\$18,351
Products:	351	830	379	500	500
Work Hours:	279	333	299	275	275
Product Cost:	\$50.75	\$24.45	\$52.10	\$35.53	\$36.70
Work Hours/Product:	0.79	0.40	0.79	0.55	0.55

**City of Sunnyvale
Program Performance Budget**

Program 216 - Roadside and Median Right-of-Way Services

Service Delivery Plan 21601 - Roadside and Median Streetscape Maintenance

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 216430 - Shrub Fertilization, Snail Bait and Watering					
Product: A Shrub Serviced					
Costs:	\$5,468	\$7,998	\$5,839	\$1,245	\$1,292
Products:	2,984	940	7,309	105	105
Work Hours:	127	175	121	20	20
Product Cost:	\$1.83	\$8.51	\$0.80	\$11.86	\$12.30
Work Hours/Product:	0.04	0.19	0.02	0.19	0.19
Activity 216440 - Weed Removal and Control					
Product: A Thousand Square Yards of Landscape Area Weeded					
Costs:	\$121,161	\$120,024	\$118,784	\$126,835	\$132,140
Products:	2,880	2,821	2,714	2,850	2,850
Work Hours:	2,596	2,764	2,486	2,570	2,570
Product Cost:	\$42.07	\$42.55	\$43.77	\$44.50	\$46.36
Work Hours/Product:	0.90	0.98	0.92	0.90	0.90
Activity 216450 - Herbicide Program, Weed Prevention or Control					
Product: A Thousand Square Yards of Landscaping Area Sprayed					
Costs:	\$33,762	\$26,094	\$24,939	\$34,818	\$36,069
Products:	390	574	497	511	511
Work Hours:	511	607	373	542	542
Product Cost:	\$86.47	\$45.48	\$50.20	\$68.12	\$70.57
Work Hours/Product:	1.31	1.06	0.75	1.06	1.06

**City of Sunnyvale
Program Performance Budget**

Program 216 - Roadside and Median Right-of-Way Services

Service Delivery Plan 21601 - Roadside and Median Streetscape Maintenance

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 216460 - Litter/Debris Control					
Product: A Thousand Square Yards of Landscape Area Littered					
Costs:	\$130,406	\$118,789	\$117,367	\$126,825	\$132,270
Products:	3,250	2,821	2,714	2,800	2,800
Work Hours:	2,942	2,845	2,518	2,580	2,580
Product Cost:	\$40.13	\$42.11	\$43.24	\$45.29	\$47.24
Work Hours/Product:	0.91	1.01	0.93	0.92	0.92
Activity 216470 - Edge Ground Cover					
Product: A Hundred Square Yards of Streetscape Groundcover Edged					
Costs:	\$116,662	\$103,762	\$106,518	\$118,866	\$123,701
Products:	4,154	3,503	3,633	3,503	3,503
Work Hours:	2,356	2,303	2,299	2,300	2,300
Product Cost:	\$28.08	\$29.62	\$29.32	\$33.93	\$35.31
Work Hours/Product:	0.57	0.66	0.63	0.66	0.66
Activity 216480 - Ground Cover Removal and Replacement					
Product: A Hundred Square Yards of Median Groundcover Replacement					
Costs:	\$20,746	\$15,840	\$14,234	\$23,989	\$24,864
Products:	26	26	24	25	25
Work Hours:	398	427	266	400	400
Product Cost:	\$808.18	\$618.49	\$581.22	\$959.54	\$994.57
Work Hours/Product:	15.51	16.67	10.86	16.00	16.00

**City of Sunnyvale
Program Performance Budget**

Program 216 - Roadside and Median Right-of-Way Services

Service Delivery Plan 21601 - Roadside and Median Streetscape Maintenance

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 216490 - Ground Cover Fertilization, Snail Bait, and Hand Watering					
Product: A Hundred Square Yards of Median Groundcover Serviced					
Costs:	\$4,476	\$5,486	\$2,666	\$1,645	\$1,717
Products:	6	11	10	3	3
Work Hours:	97	141	63	35	35
Product Cost:	\$810.90	\$498.75	\$269.07	\$548.20	\$572.44
Work Hours/Product:	17.49	12.77	6.36	11.67	11.67
Activity 216500 - Turf Maintenance, Mowing, Edging, Fertilization, and Other Turf Maintenance Activities					
Product: A Square Yard of Turf Serviced					
Costs:	\$6,294	\$7,320	\$6,880	\$7,427	\$7,700
Products:	33,975	36,348	36,348	36,348	36,348
Work Hours:	148	162	164	160	160
Product Cost:	\$0.19	\$0.20	\$0.19	\$0.20	\$0.21
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00
Activity 216510 - Perform Weed Control and Cleaning on Median Hardscape					
Product: A Hundred Square Yards of Hardscape Serviced					
Costs:	\$17,569	\$25,501	\$24,313	\$21,201	\$22,113
Products:	3,637	3,783	3,638	3,783	3,783
Work Hours:	362	521	485	380	380
Product Cost:	\$4.83	\$6.74	\$6.68	\$5.60	\$5.85
Work Hours/Product:	0.10	0.14	0.13	0.10	0.10

**City of Sunnyvale
Program Performance Budget**

Program 216 - Roadside and Median Right-of-Way Services

Service Delivery Plan 21601 - Roadside and Median Streetscape Maintenance

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 216520 - Perform Weed Control and Cleaning on Pork Chop Areas					
Product: A Pork Chop Island Serviced					
Costs:	\$8,688	\$8,507	\$7,084	\$9,160	\$9,535
Products:	508	472	482	508	508
Work Hours:	176	169	154	174	174
Product Cost:	\$17.10	\$18.02	\$14.70	\$18.03	\$18.77
Work Hours/Product:	0.35	0.36	0.32	0.34	0.34
Activity 216530 - Perform Weed Control and Cleaning On Sidewalks and Curbs					
Product: A Hundred Square Yards of Sidewalk Area Serviced					
Costs:	\$17,651	\$18,202	\$15,476	\$19,527	\$20,325
Products:	1,199	1,102	1,104	1,100	1,100
Work Hours:	360	365	346	350	350
Product Cost:	\$14.72	\$16.51	\$14.02	\$17.75	\$18.48
Work Hours/Product:	0.30	0.33	0.31	0.32	0.32
Activity 216540 - Perform Weed Control On Bike Lanes					
Product: A Mile of Bike Lane Serviced					
Costs:	\$9,156	\$10,398	\$7,908	\$10,319	\$10,658
Products:	158	151	157	157	157
Work Hours:	124	130	129	125	125
Product Cost:	\$58.09	\$68.86	\$50.43	\$65.80	\$67.96
Work Hours/Product:	0.78	0.86	0.82	0.80	0.80

**City of Sunnyvale
Program Performance Budget**

Program 216 - Roadside and Median Right-of-Way Services

Service Delivery Plan 21601 - Roadside and Median Streetscape Maintenance

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 216550 - Miscellaneous Median Services - Vandalism Repair, Accident Clean-up/Repair and Special Projects					
Product: A Work Hour					
Costs:	\$20,922	\$11,137	\$10,602	\$21,291	\$22,086
Products:	382	548	167	380	380
Work Hours:	382	548	167	380	380
Product Cost:	\$54.76	\$20.32	\$63.48	\$56.03	\$58.12
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 216560 - Staff Training and Development - Including Tailgate Meetings, Certifications and Operations/Safety Related Classes [DELETED - Moved to 216360]					
Product: A Training Session Attended					
Costs:	\$39,479	\$24,452	\$24,025	\$0	\$0
Products:	416	538	322	0	0
Work Hours:	683	686	465	0	0
Product Cost:	\$94.90	\$45.45	\$74.61	\$0.00	\$0.00
Work Hours/Product:	1.64	1.28	1.44	0.00	0.00
Activity 216570 - Administrative Support - Including Clerical Staff Hours					
Product: A Work Hour					
Costs:	\$27,761	\$21,442	\$22,162	\$18,430	\$19,441
Products:	416	394	287	325	325
Work Hours:	416	394	287	325	325
Product Cost:	\$66.67	\$54.42	\$77.17	\$56.71	\$59.82
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00

**City of Sunnyvale
Program Performance Budget**

Program 216 - Roadside and Median Right-of-Way Services

Service Delivery Plan 21601 - Roadside and Median Streetscape Maintenance

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 216580 - Management and Supervisory Services					
Product: A Work Hour					
Costs:	\$66,818	\$93,828	\$70,948	\$102,185	\$105,520
Products:	766	1,016	838	1,060	1,060
Work Hours:	766	1,016	838	1,060	1,060
Product Cost:	\$87.23	\$92.35	\$84.65	\$96.40	\$99.55
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 216590 - Monitor Central Expressway Landscape Contract					
Product: Acres Maintained					
Costs:	\$4,013	\$4,232	\$4,153	\$4,240	\$4,307
Products:	0	1	1	1	1
Work Hours:	0	2	2	2	2
Product Cost:	\$0.00	\$3,255.75	\$3,194.72	\$3,261.86	\$3,313.42
Work Hours/Product:	0.00	1.54	1.54	1.54	1.54
Activity 216600 - Traffic Signal Sight Clearance					
Product: A Site Cleared					
Costs:	\$3,044	\$12,616	\$4,730	\$13,307	\$13,806
Products:	10	92	36	92	92
Work Hours:	63	277	105	277	277
Product Cost:	\$304.39	\$137.13	\$131.40	\$144.64	\$150.06
Work Hours/Product:	6.25	3.01	2.90	3.01	3.01

**City of Sunnyvale
Program Performance Budget**

Program 216 - Roadside and Median Right-of-Way Services

Service Delivery Plan 21601 - Roadside and Median Streetscape Maintenance

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 216360 - Staff Training and Development					
Product: An Employee Trained					
Costs:	\$0	\$0	\$198	\$28,473	\$29,683
Products:	0	0	0	12	12
Work Hours:	0	0	0	502	502
Product Cost:	\$0.00	\$0.00	\$0.00	\$2,372.79	\$2,473.59
Work Hours/Product:	0.00	0.00	0.00	41.83	41.83
Activity 216800 - Tailgates and Other Staff Meetings					
Product: A Meeting Held					
Costs:	\$0	\$0	\$0	\$11,136	\$11,588
Products:	0	0	0	12	12
Work Hours:	0	0	0	158	158
Product Cost:	\$0.00	\$0.00	\$0.00	\$928.02	\$965.68
Work Hours/Product:	0.00	0.00	0.00	13.17	13.17
Totals for Service Delivery Plan 21601 - Roadside and Median Streetscape Maintenance					
Costs:	\$1,083,076	\$1,065,791	\$1,002,541	\$1,168,142	\$1,217,927
Hours:	19,418	21,080	18,215	19,652	19,652

City of Sunnyvale
Program Performance Budget

Program 216 - Roadside and Median Right-of-Way Services

Service Delivery Plan 21602 - Sunnyvale's Multimodal Transit Station Maintenance

Provide a safe and functional parking lot that enhances the aesthetics and environmental quality of the City in a cost effective manner, by:

- Monitoring landscape maintenance,
- Monitoring sweeper maintenance,
- Cleaning the restroom facility daily, and
- Monitoring mechanical systems; elevators, fire system, back-up power and lighting.

Notes

1. Per the Cooperative Agreement for Ownership, Operation and Maintenance of the Sunnyvale Multimodal Transit Station entered as of April 1, 2002 with the Peninsula Corridor Joint Powers Board (PCJPB), the City has agreed to maintain the facilities according to agreed upon maintenance standards. The City must notify the PCJPB of the actual annual operating cost by April 1st of each year, including an annual contribution to a sinking fund for capital maintenance and the cost for the PCJPB to obtain liability insurance for the Multi-Modal Transit Station. The PCJPB has agreed to reimburse the City with 90% of the annual operating cost. The term of this agreement is 20 years, after which either party may terminate by proving the other party with at least 6 months notice.

**City of Sunnyvale
Program Performance Budget**

Program 216 - Roadside and Median Right-of-Way Services

Service Delivery Plan 21602 - Sunnyvale's Multimodal Transit Station Maintenance

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 216610 - Monitor Landscape Maintenance					
Product: An Inspection Performed					
Costs:	\$8,164	\$10,340	\$9,296	\$10,180	\$10,450
Products:	54	52	51	52	52
Work Hours:	52	58	59	52	52
Product Cost:	\$151.19	\$198.85	\$182.28	\$195.78	\$200.97
Work Hours/Product:	0.96	1.12	1.15	1.00	1.00
Activity 216620 - Monitor Sweeper Maintenance					
Product: An Inspection Performed					
Costs:	\$21,975	\$20,078	\$33,961	\$21,802	\$22,185
Products:	49	52	51	52	52
Work Hours:	35	56	55	25	25
Product Cost:	\$448.48	\$386.12	\$665.90	\$419.27	\$426.63
Work Hours/Product:	0.71	1.08	1.08	0.48	0.48
Activity 216630 - Monitor Mechanical Systems - Elevators					
Product: An Inspection or Servicing Performed					
Costs:	\$13,325	\$4,897	\$8,699	\$12,366	\$12,601
Products:	26	12	74	30	30
Work Hours:	22	14	8	20	20
Product Cost:	\$512.48	\$408.10	\$117.55	\$412.21	\$420.02
Work Hours/Product:	0.83	1.17	0.11	0.67	0.67

**City of Sunnyvale
Program Performance Budget**

Program 216 - Roadside and Median Right-of-Way Services

Service Delivery Plan 21602 - Sunnyvale's Multimodal Transit Station Maintenance

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 216640 - Monitor Other Mechanical Systems - Fire System, Back-up Power and Lighting					
Product: An Inspection or Servicing Performed					
Costs:	\$11,695	\$15,510	\$9,284	\$14,646	\$15,035
Products:	55	25	53	50	50
Work Hours:	83	40	35	75	75
Product Cost:	\$212.64	\$620.41	\$175.18	\$292.93	\$300.70
Work Hours/Product:	1.50	1.60	0.65	1.50	1.50
Activity 216650 - Clean Transit Station Public Restroom					
Product: A Service Performed					
Costs:	\$14,165	\$13,385	\$16,723	\$15,940	\$16,781
Products:	348	365	366	365	365
Work Hours:	296	279	361	325	325
Product Cost:	\$40.70	\$36.67	\$45.69	\$43.67	\$45.98
Work Hours/Product:	0.85	0.76	0.98	0.89	0.89
Activity 216660 - Provide Transit Station Power					
Product: A Kilowatt of Electrical Power Consumed					
Costs:	\$35,397	\$43,927	\$37,284	\$34,696	\$36,810
Products:	3,202	3,029	3,593	3,200	3,200
Work Hours:	1	1	1	1	1
Product Cost:	\$11.05	\$14.50	\$10.38	\$10.84	\$11.50
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00

**City of Sunnyvale
Program Performance Budget**

Program 216 - Roadside and Median Right-of-Way Services

Service Delivery Plan 21602 - Sunnyvale's Multimodal Transit Station Maintenance

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 216670 - Provide Transit Station Water					
Product: A Thousand Cubic Feet of Water Consumed					
Costs:	\$1,860	\$2,036	\$2,008	\$2,128	\$2,301
Products:	372	827	511	600	600
Work Hours:	1	1	1	1	1
Product Cost:	\$5.00	\$2.46	\$3.93	\$3.55	\$3.84
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00
Activity 216680 - Administrative Support - Including Clerical Staff Hours					
Product: A Work Hour					
Costs:	\$2,291	\$2,354	\$1,616	\$7,076	\$7,529
Products:	47	50	30	120	120
Work Hours:	47	50	30	120	120
Product Cost:	\$48.72	\$47.08	\$54.06	\$58.97	\$62.74
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 216690 - Management and Supervisory Services					
Product: A Work Hour					
Costs:	\$4,380	\$5,525	\$4,702	\$5,246	\$5,440
Products:	53	64	68	64	64
Work Hours:	53	64	68	64	64
Product Cost:	\$82.78	\$86.32	\$69.05	\$81.96	\$85.00
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00

**City of Sunnyvale
Program Performance Budget**

Program 216 - Roadside and Median Right-of-Way Services

Service Delivery Plan 21602 - Sunnyvale's Multimodal Transit Station Maintenance

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 216700 - Structural Maintenance Sinking Fund - Monies Set Aside for Future Major Repairs					
Product: A Sinking Fund Payment					
Costs:	\$10,658	\$10,871	\$10,871	\$10,870	\$10,870
Products:	2	1	1	1	1
Work Hours:	0	0	0	0	0
Product Cost:	\$5,329.00	\$10,870.65	\$10,871.00	\$10,870.00	\$10,870.00
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00
Activity 216820 - Frances Street Transit Bus Facilities Operation and Maintenance					
Product: An Inspection or Servicing Performed					
Costs:	\$0	\$0	\$0	\$7,500	\$7,500
Products:	0	0	0	324	324
Work Hours:	0	0	0	0	0
Product Cost:	\$0.00	\$0.00	\$0.00	\$23.15	\$23.15
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00
Totals for Service Delivery Plan 21602 - Sunnyvale's Multimodal Transit Station Maintenance					
Costs:	\$123,911	\$128,923	\$134,445	\$142,450	\$147,503
Hours:	589	563	617	683	683

**City of Sunnyvale
Program Performance Budget**

Program 216 - Roadside and Median Right-of-Way Services

Service Delivery Plan 21603 - Sunnyvale's Fire Station Landscape Maintenance

Promote a well maintained landscape area at the City's Fire Stations in a cost effective manner, by:

- Maintaining irrigation system components at the Fire Stations in satisfactory operating condition to optimize sprinkler coverage and minimize water waste,
- Maintaining Fire Station trees, shrubs and ground cover areas to have a healthy growth pattern indicative to the specific species, be disease free and have no apparent signs of insect infestation, and
- Maintaining Fire Station plant material areas to reduce litter, debris, and noticeable weeds protruding through or above these areas to established service levels.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 216 - Roadside and Median Right-of-Way Services

Service Delivery Plan 21603 - Sunnyvale's Fire Station Landscape Maintenance

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 216710 - Conduct Fire Station Landscape Inspections To Identify Issues Requiring Maintenance or Repair					
Product: An Inspection Performed					
Costs:	\$6,401	\$4,466	\$3,316	\$4,657	\$4,907
Products:	64	52	50	52	52
Work Hours:	104	84	69	84	84
Product Cost:	\$100.02	\$85.89	\$66.33	\$89.56	\$94.36
Work Hours/Product:	1.63	1.62	1.38	1.62	1.62
Activity 216720 - Irrigation Repair					
Product: An Irrigation Repair					
Costs:	\$3,607	\$4,766	\$8,452	\$3,997	\$4,180
Products:	73	158	79	75	75
Work Hours:	79	116	168	75	75
Product Cost:	\$49.41	\$30.17	\$106.99	\$53.29	\$55.73
Work Hours/Product:	1.08	0.73	2.12	1.00	1.00
Activity 216730 - Pruning Trees					
Product: A Tree Pruned					
Costs:	\$314	\$2,362	\$1,167	\$985	\$1,026
Products:	18	19	13	19	19
Work Hours:	9	60	33	30	30
Product Cost:	\$17.44	\$124.30	\$89.76	\$51.84	\$53.99
Work Hours/Product:	0.50	3.16	2.50	1.58	1.58

**City of Sunnyvale
Program Performance Budget**

Program 216 - Roadside and Median Right-of-Way Services

Service Delivery Plan 21603 - Sunnyvale's Fire Station Landscape Maintenance

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 216740 - Pruning Shrubs					
Product: A Shrub Pruned					
Costs:	\$3,804	\$2,739	\$2,668	\$4,087	\$4,248
Products:	346	287	187	346	346
Work Hours:	129	69	78	129	129
Product Cost:	\$10.99	\$9.54	\$14.27	\$11.81	\$12.28
Work Hours/Product:	0.37	0.24	0.42	0.37	0.37
Activity 216750 - Weed and Litter Control					
Product: A Thousand Square Yards of Landscape Area Serviced					
Costs:	\$6,958	\$6,941	\$4,876	\$6,623	\$6,945
Products:	346	275	279	300	300
Work Hours:	204	211	148	175	175
Product Cost:	\$20.10	\$25.22	\$17.50	\$22.08	\$23.15
Work Hours/Product:	0.59	0.77	0.53	0.58	0.58
Activity 216760 - Edge Ground Cover					
Product: A Thousand Square Yards of Streetscape Groundcover Edged					
Costs:	\$3,183	\$3,244	\$1,370	\$3,905	\$4,058
Products:	71	92	54	75	75
Work Hours:	87	60	37	85	85
Product Cost:	\$44.63	\$35.12	\$25.39	\$52.07	\$54.10
Work Hours/Product:	1.21	0.65	0.68	1.13	1.13

**City of Sunnyvale
Program Performance Budget**

Program 216 - Roadside and Median Right-of-Way Services

Service Delivery Plan 21603 - Sunnyvale's Fire Station Landscape Maintenance

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 216770 - Turf Maintenance, Mowing, Edging, Fertilization, and Other Turf Maintenance Activities					
Product: A Square Yard of Turf Serviced					
Costs:	\$11,859	\$13,898	\$12,841	\$12,673	\$13,267
Products:	87,342	94,424	95,129	88,000	88,000
Work Hours:	349	400	377	350	350
Product Cost:	\$0.14	\$0.15	\$0.13	\$0.14	\$0.15
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00
Activity 216780 - Maintenance of WPCP Grounds [DELETED - Moved to 344330]					
Product: A Service Performed					
Costs:	\$52,311	\$49,826	\$49,570	\$0	\$0
Products:	200	156	153	0	0
Work Hours:	1,262	1,646	1,374	0	0
Product Cost:	\$261.56	\$319.40	\$323.99	\$0.00	\$0.00
Work Hours/Product:	6.31	10.55	8.98	0.00	0.00
Activity 216790 - Maintenance of Water Wells Grounds [DELETED]					
Product: A Service Performed					
Costs:	\$49,919	\$58,148	\$56,424	\$0	\$0
Products:	2,246	2,184	2,180	0	0
Work Hours:	1,348	1,633	1,523	0	0
Product Cost:	\$22.23	\$26.62	\$25.88	\$0.00	\$0.00
Work Hours/Product:	0.60	0.75	0.70	0.00	0.00
Totals for Service Delivery Plan 21603 - Sunnyvale's Fire Station Landscape Maintenance					
Costs:	\$138,357	\$146,390	\$140,684	\$36,927	\$38,631
Hours:	3,570	4,279	3,806	928	928

**City of Sunnyvale
Program Performance Budget**

Program 216 - Roadside and Median Right-of-Way Services

		<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Totals for Program 216	Costs:	\$1,345,344	\$1,341,104	\$1,277,670	\$1,347,519	\$1,404,061
	Hours:	23,577	25,922	22,637	21,263	21,263

**City of Sunnyvale
Program Performance Budget**

Program 217 - Concrete Maintenance

Program Performance Statement

Provide pedestrian safe sidewalks, street tree root protection and control, and effective curb and gutter systems, by:

- Identifying and monitoring sidewalk displacements in response to citizen complaints,
- Identifying and mitigating tree root/concrete conflicts on public right-of-way concrete and parkway concrete in order to protect the vigor, health and stability of the conflicting tree, and
- Ensuring curb and gutter systems provide proper drainage for urban storm water runoff management.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 217 - Concrete Maintenance

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Quality</u>						
Q1. Request for assistance from Risk and Insurance on Claims shall be investigated and responded to within five (5) working days of notification.	I					
- Percent Completed		36.00%	90.00%	57.00%	90.00%	90.00%
- Number of Claims		11.00	10.00	14.00	10.00	10.00
Q2. Sidewalk, curb, and gutter sites with tree root control materials installed five (5) fiscal years previously shall be judged as effective in protecting the new concrete and protecting the tree.	D					
- Percent Effective		80.00%	80.00%	90.00%	80.00%	80.00%
- Number of Sidewalk and Gutter Sites		40.00	50.00	50.00	50.00	50.00
<u>Productivity</u>						
P1. Sidewalks are, from notification/discovery, temporarily ramp patched to mitigate immediate tripping hazards within three (3) working days for displacement greater than one inch or within one (1) day of a trip and fall having been reported.	C					
- Percent Ramped		99.20%	97.00%	98.00%	97.00%	97.00%
- Number of Ramp Locations		396.00	450.00	388.00	400.00	400.00
P2. Sidewalk, curb, and gutter areas identified as requiring replacement are replaced within five (5) fiscal years after the fiscal year of discovery.	C					
- Percent Replaced		100.00%	90.00%	100.00%	95.00%	95.00%
- Number of Replacement Sites		159.00	160.00	219.00	160.00	160.00
- Total Sites Deferred		NA	NA	NA	1,103.00	1,343.00
P3. Sidewalks with displacements less than one (1) inch are milled to level within 30 days from discovery/notification.	I					
- Percent Replaced		100.00%	97.00%	100.00%	97.00%	97.00%
- Number of Locations		844.00	200.00	1,120.00	845.00	845.00
P4. Parkway strip concrete identified as a potential tripping hazard shall be removed and made safe within 12 weeks or if at a current contract replacement site in conjunction with the concrete replacement.	I					
- Percent Removed		98.00%	80.00%	100.00%	96.00%	96.00%
- Parkway Strip Sites Serviced		44.00	150.00	56.00	50.00	50.00

**City of Sunnyvale
Program Performance Budget**

Program 217 - Concrete Maintenance

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Productivity</u>						
P5. Sidewalks, curbs, and gutters requiring tree root control/mitigation have root barrier/mitigation devices installed at time of concrete replacement.	I					
- Percent of Replacement Sites With Tree Roots Damage		NA	NA	NA	95.00%	95.00%
- Average Cost of Concrete Per Site Replacement with Root Mitigation		NA	NA	NA	\$3,020.00	\$3,020.00
<u>Cost Effectiveness</u>						
C1. Cost of sidewalk replacement per square foot is within five (5) percent of the average of four (4) comparison public agencies for the current fiscal year.	I					
- Percent Sunnyvale's Cost is of Four-city Average Cost		NA	5.00%	NA	5.00%	5.00%
- Sunnyvale's Average Cost per Square Foot		\$11.00	\$13.67	\$10.98	\$12.07	\$12.28
- Four-city Average Cost per Square Foot		NA	NA	NA	\$11.00	\$11.50
C2. Cost of curb and gutter replacement per lineal foot is within five (5) percent of the average of four (4) comparison public agencies for the current fiscal year.	I					
- Percent Sunnyvale's Cost is of Four-city Average Cost		6.00%	5.00%	3.00%	5.00%	5.00%
- Sunnyvale's Average Cost per Lineal Foot		\$48.00	\$61.82	\$46.00	\$47.57	\$48.35
- Four-city Average Cost per Lineal Foot		NA	NA	NA	\$45.71	\$48.10
<u>Financial</u>						
F1. Actual total expenditures for Concrete Management will not exceed planned program expenditures.	C					
- Total Program Expenditures [DELETED]		\$873,395.00	\$1,282,981.07	\$1,256,538.09	NA	NA
- Percent of Total Program Budget Expended		NA	NA	NA	100.00%	100.00%

**City of Sunnyvale
Program Performance Budget**

Program 217 - Concrete Maintenance

Priority Legend

- M: Mandatory
- C: Council Highest Priority
- I: Important
- D: Desirable

**City of Sunnyvale
Program Performance Budget**

Program 217 - Concrete Maintenance

Service Delivery Plan 21701 - Mitigation of Tripping Hazards on City Sidewalks and Parkways

Provide pedestrian safe sidewalks and respond to citizen complaints, by:

- Temporarily ramp patching displaced sidewalks scheduled for repair with asphalt concrete,
- Grinding concrete sidewalks where displacements are one (1) inch or less, and
- Removing parkway concrete that is raised above the right-of-way sidewalk and is a tripping hazard.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 217 - Concrete Maintenance

Service Delivery Plan 21701 - Mitigation of Tripping Hazards on City Sidewalks and Parkways

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 217100 - Install Temporary A/C Ramp Patch - To Make Safe, Displaced Sidewalk Awaiting Replacement					
Product: A Lineal Foot of Sidewalk Ramped					
Costs:	\$64,612	\$50,561	\$51,217	\$53,678	\$56,725
Products:	8,850	7,500	8,734	6,500	6,500
Work Hours:	1,708	1,110	1,190	1,240	1,240
Product Cost:	\$7.30	\$6.74	\$5.86	\$8.26	\$8.73
Work Hours/Product:	0.19	0.15	0.14	0.19	0.19
Activity 217110 - Grind To Make Safe - Sidewalk Displaced Less Than One (1) Inch					
Product: A Lineal Foot of Sidewalk Ground					
Costs:	\$103,623	\$136,839	\$97,397	\$115,486	\$122,216
Products:	34,565	35,550	38,926	34,500	34,500
Work Hours:	2,557	3,230	2,441	2,550	2,550
Product Cost:	\$3.00	\$3.85	\$2.50	\$3.35	\$3.54
Work Hours/Product:	0.07	0.09	0.06	0.07	0.07
Activity 217120 - Remove Parkway Concrete - that is a Right-of-Way (ROW) Hazard					
Product: A Square Foot of Concrete Removed					
Costs:	\$55,683	\$39,635	\$36,314	\$57,627	\$61,496
Products:	21,180	15,000	20,825	21,200	21,200
Work Hours:	978	708	539	985	985
Product Cost:	\$2.63	\$2.64	\$1.74	\$2.72	\$2.90
Work Hours/Product:	0.05	0.05	0.03	0.05	0.05

**City of Sunnyvale
Program Performance Budget**

Program 217 - Concrete Maintenance

Service Delivery Plan 21701 - Mitigation of Tripping Hazards on City Sidewalks and Parkways

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 217130 - Equipment Maintenance and Miscellaneous Activities Related to Mitigation of Trip Hazards					
Product: Equipment Services/Maintenance Performed					
Costs:	\$9,007	\$11,791	\$11,292	\$10,174	\$10,738
Products:	177	200	244	180	180
Work Hours:	190	260	268	190	190
Product Cost:	\$50.89	\$58.95	\$46.28	\$56.52	\$59.65
Work Hours/Product:	1.07	1.30	1.10	1.06	1.06
Activity 217140 - Re-Ramp Deferred S/W Replacement					
Product: A Lineal Foot S/W Ramped					
Costs:	\$0	\$0	\$0	\$24,728	\$26,109
Products:	0	0	0	3,300	3,300
Work Hours:	0	0	0	620	620
Product Cost:	\$0.00	\$0.00	\$0.00	\$7.49	\$7.91
Work Hours/Product:	0.00	0.00	0.00	0.19	0.19
Totals for Service Delivery Plan 21701 - Mitigation of Tripping Hazards on City Sidewalks and Parkways					
Costs:	\$232,925	\$238,825	\$196,221	\$261,694	\$277,283
Hours:	5,432	5,308	4,438	5,585	5,585

City of Sunnyvale
Program Performance Budget

Program 217 - Concrete Maintenance

Service Delivery Plan 21702 - Mitigation of Tree Root/Concrete Conflicts

Provide tree root protection and control at Right-of-Way sidewalks, curbs, and gutters, by:

- Installing root control materials at sidewalks, curbs, and gutters displaced by tree roots,
- Installing special sidewalk paving material as an alternative to concrete where beneficial to street trees,
- Installing or specifying root control materials at new sidewalks with new street trees, and
- Adjusting sidewalk, curb, and gutter alignments to allow for tree trunk and root growth.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 217 - Concrete Maintenance

Service Delivery Plan 21702 - Mitigation of Tree Root/Concrete Conflicts

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 217200 - Root Prune At Sites - Where Tree Roots Are Displacing the Sidewalk					
Product: A Lineal Foot of Sidewalk Root Pruned					
Costs:	\$89,095	\$67,553	\$71,746	\$83,336	\$88,495
Products:	9,905	7,750	9,206	9,600	9,600
Work Hours:	1,621	1,415	1,264	1,570	1,570
Product Cost:	\$8.99	\$8.72	\$7.79	\$8.68	\$9.22
Work Hours/Product:	0.16	0.18	0.14	0.16	0.16
Activity 217210 - Install Root Control Materials - At Sidewalk Sites That Are Root Pruned					
Product: A Lineal Foot of Sidewalk Barrier Installed					
Costs:	\$23,976	\$19,526	\$38,809	\$22,825	\$29,035
Products:	12,856	5,000	6,359	12,500	12,500
Work Hours:	556	395	826	540	540
Product Cost:	\$1.86	\$3.91	\$6.10	\$1.83	\$2.32
Work Hours/Product:	0.04	0.08	0.13	0.04	0.04
Activity 217220 - Root Prune at Sites - Where Tree Roots are Displacing the Curb and Gutter					
Product: A Lineal Foot of Curb and Gutter Root Pruned					
Costs:	\$33,292	\$12,702	\$29,940	\$24,785	\$26,183
Products:	8,545	3,500	5,045	7,500	7,500
Work Hours:	537	350	584	470	470
Product Cost:	\$3.90	\$3.63	\$5.93	\$3.30	\$3.49
Work Hours/Product:	0.06	0.10	0.12	0.06	0.06

**City of Sunnyvale
Program Performance Budget**

Program 217 - Concrete Maintenance

Service Delivery Plan 21702 - Mitigation of Tree Root/Concrete Conflicts

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 217230 - Install Root Control Materials - At Curb and Gutter Sites That Are Root Pruned					
Product: A Lineal Foot of Curb and Gutter Barrier Installed					
Costs:	\$8,100	\$13,200	\$19,728	\$7,817	\$11,720
Products:	2,000	2,000	3,780	2,000	2,000
Work Hours:	197	245	432	195	195
Product Cost:	\$4.05	\$6.60	\$5.22	\$3.91	\$5.86
Work Hours/Product:	0.10	0.12	0.11	0.10	0.10
Activity 217240 - Install Sidewalks With Alternative Materials					
Product: A Square Foot of Sidewalk Installed					
Costs:	\$3,737	\$13,356	\$5,735	\$7,104	\$7,423
Products:	600	600	950	1,000	1,000
Work Hours:	49	270	77	120	120
Product Cost:	\$6.23	\$22.26	\$6.04	\$7.10	\$7.42
Work Hours/Product:	0.08	0.45	0.08	0.12	0.12
Activity 217250 - Survey Root Mitigation Sites - For Effectiveness					
Product: A Survey Completed					
Costs:	\$0	\$1,640	\$70	\$1,367	\$1,442
Products:	1	1	1	1	1
Work Hours:	0	25	1	20	20
Product Cost:	\$0.00	\$1,639.94	\$69.85	\$1,366.66	\$1,441.92
Work Hours/Product:	0.00	25.00	1.00	20.00	20.00

**City of Sunnyvale
Program Performance Budget**

Program 217 - Concrete Maintenance

Service Delivery Plan 21702 - Mitigation of Tree Root/Concrete Conflicts

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 217260 - Equipment Maintenance and Miscellaneous Activities Related to Mitigation Tree/Concrete Conflict					
Product: Equipment Service/Maintenance Performed					
Costs:	\$5,760	\$7,974	\$7,786	\$5,847	\$6,170
Products:	92	125	149	100	100
Work Hours:	98	172	181	105	105
Product Cost:	\$62.61	\$63.79	\$52.25	\$58.47	\$61.70
Work Hours/Product:	1.07	1.38	1.22	1.05	1.05
Totals for Service Delivery Plan 21702 - Mitigation of Tree Root/Concrete Conflicts					
Costs:	\$163,961	\$135,950	\$173,813	\$153,081	\$170,467
Hours:	3,058	2,872	3,366	3,020	3,020

City of Sunnyvale
Program Performance Budget

Program 217 - Concrete Maintenance

Service Delivery Plan 21703 - Concrete Reconstruction

Provide pedestrian safe sidewalks and curb and gutter systems, by:

- Replacing concrete sidewalks that has been identified as defective and hazardous, and
- Replacing curb and gutter that has been identified as defective or hazardous and non-functional.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 217 - Concrete Maintenance

Service Delivery Plan 21703 - Concrete Reconstruction

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 217300 - Sidewalk Replacement (by Contract)					
Product: A Square Foot of Sidewalk Replaced					
Costs:	\$122,542	\$341,746	\$324,796	\$242,226	\$246,347
Products:	8,475	25,000	39,102	20,065	20,065
Work Hours:	36	375	211	175	175
Product Cost:	\$14.46	\$13.67	\$8.31	\$12.07	\$12.28
Work Hours/Product:	0.00	0.02	0.01	0.01	0.01
Activity 217310 - Curb and Gutter Replacement (by Contract)					
Product: A Lineal Foot of Curb and Gutter Replaced					
Costs:	\$115,789	\$340,022	\$337,922	\$218,833	\$222,390
Products:	1,866	5,500	9,384	4,600	4,600
Work Hours:	21	305	168	100	100
Product Cost:	\$62.05	\$61.82	\$36.01	\$47.57	\$48.35
Work Hours/Product:	0.01	0.06	0.02	0.02	0.02
Totals for Service Delivery Plan 21703 - Concrete Reconstruction					
Costs:	\$238,331	\$681,768	\$662,718	\$461,060	\$468,736
Hours:	57	680	379	275	275

**City of Sunnyvale
Program Performance Budget**

Program 217 - Concrete Maintenance

Service Delivery Plan 21704 - Service Response

Provide a high level of customer service to the citizens and residents of the City, by:

- Responding to citizen service requests in a prompt manner,
- Connecting or directing citizens to staff that can handle their requests, and
- Assisting Risk and Insurance Division in evaluating claims against the City.

Notes

1. Activity 217430 - Root Barrier Installed-At Privately Owned Concrete (Protect from Street Tree Root Intrusion) This activity is not budgeted. Work only done at homeowner's request.

**City of Sunnyvale
Program Performance Budget**

Program 217 - Concrete Maintenance

Service Delivery Plan 21704 - Service Response

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 217400 - Investigate Service Requests for Public Sidewalk and Curb and Gutter Repair					
Product: A Service Request Completed					
Costs:	\$72,729	\$53,865	\$73,454	\$70,117	\$73,993
Products:	1,187	965	1,233	1,185	1,185
Work Hours:	1,231	955	1,279	1,225	1,225
Product Cost:	\$61.27	\$55.82	\$59.57	\$59.17	\$62.44
Work Hours/Product:	1.04	0.99	1.04	1.03	1.03
Activity 217410 - Investigate Claims Forwarded from Risk and Insurance Division					
Product: A Claim Investigated					
Costs:	\$1,077	\$1,640	\$1,096	\$752	\$793
Products:	15	10	13	10	10
Work Hours:	16	25	16	11	11
Product Cost:	\$71.81	\$164.00	\$84.31	\$75.17	\$79.31
Work Hours/Product:	1.07	2.50	1.23	1.10	1.10
Activity 217430 - Root Barrier Installed - At Private Concrete (Protect from Street Tree Root Intrusion)					
Product: A Lineal Foot of Barrier Installed					
Costs:	\$472	\$3,218	\$121	\$0	\$0
Products:	75	1,025	0	0	0
Work Hours:	12	80	4	0	0
Product Cost:	\$6.30	\$3.14	\$0.00	\$0.00	\$0.00
Work Hours/Product:	0.16	0.08	0.00	0.00	0.00

**City of Sunnyvale
Program Performance Budget**

Program 217 - Concrete Maintenance

Service Delivery Plan 21704 - Service Response

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 217470 - Project Review Committee					
Product: A Project Plan Reviewed					
Costs:	\$4,130	\$11,301	\$5,976	\$8,680	\$9,124
Products:	11	35	26	25	25
Work Hours:	54	160	74	121	121
Product Cost:	\$375.47	\$322.88	\$229.85	\$347.22	\$364.96
Work Hours/Product:	4.87	4.57	2.83	4.84	4.84
Totals for Service Delivery Plan 21704 - Service Response					
Costs:	\$78,409	\$70,024	\$80,648	\$79,549	\$83,910
Hours:	1,312	1,220	1,373	1,357	1,357

**City of Sunnyvale
Program Performance Budget**

Program 217 - Concrete Maintenance

Service Delivery Plan 21705 - Management and Support Services

Facilitate the operation and effectiveness of the Concrete Maintenance Program, by:

- Maintaining complete and thorough records,
- Managing City resources to best deliver Concrete Maintenance services,
- Providing timely applications of administrative support,
- Managing operating funds to meet Concrete Maintenance Program service levels within annual budget, and
- Serving on the Plan Review Committee to advise City Council, Planning Commission and Community Development in matters pertaining to Concrete Maintenance.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 217 - Concrete Maintenance

Service Delivery Plan 21705 - Management and Support Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 217500 - Management and Supervisory Services					
Product: A Work Hour					
Costs:	\$113,468	\$102,127	\$92,379	\$103,239	\$107,081
Products:	1,310	1,159	1,016	1,135	1,135
Work Hours:	1,310	1,159	1,016	1,135	1,135
Product Cost:	\$86.63	\$88.12	\$90.93	\$90.96	\$94.34
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 217530 - Staff Training and Development - Including Tailgate Meetings, Certifications and Operations/Safety Related Class [DELETED - Moved to 217550 and 217560]					
Product: A Training Session Attended					
Costs:	\$18,233	\$20,416	\$19,940	\$0	\$0
Products:	145	165	182	0	0
Work Hours:	375	370	382	0	0
Product Cost:	\$125.75	\$123.74	\$109.56	\$0.00	\$0.00
Work Hours/Product:	2.58	2.24	2.10	0.00	0.00
Activity 217540 - Administrative Support - Including Clerical Staff Hours					
Product: A Work Hour					
Costs:	\$28,067	\$33,871	\$30,820	\$31,667	\$33,730
Products:	590	650	654	580	580
Work Hours:	590	650	654	580	580
Product Cost:	\$47.56	\$52.11	\$47.12	\$54.60	\$58.16
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00

**City of Sunnyvale
Program Performance Budget**

Program 217 - Concrete Maintenance

Service Delivery Plan 21705 - Management and Support Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 217550 - Staff Training and Development					
Product: An Employee Trained					
Costs:	\$0	\$0	\$0	\$11,258	\$11,881
Products:	0	0	0	6	6
Work Hours:	0	0	0	209	209
Product Cost:	\$0.00	\$0.00	\$0.00	\$1,876.29	\$1,980.15
Work Hours/Product:	0.00	0.00	0.00	34.83	34.83
Activity 217560 - Tailgates and Other Staff Meetings					
Product: A Meeting Held					
Costs:	\$0	\$0	\$0	\$8,851	\$9,342
Products:	0	0	0	26	26
Work Hours:	0	0	0	182	182
Product Cost:	\$0.00	\$0.00	\$0.00	\$340.42	\$359.31
Work Hours/Product:	0.00	0.00	0.00	7.00	7.00
Totals for Service Delivery Plan 21705 - Management and Support Services					
Costs:	\$159,768	\$156,415	\$143,139	\$155,014	\$162,034
Hours:	2,275	2,179	2,052	2,106	2,106
Totals for Program 217					
Costs:	\$873,395	\$1,282,981	\$1,256,538	\$1,110,397	\$1,162,430
Hours:	12,134	12,259	11,608	12,343	12,343

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**City of Sunnyvale
Program Performance Budget**

Program 218 - Street Tree Services

Program Performance Statement

Promote the safety, environmental functionality and aesthetics of the City's street trees for residents, visitors and the business community, by:

- Providing pruning to maximize the structural integrity and minimize the potential of branch/trunk failure for all inventoried street trees in a manner consistent with International Society of Arboriculture (ISA) standards, and
- Preserving and sustaining the street tree population by new and replacement tree planting.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 218 - Street Tree Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Quality</u>						
Q1. Quarterly surveys of the street trees inventory receive a structural integrity rating of three (3) or less on a scale of 1-5 (1 being the highest) using International Society of Arboriculture (ISA) standards.	I					
- Overall Rating		2.42	3.00	2.56	2.50	2.50
- Surveys Conducted		4.00	4.00	1.00	4.00	4.00
Q2. Request for assistance from Risk and Insurance on Claims shall be investigated and responded to within five (5) working days of notification.	I					
- Percent Completed		45.00%	90.00%	83.00%	90.00%	90.00%
- Number of Claims		20.00	25.00	12.00	20.00	20.00
Q3. Service request pruning of single street trees are completed within 10 weeks of determination of need by a City Arborist.	D					
- Percent Pruned		100.00%	90.00%	100.00%	95.00%	95.00%
- Trees Pruned		104.00	100.00	158.00	100.00	100.00
Q4. Requests for tree services are investigated within nine (9) working days after notification.	D					
- Percent Investigated		95.10%	95.00%	80.00%	95.00%	95.00%
- Total Number of Requests		1,808.00	1,500.00	1,830.00	1,800.00	1,800.00
Q5. Trees planted within the past three (3) years, where property owner watering is insufficient, are watered to establish these recently planted trees.	D					
- Percent Established		100.00%	90.00%	100.00%	95.00%	95.00%
- Trees Planted		446.00	400.00	397.00	400.00	400.00

**City of Sunnyvale
Program Performance Budget**

Program 218 - Street Tree Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Productivity</u>						
P1.	The entire inventory of street trees is, on average, pruned or inspected every five and one-half years.					
	- Percent of Inventory Pruned	18.33%	18.18%	18.18%	18.18%	18.18%
	- Trees Pruned	6,507.00	6,454.00	6,455.00	6,725.00	6,725.00
P2.	Remove and replace street trees that are damaged, diseased, dead or otherwise have become hazardous as determined by the City Arborist.					
	- Percent Replaced	100.00%	98.00%	94.10%	98.00%	98.00%
	- Trees Replaced	402.00	350.00	350.00	350.00	350.00
P3.	Newly planted street trees are trained within the first three years from planting to develop their permanent structure conforming to International Society of Arboriculture (ISA) structural integrity standards.					
	- Percent Trained	51.75%	90.00%	95.60%	90.00%	90.00%
	- Trees Trained	621.00	1,200.00	1,158.00	1,050.00	1,050.00
P4.	Remove and replace at least forty-two fruit cone bearing Liquidamber street trees per fiscal year or as many as possible for the budget supplement amount as approved by City Council.					
	- Total Number of Liquidamber Trees Removed	NA	NA	NA	50.00	50.00
	- Number of Liquidambers Removed by Budget Supplement	NA	NA	NA	42.00	42.00
<u>Cost Effectiveness</u>						
C1.	The cost of a large street tree (>30' and <60') structurally pruned will not exceed the planned cost.					
	- Cost Per Large Street Tree	\$164.64	\$174.57	\$137.48	\$144.20	\$151.77
	- Number Pruned	1,806.00	1,860.00	2,786.00	2,900.00	2,900.00
C2.	The cost of a street tree removed will not exceed the planned cost.					
	- Cost Per Street Tree	\$227.93	\$290.49	\$321.58	\$242.07	\$254.32
	- Trees Removed	370.00	392.00	372.00	358.00	358.00

**City of Sunnyvale
Program Performance Budget**

Program 218 - Street Tree Services

Program Measures

Financial

	2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
Priority	Actual	Budget	Actual	Budget	Plan
F1. Actual total expenditures for Street Tree Services will not exceed planned program expenditures.					
- Total Program Expenditures [DELETED]	\$1,417,659.11	\$1,435,146.78	\$1,436,155.95	NA	NA
- Percent of Total Program Budget Expended	NA	NA	NA	100.00%	100.00%

Priority Legend

- M: Mandatory
- C: Council Highest Priority
- I: Important
- D: Desirable

**City of Sunnyvale
Program Performance Budget**

Program 218 - Street Tree Services

Service Delivery Plan 21801 - Structural Pruning

Maintain street trees that enhance the aesthetics, environmental quality and safety of the City, by:

- Providing pruning to maximize the structural integrity and minimize the potential of branch/trunk failure for all inventoried street trees, and
- Pruning inventoried street trees in a manner consistent with International Society of Arboriculture (ISA) standards.

Notes

1. The International Society of Arboriculture (ISA) guideline is defined in ANSI Standard A300-2001- Tree, Shrub, and other Woody Plant Maintenance - Standard Practices.

**City of Sunnyvale
Program Performance Budget**

Program 218 - Street Tree Services

Service Delivery Plan 21801 - Structural Pruning

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 218110, 218111 - Single Street Tree Pruning from a Service Request					
Product: A Tree Pruned					
Costs:	\$11,196	\$9,269	\$13,378	\$10,443	\$10,993
Products:	104	100	158	100	100
Work Hours:	173	165	257	165	165
Product Cost:	\$107.65	\$92.69	\$84.67	\$104.43	\$109.93
Work Hours/Product:	1.66	1.65	1.62	1.65	1.65
Activity 218120 - Single Street Tree Pruning for Limb Downs During ON Duty Hours - Regular Time					
Product: An Inventory Tree Pruned					
Costs:	\$36,957	\$34,030	\$29,352	\$34,231	\$36,031
Products:	376	560	333	375	375
Work Hours:	612	600	518	585	585
Product Cost:	\$98.29	\$60.77	\$88.14	\$91.28	\$96.08
Work Hours/Product:	1.63	1.07	1.56	1.56	1.56
Activity 218130 - Single Street Tree Pruning for Limb Downs During OFF Duty Hours - Emergency Call Out - Overtime					
Product: An Inventory Tree Pruned					
Costs:	\$17,227	\$12,341	\$16,069	\$16,233	\$17,110
Products:	115	100	111	115	115
Work Hours:	291	210	286	295	295
Product Cost:	\$149.80	\$123.41	\$144.76	\$141.16	\$148.78
Work Hours/Product:	2.53	2.10	2.57	2.57	2.57

**City of Sunnyvale
Program Performance Budget**

Program 218 - Street Tree Services

Service Delivery Plan 21801 - Structural Pruning

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 218140 - Street Tree Structural Pruning (by Staff) - Small Tree 15 ft. or Less Tall					
Product: An Inventoried Tree Pruned					
Costs:	\$26,533	\$64,678	\$19,916	\$22,035	\$23,194
Products:	635	2,842	554	650	650
Work Hours:	414	1,188	371	375	375
Product Cost:	\$41.78	\$22.76	\$35.95	\$33.90	\$35.68
Work Hours/Product:	0.65	0.42	0.67	0.58	0.58
Activity 218150 - Street Tree Structural Pruning (by Staff) - Medium Tree Greater Than 15 ft. But Less Than 30 ft. Tall					
Product: An Inventoried Tree Pruned					
Costs:	\$233,418	\$167,282	\$224,651	\$241,637	\$254,331
Products:	2,738	1,827	2,764	2,950	2,950
Work Hours:	2,576	2,842	3,283	4,330	4,330
Product Cost:	\$85.25	\$91.56	\$81.28	\$81.91	\$86.21
Work Hours/Product:	0.94	1.56	1.19	1.47	1.47
Activity 218160 - Street Tree Structural Pruning (by Staff) - Large Tree Greater Than 30 ft. But Less Than 60 ft. Tall					
Product: An Inventoried Tree Pruned					
Costs:	\$389,960	\$324,709	\$383,011	\$418,180	\$440,146
Products:	2,844	1,860	2,786	2,900	2,900
Work Hours:	5,277	5,950	5,787	7,520	7,520
Product Cost:	\$137.12	\$174.57	\$137.48	\$144.20	\$151.77
Work Hours/Product:	1.86	3.20	2.08	2.59	2.59

**City of Sunnyvale
Program Performance Budget**

Program 218 - Street Tree Services

Service Delivery Plan 21801 - Structural Pruning

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 218170 - Street Tree Structural Pruning (by Staff) - Very Large Tree Greater Than 60 ft. Tall					
Product: An Inventoried Tree Pruned					
Costs:	\$44,343	\$147,480	\$42,376	\$50,906	\$53,582
Products:	186	538	190	225	225
Work Hours:	759	2,705	845	899	899
Product Cost:	\$238.40	\$274.13	\$223.03	\$226.25	\$238.14
Work Hours/Product:	4.08	5.03	4.44	4.00	4.00
Activity 218180 - Pruning of Private Tree in Right-of-Way for Safety Clearance - Overtime					
Product: A Non-Inventory Tree Pruned					
Costs:	\$17,457	\$14,987	\$8,193	\$14,409	\$15,188
Products:	129	120	64	125	125
Work Hours:	269	300	153	260	260
Product Cost:	\$135.32	\$124.89	\$128.01	\$115.27	\$121.50
Work Hours/Product:	2.08	2.50	2.40	2.08	2.08
Activity 218190 - Equipment Maintenance and Miscellaneous Activities Related to Structural Pruning					
Product: Equipment Service/Maintenance Performed					
Costs:	\$55,114	\$31,517	\$64,979	\$52,012	\$54,747
Products:	1,250	600	1,832	900	900
Work Hours:	978	578	1,203	900	900
Product Cost:	\$44.09	\$52.53	\$35.47	\$57.79	\$60.83
Work Hours/Product:	0.78	0.96	0.66	1.00	1.00
Totals for Service Delivery Plan 21801 - Structural Pruning					
Costs:	\$832,205	\$806,294	\$801,924	\$860,086	\$905,322
Hours:	11,348	14,538	12,703	15,329	15,329

**City of Sunnyvale
Program Performance Budget**

Program 218 - Street Tree Services

Service Delivery Plan 21802 - Sustain Street Tree Population by New and Replacement Planting

Provide street trees that enhance the aesthetics, environmental quality and safety of the City, by:

- Preserving and sustaining the street tree population,
- Removing hazardous trees,
- Planting new trees at available sites at newly developed, as well as, existing parcels, and
- Replacing existing trees removed as determine to be hazardous.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 218 - Street Tree Services

Service Delivery Plan 21802 - Sustain Street Tree Population by New and Replacement Planting

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 218200, 218201, 218202 - Replacement Tree Planting [DELETED - Moved to 218290]					
Product: A Tree Planted					
Costs:	\$29,200	\$51,105	\$42,161	\$0	\$0
Products:	402	392	350	0	0
Work Hours:	222	139	268	0	0
Product Cost:	\$72.64	\$130.37	\$120.46	\$0.00	\$0.00
Work Hours/Product:	0.55	0.35	0.77	0.00	0.00
Activity 218210, 218211, 218212 - New Tree Planting [DELETED - Moved to 218600]					
Product: A Tree Planted					
Costs:	\$6,237	\$23,359	\$19,809	\$0	\$0
Products:	44	175	47	0	0
Work Hours:	35	135	303	0	0
Product Cost:	\$141.74	\$133.48	\$421.47	\$0.00	\$0.00
Work Hours/Product:	0.80	0.77	6.45	0.00	0.00
Activity 218220 - Tree Removal Down to Stump					
Product: A Tree Felled					
Costs:	\$84,333	\$113,873	\$119,628	\$86,662	\$91,048
Products:	370	392	372	358	358
Work Hours:	1,392	1,306	2,240	1,350	1,350
Product Cost:	\$227.93	\$290.49	\$321.58	\$242.07	\$254.32
Work Hours/Product:	3.76	3.33	6.02	3.77	3.77

**City of Sunnyvale
Program Performance Budget**

Program 218 - Street Tree Services

Service Delivery Plan 21802 - Sustain Street Tree Population by New and Replacement Planting

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 218230 - Tree Stump Removal (by Contract)					
Product: A Tree Stump Removed					
Costs:	\$38,874	\$60,500	\$47,645	\$59,271	\$60,623
Products:	401	392	174	358	358
Work Hours:	200	86	168	195	195
Product Cost:	\$96.94	\$154.34	\$273.82	\$165.56	\$169.34
Work Hours/Product:	0.50	0.22	0.97	0.54	0.54
Activity 218240 - Tree Watering					
Product: A Tree Watering Performed					
Costs:	\$37,677	\$28,409	\$39,290	\$29,794	\$31,261
Products:	6,349	4,800	5,508	4,800	4,800
Work Hours:	704	480	540	490	490
Product Cost:	\$5.93	\$5.92	\$7.13	\$6.21	\$6.51
Work Hours/Product:	0.11	0.10	0.10	0.10	0.10
Activity 218250 - Young Tree Structural Training					
Product: A Tree Training Performed					
Costs:	\$13,168	\$20,751	\$13,614	\$23,322	\$24,497
Products:	621	1,300	1,158	1,050	1,050
Work Hours:	249	390	263	420	420
Product Cost:	\$21.20	\$15.96	\$11.76	\$22.21	\$23.33
Work Hours/Product:	0.40	0.30	0.23	0.40	0.40

**City of Sunnyvale
Program Performance Budget**

Program 218 - Street Tree Services

Service Delivery Plan 21802 - Sustain Street Tree Population by New and Replacement Planting

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 218260 - Maintain Tree Nursery					
Product: A Work Hour					
Costs:	\$5,267	\$5,667	\$5,573	\$3,091	\$3,245
Products:	96	90	102	61	61
Work Hours:	96	90	102	61	61
Product Cost:	\$54.85	\$62.96	\$54.89	\$50.68	\$53.20
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 218270 - Equipment Maintenance and Miscellaneous Activities Related to Replacement and Tree Planting					
Product: Equipment Service/Maintenance Performed					
Costs:	\$7,757	\$11,617	\$12,702	\$5,751	\$6,041
Products:	215	195	411	150	150
Work Hours:	163	223	287	111	111
Product Cost:	\$36.08	\$59.58	\$30.90	\$38.34	\$40.27
Work Hours/Product:	0.76	1.14	0.70	0.74	0.74
Activity 218290, 218291, 218292 - Tree Planting (by Contract)					
Product: A Tree Planted					
Costs:	\$0	\$0	\$0	\$55,578	\$56,652
Products:	0	0	0	358	358
Work Hours:	0	0	0	105	105
Product Cost:	\$0.00	\$0.00	\$0.00	\$155.24	\$158.25
Work Hours/Product:	0.00	0.00	0.00	0.29	0.29

**City of Sunnyvale
Program Performance Budget**

Program 218 - Street Tree Services

Service Delivery Plan 21802 - Sustain Street Tree Population by New and Replacement Planting

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 218600, 218601, 218602 - Tree Planting (by Staff)					
Product: A Tree Planted					
Costs:	\$0	\$0	\$0	\$7,954	\$8,262
Products:	0	0	0	50	50
Work Hours:	0	0	0	100	100
Product Cost:	\$0.00	\$0.00	\$0.00	\$159.08	\$165.25
Work Hours/Product:	0.00	0.00	0.00	2.00	2.00
Totals for Service Delivery Plan 21802 - Sustain Street Tree Population by New and Replacement Planting					
Costs:	\$222,511	\$315,281	\$300,422	\$271,423	\$332,380
Hours:	3,060	2,848	4,171	2,832	2,832

**City of Sunnyvale
Program Performance Budget**

Program 218 - Street Tree Services

Service Delivery Plan 21803 - Service Response

Provide a high level of customer service to the citizens and residents of the City, by:

- Responding to citizen service requests in a prompt manner,
- Connecting or directing citizens to staff that can handle their requests, and
- Assisting Risk and Insurance Division in evaluating claims against the City.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 218 - Street Tree Services

Service Delivery Plan 21803 - Service Response

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 218300 - Respond and Investigate to Service Requests by Citizens and Other City Staff					
Product: A Service Request Completed					
Costs:	\$65,789	\$63,321	\$47,104	\$61,372	\$64,636
Products:	1,998	1,850	2,378	2,000	2,000
Work Hours:	935	862	690	935	935
Product Cost:	\$32.93	\$34.23	\$19.81	\$30.69	\$32.32
Work Hours/Product:	0.47	0.47	0.29	0.47	0.47
Activity 218310 - Structural Integrity Survey					
Product: A Survey Conducted					
Costs:	\$3,381	\$4,165	\$0	\$4,163	\$4,385
Products:	3	4	1	4	4
Work Hours:	50	64	0	64	64
Product Cost:	\$1,126.91	\$1,041.30	\$0.00	\$1,040.83	\$1,096.18
Work Hours/Product:	16.50	16.00	0.00	16.00	16.00
Activity 218330 - Investigate Claims Forwarded from Risk and Insurance Division					
Product: A Claim Investigated					
Costs:	\$1,536	\$1,627	\$1,738	\$1,709	\$1,800
Products:	17	23	17	20	20
Work Hours:	23	25	26	26	26
Product Cost:	\$90.33	\$70.74	\$102.21	\$85.46	\$90.00
Work Hours/Product:	1.32	1.09	1.53	1.30	1.30

**City of Sunnyvale
Program Performance Budget**

Program 218 - Street Tree Services

Service Delivery Plan 21803 - Service Response

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 218380 - Private Tree Removal Permit Application Review					
Product: A Permit Reviewed					
Costs:	\$30,450	\$22,044	\$25,637	\$23,193	\$24,407
Products:	384	300	444	350	350
Work Hours:	437	335	375	350	350
Product Cost:	\$79.30	\$73.48	\$57.74	\$66.27	\$69.73
Work Hours/Product:	1.14	1.12	0.84	1.00	1.00
Activity 218390 - Project Review Committee					
Product: A Project Plan Reviewed					
Costs:	\$11,863	\$19,746	\$5,910	\$18,958	\$19,858
Products:	79	70	30	100	100
Work Hours:	166	270	74	265	265
Product Cost:	\$150.17	\$282.09	\$197.00	\$189.58	\$198.58
Work Hours/Product:	2.10	3.86	2.45	2.65	2.65
Totals for Service Delivery Plan 21803 - Service Response					
Costs:	\$113,018	\$110,903	\$80,388	\$109,396	\$115,086
Hours:	1,609	1,556	1,164	1,640	1,640

**City of Sunnyvale
Program Performance Budget**

Program 218 - Street Tree Services

Service Delivery Plan 21804 - Management and Support Services

Facilitate the operation and effectiveness of the Street Tree Service program, by:

- Maintaining complete and thorough records,
- Managing City resources to best deliver Street Tree Services,
- Providing timely applications of administrative support,
- Managing operating funds to meet Street Tree Program service levels within annual budget, and
- Serving on the Plan Review Committee to advise City Council, Planning Commission and Community Development in matters pertaining to Street Trees.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 218 - Street Tree Services

Service Delivery Plan 21804 - Management and Support Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 218400 - Management and Supervisory Services					
Product: A Work Hour					
Costs:	\$120,446	\$104,302	\$101,643	\$98,655	\$102,177
Products:	1,408	1,186	1,095	1,085	1,085
Work Hours:	1,408	1,186	1,095	1,085	1,085
Product Cost:	\$85.56	\$87.94	\$92.87	\$90.93	\$94.17
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 218440 - Staff Training and Development [DELETED - Moved to 218460 and 218470]					
Product: A Training Session Attended					
Costs:	\$47,945	\$33,243	\$45,372	\$0	\$0
Products:	488	350	579	0	0
Work Hours:	936	682	938	0	0
Product Cost:	\$98.25	\$94.98	\$78.36	\$0.00	\$0.00
Work Hours/Product:	1.92	1.95	1.62	0.00	0.00
Activity 218450 - Administrative Support					
Product: A Work Hour					
Costs:	\$81,533	\$65,125	\$106,291	\$58,783	\$62,458
Products:	1,647	1,035	2,270	1,120	1,120
Work Hours:	1,647	1,035	2,270	1,120	1,120
Product Cost:	\$49.51	\$62.92	\$46.82	\$52.48	\$55.77
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00

**City of Sunnyvale
Program Performance Budget**

Program 218 - Street Tree Services

Service Delivery Plan 21804 - Management and Support Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 218460 - Staff Training and Development					
Product: An Employee Trained					
Costs:	\$0	\$0	\$0	\$19,004	\$20,011
Products:	0	0	0	11	11
Work Hours:	0	0	0	350	350
Product Cost:	\$0.00	\$0.00	\$0.00	\$1,727.59	\$1,819.18
Work Hours/Product:	0.00	0.00	0.00	31.82	31.82
Activity 218470 - Tailgates and Other Staff Meetings					
Product: A Meeting Held					
Costs:	\$0	\$0	\$0	\$32,690	\$34,422
Products:	0	0	0	28	28
Work Hours:	0	0	0	624	624
Product Cost:	\$0.00	\$0.00	\$0.00	\$1,167.51	\$1,229.36
Work Hours/Product:	0.00	0.00	0.00	22.29	22.29
Totals for Service Delivery Plan 21804 - Management and Support Services					
Costs:	\$249,925	\$202,669	\$253,306	\$209,131	\$219,068
Hours:	3,990	2,903	4,303	3,179	3,179

**City of Sunnyvale
Program Performance Budget**

Program 218 - Street Tree Services

		<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Totals for Program 218	Costs:	\$1,417,659	\$1,435,147	\$1,436,040	\$1,450,036	\$1,571,856
	Hours:	20,007	21,845	22,341	22,980	22,980

City of Sunnyvale
Program Performance Budget

Program 230 - Housing and Human Services

Program Performance Statement

To preserve and improve housing conditions for low and moderate income residents, support increased development of affordable housing, and ensure that human service needs in the Community are identified and addressed consistent with City policies, by:

- Supporting the development and preservation of affordable housing,
- Managing the City's Housing Improvement Programs,
- Managing the Below Market Rate Housing Program,
- Coordinating the Outside Group funding process, and
- Administering Federal Housing and Urban Development grants and the City Housing Fund.

Notes

1. The Housing and Human Services program receives funding from both federal and local sources. 48% of the program budget is funded by Community Development Block Grant (CDBG), 6% from HOME grant, 34% from local housing revenues, and 12% from the General Fund for outside group funding administration.
2. The City's Affordable Housing Ordinance requires 12.5% of the total number of ownership units to be maintained as below market rate for all residential developments that are over nine dwelling units. (19.66.020 (a))

**City of Sunnyvale
Program Performance Budget**

Program 230 - Housing and Human Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Quality</u>						
Q1. Surveys of the Housing and Human Services Commission rate the overall performance of staff as meeting expectations.	I					
- Number Rating Performance Satisfactory		7.00	8.00	4.00	7.00	7.00
- Number of Survey Respondents		11.00	9.00	4.00	11.00	11.00
Q2. Survey respondents participating in a City supported housing improvement program rate the program services as satisfactory.	I					
- Percent Rating Service Satisfactory		100.00%	95.00%	100.00%	95.00%	95.00%
- Number of Program Participants		44.00	65.00	43.00	50.00	50.00
- Number of Survey Respondents		NA	NA	NA	25.00	25.00
Q3. Survey respondents participating in Project Sentinel rate the program services as satisfactory.	I					
- Percent Rating Service Satisfactory		NA	NA	NA	95.00%	95.00%
- Number of Program Participants		NA	NA	NA	360.00	360.00
- Number of Survey Respondents		NA	NA	NA	180.00	180.00
<u>Productivity</u>						
P1. A share of new housing units will be affordable to very low, low, and moderate income households. (3-year rolling average)	C					
- Percent Affordable		19.60%	13.00%	26.00%	13.00%	13.00%
- Number of New Affordable Housing Units		270.00	91.00	71.00	32.00	32.00
- Total New Housing Units Created		NA	NA	NA	345.00	345.00
P2. Planned housing improvement projects are achieved.	I					
- Percent Completed		88.00%	85.00%	96.00%	85.00%	85.00%
- Number of Planned Projects		44.00	50.00	48.00	50.00	50.00
P3. Annual outside group agency audits will be completed.	I					
- Percent of Audits Completed		96.00%	90.00%	100.00%	90.00%	90.00%
- Number of Agencies to be Audited		24.00	25.00	23.00	19.00	19.00
P4. Annual Below Market Rate (BMR) rental project audits for program compliance will be completed as planned.	D					
- Percent of Audits Completed		100.00%	90.00%	100.00%	100.00%	100.00%
- Number of BMR Rental Projects to be Audited		16.00	21.00	16.00	15.00	14.00
- Total Number of BMR Rental Units		NA	NA	NA	15.00	14.00

**City of Sunnyvale
Program Performance Budget**

Program 230 - Housing and Human Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Cost Effectiveness</u>						
C1. As of April 30th the amount of indisbursed CDBG funds will not exceed 1.5 times the grant amount for the program year. (Statutory requirement by HUD)	M					
- Ratio of Undisbursed Funds to Grant Amount		0.96	1.50	1.09	1.00	1.00
- Grant Amount [DELETED]		\$1,271,752.00	\$1,268,078.00	\$1,384,015.00	NA	NA
C2. Administrative hours per Federally subsidized housing unit developed or preserved will be at or below the target hours. (3-year rolling average)	I					
- Average Hours Per Unit		18.72	37.00	14.00	37.00	37.00
- 3-year Average Number of Affordable Housing Units Developed or Preserved		65.00	30.00	88.00	42.00	42.00
- Total Inventory of Affordable Housing Units (New and Rehab)		NA	NA	NA	82.00	82.00
<u>Financial</u>						
F1. Actual total expenditures for the Housing and Human Services will not exceed planned program expenditures.	C					
- Total Program Expenditures [DELETED]		\$944,202.00	\$1,113,836.61	\$1,054,804.36	NA	NA
- Percent of Total Program Budget Expended		NA	NA	NA	100.00%	100.00%

Priority Legend

- M: Mandatory
- C: Council Highest Priority
- I: Important
- D: Desirable

**City of Sunnyvale
Program Performance Budget**

Program 230 - Housing and Human Services

Service Delivery Plan 23004 - Develop Affordable Housing

To support the development and preservation of affordable housing, by:

- Investing CDBG funds for affordable housing,
- Investing HOME funds for affordable housing, and
- Monitoring HOME funded housing.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 230 - Housing and Human Services

Service Delivery Plan 23004 - Develop Affordable Housing

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 230400 - Invest CDBG Funds for Affordable Housing					
Product: An Affordable Unit Developed or Preserved					
Costs:	\$28,679	\$59,335	\$35,911	\$63,087	\$0
Products:	100	40	0	49	0
Work Hours:	407	538	322	663	0
Product Cost:	\$286.79	\$1,483.37	\$0.00	\$1,287.49	\$0.00
Work Hours/Product:	4.07	13.45	0.00	13.53	0.00
Activity 230430 - Invest HOME Funds for Affordable Housing					
Product: An Affordable Unit Developed or Preserved					
Costs:	\$0	\$26,901	\$29,614	\$34,673	\$36,623
Products:	0	11	5	13	13
Work Hours:	0	399	413	510	510
Product Cost:	\$0.00	\$2,445.57	\$5,922.80	\$2,667.13	\$2,817.12
Work Hours/Product:	0.00	36.27	82.60	39.23	39.23
Activity 230440 - Monitor HOME Funded Housing					
Product: An Affordable Unit Monitored					
Costs:	\$0	\$15,031	\$15,453	\$11,874	\$12,672
Products:	0	60	60	0	0
Work Hours:	0	100	246	190	190
Product Cost:	\$0.00	\$250.51	\$257.54	\$0.00	\$0.00
Work Hours/Product:	0.00	1.67	4.09	0.00	0.00
Totals for Service Delivery Plan 23004 - Develop Affordable Housing					
Costs:	\$28,679	\$101,267	\$80,977	\$109,633	\$49,295
Hours:	407	1,037	981	1,363	700

**City of Sunnyvale
Program Performance Budget**

Program 230 - Housing and Human Services

Service Delivery Plan 23005 - Housing Improvement Programs

To manage the City's Housing Improvement Programs, by:

- Implementing CDBG supported Substantial Rehabilitation Program, and
- Implementing CDBG supported Minor Improvement Program.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 230 - Housing and Human Services

Service Delivery Plan 23005 - Housing Improvement Programs

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 230500 - Implement CDBG Supported Substantial Rehabilitation Program					
Product: A Housing Unit Rehabilitated					
Costs:	\$128,515	\$160,046	\$147,844	\$142,515	\$0
Products:	11	20	30	12	0
Work Hours:	1,897	2,033	2,039	1,981	0
Product Cost:	\$11,683.15	\$8,002.31	\$4,928.13	\$11,876.27	\$0.00
Work Hours/Product:	172.41	101.65	67.97	165.08	0.00
Activity 230510 - Implement CDBG Supported Minor Improvement Program					
Product: An Emergency Loan, Pain Loan or Home Access Grant Processed					
Costs:	\$28,097	\$27,233	\$25,894	\$39,626	\$0
Products:	33	30	18	30	0
Work Hours:	377	368	236	368	0
Product Cost:	\$851.44	\$907.75	\$1,438.57	\$1,320.87	\$0.00
Work Hours/Product:	11.43	12.27	13.11	12.27	0.00
Activity 230520 - Implement CDBG Supported Substantial Rehabilitation Program					
Product: A Housing Unit Rehabilitated					
Costs:	\$0	\$0	\$0	\$0	\$150,491
Products:	0	0	0	0	12
Work Hours:	0	0	0	0	1,981
Product Cost:	\$0.00	\$0.00	\$0.00	\$0.00	\$12,540.92
Work Hours/Product:	0.00	0.00	0.00	0.00	165.08

**City of Sunnyvale
Program Performance Budget**

Program 230 - Housing and Human Services

Service Delivery Plan 23005 - Housing Improvement Programs

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 230530 - Implement CDBG Supported Minor Improvement Program					
Product: An Emergency Loan, Pain Loan or Home Access Grant Processed					
Costs:	\$0	\$0	\$0	\$0	\$41,146
Products:	0	0	0	0	30
Work Hours:	0	0	0	0	368
Product Cost:	\$0.00	\$0.00	\$0.00	\$0.00	\$1,371.54
Work Hours/Product:	0.00	0.00	0.00	0.00	12.27
Totals for Service Delivery Plan 23005 - Housing Improvement Programs					
Costs:	\$156,612	\$187,279	\$173,738	\$182,141	\$191,637
Hours:	2,274	2,401	2,275	2,349	2,349

**City of Sunnyvale
Program Performance Budget**

Program 230 - Housing and Human Services

Service Delivery Plan 23006 - Below Market Rate Housing Program

To manage the Below Market Rate (BMR) Housing Program, by:

- Negotiating BMR Agreements with housing developers,
- Assisting households to obtain BMR housing, and
- Monitoring BMR units for program compliance.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 230 - Housing and Human Services

Service Delivery Plan 23006 - Below Market Rate Housing Program

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 230600, 230601, 230602 - Develop BMR Agreements with Housing Developers					
Product: An Agreement Recorded					
Costs:	\$30,253	\$26,375	\$26,335	\$22,633	\$23,372
Products:	6	11	4	6	6
Work Hours:	330	263	227	253	253
Product Cost:	\$5,042.12	\$2,397.77	\$6,583.65	\$3,772.15	\$3,895.37
Work Hours/Product:	55.03	23.91	56.65	42.17	42.17
Activity 230610 - Assist Households to Obtain BMR Housing [DELETED - Moved to 230660]					
Product: A Unit Purchased and/or Sold					
Costs:	\$203,758	\$171,803	\$157,032	\$0	\$0
Products:	40	91	48	0	0
Work Hours:	2,712	1,530	1,665	0	0
Product Cost:	\$5,093.95	\$1,887.94	\$3,271.51	\$0.00	\$0.00
Work Hours/Product:	67.80	16.81	34.69	0.00	0.00
Activity 230620 - Monitor Owner Occupied BMR Units for Program Compliance					
Product: A Unit Audited					
Costs:	\$32,865	\$22,967	\$13,725	\$22,863	\$18,683
Products:	205	198	219	266	293
Work Hours:	435	225	214	225	225
Product Cost:	\$160.32	\$116.00	\$62.67	\$85.95	\$63.76
Work Hours/Product:	2.12	1.14	0.98	0.85	0.77

**City of Sunnyvale
Program Performance Budget**

Program 230 - Housing and Human Services

Service Delivery Plan 23006 - Below Market Rate Housing Program

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 230630 - Monitor Rental BMR Units for Program Compliance					
Product: A Unit Audited					
Costs:	\$28,089	\$26,034	\$29,881	\$23,298	\$24,565
Products:	244	311	244	235	241
Work Hours:	438	350	455	350	350
Product Cost:	\$115.12	\$83.71	\$122.46	\$99.14	\$101.93
Work Hours/Product:	1.79	1.13	1.86	1.49	1.45
Activity 230640 - BMR Administration					
Product: A Work Hour					
Costs:	\$0	\$45,111	\$46,020	\$72,856	\$45,446
Products:	0	608	592	574	574
Work Hours:	0	608	592	574	574
Product Cost:	\$0.00	\$74.20	\$77.76	\$126.93	\$79.17
Work Hours/Product:	0.00	1.00	1.00	1.00	1.00
Activity 230650 - BMR Administration - Major Projects					
Product: A Major Work Component Completed					
Costs:	\$0	\$70,279	\$68,406	\$73,419	\$76,445
Products:	0	0	3	5	7
Work Hours:	0	930	950	937	937
Product Cost:	\$0.00	\$0.00	\$22,801.94	\$14,683.86	\$10,920.65
Work Hours/Product:	0.00	0.00	316.67	187.40	133.86

**City of Sunnyvale
Program Performance Budget**

Program 230 - Housing and Human Services

Service Delivery Plan 23006 - Below Market Rate Housing Program

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 230660 - Assist Households to Obtain BMR Housing					
Product: A Unit Purchased and/or Sold					
Costs:	\$0	\$0	\$9	\$127,209	\$142,427
Products:	0	0	0	74	74
Work Hours:	0	0	0	1,550	1,550
Product Cost:	\$0.00	\$0.00	\$0.00	\$1,719.04	\$1,924.68
Work Hours/Product:	0.00	0.00	0.00	20.95	20.95
Activity 230670 - First Time Home Buyer Loan Program					
Product: A Loan Funded					
Costs:	\$0	\$0	\$0	\$0	\$114,481
Products:	0	0	0	0	0
Work Hours:	0	0	0	0	1,544
Product Cost:	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00
Totals for Service Delivery Plan 23006 - Below Market Rate Housing Program					
Costs:	\$294,965	\$362,569	\$341,409	\$342,278	\$445,418
Hours:	3,915	3,906	4,102	3,889	5,433

**City of Sunnyvale
Program Performance Budget**

Program 230 - Housing and Human Services

Service Delivery Plan 23007 - Outside Group Funding for Human Services

To coordinate the Outside Group funding process, by:

- Supporting CDBG funded agencies,
- Auditing CDBG funded agencies,
- Supporting agencies receiving General Funds, and
- Auditing City funded agencies.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 230 - Housing and Human Services

Service Delivery Plan 23007 - Outside Group Funding for Human Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 230700 - Support CDBG Funded Agencies					
Product: A CDBG Funded Agency Supported Throughout the Contract Year					
Costs:	\$19,539	\$17,005	\$16,033	\$19,787	\$20,914
Products:	17	17	18	18	18
Work Hours:	463	312	316	309	309
Product Cost:	\$1,149.35	\$1,000.27	\$890.71	\$1,099.27	\$1,161.86
Work Hours/Product:	27.21	18.35	17.56	17.17	17.17
Activity 230710 - Audit CDBG Funded Agencies					
Product: A CDBG Agency Audited					
Costs:	\$11,484	\$11,736	\$12,061	\$14,040	\$14,866
Products:	17	17	17	18	18
Work Hours:	282	225	219	225	225
Product Cost:	\$675.51	\$690.35	\$709.44	\$780.00	\$825.90
Work Hours/Product:	16.59	13.24	12.85	12.50	12.50
Activity 230720 - Support HHSC & OGF Agencies Receiving General Funds					
Product: An Agency Supported Throughout the Contract Year					
Costs:	\$19,142	\$11,476	\$11,243	\$20,009	\$21,025
Products:	5	8	6	5	5
Work Hours:	343	250	239	286	286
Product Cost:	\$3,828.37	\$1,434.55	\$1,873.76	\$4,001.80	\$4,205.03
Work Hours/Product:	68.60	31.25	39.75	57.20	57.20

**City of Sunnyvale
Program Performance Budget**

Program 230 - Housing and Human Services

Service Delivery Plan 23007 - Outside Group Funding for Human Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 230730 - Audit City Funded Agencies					
Product: An Agency Audited					
Costs:	\$10,948	\$7,373	\$7,012	\$9,507	\$10,121
Products:	7	8	5	5	5
Work Hours:	233	200	133	164	164
Product Cost:	\$1,563.97	\$921.60	\$1,402.44	\$1,901.38	\$2,024.10
Work Hours/Product:	33.29	25.00	26.50	32.80	32.80
Totals for Service Delivery Plan 23007 - Outside Group Funding for Human Services					
Costs:	\$61,112	\$47,590	\$46,348	\$63,343	\$66,925
Hours:	1,321	987	906	984	984

**City of Sunnyvale
Program Performance Budget**

Program 230 - Housing and Human Services

Service Delivery Plan 23008 - Program Administration

To administer Federal Housing and Urban Development grants and the City Housing Fund, by:

- Providing general CDBG grant administration,
- Providing regulatory reports to HUD on CDBG grant,
- Providing general HOME grant administration,
- Providing management of the City Housing Mitigation Fund,
- Supporting the Housing and Human Services Commission, and
- Providing management of the loan portfolio.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 230 - Housing and Human Services

Service Delivery Plan 23008 - Program Administration

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 230800 - Provide General CDBG Grant Administration					
Product: A Work Hour					
Costs:	\$176,627	\$167,507	\$164,934	\$138,395	\$113,927
Products:	1,362	953	1,048	850	850
Work Hours:	1,362	953	1,048	850	850
Product Cost:	\$129.68	\$175.77	\$157.39	\$162.82	\$134.03
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 230810 - Provide Regulatory Reports to HUD on CDBG Grant					
Product: A Report Submitted					
Costs:	\$53,721	\$57,086	\$46,482	\$39,514	\$41,376
Products:	2	2	2	2	2
Work Hours:	751	715	739	515	515
Product Cost:	\$26,860.54	\$28,543.10	\$23,241.22	\$19,756.94	\$20,688.00
Work Hours/Product:	375.60	357.50	369.50	257.50	257.50
Activity 230820 - Provide General HOME Grant Administration					
Product: A Work Hour					
Costs:	\$26,965	\$0	\$0	\$0	\$0
Products:	178	0	0	0	0
Work Hours:	178	0	0	0	0
Product Cost:	\$151.49	\$0.00	\$0.00	\$0.00	\$0.00
Work Hours/Product:	1.00	0.00	0.00	0.00	0.00

**City of Sunnyvale
Program Performance Budget**

Program 230 - Housing and Human Services

Service Delivery Plan 23008 - Program Administration

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 230830 - Provide Management of the City Housing Mitigation Fund					
Product: A Work Hour					
Costs:	\$11,428	\$17,221	\$32,263	\$37,861	\$98,874
Products:	119	120	319	275	937
Work Hours:	119	120	319	275	937
Product Cost:	\$96.44	\$143.51	\$101.14	\$137.68	\$105.52
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 230840 - Support Housing and Human Services Commission					
Product: A HHSC Meeting					
Costs:	\$23,093	\$20,635	\$20,300	\$20,240	\$21,407
Products:	13	13	10	13	13
Work Hours:	450	373	407	323	323
Product Cost:	\$1,776.37	\$1,587.30	\$2,030.04	\$1,556.92	\$1,646.69
Work Hours/Product:	34.61	28.69	40.74	24.85	24.85
Activity 230850 - Provide Management of the Loan Portfolio					
Product: Number of Loans in Portfolio					
Costs:	\$17,826	\$21,515	\$20,193	\$22,746	\$24,084
Products:	0	337	282	306	306
Work Hours:	302	337	330	337	338
Product Cost:	\$0.00	\$63.84	\$71.61	\$74.33	\$78.70
Work Hours/Product:	0.00	1.00	1.17	1.10	1.10

**City of Sunnyvale
Program Performance Budget**

Program 230 - Housing and Human Services

Service Delivery Plan 23008 - Program Administration

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 230860 - Manage Dispute Resolution Services Contract					
Product: A Case Processed					
Costs:	\$102,755	\$102,407	\$102,321	\$104,423	\$105,998
Products:	300	360	362	360	360
Work Hours:	5	5	5	5	5
Product Cost:	\$342.52	\$284.46	\$282.65	\$290.06	\$294.44
Work Hours/Product:	0.02	0.01	0.01	0.01	0.01
Activity 230870 - Provide General HOME Grant Administration					
Product: A Work Hour					
Costs:	\$0	\$28,761	\$25,839	\$21,369	\$17,837
Products:	0	145	174	80	80
Work Hours:	0	145	174	80	80
Product Cost:	\$0.00	\$198.35	\$148.50	\$267.11	\$222.97
Work Hours/Product:	0.00	1.00	1.00	1.00	1.00
Totals for Service Delivery Plan 23008 - Program Administration					
Costs:	\$412,415	\$415,132	\$412,332	\$384,548	\$423,503
Hours:	3,167	2,648	3,022	2,385	3,048
Totals for Program 230					
Costs:	\$953,784	\$1,113,837	\$1,054,804	\$1,081,944	\$1,176,779
Hours:	11,083	10,979	11,285	10,970	12,514

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City of Sunnyvale
Program Performance Budget

Program 242 - Land Use Planning

Program Performance Statement

To plan and manage the physical development and rebuilding of the City in a manner which constantly strives to improve its physical appearance, functionality and its overall quality of life, by:

- Fostering the orderly physical development of the City through the preparation of general and specific plans and policies, the measures for their implementation and the development and maintenance of the planning database,
- Administering the zoning code and other land use policy to achieve a functional, attractive and vibrant community, and
- Supporting the Planning Commission, Heritage Preservation Commission and staff.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 242 - Land Use Planning

Program Measures

	Priority	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
<u>Quality</u>						
Q1. City Council, Planning Commission and Heritage Preservation Commission members indicate they are satisfied (or better) with the quality of information and analysis of plans, studies and policy reports.	I					
- Number Rating Meets Expectation		20.00	18.00	14.00	20.00	20.00
- Number of CC, PC, HPC Members		21.00	21.00	14.00	21.00	21.00
Q2. City Council and Planning Commission members indicate they are satisfied (or better) with the quality of land use and development review.	I					
- Number Rating Meeting Expectations		13.00	12.00	14.00	13.00	13.00
- Number of CC, PC Members		14.00	14.00	14.00	14.00	14.00
Q3. Percent of the project reviews and plan checks which are audited are found to meet standards for quality.	I					
- Percent Meeting Quality Standards		96.00%	95.00%	90.30%	96.00%	96.00%
- Number Audited		55.00	50.00	27.00	60.00	60.00
Q4. Public Notices are accurate and published in accordance with City standards.	I					
- Percent of Notices		96.00%	96.00%	97.00%	96.00%	96.00%
- Number of Notices		114.00	150.00	177.00	120.00	120.00
Q5. Customers indicate that they are satisfied with the services provided in Zoning Administration. [External Survey]	I					
- Percent Satisfied		89.00%	85.00%	85.00%	87.00%	87.00%

**City of Sunnyvale
Program Performance Budget**

Program 242 - Land Use Planning

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Productivity</u>						
P1.	Policy reports are completed in accordance with schedule approved by the City Manager.					
	- Percent of Reports on Time	73.00%	90.00%	67.00%	90.00%	90.00%
	- Number of Reports	15.00	40.00	9.00	16.00	16.00
P2.	Annually review and update Community Condition Indicators to assure General Plan is relevant.					
	- Percent of Total CCIs	80.00%	95.00%	100.00%	80.00%	80.00%
	- Number of CCIs	282.00	350.00	109.00	282.00	282.00
P3.	First reviews of land use permit applications are completed within 14 calendar days of receipt of complete application.					
	- Percent Reviewed Within 14 Days	79.00%	90.00%	69.00%	90.00%	90.00%
	- Number of Land Use Permits	1,245.00	1,100.00	1,366.00	1,406.00	1,406.00
P4.	Regular Building Plan checks are reviewed within 21 calendar days of filing.					
	- Percent Reviewed Within 21 Days	85.50%	90.00%	98.50%	90.00%	90.00%
	- Number of Plan Checks	629.00	250.00	1,190.00	450.00	450.00
P5.	Resubmitted Regular Building Plan checks are reviewed within 14 calendar days of resubmittal.					
	- Percent Reviewed Within 14 Days	88.60%	90.00%	71.70%	90.00%	90.00%
	- Number of Plan Checks	1,958.00	700.00	1,307.00	1,395.00	1,395.00
<u>Cost Effectiveness</u>						
C1.	Provide comprehensive long-range planning policy services at targeted hours per 1,000 population.					
	- Hours per 1,000 Population	39.04	39.01	27.02	38.35	36.59
	- Population	131,700.00	135,721.00	135,721.00	137,538.00	138,826.00

**City of Sunnyvale
Program Performance Budget**

Program 242 - Land Use Planning

Program Measures

Financial

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
F1. Actual revenues for land use permits and general plan maintenance will meet or exceed planned projections.	C					
- Percent of Planned Revenues		134.00%	100.00%	88.20%	100.00%	100.00%
- Total Revenue		\$614,606.00	\$641,541.00	\$565,872.24	\$380,361.00	\$355,101.00
F2. Actual total expenditures for Land Use Planning will not exceed planned program expenditures.	C					
- Total Program Expenditures [DELETED]		\$2,024,362.00	\$2,003,326.52	\$1,906,170.00	NA	NA
- Percent of Total Program Budget Expended		NA	NA	NA	100.00%	100.00%

Priority Legend

- M: Mandatory
- C: Council Highest Priority
- I: Important
- D: Desirable

**City of Sunnyvale
Program Performance Budget**

Program 242 - Land Use Planning

Service Delivery Plan 24201 - Planning Policy

Foster the orderly physical development of the City through the preparation of general and specific plans and policies, the measures for their implementation and the development and maintenance of the planning database, by:

- Preparing planning policy reports,
- Analyzing and responding to intergovernmental planning issues,
- Updating the Community Condition Indicators, and
- Preparing data reports from the Geographic Information Systems (GIS).

Notes

**City of Sunnyvale
Program Performance Budget**

Program 242 - Land Use Planning

Service Delivery Plan 24201 - Planning Policy

	<u>2006/2007</u> Actual	<u>2007/2008</u> Budget	<u>2007/2008</u> Actual	<u>2008/2009</u> Budget	<u>2009/2010</u> Plan
Activity 242001, 242002, 242003, 242004, 242005, 242006, 242007, 242008, 242009, 242101, 242102, 242103, 242104, 242105, 242106, 242107, 242108, 242109, 242110, 242111, 242112, 242113, 242114, 242115, 242116, 242117, 242118, 242119, 242161, 242162, 242163, 242164, 242165, 242166, 242167, 242168, 242169 - Prepare Planning Policy Reports					
Product: A Report to Council					
Costs:	\$318,456	\$368,332	\$214,772	\$369,731	\$396,398
Products:	28	34	20	30	30
Work Hours:	4,095	4,150	2,983	4,075	4,235
Product Cost:	\$11,373.43	\$10,833.31	\$10,738.58	\$12,324.35	\$13,213.28
Work Hours/Product:	146.23	122.06	149.17	135.83	141.17
Activity 242120, 242121, 242122, 242123, 242124, 242125 - Analyze and Respond to Intergovernmental Planning Issues					
Product: City Position Communicated					
Costs:	\$49,857	\$70,013	\$60,080	\$60,942	\$63,259
Products:	24	25	33	25	25
Work Hours:	418	564	466	430	430
Product Cost:	\$2,077.39	\$2,800.52	\$1,820.60	\$2,437.69	\$2,530.37
Work Hours/Product:	17.43	22.56	14.12	17.20	17.20
Activity 242140 - Update Community Condition Indicators [DELETED - Moved to 242110]					
Product: An Indicator Updated					
Costs:	\$6,780	\$8,170	\$7,880	\$0	\$0
Products:	282	350	109	0	0
Work Hours:	117	110	101	0	0
Product Cost:	\$24.04	\$23.34	\$72.29	\$0.00	\$0.00
Work Hours/Product:	0.41	0.31	0.93	0.00	0.00

**City of Sunnyvale
Program Performance Budget**

Program 242 - Land Use Planning

Service Delivery Plan 24201 - Planning Policy

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 242150 - Prepare Data Reports from GIS					
Product: A Data Report					
Costs:	\$34,943	\$39,231	\$8,348	\$29,744	\$31,473
Products:	97	100	65	80	80
Work Hours:	512	470	116	415	415
Product Cost:	\$360.24	\$392.31	\$128.43	\$371.81	\$393.41
Work Hours/Product:	5.28	4.70	1.79	5.19	5.19
Totals for Service Delivery Plan 24201 - Planning Policy					
Costs:	\$410,036	\$485,747	\$291,079	\$460,417	\$491,131
Hours:	5,142	5,294	3,667	4,920	5,080

**City of Sunnyvale
Program Performance Budget**

Program 242 - Land Use Planning

Service Delivery Plan 24203 - Land Use Planning Program Support

Support the Planning Commission, Heritage Preservation Commission and staff.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 242 - Land Use Planning

Service Delivery Plan 24203 - Land Use Planning Program Support

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 242300 - Support Planning Commission					
Product: A Meeting Supported					
Costs:	\$65,003	\$62,357	\$49,169	\$67,091	\$63,656
Products:	26	24	22	26	26
Work Hours:	877	777	660	819	819
Product Cost:	\$2,500.12	\$2,598.19	\$2,234.96	\$2,580.41	\$2,448.30
Work Hours/Product:	33.72	32.38	30.00	31.50	31.50
Activity 242310 - Support Heritage Preservation Commission					
Product: A Meeting Supported					
Costs:	\$10,533	\$17,943	\$4,428	\$15,496	\$16,454
Products:	8	10	8	10	10
Work Hours:	177	239	71	219	219
Product Cost:	\$1,316.68	\$1,794.26	\$553.51	\$1,549.59	\$1,645.39
Work Hours/Product:	22.17	23.90	8.89	21.90	21.90
Activity 242320 - Provide Management and Supervisory Services					
Product: A Work Hour					
Costs:	\$72,273	\$51,592	\$80,433	\$58,365	\$60,240
Products:	570	535	598	520	520
Work Hours:	570	535	598	520	520
Product Cost:	\$126.76	\$96.43	\$134.42	\$112.24	\$115.85
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00

**City of Sunnyvale
Program Performance Budget**

Program 242 - Land Use Planning

Service Delivery Plan 24203 - Land Use Planning Program Support

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 242330 - Staff Training and Development [DELETED - Moved to 242350]					
Product: A Training Hour					
Costs:	\$43,926	\$76,189	\$27,788	\$0	\$0
Products:	546	877	286	0	0
Work Hours:	546	877	286	0	0
Product Cost:	\$80.48	\$86.87	\$97.33	\$0.00	\$0.00
Work Hours/Product:	1.00	1.00	1.00	0.00	0.00
Activity 242340 - Attend Staff Meetings					
Product: A Meeting Attended					
Costs:	\$38,742	\$57,943	\$29,471	\$42,401	\$45,889
Products:	31	26	28	31	31
Work Hours:	585	794	402	540	570
Product Cost:	\$1,249.75	\$2,228.59	\$1,052.55	\$1,367.77	\$1,480.28
Work Hours/Product:	18.88	30.54	14.35	17.42	18.39
Activity 242350 - Staff Training and Development					
Product: An Employee Trained					
Costs:	\$0	\$0	\$0	\$46,262	\$48,989
Products:	0	0	0	16	16
Work Hours:	0	0	0	590	590
Product Cost:	\$0.00	\$0.00	\$0.00	\$2,891.40	\$3,061.80
Work Hours/Product:	0.00	0.00	0.00	36.88	36.88
Totals for Service Delivery Plan 24203 - Land Use Planning Program Support					
Costs:	\$230,479	\$266,023	\$191,290	\$229,614	\$235,227
Hours:	2,755	3,222	2,017	2,688	2,718

**City of Sunnyvale
Program Performance Budget**

Program 242 - Land Use Planning

Service Delivery Plan 24204 - Zoning Administration

Administer the zoning code and other land use policy to achieve a functional, attractive and vibrant community, by:

- Reviewing land use permits,
- Providing land use and zoning information, and
- Reviewing building permit applications for zoning compliance.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 242 - Land Use Planning

Service Delivery Plan 24204 - Zoning Administration

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 242400, 242401, 242402, 242403 - Review of Staff Level Land Use Permits					
Product: A Permit Reviewed					
Costs:	\$218,297	\$228,204	\$280,808	\$249,067	\$247,905
Products:	1,165	960	1,231	1,230	1,107
Work Hours:	3,779	3,160	4,777	3,584	3,576
Product Cost:	\$187.38	\$237.71	\$228.11	\$202.49	\$223.94
Work Hours/Product:	3.24	3.29	3.88	2.91	3.23
Activity 242410, 242411, 242412, 242413, 242414, 242415 - Review of Public Hearing Land Use Permits					
Product: A Permit Reviewed					
Costs:	\$754,671	\$671,270	\$726,191	\$793,413	\$773,646
Products:	145	240	136	145	131
Work Hours:	10,139	9,461	10,012	9,760	9,100
Product Cost:	\$5,204.63	\$2,796.96	\$5,339.64	\$5,471.81	\$5,905.69
Work Hours/Product:	69.92	39.42	73.62	67.31	69.47
Activity 242420, 242421, 242422 - Provide Land Use and Zoning Information					
Product: A Customer Served					
Costs:	\$343,752	\$278,295	\$286,592	\$317,214	\$306,884
Products:	16,447	16,500	15,687	15,000	13,500
Work Hours:	4,751	3,650	3,901	3,900	3,510
Product Cost:	\$20.90	\$16.87	\$18.27	\$21.15	\$22.73
Work Hours/Product:	0.29	0.22	0.25	0.26	0.26

**City of Sunnyvale
Program Performance Budget**

Program 242 - Land Use Planning

Service Delivery Plan 24204 - Zoning Administration

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 242430, 242431 - Zoning Review of Regular Building Permits					
Product: A Regular Building Permit Reviewed					
Costs:	\$49,173	\$46,976	\$74,042	\$49,230	\$52,873
Products:	624	420	1,190	450	450
Work Hours:	617	600	883	600	600
Product Cost:	\$78.80	\$111.85	\$62.22	\$109.40	\$117.50
Work Hours/Product:	0.99	1.43	0.74	1.33	1.33
Activity 242440 - Zoning Review of Minor Building Permits					
Product: A Minor Building Permit Reviewed					
Costs:	\$17,954	\$26,811	\$56,167	\$24,420	\$24,331
Products:	1,238	1,100	1,307	1,500	1,350
Work Hours:	245	340	755	300	278
Product Cost:	\$14.50	\$24.37	\$42.97	\$16.28	\$18.02
Work Hours/Product:	0.20	0.31	0.58	0.20	0.21
Totals for Service Delivery Plan 24204 - Zoning Administration					
Costs:	\$1,383,847	\$1,251,557	\$1,423,801	\$1,433,344	\$1,405,639
Hours:	19,531	17,211	20,328	18,144	17,064

**City of Sunnyvale
Program Performance Budget**

Program 242 - Land Use Planning

		<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Totals for Program 242	Costs:	\$2,024,362	\$2,003,327	\$1,906,170	\$2,123,376	\$2,131,996
	Hours:	27,428	25,727	26,011	25,752	24,862

**City of Sunnyvale
Program Performance Budget**

Program 243 - Construction Permitting

Program Performance Statement

Manage construction activity in a manner which achieves building safety and compliance with City and State requirements, by:

- Reviewing building plans and issuing permits through an effective centralized process that adds valuable technical knowledge and minimizes review times,
- Providing timely construction inspections to ensure compliance with approved plans, and
- Guiding customers through the centralized development permitting process and coordinating requested services.

Notes

1. Budgeted products include hours in Program 243 operating budget and hours in project (set aside) budget. Therefore productivity will be based on hours from both budgets.

**City of Sunnyvale
Program Performance Budget**

Program 243 - Construction Permitting

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Quality</u>						
Q1. An overall customer satisfaction rating for the One-Stop Counter is achieved. [External Survey]	C					
- Percent Satisfied		99.00%	85.00%	69.23%	85.00%	85.00%
- Number of Surveys Distributed		17,625.00	13,000.00	19,179.00	930.00	865.00
- Number of Survey Respondents		NA	NA	NA	279.00	259.00
Q2. An overall customer satisfaction rating for Construction Inspections is achieved. [External Survey]	I					
- Percent Satisfied		88.50%	85.00%	95.27%	85.00%	85.00%
- Number of Surveys Distributed		NA	NA	NA	768.00	624.00
- Number of Survey Respondents		NA	NA	NA	230.00	187.00
Q3. Staff verification of plan checks are found to meet standards for quality. [External Survey]	D					
- Percent of Audits [DELETED]		76.20%	90.00%	66.60%	NA	NA
- Number of Plan Checks Verified		21.00	48.00	6.00	67.00	60.00
- Total Number of Plan Checks		NA	NA	NA	2,237.00	2,033.00
- Number of Extensive Corrective Measures Required		NA	NA	NA	7.00	6.00
Q4. Staff verification of inspections are found to meet standards for quality. [External Survey]	D					
- Percent of Audits [DELETED]		79.30%	87.00%	87.50%	NA	NA
- Number of Inspections Verified		340.00	480.00	488.00	480.00	480.00
- Total Number of Inspections		NA	NA	NA	25,616.00	20,810.00
- Number of Extensive Corrective Measures Required		NA	NA	NA	48.00	48.00

**City of Sunnyvale
Program Performance Budget**

Program 243 - Construction Permitting

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
		Actual	Budget	Actual	Budget	Plan
<u>Productivity</u>	Priority					
P1. Building permits with plans and minor building permits are reviewed the same day as applied for.	C					
- Percent of Total Permits		81.00%	87.00%	71.80%	87.00%	87.00%
- Number of Permits		4,995.00	4,025.00	5,337.00	5,258.00	4,856.00
P2. Building inspections are scheduled for the next business day, when requested.	C					
- Percent of Inspections Scheduled		91.79%	97.00%	98.81%	95.00%	95.00%
- Number of Inspections		23,760.00	16,000.00	24,688.00	25,616.00	20,810.00
P3. Building inspections are completed on the scheduled date.	C					
- Percent of Inspections		99.90%	91.00%	99.15%	91.00%	91.00%
- Number of Inspections		23,760.00	16,000.00	24,688.00	25,616.00	20,810.00
P4. Initial Building Safety review of regular building plan checks is completed within 21 calendar days.	C					
- Percent Reviewed Within 21 Days		87.40%	90.00%	59.50%	88.00%	88.00%
- Number of Plan Checks		697.00	275.00	1,172.00	821.00	720.00
P5. Initial Structural review of regular building plan checks is completed within 21 calendar days.	C					
- Percent Reviewed Within 21 Days		99.40%	90.00%	71.10%	88.00%	88.00%
- Number of Plan Checks		696.00	275.00	1,171.00	821.00	720.00
P6. Initial review by all necessary Departments/Divisions of regular building plan checks is completed within 21 calendar days. [DELETED]	C					
- Percent of Plan Checks		13.50%	75.00%	8.50%	NA	NA
- Number of Plan Checks		697.00	275.00	1,172.00	NA	NA
P7. Resubmittal Building Safety review of regular building plan checks is completed within 14 calendar days.	C					
- Percent Reviewed Within 14 Days		77.60%	90.00%	65.20%	90.00%	90.00%
- Number of Plan Checks		1,885.00	283.00	3,011.00	1,800.00	1,800.00

**City of Sunnyvale
Program Performance Budget**

Program 243 - Construction Permitting

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Productivity</u>						
P8. Resubmittal Structural review of regular building plan checks is completed within 14 calendar days.	C					
- Percent Reviewed Within 14 Days		93.90%	90.00%	82.20%	90.00%	90.00%
- Number of Plan Checks		1,860.00	283.00	2,995.00	1,800.00	1,800.00
P9. Resubmittal review by all necessary Departments/Divisions of regular building plan checks is completed within 14 calendar days. [DELETED]	C					
- Percent of Plan Checks		44.20%	75.00%	28.20%	NA	NA
- Number of Plan Checks		1,885.00	283.00	3,011.00	NA	NA
P10. Building Division reviews of Land Use Permits are completed within 14 calendar days.	I					
- Percent Reviewed Within 14 Days		100.00%	90.00%	100.00%	90.00%	90.00%
- Number of Reviews		78.00	140.00	66.00	59.00	59.00
P11. Customer calls, including queue time, are answered within an acceptable average time.	I					
- Seconds to Answer		38.00	45.00	42.00	43.00	43.00
- Number of Telephone Calls		45,339.00	42,000.00	45,740.00	44,500.00	44,500.00
<u>Financial</u>						
F1. Actual total expenditures for Construction Permitting will not exceed planned program expenditures.	C					
- Total Program Expenditures [DELETED]		\$2,319,573.00	\$2,385,103.55	\$2,497,720.00	NA	NA
- Percent of Total Program Budget Expended		NA	NA	NA	100.00%	100.00%
F2. Actual revenues for Construction Permitting meet planned projections.	C					
- Percent of Projected Revenues		131.00%	100.00%	142.20%	100.00%	100.00%
- Actual Revenues		\$7,855,659.00	\$7,370,529.00	\$10,480,099.00	NA	NA
- Projected Revenue		NA	NA	NA	\$4,716,151.00	\$3,537,035.00
F3. Cashier balances the cash drawer within \$5.00 daily.	I					
- Percent of Cash Closings		97.00%	95.00%	94.80%	95.00%	95.00%
- Number of Cash Closings		249.00	250.00	250.00	250.00	250.00

**City of Sunnyvale
Program Performance Budget**

Program 243 - Construction Permitting

Priority Legend

- M: Mandatory
- C: Council Highest Priority
- I: Important
- D: Desirable

**City of Sunnyvale
Program Performance Budget**

Program 243 - Construction Permitting

Service Delivery Plan 24301 - Plan Review

To review building plans and issue permits through an effective centralized process that adds valuable technical knowledge and minimizes review times, by:

- Reviewing building permit applications for compliance with current codes and issuing permits, and
- Maintaining and improving centralized permit tracking system.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 243 - Construction Permitting

Service Delivery Plan 24301 - Plan Review

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 243120 - Review Land Use Permit Applications					
Product: A Land Use Permit Application Reviewed					
Costs:	\$7,216	\$8,255	\$6,387	\$6,177	\$6,657
Products:	78	140	66	59	59
Work Hours:	87	100	72	72	72
Product Cost:	\$92.51	\$58.97	\$96.77	\$104.70	\$112.83
Work Hours/Product:	1.11	0.71	1.09	1.22	1.22
Activity 243100, 243101 - Issue Minor Building Permits					
Product: A Minor Permit Issued					
Costs:	\$43,585	\$75,660	\$35,857	\$46,806	\$50,399
Products:	2,838	2,450	2,781	2,823	2,823
Work Hours:	684	1,053	542	680	680
Product Cost:	\$15.36	\$30.88	\$12.89	\$16.58	\$17.85
Work Hours/Product:	0.24	0.43	0.19	0.24	0.24
Activity 243140 - Review Express Building Plans					
Product: An Express Plan Reviewed					
Costs:	\$285,789	\$237,913	\$359,375	\$300,791	\$322,798
Products:	1,248	1,300	1,384	1,416	1,313
Work Hours:	3,269	2,760	3,903	3,440	3,440
Product Cost:	\$229.00	\$183.01	\$259.66	\$212.42	\$245.85
Work Hours/Product:	2.62	2.12	2.82	2.43	2.62

**City of Sunnyvale
Program Performance Budget**

Program 243 - Construction Permitting

Service Delivery Plan 24301 - Plan Review

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 243150 - Review Regular Building Plans					
Product: A Regular Plan Reviewed					
Costs:	\$286,613	\$291,243	\$371,724	\$321,946	\$328,684
Products:	697	350	1,172	821	720
Work Hours:	3,460	3,481	3,733	3,757	3,571
Product Cost:	\$411.21	\$832.12	\$317.17	\$392.14	\$456.51
Work Hours/Product:	4.96	9.95	3.18	4.58	4.96
Activity 243160, 243161 - Provide Construction Permitting Information					
Product: A Customer Served					
Costs:	\$222,018	\$208,031	\$205,138	\$422,203	\$452,043
Products:	6,762	13,000	6,563	9,000	8,930
Work Hours:	2,926	2,609	2,607	5,358	5,358
Product Cost:	\$32.83	\$16.00	\$31.26	\$46.91	\$50.62
Work Hours/Product:	0.43	0.20	0.40	0.60	0.60
Activity 243170, 243171 - Provide Management and Supervisory Services					
Product: A Work Hour					
Costs:	\$74,153	\$74,320	\$76,600	\$73,328	\$76,654
Products:	715	650	670	640	640
Work Hours:	715	650	670	640	640
Product Cost:	\$103.74	\$114.34	\$114.30	\$114.58	\$119.77
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00

**City of Sunnyvale
Program Performance Budget**

Program 243 - Construction Permitting

Service Delivery Plan 24301 - Plan Review

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 243180 - Receive Staff Training and Development [DELETED - Moved to 243650]					
Product: A Training Hour					
Costs:	\$79,719	\$86,870	\$104,212	\$0	\$0
Products:	812	1,000	1,063	0	0
Work Hours:	812	1,000	1,063	0	0
Product Cost:	\$98.15	\$86.87	\$98.00	\$0.00	\$0.00
Work Hours/Product:	1.00	1.00	1.00	0.00	0.00
Activity 243650 - Staff Training and Development					
Product: An Employee Trained					
Costs:	\$0	\$0	\$0	\$92,369	\$98,457
Products:	0	0	0	19	19
Work Hours:	0	0	0	990	990
Product Cost:	\$0.00	\$0.00	\$0.00	\$4,861.53	\$5,181.95
Work Hours/Product:	0.00	0.00	0.00	52.11	52.11
Totals for Service Delivery Plan 24301 - Plan Review					
Costs:	\$999,092	\$982,293	\$1,159,292	\$1,263,622	\$1,335,692
Hours:	11,952	11,653	12,589	14,937	14,751

**City of Sunnyvale
Program Performance Budget**

Program 243 - Construction Permitting

Service Delivery Plan 24302 - Construction Inspections

To provide timely construction inspections to ensure compliance with approved plans, by:

- Inspecting construction activity, and
- Providing construction inspection information.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 243 - Construction Permitting

Service Delivery Plan 24302 - Construction Inspections

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 243270 - Inspect Residential Construction					
Product: A Residential Inspection Completed					
Costs:	\$566,738	\$488,320	\$575,649	\$557,094	\$565,746
Products:	20,106	18,000	19,175	20,950	16,770
Work Hours:	7,543	5,637	7,564	6,724	6,373
Product Cost:	\$28.19	\$27.13	\$30.02	\$26.59	\$33.74
Work Hours/Product:	0.38	0.31	0.39	0.32	0.38
Activity 243280 - Inspect Non-Residential Construction					
Product: A Non-Residential Inspection Completed					
Costs:	\$230,591	\$436,499	\$299,942	\$246,933	\$266,125
Products:	3,845	4,000	5,513	4,666	4,040
Work Hours:	2,784	5,323	3,354	2,910	2,910
Product Cost:	\$59.97	\$109.12	\$54.41	\$52.92	\$65.87
Work Hours/Product:	0.72	1.33	0.61	0.62	0.72
Activity 243580 - Provide Construction Inspection Information [DELETED - Moved to 243160]					
Product: A Customer Served					
Costs:	\$160,679	\$106,604	\$107,577	\$0	\$0
Products:	1,691	7,000	2,529	0	0
Work Hours:	2,161	1,513	1,335	0	0
Product Cost:	\$95.02	\$15.23	\$42.54	\$0.00	\$0.00
Work Hours/Product:	1.28	0.22	0.53	0.00	0.00

**City of Sunnyvale
Program Performance Budget**

Program 243 - Construction Permitting

Service Delivery Plan 24302 - Construction Inspections

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 243590, 243591 - Provide Management and Supervisory Services					
Product: A Work Hour					
Costs:	\$58,460	\$60,714	\$73,781	\$63,856	\$66,579
Products:	519	550	592	540	540
Work Hours:	519	550	592	540	540
Product Cost:	\$112.64	\$110.39	\$124.71	\$118.25	\$123.29
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Totals for Service Delivery Plan 24302 - Construction Inspections					
Costs:	\$1,016,468	\$1,092,137	\$1,056,949	\$867,883	\$898,449
Hours:	13,007	13,023	12,846	10,174	9,823

**City of Sunnyvale
Program Performance Budget**

Program 243 - Construction Permitting

Service Delivery Plan 24305 - One-Stop Counter

To guide customers through the centralized development permitting process and to coordinate requested services, by:

- Providing reception and cashier services at the One-Stop Permit Center,
- Scheduling building and fire inspections, and
- Providing Community Development department answer point services.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 243 - Construction Permitting

Service Delivery Plan 24305 - One-Stop Counter

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 243810 - Provide One-Stop Reception and Cashier Services					
Product: A Customer Served					
Costs:	\$119,598	\$120,179	\$82,189	\$126,734	\$136,509
Products:	17,625	17,500	19,179	18,600	17,300
Work Hours:	2,317	2,255	1,714	2,250	2,250
Product Cost:	\$6.79	\$6.87	\$4.29	\$6.81	\$7.89
Work Hours/Product:	0.13	0.13	0.09	0.12	0.13
Activity 243820 - Schedule Building and Fire Inspections					
Product: An Inspection Scheduled					
Costs:	\$68,914	\$73,892	\$80,483	\$64,006	\$68,919
Products:	21,354	24,000	15,706	16,000	16,000
Work Hours:	1,427	1,383	1,761	1,120	1,120
Product Cost:	\$3.23	\$3.08	\$5.12	\$4.00	\$4.31
Work Hours/Product:	0.07	0.06	0.11	0.07	0.07
Activity 243830 - Provide Community Development Answer Point Services					
Product: A Phone Call Answered					
Costs:	\$77,725	\$73,907	\$82,270	\$77,147	\$83,054
Products:	45,339	42,000	45,740	44,500	44,500
Work Hours:	1,627	1,383	1,816	1,331	1,331
Product Cost:	\$1.71	\$1.76	\$1.80	\$1.73	\$1.87
Work Hours/Product:	0.04	0.03	0.04	0.03	0.03

**City of Sunnyvale
Program Performance Budget**

Program 243 - Construction Permitting

Service Delivery Plan 24305 - One-Stop Counter

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 243840 - Provide Management and Supervisory Services					
Product: A Work Hour					
Costs:	\$34,649	\$33,851	\$36,538	\$32,129	\$34,629
Products:	385	350	420	385	385
Work Hours:	385	350	420	385	385
Product Cost:	\$90.12	\$96.72	\$86.99	\$83.45	\$89.95
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Totals for Service Delivery Plan 24305 - One-Stop Counter					
Costs:	\$304,013	\$310,674	\$281,479	\$300,016	\$323,111
Hours:	5,812	5,521	5,712	5,086	5,086

**City of Sunnyvale
Program Performance Budget**

Program 243 - Construction Permitting

		<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Totals for Program 243	Costs:	\$2,313,298	\$2,385,104	\$2,497,720	\$2,431,520	\$2,557,252
	Hours:	30,770	30,197	31,147	30,197	29,660

City of Sunnyvale

Program Performance Budget

Program 245 - Neighborhood Preservation

Program Performance Statement

Promote attractive and well maintained residential and non-residential properties and neighborhoods, and discourage neighborhood decline, by:

- Resolving property maintenance violations in accordance with the Sunnyvale Municipal Code, and
- Providing education, outreach, and resources to the community to foster attractive neighborhoods and prevent neighborhood deterioration.

Notes

1. Neighborhood Preservation (NP) Code Enforcement Priorities Adopted by the City Council on September 26, 2006:

First Priority Issues:

- Junk and debris stored in public view
- Overgrown vegetation
- Weeds
- Vehicles parked on unpaved surfaces
- Major auto repair in residential neighborhoods

Second Priority Issues:

- Illegal fences
- Trash cans placed at the curb or in front of the house
- Illegal structures (garage conversions, additions, sheds, etc.)
- Illegal businesses on residential properties
- Graffiti

Every five years, NP staff will survey the community to determine code enforcement priorities. The priorities will then be provided to the City Council for amendment (if they desire), approval, and adoption. The next survey will be conducted in 2011.

**City of Sunnyvale
Program Performance Budget**

Program 245 - Neighborhood Preservation

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Quality</u>						
Q1. Single family residential properties meet community standards for property maintenance.	I					
- Percent of Properties Meeting Standards		90.00%	92.00%	87.00%	90.00%	90.00%
- Number of Properties Surveyed, 16% of All Single Family Homes		20,730.00	21,068.00	4,294.00	3,480.00	3,480.00
Q2. Annual resident satisfaction survey respondents state that code enforcement issues are not a serious problem in their neighborhood. [External Survey]	I					
- Percent of Residents Satisfied		69.00%	80.00%	79.00%	80.00%	80.00%
Q3. Annual resident satisfaction survey of each neighborhood meets or exceeds a minimum level of satisfaction with code enforcement. [External Survey]	I					
- Percent of Residents Satisfied		56.00%	70.00%	71.00%	70.00%	70.00%
Q4. Properties in a completed Neighborhood Enhancement Program meet neighborhood standards for property maintenance.	I					
- Percent of Properties		95.00%	92.00%	93.00%	95.00%	95.00%
- Number of Properties In a Completed Neighborhood Enhancement Program		208.00	200.00	178.00	200.00	200.00
Q5. Property owners within a completed Neighborhood Enhancement Program make improvements to their properties over and above code compliance requirements.	D					
- Percent of Properties		25.00%	20.00%	23.00%	25.00%	25.00%
- Number of Properties In a Completed Neighborhood Enhancement Program		208.00	200.00	178.00	200.00	200.00
Q6. Cases with high priority violations, as rated by City Council, are proactively enforced.	D					
- Percent Proactively Enforced		50.00%	15.00%	55.00%	50.00%	50.00%
- Total Number of Cases with High Priority Violations		NA	NA	NA	564.00	564.00
Q7. Sign enforcement cases are proactively enforced.	D					
- Percent Proactively Enforced		93.00%	90.00%	87.00%	93.00%	93.00%
- Number of Sign Code Enforcement Cases		498.00	400.00	410.00	498.00	498.00

**City of Sunnyvale
Program Performance Budget**

Program 245 - Neighborhood Preservation

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	<u>Priority</u>	<u>Actual</u>	<u>Budget</u>	<u>Actual</u>	<u>Budget</u>	<u>Plan</u>
<u>Productivity</u>						
P1.	Code enforcement cases are in compliance and closed within 30 days of receipt of complaint.					
	- Percent of Cases in Compliance	84.00%	85.00%	85.00%	85.00%	85.00%
	- Number of Code Enforcement Cases	3,029.00	2,433.00	3,074.00	3,100.00	3,100.00
	- Cases Open Longer Than 90 Days and Less Than 12 Months	NA	NA	NA	17.00	17.00
	- Cases Open Longer Than 12 Months	NA	NA	NA	10.00	10.00
P2.	Complaints are investigated within three (3) business days of receipt of complaint.					
	- Percent Investigated Within Three Days	96.00%	90.00%	97.00%	96.00%	96.00%
	- Number of Complaints	3,029.00	2,433.00	3,074.00	3,100.00	3,100.00
	- Percent Investigated Within Five Days	NA	NA	NA	99.00%	99.00%
P3.	Administrative citations are issued for cases of non-compliance within 45 days of receipt of complaint.					
	- Percent of Administrative Citations Issued Within 45 Days	NA	NA	NA	90.00%	90.00%
	- Number of Administrative Citations Issued	NA	NA	NA	250.00	250.00
<u>Financial</u>						
F1.	Actual total expenditures for Neighborhood Preservation will not exceed planned program expenditures.					
	- Total Program Expenditures [DELETED]	\$678,283.00	\$803,454.46	\$778,290.06	NA	NA
	- Percent of Total Program Budget Expended	NA	NA	NA	100.00%	100.00%

Priority Legend

- M: Mandatory
- C: Council Highest Priority
- I: Important
- D: Desirable

**City of Sunnyvale
Program Performance Budget**

Program 245 - Neighborhood Preservation

Service Delivery Plan 24503 - Code Enforcement

Resolve property-maintenance nuisances throughout the community, by:

- Providing education and assistance, and
- Conducting progressive enforcement, when necessary.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 245 - Neighborhood Preservation

Service Delivery Plan 24503 - Code Enforcement

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 245310, 245311 - Achieve Code Compliance [DELETED]					
Product: A Case Closed					
Costs:	\$438,958	\$423,842	\$422,057	\$0	\$0
Products:	3,052	2,500	3,078	0	0
Work Hours:	7,613	6,823	6,887	0	0
Product Cost:	\$143.83	\$169.54	\$137.12	\$0.00	\$0.00
Work Hours/Product:	2.49	2.73	2.24	0.00	0.00
Activity 245350 - Monitor Compliance With Land Use Permit Conditions					
Product: A Permit Reviewed					
Costs:	\$9,357	\$4,942	\$6,215	\$14,984	\$15,747
Products:	57	57	8	75	75
Work Hours:	150	75	90	210	210
Product Cost:	\$164.15	\$86.70	\$776.85	\$199.78	\$209.96
Work Hours/Product:	2.64	1.32	11.20	2.80	2.80
Activity 245360 - Respond to Information Requests					
Product: A Request Answered					
Costs:	\$67,207	\$63,727	\$80,835	\$85,833	\$89,972
Products:	1,976	1,600	2,268	1,976	1,976
Work Hours:	1,179	1,000	1,372	1,239	1,239
Product Cost:	\$34.01	\$39.83	\$35.64	\$43.44	\$45.53
Work Hours/Product:	0.60	0.63	0.60	0.63	0.63

**City of Sunnyvale
Program Performance Budget**

Program 245 - Neighborhood Preservation

Service Delivery Plan 24503 - Code Enforcement

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 245390, 245391, 245392 - Provide Management and Supervisory Services					
Product: A Work Hour					
Costs:	\$50,229	\$55,555	\$64,842	\$57,053	\$59,021
Products:	598	615	633	615	615
Work Hours:	598	615	633	615	615
Product Cost:	\$83.97	\$90.33	\$102.50	\$92.77	\$95.97
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 245370, 245371 - Support Administrative Citation, Abatement Order, or Compliance Order Processes [DELETED]					
Product: A Citation or Order Issued					
Costs:	\$46,507	\$98,849	\$80,474	\$0	\$0
Products:	249	85	309	0	0
Work Hours:	699	1,280	1,092	0	0
Product Cost:	\$186.77	\$1,162.93	\$260.43	\$0.00	\$0.00
Work Hours/Product:	2.81	15.06	3.54	0.00	0.00
Activity 245270 - Receive Staff Training and Development [DELETED - Moved to 245300]					
Product: A Training Hour					
Costs:	\$36,966	\$45,553	\$30,469	\$0	\$0
Products:	629	610	470	0	0
Work Hours:	629	610	470	0	0
Product Cost:	\$58.75	\$74.68	\$64.86	\$0.00	\$0.00
Work Hours/Product:	1.00	1.00	1.00	0.00	0.00

**City of Sunnyvale
Program Performance Budget**

Program 245 - Neighborhood Preservation

Service Delivery Plan 24503 - Code Enforcement

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 245300 - Staff Training and Development					
Product: An Employee Trained					
Costs:	\$0	\$0	\$150	\$35,635	\$37,239
Products:	0	0	0	7	7
Work Hours:	0	0	0	470	470
Product Cost:	\$0.00	\$0.00	\$0.00	\$5,090.78	\$5,319.80
Work Hours/Product:	0.00	0.00	0.00	67.14	67.14
Activity 245700 - Conduct Compliant-Based Code Enforcement					
Product: A Complaint-Based Case Closed					
Costs:	\$0	\$0	\$0	\$400,098	\$419,767
Products:	0	0	0	2,170	2,170
Work Hours:	0	0	0	5,926	5,926
Product Cost:	\$0.00	\$0.00	\$0.00	\$184.38	\$193.44
Work Hours/Product:	0.00	0.00	0.00	2.73	2.73
Activity 245710 - Conduct Proactive Code Enforcement					
Product: A Proactive Case Closed					
Costs:	\$0	\$0	\$0	\$110,089	\$115,526
Products:	0	0	0	620	620
Work Hours:	0	0	0	1,645	1,645
Product Cost:	\$0.00	\$0.00	\$0.00	\$177.56	\$186.33
Work Hours/Product:	0.00	0.00	0.00	2.65	2.65

**City of Sunnyvale
Program Performance Budget**

Program 245 - Neighborhood Preservation

Service Delivery Plan 24503 - Code Enforcement

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 245720 - Conduct Sign Code Enforcement					
Product: A Sign Enforcement Case Closed					
Costs:	\$0	\$0	\$0	\$46,693	\$46,960
Products:	0	0	0	310	310
Work Hours:	0	0	0	832	832
Product Cost:	\$0.00	\$0.00	\$0.00	\$150.62	\$151.48
Work Hours/Product:	0.00	0.00	0.00	2.68	2.68
Activity 245730 - Attend Staff Meetings					
Product: A Meeting Held					
Costs:	\$0	\$0	\$0	\$10,682	\$11,197
Products:	0	0	0	24	24
Work Hours:	0	0	0	156	156
Product Cost:	\$0.00	\$0.00	\$0.00	\$445.08	\$466.53
Work Hours/Product:	0.00	0.00	0.00	6.50	6.50
Totals for Service Delivery Plan 24503 - Code Enforcement					
Costs:	\$649,223	\$692,467	\$685,042	\$761,067	\$795,429
Hours:	10,869	10,403	10,543	11,093	11,093

City of Sunnyvale
Program Performance Budget

Program 245 - Neighborhood Preservation

Service Delivery Plan 24504 - Neighborhood Enhancement

Provide education, outreach, and resources to the Community to foster attractive neighborhoods and prevent neighborhood deterioration, by:

- Conducting concentrated code enforcement and implementing improvement plans in targeted areas, and
- Supporting neighborhood clean-up programs and events.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 245 - Neighborhood Preservation

Service Delivery Plan 24504 - Neighborhood Enhancement

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 245410 - Work with Targeted Neighborhoods to Improve Properties					
Product: A Property within Targeted Area					
Costs:	\$8,668	\$87,623	\$65,223	\$57,394	\$60,240
Products:	126	122	161	200	200
Work Hours:	119	1,220	952	800	800
Product Cost:	\$68.79	\$718.22	\$405.11	\$286.97	\$301.20
Work Hours/Product:	0.95	10.00	5.91	4.00	4.00
Activity 245420 - Provide Outreach and Education					
Product: A Meeting or Event Supported					
Costs:	\$9,376	\$9,581	\$10,360	\$11,975	\$12,628
Products:	13	11	8	16	16
Work Hours:	142	150	137	180	180
Product Cost:	\$721.23	\$870.96	\$1,295.04	\$748.47	\$789.27
Work Hours/Product:	10.96	13.64	17.08	11.25	11.25
Activity 245430 - Organize and Attend Neighborhood Clean-ups					
Product: A Clean-up Held					
Costs:	\$11,017	\$13,784	\$17,665	\$12,483	\$13,182
Products:	12	10	11	13	13
Work Hours:	182	225	273	195	195
Product Cost:	\$918.09	\$1,378.41	\$1,605.93	\$960.19	\$1,013.97
Work Hours/Product:	15.17	22.50	24.84	15.00	15.00
Totals for Service Delivery Plan 24504 - Neighborhood Enhancement					
Costs:	\$29,061	\$110,988	\$93,249	\$81,852	\$86,050
Hours:	444	1,595	1,362	1,175	1,175

**City of Sunnyvale
Program Performance Budget**

Program 245 - Neighborhood Preservation

		<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Totals for Program 245	Costs:	\$678,284	\$803,454	\$778,290	\$842,919	\$881,479
	Hours:	11,312	11,998	11,905	12,268	12,268

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**City of Sunnyvale
Program Performance Budget**

Program 246 - Community Development Department Management and Support Services

Program Performance Statement

To successfully manage the operation of the Community Development Department in accordance with the policies, guidelines, and standards of conduct of the City of Sunnyvale, by:

- Providing leadership, direction, and critical evaluation of the management of the department, including budgeting, work programming, and personnel, and
- Providing administrative support to the department management team.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 246 - Community Development Department Management and Support Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Quality</u>						
Q1. A satisfaction rating is achieved for the services offered by the Community Development Department.	I					
- Percent of Customers Who Rate Services as "Satisfactory" or Better		93.60%	84.00%	87.60%	90.00%	90.00%
<u>Productivity</u>						
P1. Actual results of services provided by the Community Development Department meet planned performance targets.	C					
- Percent of Performance Measures Met or Exceeded		79.00%	87.00%	89.00%	87.00%	87.00%
- Number of Performance Measures		67.00	60.00	64.00	70.00	70.00
P2. The Department of Community Development shall complete the employee performance evaluation process for each full-time and regular part-time staff member supervised, and submit the evaluation to Human Resources in accordance with established procedures and timeframes.	C					
- Percent of Evaluations Submitted to Human Resources by the Scheduled Submittal Date		100.00%	95.00%	92.70%	95.00%	95.00%
- Total Number of Evaluations for which the Department is Responsible		47.00	46.00	47.00	47.00	47.00
P3. Percent of Reports to Council submitted to the Office of the City Manager in accordance with the Administrative Policy deadline.	I					
- Percent of Reports to Council		NA	NA	NA	100.00%	100.00%
- Number of Reports		NA	NA	NA	60.00	60.00
P4. Percent of Study Issues completed in accordance with Tentative Council Meeting Agenda Calendar (TCMAC) deadlines.	I					
- Percent of Study Issues		NA	NA	NA	100.00%	100.00%
- Number of Study Issues		NA	NA	NA	12.00	12.00

**City of Sunnyvale
Program Performance Budget**

Program 246 - Community Development Department Management and Support Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Cost Effectiveness</u>						
C1. The Department of Community Development works to prevent future workers' compensation claims by providing a planned number of training sessions that address the top three causes of workers' compensation injuries for department employees. [DELETED]	I					
- Number of Training Sessions Completed		1.00	1.00	2.00	NA	NA
<u>Financial</u>						
F1. Actual total expenditures for Community Development will not exceed planned department expenditures.	C					
- Total Department [DELETED] Expenditures		\$6,998,124.00	\$7,349,954.51	\$7,220,186.60	NA	NA
- Percent of Total Department Budget Expended		NA	NA	NA	100.00%	100.00%
F2. Actual total revenue of Community Development Department will not be less than projected revenue of Department programs.	C					
- Percent of Planned Revenue [DELETED]		129.00%	100.00%	138.40%	NA	NA
- Total Department Revenue		\$10,830,000.00	\$7,983,237.00	\$11,045,971.00	\$5,096,512.00	\$3,892,135.00

Priority Legend

- M: Mandatory
- C: Council Highest Priority
- I: Important
- D: Desirable

**City of Sunnyvale
Program Performance Budget**

Program 246 - Community Development Department Management and Support Services

Service Delivery Plan 24601 - Management Services

Providing leadership, direction, and critical evaluation of the management of the department, including budgeting, work programming, and personnel.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 246 - Community Development Department Management and Support Services

Service Delivery Plan 24601 - Management Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 246100 - Department Management					
Product: A Work Hour					
Costs:	\$139,199	\$165,496	\$221,086	\$193,424	\$198,474
Products:	1,063	920	1,421	1,150	1,150
Work Hours:	1,063	920	1,421	1,150	1,150
Product Cost:	\$130.90	\$179.89	\$155.60	\$168.20	\$172.59
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Totals for Service Delivery Plan 24601 - Management Services					
Costs:	\$139,199	\$165,496	\$221,086	\$193,424	\$198,474
Hours:	1,063	920	1,421	1,150	1,150

**City of Sunnyvale
Program Performance Budget**

Program 246 - Community Development Department Management and Support Services

Service Delivery Plan 24602 - Administrative Support Services

To provide administrative support to department management.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 246 - Community Development Department Management and Support Services

Service Delivery Plan 24602 - Administrative Support Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 246200 - Administrative Support					
Product: A Work Hour					
Costs:	\$115,903	\$123,948	\$122,109	\$121,639	\$128,309
Products:	1,890	1,976	1,763	1,816	1,816
Work Hours:	1,890	1,976	1,763	1,816	1,816
Product Cost:	\$61.31	\$62.73	\$69.27	\$66.98	\$70.65
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Totals for Service Delivery Plan 24602 - Administrative Support Services					
Costs:	\$115,903	\$123,948	\$122,109	\$121,639	\$128,309
Hours:	1,890	1,976	1,763	1,816	1,816

**City of Sunnyvale
Program Performance Budget**

Program 246 - Community Development Department Management and Support Services

		<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Totals for Program 246	Costs:	\$255,102	\$289,444	\$343,195	\$315,064	\$326,783
	Hours:	2,954	2,896	3,184	2,966	2,966

City of Sunnyvale
Program Performance Budget

Program 247 - Economic Development

Program Performance Statement

Promote and maintain a strong and diverse local economy to provide jobs and services for our residents and tax revenue for the City to fund public services, by:

- Attracting and assisting targeted businesses to locate in Sunnyvale,
- Establishing positive relationships with individual businesses to encourage them to remain and expand in Sunnyvale,
- Promoting investment and reinvestment in Sunnyvale's industrial neighborhoods to provide appropriate amount and mix of Class A, B and C buildings,
- Supporting and attracting businesses which provide a variety of needed retail and other services for our residents at locations which are convenient for them,
- Managing the redevelopment of the downtown in a manner which creates a vital and attractive commercial, social and symbolic center of the City, and
- Maintaining a business-friendly attitude among City employees and elected officials and utilizing their regular contacts with the business community as tools in the economic development program.

Notes

A Five-year Economic Development Strategy is being prepared which will define economic development priorities and activities in the City. The Strategy is expected to be completed in early FY 2008/2009. At that time, the budget will be reevaluated to align with the Strategy.

**City of Sunnyvale
Program Performance Budget**

Program 247 - Economic Development

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
		Actual	Budget	Actual	Budget	Plan
<u>Quality</u>	Priority					
Q1. Businesses receiving site location assistance are satisfied with support received. [External Survey]	I					
- Percent Satisfied		100.00%	85.00%	97.00%	95.00%	95.00%
- Number of Businesses Supported		12.00	10.00	22.00	22.00	22.00
Q2. Businesses receiving development permitting assistance are satisfied with support received. [External Survey]	I					
- Percent Satisfied		92.00%	85.00%	97.00%	92.00%	92.00%
- Number of Businesses Supported		34.00	42.00	29.00	40.00	40.00
Q3. Businesses surveyed rate the City as a good place to do business. [External Survey]	I					
- Percent Achieved		98.00%	85.00%	98.00%	90.00%	90.00%
- Number of Survey Respondents		NA	NA	NA	1,500.00	1,500.00
Q4. Downtown businesses and residents are satisfied with development progress in the redevelopment area. [External Survey]	I					
- Percent Satisfied		79.00%	75.00%	75.00%	79.00%	79.00%
Q5. Resident survey respondents visit downtown five or more times per year. [External Survey]	D					
- Percent Achieved		84.00%	80.00%	NA	84.00%	84.00%

**City of Sunnyvale
Program Performance Budget**

Program 247 - Economic Development

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Productivity</u>						
P1. Redevelopment Agency legally mandated reports are completed on time.	M					
- Percent of Reports Completed On Time		100.00%	100.00%	100.00%	100.00%	100.00%
- Number of Reports		3.00	3.00	4.00	3.00	3.00
P2. New jobs are created by companies retained or attracted by Economic Development.	C					
- Total Number of New Jobs		1,137.00	800.00	NA	1,300.00	1,300.00
- Number of Businesses Assisted		34.00	42.00	NA	40.00	40.00
P3. Information/Action Items-Council Directions to Staff for Economic Development are implemented in accordance with schedule.	C					
- Percent Implemented		100.00%	100.00%	100.00%	100.00%	100.00%
P4. Businesses contacted about locating in the City actively pursue locations in Sunnyvale.	I					
- Percent of Businesses Pursuing Relocation		8.00%	10.00%	10.00%	8.00%	8.00%
- Number of Contacts		92.00	100.00	30.00	92.00	92.00
P5. Targeted local businesses are visited by City officials.	I					
- Percent Completed		64.00%	90.00%	60.00%	75.00%	75.00%
- Number of Visits		16.00	25.00	15.00	20.00	20.00
P6. Economic Development web site receives planned number of hits.	D					
- Percent Achieved		100.00%	85.00%	144.00%	87.00%	87.00%
- Number of Web Site Hits		33,127.00	33,000.00	74,571.00	33,127.00	33,127.00
<u>Cost Effectiveness</u>						
C1. New revenue generated from property tax, sales tax and transient occupancy tax from companies assisted by Economic Development exceeds the Economic Development budget.	I					
- Ratio of New Revenue Generated Compared to Budget		412.00%	500.00%	NA	400.00%	400.00%
- Revenue		\$3,192,053.00	\$3,700,000.00	NA	\$2,775,000.00	\$2,775,000.00
- Number of Businesses Assisted		22.00	43.00	29.00	25.00	25.00

**City of Sunnyvale
Program Performance Budget**

Program 247 - Economic Development

Program Measures

Financial

	2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
Priority	Actual	Budget	Actual	Budget	Plan
F1. Actual total expenditures for Economic Development will not exceed planned expenditures. C					
- Total Program Expenditures [DELETED]	\$776,602.00	\$754,789.87	\$640,007.87	NA	NA
- Percent of Total Program Budget Expended	NA	NA	NA	100.00%	100.00%

Priority Legend

- M: Mandatory
- C: Council Highest Priority
- I: Important
- D: Desirable

**City of Sunnyvale
Program Performance Budget**

Program 247 - Economic Development

Service Delivery Plan 24701 - Business Attraction

Attract new businesses to the City to create new jobs, services and revenues to support City services, by:

- Marketing the City at trade shows and in professional and trade publications,
- Following up on leads generated through marketing efforts for potential new business development,
- Assisting new businesses to identify and select sites in Sunnyvale, and
- Assisting businesses in obtaining City approvals.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 247 - Economic Development

Service Delivery Plan 24701 - Business Attraction

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 247100 - Make Industry Contacts to Cultivate Business Relationships					
Product: A Contact Generated					
Costs:	\$49,153	\$70,603	\$26,545	\$21,143	\$21,697
Products:	82	100	30	60	60
Work Hours:	407	610	91	155	155
Product Cost:	\$599.42	\$706.03	\$884.85	\$352.39	\$361.61
Work Hours/Product:	4.96	6.10	3.03	2.58	2.58
Activity 247110 - Market the City as a Good Place to Do Business					
Product: An Advertisement Piece Placed					
Costs:	\$28,067	\$20,655	\$21,327	\$23,820	\$24,564
Products:	10	6	8	8	8
Work Hours:	176	90	101	140	140
Product Cost:	\$2,806.68	\$3,442.48	\$2,665.92	\$2,977.53	\$3,070.47
Work Hours/Product:	17.62	15.00	12.60	17.50	17.50
Activity 247120 - Assist New Businesses to Locate Development Sites In the City					
Product: A Business Assisted					
Costs:	\$41,740	\$35,614	\$52,429	\$46,120	\$47,562
Products:	23	10	22	22	22
Work Hours:	440	330	507	400	400
Product Cost:	\$1,814.77	\$3,561.43	\$2,383.14	\$2,096.35	\$2,161.91
Work Hours/Product:	19.15	33.00	23.05	18.18	18.18

**City of Sunnyvale
Program Performance Budget**

Program 247 - Economic Development

Service Delivery Plan 24701 - Business Attraction

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 247130 - Assist New Businesses to Obtain City Permit Approvals					
Product: A Business Assisted					
Costs:	\$42,150	\$41,935	\$41,746	\$38,082	\$39,458
Products:	16	12	12	13	13
Work Hours:	461	435	439	410	410
Product Cost:	\$2,634.40	\$3,494.59	\$3,478.87	\$2,929.41	\$3,035.20
Work Hours/Product:	28.84	36.25	36.60	31.54	31.54
Totals for Service Delivery Plan 24701 - Business Attraction					
Costs:	\$161,109	\$168,807	\$142,048	\$129,166	\$133,280
Hours:	1,485	1,465	1,138	1,105	1,105

City of Sunnyvale
Program Performance Budget

Program 247 - Economic Development

Service Delivery Plan 24702 - Business Retention

Provide an environment that encourages businesses to remain in Sunnyvale, by:

- Assisting existing businesses in obtaining City approvals,
- Building positive relationships with local businesses through business visits and business forums,
- Promoting the value of businesses to residents to generate a more business-friendly environment and support for Sunnyvale businesses,
- Organizing events to support businesses and acknowledge business achievements,
- Connecting businesses with the community to increase business involvement with residents and community organizations,
- Identifying and responding to issues that impact the ability of businesses to stay and grow in Sunnyvale, and
- Maintaining a network of city employees, elected officials and business leaders to identify businesses at-risk of relocating outside of Sunnyvale and to serve on action teams to retain these businesses.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 247 - Economic Development

Service Delivery Plan 24702 - Business Retention

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 247200, 247201 - Assist Existing Businesses to Obtain City Permit Approvals					
Product: A Business Assisted					
Costs:	\$48,865	\$61,840	\$42,432	\$55,637	\$57,528
Products:	18	30	17	21	21
Work Hours:	536	645	458	575	575
Product Cost:	\$2,714.73	\$2,061.34	\$2,496.03	\$2,649.36	\$2,739.41
Work Hours/Product:	29.80	21.50	26.92	27.38	27.38
Activity 247210 - Resolve Business Issues and Complaints					
Product: An Issue or Complaint Addressed					
Costs:	\$41,275	\$45,814	\$41,799	\$41,740	\$43,482
Products:	213	200	191	200	200
Work Hours:	559	550	560	485	485
Product Cost:	\$193.78	\$229.07	\$218.84	\$208.70	\$217.41
Work Hours/Product:	2.62	2.75	2.93	2.43	2.43
Activity 247220 - Conduct Business Forums to Identify Issues					
Product: An Attending Business					
Costs:	\$16,461	\$18,696	\$5,382	\$15,637	\$16,100
Products:	59	60	20	50	50
Work Hours:	207	175	45	125	125
Product Cost:	\$279.00	\$311.60	\$269.12	\$312.74	\$322.00
Work Hours/Product:	3.51	2.92	2.25	2.50	2.50

**City of Sunnyvale
Program Performance Budget**

Program 247 - Economic Development

Service Delivery Plan 24702 - Business Retention

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 247230 - Conduct Business Visits to Build Positive Relationships with Local Business Community					
Product: A Business Visit					
Costs:	\$21,921	\$20,544	\$8,843	\$22,111	\$22,924
Products:	34	35	15	31	31
Work Hours:	252	230	106	230	230
Product Cost:	\$644.74	\$586.97	\$589.51	\$713.26	\$739.47
Work Hours/Product:	7.42	6.57	7.05	7.42	7.42
Activity 247240 - Connect Local Businesses with Public and Private/Non-Profit Assistance					
Product: A Service or Program Referred					
Costs:	\$31,240	\$39,859	\$21,484	\$23,264	\$24,197
Products:	30	35	18	25	25
Work Hours:	331	200	128	175	175
Product Cost:	\$1,041.33	\$1,138.83	\$1,193.58	\$930.57	\$967.89
Work Hours/Product:	11.03	5.71	7.10	7.00	7.00
Activity 247250 - Promote Value of Businesses to Residents					
Product: An Information Article or Promotion Piece					
Costs:	\$39,006	\$37,399	\$29,437	\$24,679	\$25,587
Products:	35	35	21	35	35
Work Hours:	318	270	361	210	210
Product Cost:	\$1,114.47	\$1,068.54	\$1,401.75	\$705.12	\$731.06
Work Hours/Product:	9.08	7.71	17.21	6.00	6.00

**City of Sunnyvale
Program Performance Budget**

Program 247 - Economic Development

Service Delivery Plan 24702 - Business Retention

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 247260, 247261, 247262 - Organize Events to Support and Acknowledge Local Businesses					
Product: An Event					
Costs:	\$28,530	\$29,294	\$17,688	\$35,499	\$36,933
Products:	2	2	1	3	3
Work Hours:	479	240	276	345	345
Product Cost:	\$14,265.12	\$14,647.00	\$17,688.23	\$11,833.14	\$12,310.88
Work Hours/Product:	239.46	120.00	276.03	115.00	115.00
Activity 247270, 247271 - Connect Businesses with the Community					
Product: A Business Participating In a Community					
Costs:	\$17,083	\$19,069	\$10,135	\$16,362	\$17,168
Products:	47	65	40	60	60
Work Hours:	280	245	140	210	210
Product Cost:	\$363.48	\$293.36	\$253.38	\$272.70	\$286.13
Work Hours/Product:	5.95	3.77	3.51	3.50	3.50
Activity 247280 - Maintain a Network of City Employees, Elected Officials and Business Leaders to Support City-Wide Economic Development					
Product: A Work Hour					
Costs:	\$16,906	\$16,974	\$9,583	\$13,531	\$14,067
Products:	225	200	192	150	150
Work Hours:	225	200	192	150	150
Product Cost:	\$75.24	\$84.87	\$49.87	\$90.21	\$93.78
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00

**City of Sunnyvale
Program Performance Budget**

Program 247 - Economic Development

Service Delivery Plan 24702 - Business Retention

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 247290 - Identify/Promote Sunnyvale as a Destination City [DELETED]					
Product: A Promotional Piece Completed					
Costs:	\$41,140	\$0	\$72	\$0	\$0
Products:	0	0	0	0	0
Work Hours:	59	0	0	0	0
Product Cost:	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00
Totals for Service Delivery Plan 24702 - Business Retention					
Costs:	\$302,429	\$289,489	\$186,856	\$248,461	\$257,985
Hours:	3,246	2,755	2,266	2,505	2,505

City of Sunnyvale
Program Performance Budget

Program 247 - Economic Development

Service Delivery Plan 24703 - Research and Support

Provide leadership for Economic Development to focus on relevant activities to support the business community, by:

- Analyzing economic and demographic data to ensure the City's Economic Development Strategy is focused on current and projected economic cycles,
- Reviewing policies affecting the business climate and business development in the City and recommending revisions or positions on policies to improve Sunnyvale's service delivery to businesses,
- Providing adequate training to Economic Development staff for professional development and to enhance technical skills, and
- Providing administrative support for the Economic Development Program.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 247 - Economic Development

Service Delivery Plan 24703 - Research and Support

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 247300 - Manage Economic Development Program					
Product: A Work Hour					
Costs:	\$17,916	\$22,064	\$41,148	\$20,071	\$20,766
Products:	179	225	451	205	205
Work Hours:	179	225	451	205	205
Product Cost:	\$100.00	\$98.06	\$91.29	\$97.91	\$101.30
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 247310 - Staff Meetings					
Product: A Meeting Held					
Costs:	\$26,628	\$32,006	\$18,665	\$21,684	\$22,442
Products:	81	100	46	75	75
Work Hours:	352	350	225	230	230
Product Cost:	\$328.74	\$320.06	\$405.76	\$289.12	\$299.23
Work Hours/Product:	4.35	3.50	4.88	3.07	3.07
Activity 247320 - Staff Training and Development [DELETED - Moved to 247350]					
Product: A Training Hour					
Costs:	\$12,379	\$11,614	\$7,507	\$0	\$0
Products:	96	80	32	0	0
Work Hours:	96	80	32	0	0
Product Cost:	\$129.51	\$145.18	\$234.95	\$0.00	\$0.00
Work Hours/Product:	1.00	1.00	1.00	0.00	0.00

**City of Sunnyvale
Program Performance Budget**

Program 247 - Economic Development

Service Delivery Plan 24703 - Research and Support

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 247330 - Monitor Economic Trends to Focus Economic Development Strategies					
Product: A Report Completed					
Costs:	\$15,163	\$22,771	\$9,925	\$10,150	\$10,581
Products:	13	20	7	10	10
Work Hours:	285	220	109	100	100
Product Cost:	\$1,166.40	\$1,138.55	\$1,417.91	\$1,015.03	\$1,058.14
Work Hours/Product:	21.90	11.00	15.54	10.00	10.00
Activity 247340, 247341 - Address Economic Development Policy Issues					
Product: A Report Completed					
Costs:	\$45,114	\$38,621	\$21,821	\$43,421	\$44,977
Products:	7	4	2	4	4
Work Hours:	653	405	240	445	445
Product Cost:	\$6,444.89	\$9,655.14	\$10,910.43	\$10,855.13	\$11,244.26
Work Hours/Product:	93.29	101.25	120.05	111.25	111.25
Activity 247350 - Staff Training and Development					
Product: An Employee Trained					
Costs:	\$0	\$0	\$0	\$7,592	\$7,466
Products:	0	0	0	2	2
Work Hours:	0	0	0	40	40
Product Cost:	\$0.00	\$0.00	\$0.00	\$3,795.89	\$3,733.14
Work Hours/Product:	0.00	0.00	0.00	20.00	20.00

**City of Sunnyvale
Program Performance Budget**

Program 247 - Economic Development

Service Delivery Plan 24703 - Research and Support

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 247360 - Implement Economic Development Strategy					
Product: A Work Hour					
Costs:	\$0	\$0	\$0	\$93,077	\$96,442
Products:	0	0	0	1,000	1,000
Work Hours:	0	0	0	1,000	1,000
Product Cost:	\$0.00	\$0.00	\$0.00	\$93.08	\$96.44
Work Hours/Product:	0.00	0.00	0.00	1.00	1.00
Totals for Service Delivery Plan 24703 - Research and Support					
Costs:	\$117,200	\$127,076	\$99,066	\$195,995	\$202,674
Hours:	1,565	1,280	1,056	2,020	2,020

City of Sunnyvale
Program Performance Budget

Program 247 - Economic Development

Service Delivery Plan 24704 - Downtown Redevelopment

Create and implement strategies and programs to stimulate development and investment in the redevelopment area, by:

- Providing administrative support for the Redevelopment Agency (RDA),
- Accurately preparing and filing RDA legal reports with the State of California,
- Informing the public to increase community participation and support for projects and activities within the downtown area,
- Managing development and construction projects within the RDA project area to ensure the projects are in conformance with long-range plans and approved agreements,
- Facilitate the process for the Downtown Parking Maintenance District to involve property owners and businesses, and
- Supporting downtown business organizations to assist them in developing and maintaining programs that will allow them to be self-sufficient.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 247 - Economic Development

Service Delivery Plan 24704 - Downtown Redevelopment

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 247400, 247401 - Manage Redevelopment Agency					
Product: A Work Hour					
Costs:	\$47,886	\$54,056	\$57,933	\$82,953	\$85,415
Products:	532	515	522	710	710
Work Hours:	532	515	522	710	710
Product Cost:	\$90.02	\$104.96	\$111.06	\$116.84	\$120.30
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 247410, 247411 - Prepare RDA Legal Reports					
Product: A Report					
Costs:	\$8,283	\$7,269	\$26,132	\$9,450	\$9,774
Products:	3	3	4	3	3
Work Hours:	106	80	256	100	100
Product Cost:	\$2,761.01	\$2,423.03	\$6,533.06	\$3,150.11	\$3,258.02
Work Hours/Product:	35.19	26.67	63.89	33.33	33.33
Activity 247420 - Manage Project Development and Construction within the Redevelopment Agency Project Area					
Product: A Work Hour					
Costs:	\$98,019	\$67,995	\$85,152	\$32,436	\$33,432
Products:	664	675	808	290	290
Work Hours:	664	675	808	290	290
Product Cost:	\$147.60	\$100.73	\$105.37	\$111.85	\$115.28
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00

**City of Sunnyvale
Program Performance Budget**

Program 247 - Economic Development

Service Delivery Plan 24704 - Downtown Redevelopment

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 247430 - Inform Public About Redevelopment Program and Activities					
Product: An Information Article or Update					
Costs:	\$18,312	\$13,535	\$15,005	\$20,518	\$21,428
Products:	24	20	25	20	20
Work Hours:	327	160	247	240	240
Product Cost:	\$762.98	\$676.73	\$600.20	\$1,025.91	\$1,071.39
Work Hours/Product:	13.64	8.00	9.86	12.00	12.00
Activity 247440 - Support Downtown Business Organizations					
Product: A Work Hour					
Costs:	\$15,301	\$16,125	\$9,123	\$10,719	\$11,124
Products:	165	170	92	115	115
Work Hours:	165	170	92	115	115
Product Cost:	\$92.65	\$94.85	\$98.80	\$93.21	\$96.73
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 247450 - Manage Downtown Parking Maintenance District					
Product: A Work Hour					
Costs:	\$8,018	\$10,438	\$18,677	\$12,142	\$6,920
Products:	105	110	62	125	125
Work Hours:	105	110	62	125	125
Product Cost:	\$76.23	\$94.89	\$301.68	\$97.13	\$55.36
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Totals for Service Delivery Plan 24704 - Downtown Redevelopment					
Costs:	\$195,818	\$169,418	\$212,022	\$168,218	\$168,093
Hours:	1,899	1,710	1,986	1,580	1,580

**City of Sunnyvale
Program Performance Budget**

Program 247 - Economic Development

		<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Totals for Program 247	Costs:	\$776,556	\$754,790	\$639,992	\$741,840	\$762,032
	Hours:	8,195	7,210	6,447	7,210	7,210

City of Sunnyvale
Program Performance Budget

Program 254 - Parking District Landscaping Management

Program Performance Statement

Promote a well maintained landscaped area within the Downtown Parking District at established service levels as funded by District property owners for residents, visitors, and the business community, by:

- Maintaining landscape trees, shrubs and ground cover areas to have a healthy growth pattern indicative to the specific species, be disease free and have no apparent signs of insect infestation,
- Maintaining sidewalks and curbing within and around downtown parking lots,
- Reducing litter and debris and maintaining Downtown Parking District lots so that no noticeable weeds protrude through or above these areas, and
- Maintaining irrigation system components in downtown parking lots in satisfactory operating condition that optimizes sprinkler coverage and minimizes water waste.

Notes

1. For 2008-2009 the downtown parking lots are located at Francis and Evelyn, Sunnyvale and Evelyn, Carroll and Evelyn, McKinley and Carroll, and Taffee and Capella (post office). However, at the Taffee and Capella (post office) lot there is no landscaping therefore no work is done at this site under Program 254.

**City of Sunnyvale
Program Performance Budget**

Program 254 - Parking District Landscaping Management

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Quality</u>						
Q1. Downtown Parking District Hardscape areas are maintained biweekly to be free of weeds and debris, providing positive visual appeal as determined by quarterly quality surveys.	C					
- Percent of Hardscape Areas [DELETED]		77.00%	80.00%	79.09%	NA	NA
- 1,000 Square Yards of Hardscape Maintained		96.00	94.70	101.43	86.25	86.25
- Average Survey Rating Achieved		NA	NA	NA	8.00	8.00
Q2. Downtown Parking District Plant material areas are maintained biweekly to have no noticeable weeds protruding above landscaped areas as determined by quarterly quality surveys.	C					
- Percent of Plant Material Areas [DELETED]		75.00%	80.00%	79.09%	NA	NA
- 1,000 Square Yards of Plant Material Maintained		103.00	153.10	129.84	93.00	93.00
- Average Survey Rating Achieved		NA	NA	NA	8.00	8.00
Q3. Downtown Parking District Plant material areas are maintained biweekly or weekly (according to service schedule in S.O.P.) to be free of litter and other debris, providing positive visual appeal as determined by quarterly quality surveys.	D					
- Percent of Plant Material Areas [DELETED]		78.00%	80.00%	78.45%	NA	NA
- 1,000 Square Yards of Plant Material Maintained		242.00	293.60	296.99	290.00	290.00
- Average Survey Rating Achieved		NA	NA	NA	8.00	8.00
<u>Productivity</u>						
P1. Downtown Parking District Trees are pruned each fiscal year for structural integrity and liability mitigation.	I					
- Percent of Total Inventory		26.00%	26.00%	60.00%	20.00%	20.00%
- Number of Trees Pruned		23.00	23.00	51.00	17.00	17.00
P2. Downtown Parking District Shrubs are pruned each fiscal year.	I					
- Percent of Total Inventory		96.00%	96.00%	75.00%	96.00%	96.00%
- Number of Shrubs Pruned		805.00	806.00	806.00	1,020.00	1,020.00
P3. Downtown Parking District Ground cover is edged four times each fiscal year.	I					
- Percent of Total Inventory		48.80%	95.00%	100.00%	95.00%	95.00%
- 100 Square Yards of Ground Cover Edged		61.00	118.90	125.87	49.84	49.84

**City of Sunnyvale
Program Performance Budget**

Program 254 - Parking District Landscaping Management

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Cost Effectiveness</u>						
C1. The cost per irrigation system repair will not exceed the planned cost.	I					
- Cost of an Irrigation Repair		\$41.69	\$37.50	\$31.43	\$39.27	\$41.07
- Number of Repairs Per Year		14.00	150.00	163.00	115.00	115.00
<u>Financial</u>						
F1. Actual total expenditures for Parking District Landscaping Management will not exceed planned program expenditures.	C					
- Total Program Expenditures [DELETED]		\$50,042.30	\$86,604.25	\$76,159.44	NA	NA
- Percent of Total Program Budget Expended		NA	NA	NA	100.00%	100.00%

Priority Legend

- M: Mandatory
- C: Council Highest Priority
- I: Important
- D: Desirable

City of Sunnyvale
Program Performance Budget

Program 254 - Parking District Landscaping Management

Service Delivery Plan 25401 - Parking District Landscaping Management

Promote a well maintained landscaped area within the Downtown Parking District Lots, for residents, visitors and the business community, by:

- Maintaining 3,317 square yards of hardscape and 22,465 square yards of parking area at established service levels,
- Maintaining irrigation system components in downtown parking lots in satisfactory operating condition that optimizes sprinkler coverage and minimizes water waste,
- Maintaining Parking District Landscaping 85 trees, 1,063 shrubs and 1,312 square yards of ground cover areas to have a healthy growth habit indicative to the specific species, be disease free and have no apparent signs of insect infestation, and
- Maintaining the 3,585 square yards of plant material areas in downtown parking lots in a litter and debris free condition with no noticeable weeds protruding through or above these areas at established service levels.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 254 - Parking District Landscaping Management

Service Delivery Plan 25401 - Parking District Landscaping Management

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 254000 - Conduct Quarterly Surveys and Twice-weekly Route Inspections to Identify Issues Requiring Maintenance or Repair					
Product: A Route Inspection Performed					
Costs:	\$6,395	\$7,026	\$6,687	\$6,635	\$6,717
Products:	115	112	109	108	108
Work Hours:	67	74	77	61	61
Product Cost:	\$55.61	\$62.74	\$61.35	\$61.44	\$62.19
Work Hours/Product:	0.58	0.66	0.70	0.56	0.56
Activity 254010 - Perform Weed Control On Sidewalks and Curbing within Parking Lots					
Product: A Thousand Square Yards of Hardscape Serviced					
Costs:	\$2,047	\$2,033	\$1,856	\$2,018	\$2,111
Products:	88	95	101	86	86
Work Hours:	41	42	42	40	40
Product Cost:	\$23.33	\$21.47	\$18.29	\$23.40	\$24.47
Work Hours/Product:	0.46	0.44	0.41	0.46	0.46
Activity 254020 - Visually Inspect Irrigation System					
Product: An Inspection Completed					
Costs:	\$4,674	\$5,211	\$5,087	\$5,329	\$5,575
Products:	135	262	214	260	260
Work Hours:	87	105	109	103	103
Product Cost:	\$34.62	\$19.89	\$23.77	\$20.50	\$21.44
Work Hours/Product:	0.64	0.40	0.51	0.40	0.40

**City of Sunnyvale
Program Performance Budget**

Program 254 - Parking District Landscaping Management

Service Delivery Plan 25401 - Parking District Landscaping Management

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 254030 - Repairing Irrigation Lines, Heads and Valves					
Product: An Irrigation Repair					
Costs:	\$4,195	\$5,626	\$5,124	\$4,516	\$4,723
Products:	117	150	163	115	115
Work Hours:	88	105	110	90	90
Product Cost:	\$35.86	\$37.50	\$31.44	\$39.27	\$41.07
Work Hours/Product:	0.75	0.70	0.67	0.78	0.78
Activity 254040 - Landscaping Water					
Product: A Hundred Cubic Feet of Water Consumed					
Costs:	\$3,828	\$3,689	\$6,060	\$4,171	\$4,541
Products:	1,567	1,700	2,296	1,600	1,600
Work Hours:	1	1	1	1	1
Product Cost:	\$2.44	\$2.17	\$2.64	\$2.61	\$2.84
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00
Activity 254050 - Landscaping Electrical Power					
Product: A Kilowatt of Electrical Power Consumed					
Costs:	\$125	\$511	\$133	\$216	\$227
Products:	96	144	1,084	100	100
Work Hours:	1	1	1	1	1
Product Cost:	\$1.30	\$3.55	\$0.12	\$2.16	\$2.27
Work Hours/Product:	0.01	0.01	0.00	0.01	0.01

**City of Sunnyvale
Program Performance Budget**

Program 254 - Parking District Landscaping Management

Service Delivery Plan 25401 - Parking District Landscaping Management

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 254060 - Pruning Trees					
Product: A Tree Pruned					
Costs:	\$2,910	\$3,285	\$2,687	\$2,283	\$2,390
Products:	27	23	51	17	17
Work Hours:	60	55	56	40	40
Product Cost:	\$107.78	\$142.84	\$52.68	\$134.28	\$140.57
Work Hours/Product:	2.20	2.39	1.09	2.35	2.35
Activity 254070 - Tree Removal and Replacement					
Product: A Tree Replaced					
Costs:	\$237	\$387	\$0	\$252	\$264
Products:	0	4	0	1	1
Work Hours:	5	8	0	5	5
Product Cost:	\$0.00	\$96.83	\$0.00	\$252.27	\$263.84
Work Hours/Product:	0.00	2.00	0.00	5.00	5.00
Activity 254080 - Tree Fertilization, Sucker Removal, Watering and Restaking					
Product: A Tree Serviced					
Costs:	\$918	\$1,301	\$1,175	\$1,213	\$1,268
Products:	23	71	62	30	30
Work Hours:	19	29	27	25	25
Product Cost:	\$39.89	\$18.45	\$18.95	\$40.43	\$42.27
Work Hours/Product:	0.80	0.40	0.43	0.83	0.83

**City of Sunnyvale
Program Performance Budget**

Program 254 - Parking District Landscaping Management

Service Delivery Plan 25401 - Parking District Landscaping Management

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 254090 - Pruning Shrubs					
Product: A Shrub Pruned					
Costs:	\$9,513	\$8,982	\$7,445	\$9,357	\$9,777
Products:	810	806	806	1,020	1,020
Work Hours:	185	168	179	170	170
Product Cost:	\$11.74	\$11.14	\$9.24	\$9.17	\$9.58
Work Hours/Product:	0.23	0.21	0.22	0.17	0.17
Activity 254100 - Shrub Removal and Replacement					
Product: A Shrub Replaced					
Costs:	\$150	\$1,269	\$1,549	\$151	\$158
Products:	25	71	66	25	25
Work Hours:	3	27	27	3	3
Product Cost:	\$5.99	\$17.87	\$23.47	\$6.05	\$6.33
Work Hours/Product:	0.12	0.37	0.40	0.12	0.12
Activity 254110 - Shrub Fertilization, Snail Bait and Watering					
Product: A Shrub Serviced					
Costs:	\$0	\$731	\$668	\$252	\$264
Products:	0	88	42	25	25
Work Hours:	0	18	17	5	5
Product Cost:	\$0.00	\$8.36	\$15.91	\$10.09	\$10.55
Work Hours/Product:	0.00	0.20	0.39	0.20	0.20

**City of Sunnyvale
Program Performance Budget**

Program 254 - Parking District Landscaping Management

Service Delivery Plan 25401 - Parking District Landscaping Management

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 254120 - Weed Removal and Control					
Product: A Thousand Square Yards of Landscape Area Weeded					
Costs:	\$3,418	\$4,403	\$3,704	\$2,724	\$2,850
Products:	125	153	130	93	93
Work Hours:	72	88	83	54	54
Product Cost:	\$27.39	\$28.76	\$28.53	\$29.29	\$30.64
Work Hours/Product:	0.58	0.57	0.64	0.58	0.58
Activity 254130 - Litter/Debris Control					
Product: A Thousand Square Yards of Landscape Area Controlled for Litter/Debris					
Costs:	\$8,175	\$8,804	\$8,098	\$9,044	\$9,454
Products:	323	294	297	290	290
Work Hours:	168	178	180	175	175
Product Cost:	\$25.32	\$29.99	\$27.27	\$31.19	\$32.60
Work Hours/Product:	0.52	0.60	0.61	0.60	0.60
Activity 254140 - Edge Ground Cover					
Product: A Hundred Square Yards of Streetscape Groundcover Edged					
Costs:	\$4,172	\$5,026	\$3,823	\$2,381	\$2,490
Products:	61	125	126	50	50
Work Hours:	85	90	90	47	47
Product Cost:	\$68.79	\$40.19	\$30.37	\$47.77	\$49.97
Work Hours/Product:	1.40	0.72	0.72	0.94	0.94

**City of Sunnyvale
Program Performance Budget**

Program 254 - Parking District Landscaping Management

Service Delivery Plan 25401 - Parking District Landscaping Management

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 254150 - Ground Cover Removal and Replacement					
Product: A Hundred Square Yards of Streetscape Groundcover Replaced					
Costs:	\$756	\$2,247	\$2,488	\$2,280	\$2,385
Products:	0	4	2	3	3
Work Hours:	0	47	35	45	45
Product Cost:	\$0.00	\$504.87	\$1,125.60	\$760.01	\$794.94
Work Hours/Product:	0.00	10.45	15.84	15.00	15.00
Activity 254160 - Herbicide Program, Weed Prevention, Control and Training					
Product: A Thousand Square Yards of Landscaping Area Sprayed					
Costs:	\$3,519	\$3,798	\$2,958	\$3,953	\$4,121
Products:	4	7	8	7	7
Work Hours:	50	62	63	62	62
Product Cost:	\$824.07	\$548.79	\$376.87	\$551.34	\$574.73
Work Hours/Product:	11.71	8.96	7.96	8.65	8.65
Activity 254170 - Ground Cover Fertilization, Snail Bait and Hand Watering					
Product: A Hundred Square Yards of Streetscape Groundcover Serviced					
Costs:	\$409	\$2,018	\$1,702	\$1,009	\$1,055
Products:	5	5	5	5	5
Work Hours:	8	44	34	20	20
Product Cost:	\$81.74	\$403.57	\$340.30	\$201.81	\$211.08
Work Hours/Product:	1.60	8.70	6.70	4.00	4.00

**City of Sunnyvale
Program Performance Budget**

Program 254 - Parking District Landscaping Management

Service Delivery Plan 25401 - Parking District Landscaping Management

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 254180 - Management and Supervisory Services					
Product: A Work Hour					
Costs:	\$7,306	\$10,984	\$9,677	\$8,543	\$8,829
Products:	77	113	107	84	84
Work Hours:	77	113	107	84	84
Product Cost:	\$94.39	\$97.21	\$90.77	\$101.70	\$105.11
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 254190 - Administrative Support - Including Clerical Staff Hours					
Product: A Work Hour					
Costs:	\$5,377	\$6,217	\$2,501	\$5,400	\$5,701
Products:	88	107	40	90	90
Work Hours:	88	107	40	90	90
Product Cost:	\$61.10	\$58.10	\$62.22	\$60.00	\$63.34
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 254200 - Staff Training and Development - Including Tailgate Meetings, Certifications and Operations/Safety Related Classes [DELETED - Moved to 254210]					
Product: A Training Session Attended					
Costs:	\$4,331	\$3,055	\$2,739	\$0	\$0
Products:	65	86	57	0	0
Work Hours:	86	61	65	0	0
Product Cost:	\$66.63	\$35.53	\$48.05	\$0.00	\$0.00
Work Hours/Product:	1.32	0.71	1.14	0.00	0.00

**City of Sunnyvale
Program Performance Budget**

Program 254 - Parking District Landscaping Management

Service Delivery Plan 25401 - Parking District Landscaping Management

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 254210 - Staff Training and Development					
Product: An Employee Trained					
Costs:	\$0	\$0	\$0	\$1,312	\$1,372
Products:	0	0	0	2	2
Work Hours:	0	0	0	26	26
Product Cost:	\$0.00	\$0.00	\$0.00	\$655.88	\$686.00
Work Hours/Product:	0.00	0.00	0.00	13.00	13.00
Activity 254220 - Tailgates and Other Staff Meetings					
Product: A Meeting Held					
Costs:	\$0	\$0	\$0	\$1,851	\$1,937
Products:	0	0	0	24	24
Work Hours:	0	0	0	34	34
Product Cost:	\$0.00	\$0.00	\$0.00	\$77.12	\$80.71
Work Hours/Product:	0.00	0.00	0.00	1.42	1.42
Totals for Service Delivery Plan 25401 - Parking District Landscaping Management					
Costs:	\$72,454	\$86,604	\$76,159	\$74,891	\$78,208
Hours:	1,189	1,420	1,338	1,181	1,181

**City of Sunnyvale
Program Performance Budget**

Program 254 - Parking District Landscaping Management

		<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Totals for Program 254	Costs:	\$72,454	\$86,604	\$76,159	\$74,891	\$78,208
	Hours:	1,189	1,420	1,338	1,181	1,181

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City of Sunnyvale
Program Performance Budget

Program 255 - Downtown Parking District Parking Lots

Program Performance Statement

Maintain and operate 8 Downtown Parking District parking lots at established service levels as funded by District property owners for convenience of use and safety in order to attract customers to the Central Business District, by:

- Performing preventive maintenance in a cost-effective and timely manner to extend the economic life and safety of parking lot pavement,
- Sweeping Parking District parking lots to maintain cleanliness,
- Performing corrective repairs to parking lot pavement,
- Maintaining adequate pavement striping and signage in parking lots, and
- Performing corrective repairs to defective parking lot lighting system components.

For FY 2008/2009 the downtown parking lots are located at Frances and Evelyn, Sunnyvale and Evelyn, Carroll and Evelyn, and McKinley and Carroll.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 255 - Downtown Parking District Parking Lots

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Quality</u>						
Q1. Parking District parking lot lights are operating as designed, based on field surveys.	C					
- Percent of Lights Operating		97.00%	95.00%	95.00%	95.00%	95.00%
- Number of Parking Lot Lights		87.00	87.00	NA	87.00	87.00
<u>Productivity</u>						
P1. Striping of parking lots is completed as scheduled.	C					
- Percent of Striping Completed		100.00%	95.00%	100.00%	95.00%	95.00%
- Lineal Feet of Striping		4,780.00	1,300.00	2,880.00	4,780.00	4,780.00
P2. Parking District parking lot light outages are repaired within 24 hours of notification.	I					
- Percent of Parking Lot Lights Repaired Within 24 Hours		100.00%	90.00%	90.00%	90.00%	90.00%
- Number of Outages		27.00	150.00	43.00	27.00	27.00
P3. Pavement preventive maintenance activities are completed as scheduled.	D					
- Percent of Activities Completed		100.00%	95.00%	23.00%	95.00%	95.00%
- Square Feet of Pavement		418.00	1,400.00	90.00	418.00	418.00
<u>Cost Effectiveness</u>						
C1. The cost per product to sweep a Parking District parking lot will not exceed the planned product cost.	I					
- Cost Per Parking Lot Sweeping		\$162.21	\$188.54	\$181.48	\$93.29	\$101.49
- Number of Parking Lot Sweepings		168.00	160.00	154.00	260.00	260.00
<u>Financial</u>						
F1. Actual total expenditures for Downtown Parking District Parking Lots will not exceed planned program expenditures.	C					
- Total Program Expenditures [DELETED]		\$51,874.00	\$73,677.36	\$51,771.64	NA	NA
- Percent of Total Program Budget Expended		NA	NA	NA	100.00%	100.00%

**City of Sunnyvale
Program Performance Budget**

Program 255 - Downtown Parking District Parking Lots

Priority Legend

- M: Mandatory
- C: Council Highest Priority
- I: Important
- D: Desirable

**City of Sunnyvale
Program Performance Budget**

Program 255 - Downtown Parking District Parking Lots

Service Delivery Plan 25501 - Parking Lot Pavement Maintenance

Maintain Parking District parking lots in safe and good condition, by:

- Maintaining and repairing pavement in parking lots,
- Sweeping parking lots to maintain cleanliness, and
- Maintaining and repairing wheel stops.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 255 - Downtown Parking District Parking Lots

Service Delivery Plan 25501 - Parking Lot Pavement Maintenance

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 255100 - Survey Parking Lots for Condition Assessment					
Product: A Survey Completed					
Costs:	\$197	\$228	\$0	\$237	\$250
Products:	5	16	5	12	12
Work Hours:	3	4	0	4	4
Product Cost:	\$39.33	\$14.22	\$0.00	\$19.77	\$20.83
Work Hours/Product:	0.60	0.25	0.00	0.33	0.33
Activity 255110 - Maintain Pavement In Parking Lots					
Product: A Square Foot					
Costs:	\$1,524	\$6,853	\$634	\$3,895	\$4,125
Products:	418	4,000	9	2,000	2,000
Work Hours:	21	57	0	48	48
Product Cost:	\$3.64	\$1.71	\$70.43	\$1.95	\$2.06
Work Hours/Product:	0.05	0.01	0.00	0.02	0.02
Activity 255130 - Sweep Parking Lots					
Product: A Parking Lot Swept					
Costs:	\$27,252	\$30,166	\$27,948	\$24,256	\$26,387
Products:	168	160	154	260	260
Work Hours:	274	350	296	244	244
Product Cost:	\$162.21	\$188.54	\$181.48	\$93.29	\$101.49
Work Hours/Product:	1.63	2.19	1.92	0.94	0.94
Totals for Service Delivery Plan 25501 - Parking Lot Pavement Maintenance					
Costs:	\$28,972	\$38,351	\$28,582	\$28,389	\$30,762
Hours:	297	433	296	296	296

**City of Sunnyvale
Program Performance Budget**

Program 255 - Downtown Parking District Parking Lots

Service Delivery Plan 25502 - Parking Lot Striping, Legends, and Signage

Maintain pavement striping and legends, and provide adequate signage in Parking District parking lots, by:

- Removing old striping and legends and applying new ones on parking lot pavement, as needed,
- Maintaining facilities and equipment to service the parking lots,
- Providing new signs and maintaining existing ones, and
- Maintaining curb painting.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 255 - Downtown Parking District Parking Lots

Service Delivery Plan 25502 - Parking Lot Striping, Legends, and Signage

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 255200 - Stripe Parking Lots					
Product: A Linear Foot					
Costs:	\$1,751	\$3,786	\$1,352	\$1,667	\$1,746
Products:	4,780	3,388	2,880	2,000	2,000
Work Hours:	29	56	14	15	15
Product Cost:	\$0.37	\$1.12	\$0.47	\$0.83	\$0.87
Work Hours/Product:	0.01	0.02	0.00	0.01	0.01
Activity 255210 - Install New Signs/Poles In Parking Lots					
Product: A Sign/Pole Installed					
Costs:	\$733	\$2,458	\$603	\$1,040	\$1,090
Products:	8	15	2	8	8
Work Hours:	8	33	4	8	8
Product Cost:	\$91.59	\$163.88	\$301.45	\$129.99	\$136.29
Work Hours/Product:	1.00	2.20	2.00	1.00	1.00
Activity 255220 - Repair Signs/Poles In Parking Lots					
Product: A Sign/Pole Repaired					
Costs:	\$193	\$427	\$225	\$314	\$331
Products:	8	10	13	10	10
Work Hours:	6	7	5	5	5
Product Cost:	\$24.08	\$42.66	\$17.30	\$31.43	\$33.13
Work Hours/Product:	0.75	0.70	0.38	0.50	0.50

**City of Sunnyvale
Program Performance Budget**

Program 255 - Downtown Parking District Parking Lots

Service Delivery Plan 25502 - Parking Lot Striping, Legends, and Signage

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 255230 - Replace Signs In Parking Lots					
Product: A Sign Replaced					
Costs:	\$236	\$1,573	\$64	\$242	\$255
Products:	11	10	7	12	12
Work Hours:	5	31	3	5	5
Product Cost:	\$21.47	\$157.34	\$9.20	\$20.18	\$21.27
Work Hours/Product:	0.45	3.10	0.36	0.42	0.42
Activity 255240 - Post Notices for Maintenance In Parking Lots					
Product: A Sign Posted					
Costs:	\$267	\$427	\$0	\$314	\$331
Products:	77	10	0	70	70
Work Hours:	7	7	0	5	5
Product Cost:	\$3.47	\$42.66	\$0.00	\$4.49	\$4.73
Work Hours/Product:	0.08	0.70	0.00	0.07	0.07
Activity 255250 - Maintain Pavement Legends					
Product: A Legend Installed					
Costs:	\$1,369	\$2,336	\$1,243	\$1,316	\$1,396
Products:	91	10	33	50	50
Work Hours:	18	7	7	7	7
Product Cost:	\$15.05	\$233.59	\$37.65	\$26.32	\$27.93
Work Hours/Product:	0.19	0.70	0.20	0.14	0.14

**City of Sunnyvale
Program Performance Budget**

Program 255 - Downtown Parking District Parking Lots

Service Delivery Plan 25502 - Parking Lot Striping, Legends, and Signage

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 255260 - Curb Painting In Downtown Parking Lots					
Product: A Linear Foot of Curb Painted					
Costs:	\$359	\$489	\$417	\$615	\$648
Products:	1,210	100	548	900	900
Work Hours:	10	8	8	12	12
Product Cost:	\$0.30	\$4.89	\$0.76	\$0.68	\$0.72
Work Hours/Product:	0.01	0.08	0.01	0.01	0.01
Totals for Service Delivery Plan 25502 - Parking Lot Striping, Legends, and Signage					
Costs:	\$4,908	\$11,496	\$3,904	\$5,508	\$5,798
Hours:	82	149	40	57	57

**City of Sunnyvale
Program Performance Budget**

Program 255 - Downtown Parking District Parking Lots

Service Delivery Plan 25503 - Parking Lot Lights Monitoring and Repair

Monitor and provide timely corrective repairs to Parking District parking lot lights to ensure system reliability and reduce downtime, by:

- Monitoring parking lot lighting for effectiveness,
- Surveying parking lot lights on a regular basis to identify and repair outages, and
- Repairing and replacing parking lot lamps.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 255 - Downtown Parking District Parking Lots

Service Delivery Plan 25503 - Parking Lot Lights Monitoring and Repair

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 255300 - Electrical Power for Parking Lot Lights					
Product: A Light Powered					
Costs:	\$10,559	\$12,734	\$12,524	\$12,504	\$13,267
Products:	87	87	113	36	36
Work Hours:	5	1	41	1	1
Product Cost:	\$121.37	\$146.36	\$110.83	\$347.33	\$368.53
Work Hours/Product:	0.06	0.01	0.36	0.03	0.03
Activity 255310 - Survey Parking Lot Lights					
Product: A Survey Completed					
Costs:	\$1,754	\$2,337	\$1,490	\$1,616	\$1,703
Products:	12	12	10	12	12
Work Hours:	33	50	28	30	30
Product Cost:	\$146.13	\$194.74	\$149.00	\$134.67	\$141.94
Work Hours/Product:	2.71	4.17	2.80	2.50	2.50
Activity 255320 - Repair/Replace Parking Lot Lighting					
Product: A Lamp Repaired/Replaced					
Costs:	\$1,893	\$6,280	\$1,466	\$2,508	\$2,624
Products:	27	90	43	25	25
Work Hours:	33	88	27	35	35
Product Cost:	\$70.09	\$69.78	\$34.08	\$100.32	\$104.96
Work Hours/Product:	1.22	0.98	0.62	1.40	1.40
Totals for Service Delivery Plan 25503 - Parking Lot Lights Monitoring and Repair					
Costs:	\$14,205	\$21,351	\$15,480	\$16,628	\$17,594
Hours:	71	139	96	66	66

City of Sunnyvale
Program Performance Budget

Program 255 - Downtown Parking District Parking Lots

Service Delivery Plan 25504 - Management and Support Services

Support the operation of the Downtown Parking District Parking Lots Program, by:

- Responding to citizen service requests in a prompt and courteous manner,
- Maintaining complete and thorough records to support operations and planning,
- Providing timely and accurate administrative support services, and
- Actively managing the day to day operations of staff.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 255 - Downtown Parking District Parking Lots

Service Delivery Plan 25504 - Management and Support Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 255400 - Management and Supervisory Services					
Product: A Work Hour					
Costs:	\$3,474	\$2,031	\$3,806	\$3,235	\$3,338
Products:	47	26	49	40	40
Work Hours:	47	26	49	40	40
Product Cost:	\$73.92	\$78.12	\$78.47	\$80.87	\$83.44
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 255410 - Administrative Support					
Product: A Work Hour					
Costs:	\$314	\$448	\$0	\$348	\$370
Products:	6	8	0	6	6
Work Hours:	6	8	0	6	6
Product Cost:	\$57.13	\$56.05	\$0.00	\$57.97	\$61.71
Work Hours/Product:	1.00	1.00	0.00	1.00	1.00
Totals for Service Delivery Plan 25504 - Management and Support Services					
Costs:	\$3,788	\$2,479	\$3,806	\$3,583	\$3,708
Hours:	53	34	49	46	46
Totals for Program 255					
Costs:	\$51,874	\$73,677	\$51,772	\$54,107	\$57,862
Hours:	502	755	479	465	465

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City of Sunnyvale Program Performance Budget

Program 265 - Neighborhood Parks and Open Space Management

Program Performance Statement

Provide 401 acres of parks and open space systems that are hazard-free, usable and attractive for residents and the business community by employing accepted municipal maintenance practices, by:

-Maintaining landscaping in the form of turf (mow weekly, fertilize, renovate, aerify, control pests, water and sprinkler system repair), trees (plant, prune, remove as needed), ground covers (plant, prune, remove, control pests and water) and ornamental water features (remove debris, operate pumps, control algae and drain and fill according to approved schedules),

-Maintaining recreational facilities including, but not limited to, sport courts (repair, clean, wash, resurface, and net replacement), athletic fields (mow weekly, fertilize, renovate, aerify, control pests, water and sprinkler system repair), playgrounds (inspect, remove graffiti, clean and repair), picnic sites (remove graffiti, clean and repair) and multi-purpose buildings (daily janitorial services, clean restrooms, floors, remove graffiti, and replace paper products),

-Maintaining support facilities including, but not limited to, auxiliary restrooms (daily janitorial services, clean restrooms, floors, remove graffiti, and replace paper products), hardscapes (remove litter and debris and correct trip hazards greater than 1/2 inch), lighting systems (replace bulbs and repair light fixtures) and furnishings (remove graffiti and repair benches, bollards, drinking fountains, trash receptacles, etc.), and

-Administrating and supporting services (supervise and direct staff, address customer concerns, complete reports and correspondence, etc.) to promote customer satisfaction and confidence.

Notes

1. Program costs for purchased goods and services have risen sharply with utilities and materials costs leading this increase over the past three years. Planned budget has been increased to accommodate these costs and program managers will finish at or below planned budgets in the future years.
2. Object 5400-Utilities Phones currently budgeted at \$9,755 provides eleven park pay phones at critical sites and one 911 phone at the skate park. In the coming years managers will partner with the Information Technology Department and Recreation Division staffs to determine ways to decrease these costs (911 only, fewer phones, new vendors, etc.)
3. Previous fiscal year program hours were the lowest on record (6.25% below planned amount) and much lower than the average of the recent four years (94,027). The unusually low work hours of FY 2006/2007 are attributed to: high leave use prior to retirements and vacancies that could not be filled with contract/temporary staffs (succession planning issues); unpaid hours and disability higher than the norm; and, the illness and eventual loss of the Administrative Analyst for this program. Managers do not anticipate this high number of unused hours in the future. However to move closer to the average use, work hours per year for Parks Worker I, II, and III, and Parks Leaders (38 total positions) are reduced from 1,800 to 1,750 per worker thereby decreasing program hours by 1,900 hours in fiscal years 2008/2009 and 2009/2010.
4. Historically, the Superintendent of Parks and Part-Time Office Assistant in this program have provided support to Program 645 Golf Course Maintenance Operations and Golf Shop Services. Therefore, 25% of Superintendent hours and 50% of Part-Time Office Assistant hours have been placed in Program 645 to better reflect actual work performed.

**City of Sunnyvale
Program Performance Budget**

Program 265 - Neighborhood Parks and Open Space Management

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Quality</u>						
Q1. Parks and open spaces are free from hazardous conditions, with reported hazardous conditions abated within 24 hours of notice.	C					
- Percent Abated		99.27%	98.00%	97.91%	98.00%	98.00%
- Total Number of Hazards		137.00	200.00	239.00	140.00	140.00
Q2. Parks and open spaces are free from vandalism, with reported acts of vandalism abated within 3 working days of notice.	C					
- Percent Abated		100.00%	98.00%	97.67%	98.00%	98.00%
- Total Acts of Vandalism		304.00	600.00	859.00	320.00	320.00
Q3. Staff survey of Parks Components indicate parks and open spaces meet the Parks Division standards for attractiveness as listed in the Parks Division Quality Standards manual.	I					
- Percent Attractive Standards Achieved		80.87%	75.00%	70.89%	80.00%	80.00%
- Total Number of Attractiveness Standards Surveyed		3,450.00	3,450.00	3,450.00	3,450.00	3,450.00
Q4. Staff survey of Parks Components indicate parks and open spaces meet the Parks Division standards for usability as listed in the Parks Division Quality Standards manual.	I					
- Percent of Usable Standards Achieved		89.47%	80.00%	82.71%	88.00%	88.00%
- Total Number of Usable Standards Surveyed		2,757.00	2,757.00	2,757.00	2,757.00	2,757.00
Q5. Targeted customer satisfaction rating is met based on surveys distributed to Sunnyvale park users in May of each fiscal year.	I					
- Percent Satisfied		92.22%	85.00%	93.89%	90.00%	90.00%
- Customer Surveys Provided		490.00	490.00	490.00	490.00	490.00
- Number of Survey Respondents		NA	NA	NA	294.00	294.00

**City of Sunnyvale
Program Performance Budget**

Program 265 - Neighborhood Parks and Open Space Management

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Productivity</u>						
P1. Ornamental water features function as designed year-round at Community Center and June through September at Braly, Las Palmas and Serra Parks.	C					
- Percent Functional		100.00%	90.00%	100.00%	96.00%	96.00%
- Number of Months Filled and Functional		24.00	24.00	24.00	24.00	24.00
P2. Parks and open space acres are cleaned and inspected daily. [DELETED]	C					
- Percent Cleaned and Inspected Daily		96.66%	85.00%	93.59%	NA	NA
- Total Number of Acres		99,848.00	103,295.00	96,675.00	NA	NA
P3. Park auxiliary restrooms are cleaned daily when open for public use. [DELETED]	C					
- Percent Cleaned Daily		108.64%	85.00%	100.23%	NA	NA
- Total Number of Restrooms Cleaned		7,931.00	7,300.00	7,317.00	NA	NA
P4. Parks water play features function as designed April through October and as weather allows at Braly, Fair Oaks, Lakewood, Las Palmas, Ortega and Serra Parks.	C					
- Percent Functional		100.00%	90.00%	100.00%	96.00%	96.00%
- Number of Months Functional		42.00	42.00	42.00	42.00	42.00
P5. Picnic sites are cleaned daily April through October. [DELETED]	I					
- Percent Cleaned Daily		114.32%	85.00%	114.14%	NA	NA
- Total Number of Picnic Sites		19,666.00	17,202.00	19,635.00	NA	NA
P6. The number of trees planted is equal to the number of trees removed.	I					
- Number of Trees Planted		106.00	50.00	49.00	100.00	100.00
- Number of Trees Removed		105.00	50.00	49.00	100.00	100.00
P7. Park athletic field turf is mowed weekly. [DELETED]	D					
- Percent Mowed Weekly		83.67%	85.00%	79.20%	NA	NA
- Total Number of Acres		1,657.00	1,976.00	1,565.00	NA	NA
P8. Ornamental turf is mowed weekly. [DELETED]	D					
- Percent Mowed Weekly		100.54%	85.00%	93.60%	NA	NA
- Total Number of Acres		5,019.00	4,992.00	4,673.00	NA	NA

**City of Sunnyvale
Program Performance Budget**

Program 265 - Neighborhood Parks and Open Space Management

Program Measures

	Priority	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
<u>Cost Effectiveness</u>						
C1. The cost to inspect and clean parks and open space acreage (maintain general grounds) is equal to or less than planned. [DELETED] - Cost to Inspect and Clean	I	\$656,754.00	\$529,478.20	\$677,207.07	NA	NA
C2. The cost for custodial service for auxiliary restrooms is equal to or less than planned cost. [DELETED] - Cost for Custodial Service	I	\$151,646.00	\$173,122.93	\$188,662.14	NA	NA
C3. The total cost per acre to maintain 401 acres of parks and open space system will be at or below planned cost. [DELETED] - Cost Per Acre Maintained	I	\$16,199.49	\$16,122.11	\$16,171.45	NA	NA
<u>Financial</u>						
F1. Actual total expenditures for 401 acres of Neighborhood Parks and Open Space Management will not exceed planned program expenditures. - Total Program Expenditures [DELETED] - Percent of Total Program Budget Expended	C	\$6,495,997.00 NA	\$6,464,967.17 NA	\$6,486,752.95 NA	NA 100.00%	NA 100.00%

Priority Legend

- M: Mandatory
- C: Council Highest Priority
- I: Important
- D: Desirable

City of Sunnyvale
Program Performance Budget

Program 265 - Neighborhood Parks and Open Space Management

Service Delivery Plan 26501 - Landscaping for Neighborhood Parks and Open Spaces

Provide well-maintained parks and open space landscaping for residents and the business community that is hazard-free, usable and attractive, by:

- Maintaining uncontained litter in ornamental turf, tree, ground cover and ornamental water feature areas,
- Maintaining turf in a dark green, dense manner with consistent texture and sharply defined boundaries,
- Maintaining trees to display the form common to their species,
- Maintaining ground covers in a well defined manner with a good display of color in the appropriate season, and
- Maintaining ornamental water features with minimal floating debris or algae and functional fountains and lights.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 265 - Neighborhood Parks and Open Space Management

Service Delivery Plan 26501 - Landscaping for Neighborhood Parks and Open Spaces

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 265000 - Maintain and Replace Ornamental Turf					
Product: An Acre Maintained					
Costs:	\$323,066	\$237,021	\$296,605	\$317,828	\$333,490
Products:	113	96	96	96	96
Work Hours:	4,273	3,486	4,219	4,290	4,290
Product Cost:	\$2,858.99	\$2,468.97	\$3,089.64	\$3,310.71	\$3,473.85
Work Hours/Product:	37.81	36.31	43.94	44.69	44.69
Activity 265010 - Maintain Trees					
Product: A Tree Maintained					
Costs:	\$142,231	\$170,106	\$156,178	\$141,229	\$147,390
Products:	1,904	2,520	2,119	1,960	1,960
Work Hours:	1,846	2,208	2,086	1,855	1,855
Product Cost:	\$74.70	\$67.50	\$73.70	\$72.06	\$75.20
Work Hours/Product:	0.97	0.88	0.98	0.95	0.95
Activity 265020 - Maintain and Replace Ground Covers					
Product: An Acre Maintained					
Costs:	\$402,771	\$296,586	\$356,580	\$393,789	\$414,914
Products:	87	75	75	75	75
Work Hours:	7,007	5,382	6,551	6,939	6,939
Product Cost:	\$4,629.55	\$3,954.48	\$4,754.41	\$5,250.52	\$5,532.18
Work Hours/Product:	80.53	71.76	87.35	92.52	92.52

**City of Sunnyvale
Program Performance Budget**

Program 265 - Neighborhood Parks and Open Space Management

Service Delivery Plan 26501 - Landscaping for Neighborhood Parks and Open Spaces

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 265030 - Maintain Ornamental Water Features					
Product: A Feature Maintained					
Costs:	\$60,531	\$62,898	\$65,805	\$60,675	\$63,588
Products:	24	4	24	24	24
Work Hours:	916	978	950	921	921
Product Cost:	\$2,522.11	\$15,724.50	\$2,741.86	\$2,528.15	\$2,649.49
Work Hours/Product:	38.17	244.50	39.58	38.38	38.38
Activity 265040 - Mow Ornamental Turf					
Product: An Acre Mowed					
Costs:	\$259,934	\$383,279	\$229,976	\$254,225	\$268,479
Products:	5,019	4,992	4,673	5,020	5,020
Work Hours:	4,342	7,049	4,158	4,342	4,342
Product Cost:	\$51.79	\$76.78	\$49.21	\$50.64	\$53.48
Work Hours/Product:	0.87	1.41	0.89	0.86	0.86
Activity 265050 - Plant Trees					
Product: A Tree Planted					
Costs:	\$16,371	\$11,402	\$5,274	\$15,157	\$15,783
Products:	106	50	49	100	100
Work Hours:	167	113	83	167	167
Product Cost:	\$154.44	\$228.03	\$107.64	\$151.57	\$157.83
Work Hours/Product:	1.58	2.26	1.69	1.67	1.67

**City of Sunnyvale
Program Performance Budget**

Program 265 - Neighborhood Parks and Open Space Management

Service Delivery Plan 26501 - Landscaping for Neighborhood Parks and Open Spaces

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 265060 - Remove Trees					
Product: A Tree Removed					
Costs:	\$32,483	\$33,647	\$17,857	\$23,387	\$24,057
Products:	105	50	49	100	100
Work Hours:	44	316	46	136	136
Product Cost:	\$310.84	\$672.93	\$364.43	\$233.87	\$240.57
Work Hours/Product:	0.42	6.32	0.93	1.36	1.36
Activity 265070 - Operational Review and Oversight of Parks Landscapes (Including Inspection and Evaluation of Landscapes and Responses to Customer Concerns)					
Product: A Work Hour					
Costs:	\$66,341	\$77,015	\$62,301	\$79,585	\$82,334
Products:	833	895	694	895	895
Work Hours:	833	895	694	895	895
Product Cost:	\$79.64	\$86.05	\$89.77	\$88.92	\$91.99
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 265080 - Organize and Lead Parks Landscape Maintenance					
Product: A Work Hour					
Costs:	\$73,058	\$142,488	\$61,015	\$82,148	\$86,656
Products:	971	2,021	826	1,121	1,121
Work Hours:	971	2,021	826	1,121	1,121
Product Cost:	\$75.28	\$70.50	\$73.87	\$73.28	\$77.30
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Totals for Service Delivery Plan 26501 - Landscaping for Neighborhood Parks and Open Spaces					
Costs:	\$1,376,785	\$1,414,441	\$1,251,593	\$1,368,023	\$1,436,689
Hours:	20,397	22,448	19,612	20,666	20,666

City of Sunnyvale
Program Performance Budget

Program 265 - Neighborhood Parks and Open Space Management

Service Delivery Plan 26502 - Recreational Facilities for Neighborhood Parks and Open Spaces

Provide well-maintained parks and open space recreational facilities for residents and the business community that are hazard-free, usable and attractive, by:

- Maintaining sport courts in a litter and graffiti-free manner,
- Maintaining athletic fields in a dark green, dense manner with consistent texture, sharply defined boundaries and level playing surfaces,
- Maintaining playgrounds and water play features in a clean and graffiti-free manner with bright and colorful equipment, as appropriate,
- Maintaining picnic sites in a clean and graffiti-free manner,
- Maintaining pathways/par courses in a litter and graffiti-free manner,
- Maintaining multi-purpose buildings in a clean and graffiti-free manner with functional restrooms and lighting, and
- Maintaining other recreational facilities including, but not limited to; skate parks, the dog park and the lawn bowling green.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 265 - Neighborhood Parks and Open Space Management

Service Delivery Plan 26502 - Recreational Facilities for Neighborhood Parks and Open Spaces

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 265160 - Maintain Play Areas					
Product: A Play Structure Maintained					
Costs:	\$343,711	\$224,735	\$210,996	\$325,031	\$342,078
Products:	209	209	209	209	209
Work Hours:	5,509	3,941	4,224	5,508	5,508
Product Cost:	\$1,644.55	\$1,075.29	\$1,009.55	\$1,555.17	\$1,636.74
Work Hours/Product:	26.36	18.86	20.21	26.35	26.35
Activity 265170 - Maintain Picnic Facilities [DELETED - Moved to 265310]					
Product: A Facility Maintained					
Costs:	\$243,984	\$224,956	\$267,320	\$0	\$0
Products:	19,666	17,202	19,635	0	0
Work Hours:	5,229	4,802	5,968	0	0
Product Cost:	\$12.41	\$13.08	\$13.61	\$0.00	\$0.00
Work Hours/Product:	0.27	0.28	0.30	0.00	0.00
Activity 265180 - Maintain Pathways/Par Courses					
Product: A Square Foot Maintained					
Costs:	\$8,723	\$9,589	\$9,057	\$13,275	\$13,905
Products:	5,341	5,341	5,341	5,341	5,341
Work Hours:	230	167	225	243	243
Product Cost:	\$1.63	\$1.80	\$1.70	\$2.49	\$2.60
Work Hours/Product:	0.04	0.03	0.04	0.05	0.05

**City of Sunnyvale
Program Performance Budget**

Program 265 - Neighborhood Parks and Open Space Management

Service Delivery Plan 26502 - Recreational Facilities for Neighborhood Parks and Open Spaces

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 265190 - Maintain Park Athletic Fields					
Product: An Acre Maintained					
Costs:	\$326,916	\$280,586	\$285,898	\$317,270	\$332,896
Products:	81	43	43	43	43
Work Hours:	4,372	4,061	3,869	4,372	4,372
Product Cost:	\$4,035.99	\$6,525.26	\$6,648.79	\$7,378.37	\$7,741.77
Work Hours/Product:	53.97	94.44	89.98	101.67	101.67
Activity 265200 - Maintain Tennis/Basketball Courts					
Product: A Court Maintained					
Costs:	\$53,053	\$66,380	\$53,186	\$62,579	\$65,173
Products:	15,491	52	52	52	52
Work Hours:	732	890	627	732	732
Product Cost:	\$3.42	\$1,276.54	\$1,022.80	\$1,203.45	\$1,253.33
Work Hours/Product:	0.05	17.12	12.05	14.08	14.08
Activity 265210, 265211 - Maintain Multi-Purpose Buildings					
Product: A Building Maintained					
Costs:	\$200,316	\$229,506	\$213,106	\$208,473	\$219,088
Products:	13	13	13	13	13
Work Hours:	3,458	4,177	3,954	3,668	3,668
Product Cost:	\$15,408.95	\$17,654.30	\$16,392.80	\$16,036.36	\$16,852.92
Work Hours/Product:	265.96	321.31	304.12	282.15	282.15

**City of Sunnyvale
Program Performance Budget**

Program 265 - Neighborhood Parks and Open Space Management

Service Delivery Plan 26502 - Recreational Facilities for Neighborhood Parks and Open Spaces

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 265220 - Maintain Bowling Green					
Product: A Square Foot Maintained					
Costs:	\$15,213	\$18,016	\$15,911	\$15,412	\$16,206
Products:	14,400	14,400	14,400	14,400	14,400
Work Hours:	211	250	257	220	220
Product Cost:	\$1.06	\$1.25	\$1.10	\$1.07	\$1.13
Work Hours/Product:	0.01	0.02	0.02	0.02	0.02
Activity 265230, 265232 - Maintain Other Recreational Facilities					
Product: A Facility Maintained					
Costs:	\$21,998	\$33,875	\$15,797	\$39,671	\$41,956
Products:	42	33	33	33	33
Work Hours:	344	598	245	676	676
Product Cost:	\$523.75	\$1,026.51	\$478.69	\$1,202.16	\$1,271.40
Work Hours/Product:	8.19	18.12	7.41	20.48	20.48
Activity 265240 - Maintain Dog Park					
Product: A Facility Maintained					
Costs:	\$6,179	\$6,567	\$9,253	\$7,905	\$8,309
Products:	1	1	1	1	1
Work Hours:	120	117	174	157	157
Product Cost:	\$6,179.00	\$6,567.20	\$9,252.51	\$7,904.67	\$8,309.48
Work Hours/Product:	119.50	117.00	173.50	157.00	157.00

**City of Sunnyvale
Program Performance Budget**

Program 265 - Neighborhood Parks and Open Space Management

Service Delivery Plan 26502 - Recreational Facilities for Neighborhood Parks and Open Spaces

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 265140 - Mow Park Athletic Fields					
Product: An Acre Mowed					
Costs:	\$57,645	\$62,087	\$45,913	\$54,567	\$57,675
Products:	1,657	1,976	1,565	1,660	1,660
Work Hours:	913	1,092	805	903	903
Product Cost:	\$34.79	\$31.42	\$29.34	\$32.87	\$34.74
Work Hours/Product:	0.55	0.55	0.51	0.54	0.54
Activity 265150 - Maintain Skate Parks					
Product: A Facility Maintained					
Costs:	\$23,084	\$32,280	\$23,638	\$25,057	\$26,340
Products:	2	2	2	2	2
Work Hours:	453	561	447	514	514
Product Cost:	\$11,542.09	\$16,140.16	\$11,818.96	\$12,528.60	\$13,169.76
Work Hours/Product:	226.50	280.50	223.50	257.00	257.00
Activity 265270 - Operational Review and Oversight of Parks Recreational Facilities (Including Inspection and Evaluation of Recreational Facilities and Responses to Customer Concerns)					
Product: A Work Hour					
Costs:	\$32,087	\$39,755	\$40,635	\$41,082	\$42,501
Products:	413	462	469	462	462
Work Hours:	413	462	469	462	462
Product Cost:	\$77.79	\$86.05	\$86.73	\$88.92	\$91.99
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00

**City of Sunnyvale
Program Performance Budget**

Program 265 - Neighborhood Parks and Open Space Management

Service Delivery Plan 26502 - Recreational Facilities for Neighborhood Parks and Open Spaces

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 265280 - Organize and Lead Parks Recreational Facilities Maintenance					
Product: A Work Hour					
Costs:	\$79,649	\$51,891	\$84,321	\$90,575	\$95,545
Products:	1,065	736	1,141	1,236	1,236
Work Hours:	1,065	736	1,141	1,236	1,236
Product Cost:	\$74.82	\$70.50	\$73.90	\$73.28	\$77.30
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 265290 - Renovate Picnic Facilities [DELETED - Moved to 265300]					
Product: A Facility Renovated					
Costs:	\$19,657	\$29,002	\$62,455	\$0	\$0
Products:	11	2,086	69	0	0
Work Hours:	249	514	985	0	0
Product Cost:	\$1,786.98	\$13.90	\$905.15	\$0.00	\$0.00
Work Hours/Product:	22.64	0.25	14.28	0.00	0.00
Activity 265300 - Renovate Picnic Facilities					
Product: A Table or BBQ Renovated					
Costs:	\$0	\$0	\$0	\$20,654	\$21,622
Products:	0	0	0	50	50
Work Hours:	0	0	0	249	249
Product Cost:	\$0.00	\$0.00	\$0.00	\$413.07	\$432.45
Work Hours/Product:	0.00	0.00	0.00	4.98	4.98

**City of Sunnyvale
Program Performance Budget**

Program 265 - Neighborhood Parks and Open Space Management

Service Delivery Plan 26502 - Recreational Facilities for Neighborhood Parks and Open Spaces

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 265310 - Maintain Picnic Facilities					
Product: A Table/Barbeque Maintained					
Costs:	\$0	\$0	\$0	\$249,351	\$261,775
Products:	0	0	0	103,320	103,320
Work Hours:	0	0	0	5,251	5,251
Product Cost:	\$0.00	\$0.00	\$0.00	\$2.41	\$2.53
Work Hours/Product:	0.00	0.00	0.00	0.05	0.05
Totals for Service Delivery Plan 26502 - Recreational Facilities for Neighborhood Parks and Open Spaces					
Costs:	\$1,432,216	\$1,309,225	\$1,337,487	\$1,470,900	\$1,545,070
Hours:	23,294	22,368	23,387	24,191	24,191

City of Sunnyvale
Program Performance Budget

Program 265 - Neighborhood Parks and Open Space Management

Service Delivery Plan 26503 - Support Facilities for Neighborhood Parks and Open Spaces

Provide well-maintained parks and open space support facilities for residents and the business community that are hazard-free, usable and attractive, by:

- Maintaining auxiliary restrooms in a clean and graffiti-free manner with functional fixtures,
- Maintaining hardscapes to not have unintended differentials greater than one-half inch in height and are free of severe cracking and/or unintended separations greater than one-half inch wide,
- Maintaining lighting systems to function according to their purpose, and
- Maintaining fixtures in a clean and graffiti-free manner.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 265 - Neighborhood Parks and Open Space Management

Service Delivery Plan 26503 - Support Facilities for Neighborhood Parks and Open Spaces

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 265370 - Maintain and Replace Structures and Fixtures					
Product: A Structure/Fixture Maintained					
Costs:	\$224,729	\$230,650	\$259,823	\$215,393	\$226,655
Products:	3,242	3,228	3,228	3,228	3,228
Work Hours:	2,955	3,767	3,634	3,083	3,083
Product Cost:	\$69.32	\$71.45	\$80.49	\$66.73	\$70.22
Work Hours/Product:	0.91	1.17	1.13	0.96	0.96
Activity 265380 - Maintain and Replace Hardscapes					
Product: A Square Foot Maintained					
Costs:	\$33,446	\$45,374	\$61,122	\$44,427	\$45,281
Products:	1,148,520	1,148,520	1,148,520	1,148,520	1,148,520
Work Hours:	73	30	68	73	73
Product Cost:	\$0.03	\$0.04	\$0.05	\$0.04	\$0.04
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00
Activity 265340 - Operational Review and Oversight of Parks Support Facilities (Including Inspection and Evaluation of Support Facilities and Responses to Customer Concerns)					
Product: A Work Hour					
Costs:	\$30,058	\$30,978	\$30,573	\$32,012	\$33,117
Products:	385	360	353	360	360
Work Hours:	385	360	353	360	360
Product Cost:	\$78.07	\$86.05	\$86.73	\$88.92	\$91.99
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00

**City of Sunnyvale
Program Performance Budget**

Program 265 - Neighborhood Parks and Open Space Management

Service Delivery Plan 26503 - Support Facilities for Neighborhood Parks and Open Spaces

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 265350 - Organize and Lead Parks Support Facilities Maintenance					
Product: A Work Hour					
Costs:	\$70,007	\$42,020	\$49,018	\$80,316	\$84,723
Products:	945	596	665	1,096	1,096
Work Hours:	945	596	665	1,096	1,096
Product Cost:	\$74.12	\$70.50	\$73.77	\$73.28	\$77.30
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 265390 - Provide Custodial Services for Auxiliary Restrooms					
Product: An Auxiliary Restroom Cleaned					
Costs:	\$151,646	\$173,123	\$188,662	\$161,880	\$169,152
Products:	7,931	7,300	7,317	8,661	8,661
Work Hours:	3,085	3,417	4,017	3,378	3,378
Product Cost:	\$19.12	\$23.72	\$25.78	\$18.69	\$19.53
Work Hours/Product:	0.39	0.47	0.55	0.39	0.39
Totals for Service Delivery Plan 26503 - Support Facilities for Neighborhood Parks and Open Spaces					
Costs:	\$509,885	\$522,145	\$589,199	\$534,028	\$558,928
Hours:	7,441	8,170	8,736	7,990	7,990

City of Sunnyvale
Program Performance Budget

Program 265 - Neighborhood Parks and Open Space Management

Service Delivery Plan 26504 - Support Services for Neighborhood Parks and Open Spaces

Provide parks and open space support services for residents and the business community through the abating of hazards/vandalism, containing litter and providing electricity and water to parks and open space, by:

- Abating reported hazards within 24 hours,
- Abating reported vandalism within 3 days of notice,
- Maintaining parks and open space to be hazard-free,
- Maintaining parks and open space to be vandalism free,
- Maintaining uncontained litter not associated with any specific park amenity or facility,
- Providing electricity to parks and open space, and
- Providing water to parks and open space.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 265 - Neighborhood Parks and Open Space Management

Service Delivery Plan 26504 - Support Services for Neighborhood Parks and Open Spaces

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 265400 - Abate Hazards					
Product: A Hazard Abated					
Costs:	\$37,163	\$40,116	\$33,582	\$36,510	\$38,187
Products:	137	200	239	140	140
Work Hours:	444	597	589	454	454
Product Cost:	\$271.26	\$200.58	\$140.51	\$260.78	\$272.76
Work Hours/Product:	3.24	2.99	2.47	3.24	3.24
Activity 265410 - Abate Vandalism					
Product: A Vandalism Abated					
Costs:	\$57,708	\$48,687	\$68,168	\$43,152	\$45,498
Products:	304	600	871	320	320
Work Hours:	694	720	750	704	704
Product Cost:	\$189.83	\$81.14	\$78.26	\$134.85	\$142.18
Work Hours/Product:	2.28	1.20	0.86	2.20	2.20
Activity 265430 - Provide Electricity					
Product: A Kilowatt Hour Used					
Costs:	\$163,694	\$142,167	\$162,280	\$160,649	\$170,338
Products:	707,292	701,359	927,021	707,290	707,290
Work Hours:	1	1	1	1	1
Product Cost:	\$0.23	\$0.20	\$0.18	\$0.23	\$0.24
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00

**City of Sunnyvale
Program Performance Budget**

Program 265 - Neighborhood Parks and Open Space Management

Service Delivery Plan 26504 - Support Services for Neighborhood Parks and Open Spaces

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 265440 - Provide Water					
Product: A CCF Used					
Costs:	\$467,886	\$391,316	\$543,084	\$509,785	\$555,298
Products:	250,128	302,838	430,556	347,472	347,472
Work Hours:	1	1	6	1	1
Product Cost:	\$1.87	\$1.29	\$1.26	\$1.47	\$1.60
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00
Activity 265450 - Operational Review and Oversight of Support Services (Including Inspection and Evaluation of Support Services and Responses to Customer Concerns)					
Product: A Work Hour					
Costs:	\$34,068	\$30,978	\$26,047	\$32,012	\$33,117
Products:	426	360	302	360	360
Work Hours:	426	360	302	360	360
Product Cost:	\$79.97	\$86.05	\$86.25	\$88.92	\$91.99
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 265460 - Organize and Lead Parks Support Services					
Product: A Work Hour					
Costs:	\$38,607	\$42,020	\$47,262	\$36,347	\$38,342
Products:	524	596	639	496	496
Work Hours:	524	596	639	496	496
Product Cost:	\$73.75	\$70.50	\$73.96	\$73.28	\$77.30
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00

**City of Sunnyvale
Program Performance Budget**

Program 265 - Neighborhood Parks and Open Space Management

Service Delivery Plan 26504 - Support Services for Neighborhood Parks and Open Spaces

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 265470 - Maintain General Grounds and Abate Litter					
Product: An Acre Serviced Daily					
Costs:	\$656,754	\$529,478	\$677,207	\$667,072	\$703,556
Products:	99,848	146,365	96,795	99,850	99,850
Work Hours:	11,707	9,971	13,463	11,737	11,737
Product Cost:	\$6.58	\$3.62	\$7.00	\$6.68	\$7.05
Work Hours/Product:	0.12	0.07	0.14	0.12	0.12
Totals for Service Delivery Plan 26504 - Support Services for Neighborhood Parks and Open Spaces					
Costs:	\$1,455,880	\$1,224,762	\$1,557,630	\$1,485,527	\$1,584,336
Hours:	13,796	12,246	15,749	13,753	13,753

City of Sunnyvale
Program Performance Budget

Program 265 - Neighborhood Parks and Open Space Management

Service Delivery Plan 26505 - Maintain School Open Space

Provide well-maintained school open space landscaping, sports field and amenities for residents and the business community that is hazard-free, usable and attractive, by:

- Maintaining uncontained litter in tree, ground cover and sports field areas,
- Maintaining turf in a dark green, dense matter with consistent texture and sharply defined boundaries,
- Maintaining trees to display the form common to their species,
- Maintaining ground covers in a well defined manner with a good display of color in the appropriate season, and
- Maintaining auxiliary restrooms in a clean and graffiti-free manner with functional fixtures.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 265 - Neighborhood Parks and Open Space Management

Service Delivery Plan 26505 - Maintain School Open Space

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 265500 - Maintain School Open Space					
Product: An Acre Maintained					
Costs:	\$819,165	\$1,020,164	\$747,750	\$824,917	\$866,240
Products:	118	118	118	118	118
Work Hours:	12,563	17,066	11,991	13,377	13,377
Product Cost:	\$6,942.08	\$8,645.46	\$6,336.86	\$6,990.82	\$7,341.02
Work Hours/Product:	106.46	144.63	101.62	113.36	113.36
Activity 265510 - Operational Review and Oversight of School Open Space (Including Inspection and Evaluation of School Open Space and Responses to Customer Service)					
Product: A Work Hour					
Costs:	\$47,108	\$55,244	\$51,124	\$57,088	\$59,060
Products:	603	642	589	642	642
Work Hours:	603	642	589	642	642
Product Cost:	\$78.19	\$86.05	\$86.80	\$88.92	\$91.99
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 265520 - Organize and Lead Parks Maintenance for School Open Space					
Product: A Work Hour					
Costs:	\$68,068	\$77,766	\$59,684	\$80,829	\$85,264
Products:	921	1,103	808	1,103	1,103
Work Hours:	921	1,103	808	1,103	1,103
Product Cost:	\$73.93	\$70.50	\$73.87	\$73.28	\$77.30
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Totals for Service Delivery Plan 26505 - Maintain School Open Space					
Costs:	\$934,341	\$1,153,173	\$858,558	\$962,833	\$1,010,564
Hours:	14,086	18,811	13,388	15,122	15,122

City of Sunnyvale
Program Performance Budget

Program 265 - Neighborhood Parks and Open Space Management

Service Delivery Plan 26506 - Management and Support Services

Provide management and supervisory services, organization and leading of parks maintenance, administrative support, training, meetings and rental rates for the Neighborhood Parks and Open Space Management program, by:

- Providing management and supervisory services to promote customer satisfaction and confidence by organizing staffs' efforts, addressing citizen concerns, monitoring productivity and efficiency,
- Providing administrative support to promote customer satisfaction and confidence,
- Providing technical, organizational and safety training for Parks staff,
- Providing meetings; including personnel, capital project, team-building, behavioral and fiscal for Parks staff, and
- Providing rental rates for Neighborhood Parks and Open Space Management.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 265 - Neighborhood Parks and Open Space Management

Service Delivery Plan 26506 - Management and Support Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 265600 - Management and Supervisory Services - Program and City-Wide					
Product: A Work Hour					
Costs:	\$171,968	\$250,634	\$198,590	\$231,955	\$239,703
Products:	1,569	2,329	1,682	2,093	2,093
Work Hours:	1,569	2,329	1,682	2,093	2,093
Product Cost:	\$109.60	\$107.61	\$118.10	\$110.82	\$114.53
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 265610 - Administrative Support Services					
Product: A Work Hour					
Costs:	\$300,236	\$355,097	\$301,667	\$324,724	\$344,894
Products:	5,348	6,360	5,421	5,576	5,576
Work Hours:	5,348	6,360	5,421	5,576	5,576
Product Cost:	\$56.14	\$55.83	\$55.65	\$58.24	\$61.85
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 265620 - Staff Training and Development [DELETED - Moved to 265640]					
Product: A Training Hour					
Costs:	\$141,804	\$94,339	\$168,982	\$0	\$0
Products:	2,017	1,334	2,425	0	0
Work Hours:	2,017	1,334	2,425	0	0
Product Cost:	\$70.32	\$70.72	\$69.70	\$0.00	\$0.00
Work Hours/Product:	1.00	1.00	1.00	0.00	0.00

**City of Sunnyvale
Program Performance Budget**

Program 265 - Neighborhood Parks and Open Space Management

Service Delivery Plan 26506 - Management and Support Services

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 265630, 265631 - Meetings					
Product: A Staff Meeting Hour					
Costs:	\$172,767	\$141,152	\$181,315	\$93,731	\$99,042
Products:	2,267	2,167	2,319	1,519	1,519
Work Hours:	2,267	2,167	2,319	1,519	1,519
Product Cost:	\$76.21	\$65.14	\$78.20	\$61.71	\$65.20
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 265640 - Staff Training and Development					
Product: An Employee Trained					
Costs:	\$0	\$0	\$0	\$142,092	\$149,434
Products:	0	0	0	326	326
Work Hours:	0	0	0	2,051	2,051
Product Cost:	\$0.00	\$0.00	\$0.00	\$435.87	\$458.39
Work Hours/Product:	0.00	0.00	0.00	6.29	6.29
Activity 265650 - Providing Staff Training and Development					
Product: An Hour of Training Provided					
Costs:	\$0	\$0	\$0	\$14,649	\$15,405
Products:	0	0	0	214	214
Work Hours:	0	0	0	214	214
Product Cost:	\$0.00	\$0.00	\$0.00	\$68.45	\$71.99
Work Hours/Product:	0.00	0.00	0.00	1.00	1.00
Totals for Service Delivery Plan 26506 - Management and Support Services					
Costs:	\$786,774	\$841,222	\$850,554	\$807,151	\$848,479
Hours:	11,200	12,190	11,846	11,453	11,453

**City of Sunnyvale
Program Performance Budget**

Program 265 - Neighborhood Parks and Open Space Management

		<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Totals for Program 265	Costs:	\$6,495,997	\$6,464,967	\$6,445,021	\$6,628,461	\$6,984,067
	Hours:	90,215	96,233	92,718	93,175	93,175

**Environmental
Management
Element**

3. Environmental Management Element

A safe environment is a fragile resource. Without careful management and planning, the physical environment can easily erode causing problems such as shortages in resources and capacities. The City of Sunnyvale is prudent in preserving the physical resources and providing the necessary capacities and operations to maintain the environment. The Environmental Management Element addresses these concerns in the sub-elements, which include:

- ❑ Water Resources
- ❑ Solid Waste Management
- ❑ Wastewater Management
- ❑ Surface Runoff
- ❑ Energy
- ❑ Noise
- ❑ Air Quality

Water Resources Sub-Element

Goals, Policies and Action Statements

Goal 3.1A Manage future demands to ensure that existing and realistically certain future water supplies will be adequate.

Policy 3.1A.1 Contract for water supplies based on projected reasonable demands.

Action Statements

3.1A.1a Negotiate for long-term supply commitments, using future demands as forecasted by the latest hydraulic network analysis and/or staff estimates.

3.1A.1b Support reasonable, cost-effective, and environmentally sound water supply enhancement projects of San Francisco Water Department/Hetch-Hetchy and Santa Clara Valley Water District.

Policy 3.1A.2 Purchase potable water utilizing the most cost-effective source(s), subject to contractual requirements with our suppliers.

Action Statements

3.1A.2a Provide system controls that can respond to demand while also optimizing the mix of all sources in a cost-effective manner.

3.1A.2b Establish operating budgets that maximize water units in areas where costs are the least.

Policy 3.1A.3 Maintain a cost-effective preventative maintenance program that provides for sufficient reliability of all potable and reclaimed water system facilities.

Action Statements

3.1A.3a Perform preventative maintenance on all system facilities in order to eliminate the need for major unscheduled repairs or replacements.

3.1A.3b Provide for periodic inspection and assessment of system facilities.

3.1A.3c Maintain accurate and up-to-date records and maps.

3.1A.3d Provide for coordination with other utilities as required.

3.1A.3e Test, repair and replace water meters pursuant to established standard frequencies.

3.1A.3f Respond to all customer concerns and inquiries.

3.1A.3g Assure all facilities are properly screened, landscaped and maintained so as not to detract from neighboring developments.

3.1A.3h Provide appropriate security and protection of water facilities.

3.1A.3i Test and repair hydrants pursuant to established standard frequencies.

Goal 3.1B Ensure that potable and reclaimed water meet all quality and health standards.

Policy 3.1B.1 Ensure that backflow from potentially contaminated water services is prevented through an aggressive inspection and maintenance program.

Action Statements

3.1B.1a Ensure that adequate backflow prevention devices are installed as required.

3.1B.1b Monitor annual backflow devices testing program.

3.1B.1c Perform backflow investigations and inspections as required.

3.1B.1d Investigate the potential for the City owning all backflow devices, thereby ensuring proper function and maintenance.

Policy 3.1B.2 Develop a comprehensive water quality monitoring program that meets or exceeds all state and federal requirements, while also meeting specific needs of the City and our citizens.

Action Statements

3.1B.2a Establish parameters to be tested for, together with specific testing frequencies and scheduling.

3.1B.2b Provide adequate laboratory testing facilities.

3.1B.2c Provide adequate training for quality sampling and testing.

3.1B.2d Provide the public with information relative to City's water quality program, bottled water, home water filtering devices, private wells, etc.

3.1B.2e Respond to customer concerns and inquiries.

3.1B.2f Monitor state and federal legislation to ensure City's sampling and testing procedures meet all requirements.

Policy 3.1B.3 Develop an action plan to respond to and protect from contamination of water supplies.

Action Statements

3.1B.3a Monitor all known underground contaminations.

3.1B.3b Ensure responsible parties are taking all reasonable steps to clean up known underground contaminations.

3.1B.3c Ensure responsible enforcement agencies are taking all reasonable steps to have responsible parties clean up known underground contaminations.

3.1B.3d Ensure all business and industry are complying with the City's hazardous materials storage ordinance.

3.1B.3e Maintain an emergency action plan to isolate and prohibit the delivery of known or suspected contaminated water to customers.

3.1B.3f Maintain a program to notify customers of known or suspected contaminated water and of the City's action plan.

3.1B.3g Work with the Santa Clara Valley Water District to identify all private wells in the City.

3.1B.3h Advise owners of private wells of health risks, adequate quality testing, etc., and encourage proper abandonment of the wells where appropriate.

3.1B.3i Encourage owners of private wells that do not have City water service to properly abandon their wells and hook up to the City's water system.

Goal 3.1C Ensure that the water distribution system can meet minimum fire and quality standards during emergency conditions.

Policy 3.1C.1 Maintain an emergency water operations plan.

Action Statements

3.1C.1a Maintain sufficient emergency inter-ties with other water utilities.

3.1C.1b Develop and maintain standard operating procedures for responding to losses of supply or water contamination events.

3.1C.1c Develop and maintain standard operating procedures for notifying the public during losses of supply or water contamination events.

Policy 3.1C.2 Provide sufficient storage and backup power to meet minimum requirements for water during emergencies.

Action Statements

3.1C.2a Check periodically the adequacy of storage facilities and distribution system through a computer modeling program (hydraulic network analysis).

3.1C.2b Study need for additional backup power at key water facilities.

Goal 3.1D Manage potable water demand through the effective use of water rates, conservation programs and reclaimed water.

Policy 3.1D.1 Provide for an on-going potable water conservation program.

Action Statements

3.1D.1a Monitor unaccounted-for water and notify Finance Department when percentages exceed norms.

3.1D.1b Support demand management programs identified as “Best Management Practices” in the City’s Memorandum of Understanding with the State Department of Water Resources.

3.1D.1c Update our City’s Urban Water Management Plan as required by the State.

3.1D.1d Inform the community periodically on the status of water supply and the need to conserve.

3.1D.1e Maintain current inverted rate structure policy.

Policy 3.1D.2 Provide for potable water conservation programs that will effectively respond to periods of water shortages/droughts.

Action Statements

3.1D.2a Implement staged water conservation plans similar to those implemented during the 1987-1992 drought, depending on the severity of future water shortages.

3.1D.2b Implement water usage restrictions tailored to the level of conservation required.

3.1D.2c Keep the community regularly advised as to the status of the water shortage emergency, how they can achieve conservation goals, and the community's progress toward those goals.

3.1D.2d Coordinate drought planning with other involved agencies.

Policy 3.1D.3 Expand opportunities for reclaimed water use consistent with ecology needs of the Bay and/or diminished potable water supplies.

Action Statements

3.1D.3a Complete Phases I and II of the existing Reclaimed Water Project.

3.1D.3b Consider expanding this project into Phase III and beyond.

3.1D.3c Pursue funding for existing and future projects.

3.1D.3d Provide information and assistance to potential reclaimed water customers.

3.1D.3e Monitor use and effectiveness of reclaimed water on turf and landscaping.

Goal 3.1E Maintain a financially stable Water Fund through a user based fee system that funds operation, capital improvements, infrastructure replacement and public education programs.

Policy 3.1E.1 Establish potable and reclaimed water rate structures that will ensure funding of capital improvements, operational and maintenance needs and the development of an adequate reserve.

Action Statements

3.1E.1a Review rate structures annually.

3.1E.1b Establish appropriate reserves to ensure stable rates and provide for capital improvement and replacement needs.

3.1E.1c Review Ten-Year Plan annually for capital improvement and replacement needs.

3.1E.1d Ensure that the City receives 100% of utility entitlement by preparing utility bills accurately, by providing on-going monitoring for the completeness and accuracy of and collection of utility billings.

3.1E.1e Provide timely initiation, discontinuance and changes in water services.

Policy 3.1E.2 Establish rate structures that encourage on-going potable water conservation and that can be modified to achieve even greater levels of water conservation during period of water shortages/droughts.

Action Statements

3.1E.2a Establish reclaimed water rates in such a way as to attract customers.

3.1E.2b Utilize inverted rate scenarios to achieve both on-going and severe water conservation goals.

Policy 3.1E.3 Establish and maintain adequate reserve levels to replace or renovate Water Fund infrastructure components in order to maximize asset life and meet future community needs.

Action Statements

3.1E.3a Maintain and periodically update an inventory of Water Fund infrastructure components.

3.1E.3b Establish, maintain and review infrastructure renovation and replacement fund schedules for the water distribution system.

Goal 3.1F Provide a customer service program that emphasizes customer satisfaction and confidence.

Policy 3.1F.1 Maintain the provision of a high-quality, dependable source of both potable and reclaimed water at a reasonable and competitive cost to the consumer.

Action Statements

3.1F.1a Expand opportunities for cost savings in operations and maintenance.

3.1F.1b Oppose unreasonable rate increases from our suppliers.

3.1F.1c Notify the community regarding Sunnyvale's water rates, how they were developed, and how they compare with neighboring utilities.

Policy 3.1F.2 Inform customers on issues relating to water supply, quality, rates, conservation, and other matters.

Action Statements

3.1F.2a Utilize bill stuffers, cable TV, direct mailers, civic events, and other media to inform customers on water resource issues.

3.1F.2b Conduct public/neighborhood meetings when and where appropriate.

3.1F.2c Continue to produce and distribute the annual water quality report.

Policy 3.1F.3 Solicit customer input through consumer surveys, City-wide events, and other forums.

Action Statements

3.1F.3a Insert customer input surveys into selected quarterly reports, bill stuffers, door knob hangers, etc.

3.1F.3b Hand out survey forms at selected City-wide events, at neighborhood meetings, schools, and other forums.

Policy 3.1F.4 Monitor customer satisfaction through periodic surveys and responses to citizen inquiries.

Action Statements

3.1F.4a Track customer compliments and complaints from phone calls, letters, etc.

3.1F.4b Distribute customer satisfaction surveys during work activities, by mail, or other delivery systems.

3.1F.4c Incorporate results of 3.1F.4a & b into measurement of desired service levels and/or outcomes measures.

Policy 3.1F.5 Train and encourage employees to develop a customer service work ethic.

Action Statements

3.1F.5a Provide on-going customer service training to employees.

3.1F.5b Incorporate customer service performance into all employee audit processes.

3.1F.5c Develop means to reward outstanding customer service by employees.

Goal 3.1G Support legislation and other efforts that promote the accomplishment of the City's water resources sub-element goals and policies.

Policy 3.1G.1 Support efforts by both the federal and state governments to work cooperatively with municipal governments to ensure safe drinking water.

Action Statements

3.1G.1a Work through the various water utility professional organizations (AWWA, CMUA, BAWUA, etc.) to promote collaborative working relationships with state and federal drinking water authorities (EPA, DOHS, etc.).

3.1G.1b Work through lobbying organizations (LCC, CMUA, SCVWD, SFWD, etc.) to develop networks with state and federal agencies.

3.1G.1c Support legislation that promotes better cooperation between state and federal governments and municipal governments.

Policy 3.1G.2 Seek support for federal and state funding of Sunnyvale's water resources projects and programs.

Action Statements

3.1G.2a Continue to pursue funding of reclaimed water projects through Santa Clara Valley Water District, San Francisco Water Department and the Legislature.

3.1G.2b Monitor and pursue other available funding for major capital improvements and infrastructure replacement projects.

Policy 3.1G.3 Oppose efforts to unreasonably reduce the availability of water supply to Sunnyvale.

Action Statements

3.1G.3a Oppose efforts by the federal government to eliminate Hetch-Hetchy Reservoir.

3.1G.3b Oppose legislation that unreasonably diverts existing water supplies from municipalities to other uses.

3.1G.3c Oppose legislation that would block proposed water supply projects that are necessary, reasonable, cost-effective, and environmentally sound.

Policy 3.1G.4 Support efforts to encourage reasonable demand-side water conservation programs.

Action Statements

3.1G.4a Support on-going state and local water conservation efforts and support legislation encouraging the installation of reasonable water conservation devices in a building prior to transfer of title, provided there is some economic impact criteria.

3.1G.4b Oppose legislation requiring cities and counties to conduct a water supply analysis every three years.

3.1G.4c Work with Santa Clara Valley Water District, San Francisco Water Department and other retailers to support ULFT rebate programs, showerhead giveaways,

and other Best Management Practices.

Policy 3.1G.5 Support legislation that would allow greater flexibility for water transfers, subject to protection of water rights and any adverse impacts on affected communities.

Action Statements

3.1G.5a Support legislation that authorizes any retail water user with a water allocation to transfer that allocation to another user and work with water agencies to devise a means of effective transfer that will not risk existing water rights, but rather augment supplies that are severely impacted by drought and encourage the federal government to consider similar legislation.

Policy 3.1G.6 Support legislation and regulations that establish beneficial water quality standards that are based on scientific facts, benefit-risk analyses and other supportable evidence.

Action Statements

3.1G.6a Support efforts by Congress to direct EPA to give to the State the flexibility to adopt toxicity standards based on site-specific conditions, which will provide reasonable, cost-effective protection to aquatic organisms and human health. Support a more cooperative approach between all levels of government and the private sector to determine environmental priorities and standards.

3.1G.6b Support a moratorium on the promulgation and implementation of drinking water regulations under the Safe Drinking Water Act until such time as studies are completed and the reauthorization of the Act is carried out.

3.1G.6c Oppose any water quality legislation or regulations that are not based on scientific evidence and/or do not provide measurable improvements in public health.

Solid Waste Management Sub-Element

Goals, Policies and Action Statements

Goal 3.2A Ensure that all municipal solid waste generated within the City is collected and transported in a manner that protects public health and safety.

Policy 3.2A.1 Provide convenient, competitively priced, solid waste collection services.

Action Statements

3.2A.1a Establish, enforce and periodically update collection service standards.

3.2A.1b Provide collection services that meet the needs of elderly and disabled residents.

3.2A.1c Evaluate methods of achieving increased efficiencies in solid waste collection.

3.2A.1d Compile and analyze information regarding collection operations to ensure that existing operations are operated in a safe, sanitary and efficient manner, and that collection costs are necessary and reasonable.

Policy 3.2A.2 Ensure that standards of Customer Service Excellence policies are met by those providing solid waste collection service.

Action Statements

3.2A.2a Provide and publicize convenient methods by which customer complaints can be filed.

3.2A.2b Investigate all complaints regarding solid waste collection and maintain records of complaint resolution.

Goal 3.2B Reduce solid waste disposal to 50% or less of the amount generated in 1990 (as adjusted to reflect population and economic changes) in the most cost-effective manner.

Policy 3.2B.1 Reduce generation of solid waste by providing source reduction programs and promoting source reduction behavior.

Action Statements

3.2B.1a Provide source reduction programs that reduce the generation of solid waste.

3.2B.1b Encourage and facilitate private source reduction programs, services and facilities.

3.2B.1c Provide comprehensive and ongoing public education programs to encourage source reduction behavior by Sunnyvale residents and businesses.

3.2B.1d Continue to monitor the effectiveness of unlimited residential refuse collection.

Policy 3.2B.2 Maximize diversion of solid waste from disposal by use of demand management techniques, providing and promoting recycling programs, and encouraging private sector recycling.

Action Statements

3.2B.2a Continue to use demand management in determining refuse collection rates and policies.

3.2B.2b Provide, or facilitate the provision of, recycling collection services to residential, commercial and industrial customers in a cost-effective way that allows achievement of the 50% diversion goal.

3.2B.2c Provide comprehensive and ongoing public education and promotion programs to encourage residents and businesses to participate in recycling programs.

3.2B.2d Make City facilities models of source reduction and recycling behavior by stating that all employees are expected and empowered to incorporate source reduction and recycling in their work practices.

3.2B.2e Compile and analyze information regarding recycling and disposal amounts, program costs and customer satisfaction to evaluate the City's progress toward achieving its disposal diversion goal.

Policy 3.2B.3 Meet or exceed all federal, state and local laws and regulations concerning solid waste diversion and implementation of recycling and source reduction programs.

Action Statements

3.2B.3a Periodically update the Sunnyvale Source Reduction and Recycling Element and perform related tasks as required by state law.

3.2B.3b Continue to implement the source reduction and recycling programs described in the Sunnyvale Source Reduction and Recycling Element.

3.2B.3c Continue to monitor the City's compliance with waste diversion laws and regulations.

Policy 3.2B.4 Increase demand for recycled materials by advocating local, state and federal legislation that will increase use of recycled content products.

Action Statement

3.2B.4a Identify and support proposed laws and administrative actions that would increase the demand for and value of recycled materials in a cost effective manner.

Goal 3.2C Encourage residents to maintain clean neighborhoods by preventing unsightly accumulations of discarded materials and illegal dumping of municipal solid waste.

Policy 3.2C.1 Provide periodic opportunities for residents to dispose of refuse at discounted or no charge.

Action Statements

3.2C.1a Periodically provide "extended curbside collection" of bulky residential refuse.

3.2C.1b Periodically provide City residents free disposal of refuse at the Sunnyvale Materials Recovery and Transfer Station.

3.2C.1c Provide disposal services for neighborhood cleanup events.

Goal 3.2D Dispose of solid waste generated within the City in an environmentally sound, dependable and cost-effective manner.

Policy 3.2D.1 Assure that the City possesses a minimum of five years of refuse disposal capacity at all times.

Action Statements

3.2D.1a Annually assess the amount of disposal capacity available with existing disposal arrangements and projected disposal amounts.

3.2D.1b When available disposal capacity equals ten years or less, initiate actions to arrange for sufficient capacity to accommodate present and projected City needs.

Policy 3.2D.2 Reduce the amount of refuse being disposed, generate recycling revenues and minimize truck travel to the disposal site through use of the Sunnyvale Materials Recovery and Transfer Station.

Action Statements

3.2D.2a Achieve economies of scale in the operation of the Sunnyvale Materials Recovery and Transfer Station.

3.2D.2b Continue to monitor Sunnyvale Materials Recovery and Transfer Station operations to ensure compliance with all performance standards and regulatory requirements.

3.2D.2c Research developments in refuse transfer, materials recovery equipment and operations, and markets for recovered materials and implement appropriate changes to Sunnyvale Materials Recovery and Transfer Station equipment and operations.

Goal 3.2E Minimize potential future City liability for wastes generated in the City.

Policy 3.2E.1 Select disposal methods and sites for solid and hazardous wastes that incorporate technologies and practices most likely to eliminate or minimize future City liabilities.

Action Statements

3.2E.1a Obtain and review permits, reports and other information related to disposal facilities to verify compliance with laws, regulations and prudent practices.

3.2E.1b Whenever practical, select to dispose of hazardous wastes by reuse, recycling, incineration and landfilling, in that order.

Policy 3.2E.2 Minimize impact on future rate payers of potential liability for past disposal practices.

Action Statements

3.2E.2a Evaluate existing reserve funds and potential liabilities and adopt appropriate reserve fund policies.

3.2E.2b Seek changes to federal law to minimize the City's potential liability for disposal of municipal solid waste.

Policy 3.2E.3 Minimize illegal and inappropriate disposal of Household Hazardous Waste.

Action Statements

3.2E.3a Encourage use of Household Hazardous Waste source reduction practices by providing promotion and public education.

3.2E.3b Provide and promote convenient Household Hazardous Waste disposal services.

Policy 3.2E.4 To meet or exceed all federal, state and local laws and regulations concerning Household Hazardous Waste and implementation of Household Hazardous Waste programs.

Action Statements

3.2E.4a Periodically update the Sunnyvale Household Hazardous Waste Element and perform related tasks as required by state law.

3.2E.4b Implement the Household Hazardous Waste programs described in the Household Hazardous Waste Element.

Goal 3.2F Maintain sound financial strategies and practices that will enable the City to provide comprehensive solid waste management services to the community while keeping refuse rates at or below countywide averages for cities using cost of service pricing.

Policy 3.2F.1 Establish refuse collection and disposal rates in a manner that equitably allocates program costs among rate payers and promotes rate stability.

Action Statements

3.2F.1a Periodically restructure refuse collection and disposal rates to incorporate demand management, minimize demand for services and reflect actual costs.

3.2F.1b Annually survey refuse rates and rate-setting methods for comparable Santa Clara County cities to determine City's relationship to countywide averages.

Policy 3.2F.2 To the greatest extent possible, anticipate changes required in refuse collection rates in response to changes in laws, regulations and economic factors affecting the solid waste management system.

Action Statements

3.2F.2a Prepare budgets that reflect costs for anticipated legislation and regulations, new programs and modifications to existing programs.

3.2F.2b Annually establish refuse collection rates that use long-range budget projections to maximize the predictability of future rates.

3.2F.2c Identify, and work to modify, proposed laws and legislation that have potential financial impacts on the solid waste management program.

Policy 3.2F.3 Identify additional revenue sources and, where possible, increase revenues from solid waste programs, services and facilities without jeopardizing program goals and customer service quality.

Action Statements

3.2F.3a Seek grant funding from the State and other sources where the cost of obtaining and maintaining the grant does not negate its value.

3.2F.3b Identify and pursue potential customers for any unused capacity of the Sunnyvale Materials Recovery and Transfer Station.

3.2F.3c Review and audit revenue sources to ensure that all appropriate revenues are being received.

3.2F.3d Evaluate revenues of existing and proposed programs as decisions are being made regarding those programs.

Goal 3.2G Contribute to an economic development environment that is supportive of a wide variety of businesses.

Policy 3.2G.1 Provide solid waste services desired by businesses at competitive rates.

Action Statement

3.2G.1a Conduct periodic surveys to verify that businesses receive useful services at a competitive price.

Goal 3.2H Manage the closed Sunnyvale Landfill in a manner that protects the public health and safety and the environment, promotes enjoyable public use of the site and assists in the achievement of other goals of the Solid Waste Sub-Element.

Policy 3.2H.1 Ensure compliance with federal, state and local laws and regulations.

Action Statements

3.2H.1a Continue to monitor and manage leachate, groundwater and landfill gas.

3.2H.1b Continue to monitor and manage the landfill cap, slopes and surface vegetation.

3.2H.1c Maintain post-closure maintenance financial assurance mechanism in compliance with regulations.

Policy 3.2H.2 Extract available resources from the refuse buried at the landfill.

Action Statements

3.2H.2a Provide landfill gas of a quality and at a flow rate suitable for energy recovery.

3.2H.2b Continue to monitor new technologies for further opportunities to extract buried resources.

Policy 3.2H.3 Provide for safe, enjoyable recreational access to portions of the landfill.

Action Statements

3.2H.3a Maintain environmental control systems to provide for safe public access to open space portions of the site.

3.2H.3b Maintain a vegetative screen along Caribbean Drive and Borregas Avenue to enhance the aesthetics of the landfill, as viewed from the adjacent industrial area.

3.2H.3c Provide information to visitors regarding the site's history and relationship to other nearby City-operated environmental management facilities.

Policy 3.2H.4 Provide for facilities and activities on portions of the landfill that support achievement of the City's solid and household hazardous waste goals and policies.

Action Statements

3.2H.4a Continue to provide for concrete and asphalt recycling.

3.2H.4b Consider long-term use of the Carl Road Recycling Center as a household hazardous waste facility.

3.2H.4c Provide a disposal area for dried sewage sludge from the Water Pollution Control Plant.

3.2H.4d Evaluate the benefits to the solid waste program of other waste diversion facilities and activities proposed to be located on the landfill.

Policy 3.2H.5 Generate revenues from post-closure uses of the landfill.

Action Statements

3.2H.5a Periodically evaluate the possibility of increasing revenues generated by existing facilities located on the landfill.

3.2H.5b Evaluate the suitability and revenue potential of proposed revenue-generating uses of the landfill.

Wastewater Management Sub-Element

Goals, Policies and Action Statements

Goal 3.3A: Ensure the quantity and composition of wastewater generated in the City does not exceed the capabilities of the wastewater collection system and Water Pollution Control Plant.

Policy A.1 Water Pollution Control Plant improvements should be designed, constructed, and maintained and the quantity of industrial wastes should be controlled so the plant does not have to be expanded in excess of its capacity of 29.5 MGD.

Action Statements

3.3A.1a Monitor the generation of industrial wastes by new industries and enlargements of existing industries to insure that the safe treatment capacity is not exceeded at any time.

3.3A.1b If the average flow reaches 75% of design flow, review projected flows and existing plant capacity to determine the advisability of imposing a wastewater discharge moratorium.

3.3A.1c Maintain a fair and equitable allocation system of Water Pollution Control Plant treatment capacity to land use categories.

Policy A.2 Ensure that wastes discharged to the wastewater collection system can be treated by existing treatment processes of the Water Pollution Control Plant.

Action Statements

3.3A.2a Provide adequate pretreatment monitoring to ensure that discharge standards are met by the discharger community.

3.3A.2b Maintain an active information program to inform wastewater management users of prohibited discharges, pretreatment methods, and reporting requirements.

Goal 3.3B: Continue to operate and maintain the wastewater collection system so all sewage and industrial wastes are generated within the City are collected and conveyed under safe and sanitary conditions to the Water Pollution Control Plant.

Policy B.1 Inspect critical points in the wastewater management system annually to ensure the proper level of maintenance is being provided and the flow in sewers does not exceed design capacity.

Action Statements

- 3.3B.1a. Jet flush the wastewater collection system on a regular basis.
- 3.3B.1b. Monitor locations where the capacity is critical in the wastewater collection system.
- 3.3B.1c. Continue the program of minimizing illegal storm connections on private property to the City wastewater collection system.
- 3.3B.1d. Continue the program of locating and correcting points of infiltration in the wastewater management system.
- 3.3B.1e. Continue to provide an optimum level of maintenance to the wastewater management system.
- 3.3B.1f. Develop and maintain accurate, up-to-date maps and records of the wastewater management system.
- 3.3B.1g. Insure the City's 50-year infrastructure plan provides for necessary capital improvements and replacements.

Goal 3.3C: Continue to operate and maintain the Water Pollution Control Plant using cost effective methods, so that all sewage and industrial wastes generated within the City receive sufficient treatment to meet the effluent discharge and receiving water standards of regulatory agencies.

Policy C.1 Monitor Water Pollution Control Plant operations and maintenance to meet regulatory standards.

Action Statement

- 3.3C.1a. Continue to provide water pollution control facilities, personnel, materials and utilities so sewage and industrial waste generated within the City can be treated to meet the regulatory standards.

Policy C.2 Coordinate operating procedures with the City energy policy to optimize an alternative energy program so minimum use and reliance are placed on outside energy sources.

Action Statements

- 3.3C.2a Maximize production and use of landfill gas for power production.
- 3.3C.2b. Maximize production and use of digester gas for power production.
- 3.3C.2c. Implement necessary changes to allow power production with use of landfill, digester, or natural gas, or a combination of any of the three.

Policy C.3 Actively participate in the watershed management approach to solving water quality issues of the Santa Clara Basin Watershed and the South Bay.

Action Statement

- 3.3C.3a. Continue to work with neighboring cities, state and federal agencies, and through the Watershed Management Initiative, to solve mutual water quality problems.
- 3.3C.3b. Support the development of environmental regulations that have a sound scientific basis and allow for reasonable implementation.

Policy C.4 Produce quality recycled water and seek to maximize the use of this resource.

Action Statements

- 3.3C.4a. Produce recycled water, fulfilling California Code of Regulations Title 22 water quality standards, to meet the demand of recycled water customers.
- 3.3C.4b Maximize the efficiency of recycled water production and distribution.
- 3.3C.4c Market recycled water to potential new customers and maximize the use of recycled water within existing distribution area.
- 3.3C.4d. Annually review the usage of recycled water and the feasibility of expanding its use and distribution.
- 3.3C4e. Monitor effects of water reuse and its relationship on discharge to San Francisco Bay.
- 3.3C4f. Study feasibility of recycled water for restoration and/or enhancement of marshlands.

- Goal D: Maintain a financially stable Wastewater Management Fund through a user-based fee system.
- Policy D.1 Assess connection fees to new system users to recoup the costs of excess system capacity constructed for their eventual use.
- Policy D.2 Assess user fees based on quantity and composition of wastewater generated.
- Policy D.3 Establish appropriate reserves to ensure reliable rates and to provide capital improvements and infrastructure replacement needs.
- Policy D.4 Annually review the wastewater rate structure.
- Policy D.5 Bi-annually review the 50-year plan for capital improvement and replacement needs.
- Policy D.6 Continue to make landowners responsible for maintenance of sewer laterals, with the exception that the City will make repairs to laterals between property line and sewer mains caused by broken pipes and street tree roots.
- Policy D.7 Properties outside the City limit that are served by the Sunnyvale wastewater collection system shall pay the full cost of wastewater management service. In addition to a higher rate for such special service, outside customers should also pay all costs for special maintenance and necessary repairs. This includes the use of outside plumbers, delivery of service at call back times, any expenses to the City of Sunnyvale from other jurisdictions connected to the provision of service (i.e. franchise fees), and costs for improvements to the system.
- Policy D.8 Explore agreements with neighboring cities where the Water Pollution Control Plant would treat interjurisdictional wastewater for a fee as long as these agreements:
- Create no capacity issues,
 - Do not hinder future development, and
 - Are economically advantageous.

Surface Runoff Sub-Element

Goals, Policies and Action Statements

Protect Beneficial Uses of Creeks and South San Francisco Bay

Goal 3.4A Assure the reasonable protection of beneficial uses of creeks and South San Francisco Bay, established in the Regional Board's Basin Plan, and protect environmentally sensitive areas.

Policy 3.4A.1 Continue to support the identification and development of Best Management Practices suitable for use in the City through participation in the Santa Clara Valley Non-point Source (NPS) Control Program, American Public Works Association's Stormwater Quality Task Force, the Bay Area Stormwater Management Agencies Association, and similar organizations.

Policy 3.4A.2 Comply with regulatory requirements and participate in processes which may result in modifications to regulatory requirements.

Action Statements

3.4A.2a Conduct internal audits in order to continue to improve environmental programs.

3.4A.2b Implement appropriate pollution prevention activities for targeted pollutants to comply with regulatory requirements.

3.4A.2c Review proposed changes in regulatory requirements and comment as appropriate.

3.4A.2d When evaluating pollutant control measures, consider all potential impacts including effects on the storm drain system, sanitary sewer system, and groundwater.

Policy 3.4A.3 Ensure that Best Management Practices are implemented to reduce the discharge of pollutants in storm water to the maximum extent practicable.

Action Statements

- 3.4A.3a Inspect industrial and commercial businesses for potential discharges to storm drains as part of industrial pretreatment inspections for the Water Pollution Control Plant.
- 3.4A.3b Modify Industrial Pretreatment permits to also require Best Management Practices to control the discharge of pollutants to City-owned storm drains.
- 3.4A.3c Use the City newsletter and utility billings to disseminate information regarding the proper disposal of waste and to encourage the public to participate in reducing pollutants in storm water runoff.
- 3.4A.3d Continue outreach programs to industrial and commercial businesses to educate them on proper disposal of waste to the sanitary sewer and storm drains.
- 3.4A.3e Label approximately 1,060 municipal storm drainage inlets a year until all inlets are labeled and maintain labels as necessary to educate the public on the fate of material discharged to storm drains.
- 3.4A.3f Encourage private property owners to label storm drain inlets.
- 3.4A.3g Conduct surveys during public events to track public awareness of the Santa Clara Valley NPS Control Program.
- 3.4A.3h Obtain copies and use the Statewide Best Management Practices Manual as guidance.
- 3.4A.3i Modify new development and redevelopment permitting procedures to require developers and contractors to implement Best Management Practices before, during and after construction to minimize pollutants discharged in storm water runoff. The report titled "Storm Water Quality Controls for New Developments in Santa Clara Valley and Alameda County: A Guide for Controlling Post-Development Runoff" will be used as guidance to achieve post-development controls.
- 3.4A.3j Continue to participate with the Santa Clara Valley NPS Control Program to hold workshops to notify developers, consulting firms and contractors of the General Construction Activity Storm Water Permit; to notify industries of industrial National Pollution Discharge Elimination System storm water permit requirements and everyone about the requirements of the City's area-wide municipal storm water National Pollution Discharge Elimination System permit.
- 3.4A.3k Continue to develop and maintain accurate maps of the storm drain system owned and operated by the City.
- 3.4A.3l Track existing municipal government activities, which remove pollutants prior to discharge to storm drains such as the number of storm drain inlets

cleaned, curb miles swept and amounts of material removed.

- 3.4A.3m In addition to sweeping streets for aesthetic purposes, sweep to prevent pollutants from entering storm drain inlets. Similarly, in addition to cleaning storm drain inlets to prevent flooding, clean inlets to remove pollutants from the storm drain system. The " Best Management Practices for Street Cleaning and Storm Drainage Facilities" developed by the Alameda County Urban Runoff Clean Water Program may be used as guidance.
- 3.4A.3n Track creek and South San Francisco Bay water quality data collected by the Santa Clara Valley NPS Control Program, the Water Pollution Control Plant and other environmental monitoring programs, for changes resulting from the implementation of Best Management Practices.
- 3.4A.3o Continue to detain storm water runoff in the Pump Station No. 2 basin to settle sediment and associated pollutants prior to discharge to receiving waters.
- 3.4A.3p Monitor influent and effluent from the basin to determine percent removal of pollutants to evaluate the effectiveness of the detention basin in removing pollutants.
- 3.4A.3q Test pollutants in the basins, and develop and implement a maintenance plan to ensure sediment is periodically removed and properly disposed.

Policy 3.4A.4 Effectively prohibit illicit discharges and improper disposal into the storm drain system.

Action Statements

- 3.4A.4a Encourage all residents, industrial and commercial facilities, and public agencies to report spills and illegal dumping incidents to the Water Pollution Control Plant to initiate an immediate response and log spills.
- 3.4A.4b Perform tests and inspections to discover unauthorized discharges into storm drains.
- 3.4A.4c Track reports of spill incidents received at the Water Pollution Control Plant.
- 3.4A.4d Locate and eliminate illicit connections.
- 3.4A.4e Consider possible improvements to ordinances to more clearly specify the requirements for implementing Best Management Practices and for providing the authority to request monitoring or technical reports that might be necessary from dischargers to the City's storm drainage system.

Policy 3.4A.5 Prevent accelerated soil erosion.

Action Statements

3.4A.5a Require developers and contractors to implement Association of Bay Area Governments soil erosion control measures.

3.4A.5b Encourage property owners to maintain vegetative cover.

Maintain Storm Drain System

Goal 3.4B Maintain storm drain system to prevent flooding.

Policy 3.4B.1 Maintain and operate the storm drain system so storm waters are drained from 95% of the streets within one hour after a storm stops.

Action Statements

3.4B.1a Inspect and clean as necessary all storm drainage inlets at least once a year prior to the rainy season.

3.4B.1b Clean drop inlets in response to flood complaints.

3.4B.1c When cleaning storm drain inlets and lines, maximize removal of material at the nearest access point to minimize discharges to watercourses.

3.4B.1d Inspect storm water pump stations weekly and maintain as needed.

3.4B.1e Ensure proper disposal of all material cleaned from storm drain inlets and lines.

Policy 3.4B.2 Respond to storm drain emergencies.

Action Statements

3.4B.2a Respond to all emergency calls within 20 minutes during storms and within 45 minutes during other periods.

3.4B.2b Inspect and eliminate unauthorized discharges into the storm drain system.

Recognize Flood Hazard

Goal 3.4C Ensure flood hazards are recognized.

Policy 3.4C.1 Operate and maintain the storm drainage system at a level to minimize damages and ensure public safety.

Action Statements

3.4C.1a Update maps of the storm drain system after new developments and/or re-developments and storm drainage additions.

3.4C.1b Maintain records of incidents of local flooding and budget for system improvements.

Policy 3.4C.2 Prevent flooding to protect life and property.

Action Statements (primarily from the Seismic Safety & Safety Sub-Element)

3.4C.2a Encourage the Santa Clara Valley Water District to periodically reevaluate the capacity of creeks and channels.

3.4C.2b Encourage the Santa Clara Valley Water District to maintain creeks and channels to remove flow-inhibiting vegetation, debris and silt.

3.4C.2c Encourage the Santa Clara Valley Water District to maintain dikes and levees at least three feet above the 1% flood level and to inspect and repair damage caused by burrowing animals.

3.4C.2d Continue to maintain the flood plain management practices outlined by the Federal Emergency Management Agency and the Army Corps of Engineers.

3.4C.2e Continue participation in the National Flood Insurance Program.

Policy 3.4C.3 Monitor and plan for hydraulic changes due to global warming, earthquakes and/or subsidence.

Action Statements

3.4C.3a Track sea level elevations at tide gauge locations maintained by the U.S. Coast Guard, National Oceanic and Atmospheric Administration, and the San Francisco Bay Conservation and Development Commission to monitor changes in sea level.

3.4C.3b Monitor compaction, water level, and land surface elevation data compiled by the Santa Clara Valley Water District for possible land subsidence.

3.4C.3c Encourage the Santa Clara Valley Water District to consider installing tide gates in channels and creeks to prevent flooding during high tides.

3.4C.3d Budget for and construct additional storm drainage detention and pumping facilities as needed to assure continued ability to discharge surface runoff into the various Santa Clara Valley Water District facilities and San Francisco Bay.

3.4C.3e When designing structures along shorelines, consider future sea level changes.

3.4C.3f Ensure that private developers adequately plan and construct buildings to protect property in low lying areas.

3.4C.3g Review Federal Emergency Management Agency maps when they are updated every three to five years and incorporate information on flood prone areas into future land use plans.

Minimize Pollutants and Runoff from New Developments

Goal 3.4D Minimize the quantity of runoff and discharge of pollutants to the maximum extent practicable by integrating surface runoff controls into new development and redevelopment land use decisions.

Policy 3.4D.1 Consider the impacts on the water quality of surface runoff as part of land use and development decisions and implement Best Management Practices to minimize the total volume and rate of runoff.

Action Statements

- 3.4D.1a Study and determine the appropriateness of a particular parcel of land to support selected Best Management Practices for removing pollutants prior to discharge.
- 3.4D.1b Ensure that all applicable development projects (those disturbing five acres or greater of land) obtain coverage under the State Water Board's general construction activity storm water National Pollution Discharge Elimination System permit or under a similar Regional Board permit if one is adopted in the future.
- 3.4D.1c Ensure that a reference list of Best Management Practices and copies of appropriate Best Management Practice manuals and/or guidelines are available at City libraries and City offices.

Policy 3.4D.2 Consider the ability of a land parcel to detain excess storm water runoff in flood prone areas and require incorporation of appropriate controls.

Action Statement

- 3.4D.2a Land use decisions should also consider the ability of a parcel to detain excess storm water in areas prone to flooding through use of oversized collection systems and detention facilities.

Funding

Goal 3.4E Consider alternative methods of generating revenue to support the City's surface runoff quality improvement activities.

Policy 3.4E.1 Develop a revenue program that will ensure funding to: 1) implement Best Management Practices; 2) conduct public information and participation outreach activities; 3) inspect and eliminate illicit discharges, and inspect industrial and commercial facilities; 4) meet storm drain operational and maintenance needs to improve surface runoff quality; 5) monitor storm water quality; 6) participate in general Santa Clara Valley NPS Control Program activities; and 7) provide appropriate reserves.

Action Statements

- 3.4E.1a Evaluate the ability of the existing sanitary sewerage revenue program to provide adequate support for the City to comply with activities mandated

by the area-wide municipal storm water National Pollution Discharge Elimination System permit and with the other surface runoff control activities included in the Santa Clara Valley NPS Control Program.

3.4E.1b Review the rate structure annually and consider appropriate changes.

Energy Sub-Element

The Energy Sub-Element was retired Fiscal Year 1998/1999.

Noise Sub-Element

Goals, Policies and Action Statements

Goal 3.6A Maintain or achieve a compatible noise environment for all land uses in the community (land use compatibility).

Policy 3.6A.1 Prevent significant noise impacts from new development by applying state noise guidelines and Sunnyvale Municipal Code noise regulations in the evaluation of land use issues and proposals.

Action Statements

- 3.6A.1a Apply the Sunnyvale Municipal Code noise regulations in the evaluation of land uses and proposals. Acoustical analysis may be required to determine if mitigation measures shall be required for the new development. If required, mitigation measures shall be incorporated into the new development that bring the proposed development into conformance with the noise regulations in the Sunnyvale Municipal Code.
- 3.6A.1b Consult the Noise Condition Map to determine noise levels throughout the City.
- 3.6A.1c Comply with the “Noise and Land Use Compatibility Guidelines” for the compatibility of land uses with their noise environments, except where the City determines that there are prevailing circumstances of a unique or special nature.
- 3.6A.1d Use Table 3.6A.1d to determine if proposed development results in a “significant noise impact” on existing development.

Table 3.6A.1d Significant Noise Impacts from New Development on Existing Land Uses

Ldn of Existing Development ¹	Significant Noise Impact Increase in Ldn of Existing Development from New Development
"Normally Acceptable" ²	More than 5 dBA, but noise level still in the "Normally Acceptable" category
"Normally Acceptable"	More than 3 dBA and the noise level exceeds the "Normally Acceptable" category
exceeds "Normally Acceptable"	More than 3 dBA

1. The Ldn shall be measured at any point along the property line shared by the proposed development and existing land uses.
2. "Normally Acceptable" as defined by the State of California "Noise and Land Use Compatibility Guidelines", summarized in this Sub-Element.

- 3.6A.1e Use the CEQA and the discretionary permit processes to protect existing land uses from significant noise impacts due to new development. Acoustical analysis required as part of the CEQA or discretionary permit process, master plans, and/or design review shall determine if significant noise impacts occur from proposed development on existing land uses. If significant noise impacts occur, then mitigation measures shall be required to minimize the impact of the new development on existing land uses.
- 3.6A.1f Supplement the "Noise and Land Use Compatibility Guidelines" for residential uses by attempting to achieve an outdoor Ldn of no greater than 60 dBA for common recreation areas, backyards, patios, and medium and large-size balconies. These guidelines should not apply where the noise source is a railroad or airport. If the noise source is a railroad, then an Ldn of no greater than 70 dBA should be achieved in common recreation areas, backyards, patios, and medium and large balconies. If the noise source is from aircraft, then preventing new residential uses within areas of high Ldn from aircraft noise is recommended.

Policy 3.6A.2 Enforce and supplement state laws regarding interior noise levels of residential units.

Action Statements

- 3.6A.2a Enforce Title 24 Noise Insulation Requirements for all new hotels, motels, apartments, condominiums, group care homes and all other dwellings, except single-family detached homes.
- 3.6A.2b Apply Title 24 Noise Insulation Requirements to all new single-family detached homes.
- 3.6A.2c Attempt to achieve a maximum instantaneous noise level of 50dBA in bedrooms and 55dBA in other areas of residential units exposed to train or aircraft noise, where the exterior Ldn exceeds 55dB.

Policy 3.6A.3 Consider techniques, which block the path of noise and insulate people from noise.

Action Statements

- 3.6A.3a Use a combination of barriers, setbacks, site planning and building design techniques to reduce noise impacts, keeping in mind their benefits and shortcomings.

- 3.6A.3b Consider compiling and distributing information to residents of noise-impacted areas about what they can do to protect themselves from noise.
- 3.6A.3c Proposed sound walls or other noise reduction barriers should be reviewed for design, location, and material before installing the barrier. Sound readings should be taken before and after installing the noise reduction barrier in order to determine the efficacy of the noise reduction barrier. Measurement techniques shall be similar to procedures used by Caltrans to measure efficiency of sound walls.

Goal 3.6B Preserve and enhance the quality of neighborhoods by maintaining or reducing the levels of noise generated by transportation facilities (transportation noise).

Policy 3.6B.1 Refrain from increasing or reduce the noise impacts of major roadways.

Action Statements

- 3.6B.1a Identify and mitigate roadway noise impacts as part of local land use plans and proposals.
- 3.6B.1b Regulate the location, design and capacity of local roadway improvement projects to mitigate their noise impacts.
- 3.6B.1c Use local traffic management techniques to reduce or protect noise levels. (For example, the City can place truck routes away from neighborhoods. Commuters can be diverted from residential streets. Note that some techniques may address one problem, but cause others. For instance, stop signs can improve safety, but they can also raise noise levels. In such cases, the City must balance its goals to the extent possible.)
- 3.6B.1d Advocate that neighboring cities should identify and mitigate roadway noise impacts that affect Sunnyvale as part of their land use plans.
- 3.6B.1e Advocate that public agencies should identify and mitigate noise impacts as part of their transportation system improvement projects.
- 3.6B.1f Support state legislation to reduce vehicle noise levels.
- 3.6B.1g Continue to enforce state muffler and exhaust laws.

Policy 3.6B.2 Support efforts to reduce or mitigate airport noise.

Action Statements

3.6B.2a Support the retention of the Airport Land Use Commission.

3.6B.2b Support the right of private citizens to sue airports for noise impacts.

3.6B.2c Encourage airport operation policies and procedures which reduce the level and frequency of noise, as well as other policies and federal funding, to alleviate the effects of aircraft noise.

Policy 3.6B.3 Support activities that will minimize the noise impacts of Moffett Federal Airfield.

Action Statements

3.6B.3a Monitor the annual number of flight operations and evaluate any increases in activity.

3.6B.3b Encourage NASA to seek ways to minimize flights over the community and manage practice landings.

3.6B.3c Encourage NASA to continue to direct flight operations over the Bay during evening and nighttime hours.

3.6B.3d Encourage NASA to continue flight, landing and maintenance procedures which lower noise levels.

3.6B.3e Encourage NASA to establish a complaint record and response program.

3.6B.3f Support the continuation of NASA's public information program.

3.6B.3g Oppose any effort and/or expenditure of public funds to promote Moffett Federal Airfield for non-federal purposes.

3.6B.3h Support efforts to limit non-essential air traffic at Moffett Federal Airfield.

3.6B.3i Support federal legislation that requires military and federal aircraft to meet Stage 3 noise requirements similar to commercial aircraft.

Policy 3.6B.4 Support activities that will minimize and/or reduce the noise impacts of San Jose International Airport.

Action Statements

- 3.6B.4a Monitor the annual number of passengers and evaluate trends in activity at San Jose International Airport.
- 3.6B.4b Monitor plans for expansion of San Jose International Airport terminals and evaluate the resulting increases in activity.
- 3.6B.4c Consider encouraging the City of San Jose to install a local noise monitoring station in the Lakewood area.
- 3.6B.4d Encourage the City of San Jose to promote the use of Stage 3 aircraft.
- 3.6B.4e Encourage the City of San Jose to maintain strict control over flight patterns, which influence noise in Sunnyvale.
- 3.6B.4f Encourage the City of San Jose to educate pilots and seek their cooperation in using cockpit techniques that reduce noise levels.
- 3.6B.4g Support federal legislation to lower the noise levels of civilian aircraft.
- 3.6B.4h Support state legislation to lower the noise levels of civilian airports.

Policy 3.6B.5 Encourage activities that limit the noise impacts of helicopters.

Action Statements

- 3.6B.5a Encourage NASA to direct helicopter flight operations and flight patterns so that they occur over industrial, not residential, areas.
- 3.6B.5b Allow the use of airborne helicopters at construction sites on a limited basis as permitted by the FAA and the Caltrans Division of Aeronautics.

Policy 3.6B.6 Mitigate and avoid the noise impacts from trains.

Action Statements

- 3.6B.6a Monitor plans and projects which would increase the number of commuter trains and evaluate their noise impacts and seek mitigation for any change that worsens local conditions.

- 3.6B.6b Monitor plans and projects which would increase the number of freight trains and evaluate their noise impacts and seek mitigation for any change that worsens local conditions.
- 3.6B.6c Avoid construction of new residential uses where the outdoor Ldn is greater than 70 dBA as a result from train noise.
- 3.6B.6d Educate owners of older homes on ways to reduce noise levels from trains.
- 3.6B.6e Support legislation to reduce the noise level of trains.
- 3.6B.6f Seek the cooperation of train engineers to avoid unnecessary and prolonged use of air horns except for safety purposes.

Policy 3.6B.7 Monitor and mitigate the noise impacts of light rail facilities.

Action Statements

- 3.6B.7a Monitor regional plans for light rail facilities in Sunnyvale to ensure that noise impacts are identified and mitigated.

Goal 3.6C Maintain or achieve acceptable limits for the levels of noise generated by land use operations and single-events (community noise).

Policy 3.6C.1 Regulate land use operation noise.

Action Statements

- 3.6C.1a Monitor the effectiveness of operational noise regulations every five years by referring to related community condition indicators.
- 3.6C.1b Apply conditions to discretionary land use permits, which limit hours of operation, hours of delivery and other factors, which affect noise.
- 3.6C.1c Continue interdepartmental procedures to respond to complaints about operational noise.
- 3.6C.1d Instantaneous noise measurements taken for the purpose of enforcing the noise regulations in the Sunnyvale Municipal Code shall be taken at the property line of the property generating the noise and in a location and time(s) that fairly represents the noise.

Policy 3.6C.2 Regulate select single-event noises and periodically monitor the effectiveness of the regulations.

Action Statements

- 3.6C.2a Monitor the effectiveness of limits on delivery hours and hours of operation of powered equipment on properties adjacent to residentially zoned properties every five years by referring to related community condition indicators.
- 3.6C.2b Continue efforts by the Department of Public Safety and Neighborhood Preservation Division to mediate complaints about single-event noise that is not regulated by the Sunnyvale Municipal Code.

Air Quality Sub-Element

Goals, Policies and Action Statements

Goal 3.7A Improve Sunnyvale's Air Quality and reduce the exposure of its citizens to air pollutants.

Policy 3.7A.1 Require all new development to utilize site planning to protect citizens from unnecessary exposure to air pollutants.

Action Statements

3.7A.1a Evaluate new development with potential sources of odors or criteria air pollutants to determine whether it is appropriate for them to be located near existing or planned residential development or sensitive receptors.

3.7A.1b New residential zones or residential development in non-residential zones should not be permitted near existing sources of TAC's, unless it can be shown through a Health Risk Assessment that no unacceptable health risk is created.

3.7A.1c New residential development should be located at least 15 feet from the property line along major streets or intersections unless a lesser distance can be demonstrated to not expose residents to unhealthful pollutant concentrations.

Policy 3.7A.2 Reduce automobile emissions through traffic and transportation improvements. Since traffic congestion delays increase the level of emissions, congestion management has air quality benefits.

Action Statements

3.7A.2a Develop and maintain a balanced transportation system in Sunnyvale by promoting pedestrian, bicycle and transit modes of travel.

3.7A.2b The City should give high priority to traffic improvements that improve vehicle operating conditions (average speed, delay) such as signal timing improvements, signal synchronization, turn lanes, etc. Bay Area Air Quality Management District guidance developed for the CMP program deficiency plans defines such improvements.

Goal 3.7B Reduce air pollution impacts from future development.

Policy 3.7B.1 Utilize land use strategies to reduce air quality impact.

Action Statements

- 3.7B.1a Promote extension of transit systems, and locate higher density development/redevelopment along transit corridors.
- 3.7B.1b Promote mixed land use development that provides commercial services such as day care, restaurants, banks and stores near employment centers, reducing auto trip generation by promoting pedestrian travel. Promote neighborhood commercial and park uses within residential developments to reduce short auto trip generation by making pedestrian and bicycle trips feasible (for example, require sidewalks, bike trails and bicycle parking areas).

Policy 3.7B.2 Assist employers in meeting requirements of Transportation Demand Management plans for existing and future large employers and participate in the development of Transportation Demand Management plans for employment centers in Sunnyvale.

Action Statements

- 3.7B.2a Enforce the provisions of the City's Transportation Demand Management ordinance covering businesses employing 100 or more persons.
- 3.7B.2b Amend the City's existing Transportation Demand Management ordinance to comply with the Bay Area Air Quality Management District's Trip Reduction Rule.
- 3.7B.2c At the appropriate time, the City should explore the feasibility of seeking delegation of regulations which would affect smaller employers located within multi-tenant complexes, which are not included in the Trip Reduction Rule authority from the Bay Area Air Quality Management District.

Policy 3.7B.3 Apply the Indirect Source Rule to new development with significant air quality impacts. Indirect Source review would cover commercial and residential projects as well as other land uses that produce or attract motor vehicle traffic.

Action Statements

- 3.7B.3a Increase densities near transit stations.
- 3.7B.3b Develop requirements for bicycle and pedestrian facilities.
- 3.7B.3c Require site design to encourage transit circulation and stops/waiting areas for transit and carpools.

3.7B.3d Consider controls to decrease vehicle idling emissions caused by “drive-through” operations.

Goal 3.7C Make a contribution towards improving regional air quality.

Policy 3.7C.1 The City should actively participate in regional air quality planning.

Action Statements

3.7C.1a The City should work with regional air quality planning agencies such as the Bay Area Air Quality Management District, Metropolitan Transportation Commission, Association of Bay Area Governments, and Congestion Management Agency in the development and implementation of regional air quality strategies.

3.7C.1b Continue to monitor federal and state legislation regarding air quality issues.

Policy 3.7B.2 Improve opportunities for citizens to live and work in close proximity.

Action Statements

3.7C.2a In the long term, the City should encourage a better balance between jobs and housing than currently exists in Sunnyvale to reduce long distance commuting.

3.7C.2b The City should encourage affordable housing.

Policy 3.7C.3 Contribute to a reduction in regional vehicle miles traveled.

Action Statements

3.7C.3a The City should support and actively promote the expansion and improvement of local and regional transit systems providing service to Sunnyvale.

3.7C.3b The City should be a leader in implementing the Transportation Control Measures that are included in the Bay Area '91 Clean Air Plan, the regional plan required under the California Clean Air Act. The Plan currently includes 23 Transportation Control Measures. Of these the following identify cities as an implementing agency:

- Transportation Control Measure 1: Expand Employer Assistance Programs
- Transportation Control Measure 2: Adopt Employer-Based Trip Reduction Rule
- Transportation Control Measure 9: Improve Bicycle Access and Facilities
- Transportation Control Measure 12: Improve Arterial Traffic Management
- Transportation Control Measure 13: Transit Use Incentives
- Transportation Control Measure 15: Provide Carpool Incentives
- Transportation Control Measure 16: Indirect Source Control Program
- Transportation Control Measure 18: Zoning for Higher Densities Near Transit Stations
- Transportation Control Measure 10: Air Quality Elements for General Plans

Policy 3.7C.4 Reduce Emissions from City of Sunnyvale fleet vehicles.

Action Statements

- 3.7C.4a As a large employer, the City will provide leadership in the implementation of air quality programs such as the Trip Reduction Ordinance.
- 3.7C.4b The City will evaluate the development and implementation of a program to introduce and expand the use of alternative, cleaner fuels in its fleet of vehicles.

**City of Sunnyvale
Program Performance Budget**

Program 302 - Public Works Department Management and Support Services

Program Performance Statement

Facilitate the cohesive and cost-effective operation of Public Works functions, coordinate financial analysis and long range planning, and respond to administrative support needs, by:

- Monitoring the ongoing financial condition and results of operations of Department programs,
- Creating strategies to address future Departmental needs and organizational changes,
- Providing clear, timely, and complete information to support City-wide operations, and
- Providing timely applications of administrative support.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 302 - Public Works Department Management and Support Services

Program Measures

	Priority	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
<u>Quality</u>						
Q1. The established percentage of the planned performance measure targets is met for the services provided by the Public Works Department.	C					
- Percent of Targets Met		77.80%	90.00%	77.30%	80.00%	85.00%
- Number of Program Performance Measures		185.00	180.00	185.00	185.00	185.00
Q2. The satisfaction rating for the services offered by the Public Works Department to the community is maintained. [DELETED]	I					
- Percent of Community Satisfied		70.60%	90.00%	70.40%	NA	NA
Q3. A satisfaction rating for the services that the Public Works Department provides to other City employees is maintained.	I					
- Percent of Employees Satisfied		67.60%	90.00%	77.51%	70.00%	75.00%
- Number of Survey Respondents		NA	NA	NA	250.00	250.00
Q4. Percent of residents who rate the overall quality of Public Works Department Management and Support Services as "fair" or better. [External Survey]	I					
- Percent Rating as "Fair" or Better		NA	NA	NA	94.00%	94.00%
Q5. Percent of residents who rate the overall quality of Public Works Department Management and Support Services as "good" or "excellent". [External Survey]	I					
- Percent Rating as "Good" or "Excellent"		NA	NA	NA	71.00%	71.00%

**City of Sunnyvale
Program Performance Budget**

Program 302 - Public Works Department Management and Support Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Productivity</u>						
P1. The Department of Public Works shall complete the employee performance evaluation process for each full-time and regular part-time staff member supervised, and submit the evaluation to Human Resources in accordance with established procedures and timeframes.	C					
- Percent of Evaluations Submitted to Human Resources by the Scheduled Submittal Date		93.90%	95.00%	95.00%	95.00%	95.00%
- Total Number of Evaluations for which the Department is Responsible		197.00	218.00	218.00	220.00	220.00
P2. Percent of Reports to Council submitted to the Office of the City Manager in accordance with the Administrative Policy deadline.	I					
- Percent of Reports to Council		NA	NA	NA	100.00%	100.00%
- Number of Reports		NA	NA	NA	40.00	40.00
P3. Percent of Study Issues completed in accordance with Tentative Council Meeting Agenda Calendar (TCMAC) deadlines.	I					
- Percent of Study Issues		NA	NA	NA	100.00%	100.00%
- Number of Study Issues		NA	NA	NA	8.00	7.00
<u>Cost Effectiveness</u>						
C1. The Department of Public Works manages worker's compensation claims so that the number of lost time hours at work is reduced by the performance target for the fiscal year.	I					
- Percent Reduction		21.80%	5.00%	8.85%	5.00%	5.00%
- Number of Lost Time Hours		1,988.50	2,498.00	1,812.00	1,889.00	1,795.00

**City of Sunnyvale
Program Performance Budget**

Program 302 - Public Works Department Management and Support Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Financial</u>						
F1. Actual total expenditures for the Public Works Department will not exceed planned department expenditures.	C					
- Total Department Expenditures [DELETED]		\$90,588,921.00	\$99,636,482.38	\$100,698,776.00	NA	NA
- Percent of Total Department Budget Expended		NA	NA	NA	100.00%	100.00%
F2. Actual total revenues for the Public Works Department will not be less than the total revenue projection for the programs managed by the Department.	C					
- Total Programs Revenues [DELETED]		\$99,475,476.00	\$112,055,941.00	\$109,144,715.00	NA	NA
- Percent of Total Programs Revenues		NA	NA	NA	90.00%	90.00%

Priority Legend

- M: Mandatory
- C: Council Highest Priority
- I: Important
- D: Desirable

City of Sunnyvale
Program Performance Budget

Program 302 - Public Works Department Management and Support Services

Service Delivery Plan 30201 - Management Services

Provide leadership to Public Works staff, City Council, the general public, and the business community, by:

- Planning for the long range needs of the Department,
- Analyzing financial reports and making recommendations to improve operations,
- Coordinating the preparation of operating or capital project budgets with Department of Public Works (DPW) managers and outside departments,
- Responding to Council, citizen, and business inquiries in a professional and timely manner, and
- Coordinating the analysis of Department wide issues to prevent duplication and ensure the even application of policies and procedures.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 302 - Public Works Department Management and Support Services

Service Delivery Plan 30201 - Management Services

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 302110 - Department Management					
Product: A Work Hour					
Costs:	\$428,517	\$480,459	\$480,544	\$479,084	\$492,508
Products:	3,377	3,365	3,381	3,259	3,259
Work Hours:	3,377	3,365	3,381	3,259	3,259
Product Cost:	\$126.88	\$142.78	\$142.13	\$147.00	\$151.12
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Totals for Service Delivery Plan 30201 - Management Services					
Costs:	\$428,517	\$480,459	\$480,544	\$479,084	\$492,508
Hours:	3,377	3,365	3,381	3,259	3,259

City of Sunnyvale
Program Performance Budget

Program 302 - Public Works Department Management and Support Services

Service Delivery Plan 30203 - Administrative Support Services

Support the operation and overall effectiveness of the Public Works Department, by:

- Providing main answer point services to the general public and business community,
- Supporting the administrative needs of Public Works professional staff and management,
- Accurately filing and retrieving Public Works onsite and offsite records,
- Processing purchase requisitions, Purchase Orders (PO's), check requisitions, and contract payments to meet deadlines,
- Responding to development related inquiries from the One Stop Center, and
- Maintaining the operation of office equipment and the collection and distribution of interoffice mail.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 302 - Public Works Department Management and Support Services

Service Delivery Plan 30203 - Administrative Support Services

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 302300 - Administrative Support - Including Clerical Hours					
Product: A Work Hour					
Costs:	\$179,073	\$180,757	\$184,402	\$184,941	\$195,306
Products:	2,927	2,991	3,054	2,961	2,961
Work Hours:	2,927	2,991	3,054	2,961	2,961
Product Cost:	\$61.17	\$60.43	\$60.38	\$62.46	\$65.96
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 302310 - Staff Training and Development - Including Tailgate Meetings, Certifications, and Operations/Safety Related Classes [DELETED - Moved to 302320]					
Product: A Training Session Attended					
Costs:	\$6,819	\$5,920	\$2,744	\$0	\$0
Products:	23	26	34	0	0
Work Hours:	111	104	46	0	0
Product Cost:	\$296.50	\$227.68	\$80.70	\$0.00	\$0.00
Work Hours/Product:	4.81	4.00	1.34	0.00	0.00
Activity 302320 - Tailgates and Other Staff Meetings					
Product: A Meeting Held					
Costs:	\$0	\$0	\$0	\$8,829	\$9,272
Products:	0	0	0	26	26
Work Hours:	0	0	0	130	130
Product Cost:	\$0.00	\$0.00	\$0.00	\$339.58	\$356.63
Work Hours/Product:	0.00	0.00	0.00	5.00	5.00
Totals for Service Delivery Plan 30203 - Administrative Support Services					
Costs:	\$185,893	\$186,677	\$187,146	\$193,771	\$204,579
Hours:	3,038	3,095	3,100	3,091	3,091

**City of Sunnyvale
Program Performance Budget**

Program 302 - Public Works Department Management and Support Services

Totals for Program 302	Costs:	\$614,410	\$667,136	\$667,689	\$672,855	\$697,086
	Hours:	6,415	6,460	6,481	6,350	6,350

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City of Sunnyvale
Program Performance Budget

Program 303 - City Property Management Services

Program Performance Statement

Provide and contract for services to manage downtown and park-site rental housing, Fair Oaks Industrial Complex, Sunnyvale Office Center, other City-owned rental and excess roadway property that comply with governmental regulation, maximize revenue and prolong economic life, by:

- Assisting other City departments and the general public with City-owned real estate information,
- Inspecting City-owned rental and excess land parcels to remove hazardous conditions and maintain appearance,
- Coordinating the timely and cost-effective maintenance of buildings and land improvements,
- Working with other real estate professionals to obtain favorable lease terms and maximize revenues for approximately 80 City-owned rental units, and
- Negotiating the best possible terms in the acquisition or sale of City-owned real property.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 303 - City Property Management Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Quality</u>						
Q1. City-owned rental and excess roadway parcels are free of hazardous materials and conditions based on monthly field inspections. [DELETED]	I					
- Percent		98.80%	90.00%	99.30%	NA	NA
- Number of Inspections		678.00	540.00	559.00	NA	NA
Q2. City-owned rental and excess roadway parcels are free of hazardous materials, weeds, and debris based on monthly field inspections.	D					
- Percent		98.20%	90.00%	99.30%	95.00%	95.00%
- Number of Inspections		678.00	540.00	559.00	600.00	600.00
<u>Productivity</u>						
P1. The occupancy rate at Fair Oaks Industrial Complex equals or exceeds the Industrial Market Occupancy Rate for the City of Sunnyvale.	C					
- Fair Oaks Industrial Occupancy Rate		96.30%	95.00%	99.11%	95.00%	95.00%
- Sunnyvale Industrial Occupancy Rate		93.50%	90.00%	90.73%	93.00%	93.00%
P2. The occupancy rate at Sunnyvale Office Center (SOC) equals or exceeds the commercial market rate for the City of Sunnyvale.	C					
- SOC Occupancy Rate		95.50%	95.00%	96.95%	95.00%	95.00%
- Sunnyvale Commercial Occupancy Rate		86.40%	85.00%	90.67%	86.40%	86.40%
P3. The lease rate per square foot at Fair Oaks Industrial Complex is 25% higher than the Average Warehouse Lease Rate for the City of Sunnyvale.	I					
- Fair Oaks Industrial Lease Rate		\$0.58	\$0.60	\$0.82	\$0.75	\$0.75
- Sunnyvale Average Warehouse Lease Rate		\$0.97	\$0.60	\$0.72	\$0.60	\$0.60

**City of Sunnyvale
Program Performance Budget**

Program 303 - City Property Management Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Cost Effectiveness</u>						
C1. City property purchases and/or sales equal appraised value. [DELETED]	M					
- Percent of Appraised Value		100.00%	100.00%	NA	NA	NA
- Number of Purchases/Sales Projects Per Year Percent of Appraised Value		1.00	2.00	NA	NA	NA
- Appraised Value		NA	NA	NA	NA	NA
C2. City property sales equal or exceed appraised value.	I					
- Actual Sale Price		NA	NA	NA	\$0.00	\$0.00
- Appraised Value of Sale Property		NA	NA	NA	\$0.00	\$0.00
C3. Costs to maintain Fair Oaks Industrial Complex are minimized as a percentage of total revenues collected.	D					
- Percent of Maintenance Costs to Revenues Collected		5.00%	6.00%	5.06%	5.00%	5.00%
- Annual Maintenance Costs		\$41,902.00	\$31,854.29	\$41,897.28	\$41,957.00	\$42,619.00
<u>Financial</u>						
F1. Actual total expenditures for City Property Management Services will not exceed planned program expenditures.	C					
- Total Program Expenditures [DELETED]		\$283,971.00	\$308,732.71	\$326,734.74	NA	NA
- Percent of Total Program Budget Expended		NA	NA	NA	100.00%	100.00%

Priority Legend

- M: Mandatory
- C: Council Highest Priority
- I: Important
- D: Desirable

**City of Sunnyvale
Program Performance Budget**

Program 303 - City Property Management Services

Service Delivery Plan 30301 - Operate and Maintain Fair Oaks Industrial Complex

Maximize occupancy at Fair Oaks Industrial Complex at competitive rates while keeping operating costs to a minimum, by:

- Working with contract property management to market and obtain favorable lease rates on City rentals,
- Coordinating timely repairs to maintain a safe and habitable rental property,
- Effectively planning capital improvements to prolong economic life, and
- Being involved in and resolving tenant related issues.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 303 - City Property Management Services

Service Delivery Plan 30301 - Operate and Maintain Fair Oaks Industrial Complex

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 303100 - Marketing and Leasing Fair Oaks Industrial Space					
Product: An Industrial Lease Completed					
Costs:	\$43,660	\$46,160	\$68,335	\$5,871	\$6,058
Products:	17	20	55	20	15
Work Hours:	62	76	105	60	60
Product Cost:	\$2,568.25	\$2,308.00	\$1,242.45	\$293.55	\$403.86
Work Hours/Product:	3.65	3.80	1.90	3.00	4.00
Activity 303110 - Maintain Fair Oaks Industrial Buildings					
Product: A Leasable Unit					
Costs:	\$41,902	\$31,854	\$41,899	\$41,957	\$42,619
Products:	50	50	130	50	50
Work Hours:	42	12	20	20	20
Product Cost:	\$838.04	\$637.09	\$322.30	\$839.14	\$852.39
Work Hours/Product:	0.84	0.24	0.15	0.40	0.40
Activity 303120 - Provide Fair Oaks Industrial Common Area Expenses (Utilities, Taxes, Management Fees) to Share Among Tenants					
Product: A Leasable Unit					
Costs:	\$178,621	\$197,638	\$187,726	\$214,259	\$221,490
Products:	50	50	130	50	50
Work Hours:	10	12	16	10	10
Product Cost:	\$3,572.41	\$3,952.77	\$1,444.05	\$4,285.18	\$4,429.80
Work Hours/Product:	0.21	0.24	0.12	0.20	0.20
Totals for Service Delivery Plan 30301 - Operate and Maintain Fair Oaks Industrial Complex					
Costs:	\$264,183	\$275,653	\$297,960	\$262,087	\$270,167
Hours:	114	100	141	90	90

**City of Sunnyvale
Program Performance Budget**

Program 303 - City Property Management Services

Service Delivery Plan 30302 - Administer Commercial Leases at Sunnyvale Office Center

Maximize occupancy at Sunnyvale Office Center at competitive rates while keeping operating costs to a minimum, by:

- Working with the on-site property manager to market and obtain favorable lease rates on approximately 26,000 sq. ft. of non-City and quasi-City owned office space,
- Coordinating timely repairs with the Facilities Division to maintain a safe and habitable rental property, and
- Being involved in and resolving tenant related issues.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 303 - City Property Management Services

Service Delivery Plan 30302 - Administer Commercial Leases at Sunnyvale Office Center

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 303200 - Marketing and Leasing Sunnyvale Office Center					
Product: A Commercial Lease Completed					
Costs:	\$10,076	\$9,453	\$11,504	\$10,035	\$10,350
Products:	15	10	21	15	10
Work Hours:	109	100	112	100	100
Product Cost:	\$671.72	\$945.25	\$547.81	\$669.01	\$1,035.04
Work Hours/Product:	7.27	10.00	5.33	6.67	10.00
Totals for Service Delivery Plan 30302 - Administer Commercial Leases at Sunnyvale Office Center					
Costs:	\$10,076	\$9,453	\$11,504	\$10,035	\$10,350
Hours:	109	100	112	100	100

**City of Sunnyvale
Program Performance Budget**

Program 303 - City Property Management Services

Service Delivery Plan 30303 - Administer City Residential Rental Property

Maximize occupancy at City owned residential properties at competitive rates while keeping operating costs to a minimum, by:

- Working with real estate professionals to market and obtain favorable lease rates on 11 residential rental units,
- Coordinating timely repairs to maintain a safe and habitable rental inventory,
- Effectively planning capital improvements to prolong economic life, and
- Being involved in and resolving tenant related issues.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 303 - City Property Management Services

Service Delivery Plan 30303 - Administer City Residential Rental Property

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 303300 - Lease City Owned Residential Properties					
Product: A Residential Lease Completed					
Costs:	\$5,021	\$2,363	\$7,865	\$4,893	\$5,048
Products:	11	11	11	11	11
Work Hours:	55	25	80	50	50
Product Cost:	\$456.47	\$214.83	\$714.97	\$444.78	\$458.94
Work Hours/Product:	4.95	2.27	7.23	4.55	4.55
Totals for Service Delivery Plan 30303 - Administer City Residential Rental Property					
Costs:	\$5,021	\$2,363	\$7,865	\$4,893	\$5,048
Hours:	55	25	80	50	50

**City of Sunnyvale
Program Performance Budget**

Program 303 - City Property Management Services

Service Delivery Plan 30304 - Inspect City Owned Property

Inspect City owned rental and excess roadway properties monthly to maintain cleanliness, safety, and appearance, by:

- Identifying and remediating hazardous materials and other unsafe conditions,
- Keeping City owned excess roadway parcels free of weeds, garbage, and debris, and
- Responding to resident complaints in a timely manner.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 303 - City Property Management Services

Service Delivery Plan 30304 - Inspect City Owned Property

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 303400 - Perform Monthly Property Inspections					
Product: An Inspection Completed					
Costs:	\$3,715	\$3,781	\$4,799	\$3,914	\$4,039
Products:	678	540	469	540	540
Work Hours:	37	40	49	40	40
Product Cost:	\$5.48	\$7.00	\$10.23	\$7.25	\$7.48
Work Hours/Product:	0.05	0.07	0.10	0.07	0.07
Totals for Service Delivery Plan 30304 - Inspect City Owned Property					
Costs:	\$3,715	\$3,781	\$4,799	\$3,914	\$4,039
Hours:	37	40	49	40	40

**City of Sunnyvale
Program Performance Budget**

Program 303 - City Property Management Services

Service Delivery Plan 30305 - Acquire or Dispose of City Real Property

Acquire or dispose of City real property in a timely and cost-effective manner, by:

- Negotiating with property owners to obtain favorable terms for the City,
- Working with independent real estate appraisers to establish fair market value of properties to be sold or acquired,
- Working with environmental consultants to determine potential City liability on purchases, and
- Following legal requirements with other agencies to explore alternative civic uses prior to sale of property.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 303 - City Property Management Services

Service Delivery Plan 30305 - Acquire or Dispose of City Real Property

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 303500 - Sale of City Owned Real Property					
Product: A Property Sold					
Costs:	\$7,390	\$8,269	\$2,055	\$5,871	\$6,058
Products:	5	1	0	1	1
Work Hours:	60	15	11	60	60
Product Cost:	\$1,477.93	\$8,269.14	\$0.00	\$5,871.09	\$6,057.97
Work Hours/Product:	12.00	15.00	0.00	60.00	60.00
Activity 303510 - Purchase of Real Property for City Use					
Product: A Property Purchased					
Costs:	\$875	\$6,851	\$0	\$2,446	\$2,524
Products:	0	1	0	1	1
Work Hours:	10	0	0	25	25
Product Cost:	\$0.00	\$6,851.25	\$0.00	\$2,446.29	\$2,524.17
Work Hours/Product:	0.00	0.00	0.00	25.00	25.00
Activity 303520 - Respond to Inquiries Regarding City Owned Property					
Product: A Real Estate Inquiry					
Costs:	\$4,862	\$2,363	\$2,552	\$4,893	\$5,048
Products:	53	25	25	50	50
Work Hours:	53	25	25	50	50
Product Cost:	\$92.61	\$94.53	\$103.34	\$97.85	\$100.97
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Totals for Service Delivery Plan 30305 - Acquire or Dispose of City Real Property					
Costs:	\$13,127	\$17,484	\$4,607	\$13,210	\$13,630
Hours:	122	40	35	135	135

**City of Sunnyvale
Program Performance Budget**

Program 303 - City Property Management Services

		<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Totals for Program 303	Costs:	\$296,122	\$308,733	\$326,735	\$294,139	\$303,235
	Hours:	436	305	416	415	415

City of Sunnyvale
Program Performance Budget

Program 306 - Engineering Services

Program Performance Statement

Working with private developers and permit applicants to ensure compliance with relevant land use and development standards, by:

- Providing information related to general engineering, utilities, property line, and design standards,
- Guiding customers through the engineering review process,
- Providing proactive and timely review of development projects and permit applications, and
- Providing timely construction inspections to ensure compliance with permit requirements.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 306 - Engineering Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Quality</u>						
Q1. Audit by an independent (outside) engineer indicates that public improvement projects provided by the developer are satisfactorily reviewed by the Engineering Division and are constructed in conformance with approved Plans and specifications.	I					
- Percent In Conformance with Approved Plans		100.00%	90.00%	100.00%	95.00%	95.00%
- Number of Improvements Audited		5.00	5.00	5.00	5.00	5.00
Q2. Permit applicants are satisfied with the Engineering Program services. [External Survey]	D					
- Percent of Applicants Satisfied		100.00%	85.00%	100.00%	95.00%	95.00%
- Number of Surveys		42.00	40.00	43.00	40.00	40.00
<u>Productivity</u>						
P1. Initial review of development projects is completed within 21 days.	C					
- Percent Completed		96.00%	85.00%	83.00%	95.00%	95.00%
- Number of Permit Applications		30.00	25.00	1,167.00	25.00	25.00
P2. Resubmitted development project reviews are completed within 14 days.	I					
- Percent Completed		81.00%	85.00%	91.00%	85.00%	85.00%
- Number of Resubmitted Applications		30.00	25.00	4,535.00	25.00	25.00
P3. Review of minor projects and encroachment permit applications is completed within 14 days.	I					
- Percent Completed		89.00%	85.00%	84.00%	85.00%	85.00%
- Number of Permit Applications		200.00	175.00	522.00	175.00	175.00
<u>Cost Effectiveness</u>						
C1. The average cost to review and issue complex encroachment permits will be less than or equal to the average planned cost.	I					
- Average Cost		\$2,717.00	\$7,374.69	\$2,717.00	\$2,511.94	\$2,624.77
<u>Financial</u>						
F1. Actual total expenditures for Engineering Services will not exceed planned program expenditures.	C					
- Total Program Expenditures [DELETED]		\$796,157.00	\$876,724.15	\$860,493.00	NA	NA
- Percent of Total Program Budget Expended		NA	NA	NA	100.00%	100.00%

**City of Sunnyvale
Program Performance Budget**

Program 306 - Engineering Services

Priority Legend

- M: Mandatory
- C: Council Highest Priority
- I: Important
- D: Desirable

**City of Sunnyvale
Program Performance Budget**

Program 306 - Engineering Services

Service Delivery Plan 30604 - General Engineering

Provide general engineering services for land development, by:

- Providing general engineering information at the One Stop Center and to City staff,
- Reviewing miscellaneous permit applications and issuing of permits,
- Reviewing parcel maps, final subdivision maps, and plans,
- Providing engineering review of private development projects,
- Calculating fees correctly and ensuring collection, and
- Updating of engineering drawings and records.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 306 - Engineering Services

Service Delivery Plan 30604 - General Engineering

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 306400 - Review Complex Land Use Permit Applications					
Product: An Application Reviewed					
Costs:	\$77,394	\$37,377	\$17,527	\$83,652	\$89,350
Products:	29	20	35	30	30
Work Hours:	972	440	213	970	970
Product Cost:	\$2,668.76	\$1,868.83	\$500.77	\$2,788.39	\$2,978.32
Work Hours/Product:	33.52	22.00	6.10	32.33	32.33
Activity 306410 - Review Major Land Use Permit Applications					
Product: An Application Reviewed					
Costs:	\$20,260	\$37,655	\$4,637	\$21,092	\$22,525
Products:	20	75	7	20	20
Work Hours:	262	470	56	260	260
Product Cost:	\$1,012.98	\$502.06	\$662.45	\$1,054.60	\$1,126.25
Work Hours/Product:	13.08	6.27	8.00	13.00	13.00
Activity 306420 - Review Minor Land Use Permit Applications					
Product: An Application Reviewed					
Costs:	\$13,257	\$7,030	\$4,380	\$11,357	\$12,129
Products:	19	45	16	16	16
Work Hours:	176	90	53	140	140
Product Cost:	\$697.73	\$156.23	\$273.72	\$709.83	\$758.05
Work Hours/Product:	9.24	2.00	3.28	8.75	8.75

**City of Sunnyvale
Program Performance Budget**

Program 306 - Engineering Services

Service Delivery Plan 30604 - General Engineering

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 306430 - Review Complex Building Permit Plans					
Product: A Permit Reviewed					
Costs:	\$21,608	\$33,405	\$28,895	\$26,900	\$28,732
Products:	70	60	620	80	80
Work Hours:	272	380	343	310	310
Product Cost:	\$308.69	\$556.76	\$46.60	\$336.24	\$359.15
Work Hours/Product:	3.88	6.33	0.55	3.88	3.88
Activity 306440 - Review Regular/Minor Building Permit Plans					
Product: A Permit Reviewed					
Costs:	\$27,758	\$30,122	\$7,505	\$63,458	\$67,767
Products:	1,100	294	3,153	2,070	2,070
Work Hours:	482	400	226	825	825
Product Cost:	\$25.23	\$102.45	\$2.38	\$30.66	\$32.74
Work Hours/Product:	0.44	1.36	0.07	0.40	0.40
Activity 306450 - Review Parcel Maps, Final Sub-Division Maps, and Plans					
Product: A Map Completed					
Costs:	\$34,515	\$39,262	\$67,623	\$40,912	\$43,195
Products:	17	10	22	18	18
Work Hours:	440	500	852	465	465
Product Cost:	\$2,030.32	\$3,926.21	\$3,073.78	\$2,272.86	\$2,399.72
Work Hours/Product:	25.85	50.00	38.74	25.83	25.83

**City of Sunnyvale
Program Performance Budget**

Program 306 - Engineering Services

Service Delivery Plan 30604 - General Engineering

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 306460 - Provide General Engineering Information to General Public at One-Stop and Via Phone/E-mail					
Product: A Public Contact					
Costs:	\$67,717	\$70,508	\$77,176	\$82,266	\$87,863
Products:	4,921	3,250	4,144	4,800	4,800
Work Hours:	1,071	900	1,056	1,000	1,000
Product Cost:	\$13.76	\$21.69	\$18.62	\$17.14	\$18.30
Work Hours/Product:	0.22	0.28	0.25	0.21	0.21
Activity 306470 - Provide General Engineering Information to Intergovernmental/Inter-Agency Staff, and Provide Other Updates					
Product: A Work Hour					
Costs:	\$49,151	\$22,872	\$53,774	\$49,544	\$52,916
Products:	636	300	600	600	600
Work Hours:	636	300	600	600	600
Product Cost:	\$77.28	\$76.24	\$89.61	\$82.57	\$88.19
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 306480 - Review and Issue Minor/Utility/Miscellaneous Encroachment Permits					
Product: A Permit Reviewed					
Costs:	\$16,459	\$55,978	\$14,935	\$33,340	\$35,604
Products:	174	220	180	175	175
Work Hours:	426	770	409	425	425
Product Cost:	\$94.59	\$254.44	\$82.97	\$190.51	\$203.45
Work Hours/Product:	2.45	3.50	2.27	2.43	2.43

**City of Sunnyvale
Program Performance Budget**

Program 306 - Engineering Services

Service Delivery Plan 30604 - General Engineering

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 306490 - Review and Issue Medium Encroachment Permits					
Product: A Permit Reviewed					
Costs:	\$5,139	\$13,705	\$2,184	\$4,056	\$4,332
Products:	17	20	15	15	15
Work Hours:	67	210	27	50	50
Product Cost:	\$302.32	\$685.25	\$145.57	\$270.41	\$288.78
Work Hours/Product:	3.94	10.50	1.80	3.33	3.33
Activity 306800 - Review and Issue Major Encroachment Permits					
Product: A Permit Reviewed					
Costs:	\$10,996	\$27,453	\$11,328	\$11,763	\$12,562
Products:	15	5	72	15	15
Work Hours:	146	375	118	145	145
Product Cost:	\$733.06	\$5,490.61	\$157.33	\$784.19	\$837.47
Work Hours/Product:	9.71	75.00	1.63	9.67	9.67
Activity 306810 - Review and Issue Complex Encroachment Permits					
Product: A Permit Reviewed					
Costs:	\$159,467	\$156,914	\$234,055	\$201,714	\$210,543
Products:	58	20	172	70	70
Work Hours:	1,978	2,245	2,562	1,740	1,740
Product Cost:	\$2,749.42	\$7,845.71	\$1,360.78	\$2,881.63	\$3,007.76
Work Hours/Product:	34.10	112.25	14.89	24.86	24.86

**City of Sunnyvale
Program Performance Budget**

Program 306 - Engineering Services

Service Delivery Plan 30604 - General Engineering

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 306820 - Update Engineering Drawings and Records					
Product: A Drawing Updated					
Costs:	\$21,974	\$41,327	\$26,513	\$27,206	\$29,054
Products:	481	200	492	400	400
Work Hours:	583	875	676	360	360
Product Cost:	\$45.68	\$206.64	\$53.89	\$68.02	\$72.63
Work Hours/Product:	1.21	4.38	1.37	0.90	0.90
Totals for Service Delivery Plan 30604 - General Engineering					
Costs:	\$525,696	\$573,609	\$550,530	\$657,260	\$696,572
Hours:	7,509	7,955	7,190	7,290	7,290

**City of Sunnyvale
Program Performance Budget**

Program 306 - Engineering Services

Service Delivery Plan 30605 - Development Permit Site Inspections

Provide field inspection of encroachments/public improvements, engineering, and administrative support services, by:

- Conducting inspection of permitted street encroachments,
- Inspecting construction of public improvements,
- Documenting inspection activities, and
- Reviewing and updating the City Standard Details and Specifications.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 306 - Engineering Services

Service Delivery Plan 30605 - Development Permit Site Inspections

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 306500 - Inspect Utility/Minor Encroachment Permit Sites					
Product: A Site Inspected					
Costs:	\$73,599	\$110,005	\$113,160	\$102,390	\$109,142
Products:	340	175	492	450	450
Work Hours:	1,187	1,770	1,738	1,570	1,570
Product Cost:	\$216.47	\$628.60	\$230.00	\$227.53	\$242.54
Work Hours/Product:	3.49	10.11	3.53	3.49	3.49
Activity 306510 - Inspect Construction of Public Improvement Sites					
Product: A Site Inspected					
Costs:	\$36,370	\$42,663	\$61,003	\$43,126	\$46,045
Products:	45	25	297	50	50
Work Hours:	560	650	901	625	625
Product Cost:	\$808.21	\$1,706.51	\$205.40	\$862.52	\$920.89
Work Hours/Product:	12.45	26.00	3.03	12.50	12.50
Activity 306520 - Document Inspection Activities					
Product: An Inspection Report					
Costs:	\$12,133	\$9,711	\$12,462	\$20,411	\$21,792
Products:	227	175	442	500	500
Work Hours:	186	150	183	300	300
Product Cost:	\$53.45	\$55.49	\$28.19	\$40.82	\$43.58
Work Hours/Product:	0.82	0.86	0.41	0.60	0.60

**City of Sunnyvale
Program Performance Budget**

Program 306 - Engineering Services

Service Delivery Plan 30605 - Development Permit Site Inspections

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 306530 - Review and Update Standard Details and Specifications					
Product: A Work Hour					
Costs:	\$5,594	\$6,781	\$1,244	\$5,214	\$5,569
Products:	75	80	23	65	65
Work Hours:	75	80	23	65	65
Product Cost:	\$75.05	\$84.76	\$54.10	\$80.22	\$85.68
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Totals for Service Delivery Plan 30605 - Development Permit Site Inspections					
Costs:	\$127,696	\$169,160	\$187,868	\$171,141	\$182,548
Hours:	2,007	2,650	2,845	2,560	2,560

**City of Sunnyvale
Program Performance Budget**

Program 306 - Engineering Services

Service Delivery Plan 30606 - Management and Support Services

Support the operation of the Engineering Services Program, by:

- Responding to requests for information in a prompt and courteous manner,
- Maintaining complete and thorough record of permits,
- Providing timely and accurate administrative support services,
- Actively managing the day to day operations of the staff,
- Attending professional and Citywide training and department meetings, and
- Attending safety related training.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 306 - Engineering Services

Service Delivery Plan 30606 - Management and Support Services

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 306600 - Administrative Support - Including Clerical Staff Hours					
Product: A Work Hour					
Costs:	\$50,256	\$40,141	\$37,864	\$42,241	\$44,844
Products:	1,006	830	909	830	830
Work Hours:	1,006	830	909	830	830
Product Cost:	\$49.94	\$48.36	\$41.67	\$50.89	\$54.03
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 306610 - Management and Supervisory Services					
Product: A Work Hour					
Costs:	\$77,861	\$71,575	\$64,652	\$75,692	\$78,108
Products:	663	600	533	600	600
Work Hours:	663	600	533	600	600
Product Cost:	\$117.46	\$119.29	\$121.40	\$126.15	\$130.18
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 306620 - Staff Training and Development - Including Tailgate Meetings, and Operations/Safety Related Training [DELETED - Moved to 306640]					
Product: A Training Session Completed					
Costs:	\$13,799	\$9,374	\$9,880	\$0	\$0
Products:	73	96	63	0	0
Work Hours:	173	120	120	0	0
Product Cost:	\$189.03	\$97.64	\$156.83	\$0.00	\$0.00
Work Hours/Product:	2.37	1.25	1.91	0.00	0.00

**City of Sunnyvale
Program Performance Budget**

Program 306 - Engineering Services

Service Delivery Plan 30606 - Management and Support Services

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 306630 - Audit by Independent Engineer - Public Improvement Projects					
Product: A Project Audited					
Costs:	\$15,500	\$12,866	\$9,700	\$12,500	\$12,688
Products:	0	5	0	5	5
Work Hours:	0	50	0	0	0
Product Cost:	\$0.00	\$2,573.27	\$0.00	\$2,500.00	\$2,537.50
Work Hours/Product:	0.00	10.00	0.00	0.00	0.00
Activity 306640 - Staff Training and Development					
Product: An Employee Trained					
Costs:	\$0	\$0	\$0	\$9,673	\$10,331
Products:	0	0	0	4	4
Work Hours:	0	0	0	116	116
Product Cost:	\$0.00	\$0.00	\$0.00	\$2,418.15	\$2,582.73
Work Hours/Product:	0.00	0.00	0.00	29.00	29.00
Activity 306650 - Tailgates and Other Staff Meetings					
Product: A Meeting Held					
Costs:	\$0	\$0	\$0	\$8,672	\$9,262
Products:	0	0	0	26	26
Work Hours:	0	0	0	104	104
Product Cost:	\$0.00	\$0.00	\$0.00	\$333.54	\$356.24
Work Hours/Product:	0.00	0.00	0.00	4.00	4.00
Totals for Service Delivery Plan 30606 - Management and Support Services					
Costs:	\$157,416	\$133,956	\$122,095	\$148,777	\$155,232
Hours:	1,842	1,600	1,561	1,650	1,650

**City of Sunnyvale
Program Performance Budget**

Program 306 - Engineering Services

Totals for Program 306	Costs:	\$810,808	\$876,724	\$860,494	\$977,178	\$1,034,351
	Hours:	11,358	12,205	11,596	11,500	11,500

City of Sunnyvale
Program Performance Budget

Program 307 - Capital Project Administration

Program Performance Statement

Ensure safe, functional, reliable, timely and cost-effective capital improvements to the City infrastructure and provide engineering support, by:

- Working with customers to develop multi-year plans to scope budget and schedule future projects, and
- Providing technical and project management services, utilizing value engineering principles, and meeting approved project scopes, budgets, schedules, plans and specifications.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 307 - Capital Project Administration

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Quality</u>						
Q1. Audit by an independent (outside) engineer indicates that Capital projects are satisfactorily constructed in conformance with approved Plans and Specifications and in a cost effective way as per industry standards.	I					
- Percent In Conformance with Approved Plans		100.00%	90.00%	100.00%	100.00%	100.00%
- Number of Projects Audited		5.00	5.00	5.00	5.00	5.00
Q2. Customers are satisfied with the design management of projects. [External Survey]	D					
- Percent of Customers Satisfied		100.00%	85.00%	96.00%	90.00%	90.00%
- Number of Surveys Distributed		15.00	15.00	17.00	15.00	15.00
- Number of Surveys Returned		NA	NA	NA	10.00	10.00
Q3. Customers are satisfied with the construction management of projects. [External Survey]	D					
- Percent of Customers Satisfied		94.00%	85.00%	95.00%	90.00%	90.00%
- Number of Surveys Distributed		15.00	15.00	14.00	15.00	15.00
- Number of Surveys Returned		NA	NA	NA	10.00	10.00
Q4. City infrastructure projects have no punchlist items (deficiencies) at final walkthrough.	D					
- Percent of Projects		95.00%	80.00%	88.00%	85.00%	85.00%
- Number of Projects		21.00	20.00	17.00	20.00	20.00
<u>Productivity</u>						
P1. Project designs are completed per approved schedule.	I					
- Percent of Projects		91.00%	85.00%	85.00%	85.00%	85.00%
- Number of Projects		21.00	20.00	20.00	21.00	21.00
P2. Project construction is completed per approved schedule.	I					
- Percent of Projects		91.00%	85.00%	88.00%	85.00%	85.00%
- Number of Projects		21.00	20.00	17.00	20.00	20.00

**City of Sunnyvale
Program Performance Budget**

Program 307 - Capital Project Administration

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Cost Effectiveness</u>						
C1. Capital projects are completed within the budget established at award of contract.	C					
- Percent of Projects		100.00%	85.00%	100.00%	90.00%	90.00%
- Total Number of Projects		21.00	20.00	17.00	20.00	20.00
- Number of Budget Modifications		NA	NA	NA	20.00	20.00
- Number of Budget Modifications Where the Dollar Value Exceeds 15% of Original Project Budget		NA	NA	NA	5.00	5.00
C2. The dollar amount of contract change orders is at or below industry standard (10%).	I					
- Percent of Construction Costs		4.60%	5.00%	4.89%	5.00%	5.00%
- Dollar Value of Change Orders		NA	NA	NA	\$2,500,000.00	\$2,500,000.00
C3. Percentage of total contingency amount not spent.	I					
- Percent		NA	NA	NA	10.00%	10.00%
<u>Financial</u>						
F1. Actual total expenditures for Capital Project Administration will not exceed planned program expenditures.	C					
- Total Program Expenditures [DELETED]		\$1,600,495.00	\$1,755,511.33	\$1,682,857.00	NA	NA
- Percent of Total Program Budget Expended		NA	NA	NA	100.00%	100.00%

Priority Legend

M: Mandatory
C: Council Highest Priority
I: Important
D: Desirable

City of Sunnyvale
Program Performance Budget

Program 307 - Capital Project Administration

Service Delivery Plan 30701 - Capital Improvement Planning and Design Management Services

Plan and design capital improvements to the City infrastructure according to City standards, in coordination with customer departments to meet their requirements on schedule and within the project budget, by:

- Working with customers to update twenty-year capital improvement plan and establish schedules for projects to be initiated in the first two years of the plan,
- Providing functional and cost effective designs that meet approved scope and are within project budget,
- Ensuring project design is completed per approved schedule,
- Meeting the needs of the customer by communicating regularly throughout the process,
- Providing support during bidding process, and
- Providing design support during construction.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 307 - Capital Project Administration

Service Delivery Plan 30701 - Capital Improvement Planning and Design Management Services

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 307100 - Review/Update Project Scopes, Estimates, and Schedules for the Capital Improvement Plan					
Product: A Project Reviewed					
Costs:	\$51,497	\$5,196	\$9,182	\$56,305	\$5,671
Products:	161	5	5	160	5
Work Hours:	503	50	98	500	50
Product Cost:	\$319.86	\$1,039.17	\$1,836.34	\$351.91	\$1,134.15
Work Hours/Product:	3.13	10.00	19.55	3.13	10.00
Activity 307110 - Prepare Detailed Scope and Complete Project Design - Including Engineer's Estimate					
Product: A Project Design Completed					
Costs:	\$381,477	\$423,851	\$412,132	\$418,747	\$454,779
Products:	21	20	20	21	21
Work Hours:	4,283	4,910	4,437	4,660	4,760
Product Cost:	\$18,165.58	\$21,192.56	\$20,606.58	\$19,940.34	\$21,656.16
Work Hours/Product:	203.97	245.50	221.87	221.90	226.67
Activity 307120 - Prepare Bid Package, Provide Support During Bidding and Evaluate Bids					
Product: A Project Bid					
Costs:	\$145,299	\$132,498	\$132,401	\$162,466	\$173,039
Products:	20	20	17	20	20
Work Hours:	1,831	1,600	1,612	1,850	1,850
Product Cost:	\$7,264.93	\$6,624.90	\$7,788.31	\$8,123.28	\$8,651.94
Work Hours/Product:	91.53	80.00	94.81	92.50	92.50

**City of Sunnyvale
Program Performance Budget**

Program 307 - Capital Project Administration

Service Delivery Plan 30701 - Capital Improvement Planning and Design Management Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 307130 - Review Projects for Constructability Before Bidding Process					
Product: A Project Reviewed					
Costs:	\$28,974	\$45,422	\$30,994	\$26,615	\$28,360
Products:	21	20	16	21	21
Work Hours:	326	600	340	325	325
Product Cost:	\$1,379.72	\$2,271.11	\$1,937.14	\$1,267.36	\$1,350.47
Work Hours/Product:	15.52	30.00	21.27	15.48	15.48
Totals for Service Delivery Plan 30701 - Capital Improvement Planning and Design Management Services					
Costs:	\$607,247	\$606,967	\$584,709	\$664,132	\$661,849
Hours:	6,943	7,160	6,487	7,335	6,985

**City of Sunnyvale
Program Performance Budget**

Program 307 - Capital Project Administration

Service Delivery Plan 30702 - Construction Management of Projects

Provide efficient construction management of City infrastructure projects and ensure completion as per schedule and within budget, by:

- Reviewing project designs for constructability,
- Managing construction contracts,
- Minimizing contract change orders,
- Providing inspection of construction work, and
- Managing final acceptance and warranty period of construction contracts.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 307 - Capital Project Administration

Service Delivery Plan 30702 - Construction Management of Projects

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 307200 - Design Support During Construction					
Product: A Project Supported					
Costs:	\$86,715	\$101,552	\$27,840	\$92,209	\$98,282
Products:	20	20	17	20	20
Work Hours:	1,047	1,200	306	1,050	1,050
Product Cost:	\$4,335.77	\$5,077.61	\$1,637.63	\$4,610.47	\$4,914.10
Work Hours/Product:	52.35	60.00	17.98	52.50	52.50
Activity 307210 - Manage Project Construction and Administer Construction Contracts					
Product: A Project Construction Completed					
Costs:	\$266,682	\$287,990	\$289,264	\$276,837	\$292,104
Products:	20	20	17	20	20
Work Hours:	2,856	3,105	2,946	2,850	2,850
Product Cost:	\$13,334.11	\$14,399.52	\$17,015.55	\$13,841.87	\$14,605.22
Work Hours/Product:	142.80	155.25	173.30	142.50	142.50
Activity 307220 - Inspection of Project Construction					
Product: A Project Inspection Completed					
Costs:	\$253,778	\$328,793	\$352,035	\$346,283	\$368,734
Products:	7	20	17	20	20
Work Hours:	3,719	4,910	4,987	4,910	4,910
Product Cost:	\$36,253.97	\$16,439.65	\$20,707.93	\$17,314.16	\$18,436.72
Work Hours/Product:	531.26	245.50	293.33	245.50	245.50

**City of Sunnyvale
Program Performance Budget**

Program 307 - Capital Project Administration

Service Delivery Plan 30702 - Construction Management of Projects

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 307230 - Manage Close Out of Construction Contracts and Monitor Warranty Period					
Product: A Project Closed Out					
Costs:	\$56,173	\$52,313	\$44,324	\$59,315	\$62,651
Products:	26	20	17	25	25
Work Hours:	642	550	512	620	620
Product Cost:	\$2,160.52	\$2,615.67	\$2,607.31	\$2,372.60	\$2,506.02
Work Hours/Product:	24.70	27.50	30.13	24.80	24.80
Totals for Service Delivery Plan 30702 - Construction Management of Projects					
Costs:	\$663,349	\$770,649	\$713,463	\$774,645	\$821,771
Hours:	8,264	9,765	8,751	9,430	9,430

**City of Sunnyvale
Program Performance Budget**

Program 307 - Capital Project Administration

Service Delivery Plan 30703 - Management and Support Services

Support the operation of the Capital Project Administration Program, by:

- Providing timely and accurate administrative support services,
- Actively managing day to day operations of staff,
- Maintaining complete and thorough records to support contract activities,
- Attending professional and Citywide training and department meetings, and
- Attending safety related training.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 307 - Capital Project Administration

Service Delivery Plan 30703 - Management and Support Services

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 307300 - Administrative Support - Including Clerical Staff Hours					
Product: A Work Hour					
Costs:	\$150,062	\$164,447	\$166,448	\$179,464	\$190,043
Products:	2,565	2,820	3,024	2,920	2,920
Work Hours:	2,565	2,820	3,024	2,920	2,920
Product Cost:	\$58.49	\$58.31	\$55.04	\$61.46	\$65.08
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 307310 - Management and Supervisory Services					
Product: A Work Hour					
Costs:	\$104,914	\$155,654	\$147,536	\$142,398	\$189,160
Products:	963	1,340	1,203	1,165	1,515
Work Hours:	963	1,340	1,203	1,165	1,515
Product Cost:	\$108.91	\$116.16	\$122.65	\$122.23	\$124.86
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 307320 - Staff Training and Development - Including Tailgate Meetings, Certifications, and Operations/Safety Related Classes [DELETED - Moved to 307340]					
Product: A Training Session Completed					
Costs:	\$62,696	\$44,858	\$61,425	\$0	\$0
Products:	181	416	215	0	0
Work Hours:	570	560	746	0	0
Product Cost:	\$346.38	\$107.83	\$285.70	\$0.00	\$0.00
Work Hours/Product:	3.15	1.35	3.47	0.00	0.00

**City of Sunnyvale
Program Performance Budget**

Program 307 - Capital Project Administration

Service Delivery Plan 30703 - Management and Support Services

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 307330 - Audit by Independent Engineer - Capital Projects					
Product: A Project Audited					
Costs:	\$12,482	\$12,936	\$9,500	\$12,500	\$12,688
Products:	0	5	0	5	5
Work Hours:	4	50	0	0	0
Product Cost:	\$0.00	\$2,587.21	\$0.00	\$2,500.00	\$2,537.50
Work Hours/Product:	0.00	10.00	0.00	0.00	0.00
Activity 307340 - Staff Training and Development					
Product: An Employee Trained					
Costs:	\$0	\$0	\$0	\$32,240	\$34,099
Products:	0	0	0	14	14
Work Hours:	0	0	0	376	376
Product Cost:	\$0.00	\$0.00	\$0.00	\$2,302.84	\$2,435.68
Work Hours/Product:	0.00	0.00	0.00	26.86	26.86
Activity 307350 - Tailgates and Other Staff Meetings					
Product: A Meeting Held					
Costs:	\$0	\$0	\$0	\$30,589	\$32,356
Products:	0	0	0	26	26
Work Hours:	0	0	0	364	364
Product Cost:	\$0.00	\$0.00	\$0.00	\$1,176.52	\$1,244.47
Work Hours/Product:	0.00	0.00	0.00	14.00	14.00
Totals for Service Delivery Plan 30703 - Management and Support Services					
Costs:	\$330,153	\$377,895	\$384,909	\$397,191	\$458,346
Hours:	4,102	4,770	4,973	4,825	5,175

**City of Sunnyvale
Program Performance Budget**

Program 307 - Capital Project Administration

Service Delivery Plan 30710 - Environmental Sustainability Coordination

Plan, coordinate, evaluate and track the City's environmental sustainability activities and impacts city-wide.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 307 - Capital Project Administration

Service Delivery Plan 30710 - Environmental Sustainability Coordination

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 307000 - Environmental Sustainability Coordination - Water					
Product: A Work Hour					
Costs:	\$0	\$0	\$0	\$0	\$44,290
Products:	0	0	0	0	600
Work Hours:	0	0	0	0	600
Product Cost:	\$0.00	\$0.00	\$0.00	\$0.00	\$73.82
Work Hours/Product:	0.00	0.00	0.00	0.00	1.00
Activity 307010 - Environmental Sustainability Coordination - Wastewater					
Product: A Work Hour					
Costs:	\$0	\$0	\$0	\$0	\$44,290
Products:	0	0	0	0	600
Work Hours:	0	0	0	0	600
Product Cost:	\$0.00	\$0.00	\$0.00	\$0.00	\$73.82
Work Hours/Product:	0.00	0.00	0.00	0.00	1.00
Activity 307020 - Environmental Sustainability Coordination - Solid Waste					
Product: A Work Hour					
Costs:	\$0	\$0	\$0	\$0	\$44,290
Products:	0	0	0	0	600
Work Hours:	0	0	0	0	600
Product Cost:	\$0.00	\$0.00	\$0.00	\$0.00	\$73.82
Work Hours/Product:	0.00	0.00	0.00	0.00	1.00
Totals for Program 307	Costs:	\$1,600,749	\$1,755,511	\$1,683,081	\$1,835,968
	Hours:	19,309	21,695	20,211	21,590

City of Sunnyvale Program Performance Budget

Program 313 - Water Supply and Distribution

Program Performance Statement

Supply the community with safe and reliable water at competitive prices funded through user fees, by:

- Managing water resources in a safe, reliable and cost-effective manner through management of contracts with major wholesale water providers, San Francisco Public Utilities Commission (SFPUC) and Santa Clara Valley Water District (SCVWD), and effective utilization of conservation programs, recycled water and City-owned wells,
- Managing the operation, maintenance and construction of the distribution system infrastructure to ensure reliable delivery of water that meets all quality and health standards,
- Responding to water system emergencies in a timely manner,
- Monitoring water quality, and
- Providing administrative and support services to promote customer satisfaction and confidence.

Notes

The City's water system is aging and beginning to fail on a more regular basis. In Fiscal Year 2006/07, the system experienced 30 main breaks. Fourteen of these breaks were significant and caused water service disruption for our customers. The remaining sixteen were repaired without disruption to service, but are still a sign of age and the need for rehabilitation. To address the needed improvements, the current budget includes a variety of infrastructure replacement projects for tanks, wells, turnouts, and piping including funding to replace aging cast iron and concrete pipe with brand new C900 plastic piping at a rate of 0.3 m/yr ramping up to 2.0 m/yr by 2011.

**City of Sunnyvale
Program Performance Budget**

Program 313 - Water Supply and Distribution

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Quality</u>						
Q1. Water samples are collected and tested in compliance with Health Department regulations.	M					
- Percent of Samples In Compliance		100.00%	99.95%	100.00%	99.95%	99.95%
- Minimum Number of Samples		17,617.00	2,200.00	25,287.00	18,000.00	18,000.00
Q2. Gross per capita water usage, based upon purchases from Sunnyvale's three potable sources (SFPUC, SCVWD, groundwater) shall not exceed the average of the previous five years, exclusive of drought years.	I					
- Average Per Capita Usage During Last 5 Years (In Gallons Per Day)		153.18	164.00	151.04	160.00	160.00
Q3. Percent of residents who rate the overall quality of the City's Water Supply and Distribution services as "fair" or better. [External Survey]	I					
- Percent Rating as "Fair" or Better		NA	NA	NA	92.00%	92.00%
Q4. Percent of residents who rate the overall quality of the City's Water Supply and Distribution services as "good" or "excellent". [External Survey]	I					
- Percent Rating as "Good" or "Excellent"		NA	NA	NA	66.00%	66.00%
Q5. Number of confirmed water quality complaints is below the median as reported by the American Water Works Association (AWWA) on the Qualseve Performance Indicators Survey (5.9).	D					
- Median Number of Quality Complaints Per AWWA Survey		4.51	5.90	4.16	5.90	5.90
Q6. Customers are satisfied with the City's water supply and distribution services (based on City-wide Survey). [DELETED]	D					
- Percent of Customers Satisfied		66.00%	80.00%	66.00%	NA	NA

**City of Sunnyvale
Program Performance Budget**

Program 313 - Water Supply and Distribution

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Productivity</u>						
P1. Annual backflow device inspections are completed as scheduled.	M					
- Percent of Inspections Completed as Scheduled		96.32%	90.00%	93.61%	95.00%	95.00%
- Number of Backflow Devices		2,697.00	2,800.00	2,621.00	2,825.00	2,825.00
P2. Recycled water customers are re-tested every four years for cross-connection control.	M					
- Percent of Scheduled Sites Re-Tested		195.00%	95.00%	105.00%	95.00%	95.00%
- Number of Scheduled Sites		39.00	20.00	21.00	25.00	25.00
P3. Water service is restored within 24 hours when emergency repairs are required.	C					
- Percent of Services Restored Within 24 Hours		100.00%	95.00%	100.00%	95.00%	95.00%
- Number of Repairs		30.00	16.00	30.00	30.00	30.00
P4. Annual maintenance activities of the potable water distribution and supply system are completed as scheduled.	D					
- Percent of Maintenance Activities Completed		97.85%	90.00%	88.08%	95.00%	95.00%
- Number of Annual Maintenance Activities		8,599.00	8,788.00	7,741.00	8,599.00	8,599.00
<u>Cost Effectiveness</u>						
C1. During years when non-contract water is available from SCVWD, the cost per acre foot of water purchased during the year is less than the average contract cost per acre foot from all water sources. [DELETED]	I					
- Average Cost Per Acre Foot from All Sources		\$540.68	\$487.67	\$546.00	NA	NA
<u>Financial</u>						
F1. Actual total expenditures for Water Supply and Distribution will not exceed planned program expenditures.	C					
- Total Program Expenditures [DELETED]		\$16,975,435.16	\$19,090,050.79	\$18,938,337.15	NA	NA
- Percent of Total Program Budget Expended		NA	NA	NA	100.00%	100.00%

City of Sunnyvale
Program Performance Budget

Program 313 - Water Supply and Distribution

Priority Legend

- M: Mandatory
- C: Council Highest Priority
- I: Important
- D: Desirable

**City of Sunnyvale
Program Performance Budget**

Program 313 - Water Supply and Distribution

Service Delivery Plan 31301 - Potable Water Resources

Supply water to meet customer needs by managing the available sources of water in a proactive, dependable, and cost-effective manner, by:

-Optimizing the purchase of potable water to meet demand and maximize savings while meeting contractual obligations.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 313 - Water Supply and Distribution

Service Delivery Plan 31301 - Potable Water Resources

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 313100 - San Francisco Water District (SFWD) - Water Purchased for Resale					
Product: An Acre Foot					
Costs:	\$5,660,803	\$6,435,783	\$6,830,486	\$6,600,438	\$6,954,671
Products:	10,341	12,018	9,847	10,537	10,537
Work Hours:	12	12	12	12	12
Product Cost:	\$547.39	\$535.51	\$693.66	\$626.41	\$660.02
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00
Activity 313110 - San Francisco Water District (SFWD) - Monthly Water Service Charges					
Product: A Service Charge					
Costs:	\$268,270	\$268,387	\$268,494	\$268,545	\$268,581
Products:	11	12	10	12	12
Work Hours:	11	12	12	12	12
Product Cost:	\$24,388.20	\$22,365.60	\$26,849.37	\$22,378.74	\$22,381.78
Work Hours/Product:	1.00	1.00	1.20	1.00	1.00
Activity 313120 - San Francisco Water District (SFWD) - Power Usage for Water Distribution					
Product: A Kilowatt Hour					
Costs:	\$89,796	\$200,741	\$143,352	\$112,136	\$123,483
Products:	812,316	1,535,200	792,788	1,032,657	1,072,030
Work Hours:	12	12	12	12	12
Product Cost:	\$0.11	\$0.13	\$0.18	\$0.11	\$0.12
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00

**City of Sunnyvale
Program Performance Budget**

Program 313 - Water Supply and Distribution

Service Delivery Plan 31301 - Potable Water Resources

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 313130 - Santa Clara Valley Water District (SCVWD) - Water Purchased for Resale at Contract Price					
Product: An Acre Foot					
Costs:	\$4,558,973	\$6,335,251	\$5,284,914	\$6,101,319	\$7,455,919
Products:	8,396	10,032	8,000	9,838	9,873
Work Hours:	11	12	12	12	12
Product Cost:	\$542.98	\$631.50	\$660.61	\$620.18	\$755.18
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00
Activity 313140 - Santa Clara Valley Water District (SCVWD) - Water Purchased for Resale at Non-Contract Price					
Product: An Acre Foot					
Costs:	\$1,130,401	\$0	\$285,083	\$0	\$0
Products:	2,282	0	494	0	0
Work Hours:	8	0	8	0	0
Product Cost:	\$495.36	\$0.00	\$577.09	\$0.00	\$0.00
Work Hours/Product:	0.00	0.00	0.02	0.00	0.00
Activity 313150 - Santa Clara Valley Water District (SCVWD) - Power Usage for Water Distribution					
Product: A Kilowatt Hour					
Costs:	\$8,292	\$17,229	\$20,823	\$8,030	\$8,517
Products:	55,012	111,012	84,573	49,080	49,080
Work Hours:	12	12	12	12	12
Product Cost:	\$0.15	\$0.16	\$0.25	\$0.16	\$0.17
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00

**City of Sunnyvale
Program Performance Budget**

Program 313 - Water Supply and Distribution

Service Delivery Plan 31301 - Potable Water Resources

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 313160 - Wells - Water from Well Production (paid to SCVWD)					
Product: An Acre Foot					
Costs:	\$824,473	\$1,331,051	\$923,901	\$1,301,209	\$1,638,745
Products:	1,893	3,290	1,886	2,500	2,500
Work Hours:	10	12	14	12	12
Product Cost:	\$435.48	\$404.57	\$489.87	\$520.48	\$655.50
Work Hours/Product:	0.01	0.00	0.01	0.00	0.00
Activity 313170 - Wells - Power Usage for Water Extraction					
Product: A Kilowatt Hour					
Costs:	\$106,343	\$261,134	\$185,684	\$220,134	\$233,559
Products:	855,360	1,195,263	702,562	1,017,245	1,017,245
Work Hours:	12	12	12	12	12
Product Cost:	\$0.12	\$0.22	\$0.26	\$0.22	\$0.23
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00
Totals for Service Delivery Plan 31301 - Potable Water Resources					
Costs:	\$12,647,350	\$14,849,577	\$13,942,736	\$14,611,810	\$16,683,476
Hours:	88	84	94	84	84

City of Sunnyvale
Program Performance Budget

Program 313 - Water Supply and Distribution

Service Delivery Plan 31302 - Operation and Maintenance of Water Control

Monitor and control the Water Supply and Distribution Systems to ensure adequate water supply for drinking and firefighting purposes, by:

- Using city wells, pumping stations and reservoir capacities in the most cost-effective manner to manage demand and maintain system pressure at all times,
- Maintaining and repairing water wells, pump stations and reservoir facilities and equipment, and
- Utilizing water conservation programs to manage customer demand.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 313 - Water Supply and Distribution

Service Delivery Plan 31302 - Operation and Maintenance of Water Control

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 313200, 313201, 313202, 313203, 313204, 313205 - Supervisory Control and Data Acquisition (SCADA) System Operations					
Product: An Activity Completed					
Costs:	\$140,157	\$266,676	\$134,445	\$182,825	\$194,626
Products:	1,768	1,810	3,007	1,780	1,780
Work Hours:	2,098	4,287	1,837	2,644	2,644
Product Cost:	\$79.27	\$147.33	\$44.71	\$102.71	\$109.34
Work Hours/Product:	1.19	2.37	0.61	1.49	1.49
Activity 313210, 313211, 313212, 313213, 313214, 313215 - Maintenance of Sites					
Product: An Activity Completed					
Costs:	\$262,132	\$173,920	\$199,176	\$280,752	\$295,270
Products:	1,298	1,005	1,295	3,616	3,616
Work Hours:	4,032	3,025	3,172	4,720	4,720
Product Cost:	\$201.95	\$173.06	\$153.80	\$77.64	\$81.66
Work Hours/Product:	3.11	3.01	2.45	1.31	1.31
Activity 313220, 313221, 313222, 313223, 313224, 313225 - Maintenance of Tanks					
Product: An Activity Completed					
Costs:	\$18,354	\$188,962	\$25,277	\$142,796	\$150,550
Products:	664	820	366	640	640
Work Hours:	246	3,140	395	2,255	2,255
Product Cost:	\$27.64	\$230.44	\$69.06	\$223.12	\$235.23
Work Hours/Product:	0.37	3.83	1.08	3.52	3.52

**City of Sunnyvale
Program Performance Budget**

Program 313 - Water Supply and Distribution

Service Delivery Plan 31302 - Operation and Maintenance of Water Control

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 313230, 313231, 313232 - Maintenance of Wells					
Product: An Activity Completed					
Costs:	\$20,877	\$53,581	\$48,876	\$36,025	\$38,069
Products:	1,051	1,160	435	1,100	1,100
Work Hours:	324	856	690	542	542
Product Cost:	\$19.86	\$46.19	\$112.36	\$32.75	\$34.61
Work Hours/Product:	0.31	0.74	1.59	0.49	0.49
Activity 313240, 313241, 313242, 313243 - Repairs of Sites					
Product: A Repair Completed					
Costs:	\$38,577	\$68,918	\$34,591	\$41,762	\$43,316
Products:	40	138	74	40	40
Work Hours:	341	939	570	340	340
Product Cost:	\$964.41	\$499.41	\$467.45	\$1,044.05	\$1,082.89
Work Hours/Product:	8.52	6.80	7.71	8.50	8.50
Activity 313250, 313251, 313252, 313253, 313254 - Repairs of Tanks					
Product: A Repair Completed					
Costs:	\$78,702	\$42,113	\$32,178	\$71,780	\$74,647
Products:	12	63	65	63	63
Work Hours:	788	675	309	627	627
Product Cost:	\$6,558.50	\$668.46	\$495.05	\$1,139.37	\$1,184.87
Work Hours/Product:	65.63	10.71	4.75	9.95	9.95

**City of Sunnyvale
Program Performance Budget**

Program 313 - Water Supply and Distribution

Service Delivery Plan 31302 - Operation and Maintenance of Water Control

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 313260 - Water Conservation Activities (Attend Meetings, Prepare Documentation to Support City BMP's)					
Product: A Work Hour					
Costs:	\$10,468	\$16,648	\$482	\$21,587	\$22,896
Products:	163	200	5	300	300
Work Hours:	163	200	5	300	300
Product Cost:	\$64.42	\$83.24	\$107.03	\$71.96	\$76.32
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Totals for Service Delivery Plan 31302 - Operation and Maintenance of Water Control					
Costs:	\$569,267	\$810,818	\$475,026	\$777,527	\$819,374
Hours:	7,990	13,122	6,979	11,428	11,428

**City of Sunnyvale
Program Performance Budget**

Program 313 - Water Supply and Distribution

Service Delivery Plan 31303 - Maintenance and Repair Water Distribution System

Ensure delivery of a safe, reliable and aesthetically acceptable supply of water to customers, by:

- Performing maintenance of distribution system components and infrastructure on a monthly or annual basis, as required, and
- Performing repairs of distribution system components and infrastructure, as needed.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 313 - Water Supply and Distribution

Service Delivery Plan 31303 - Maintenance and Repair Water Distribution System

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 313300, 313301, 313302, 313303 - Maintenance of Fire Hydrants					
Product: An Activity Completed					
Costs:	\$107,244	\$85,623	\$110,109	\$109,402	\$115,376
Products:	1,672	1,636	1,612	1,672	1,672
Work Hours:	1,646	1,165	1,804	1,647	1,647
Product Cost:	\$64.14	\$52.34	\$68.31	\$65.43	\$69.00
Work Hours/Product:	0.98	0.71	1.12	0.99	0.99
Activity 313310, 313311, 313312, 313313 - Maintenance of Valves					
Product: An Activity Completed					
Costs:	\$175,824	\$121,071	\$182,618	\$189,883	\$200,271
Products:	3,914	4,111	4,033	3,915	3,915
Work Hours:	2,803	1,919	3,189	2,804	2,804
Product Cost:	\$44.92	\$29.45	\$45.28	\$48.50	\$51.15
Work Hours/Product:	0.72	0.47	0.79	0.72	0.72
Activity 313320, 313321, 313322, 313323, 313324, 313325, 313326, 313327 - Repairs of System Components					
Product: A Repair Completed					
Costs:	\$547,417	\$416,004	\$593,056	\$427,835	\$448,051
Products:	1,267	5,452	2,790	1,250	1,250
Work Hours:	6,698	4,429	7,759	5,080	5,080
Product Cost:	\$432.06	\$76.30	\$212.56	\$342.27	\$358.44
Work Hours/Product:	5.29	0.81	2.78	4.06	4.06

**City of Sunnyvale
Program Performance Budget**

Program 313 - Water Supply and Distribution

Service Delivery Plan 31303 - Maintenance and Repair Water Distribution System

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 313330, 313331, 313332 - Maintenance of Stores, Facilities, Vehicles					
Product: An Activity Completed					
Costs:	\$66,246	\$83,766	\$75,476	\$71,688	\$75,610
Products:	144	300	322	300	300
Work Hours:	899	1,000	1,023	965	965
Product Cost:	\$460.04	\$279.22	\$234.40	\$238.96	\$252.03
Work Hours/Product:	6.24	3.33	3.18	3.22	3.22
Totals for Service Delivery Plan 31303 - Maintenance and Repair Water Distribution System					
Costs:	\$896,730	\$706,464	\$961,259	\$798,809	\$839,309
Hours:	12,046	8,513	13,775	10,495	10,495

City of Sunnyvale
Program Performance Budget

Program 313 - Water Supply and Distribution

Service Delivery Plan 31304 - Water Metering Services

Provide accurate and reliable water metering to both City and residents and to protect City water system from contamination, by:

- Installing, testing, repairing and replacing meters of different sizes and purposes,
- Installing, maintaining and repairing backflow devices for City-owned systems, and monitoring their operational performance, and
- Actively monitoring and reporting proper operational specifications of privately-owned backflow devices are tested to maintain compliance.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 313 - Water Supply and Distribution

Service Delivery Plan 31304 - Water Metering Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 313400, 313401, 313402, 313403, 313404 - Meter Installation for New Developments					
Product: An Activity Completed					
Costs:	\$126,063	\$74,611	\$152,227	\$126,777	\$131,811
Products:	629	160	155	600	500
Work Hours:	1,197	511	923	1,141	1,141
Product Cost:	\$200.42	\$466.32	\$982.11	\$211.30	\$263.62
Work Hours/Product:	1.90	3.19	5.96	1.90	2.28
Activity 313410, 313411, 313412, 313413 - Vaults and Lids					
Product: An Activity Completed					
Costs:	\$135,292	\$83,791	\$130,892	\$148,781	\$154,623
Products:	633	2,000	525	900	900
Work Hours:	1,226	1,396	1,190	1,358	1,358
Product Cost:	\$213.73	\$41.90	\$249.32	\$165.31	\$171.80
Work Hours/Product:	1.94	0.70	2.27	1.51	1.51
Activity 313420, 313421, 313422, 313423, 313424 - Meter Testing					
Product: A Test Completed					
Costs:	\$47,541	\$42,263	\$47,231	\$31,059	\$32,802
Products:	479	500	374	500	500
Work Hours:	847	713	802	467	467
Product Cost:	\$99.25	\$84.53	\$126.29	\$62.12	\$65.60
Work Hours/Product:	1.77	1.43	2.14	0.93	0.93

**City of Sunnyvale
Program Performance Budget**

Program 313 - Water Supply and Distribution

Service Delivery Plan 31304 - Water Metering Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 313430, 313431, 313432, 313433, 313434, 313435 - Meter Repair/Replacement					
Product: A Repair/Replacement Completed					
Costs:	\$573,684	\$448,887	\$445,534	\$487,851	\$502,926
Products:	2,533	2,500	1,833	2,500	2,500
Work Hours:	4,324	2,538	4,111	3,380	3,380
Product Cost:	\$226.48	\$179.55	\$243.06	\$195.14	\$201.17
Work Hours/Product:	1.71	1.02	2.24	1.35	1.35
Activity 313440, 313441, 313442, 313443 - Backflow Devices					
Product: An Activity Completed					
Costs:	\$33,906	\$15,170	\$23,629	\$38,705	\$40,603
Products:	237	177	106	240	240
Work Hours:	486	115	348	480	480
Product Cost:	\$143.07	\$85.71	\$222.91	\$161.27	\$169.18
Work Hours/Product:	2.05	0.65	3.28	2.00	2.00
Activity 313450, 313451, 313452 - Fire Service Detector Check Assembly (Mechanical Device Detects Leaks, Prevents Backflow)					
Product: A Device Repaired/Replaced					
Costs:	\$3,179	\$5,847	\$2,015	\$4,403	\$4,654
Products:	38	10	26	35	35
Work Hours:	54	89	44	60	60
Product Cost:	\$83.65	\$584.74	\$77.49	\$125.81	\$132.98
Work Hours/Product:	1.42	8.90	1.69	1.71	1.71

**City of Sunnyvale
Program Performance Budget**

Program 313 - Water Supply and Distribution

Service Delivery Plan 31304 - Water Metering Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 313460, 313461, 313462, 313463 - Backflow Devices Compliance Activities					
Product: An Activity Completed					
Costs:	\$119,088	\$123,077	\$109,124	\$118,295	\$124,802
Products:	3,121	3,000	2,958	3,120	3,120
Work Hours:	2,236	2,408	2,150	2,249	2,249
Product Cost:	\$38.16	\$41.03	\$36.89	\$37.92	\$40.00
Work Hours/Product:	0.72	0.80	0.73	0.72	0.72
Activity 313470, 313471, 313472 - Maintenance of Stores, Facilities, Vehicles					
Product: An Activity Completed					
Costs:	\$39,111	\$27,812	\$55,661	\$60,482	\$63,730
Products:	179	520	538	300	300
Work Hours:	658	379	1,115	950	950
Product Cost:	\$218.50	\$53.49	\$103.46	\$201.61	\$212.43
Work Hours/Product:	3.68	0.73	2.07	3.17	3.17
Totals for Service Delivery Plan 31304 - Water Metering Services					
Costs:	\$1,077,864	\$821,459	\$966,313	\$1,016,354	\$1,055,951
Hours:	11,027	8,149	10,683	10,084	10,084

City of Sunnyvale
Program Performance Budget

Program 313 - Water Supply and Distribution

Service Delivery Plan 31305 - Recycled Water System

Ensure reliability and performance of Recycled Water System, by:

- Performing preventive maintenance of recycled water distribution system components and infrastructure on a monthly or annual basis, as required,
- Performing repairs of recycled water distribution system components, as needed, and
- Optimizing the availability of recycled water to meet demand and maximize savings.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 313 - Water Supply and Distribution

Service Delivery Plan 31305 - Recycled Water System

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 313500, 313501, 313502, 313503 - Recycled Water System Components Installation					
Product: An Activity Completed					
Costs:	\$54,491	\$11,163	\$7,823	\$43,299	\$44,814
Products:	41	10	17	110	110
Work Hours:	544	177	106	320	320
Product Cost:	\$1,329.06	\$1,116.30	\$460.16	\$393.62	\$407.40
Work Hours/Product:	13.26	17.70	6.24	2.91	2.91
Activity 313510, 313511, 313512, 313513 - Recycled Water System Components Testing					
Product: An Activity Completed					
Costs:	\$16,367	\$15,694	\$43,054	\$17,244	\$18,168
Products:	196	45	55	70	70
Work Hours:	227	274	712	230	230
Product Cost:	\$83.51	\$348.75	\$782.80	\$246.34	\$259.55
Work Hours/Product:	1.16	6.09	12.95	3.29	3.29
Activity 313520, 313521, 313522, 313523, 313524, 313525, 313526, 313527 - Recycled Water System Components Maintenance					
Product: An Activity Completed					
Costs:	\$23,764	\$5,013	\$26,849	\$22,991	\$24,220
Products:	313	389	220	300	300
Work Hours:	335	79	431	320	320
Product Cost:	\$75.92	\$12.89	\$122.04	\$76.64	\$80.73
Work Hours/Product:	1.07	0.20	1.96	1.07	1.07

**City of Sunnyvale
Program Performance Budget**

Program 313 - Water Supply and Distribution

Service Delivery Plan 31305 - Recycled Water System

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 313530, 313531, 313532, 313533, 313534, 313535, 313536, 313537, 313538 - Recycled Water System Components Repairs/Replacement					
Product: An Activity Completed					
Costs:	\$31,246	\$2,861	\$31,715	\$25,686	\$26,960
Products:	78	120	123	100	100
Work Hours:	416	45	539	320	320
Product Cost:	\$400.59	\$23.85	\$257.85	\$256.86	\$269.60
Work Hours/Product:	5.34	0.38	4.39	3.20	3.20
Activity 313540, 313541, 313542, 313543 - Recycled Water Backflow Devices [DELETED - Moved to 313500]					
Product: An Activity Completed					
Costs:	\$8,953	\$966	\$3,315	\$0	\$0
Products:	22	10	3	0	0
Work Hours:	116	16	52	0	0
Product Cost:	\$406.97	\$96.59	\$1,104.91	\$0.00	\$0.00
Work Hours/Product:	5.27	1.60	17.18	0.00	0.00
Activity 313550, 313551, 313552, 313553 - Recycled Water Backflow Device Compliance Activities [DELETED - Moved to 313500]					
Product: An Activity Completed					
Costs:	\$2,960	\$16,302	\$675	\$0	\$0
Products:	70	90	52	0	0
Work Hours:	56	260	14	0	0
Product Cost:	\$42.28	\$181.13	\$12.99	\$0.00	\$0.00
Work Hours/Product:	0.80	2.89	0.27	0.00	0.00

**City of Sunnyvale
Program Performance Budget**

Program 313 - Water Supply and Distribution

Service Delivery Plan 31305 - Recycled Water System

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 313560, 313561, 313562 - Maintenance of Stores and Facilities					
Product: An Activity Completed					
Costs:	\$14,464	\$9,570	\$4,173	\$17,729	\$18,721
Products:	48	104	21	100	100
Work Hours:	206	147	54	250	250
Product Cost:	\$301.33	\$92.01	\$198.73	\$177.29	\$187.21
Work Hours/Product:	4.29	1.41	2.55	2.50	2.50
Activity 313570 - Recycled Water Coordination Activities - (Meetings, Documentation to Support Site Evaluations, Permit Process)					
Product: A Work Hour					
Costs:	\$34,752	\$23,988	\$19,744	\$37,758	\$39,709
Products:	463	238	16	450	450
Work Hours:	463	238	16	450	450
Product Cost:	\$75.06	\$100.79	\$1,233.25	\$83.91	\$88.24
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 313580 - Recycled Water Power Usage - To Fill, Pump and Operate San Lucar Water Plant					
Product: A Kilowatt Hour					
Costs:	\$30,619	\$31,236	\$35,808	\$30,656	\$32,523
Products:	241,040	233,840	115,202	241,000	241,000
Work Hours:	12	12	12	12	12
Product Cost:	\$0.13	\$0.13	\$0.31	\$0.13	\$0.13
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00
Totals for Service Delivery Plan 31305 - Recycled Water System					
Costs:	\$217,616	\$116,792	\$173,157	\$195,363	\$205,116
Hours:	2,374	1,248	1,935	1,902	1,902

City of Sunnyvale
Program Performance Budget

Program 313 - Water Supply and Distribution

Service Delivery Plan 31306 - Emergency Response

Respond to water system emergencies in a timely manner to avoid property damage, ensure system reliability and protect the health of the community, by:

- Providing rapid response to emergencies in the water system within approximately 30 minutes of call out,
- Providing emergency repairs to potable and recycled water system components within 24 hours, and
- Responding to citizen service requests outside of normal work hours within approximately 60 minutes of call out.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 313 - Water Supply and Distribution

Service Delivery Plan 31306 - Emergency Response

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 313600, 313601, 313602, 313603, 313604, 313605, 313606 - Emergency Repairs - Sheared Hydrants					
Product: An Emergency Request Completed					
Costs:	\$29,421	\$109,285	\$38,795	\$35,914	\$37,878
Products:	52	120	55	60	60
Work Hours:	417	1,806	544	500	500
Product Cost:	\$565.78	\$910.70	\$705.37	\$598.56	\$631.30
Work Hours/Product:	8.01	15.05	9.90	8.33	8.33
Activity 313610, 313611, 313612, 313613 - Emergency Repairs - System Appurtenances					
Product: An Emergency Request Completed					
Costs:	\$10,460	\$18,043	\$14,228	\$18,357	\$19,361
Products:	16	5	42	30	30
Work Hours:	138	296	211	260	260
Product Cost:	\$653.72	\$3,608.64	\$338.75	\$611.89	\$645.35
Work Hours/Product:	8.60	59.20	5.03	8.67	8.67
Activity 313620, 313621, 313622 - Emergency Repairs - Water Service Line					
Product: An Emergency Request Completed					
Costs:	\$51,474	\$243,507	\$102,273	\$72,721	\$76,649
Products:	488	120	579	600	600
Work Hours:	754	4,086	1,473	1,064	1,064
Product Cost:	\$105.48	\$2,029.22	\$176.64	\$121.20	\$127.75
Work Hours/Product:	1.54	34.05	2.54	1.77	1.77

**City of Sunnyvale
Program Performance Budget**

Program 313 - Water Supply and Distribution

Service Delivery Plan 31306 - Emergency Response

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 313630, 313631, 313632 - Emergency Repairs - Water Mains					
Product: An Emergency Request Completed					
Costs:	\$66,069	\$67,187	\$177,451	\$71,843	\$75,330
Products:	61	20	302	70	70
Work Hours:	798	1,075	2,188	850	850
Product Cost:	\$1,083.10	\$3,359.34	\$587.59	\$1,026.33	\$1,076.15
Work Hours/Product:	13.08	53.75	7.24	12.14	12.14
Activity 313640, 313641, 313642 - Emergency Repairs - Pump Stations					
Product: An Emergency Request Completed					
Costs:	\$4,273	\$11,955	\$27,591	\$4,476	\$4,655
Products:	2	4	15	2	2
Work Hours:	39	199	9	40	40
Product Cost:	\$2,136.38	\$2,988.72	\$1,839.39	\$2,237.87	\$2,327.67
Work Hours/Product:	19.65	49.75	0.61	20.00	20.00
Activity 313650, 313651, 313652 - Emergency Repairs - Meters					
Product: An Emergency Request Completed					
Costs:	\$17,957	\$16,167	\$18,727	\$17,763	\$18,765
Products:	182	6	147	180	180
Work Hours:	291	263	310	280	280
Product Cost:	\$98.67	\$2,694.56	\$127.40	\$98.68	\$104.25
Work Hours/Product:	1.60	43.83	2.11	1.56	1.56

**City of Sunnyvale
Program Performance Budget**

Program 313 - Water Supply and Distribution

Service Delivery Plan 31306 - Emergency Response

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 313660, 313661, 313662 - Emergency Repairs - Backflow Devices					
Product: An Emergency Request Completed					
Costs:	\$2,924	\$7,436	\$4,246	\$4,370	\$4,622
Products:	39	6	49	50	50
Work Hours:	50	120	78	65	65
Product Cost:	\$74.97	\$1,239.35	\$86.65	\$87.40	\$92.43
Work Hours/Product:	1.29	20.00	1.60	1.30	1.30
Totals for Service Delivery Plan 31306 - Emergency Response					
Costs:	\$182,578	\$473,580	\$383,311	\$225,443	\$237,259
Hours:	2,487	7,845	4,815	3,059	3,059

**City of Sunnyvale
Program Performance Budget**

Program 313 - Water Supply and Distribution

Service Delivery Plan 31307 - Routine Service Response

Provide additional services, as requested, by:

- Providing water quality-related services, as requested, by inside and outside customers,
- Performing taps to main lines for new services, as requested,
- Checking plans and drawings for compliance with City standards for private and public projects, and
- Providing field inspections, as requested, by inside and outside customers.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 313 - Water Supply and Distribution

Service Delivery Plan 31307 - Routine Service Response

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 313700, 313701, 313702, 313703, 313704 - Water Quality					
Product: An Activity Completed					
Costs:	\$242,220	\$226,301	\$296,626	\$270,643	\$284,645
Products:	17,970	38,320	25,287	18,000	18,000
Work Hours:	3,273	3,157	3,681	3,448	3,448
Product Cost:	\$13.48	\$5.91	\$11.73	\$15.04	\$15.81
Work Hours/Product:	0.18	0.08	0.15	0.19	0.19
Activity 313710 - Perform Taps (Tap Hole in Water Main to Provide New Service Connection)					
Product: A Tap Completed					
Costs:	\$37,560	\$13,158	\$34,056	\$39,486	\$41,673
Products:	51	25	56	50	50
Work Hours:	583	217	463	590	590
Product Cost:	\$736.46	\$526.33	\$608.14	\$789.73	\$833.46
Work Hours/Product:	11.43	8.68	8.27	11.80	11.80
Activity 313720 - Patch Work Follow-Up by Streets Staff (Street Patch After Water Service or Main Repairs)					
Product: A Square Foot Patch Completed					
Costs:	\$128,327	\$34,091	\$58,197	\$106,974	\$111,232
Products:	15,480	8,900	8,793	12,500	12,500
Work Hours:	1,254	656	695	1,021	1,021
Product Cost:	\$8.29	\$3.83	\$6.62	\$8.56	\$8.90
Work Hours/Product:	0.08	0.07	0.08	0.08	0.08

**City of Sunnyvale
Program Performance Budget**

Program 313 - Water Supply and Distribution

Service Delivery Plan 31307 - Routine Service Response

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 313730, 313731, 313732, 313733, 313734 - Plan/Field Checking					
Product: An Occasion					
Costs:	\$45,685	\$53,027	\$40,504	\$43,866	\$46,437
Products:	170	116	195	180	180
Work Hours:	619	772	557	601	601
Product Cost:	\$268.73	\$457.13	\$207.71	\$243.70	\$257.98
Work Hours/Product:	3.64	6.65	2.86	3.34	3.34
Activity 313740 - Provide Fabrication/Equipment Repair					
Product: A Fabrication / Repair Completed					
Costs:	\$84,278	\$82,381	\$120,704	\$88,983	\$92,864
Products:	65	200	253	190	190
Work Hours:	1,068	1,200	1,421	1,100	1,100
Product Cost:	\$1,296.59	\$411.91	\$477.09	\$468.33	\$488.76
Work Hours/Product:	16.42	6.00	5.62	5.79	5.79
Activity 313750, 313751, 313752, 313753, 313754, 313755 - Customer Requested Activities					
Product: A Service Request Completed					
Costs:	\$86,087	\$115,259	\$105,579	\$101,802	\$107,606
Products:	1,908	1,500	1,607	1,700	1,700
Work Hours:	1,679	1,914	1,994	1,550	1,550
Product Cost:	\$45.12	\$76.84	\$65.70	\$59.88	\$63.30
Work Hours/Product:	0.88	1.28	1.24	0.91	0.91

**City of Sunnyvale
Program Performance Budget**

Program 313 - Water Supply and Distribution

Service Delivery Plan 31307 - Routine Service Response

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 313760 - Utility Locates - Locating of Underground Utilities for Excavation Purposes					
Product: A Locate Completed					
Costs:	\$38,232	\$38,930	\$40,328	\$36,513	\$38,526
Products:	2,923	1,900	3,967	2,900	2,900
Work Hours:	582	650	656	580	580
Product Cost:	\$13.08	\$20.49	\$10.17	\$12.59	\$13.28
Work Hours/Product:	0.20	0.34	0.17	0.20	0.20
Activity 313770, 313771, 313772 - Stand-by Duty					
Product: A Work Hour					
Costs:	\$82,005	\$80,155	\$81,706	\$80,519	\$85,475
Products:	1,428	1,382	1,437	1,367	1,367
Work Hours:	1,428	1,382	1,437	1,367	1,367
Product Cost:	\$57.44	\$58.00	\$56.84	\$58.90	\$62.53
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Totals for Service Delivery Plan 31307 - Routine Service Response					
Costs:	\$744,393	\$643,303	\$777,701	\$768,786	\$808,458
Hours:	10,484	9,948	10,905	10,257	10,257

**City of Sunnyvale
Program Performance Budget**

Program 313 - Water Supply and Distribution

Service Delivery Plan 31308 - Management and Support Services

Support the operation of the Water Supply and Distribution program, by:

- Responding to citizen service requests in a prompt and courteous manner,
- Maintaining complete and thorough records to assist operations,
- Providing timely and accurate administrative support services,
- Actively managing the day to day operations of staff,
- Providing training to enhance staff skills, and
- Supporting staff certification and licensing as required by job descriptions.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 313 - Water Supply and Distribution

Service Delivery Plan 31308 - Management and Support Services

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 313800 - Management and Supervisory Services					
Product: A Work Hour					
Costs:	\$282,609	\$275,651	\$273,002	\$281,650	\$288,161
Products:	3,099	2,922	2,895	2,832	2,832
Work Hours:	3,099	2,922	2,895	2,832	2,832
Product Cost:	\$91.19	\$94.34	\$94.29	\$99.45	\$101.75
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 313810 - Administrative Support Services - Including Clerical Staff Hours					
Product: A Work Hour					
Costs:	\$198,092	\$261,401	\$157,141	\$191,190	\$200,181
Products:	3,508	4,012	2,771	3,252	3,252
Work Hours:	3,508	4,012	2,771	3,252	3,252
Product Cost:	\$56.46	\$65.15	\$56.70	\$58.79	\$61.56
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 313820 - Staff Training and Development - Including Tailgate Meetings, Certifications and Operations/Safety Related Classes [DELETED - Moved to 313840]					
Product: A Training Session Attended					
Costs:	\$138,379	\$105,945	\$121,699	\$0	\$0
Products:	16,819	1,135	736	0	0
Work Hours:	1,979	1,510	1,783	0	0
Product Cost:	\$8.23	\$93.34	\$165.35	\$0.00	\$0.00
Work Hours/Product:	0.12	1.33	2.42	0.00	0.00

**City of Sunnyvale
Program Performance Budget**

Program 313 - Water Supply and Distribution

Service Delivery Plan 31308 - Management and Support Services

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 313830 - Certification/Commercial Licenses Pay Differential [DELETED]					
Product: A Certificate/License					
Costs:	\$20,557	\$25,061	\$13,518	\$0	\$0
Products:	0	14	0	0	0
Work Hours:	0	0	0	0	0
Product Cost:	\$0.00	\$1,790.10	\$0.00	\$0.00	\$0.00
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00
Activity 313840 - Staff Training and Development					
Product: An Employee Trained					
Costs:	\$0	\$0	\$0	\$71,985	\$75,352
Products:	0	0	0	23	23
Work Hours:	0	0	0	910	910
Product Cost:	\$0.00	\$0.00	\$0.00	\$3,129.76	\$3,276.16
Work Hours/Product:	0.00	0.00	0.00	39.57	39.57
Activity 313850 - Tailgates and Other Staff Meetings					
Product: A Meeting Held					
Costs:	\$0	\$0	\$0	\$29,412	\$31,020
Products:	0	0	0	26	26
Work Hours:	0	0	0	446	446
Product Cost:	\$0.00	\$0.00	\$0.00	\$1,131.22	\$1,193.09
Work Hours/Product:	0.00	0.00	0.00	17.15	17.15
Totals for Service Delivery Plan 31308 - Management and Support Services					
Costs:	\$639,637	\$668,059	\$565,360	\$574,237	\$594,714
Hours:	8,586	8,444	7,450	7,440	7,440

**City of Sunnyvale
Program Performance Budget**

Program 313 - Water Supply and Distribution

		<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Totals for Program 313	Costs:	\$16,975,435	\$19,090,051	\$18,244,862	\$18,968,329	\$21,243,656
	Hours:	55,081	57,352	56,635	54,749	54,749

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City of Sunnyvale
Program Performance Budget

Program 323 - Solid Waste Management

Program Performance Statement

Reduce the amount of refuse disposed and provide reliable, competitively priced and environmentally sound services for collection, source reduction, reuse, recycling, and other forms of disposal reduction, and disposal of solid wastes, by:

- Promoting recycled content purchasing and source reduction and reuse behavior, and providing recycling services that divert solid waste from disposal and into economically productive uses,
- Providing reliable, convenient, competitively priced and environmentally sound solid waste collection and disposal services in compliance with all applicable regulations, and
- Taking advantage of economies of scale by sharing Sunnyvale Materials Recovery and Transfer (SMaRT) Station diversion and refuse transfer costs with other jurisdictions.

City of Sunnyvale Program Performance Budget

Program 323 - Solid Waste Management

Notes

Btu Data Point for Measure P2

The product for Program Measure P2 is the number of British thermal units (Btu's) of methane energy contained in the landfill gas collected from the closed Sunnyvale Landfill and delivered to the Water Pollution Control Plant as fuel for the Power Generation Facility that provides electricity to the WPCP. The methane is produced by anaerobic bacteria that live in the oxygen-free environment of the landfill and consume the garbage buried there. Because the landfill has been closed since 1993, the amount of methane being produced is gradually declining, as reflected in the annual decrease in the number of products. At the time of landfill closure, a 10% annual reduction in gas capture was assumed, based on industry rules of thumb. However, landfill gas production is greatly affected by site specific factors that include climate and the nature of the waste disposed. Experience has shown the rate of annual decline over time to be closer to 5% annually, which is the assumption for this data point.

Changes to SMaRT Station Contractor Payment

323240

Sunnyvale's share of SMaRT Station contractor payment expenses in 323240-5240 increases \$2,332,177 (including inflation) between FY 06/07 and 08/09. Factors behind the increase are:

New contract labor standards approved by City Council	\$759,347
New contract structure increases City share of recycling revenues	\$1,172,939
Two years of inflation	\$340,263
Reduced contractor payment during MRF construction (2 mos.)	(\$66,708)
Contract pricing reset to market through competitive RFP process	\$126,336

Cost to Divert Recyclables from the Landfill, Long Term Impacts

323100, 323110, 323120, 323130, 323240

The City provides a range of recycling services both to comply with the state mandate (50% diversion) and in response to community desire for these services.

The cost of the services is offset to some extent by revenues from the sale of recyclables and savings from reduced landfill disposal costs. Costs, revenues and disposal savings are used each year to calculate a net "per ton" cost to divert for each service.

Some are closer to covering their costs than others. Overall there is a net cost to recycle materials and the unit cost to divert an additional ton from disposal generally rises as the diversion rate rises.

Manufacturing products with recycled materials instead of "virgin" materials extracted from nature creates benefits to the City, its residents, and the community at large. These benefits include reduced industrial water and energy use, reduced air pollution, and conservation of timber, mineral and energy resources. Due to federal tax and resource extraction subsidies for virgin materials and other incomplete economic linkages, these environmental benefits are only partially reflected in financial returns for the Solid Waste Fund.

**City of Sunnyvale
Program Performance Budget**

Program 323 - Solid Waste Management

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Quality</u>						
Q1. The closed Sunnyvale Landfill is monitored and maintained to limit unpermitted and reasonably preventable environmental contamination to the five-year average or one occurrence per year, whichever is greater.	M					
- Occurrence		NA	1.00	NA	1.00	1.00
- Monthly Regional Water Quality Control Board (RWQCB) Post-Closure Maintenance Inspections Performed		12.00	12.00	12.00	12.00	12.00
Q2. Customers are satisfied with Solid Waste Management Services. (Based on a City-wide Survey) [DELETED]	I					
- Percent of Customers Rating Satisfaction as Average, Good, or Very Good		95.50%	90.00%	95.50%	NA	NA
Q3. Percent of residents who rate the overall quality of Solid Waste Management services as "fair" or better. [External Survey]	I					
- Percent Rating as "Fair" or Better		NA	NA	NA	97.00%	97.00%
Q4. Percent of residents who rate the overall quality of Solid Waste Management services as "good" or "excellent". [External Survey]	I					
- Percent Rating as "Good" or "Excellent"		NA	NA	NA	81.00%	81.00%
Q5. Program vehicles, including those provided under contract, are powered by clean air fuels.	D					
- Percent of Vehicles Powered by Clean Air Fuels		44.00%	46.00%	50.00%	44.00%	44.00%
- Number of Clean Air Vehicles		31.00	31.00	31.00	31.00	31.00
<u>Productivity</u>						
P1. Diversion of solid waste from disposal is maintained at 50% or more.	M					
- Percent of Solid Waste Diverted		63.00%	50.00%	63.00%	63.00%	63.00%
- Total Tons Diverted		157,678.00	120,129.00	164,025.00	157,678.00	157,678.00
P2. The landfill gas collection system provides fuel to the Power Generation Facility (PGF).	I					
- Percent of Prior Year BTUs Provided by PGF		96.50%	90.00%	90.10%	95.00%	95.00%
- Number of BTUs Provided (in millions)		92,290.00	103,178.00	83,127.00	83,292.00	79,127.00

**City of Sunnyvale
Program Performance Budget**

Program 323 - Solid Waste Management

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Cost Effectiveness</u>						
C1. The refuse collection franchise agreement is managed so that annual change in cost per ton collected is limited to the rate of inflation.	I					
- Difference Over/(Under) Between Percent Change In Cost Per Ton and Consumer Price Index (CPI) Change		NA	0.00%	NA	0.00%	0.00%
- Total Contract Costs		\$15,880,453.00	\$15,623,844.00	\$15,623,844.00	\$16,791,793.00	\$15,811,254.00
C2. The aggregate cost per ton to divert discarded materials from disposal is at the previous three-year average.	D					
- Index		104.00	100.00	64.00	100.00	100.00
- Tons Diverted by City Programs		44,382.00	45,887.00	33,397.00	44,382.00	44,382.00
<u>Financial</u>						
F1. Actual total expenditures for Solid Waste Management will not exceed planned program expenditures.	C					
- Total Program Expenditures [DELETED]		\$25,570,171.00	\$26,696,099.59	\$27,034,675.32	NA	NA
- Percent of Total Program Budget Expended		NA	NA	NA	100.00%	100.00%
F2. Refuse collection rates in Sunnyvale are at the average of rates for comparable services in similar local cities.	I					
- Percentage Sunnyvale Rates are Over/(Under) Average Rates		7.00%	0.00%	6.73%	0.00%	0.00%
- Total Rate Revenues		\$28,367,112.00	\$29,911,252.00	\$28,824,739.88	\$30,787,658.00	\$32,481,569.00

Priority Legend

- M: Mandatory
- C: Council Highest Priority
- I: Important
- D: Desirable

**City of Sunnyvale
Program Performance Budget**

Program 323 - Solid Waste Management

Service Delivery Plan 32301 - Promote and Coordinate Waste Reduction and Recycling

Conserve landfill capacity, energy and natural resources, by:

- Providing source reduction programs and promoting source reduction behavior,
- Maximizing diversion of solid waste from disposal by use of demand management techniques and recycling programs, and
- Increasing demand for recycled materials by advocating local, state and federal legislation and policies that will increase use of recycled content products.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 323 - Solid Waste Management

Service Delivery Plan 32301 - Promote and Coordinate Waste Reduction and Recycling

	<u>2006/2007</u> Actual	<u>2007/2008</u> Budget	<u>2007/2008</u> Actual	<u>2008/2009</u> Budget	<u>2009/2010</u> Plan
Activity 323100 - Single-Family - Plan/Promote Waste Reduction/Recycling Services, Provide Environmental Purchasing Information					
Product: A Publicity/Outreach Material/Event Implemented					
Costs:	\$106,711	\$134,706	\$135,587	\$108,572	\$113,417
Products:	162	133	224	165	165
Work Hours:	1,278	1,733	1,680	1,330	1,330
Product Cost:	\$658.71	\$1,012.83	\$605.30	\$658.01	\$687.38
Work Hours/Product:	7.89	13.03	7.50	8.06	8.06
Activity 323110 - Multi-Family - Plan/Promote Waste Reduction/Recycling Services, Provide Environmental Purchasing Information					
Product: A Publicity/Outreach Material/Event Implemented					
Costs:	\$62,202	\$95,212	\$50,959	\$64,667	\$67,382
Products:	166	141	169	166	166
Work Hours:	676	1,294	707	685	685
Product Cost:	\$374.71	\$675.26	\$301.53	\$389.56	\$405.92
Work Hours/Product:	4.07	9.18	4.18	4.13	4.13
Activity 323120 - City, Schools - Plan/Promote Waste Reduction/Recycling Services, Provide Environmental Purchasing Information					
Product: A Publicity/Outreach Material/Event Implemented					
Costs:	\$27,642	\$68,323	\$34,957	\$30,670	\$32,352
Products:	73	66	84	73	73
Work Hours:	374	1,089	463	395	395
Product Cost:	\$378.66	\$1,035.20	\$416.16	\$420.14	\$443.18
Work Hours/Product:	5.12	16.50	5.51	5.41	5.41

**City of Sunnyvale
Program Performance Budget**

Program 323 - Solid Waste Management

Service Delivery Plan 32301 - Promote and Coordinate Waste Reduction and Recycling

	<u>2006/2007</u>	<u>2007/2008</u>	<u>2007/2008</u>	<u>2008/2009</u>	<u>2009/2010</u>
	Actual	Budget	Actual	Budget	Plan
Activity 323130 - Businesses - Plan/Promote Waste Reduction/Recycling Services, Provide Environmental Purchasing Information					
Product: A Publicity/Outreach Material/Event Implemented					
Costs:	\$58,078	\$70,706	\$81,559	\$62,914	\$66,431
Products:	141	179	104	141	141
Work Hours:	828	1,022	1,362	835	835
Product Cost:	\$411.90	\$395.01	\$784.22	\$446.20	\$471.14
Work Hours/Product:	5.87	5.71	13.10	5.92	5.92
Activity 323140 - Research, Respond to Waste Reduction, Recycling Laws, Regulations, Trends, Markets, and Policy Issues					
Product: A Technical Advisory Committee or Subcommittee Meeting Attended					
Costs:	\$46,344	\$22,109	\$36,840	\$51,295	\$54,388
Products:	21	18	12	21	21
Work Hours:	754	306	581	780	780
Product Cost:	\$2,206.86	\$1,228.29	\$3,069.98	\$2,442.63	\$2,589.91
Work Hours/Product:	35.92	17.00	48.39	37.14	37.14
Totals for Service Delivery Plan 32301 - Promote and Coordinate Waste Reduction and Recycling					
Costs:	\$300,976	\$391,057	\$339,902	\$318,118	\$333,971
Hours:	3,910	5,445	4,792	4,025	4,025

City of Sunnyvale
Program Performance Budget

Program 323 - Solid Waste Management

Service Delivery Plan 32302 - Provide Solid Waste Collection and Disposal Services

Provide solid waste collection and disposal services that protect the public from disease and odors associated with unsightly accumulations of refuse and minimize current and future community financial and legal liabilities, by:

- Collecting and disposing of discarded materials (refuse, yard trimmings and recyclable materials including newspapers and phone books, corrugated cardboard, glass bottles and jars, metal cans, plastic bottles, jars and other containers, household batteries, motor oil and oil filters) in a dependable, environmentally sound and cost effective manner,
- Providing periodic opportunities for residents to dispose of refuse at discounted or no charge, and
- Minimizing illegal and inappropriate disposal of household hazardous wastes.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 323 - Solid Waste Management

Service Delivery Plan 32302 - Provide Solid Waste Collection and Disposal Services

	<u>2006/2007</u> Actual	<u>2007/2008</u> Budget	<u>2007/2008</u> Actual	<u>2008/2009</u> Budget	<u>2009/2010</u> Plan
Activity 323200 - Charges for Collection of Garbage, Recyclables, Yard Trimmings; Payment of Franchise Fee to General Fund					
Product: A Ton of Recyclables or Garbage Collected					
Costs:	\$15,880,453	\$15,625,641	\$15,623,912	\$16,791,860	\$17,043,741
Products:	122,329	125,821	120,186	121,507	121,507
Work Hours:	1	1	1	1	1
Product Cost:	\$129.82	\$124.19	\$130.00	\$138.20	\$140.27
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00
Activity 323210 - Enforce Franchise and Service Standards; Provide Customer Info; Review Projects for Safe, Efficient Design					
Product: A Customer Served					
Costs:	\$246,449	\$262,494	\$231,090	\$272,822	\$286,122
Products:	32,364	32,210	32,390	32,390	32,390
Work Hours:	2,072	2,009	2,125	2,335	2,335
Product Cost:	\$7.61	\$8.15	\$7.13	\$8.42	\$8.83
Work Hours/Product:	0.06	0.06	0.07	0.07	0.07
Activity 323220 - Promote and Coordinate Household and Small Business Hazardous Waste Disposal Events					
Product: A Vehicle Served					
Costs:	\$369,063	\$251,825	\$378,608	\$368,211	\$371,466
Products:	4,537	3,695	4,387	4,537	4,537
Work Hours:	96	63	60	108	108
Product Cost:	\$81.35	\$68.15	\$86.30	\$81.16	\$81.87
Work Hours/Product:	0.02	0.02	0.01	0.02	0.02

**City of Sunnyvale
Program Performance Budget**

Program 323 - Solid Waste Management

Service Delivery Plan 32302 - Provide Solid Waste Collection and Disposal Services

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 323230 - Research, Respond to Laws, Regulations, Business Trends, Markets, Policy Issues; Council Intergovernmental Relations					
Product: A Waste Reduction and Recycling Commission or Technical Advisory Committee Meeting Attended					
Costs:	\$42,351	\$45,427	\$53,283	\$88,567	\$91,595
Products:	15	18	16	15	15
Work Hours:	405	417	471	860	860
Product Cost:	\$2,823.39	\$2,523.70	\$3,330.19	\$5,904.50	\$6,106.34
Work Hours/Product:	27.01	23.17	29.41	57.33	57.33
Activity 323240 - Sunnyvale Share of SMaRT Station Cost of Operation, Refuse Transfer, Disposal, Equipment Replacement					
Product: A Ton of Recyclables or Garbage Collected					
Costs:	\$7,947,068	\$9,315,219	\$9,768,215	\$9,839,848	\$11,170,237
Products:	122,329	125,821	120,186	121,507	121,507
Work Hours:	1	1	1	1	1
Product Cost:	\$64.96	\$74.04	\$81.28	\$80.98	\$91.93
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00
Activity 323250 - Management and Supervisory Services - Including Training					
Product: A Work Hour					
Costs:	\$67,186	\$25,281	\$44,481	\$41,746	\$43,117
Products:	705	243	443	390	390
Work Hours:	705	243	443	390	390
Product Cost:	\$95.37	\$104.04	\$100.43	\$107.04	\$110.56
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00

**City of Sunnyvale
Program Performance Budget**

Program 323 - Solid Waste Management

Service Delivery Plan 32302 - Provide Solid Waste Collection and Disposal Services

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 323260 - Staff Training and Development [DELETED - Moved to 323290]					
Product: A Work Hour					
Costs:	\$26,026	\$16,602	\$20,926	\$0	\$0
Products:	295	240	307	0	0
Work Hours:	295	240	307	0	0
Product Cost:	\$88.13	\$69.17	\$68.16	\$0.00	\$0.00
Work Hours/Product:	1.00	1.00	1.00	0.00	0.00
Activity 323270 - Administrative Support - Including Clerical Staff Hours					
Product: A Work Hour					
Costs:	\$185,370	\$220,457	\$156,999	\$218,071	\$230,020
Products:	3,297	3,705	2,778	3,570	3,570
Work Hours:	3,297	3,705	2,778	3,570	3,570
Product Cost:	\$56.23	\$59.50	\$56.51	\$61.08	\$64.43
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 323280 - Review Projects for Compliance with City Standards and for Safe, Efficient Design					
Product: A Submission to the Project Review Committee					
Costs:	\$22,427	\$37,909	\$32,890	\$25,565	\$27,354
Products:	80	125	72	80	80
Work Hours:	352	597	517	388	388
Product Cost:	\$280.33	\$303.27	\$456.80	\$319.57	\$341.93
Work Hours/Product:	4.40	4.78	7.18	4.85	4.85

**City of Sunnyvale
Program Performance Budget**

Program 323 - Solid Waste Management

Service Delivery Plan 32302 - Provide Solid Waste Collection and Disposal Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 323290 - Staff Training and Development					
Product: An Employee Trained					
Costs:	\$0	\$0	\$0	\$12,285	\$12,918
Products:	0	0	0	8	8
Work Hours:	0	0	0	160	160
Product Cost:	\$0.00	\$0.00	\$0.00	\$1,535.58	\$1,614.75
Work Hours/Product:	0.00	0.00	0.00	20.00	20.00
Totals for Service Delivery Plan 32302 - Provide Solid Waste Collection and Disposal Services					
Costs:	\$24,786,393	\$25,800,853	\$26,310,403	\$27,658,974	\$29,276,571
Hours:	7,223	7,276	6,702	7,813	7,813

City of Sunnyvale
Program Performance Budget

Program 323 - Solid Waste Management

Service Delivery Plan 32303 - Monitor, Manage and Assure Regulatory Compliance at the Closed Sunnyvale Landfill

Monitor and manage the closed Sunnyvale Landfill in a manner that protects public health and safety and the environment, promotes enjoyable public use of the site, and assists in the achievement of other goals of the Solid Waste Sub-Element, by:

- Ensuring compliance with federal, state, and local laws and regulations,
- Providing landfill gas (LFG) fuel to the Power Generation Facility (PGF),
- Providing for safe, enjoyable recreational access to portions of the landfill,
- Managing the landfill cover so as to encourage the presence of native plant and animal species,
- Providing, on portions of the landfill, for facilities and activities that support achievement of the City's solid and household hazardous waste goals and policies, and
- Generating revenues from post-closure uses of the landfill.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 323 - Solid Waste Management

Service Delivery Plan 32303 - Monitor, Manage and Assure Regulatory Compliance at the Closed Sunnyvale Landfill

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 323300 - Manage Landfill Groundwater, Surface Water and Leachate Compliant with Regulations					
Product: An Estimated Ton of Refuse In Place					
Costs:	\$34,989	\$67,831	\$35,045	\$38,497	\$39,601
Products:	2,500,000	2,500,000	2,500,000	2,520,000	2,520,000
Work Hours:	134	435	86	125	125
Product Cost:	\$0.01	\$0.03	\$0.01	\$0.02	\$0.02
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00
Activity 323310 - Operate, Maintain LFG Collection and Condensate Systems to Deliver Fuel to PGF, Comply with Regulations					
Product: An Estimated Ton of Refuse In Place					
Costs:	\$318,452	\$296,393	\$313,005	\$336,080	\$353,055
Products:	2,500,000	2,500,000	2,500,000	2,520,000	2,520,000
Work Hours:	3,719	3,060	3,385	3,705	3,705
Product Cost:	\$0.13	\$0.12	\$0.13	\$0.13	\$0.14
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00
Activity 323320 - Comply with Storm Water Runoff Regulations					
Product: An Acre of Closed Landfill Maintained					
Costs:	\$22,190	\$26,570	\$16,838	\$17,855	\$18,544
Products:	93	93	93	93	93
Work Hours:	255	355	223	230	230
Product Cost:	\$238.60	\$285.70	\$181.05	\$191.98	\$199.39
Work Hours/Product:	2.74	3.82	2.39	2.47	2.47

**City of Sunnyvale
Program Performance Budget**

Program 323 - Solid Waste Management

Service Delivery Plan 32303 - Monitor, Manage and Assure Regulatory Compliance at the Closed Sunnyvale Landfill

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 323330 - Manage Post-Closure Uses and Maintain Landfill Cover Consistent with Solid Waste Sub-Element Policies					
Product: An Acre of Closed Landfill Maintained					
Costs:	\$103,492	\$111,534	\$18,485	\$94,537	\$98,441
Products:	93	93	93	93	93
Work Hours:	713	845	562	700	700
Product Cost:	\$1,112.82	\$1,199.29	\$198.76	\$1,016.52	\$1,058.51
Work Hours/Product:	7.66	9.09	6.04	7.53	7.53
Activity 323340 - Maintain Landfill Gas Flare-Related Equipment (by Water Pollution Control Plant (WPCP) Maintenance Staff)					
Product: Estimated Tons of Refuse In Place					
Costs:	\$3,679	\$1,862	\$998	\$3,881	\$4,090
Products:	2,500,000	2,500,000	2,500,000	2,520,000	2,520,000
Work Hours:	58	30	16	60	60
Product Cost:	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00
Totals for Service Delivery Plan 32303 - Monitor, Manage and Assure Regulatory Compliance at the Closed Sunnyvale Landfill					
Costs:	\$482,802	\$504,190	\$384,370	\$490,850	\$513,731
Hours:	4,878	4,725	4,271	4,820	4,820
Totals for Program 323	\$25,570,171	\$26,696,100	\$27,034,675	\$28,467,942	\$30,124,273
	16,010	17,446	15,765	16,658	16,658

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**City of Sunnyvale
Program Performance Budget**

Program 324 - Materials Recovery and Refuse Transfer (SMaRT)

Program Performance Statement

Increase diversion of solid waste from disposal and use economies of scale to minimize diversion and refuse transfer expenses for SMaRT Station cities (Sunnyvale, Mountain View and Palo Alto), by:

- Providing recycling services and facilities,
- Providing services and facilities to extract recyclables from solid waste (i.e. materials recovery), and
- Providing refuse transfer services and facilities.

City of Sunnyvale Program Performance Budget

Program 324 - Materials Recovery and Refuse Transfer (SMaRT)

Notes

324110

Council has directed staff to work with Bay Counties Waste Services to explore installing a construction and demolition (C&D) sorting line at the SMaRT Station. The purpose of the C&D equipment would be to elevate the waste to improve worker ergonomics and increase the efficiency of the existing C&D sorting operation.

City staff and engineers have reviewed three optional layouts for a C&D sorting line submitted by Bay Counties. Both staff and Bay Counties prefer a layout that extends the sort line outside the transfer station building. This location would minimize interference between the C&D sort line and the enclosed tipping floor area used for the transfer of solid waste, which is the SMaRT Station's critical function. Implementation of this design may require an amendment to the facility's conditional use permit, and may require approval by other agencies. Staff is currently reviewing existing permits to determine the actions required to obtain the necessary approvals.

The Materials Recovery Facility (MRF) equipment project occupies a large area of the tipping floor, reducing the area available for use by Bay Counties and making installation of a C&D line impractical at this time.

Staff will continue to work with the Community Development Department, the SMaRT partner cities and regulatory agencies to assess the processes and time lines needed to install a C&D line following the completion of the MRF equipment project. Following those discussions, staff will explore with Bay Counties the economic factors involved in procuring and installing the equipment and will bring to Council any necessary changes to the SMaRT Station operations contract and/or the budget.

Change in Landfill Costs

324180, 324190, 324000

Total landfill disposal costs increase \$415,225 from 06/07 to 08/09. Consists of a 17 cents per ton decrease in the Countywide AB 939 Fee (HHW portion) netted against a seven cents per ton increase in the City of San Jose Landfill Enforcement Fee, plus two years of inflation (\$2.16 per ton) on the unit cost of Waste Management's disposal fee, less savings from reduced disposal of refuse, assuming 22% diversion rate at SMaRT Station for FY 08/09.

Put or pay (324000) is negative in 08/09 because the temporary SMaRT shutdown for equipment replacement resulted in landfill deliveries in excess of the "put or pay" minimum tonnage. At this level, bottom line disposal cost is reduced by the cities getting a \$298,531 credit for amounts paid for, but not delivered, in prior years.

In 09/10, the materials recovery system is complete. Diversion levels are assumed to rise to 25%. At this diversion level, landfill deliveries are reduced and landfill disposal charges in 324180 decrease by \$59,231. Fees and taxes are not charged on tons not disposed, decreasing costs in 324190 by \$121,655. "Put or pay" minimums are not met, resulting in \$984,409 in put or pay charges in 324000.

**City of Sunnyvale
Program Performance Budget**

Program 324 - Materials Recovery and Refuse Transfer (SMaRT)

Program Measures

	Priority	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
<u>Quality</u>						
Q1. Participating Agencies are provided billings, payments, reconciliations, audits and other reports on mutually agreed dates.	I					
- Percent of Time that Mutually Agreed Dates are Met		92.00%	100.00%	92.00%	100.00%	100.00%
- Number of Billings, Payments, Reconciliations, Audits and Other Reports		12.00	12.00	12.00	12.00	12.00
Q2. SMaRT Station vehicles are powered by clean air fuels.	D					
- Percent of SMaRT Station Vehicles Powered by Clean Air Fuels		24.00%	24.00%	25.00%	24.00%	24.00%
- Number of Clean Air Vehicles		5.00	5.00	5.00	5.00	5.00
<u>Productivity</u>						
P1. The SMaRT Station diverts municipal solid waste (MSW) from disposal.	C					
- Percent of MSW Diverted		18.00%	18.00%	8.80%	22.00%	25.00%
- Tons of Three-city Municipal Solid Waste (MSW) Diverted at SMaRT		40,669.00	39,208.00	18,888.00	48,449.00	55,055.00
P2. SMaRT Station equipment uptime is maintained at industry standard.	I					
- Percent of Time		99.00%	95.00%	100.00%	96.00%	96.00%
- Tons Received at SMaRT		263,597.00	258,318.00	259,041.00	265,185.00	267,912.00
<u>Cost Effectiveness</u>						
C1. The contract for operation of the SMaRT Station is managed so that annual unit cost increases are limited to the rate of inflation.	I					
- Difference Over/(Under) Between Percent Change In Cost Per Ton and CPI Change		NA	0.00%	45.03%	0.00%	0.00%
- Contract Costs		\$5,842,961.00	\$7,982,721.00	\$8,604,046.00	\$10,973,056.00	\$11,646,151.00
C2. The Kirby Canyon Landfill disposal contract is managed so that annual unit cost increases are limited to the rate of inflation.	I					
- Difference Over/(Under) Between Percent Change In Cost Per Ton and CPI Change		NA	0.00%	NA	0.00%	0.00%
- Contract Costs		\$9,746,502.00	\$10,463,207.00	\$10,752,678.59	\$9,686,691.00	\$9,607,427.00

**City of Sunnyvale
Program Performance Budget**

Program 324 - Materials Recovery and Refuse Transfer (SMaRT)

Program Measures

Financial

	Priority	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
F1. Actual total expenditures for Materials Recovery and Refuse Transfer will not exceed planned program expenditures.	C					
- Total Program Expenditures [DELETED]		\$18,653,113.00	\$23,696,410.86	\$25,014,936.41	NA	NA
- Percent of Total Program Budget Expended		NA	NA	NA	100.00%	100.00%

Priority Legend

- M: Mandatory
- C: Council Highest Priority
- I: Important
- D: Desirable

**City of Sunnyvale
Program Performance Budget**

Program 324 - Materials Recovery and Refuse Transfer (SMaRT)

Service Delivery Plan 32401 - SMaRT Station Operation

Increase diversion of solid waste from disposal and use economies of scale to minimize diversion and refuse transfer expenses for SMaRT Station cities, by:

- Providing materials recovery services and facilities,
- Providing processing and marketing of source-separated recyclable materials, and
- Transferring refuse to disposal site.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 324 - Materials Recovery and Refuse Transfer (SMaRT)

Service Delivery Plan 32401 - SMaRT Station Operation

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 324100 - Pay SMaRT Operator for Facility Operation/Maintenance, Materials Recovery, and Refuse Transfer					
Product: A Ton of Recyclables or Garbage Received at SMaRT					
Costs:	\$5,842,962	\$7,982,802	\$8,604,047	\$10,807,106	\$11,276,155
Products:	263,596	262,205	259,041	262,802	262,802
Work Hours:	1	1	1	1	1
Product Cost:	\$22.17	\$30.44	\$33.21	\$41.12	\$42.91
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00
Activity 324110 - Administer SMaRT Operations Contract and 3-City Memorandum of Understanding (MOU) - Including Spare Parts, Hazardous Waste Disposal, Host Fees					
Product: A Ton of Recyclables or Garbage Received at SMaRT					
Costs:	\$1,474,526	\$1,530,531	\$1,429,579	\$1,527,528	\$1,583,613
Products:	263,596	262,205	259,041	262,802	262,802
Work Hours:	2,935	2,661	2,445	2,770	2,770
Product Cost:	\$5.59	\$5.84	\$5.52	\$5.81	\$6.03
Work Hours/Product:	0.01	0.01	0.01	0.01	0.01
Activity 324120 - Pay Landfill Disposal Charges - Including Taxes and Fees Charged by City of San Jose, County, State [DELETED - Moved to 324180, 324190, 324000]					
Product: A Ton Landfilled					
Costs:	\$9,746,502	\$10,463,288	\$10,752,679	\$0	\$0
Products:	179,821	170,640	196,113	0	0
Work Hours:	1	1	1	0	0
Product Cost:	\$54.20	\$61.32	\$54.83	\$0.00	\$0.00
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00

**City of Sunnyvale
Program Performance Budget**

Program 324 - Materials Recovery and Refuse Transfer (SMaRT)

Service Delivery Plan 32401 - SMaRT Station Operation

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 324130 - Distribute SMaRT Station Recycling and Public Haul Revenues to Participating Agencies					
Product: A Ton of Recyclables or Garbage Received at SMaRT					
Costs:	\$1,577,579	\$3,704,071	\$4,214,946	\$4,098,463	\$3,202,289
Products:	263,596	262,205	259,041	262,802	262,802
Work Hours:	1	1	1	1	1
Product Cost:	\$5.98	\$14.13	\$16.27	\$15.60	\$12.19
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00
Activity 324140 - Management and Supervisory Services - Including Training					
Product: A Work Hour					
Costs:	\$6,952	\$3,145	\$6,619	\$8,399	\$8,712
Products:	79	35	63	90	90
Work Hours:	79	35	63	90	90
Product Cost:	\$88.00	\$89.85	\$105.90	\$93.32	\$96.80
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 324150 - Staff Training and Development [DELETED - Moved to 324170]					
Product: A Work Hour					
Costs:	\$619	\$809	\$1,059	\$0	\$0
Products:	7	10	9	0	0
Work Hours:	7	10	9	0	0
Product Cost:	\$88.41	\$80.93	\$117.66	\$0.00	\$0.00
Work Hours/Product:	1.00	1.00	1.00	0.00	0.00

**City of Sunnyvale
Program Performance Budget**

Program 324 - Materials Recovery and Refuse Transfer (SMaRT)

Service Delivery Plan 32401 - SMaRT Station Operation

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 324160 - Administrative Support - Including Clerical Staff Hours					
Product: A Work Hour					
Costs:	\$5,370	\$11,765	\$6,008	\$10,835	\$11,464
Products:	109	200	81	170	170
Work Hours:	109	200	81	170	170
Product Cost:	\$49.27	\$58.82	\$73.99	\$63.74	\$67.44
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 324170 - Staff Training and Development					
Product: An Employee Trained					
Costs:	\$0	\$0	\$0	\$841	\$900
Products:	0	0	0	1	1
Work Hours:	0	0	0	10	10
Product Cost:	\$0.00	\$0.00	\$0.00	\$840.56	\$899.56
Work Hours/Product:	0.00	0.00	0.00	10.00	10.00
Activity 324180 - Pay Landfill Disposal Charges for Refuse Disposed					
Product: A Ton Landfilled					
Costs:	\$0	\$0	\$0	\$6,165,272	\$6,106,047
Products:	0	0	0	171,772	165,166
Work Hours:	0	0	0	1	1
Product Cost:	\$0.00	\$0.00	\$0.00	\$35.89	\$36.97
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00

**City of Sunnyvale
Program Performance Budget**

Program 324 - Materials Recovery and Refuse Transfer (SMaRT)

Service Delivery Plan 32401 - SMaRT Station Operation

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 324190 - Pay Landfill Disposal Fees & Taxes					
Product: A Ton Landfilled					
Costs:	\$0	\$0	\$0	\$3,163,116	\$3,052,635
Products:	0	0	0	171,772	165,166
Work Hours:	0	0	0	1	1
Product Cost:	\$0.00	\$0.00	\$0.00	\$18.41	\$18.48
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00
Activity 324000 - Pay Landfill "Put or Pay" Charges					
Product: A Ton Landfilled					
Costs:	\$0	\$0	\$0	\$-298,447	\$984,420
Products:	0	0	0	171,772	165,166
Work Hours:	0	0	0	1	1
Product Cost:	\$0.00	\$0.00	\$0.00	\$-1.74	\$5.96
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00
Totals for Service Delivery Plan 32401 - SMaRT Station Operation					
Costs:	\$18,654,511	\$23,696,411	\$25,014,936	\$25,483,113	\$26,226,234
Hours:	3,133	2,909	2,601	3,045	3,045
Totals for Program 324					
Costs:	\$18,654,511	\$23,696,411	\$25,014,936	\$25,483,113	\$26,226,234
Hours:	3,133	2,909	2,601	3,045	3,045

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**City of Sunnyvale
Program Performance Budget**

Program 343 - Storm Water Collection System

Program Performance Statement

Protect the City from flooding to avoid property damage and minimize inconvenience to traffic, by:

- Responding to and assisting residents and businesses during storm drainage emergencies,
- Assisting in storm water discharge cleanup efforts,
- Managing the Storm Water Collection System in accordance with National Pollutant Discharge Elimination System (NPDES) storm water discharge permit requirements,
- Maintaining the Storm Water Collection System through regular preventive maintenance and prompt repairs as needed,
- Coordinating waterway maintenance with Santa Clara Valley Water District,
- Minimizing the amount of debris entering the Storm Water Collection System, and
- Providing administrative and support services to promote customer satisfaction and confidence.

Notes

1. The actual number of permit requirements for managing the Storm Water Collection System is determined each year in the City's Storm Water NPDES work plan and reflected in prior year actual columns. The projected number of requirements for each year is estimated.

**City of Sunnyvale
Program Performance Budget**

Program 343 - Storm Water Collection System

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Quality</u>						
Q1. Collection system requirements of the City's Urban Runoff Management Plan (URMP) are reviewed and updated to assure compliance with Santa Clara Valley Urban Runoff Pollution Prevention Control Program (SCVURPPP).	M					
- Number of Times URMP Procedures are Reviewed Yearly		1.00	1.00	1.00	1.00	1.00
Q2. Private property damage claims resulting from storm events are minimized.	I					
- Percent of Storm Events Resulting In Claims		NA	5.00%	NA	5.00%	5.00%
Q3. Customers are satisfied with Storm Water Collection System services (based on Citywide Survey). [DELETED]	D					
- Percent of Customers Satisfied		79.00%	80.00%	79.00%	NA	NA
Q4. Percent of residents who rate the overall quality of Storm Water Collection System services as "fair" or better. [External Survey]	D					
- Percent Rating as "Fair" or Better		NA	NA	NA	96.00%	96.00%
Q5. Percent of residents who rate the overall quality of Storm Water Collection System services as "good" or "excellent". [External Survey]	D					
- Percent Rating as "Good" or "Excellent"		NA	NA	NA	79.00%	79.00%

**City of Sunnyvale
Program Performance Budget**

Program 343 - Storm Water Collection System

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Productivity</u>						
P1. Storm emergencies are responded to within 30 minutes of notification.	I					
- Percent of Emergencies Responded within 30 Minutes		100.00%	90.00%	50.00%	90.00%	90.00%
- Total Number of Storm Emergency Responses		NA	25.00	4.00	25.00	25.00
P2. Major problems needing corrective repairs are responded to within 2 hours.	I					
- Percent of Major Problems Responded		100.00%	90.00%	100.00%	90.00%	90.00%
- Number of Repairs		NA	10.00	NA	10.00	10.00
P3. Preventive maintenance activities are completed as scheduled.	D					
- Percent of Maintenance Activities Completed		95.32%	90.00%	83.00%	90.00%	90.00%
- Number of Preventive Maintenance Activities		3,014.00	4,000.00	2,611.00	2,993.00	2,993.00
<u>Cost Effectiveness</u>						
C1. The cost to maintain a pump station does not exceed the planned cost.	I					
- Cost for Annual Maintenance or Repair Activity		\$396.24	\$469.08	\$633.33	\$449.94	\$466.36
- Number of Annual Maintenance or Repair Activities		88.00	116.00	53.00	114.00	114.00
-		NA	NA	NA	NA	NA
<u>Financial</u>						
F1. Actual total expenditures for Storm Water Collection System will not exceed planned program expenditures.	C					
- Total Program Expenditures [DELETED]		\$239,781.00	\$278,346.23	\$250,343.38	NA	NA
- Percent of Total Program Budget Expended		NA	NA	NA	100.00%	100.00%

Priority Legend

- M: Mandatory
- C: Council Highest Priority
- I: Important
- D: Desirable

**City of Sunnyvale
Program Performance Budget**

Program 343 - Storm Water Collection System

Service Delivery Plan 34301 - Storm Water System Preventive Maintenance

Maintain the Storm Water Collection System to reduce blockages and safely convey storm water to the waterways, by:

- Inspecting and cleaning drain inlets and outfalls by machine and by hand,
- Inspecting and cleaning manholes,
- Performing routine maintenance at pump stations, and
- Inspecting the Storm Water System to minimize flooding during storms.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 343 - Storm Water Collection System

Service Delivery Plan 34301 - Storm Water System Preventive Maintenance

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 343100 - Drain Inlets and Outfalls - Inspect/Clean by Machine					
Product: A Drain Inlet or Outfall Maintained					
Costs:	\$3,177	\$7,653	\$4,283	\$3,603	\$3,779
Products:	30	670	38	30	30
Work Hours:	57	132	71	60	60
Product Cost:	\$105.91	\$11.42	\$112.72	\$120.09	\$125.98
Work Hours/Product:	1.90	0.20	1.88	2.00	2.00
Activity 343110 - Drain Inlets and Outfalls - Inspect/Clean by Hand					
Product: A Drain Inlet or Outfall Maintained					
Costs:	\$79,189	\$30,100	\$59,203	\$77,620	\$81,406
Products:	2,839	2,300	2,425	2,800	2,800
Work Hours:	1,283	532	942	1,255	1,255
Product Cost:	\$27.89	\$13.09	\$24.41	\$27.72	\$29.07
Work Hours/Product:	0.45	0.23	0.39	0.45	0.45
Activity 343120 - Storm Manholes - Inspect/Clean					
Product: A Storm Manhole Maintained					
Costs:	\$920	\$2,815	\$1,103	\$881	\$925
Products:	25	50	34	25	25
Work Hours:	16	46	18	15	15
Product Cost:	\$36.80	\$56.29	\$32.43	\$35.26	\$36.98
Work Hours/Product:	0.62	0.92	0.53	0.60	0.60

**City of Sunnyvale
Program Performance Budget**

Program 343 - Storm Water Collection System

Service Delivery Plan 34301 - Storm Water System Preventive Maintenance

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 343130 - Pump Stations - Weekly Maintenance					
Product: A Pump Station Maintained					
Costs:	\$34,869	\$38,841	\$33,567	\$35,417	\$36,790
Products:	94	104	53	104	104
Work Hours:	276	260	225	260	260
Product Cost:	\$370.95	\$373.47	\$633.33	\$340.55	\$353.75
Work Hours/Product:	2.93	2.50	4.24	2.50	2.50
Activity 343140 - Storm System - Inspect Culverts, Gutters and Ditches for Flood Prevention					
Product: An Inspection Completed					
Costs:	\$1,691	\$2,615	\$564	\$1,866	\$1,958
Products:	31	35	60	31	31
Work Hours:	32	42	9	31	31
Product Cost:	\$54.55	\$74.71	\$9.39	\$60.20	\$63.16
Work Hours/Product:	1.02	1.20	0.15	1.00	1.00
Activity 343150 - Storm System - Purchase, Pick Up and Fill Sand Bags for Flood Prevention					
Product: An Occasion					
Costs:	\$318	\$3,118	\$1,925	\$819	\$856
Products:	1	3	1	3	3
Work Hours:	5	52	32	12	12
Product Cost:	\$318.07	\$1,039.43	\$1,925.25	\$273.07	\$285.33
Work Hours/Product:	5.00	17.33	31.50	4.00	4.00
Totals for Service Delivery Plan 34301 - Storm Water System Preventive Maintenance					
Costs:	\$120,165	\$85,142	\$100,645	\$120,207	\$125,714
Hours:	1,667	1,064	1,296	1,633	1,633

**City of Sunnyvale
Program Performance Budget**

Program 343 - Storm Water Collection System

Service Delivery Plan 34302 - Storm Water System Corrective Repairs

Provide corrective repairs to the Storm Water Collection System to ensure system reliability, by:

- Repairing and replacing drain inlet grates,
- Repairing manholes and storm main segments, and replacing broken manhole covers, and
- Repairing pump station equipment.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 343 - Storm Water Collection System

Service Delivery Plan 34302 - Storm Water System Corrective Repairs

	<u>2006/2007</u> Actual	<u>2007/2008</u> Budget	<u>2007/2008</u> Actual	<u>2008/2009</u> Budget	<u>2009/2010</u> Plan
Activity 343200 - Drain Inlet Grates - Repair/Replace Damaged or Broken Grates					
Product: A Drain Inlet Grate Repaired					
Costs:	\$6,179	\$2,098	\$525	\$5,488	\$5,749
Products:	10	10	5	10	10
Work Hours:	87	16	9	87	87
Product Cost:	\$617.88	\$209.85	\$105.09	\$548.84	\$574.94
Work Hours/Product:	8.65	1.60	1.70	8.70	8.70
Activity 343210 - Manholes and Mains - Repair/Replace Damaged Manhole Covers					
Product: A Manhole or Main Repaired					
Costs:	\$7,368	\$10,035	\$873	\$7,986	\$8,348
Products:	7	15	0	7	7
Work Hours:	123	147	12	115	115
Product Cost:	\$1,052.57	\$669.00	\$0.00	\$1,140.87	\$1,192.63
Work Hours/Product:	17.58	9.80	0.00	16.43	16.43
Activity 343220 - Pump Stations - Repairs Made to Pump Station Components					
Product: A Repair Made					
Costs:	\$6,973	\$15,572	\$13,240	\$15,876	\$16,375
Products:	9	12	16	10	10
Work Hours:	93	125	173	110	110
Product Cost:	\$774.73	\$1,297.64	\$827.48	\$1,587.61	\$1,637.50
Work Hours/Product:	10.34	10.42	10.81	11.00	11.00
Totals for Service Delivery Plan 34302 - Storm Water System Corrective Repairs					
Costs:	\$20,519	\$27,705	\$14,638	\$29,350	\$30,473
Hours:	303	288	193	312	312

City of Sunnyvale
Program Performance Budget

Program 343 - Storm Water Collection System

Service Delivery Plan 34303 - Emergency Response

Respond to storm water emergencies in a timely manner to reduce flooding, avoid property damage and minimize inconvenience to traffic, by:

- Conducting periodic storm water patrols during storms,
- Conducting emergency activities in response to storms,
- Providing residential assistance,
- Providing commercial assistance, and
- Cleaning up hazardous materials spills.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 343 - Storm Water Collection System

Service Delivery Plan 34303 - Emergency Response

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 343300 - Storm Response - Sand Bags to Stop Flooding					
Product: An Occasion					
Costs:	\$0	\$4,830	\$1,772	\$3,867	\$4,056
Products:	0	5	2	5	5
Work Hours:	0	86	29	65	65
Product Cost:	\$0.00	\$966.07	\$886.16	\$773.34	\$811.28
Work Hours/Product:	0.00	17.20	14.25	13.00	13.00
Activity 343310 - Storm Response - Catch Basin/Drain Inlet Cleanup					
Product: A Cleanup					
Costs:	\$2,441	\$3,594	\$3,388	\$3,096	\$3,248
Products:	19	250	14	250	250
Work Hours:	42	62	54	52	52
Product Cost:	\$128.46	\$14.38	\$242.03	\$12.38	\$12.99
Work Hours/Product:	2.20	0.25	3.87	0.21	0.21
Activity 343320 - Storm Response - Flooding					
Product: A Service Request Completed					
Costs:	\$284	\$14,284	\$1,841	\$9,250	\$9,583
Products:	7	14	3	14	14
Work Hours:	5	233	32	100	100
Product Cost:	\$40.60	\$1,020.28	\$613.70	\$660.73	\$684.52
Work Hours/Product:	0.70	16.64	10.50	7.14	7.14

**City of Sunnyvale
Program Performance Budget**

Program 343 - Storm Water Collection System

Service Delivery Plan 34303 - Emergency Response

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 343330 - Storm Response - Storm Patrol and Removal of Storm-Related Debris					
Product: An Occasion					
Costs:	\$18,399	\$25,819	\$50,908	\$15,456	\$16,214
Products:	6	28	22	10	10
Work Hours:	311	461	863	261	261
Product Cost:	\$3,066.55	\$922.11	\$2,314.02	\$1,545.60	\$1,621.40
Work Hours/Product:	51.85	16.46	39.22	26.10	26.10
Activity 343340 - Storm Response - Jet Flush Storm Drains to Clear Blockages					
Product: A Hundred Linear Feet					
Costs:	\$1,181	\$10,663	\$2,773	\$8,651	\$9,071
Products:	27	185	23	140	140
Work Hours:	22	194	51	147	147
Product Cost:	\$43.73	\$57.64	\$120.58	\$61.79	\$64.79
Work Hours/Product:	0.80	1.05	2.22	1.05	1.05
Activity 343350 - Storm Response - Residential Assistance					
Product: A Service Request Completed					
Costs:	\$39	\$2,309	\$391	\$1,307	\$1,370
Products:	0	5	1	3	3
Work Hours:	0	38	5	20	20
Product Cost:	\$0.00	\$461.78	\$391.47	\$435.59	\$456.69
Work Hours/Product:	0.00	7.60	4.90	6.67	6.67

**City of Sunnyvale
Program Performance Budget**

Program 343 - Storm Water Collection System

Service Delivery Plan 34303 - Emergency Response

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 343360 - Storm Response - Commercial/Industrial Assistance					
Product: A Service Request Completed					
Costs:	\$188	\$577	\$136	\$602	\$632
Products:	1	2	3	2	2
Work Hours:	3	9	2	9	9
Product Cost:	\$187.77	\$288.73	\$45.26	\$301.03	\$315.97
Work Hours/Product:	3.00	4.50	0.77	4.50	4.50
Activity 343370 - Storm Response - Pump Station Unscheduled Repair/Inspection					
Product: A Repair/Inspection Completed					
Costs:	\$3,519	\$18,398	\$21,194	\$6,715	\$7,028
Products:	6	25	6	15	15
Work Hours:	55	301	53	101	101
Product Cost:	\$586.43	\$735.93	\$3,532.25	\$447.66	\$468.53
Work Hours/Product:	9.24	12.04	8.90	6.73	6.73
Totals for Service Delivery Plan 34303 - Emergency Response					
Costs:	\$26,393	\$80,475	\$82,404	\$48,944	\$51,202
Hours:	442	1,384	1,089	755	755

**City of Sunnyvale
Program Performance Budget**

Program 343 - Storm Water Collection System

Service Delivery Plan 34304 - Service Response

Provide additional services as requested, by:

- Responding to citizen service requests outside of normal work hours,
- Checking plans and drawings for compliance with City standards for private and public projects, and
- Providing field inspections as requested by inside and outside customers.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 343 - Storm Water Collection System

Service Delivery Plan 34304 - Service Response

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 343400 - Storm Locates - Locating of Underground Utilities for Excavation Purposes					
Product: A Call Out					
Costs:	\$26,725	\$25,961	\$28,992	\$25,967	\$27,203
Products:	3,056	1,790	3,798	3,100	3,100
Work Hours:	432	444	468	419	419
Product Cost:	\$8.75	\$14.50	\$7.63	\$8.38	\$8.78
Work Hours/Product:	0.14	0.25	0.12	0.14	0.14
Activity 343410 - Plan Checking - Staff Review of Plans for Developments					
Product: A Plan Checked					
Costs:	\$366	\$1,113	\$962	\$1,160	\$1,218
Products:	7	32	9	32	32
Work Hours:	6	16	13	16	16
Product Cost:	\$52.29	\$34.77	\$106.92	\$36.25	\$38.06
Work Hours/Product:	0.79	0.50	1.44	0.50	0.50
Activity 343420 - Plan Checking - Staff Review of Plans for City Projects					
Product: A Plan Checked					
Costs:	\$3,468	\$2,086	\$130	\$3,625	\$3,806
Products:	70	60	2	70	70
Work Hours:	54	30	2	50	50
Product Cost:	\$49.54	\$34.77	\$64.92	\$51.78	\$54.37
Work Hours/Product:	0.77	0.50	0.75	0.71	0.71

**City of Sunnyvale
Program Performance Budget**

Program 343 - Storm Water Collection System

Service Delivery Plan 34304 - Service Response

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 343430 - Development-Related Field Inspections and Other Assistance as Requested					
Product: An Occasion					
Costs:	\$367	\$3,110	\$1,034	\$695	\$730
Products:	1	32	8	2	2
Work Hours:	5	48	14	10	10
Product Cost:	\$366.98	\$97.19	\$129.26	\$347.66	\$364.95
Work Hours/Product:	5.00	1.50	1.75	5.00	5.00
Activity 343440 - City Project-Related Field Inspections and Other Assistance as Requested					
Product: An Occasion					
Costs:	\$4,917	\$4,101	\$1,109	\$3,299	\$3,463
Products:	48	20	20	50	50
Work Hours:	76	64	15	50	50
Product Cost:	\$102.45	\$205.05	\$55.44	\$65.99	\$69.26
Work Hours/Product:	1.57	3.20	0.75	1.00	1.00
Activity 343450 - Retrieval and General Assistance - Retrieve Foreign Objects from Storm System Per Request					
Product: A Service Request Completed					
Costs:	\$114	\$1,619	\$61	\$646	\$678
Products:	2	12	1	10	10
Work Hours:	2	28	1	11	11
Product Cost:	\$56.97	\$134.95	\$60.90	\$64.63	\$67.80
Work Hours/Product:	0.95	2.33	1.00	1.10	1.10

**City of Sunnyvale
Program Performance Budget**

Program 343 - Storm Water Collection System

Service Delivery Plan 34304 - Service Response

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 343460 - Storm Related Street Repairs - Asphalt Patch Work Follow-Up by Street Staff					
Product: A Patch Completed					
Costs:	\$5,119	\$0	\$0	\$4,289	\$4,449
Products:	0	0	0	5	5
Work Hours:	41	0	0	50	50
Product Cost:	\$0.00	\$0.00	\$0.00	\$857.81	\$889.76
Work Hours/Product:	0.00	0.00	0.00	10.00	10.00
Totals for Service Delivery Plan 34304 - Service Response					
Costs:	\$41,076	\$37,989	\$32,288	\$39,682	\$41,546
Hours:	614	630	513	606	606

**City of Sunnyvale
Program Performance Budget**

Program 343 - Storm Water Collection System

Service Delivery Plan 34305 - Management and Support Services

Support the operation of the Water Supply and Distribution Program, by:

- Responding to citizen service requests in a prompt and courteous manner,
- Maintaining complete and thorough records to support operations and planning,
- Providing timely and accurate administrative support services,
- Actively managing the day to day operations of staff, and
- Providing training to enhance staff skills.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 343 - Storm Water Collection System

Service Delivery Plan 34305 - Management and Support Services

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 343500 - Management and Supervisory Services					
Product: A Work Hour					
Costs:	\$16,166	\$27,639	\$13,236	\$54,911	\$56,577
Products:	183	289	129	610	610
Work Hours:	183	289	129	610	610
Product Cost:	\$88.56	\$95.64	\$103.01	\$90.02	\$92.75
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 343510 - Administrative Support - Including Clerical Staff Hours					
Product: A Work Hour					
Costs:	\$13,035	\$8,232	\$3,543	\$7,179	\$7,414
Products:	223	157	71	144	144
Work Hours:	223	157	71	144	144
Product Cost:	\$58.41	\$52.44	\$49.83	\$49.85	\$51.49
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 343520 - Review and Update Field Services Standard Operating Procedures (SOPs) and BMPs Found in Current URMP					
Product: A Work Hour					
Costs:	\$1,580	\$1,267	\$1,193	\$529	\$545
Products:	24	18	17	6	6
Work Hours:	24	18	17	6	6
Product Cost:	\$65.80	\$70.36	\$72.31	\$88.13	\$90.80
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00

**City of Sunnyvale
Program Performance Budget**

Program 343 - Storm Water Collection System

Service Delivery Plan 34305 - Management and Support Services

	<u>2006/2007</u>	<u>2007/2008</u>	<u>2007/2008</u>	<u>2008/2009</u>	<u>2009/2010</u>
	<u>Actual</u>	<u>Budget</u>	<u>Actual</u>	<u>Budget</u>	<u>Plan</u>
Activity 343530 - Staff Training and Development - Including Tailgate Meetings, Certifications and Operations/Safety Related Classes [DELETED - Moved to 343540]					
Product: A Training Session Completed					
Costs:	\$846	\$9,897	\$2,396	\$0	\$0
Products:	0	160	18	0	0
Work Hours:	11	135	40	0	0
Product Cost:	\$0.00	\$61.86	\$133.10	\$0.00	\$0.00
Work Hours/Product:	0.00	0.84	2.22	0.00	0.00
Activity 343540 - Staff Training and Development					
Product: An Employee Trained					
Costs:	\$0	\$0	\$0	\$5,318	\$5,555
Products:	0	0	0	10	10
Work Hours:	0	0	0	77	77
Product Cost:	\$0.00	\$0.00	\$0.00	\$531.76	\$555.46
Work Hours/Product:	0.00	0.00	0.00	7.70	7.70
Activity 343550 - Tailgates and Other Staff Meetings					
Product: A Meeting Held					
Costs:	\$0	\$0	\$0	\$1,490	\$1,559
Products:	0	0	0	2	2
Work Hours:	0	0	0	24	24
Product Cost:	\$0.00	\$0.00	\$0.00	\$744.84	\$779.75
Work Hours/Product:	0.00	0.00	0.00	12.00	12.00
Totals for Service Delivery Plan 34305 - Management and Support Services					
Costs:	\$31,627	\$47,035	\$20,368	\$69,426	\$71,650
Hours:	441	599	256	861	861

**City of Sunnyvale
Program Performance Budget**

Program 343 - Storm Water Collection System

		<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Totals for Program 343	Costs:	\$239,781	\$278,346	\$250,343	\$307,609	\$320,586
	Hours:	3,466	3,965	3,347	4,167	4,167

City of Sunnyvale
Program Performance Budget

Program 344 - Wastewater Treatment

Program Performance Statement

Provide cost-effective wastewater treatment services that protect public health and safety, the quality of the Bay, and provide high quality recycled water, by:

- Treating wastewater to meet industry standard of excellence set by the National Association of Clean Water Agencies (NACWA), which establishes a base level of no more than five (5) National Pollutant Discharge Elimination System (NPDES) Permit violations in one year,
- Treating a portion of wastewater flows to California Water Code Title 22 standards for recycled water to meet the demand of recycled water customers,
- Maintaining plant assets to minimize life-cycle costs,
- Using wastewater treatment by-products to enhance cost effectiveness by avoiding purchase of electricity through use of waste gases from digesters and landfill to produce energy, producing recycled water to divert discharge away from the Bay and thus avoid additional costly treatment and disposal requirements, and removing biosolids from the Water Pollution Control Plant (WPCP) site in the most economical manner to beneficial re-use, where cost-effective,
- Operating an Industrial Pretreatment Program to monitor and regulate the discharge of toxic pollutants to the sewer system,
- Maintaining a certified laboratory to monitor plant processes for operational and compliance needs and to support the Industrial Pretreatment Program in compliance and enforcement actions, and
- Promoting water pollution prevention, conservation and reuse behavior in the Community.

City of Sunnyvale Program Performance Budget

Program 344 - Wastewater Treatment

Notes

Power Generation Facility Projections

The costs for the Water Pollution Control Plant's Power Generation Facility (PGF) are modeled on actual operation of the PGF during 06-07, in which engines were operated to approximate plant load, while maintaining a small buffer of approximately 200kw, which was then exported to the power grid, and sold at going rates. Other alternatives included operation modeled so the engines would just meet plant load, with no buffer whatsoever, and an alternative to export the maximum amount of power that could be generated were the engines to run at full output using purchased natural gas. The chosen alternative is the most cost effective and reflects the purchase of minimum natural gas, and relies primarily on plant and landfill-produced biogas.

FY08/09 Budget for Chemicals

There are several chemicals used at the plant in significant quantities to achieve the level of treatment required by the NPDES (National Pollutant Discharge Elimination System) permit. These chemicals include polymer flocculant, used to remove the algae from the treatment stream, chlorine to disinfect the wastewater, and sulfur dioxide to deactivate the chlorine after disinfection has been accomplished. In addition, a relatively smaller amount of sodium bisulfite is used to reduce the chlorine level in recycled water to a level suitable for irrigation purposes. The proposed budget for Object Code 5020 was increased to reflect actual operating costs for chemicals for the previous two fiscal years.

Environmental Outreach

Outreach is performed to meet requirements of two permits, the plant NPDES discharge permit, and the storm water discharge NPDES permit, as well as to educate city businesses and residents about the city-owned water pollution control plant and ways to prevent pollution, to protect the plant and the bay, and help keep operating costs down. Each of the permits includes general and specific requirements for conducting public outreach to educate the public, and city employees, about pollutants of concern and ways that groups, individuals, and commercial enterprises can minimize pollution that reaches creeks and the bay.

Proposed FY08/09 Budget for Environmental Laboratory Services

The proposed budget for Environmental Laboratory Services represents an overall reduction of 850 hours (5.2%) from the FY 06/07 actual. Hours budgeted in seven of the twenty three activities decreased by greater than ten percent, and hours budgeted in two activities increased by greater than ten percent. The reduction in budgeted hours resulted from recent revision of the wastewater monitoring plan.

Proposed FY08/09 Budget for SCVURPPP Assessment

The proposed budget for Activity 344960 was increased to reflect a change in the anticipated annual assessment for the regional program, SCVURPPP (Santa Clara Valley Urban Runoff Pollution Prevention Program). An increase of \$50,000, or 22% of the 07-08 assessment, was added.

**City of Sunnyvale
Program Performance Budget**

Program 344 - Wastewater Treatment

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Quality</u>						
Q1. National Pollutant Discharge Elimination System (NPDES) permit requirements are met at National Association of Clean Water Agencies (NACWA) industry standard for performance excellence of five or fewer violations in one year.	M					
- Percent of Total Tests In Compliance		100.00%	99.95%	99.99%	99.95%	99.95%
- Number of Compliance Tests		10,808.00	10,808.00	10,061.00	10,808.00	10,808.00
Q2. Regulatory requirements for Environmental Outreach are met.	M					
- Percent Met		100.00%	98.00%	100.00%	98.00%	98.00%
- Total Number of Requirements		23.00	22.00	63.00	23.00	23.00
Q3. Regulatory requirements for Storm Water NPDES permit are met.	M					
- Percent Met		100.00%	98.00%	99.99%	98.00%	98.00%
- Total Number of Requirements		41.00	41.00	41.00	41.00	41.00
Q4. Ratio of unscheduled repairs to scheduled maintenance performed shall not exceed the previous three year average.	D					
- Percent of Unscheduled Repairs (3-Year Average)		8.00%	40.00%	1.00%	2.00%	2.00%
- Number of Unscheduled Repairs		36.00	1,393.00	3.00	40.00	40.00
Q5. Regulated businesses comply with National Pretreatment Standards and local industrial wastewater discharge requirements.	D					
- Percent In Compliance		87.86%	90.00%	88.00%	90.00%	90.00%
- Total Number of Regulated Businesses		49.00	49.00	50.00	46.00	46.00

**City of Sunnyvale
Program Performance Budget**

Program 344 - Wastewater Treatment

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Productivity</u>						
P1. Maintain capacity at all times to meet peak flow demands.	M					
- Percent of Time Met		100.00%	100.00%	100.00%	100.00%	100.00%
- Number of Days		365.00	365.00	365.00	365.00	365.00
P2. Test results of daily compliance monitoring are completed as scheduled.	M					
- Percent Completed		100.00%	98.00%	99.93%	98.00%	98.00%
- Daily Compliance Tests		1,440.00	1,460.00	1,385.00	1,410.00	1,410.00
P3. Significant Industrial Users (SIU) are inspected annually and sampled quarterly.	M					
- Percent of Inspections and Sampling Completed		100.00%	98.00%	100.00%	98.00%	98.00%
- Total Number of Inspections		54.00	49.00	56.00	46.00	46.00
- Total Number of Samples		864.00	934.00	773.00	660.00	660.00
P4. In-house testing for the Pretreatment Program is completed and provided to customers within planned timeframe.	I					
- Percent of Samples Completed on Time		87.20%	95.00%	90.82%	95.00%	95.00%
- Total Number of Samples Completed		884.00	934.00	773.00	660.00	660.00
P5. Produce only enough recycled water to meet demand of current customers connected to recycled water system.	D					
- Percent of Water Delivered that is Recycled Water		99.60%	90.00%	99.99%	90.00%	90.00%
- Total Million Gallons of Water Delivered through Recycled Water System		316.00	285.00	313.00	316.00	316.00
P6. Maximize the amount of time that power to operate the Plant is produced from waste gases from the landfill and the digesters.	D					
- Percent of Time Waste Gases are Used to Produce Power		100.00%	97.00%	99.70%	98.00%	98.00%
- Total Number of Hours Per Year		8,760.00	8,760.00	8,736.00	8,760.00	8,760.00
P7. Preventative maintenance is completed as scheduled.	D					
- Percent Completed		97.59%	98.00%	89.00%	98.00%	98.00%
- Total Number of Maintenance Activities		1,415.00	1,457.00	1,326.00	1,450.00	1,450.00

**City of Sunnyvale
Program Performance Budget**

Program 344 - Wastewater Treatment

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Productivity</u>						
P8. Division financial statements and budgets are analyzed and corrected within one working day of the close of the following period.	D					
- Percent Analyzed on Time		97.50%	95.00%	100.00%	95.00%	95.00%
- Total Number of Financial Reviews		39.00	40.00	35.00	40.00	40.00
<u>Cost Effectiveness</u>						
C1. The cost of a Preventative Operational Procedure (POP) shall not exceed the planned cost.	D					
- Planned Cost		\$26.74	\$25.69	\$28.70	\$29.26	\$28.88
- Total Number of Procedures		14,969.00	16,827.00	9,629.00	15,800.00	16,800.00
C2. The cost of Plant Process Parameter Lab Analysis shall not exceed the planned cost.	D					
- Planned Cost		\$57.85	\$60.22	\$74.64	\$66.74	\$70.89
- Total Number of Lab Analyses		921.00	1,000.00	1,311.00	1,225.00	1,225.00
C3. The cost of a Commercial Industrial Pretreatment Inspection shall not exceed the planned cost.	D					
- Planned Cost		\$137.80	\$96.93	\$118.46	\$151.11	\$161.11
- Total Number of Pretreatment Inspections		566.00	800.00	440.00	700.00	700.00
<u>Financial</u>						
F1. Actual total expenditures for Wastewater Treatment will not exceed planned program expenditures.	C					
- Total Program Expenditures [DELETED]		\$10,751,707.00	\$10,377,192.63	\$10,936,474.00	NA	NA
- Percent of Total Program Budget Expended		NA	NA	NA	100.00%	100.00%

Priority Legend

- M: Mandatory
- C: Council Highest Priority
- I: Important
- D: Desirable

**City of Sunnyvale
Program Performance Budget**

Program 344 - Wastewater Treatment

Service Delivery Plan 34401 - Water Pollution Control Plant Operations

Treat sewage to meet regulatory standards, protect the public health and the environment and beneficially reuse wastewater treatment by-products, by:

- Monitoring and assessing plant flows and solids,
- Continuously operating and monitoring processes and related equipment,
- Producing recycled water that meets State Title 22 requirements for quality and system customer demands for quantity,
- Recovering and converting waste gases into energy to operate the Plant, and selling excess power to the California utility grid,
- Producing reusable biosolids, and
- Ensuring cost effective operations.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 344 - Wastewater Treatment

Service Delivery Plan 34401 - Water Pollution Control Plant Operations

	<u>2006/2007</u> Actual	<u>2007/2008</u> Budget	<u>2007/2008</u> Actual	<u>2008/2009</u> Budget	<u>2009/2010</u> Plan
Activity 344000 - Process Plant Influent Flow to Meet Permitted National Pollutant Discharge Elimination System (NPDES) Bay Discharge Requirements					
Product: A Million Gallons Influent Flow to Plant					
Costs:	\$1,034,140	\$1,002,237	\$1,044,743	\$1,068,512	\$1,122,205
Products:	5,425	5,500	5,439	5,400	5,400
Work Hours:	16,813	16,715	17,415	16,810	16,810
Product Cost:	\$190.62	\$182.22	\$192.08	\$197.87	\$207.82
Work Hours/Product:	3.10	3.04	3.20	3.11	3.11
Activity 344010 - Feed Polymer to Aid In Removal of Solids from Flow to Meet Mandated (NPDES) Bay Discharge Requirements					
Product: A Gallon of Polymer Fed					
Costs:	\$1,155,146	\$998,876	\$1,055,865	\$1,138,230	\$1,155,370
Products:	60,136	50,410	66,708	60,000	60,000
Work Hours:	27	26	37	26	26
Product Cost:	\$19.21	\$19.82	\$15.83	\$18.97	\$19.26
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00
Activity 344020 - Process Solids - Including Sludge, Grit, Grease and Algae from Primary and Secondary Process					
Product: A Solid Removed from the Process and Delivered to Digesters (In 1,000 lbs.)					
Costs:	\$585,312	\$599,604	\$530,044	\$552,359	\$580,101
Products:	4,721	3,600	5,737	4,900	4,900
Work Hours:	9,476	9,949	8,683	8,994	8,994
Product Cost:	\$123.98	\$166.56	\$92.39	\$112.73	\$118.39
Work Hours/Product:	2.01	2.76	1.51	1.84	1.84

**City of Sunnyvale
Program Performance Budget**

Program 344 - Wastewater Treatment

Service Delivery Plan 34401 - Water Pollution Control Plant Operations

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 344030 - Remove Processed Biosolids from Digester, and Dewater for Cost Effective Removal Off Site					
Product: A Ton of Biosolids Removed Off Site					
Costs:	\$324,815	\$375,379	\$302,341	\$367,138	\$380,102
Products:	1,380	1,200	1,374	1,400	1,400
Work Hours:	3,403	4,745	3,673	3,400	3,400
Product Cost:	\$235.37	\$312.82	\$220.04	\$262.24	\$271.50
Work Hours/Product:	2.47	3.95	2.67	2.43	2.43
Activity 344040 - Produce Recycled Water					
Product: Total Recycled Water Produced (Million Gallons)					
Costs:	\$155,650	\$146,731	\$105,856	\$161,624	\$169,781
Products:	505	600	305	550	550
Work Hours:	2,479	2,425	1,715	2,500	2,500
Product Cost:	\$308.22	\$244.55	\$347.07	\$293.86	\$308.69
Work Hours/Product:	4.91	4.04	5.62	4.55	4.55
Activity 344050 - Recycled Water Delivered					
Product: Recycled Water Delivered to Water System (Million Gallons)					
Costs:	\$52,017	\$39,073	\$38,959	\$54,831	\$57,512
Products:	316	300	313	320	320
Work Hours:	510	630	498	515	515
Product Cost:	\$164.61	\$130.24	\$124.47	\$171.35	\$179.72
Work Hours/Product:	1.61	2.10	1.59	1.61	1.61

**City of Sunnyvale
Program Performance Budget**

Program 344 - Wastewater Treatment

Service Delivery Plan 34401 - Water Pollution Control Plant Operations

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 344060 - Feed Polymer to Further Remove Solids to Meet More Stringent Requirements for Recycled Water					
Product: A Gallon of Polymer Used for Recycled Water Production					
Costs:	\$553,498	\$314,603	\$507,479	\$551,884	\$560,229
Products:	17,883	15,950	10,634	17,000	17,000
Work Hours:	26	26	27	26	26
Product Cost:	\$30.95	\$19.72	\$47.72	\$32.46	\$32.95
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00
Activity 344070 - Produce Electrical Power from Waste Gases, Selling Excess Power Beyond Plant Needs to CA Power Grid					
Product: A Kilowatt Hour Produced (In 1,000 kWh)					
Costs:	\$143,493	\$129,787	\$139,244	\$146,266	\$152,752
Products:	10,860	9,500	10,371	10,870	10,870
Work Hours:	2,058	2,179	2,082	2,060	2,060
Product Cost:	\$13.21	\$13.66	\$13.43	\$13.46	\$14.05
Work Hours/Product:	0.19	0.23	0.20	0.19	0.19
Activity 344080 - Flat Fee Paid to Broker to Sell Power					
Product: A Monthly Membership Fee Paid to Automated Power Exchange (APX)					
Costs:	\$30,169	\$31,686	\$30,452	\$31,409	\$32,948
Products:	12	12	8	12	12
Work Hours:	2	12	1	12	12
Product Cost:	\$2,514.12	\$2,640.48	\$3,806.44	\$2,617.45	\$2,745.70
Work Hours/Product:	0.13	1.00	0.13	1.00	1.00

**City of Sunnyvale
Program Performance Budget**

Program 344 - Wastewater Treatment

Service Delivery Plan 34401 - Water Pollution Control Plant Operations

	<u>2006/2007</u> Actual	<u>2007/2008</u> Budget	<u>2007/2008</u> Actual	<u>2008/2009</u> Budget	<u>2009/2010</u> Plan
Activity 344090 - Electricity Purchased During Planned and Unplanned Generator Down Time to Meet Plant Needs					
Product: A Kilowatt Hour Purchased (In 1,000 kWh)					
Costs:	\$160,754	\$107,038	\$136,299	\$184,294	\$193,963
Products:	253	122	246	250	250
Work Hours:	9	50	6	12	12
Product Cost:	\$635.39	\$877.36	\$554.06	\$737.18	\$775.85
Work Hours/Product:	0.04	0.41	0.02	0.05	0.05
Activity 344100 - Natural Gas Purchased to Supplement Landfill Gas and Digester Gas Fuel Sources for Power Production					
Product: A Cubic Foot of Natural Gas Purchased					
Costs:	\$236,435	\$73,103	\$338,786	\$172,328	\$172,372
Products:	8,420	14,750	10,480	8,500	8,500
Work Hours:	62	44	130	12	12
Product Cost:	\$28.08	\$4.96	\$32.33	\$20.27	\$20.28
Work Hours/Product:	0.01	0.00	0.01	0.00	0.00
Activity 344110 - Complete Preventative Operational Procedures and Housekeeping On Plant Equipment and Facilities					
Product: A Completed Work Order					
Costs:	\$400,340	\$432,352	\$276,396	\$462,363	\$485,192
Products:	14,969	16,827	7,963	15,800	16,800
Work Hours:	6,497	7,350	4,338	7,350	7,350
Product Cost:	\$26.74	\$25.69	\$34.71	\$29.26	\$28.88
Work Hours/Product:	0.43	0.44	0.54	0.47	0.44

**City of Sunnyvale
Program Performance Budget**

Program 344 - Wastewater Treatment

Service Delivery Plan 34401 - Water Pollution Control Plant Operations

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 344120 - Staff Review of Plans and Specifications for Capital Projects					
Product: A Work Hour					
Costs:	\$9,200	\$42,973	\$17,853	\$17,319	\$18,198
Products:	134	700	243	245	245
Work Hours:	134	700	243	245	245
Product Cost:	\$68.50	\$61.39	\$73.50	\$70.69	\$74.28
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 344130 - Staff Training and Development - Including Safety Tailgates, Certifications, Process Control, and Operational and Safety Procedures [DELETED - Moved to 344180]					
Product: A Work Hour					
Costs:	\$109,926	\$48,242	\$341,147	\$0	\$0
Products:	1,638	712	6,314	0	0
Work Hours:	1,638	712	6,314	0	0
Product Cost:	\$67.12	\$67.76	\$54.03	\$0.00	\$0.00
Work Hours/Product:	1.00	1.00	1.00	0.00	0.00
Activity 344140 - Provide for New and Renewal of Operator Certifications [DELETED]					
Product: A Certification Obtained					
Costs:	\$5,155	\$46,314	\$18,750	\$0	\$0
Products:	6	6	14	0	0
Work Hours:	0	520	98	0	0
Product Cost:	\$859.16	\$7,718.95	\$1,339.32	\$0.00	\$0.00
Work Hours/Product:	0.00	86.67	7.00	0.00	0.00

**City of Sunnyvale
Program Performance Budget**

Program 344 - Wastewater Treatment

Service Delivery Plan 34401 - Water Pollution Control Plant Operations

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 344150 - Purchased Goods and Services to Meet Operational Needs [DELETED]					
Product: A Purchased Good or Service					
Costs:	\$1,439	\$53,259	\$53,492	\$0	\$0
Products:	0	0	0	0	0
Work Hours:	0	0	0	0	0
Product Cost:	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00
Activity 344160, 344161 - Management and Supervisory Services					
Product: A Work Hour					
Costs:	\$260,078	\$199,344	\$291,161	\$237,171	\$270,404
Products:	1,915	1,664	2,772	1,754	1,754
Work Hours:	1,915	1,664	2,772	1,754	1,754
Product Cost:	\$135.81	\$119.80	\$105.06	\$135.22	\$154.16
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 344170 - Chemicals for Disinfection and Process Control					
Product: A Pound of Chemicals Used					
Costs:	\$93,575	\$143,234	\$100,277	\$103,371	\$104,953
Products:	373,469	400,000	428,048	375,000	375,000
Work Hours:	2	12	1	12	12
Product Cost:	\$0.25	\$0.36	\$0.23	\$0.28	\$0.28
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00

**City of Sunnyvale
Program Performance Budget**

Program 344 - Wastewater Treatment

Service Delivery Plan 34401 - Water Pollution Control Plant Operations

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 344180 - Staff Training and Development					
Product: An Employee Trained					
Costs:	\$0	\$0	\$10	\$185,212	\$193,688
Products:	0	0	0	27	27
Work Hours:	0	0	0	2,600	2,600
Product Cost:	\$0.00	\$0.00	\$0.00	\$6,859.71	\$7,173.65
Work Hours/Product:	0.00	0.00	0.00	96.30	96.30
Activity 344190 - Tailgates and Other Staff Meetings					
Product: A Meeting					
Costs:	\$0	\$0	\$0	\$55,030	\$57,727
Products:	0	0	0	34	34
Work Hours:	0	0	0	840	840
Product Cost:	\$0.00	\$0.00	\$0.00	\$1,618.51	\$1,697.85
Work Hours/Product:	0.00	0.00	0.00	24.71	24.71
Totals for Service Delivery Plan 34401 - Water Pollution Control Plant Operations					
Costs:	\$5,311,142	\$4,783,834	\$5,329,153	\$5,489,340	\$5,707,498
Hours:	45,050	47,759	48,032	47,168	47,168

City of Sunnyvale
Program Performance Budget

Program 344 - Wastewater Treatment

Service Delivery Plan 34402 - Water Pollution Control Plant Maintenance

Maintain Water Pollution Control Plant equipment to enable the treatment of sewage to meet regulatory standards, and to protect the public health and the environment, by:

- Performing preventative maintenance to reduce the unscheduled downtime due to unscheduled repairs,
- Correcting mechanical/electrical deficiencies and completing necessary modifications to Water Pollution Control Plant equipment and facilities,
- Maintaining redundancy for critical Water Pollution Control plant equipment,
- Optimizing Plant equipment replacement based on replacement cost, life and current condition, and
- Maintaining just-in-time inventory for replacement parts for non-critical items.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 344 - Wastewater Treatment

Service Delivery Plan 34402 - Water Pollution Control Plant Maintenance

	<u>2006/2007</u> Actual	<u>2007/2008</u> Budget	<u>2007/2008</u> Actual	<u>2008/2009</u> Budget	<u>2009/2010</u> Plan
Activity 344210, 344211, 344212, 344213, 344214, 344215 - Prescribed Preventative Maintenance generated by the Computerized Maintenance Management System (CMMS)					
Product: A Completed Work Order					
Costs:	\$368,118	\$434,539	\$387,699	\$349,012	\$359,227
Products:	1,415	1,450	1,326	1,450	1,450
Work Hours:	1,776	3,615	1,888	1,770	1,770
Product Cost:	\$260.15	\$299.68	\$292.38	\$240.70	\$247.74
Work Hours/Product:	1.26	2.49	1.42	1.22	1.22
Activity 344220, 344221, 344222, 344223, 344224 - Corrective Maintenance Identified through Staff and Planned through the CMMS					
Product: A Completed Work Order					
Costs:	\$915,577	\$197,645	\$1,026,872	\$903,840	\$935,579
Products:	1,212	120	1,205	1,200	1,200
Work Hours:	7,767	1,370	8,745	7,745	7,745
Product Cost:	\$755.43	\$1,647.04	\$852.18	\$753.20	\$779.65
Work Hours/Product:	6.41	11.42	7.26	6.45	6.45
Activity 344230, 344231, 344232, 344233, 344234 - Unscheduled Repairs of Equipment and Facility					
Product: A Completed Work Order					
Costs:	\$113,419	\$491,436	\$7,735	\$118,882	\$122,750
Products:	36	460	3	40	40
Work Hours:	399	4,600	2	440	440
Product Cost:	\$3,150.53	\$1,068.34	\$2,578.49	\$2,972.04	\$3,068.75
Work Hours/Product:	11.07	10.00	0.67	11.00	11.00

**City of Sunnyvale
Program Performance Budget**

Program 344 - Wastewater Treatment

Service Delivery Plan 34402 - Water Pollution Control Plant Maintenance

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 344240, 344241, 344242, 344243, 344244 - Modifications/Improvements to Equipment or Facility					
Product: A Completed Work Order					
Costs:	\$89,093	\$90,687	\$46,957	\$94,889	\$97,993
Products:	46	68	30	48	48
Work Hours:	687	820	279	720	720
Product Cost:	\$1,936.82	\$1,333.64	\$1,565.24	\$1,976.86	\$2,041.52
Work Hours/Product:	14.94	12.06	9.28	15.00	15.00
Activity 344250 - Management and Supervisory Services					
Product: A Work Hour					
Costs:	\$155,754	\$145,392	\$169,319	\$175,340	\$181,364
Products:	961	700	942	950	950
Work Hours:	961	700	942	950	950
Product Cost:	\$162.15	\$207.70	\$179.74	\$184.57	\$190.91
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 344260 - Staff Training and Development - Including Tailgate Meetings, Certifications and Operations/Safety Related Classes [DELETED - Moved to 344290]					
Product: A Training Hour					
Costs:	\$60,649	\$45,555	\$87,178	\$0	\$0
Products:	832	575	1,243	0	0
Work Hours:	832	575	1,243	0	0
Product Cost:	\$72.87	\$79.23	\$70.16	\$0.00	\$0.00
Work Hours/Product:	1.00	1.00	1.00	0.00	0.00

**City of Sunnyvale
Program Performance Budget**

Program 344 - Wastewater Treatment

Service Delivery Plan 34402 - Water Pollution Control Plant Maintenance

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 344270, 344271, 344272 - Inventory Control/Supply					
Product: A Work Hour					
Costs:	\$91,926	\$87,493	\$100,324	\$92,322	\$97,862
Products:	1,612	1,580	1,709	1,580	1,580
Work Hours:	1,612	1,580	1,709	1,580	1,580
Product Cost:	\$57.01	\$55.38	\$58.72	\$58.43	\$61.94
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 344280 - Staff Review of Plans and Specifications for Capital Projects					
Product: A Work Hour					
Costs:	\$29,865	\$48,122	\$28,398	\$47,272	\$48,888
Products:	362	600	310	550	550
Work Hours:	362	600	310	550	550
Product Cost:	\$82.43	\$80.20	\$91.61	\$85.95	\$88.89
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 344290 - Staff Training and Development					
Product: An Employee Trained					
Costs:	\$0	\$0	\$0	\$29,620	\$30,963
Products:	0	0	0	9	9
Work Hours:	0	0	0	384	384
Product Cost:	\$0.00	\$0.00	\$0.00	\$3,291.09	\$3,440.36
Work Hours/Product:	0.00	0.00	0.00	42.67	42.67

**City of Sunnyvale
Program Performance Budget**

Program 344 - Wastewater Treatment

Service Delivery Plan 34402 - Water Pollution Control Plant Maintenance

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 344300 - CMMS Data Management - Storekeeper					
Product: A Work Hour					
Costs:	\$32,485	\$40,676	\$32,216	\$37,188	\$39,477
Products:	588	750	599	635	635
Work Hours:	588	750	599	635	635
Product Cost:	\$55.25	\$54.24	\$53.78	\$58.56	\$62.17
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 344310 - Power Generation Operations and Emissions Management					
Product: A Work Hour					
Costs:	\$18,537	\$37,436	\$25,770	\$22,845	\$23,748
Products:	228	500	196	275	275
Work Hours:	228	500	196	275	275
Product Cost:	\$81.37	\$74.87	\$131.82	\$83.07	\$86.36
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 344320 - Program Coordination/Planning					
Product: A Work Hour					
Costs:	\$49,414	\$43,643	\$21,815	\$45,346	\$47,249
Products:	676	600	261	600	600
Work Hours:	676	600	261	600	600
Product Cost:	\$73.05	\$72.74	\$83.74	\$75.58	\$78.75
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00

**City of Sunnyvale
Program Performance Budget**

Program 344 - Wastewater Treatment

Service Delivery Plan 34402 - Water Pollution Control Plant Maintenance

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 344330 - Maintenance of WPCP Grounds					
Product: A Service Performed					
Costs:	\$0	\$0	\$0	\$60,555	\$62,919
Products:	0	0	0	156	156
Work Hours:	0	0	0	1,646	1,646
Product Cost:	\$0.00	\$0.00	\$0.00	\$388.18	\$403.33
Work Hours/Product:	0.00	0.00	0.00	10.55	10.55
Activity 344200 - Tailgates and Other Staff Meetings					
Product: A Meeting Held					
Costs:	\$0	\$0	\$0	\$28,014	\$29,374
Products:	0	0	0	26	26
Work Hours:	0	0	0	411	411
Product Cost:	\$0.00	\$0.00	\$0.00	\$1,077.46	\$1,129.77
Work Hours/Product:	0.00	0.00	0.00	15.81	15.81
Totals for Service Delivery Plan 34402 - Water Pollution Control Plant Maintenance					
Costs:	\$1,924,836	\$1,662,625	\$1,934,284	\$2,005,126	\$2,077,392
Hours:	15,889	15,710	16,171	17,706	17,706

**City of Sunnyvale
Program Performance Budget**

Program 344 - Wastewater Treatment

Service Delivery Plan 34403 - Environmental Laboratory Services

Providing customers with timely, certified and legally defensible analytical services and scientific studies at comparable costs, by:

- Maintaining State Environmental Laboratory certification for critical testing methods,
- Collecting representative samples and maintaining documentation per established standards,
- Providing in-house, contract routine and emergency analytical services to generate quality data,
- Supporting and conducting special studies that improve the quality of treatment and operation of the water pollution control plant and drinking water distribution system,
- Developing and implementing study plans which provide pertinent data and information to assist in/with operational improvements, and
- Reviewing and managing data required to generate State and Federal reports.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 344 - Wastewater Treatment

Service Delivery Plan 34403 - Environmental Laboratory Services

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 344340 - Plant Process Parameters - Including Biochemical Oxygen Demand					
Product: A Test Completed					
Costs:	\$53,279	\$60,217	\$97,849	\$81,757	\$86,835
Products:	921	1,000	1,313	1,225	1,225
Work Hours:	991	1,035	1,526	1,240	1,240
Product Cost:	\$57.85	\$60.22	\$74.55	\$66.74	\$70.89
Work Hours/Product:	1.08	1.04	1.16	1.01	1.01
Activity 344350 - Spectrophotometric Analysis of Nitrite, Phosphate, and Cyanide					
Product: A Test Completed					
Costs:	\$65,923	\$54,900	\$41,718	\$49,806	\$52,970
Products:	777	800	485	550	550
Work Hours:	1,048	885	634	765	765
Product Cost:	\$84.84	\$68.62	\$86.02	\$90.56	\$96.31
Work Hours/Product:	1.35	1.11	1.31	1.39	1.39
Activity 344360 - Colorimetric Analysis of Turbidity, Sulfides, and Color					
Product: A Test Completed					
Costs:	\$17,182	\$16,797	\$19,580	\$15,714	\$16,547
Products:	2,619	2,650	2,187	1,850	1,850
Work Hours:	371	325	295	265	265
Product Cost:	\$6.56	\$6.34	\$8.95	\$8.49	\$8.94
Work Hours/Product:	0.14	0.12	0.14	0.14	0.14

**City of Sunnyvale
Program Performance Budget**

Program 344 - Wastewater Treatment

Service Delivery Plan 34403 - Environmental Laboratory Services

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 344370 - Solids Testing - Including Settleable, Suspended, and Total Solids					
Product: A Test Completed					
Costs:	\$47,218	\$56,817	\$33,369	\$46,917	\$49,682
Products:	3,894	5,150	2,982	3,000	3,000
Work Hours:	1,059	1,100	642	840	840
Product Cost:	\$12.13	\$11.03	\$11.19	\$15.64	\$16.56
Work Hours/Product:	0.27	0.21	0.22	0.28	0.28
Activity 344380 - Selective Ion Electrode Measurement for pH, Ammonia, and Dissolved Oxygen					
Product: A Test Completed					
Costs:	\$49,637	\$51,952	\$35,774	\$46,378	\$49,062
Products:	5,572	5,850	4,236	3,950	3,950
Work Hours:	1,000	950	641	750	750
Product Cost:	\$8.91	\$8.88	\$8.45	\$11.74	\$12.42
Work Hours/Product:	0.18	0.16	0.15	0.19	0.19
Activity 344390 - Titration for Chlorine Residual, Hardness, and Alkalinity					
Product: A Test Completed					
Costs:	\$22,894	\$19,184	\$16,765	\$18,642	\$19,621
Products:	1,683	2,800	895	870	870
Work Hours:	497	300	288	310	310
Product Cost:	\$13.60	\$6.85	\$18.73	\$21.43	\$22.55
Work Hours/Product:	0.30	0.11	0.32	0.36	0.36

**City of Sunnyvale
Program Performance Budget**

Program 344 - Wastewater Treatment

Service Delivery Plan 34403 - Environmental Laboratory Services

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 344400 - Metals Analysis by Atomic Absorption					
Product: A Test Completed					
Costs:	\$129,585	\$85,812	\$126,772	\$116,816	\$123,576
Products:	4,840	5,200	4,407	4,700	4,700
Work Hours:	1,589	1,200	1,602	1,520	1,520
Product Cost:	\$26.77	\$16.50	\$28.77	\$24.85	\$26.29
Work Hours/Product:	0.33	0.23	0.36	0.32	0.32
Activity 344410 - Specialty Metals Testing - Including Arsenic and Selenium					
Product: A Test Completed					
Costs:	\$14,736	\$17,502	\$9,599	\$11,209	\$11,839
Products:	640	650	458	470	470
Work Hours:	197	250	151	140	140
Product Cost:	\$23.02	\$26.93	\$20.96	\$23.85	\$25.19
Work Hours/Product:	0.31	0.38	0.33	0.30	0.30
Activity 344420 - Analysis of Mercury by Cold Vapor Process					
Product: A Test Completed					
Costs:	\$11,634	\$10,196	\$7,802	\$11,697	\$12,413
Products:	203	220	183	200	200
Work Hours:	186	145	120	180	180
Product Cost:	\$57.31	\$46.34	\$42.63	\$58.48	\$62.07
Work Hours/Product:	0.91	0.66	0.66	0.90	0.90

**City of Sunnyvale
Program Performance Budget**

Program 344 - Wastewater Treatment

Service Delivery Plan 34403 - Environmental Laboratory Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 344430 - Botulism Control by the Collection of Dead and Dying Water Fowl					
Product: A Survey Trip Completed					
Costs:	\$22,866	\$22,764	\$20,494	\$28,290	\$28,861
Products:	36	52	56	52	52
Work Hours:	50	76	97	65	65
Product Cost:	\$635.18	\$437.77	\$365.96	\$544.04	\$555.02
Work Hours/Product:	1.39	1.46	1.73	1.25	1.25
Activity 344440 - Effluent Acute Toxicity Testing					
Product: A Test Completed					
Costs:	\$25,127	\$13,509	\$20,406	\$23,804	\$24,995
Products:	10	12	10	12	12
Work Hours:	404	200	349	370	370
Product Cost:	\$2,512.66	\$1,125.74	\$2,040.63	\$1,983.64	\$2,082.96
Work Hours/Product:	40.42	16.67	34.92	30.83	30.83
Activity 344450 - Gas Chromatography Analysis of Organic Compounds					
Product: A Sample Tested					
Costs:	\$78,315	\$99,466	\$84,691	\$80,667	\$84,842
Products:	398	325	385	400	400
Work Hours:	891	1,200	1,003	900	900
Product Cost:	\$196.77	\$306.05	\$219.98	\$201.67	\$212.11
Work Hours/Product:	2.24	3.69	2.61	2.25	2.25

**City of Sunnyvale
Program Performance Budget**

Program 344 - Wastewater Treatment

Service Delivery Plan 34403 - Environmental Laboratory Services

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 344460 - Total Organic Carbon Analysis					
Product: A Test Completed					
Costs:	\$25,708	\$20,459	\$19,798	\$23,023	\$24,522
Products:	472	465	477	450	450
Work Hours:	353	250	303	350	350
Product Cost:	\$54.47	\$44.00	\$41.50	\$51.16	\$54.49
Work Hours/Product:	0.75	0.54	0.64	0.78	0.78
Activity 344470 - Ion Chromatography Analysis of Nitrate, Phosphate, and Chloride					
Product: A Sample Tested					
Costs:	\$37,473	\$38,592	\$32,822	\$39,846	\$42,371
Products:	326	400	241	325	325
Work Hours:	575	600	484	585	585
Product Cost:	\$114.95	\$96.48	\$136.19	\$122.60	\$130.37
Work Hours/Product:	1.76	1.50	2.01	1.80	1.80
Activity 344480 - Microbiological Testing of Wastewater for Enterococcus					
Product: A Test Completed					
Costs:	\$15,284	\$12,803	\$19,526	\$18,685	\$19,643
Products:	393	450	396	400	400
Work Hours:	293	200	312	300	300
Product Cost:	\$38.89	\$28.45	\$49.37	\$46.71	\$49.11
Work Hours/Product:	0.75	0.44	0.79	0.75	0.75

**City of Sunnyvale
Program Performance Budget**

Program 344 - Wastewater Treatment

Service Delivery Plan 34403 - Environmental Laboratory Services

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 344490 - Wastewater Sampling of Treatment Plant Processes					
Product: A Sample Collected					
Costs:	\$33,205	\$28,994	\$31,773	\$35,027	\$37,100
Products:	4,562	4,500	3,564	3,550	3,550
Work Hours:	676	550	585	605	605
Product Cost:	\$7.28	\$6.44	\$8.91	\$9.87	\$10.45
Work Hours/Product:	0.15	0.12	0.16	0.17	0.17
Activity 344500 - Observations and Readings of Treatment Plant Processes					
Product: A Station Monitored					
Costs:	\$7,811	\$13,032	\$6,960	\$8,552	\$9,053
Products:	732	900	595	700	700
Work Hours:	164	250	143	165	165
Product Cost:	\$10.67	\$14.48	\$11.70	\$12.22	\$12.93
Work Hours/Product:	0.22	0.28	0.24	0.24	0.24
Activity 344510 - Environmental Laboratory Accreditation Program					
Product: A Performance Evaluation Completed					
Costs:	\$169,827	\$201,762	\$218,651	\$191,394	\$201,608
Products:	269	180	343	180	180
Work Hours:	2,124	2,538	2,609	2,265	2,265
Product Cost:	\$631.33	\$1,120.90	\$637.47	\$1,063.30	\$1,120.05
Work Hours/Product:	7.90	14.10	7.61	12.58	12.58

**City of Sunnyvale
Program Performance Budget**

Program 344 - Wastewater Treatment

Service Delivery Plan 34403 - Environmental Laboratory Services

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 344520 - Data Management and NPDES Monthly Reporting					
Product: A Compliance Report Submitted					
Costs:	\$132,674	\$148,697	\$108,979	\$138,812	\$147,050
Products:	533	870	817	550	550
Work Hours:	1,926	2,213	1,516	1,870	1,870
Product Cost:	\$248.92	\$170.92	\$133.39	\$252.39	\$267.36
Work Hours/Product:	3.61	2.54	1.86	3.40	3.40
Activity 344530 - Expenditures for Contract Laboratory Services					
Product: A Test Completed					
Costs:	\$132,447	\$142,512	\$140,767	\$136,413	\$138,829
Products:	106	175	351	110	110
Work Hours:	192	350	275	190	190
Product Cost:	\$1,249.50	\$814.35	\$401.05	\$1,240.12	\$1,262.08
Work Hours/Product:	1.81	2.00	0.78	1.73	1.73
Activity 344550 - Administrative Support Services - Including Clerical Staff Hours					
Product: A Work Hour					
Costs:	\$24,097	\$19,767	\$23,149	\$24,487	\$25,866
Products:	525	450	504	525	525
Work Hours:	525	450	504	525	525
Product Cost:	\$45.92	\$43.93	\$45.98	\$46.64	\$49.27
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00

**City of Sunnyvale
Program Performance Budget**

Program 344 - Wastewater Treatment

Service Delivery Plan 34403 - Environmental Laboratory Services

	<u>2006/2007</u> Actual	<u>2007/2008</u> Budget	<u>2007/2008</u> Actual	<u>2008/2009</u> Budget	<u>2009/2010</u> Plan
Activity 344560 - Staff Training and Development - Including Tailgate Meetings and Operations/Safety Related Classes [DELETED - Moved to 344580]					
Product: A Training Session Attended					
Costs:	\$38,980	\$40,880	\$46,182	\$0	\$0
Products:	195	153	140	0	0
Work Hours:	600	532	762	0	0
Product Cost:	\$199.90	\$267.19	\$329.87	\$0.00	\$0.00
Work Hours/Product:	3.08	3.48	5.44	0.00	0.00
Activity 344570 - Management and Supervisory Services					
Product: A Work Hour					
Costs:	\$99,254	\$104,182	\$115,594	\$63,998	\$65,617
Products:	472	500	598	450	450
Work Hours:	472	500	598	450	450
Product Cost:	\$210.50	\$208.36	\$193.46	\$142.22	\$145.82
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 344580 - Staff Training and Development					
Product: An Employee Trained					
Costs:	\$0	\$0	\$0	\$14,152	\$14,741
Products:	0	0	0	9	9
Work Hours:	0	0	0	150	150
Product Cost:	\$0.00	\$0.00	\$0.00	\$1,572.40	\$1,637.84
Work Hours/Product:	0.00	0.00	0.00	16.67	16.67

**City of Sunnyvale
Program Performance Budget**

Program 344 - Wastewater Treatment

Service Delivery Plan 34403 - Environmental Laboratory Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 344590 - Tailgates and Other Staff Meetings					
Product: A Meeting Held					
Costs:	\$0	\$0	\$0	\$23,802	\$25,337
Products:	0	0	0	26	26
Work Hours:	0	0	0	391	391
Product Cost:	\$0.00	\$0.00	\$0.00	\$915.47	\$974.50
Work Hours/Product:	0.00	0.00	0.00	15.04	15.04
Totals for Service Delivery Plan 34403 - Environmental Laboratory Services					
Costs:	\$1,255,159	\$1,280,796	\$1,279,020	\$1,249,887	\$1,312,979
Hours:	16,181	16,099	15,436	15,191	15,191

City of Sunnyvale
Program Performance Budget

Program 344 - Wastewater Treatment

Service Delivery Plan 34404 - Pretreatment Services

Provide environmental regulatory services that protect the community, sanitary sewer collection system, Water Pollution Control Plant and the Bay, by:

- Permitting users of the sanitary sewer collection system,
- Monitoring discharges to the sanitary sewer collection system,
- Implementing the Programs' Enforcement Response Plan,
- Reporting the effectiveness of the Pretreatment Program to the U.S. Environmental Protection Agency (USEPA) and Regional Board,
- Review development plans for appropriate source control and treatment best management practices, and
- Develop and implement pollutant prevention and minimization programs to reduce adverse impacts to the sanitary sewer collection system and wastewater treatment plant.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 344 - Wastewater Treatment

Service Delivery Plan 34404 - Pretreatment Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 344620 - Permitting and Inspection of Significant Industrial Users (SIU)					
Product: An Inspection Completed					
Costs:	\$173,918	\$225,691	\$193,576	\$218,046	\$232,484
Products:	46	50	71	46	46
Work Hours:	2,797	3,700	3,048	3,375	3,375
Product Cost:	\$3,780.83	\$4,513.82	\$2,726.42	\$4,740.12	\$5,054.00
Work Hours/Product:	60.81	74.00	42.93	73.37	73.37
Activity 344630 - Monitoring Discharges to Sanitary Sewer					
Product: A Sample Event Completed					
Costs:	\$135,232	\$209,861	\$137,397	\$186,729	\$197,683
Products:	963	1,000	920	1,030	1,030
Work Hours:	2,532	3,885	2,599	3,300	3,300
Product Cost:	\$140.43	\$209.86	\$149.34	\$181.29	\$191.93
Work Hours/Product:	2.63	3.89	2.82	3.20	3.20
Activity 344640 - Enforcement of the Sewer Use Regulations					
Product: An Enforcement Action Taken					
Costs:	\$21,282	\$52,297	\$21,631	\$29,939	\$31,925
Products:	45	60	49	45	45
Work Hours:	344	850	327	450	450
Product Cost:	\$472.94	\$871.62	\$441.45	\$665.32	\$709.45
Work Hours/Product:	7.64	14.17	6.67	10.00	10.00

**City of Sunnyvale
Program Performance Budget**

Program 344 - Wastewater Treatment

Service Delivery Plan 34404 - Pretreatment Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 344650 - Preparing Program Reports and Other Regulatory Reporting Requirements					
Product: A Report Completed					
Costs:	\$25,431	\$35,308	\$23,629	\$38,578	\$40,974
Products:	7	8	10	8	8
Work Hours:	395	540	342	565	565
Product Cost:	\$3,633.02	\$4,413.54	\$2,362.90	\$4,822.20	\$5,121.81
Work Hours/Product:	56.43	67.50	34.20	70.63	70.63
Activity 344660 - Management and Supervisory Services					
Product: A Work Hour					
Costs:	\$123,174	\$129,715	\$127,251	\$120,520	\$123,699
Products:	694	800	749	650	650
Work Hours:	694	800	749	650	650
Product Cost:	\$177.48	\$162.14	\$169.89	\$185.42	\$190.31
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 344670 - Inspection of Commercial Facilities for Compliance with Storm Water Regulations					
Product: An Inspection Completed					
Costs:	\$48,955	\$30,395	\$40,219	\$61,671	\$65,753
Products:	559	650	494	600	600
Work Hours:	796	500	621	960	960
Product Cost:	\$87.58	\$46.76	\$81.41	\$102.78	\$109.59
Work Hours/Product:	1.42	0.77	1.26	1.60	1.60

**City of Sunnyvale
Program Performance Budget**

Program 344 - Wastewater Treatment

Service Delivery Plan 34404 - Pretreatment Services

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 344680 - Inspection of Commercial Facilities for Compliance with Sewer Use Regulations					
Product: An Inspection Completed					
Costs:	\$77,994	\$77,541	\$52,124	\$105,778	\$112,779
Products:	566	800	440	700	700
Work Hours:	1,266	1,300	825	1,650	1,650
Product Cost:	\$137.80	\$96.93	\$118.46	\$151.11	\$161.11
Work Hours/Product:	2.24	1.63	1.88	2.36	2.36
Activity 344690 - Pretreatment Response to Compliance Complaints of Illegal Dumping to the Storm Sewer System					
Product: A Response Completed					
Costs:	\$6,857	\$7,372	\$10,224	\$8,782	\$9,364
Products:	38	30	54	45	45
Work Hours:	112	120	159	135	135
Product Cost:	\$180.46	\$245.73	\$189.33	\$195.15	\$208.08
Work Hours/Product:	2.93	4.00	2.94	3.00	3.00
Activity 344700 - Administrative Support Services - Including Clerical Staff Hours					
Product: A Work Hour					
Costs:	\$43,604	\$40,426	\$41,068	\$43,798	\$46,292
Products:	958	950	917	950	950
Work Hours:	958	950	917	950	950
Product Cost:	\$45.50	\$42.55	\$44.78	\$46.10	\$48.73
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00

**City of Sunnyvale
Program Performance Budget**

Program 344 - Wastewater Treatment

Service Delivery Plan 34404 - Pretreatment Services

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 344710 - Staff Training and Development - Including Tailgate Meetings and Operations/Safety Related Classes [DELETED - Moved to 344750]					
Product: A Training Session Attended					
Costs:	\$39,508	\$37,274	\$38,539	\$0	\$0
Products:	111	119	107	0	0
Work Hours:	571	490	604	0	0
Product Cost:	\$355.93	\$313.23	\$360.18	\$0.00	\$0.00
Work Hours/Product:	5.14	4.12	5.64	0.00	0.00
Activity 344720 - Review Building Permit Application					
Product: A Work Hour					
Costs:	\$11,148	\$2,991	\$8,415	\$11,692	\$12,465
Products:	182	50	133	185	185
Work Hours:	182	50	133	185	185
Product Cost:	\$61.42	\$59.83	\$63.27	\$63.20	\$67.38
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 344730 - Review Building Plans					
Product: A Work Hour					
Costs:	\$26,715	\$18,429	\$32,315	\$32,599	\$34,759
Products:	433	300	501	500	500
Work Hours:	433	300	501	500	500
Product Cost:	\$61.77	\$61.43	\$64.50	\$65.20	\$69.52
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00

**City of Sunnyvale
Program Performance Budget**

Program 344 - Wastewater Treatment

Service Delivery Plan 34404 - Pretreatment Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 344740 - Review Land Use Permit Application					
Product: A Work Hour					
Costs:	\$5,829	\$4,370	\$6,733	\$6,820	\$7,273
Products:	93	65	101	100	100
Work Hours:	93	65	101	100	100
Product Cost:	\$62.68	\$67.23	\$66.67	\$68.20	\$72.73
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 344750 - Staff Training and Development					
Product: An Employee Trained					
Costs:	\$0	\$0	\$0	\$39,118	\$41,314
Products:	0	0	0	7	7
Work Hours:	0	0	0	600	600
Product Cost:	\$0.00	\$0.00	\$0.00	\$5,588.23	\$5,901.95
Work Hours/Product:	0.00	0.00	0.00	85.71	85.71
Activity 344760 - Tailgates and Other Staff Meetings					
Product: A Meeting Held					
Costs:	\$0	\$0	\$0	\$12,059	\$12,834
Products:	0	0	0	26	26
Work Hours:	0	0	0	200	200
Product Cost:	\$0.00	\$0.00	\$0.00	\$463.81	\$493.63
Work Hours/Product:	0.00	0.00	0.00	7.69	7.69
Totals for Service Delivery Plan 34404 - Pretreatment Services					
Costs:	\$739,646	\$871,671	\$733,121	\$916,127	\$969,598
Hours:	11,171	13,550	10,926	13,620	13,620

**City of Sunnyvale
Program Performance Budget**

Program 344 - Wastewater Treatment

Service Delivery Plan 34405 - Compliance Reporting, Public Outreach, and Environmental Program Participation

Meet permit requirements related to reporting, environmental outreach and education, and regional environmental collaboration for the plant discharge and storm water discharge permits, by:

- Participating in the regional stakeholder approach to environmental regulations to represent the City's interest and environmental protection,
- Monitoring and reporting on regulatory requirements for treatment plant operations and facilitating compliance, and
- Planning and implementing an environmental awareness program about water pollution prevention, conservation, and the water reuse program.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 344 - Wastewater Treatment

Service Delivery Plan 34405 - Compliance Reporting, Public Outreach, and Environmental Program Participation

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 344790, 344791, 344792, 344793 - Environmental Outreach					
Product: An Outreach Tool/Activity Implemented					
Costs:	\$46,111	\$35,131	\$35,454	\$61,073	\$64,313
Products:	170	23	63	175	175
Work Hours:	663	450	617	900	900
Product Cost:	\$271.24	\$1,527.41	\$562.76	\$348.99	\$367.50
Work Hours/Product:	3.90	19.57	9.79	5.14	5.14
Activity 344800 - Intergovernmental Regulatory Compliance and Stakeholder Participation In Regional Environmental Efforts					
Product: A Work Hour					
Costs:	\$30,962	\$11,026	\$30,943	\$44,684	\$46,440
Products:	262	170	457	430	430
Work Hours:	262	170	457	430	430
Product Cost:	\$118.08	\$64.86	\$67.71	\$103.92	\$108.00
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 344810 - Intergovernmental Regulatory Program Participation In Mandated Watershed Management Initiative					
Product: A Work Hour					
Costs:	\$14,808	\$28,846	\$17,165	\$12,830	\$13,402
Products:	210	331	223	160	160
Work Hours:	210	331	223	160	160
Product Cost:	\$70.68	\$87.15	\$77.15	\$80.19	\$83.76
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00

**City of Sunnyvale
Program Performance Budget**

Program 344 - Wastewater Treatment

Service Delivery Plan 34405 - Compliance Reporting, Public Outreach, and Environmental Program Participation

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 344820 - Water Pollution Control Plant - Permit to Operate Fee					
Product: A Work Hour					
Costs:	\$69,456	\$70,395	\$69,362	\$70,111	\$71,164
Products:	2	1	1	1	1
Work Hours:	2	1	1	1	1
Product Cost:	\$34,728.18	\$70,394.62	\$69,362.47	\$70,110.68	\$71,163.99
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 344840 - Process Engineering and Regulatory Support Contract Services					
Product: A Work Hour					
Costs:	\$328,138	\$447,091	\$450,936	\$447,332	\$454,125
Products:	50	50	45	50	50
Work Hours:	50	50	45	50	50
Product Cost:	\$6,562.75	\$8,941.83	\$10,020.79	\$8,946.65	\$9,082.49
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 344850 - Contract Forensic Services for Permit Compliance Issues					
Product: A Work Hour					
Costs:	\$6,400	\$102,582	\$4,200	\$107,072	\$108,694
Products:	9	20	0	10	10
Work Hours:	9	20	0	10	10
Product Cost:	\$711.11	\$5,129.10	\$0.00	\$10,707.16	\$10,869.41
Work Hours/Product:	1.00	1.00	0.00	1.00	1.00
Totals for Service Delivery Plan 34405 - Compliance Reporting, Public Outreach, and Environmental Program Participation					
Costs:	\$495,875	\$695,071	\$608,060	\$743,102	\$758,138
Hours:	1,196	1,022	1,342	1,551	1,551

City of Sunnyvale
Program Performance Budget

Program 344 - Wastewater Treatment

Service Delivery Plan 34406 - Management and Support Services

Facilitate the cohesive and cost-effective operation of Water Pollution Control Plant (WPCP) administrative functions, coordinate financial analysis and planning and meet regulatory support needs, by:

- Providing timely application of administrative support hours,
- Monitoring the ongoing financial condition and results of operations of Water Pollution Control Plant projects and programs,
- Providing customer service to the visitors and callers to the WPCP at the front reception desk and the Answer Point,
- Coordinating the purchase and payment of goods and services for the WPCP,
- Preparing administrative and regulatory reports, and
- Maintaining the official files and records for the WPCP as prescribed by regulatory and City record keeping policies.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 344 - Wastewater Treatment

Service Delivery Plan 34406 - Management and Support Services

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 344900 - Management and Supervisory Services					
Product: A Work Hour					
Costs:	\$149,241	\$169,229	\$166,464	\$206,473	\$212,136
Products:	1,364	1,095	1,332	1,375	1,375
Work Hours:	1,364	1,095	1,332	1,375	1,375
Product Cost:	\$109.41	\$154.55	\$125.02	\$150.16	\$154.28
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 344910, 344911 - Administrative Support Services - Including Clerical Staff Hours					
Product: A Work Hour					
Costs:	\$436,265	\$413,228	\$450,687	\$455,252	\$478,869
Products:	7,176	6,464	7,053	6,895	6,895
Work Hours:	7,176	6,464	7,053	6,895	6,895
Product Cost:	\$60.80	\$63.93	\$63.90	\$66.03	\$69.45
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 344920 - Staff Training and Development - Including Tailgate Meetings, Certifications and Operations/Safety Related Classes [DELETED - Moved to 344890]					
Product: A Training Session Attended					
Costs:	\$16,148	\$25,026	\$27,845	\$0	\$0
Products:	141	280	151	0	0
Work Hours:	283	425	479	0	0
Product Cost:	\$114.52	\$89.38	\$184.40	\$0.00	\$0.00
Work Hours/Product:	2.01	1.52	3.17	0.00	0.00

**City of Sunnyvale
Program Performance Budget**

Program 344 - Wastewater Treatment

Service Delivery Plan 34406 - Management and Support Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 344890 - Staff Training and Development					
Product: An Employee Trained					
Costs:	\$0	\$0	\$0	\$10,839	\$11,431
Products:	0	0	0	9	9
Work Hours:	0	0	0	191	191
Product Cost:	\$0.00	\$0.00	\$0.00	\$1,204.29	\$1,270.07
Work Hours/Product:	0.00	0.00	0.00	21.22	21.22
Activity 344880 - Tailgates and Other Staff Meetings					
Product: A Meeting Held					
Costs:	\$0	\$0	\$0	\$8,940	\$9,472
Products:	0	0	0	26	26
Work Hours:	0	0	0	180	180
Product Cost:	\$0.00	\$0.00	\$0.00	\$343.85	\$364.30
Work Hours/Product:	0.00	0.00	0.00	6.92	6.92
Totals for Service Delivery Plan 34406 - Management and Support Services					
Costs:	\$601,654	\$607,484	\$644,996	\$681,503	\$711,908
Hours:	8,823	7,984	8,864	8,641	8,641

**City of Sunnyvale
Program Performance Budget**

Program 344 - Wastewater Treatment

Service Delivery Plan 34407 - Storm Water Permit Compliance Program

Facilitate the implementation of the City's Urban Runoff Management Plan and City-Wide compliance with the NPDES permit for storm water discharges, by:

- Participating in the regional storm water program (Santa Clara Valley Urban Runoff Pollution Prevention Program),
- Monitoring and reporting on regulatory requirements for storm water discharge permit,
- Ensuring implementation of the City's Urban Runoff Management Plan (URMP) throughout City departments,
- Provide training to meet City departments annual requirements, and
- Conducting community outreach and education programs to facilitate water pollution prevention awareness.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 344 - Wastewater Treatment

Service Delivery Plan 34407 - Storm Water Permit Compliance Program

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 344930 - Implementing Storm Water Discharge Permit Requirements at New and Redevelopment Projects Undergoing the City's Project Review and Approval Process					
Product: A Work Hour					
Costs:	\$9,867	\$11,601	\$8,692	\$9,932	\$10,532
Products:	163	190	141	161	161
Work Hours:	163	190	141	161	161
Product Cost:	\$60.53	\$61.06	\$61.56	\$61.69	\$65.42
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 344940 - Intra-city Staff Outreach and Training for Municipal Activities Required by the City's Storm Water Discharge Permit					
Product: A Work Hour					
Costs:	\$12,864	\$22,628	\$4,610	\$12,338	\$13,084
Products:	208	380	70	200	200
Work Hours:	208	380	70	200	200
Product Cost:	\$61.75	\$59.55	\$66.04	\$61.69	\$65.42
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 344950 - Urban Runoff Management Plan Reporting Requirements and Work Plan Preparation					
Product: A Work Hour					
Costs:	\$27,411	\$36,221	\$22,195	\$26,570	\$28,140
Products:	457	590	364	430	430
Work Hours:	457	590	364	430	430
Product Cost:	\$60.03	\$61.39	\$61.06	\$61.79	\$65.44
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00

**City of Sunnyvale
Program Performance Budget**

Program 344 - Wastewater Treatment

Service Delivery Plan 34407 - Storm Water Permit Compliance Program

	<u>2006/2007</u> Actual	<u>2007/2008</u> Budget	<u>2007/2008</u> Actual	<u>2008/2009</u> Budget	<u>2009/2010</u> Plan
Activity 344960 - Participation in Regional Storm Water Discharge Permit Activities					
Product: A Work Hour					
Costs:	\$300,167	\$314,235	\$309,607	\$379,658	\$387,361
Products:	836	735	956	770	770
Work Hours:	836	735	956	770	770
Product Cost:	\$358.91	\$427.53	\$323.92	\$493.06	\$503.07
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 344970, 344971, 344972, 344973 - Public Outreach for Storm Water Pollution Prevention Activities					
Product: An Outreach Tool/Activity Implemented					
Costs:	\$73,088	\$91,028	\$62,737	\$74,798	\$77,873
Products:	148	23	73	150	150
Work Hours:	729	1,061	847	710	710
Product Cost:	\$493.83	\$3,957.74	\$859.41	\$498.65	\$519.15
Work Hours/Product:	4.93	46.13	11.60	4.73	4.73
Totals for Service Delivery Plan 34407 - Storm Water Permit Compliance Program					
Costs:	\$423,395	\$475,713	\$407,840	\$503,295	\$516,990
Hours:	2,393	2,956	2,377	2,271	2,271

**City of Sunnyvale
Program Performance Budget**

Program 344 - Wastewater Treatment

		<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Totals for Program 344	Costs:	\$10,751,708	\$10,377,193	\$10,936,475	\$11,588,381	\$12,054,504
	Hours:	100,703	105,080	103,147	106,148	106,148

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City of Sunnyvale
Program Performance Budget

Program 345 - Sanitary Sewer Collection System

Program Performance Statement

Provide for the reliable collection of sewage throughout the City to protect public health, prevent sanitary sewer overflows and minimize odors, by:

- Ensuring all sanitary sewage is collected and transported to the City's Water Pollution Control Plant,
- Maintaining and repairing the City's Sanitary Sewer Collection System in a cost-effective, safe, reliable and timely manner,
- Complying with all federal, state, and local laws and regulations pertaining to sanitary sewer collection and maintenance,
- Responding to emergency events and assisting residents and businesses during these events,
- Providing contracted sewer collection services outside of City limits (Rancho Rinconada), and
- Providing administrative and support services to promote customer satisfaction and confidence.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 345 - Sanitary Sewer Collection System

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Quality</u>						
Q1. The number of Sanitary Sewer Overflows (SSOs) that require reporting to the State Water Quality Control Board within 24 hours (1,000 gallons of sewage or more spilled) are less than 6 during the year.	M					
- Number of SSOs Reported During a Year		3.00	5.00	2.00	5.00	5.00
- Miles of Sanitary Sewer Line		300.00	300.00	300.00	300.00	300.00
Q2. Private property damage claims resulting from sewer back-ups are minimized.	I					
- Percent of Sewer Back-Up Events that Result In Claims		NA	5.00%	NA	5.00%	5.00%
- Total Number of Sewer Back-Up		24.00	20.00	NA	24.00	24.00
Q3. Customers are satisfied with Sanitary Sewer Collection System services (based on Citywide Survey). [DELETED]	D					
- Percent of Satisfied Customers		78.00%	85.00%	82.00%	NA	NA
Q4. Percent of residents who rate the overall quality of Sanitary Sewer Collection System services as "fair" or better. [External Survey]	D					
- Percent Rating as "Fair" or Better		NA	NA	NA	88.00%	88.00%
Q5. Percent of residents who rate the overall quality of Sanitary Sewer Collection System services as "good" or "excellent". [External Survey]	D					
- Percent Rating as "Good" or "Excellent"		NA	NA	NA	78.00%	78.00%

**City of Sunnyvale
Program Performance Budget**

Program 345 - Sanitary Sewer Collection System

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Productivity</u>						
P1.	Non-emergency main plugs are responded to within 3 hours from notification. [DELETED]					
	- Percent of Non-Emergency Plugs Responded to Within 3 Hours	96.00%	90.00%	94.00%	NA	NA
	- Number of Main Plugs	49.00	80.00	36.00	NA	NA
P2.	Lateral plugs are responded to within 2 hours from notification. [DELETED]					
	- Percent of Lateral Plugs Responded to Within 2 Hours	87.00%	90.00%	88.00%	NA	NA
	- Number of Lateral Plugs	1,539.00	1,400.00	1,717.00	NA	NA
P3.	Sewer plugs are responded to within two (2) hours from notification.					
	- Percent of Plugs Responded to Within Two (2) Hours	NA	NA	NA	90.00%	90.00%
	- Number of Main Plugs	NA	NA	NA	49.00	49.00
	- Number of Lateral Plugs	NA	NA	NA	1,539.00	1,539.00
P4.	Annual maintenance of sewer mains (jet-flushing) in Rancho Rinconada is completed as scheduled.					
	- Percent of Scheduled Sewer Main Jet-Flushing Completed	100.00%	90.00%	31.00%	90.00%	90.00%
	- Lineal Feet Jet-Flushed	54,447.00	7,000.00	23,263.00	30,000.00	30,000.00
P5.	Rancho Rinconada non-emergency main plugs are responded to within 2 hours from notification.					
	- Percent of Non-Emergency Plugs Responded to Within 4 Hours	100.00%	90.00%	100.00%	90.00%	90.00%
	- Number of Main Plugs	4.00	10.00	1.00	10.00	10.00
P6.	Sewer main and lift station emergencies are responded to within 30 minutes from notification.					
	- Percent of Main and Lift Station Responded to Within 30 Minutes	100.00%	95.00%	100.00%	95.00%	100.00%
	- Number of Emergencies	2.00	5.00	1.00	5.00	5.00

**City of Sunnyvale
Program Performance Budget**

Program 345 - Sanitary Sewer Collection System

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Productivity</u>						
P7. Annual maintenance of sewer mains (jet-flushing) is completed as scheduled.	D					
- Percent of Scheduled Sewer Main Jet-Flushing Completed		87.00%	90.00%	88.00%	90.00%	90.00%
- Lineal Feet Scheduled for Jet-Flushing		652,000.00	500,000.00	654,021.00	1,000,000.00	1,000,000.00
<u>Cost Effectiveness</u>						
C1. Cost of jet-flushing a linear foot of sewer main will be at or below the planned cost.	I					
- Planned Cost		\$0.33	\$0.32	\$0.35	\$0.32	\$0.34
- Lineal Feet Scheduled for Jet-Flushing		652,000.00	750,000.00	654,021.00	652,000.00	652,000.00
C2. Cost of removing a sewer main plug will be at or below the planned cost.	I					
- Planned Cost		\$790.00	\$2,038.84	\$525.15	\$1,659.08	\$1,720.46
- Number of Sewer Main Plugs Removed		49.00	310.00	26.00	20.00	20.00
C3. Cost of installing a property line cleanout will be at or below the planned cost.	I					
- Planned Cost		\$1,400.00	\$1,214.52	\$1,663.83	\$1,289.82	\$1,350.20
- Number of Property Line Cleanouts		171.00	80.00	164.00	175.00	175.00
<u>Financial</u>						
F1. Actual total expenditures for Sanitary Sewer Collection will not exceed planned program expenditures.	C					
- Total Program Expenditures [DELETED]		\$1,486,362.00	\$1,492,492.08	\$1,492,016.57	NA	NA
- Percent of Total Program Budget Expended		NA	NA	NA	100.00%	100.00%

Priority Legend

- M: Mandatory
- C: Council Highest Priority
- I: Important
- D: Desirable

**City of Sunnyvale
Program Performance Budget**

Program 345 - Sanitary Sewer Collection System

Service Delivery Plan 34501 - Sewer System Preventive Maintenance

Maintain the Sanitary Sewer Collection System to reduce blockages and ensure system reliability, by:

- Jet flushing sewers,
- Maintaining sewer lift stations,
- Inspecting and cleaning manholes,
- Preventing sewer main overflows, and
- Using foam treatment on sewer laterals.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 345 - Sanitary Sewer Collection System

Service Delivery Plan 34501 - Sewer System Preventive Maintenance

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 345100 - Sewer Laterals Foaming - Chemical Treatment for Root Intrusion					
Product: A Lineal Foot					
Costs:	\$1,353	\$1,394	\$34	\$1,406	\$1,441
Products:	1,000	5,000	0	1,000	1,000
Work Hours:	7	5	1	5	5
Product Cost:	\$1.35	\$0.28	\$0.00	\$1.41	\$1.44
Work Hours/Product:	0.01	0.00	0.00	0.01	0.01
Activity 345110 - Sewer Mains Foaming - Chemical Treatment for Root Intrusion					
Product: A Lineal Foot					
Costs:	\$7,898	\$9,078	\$0	\$8,746	\$8,899
Products:	4,904	1,700	0	4,500	4,500
Work Hours:	4	13	0	8	8
Product Cost:	\$1.61	\$5.34	\$0.00	\$1.94	\$1.98
Work Hours/Product:	0.00	0.01	0.00	0.00	0.00
Activity 345120 - Sewer Mains Flushing - Hydro-flush Segments to Keep Lines Clear of Obstructions and Flowing					
Product: A Lineal Foot					
Costs:	\$213,603	\$241,646	\$227,899	\$210,100	\$219,769
Products:	651,793	750,000	654,021	652,000	652,000
Work Hours:	3,088	3,598	3,141	2,948	2,948
Product Cost:	\$0.33	\$0.32	\$0.35	\$0.32	\$0.34
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00

**City of Sunnyvale
Program Performance Budget**

Program 345 - Sanitary Sewer Collection System

Service Delivery Plan 34501 - Sewer System Preventive Maintenance

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 345130 - Corp Yard Wash Rack - Solids Removal by Staff					
Product: An Occasion					
Costs:	\$11,027	\$11,359	\$19,590	\$12,719	\$13,313
Products:	36	50	44	36	36
Work Hours:	178	179	307	179	179
Product Cost:	\$306.30	\$227.18	\$445.23	\$353.32	\$369.81
Work Hours/Product:	4.94	3.58	6.97	4.97	4.97
Activity 345140 - Corp Yard Wash Rack - Assist Contractor in Cleaning Oil Separator at the Corporation Yard					
Product: An Occasion					
Costs:	\$3,175	\$5,391	\$3,252	\$3,472	\$3,644
Products:	10	14	10	10	10
Work Hours:	49	84	43	50	50
Product Cost:	\$317.48	\$385.07	\$325.25	\$347.24	\$364.45
Work Hours/Product:	4.91	6.00	4.25	5.00	5.00
Activity 345150 - Backwater Valve - Inspect and Clean [DELETED - Moved into 345220]					
Product: A Maintenance Activity Completed					
Costs:	\$39	\$1,617	\$798	\$0	\$0
Products:	3	8	0	0	0
Work Hours:	1	24	12	0	0
Product Cost:	\$12.84	\$202.14	\$0.00	\$0.00	\$0.00
Work Hours/Product:	0.17	3.00	0.00	0.00	0.00

**City of Sunnyvale
Program Performance Budget**

Program 345 - Sanitary Sewer Collection System

Service Delivery Plan 34501 - Sewer System Preventive Maintenance

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 345160 - Manholes - Inspect, Wash Down and Clean					
Product: A Maintenance Activity Completed					
Costs:	\$50,264	\$33,712	\$53,048	\$48,049	\$50,244
Products:	3,442	960	3,765	3,600	3,600
Work Hours:	756	540	803	686	686
Product Cost:	\$14.60	\$35.12	\$14.09	\$13.35	\$13.96
Work Hours/Product:	0.22	0.56	0.21	0.19	0.19
Activity 345170 - Lift Stations - Inspect, Wash Down and Remove Grease and Debris to Keep in Good Operating Condition					
Product: A Maintenance Activity Completed					
Costs:	\$44,742	\$56,986	\$29,708	\$44,392	\$46,530
Products:	170	160	180	160	160
Work Hours:	266	302	334	275	275
Product Cost:	\$263.19	\$356.16	\$165.05	\$277.45	\$290.81
Work Hours/Product:	1.56	1.89	1.85	1.72	1.72
Totals for Service Delivery Plan 34501 - Sewer System Preventive Maintenance					
Costs:	\$332,101	\$361,183	\$334,330	\$328,884	\$343,839
Hours:	4,347	4,745	4,639	4,151	4,151

City of Sunnyvale
Program Performance Budget

Program 345 - Sanitary Sewer Collection System

Service Delivery Plan 34502 - Sewer System Repairs

Repair the Sanitary Sewer Collection System to clear blockages and protect the health of the community, by:

- Video inspecting sewer lines,
- Repairing and replacing manholes,
- Repairing and replacing cleanouts,
- Repairing pump station equipment,
- Repairing sewer mains,
- Removing main and lateral plugs, and
- Repairing and replacing service laterals.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 345 - Sanitary Sewer Collection System

Service Delivery Plan 34502 - Sewer System Repairs

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 345200, 345201, 345202, 345203 - Sewer Laterals - Repairs/Replacement					
Product: An Activity Completed					
Costs:	\$84,931	\$88,351	\$87,926	\$83,996	\$87,752
Products:	47	55	48	45	45
Work Hours:	1,118	1,292	1,001	1,100	1,100
Product Cost:	\$1,807.04	\$1,606.38	\$1,831.79	\$1,866.59	\$1,950.05
Work Hours/Product:	23.78	23.49	20.85	24.44	24.44
Activity 345210, 345211, 345212 - Sewer Laterals - Obstruction Removed					
Product: An Activity Completed					
Costs:	\$252,442	\$224,345	\$269,767	\$238,397	\$249,422
Products:	1,561	2,000	1,457	1,650	1,650
Work Hours:	3,629	3,512	3,494	3,343	3,343
Product Cost:	\$161.72	\$112.17	\$185.15	\$144.48	\$151.17
Work Hours/Product:	2.33	1.76	2.40	2.03	2.03
Activity 345220, 345221, 345222 - Cleanout Installation					
Product: A Cleanout Installed					
Costs:	\$239,173	\$194,323	\$272,868	\$225,718	\$236,285
Products:	171	160	164	175	175
Work Hours:	3,351	2,935	3,839	3,132	3,132
Product Cost:	\$1,398.67	\$1,214.52	\$1,663.83	\$1,289.82	\$1,350.20
Work Hours/Product:	19.60	18.34	23.41	17.90	17.90

**City of Sunnyvale
Program Performance Budget**

Program 345 - Sanitary Sewer Collection System

Service Delivery Plan 34502 - Sewer System Repairs

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 345230, 345231, 345232, 345233, 345234 - Sewer Mains - Repairs					
Product: An Activity Completed					
Costs:	\$26,863	\$40,777	\$21,595	\$33,182	\$34,409
Products:	36	20	13	20	20
Work Hours:	361	310	146	310	310
Product Cost:	\$746.19	\$2,038.84	\$1,661.19	\$1,659.08	\$1,720.46
Work Hours/Product:	10.03	15.50	11.25	15.50	15.50
Activity 345240 - Sewer Mains - Video Inspection by Contractor to Determine System Condition for Corrective Work					
Product: A Lineal Foot					
Costs:	\$8,370	\$55,298	\$15,424	\$53,079	\$54,148
Products:	4,438	200,000	10,802	30,000	30,000
Work Hours:	31	151	69	120	120
Product Cost:	\$1.89	\$0.28	\$1.43	\$1.77	\$1.80
Work Hours/Product:	0.01	0.00	0.01	0.00	0.00
Activity 345250 - Manholes - Repairs of Damaged and Low Manholes					
Product: A Repair Completed					
Costs:	\$26,684	\$28,141	\$17,374	\$29,325	\$30,418
Products:	21	60	20	27	27
Work Hours:	258	445	239	282	282
Product Cost:	\$1,270.66	\$469.02	\$868.72	\$1,086.12	\$1,126.60
Work Hours/Product:	12.27	7.42	11.93	10.44	10.44

**City of Sunnyvale
Program Performance Budget**

Program 345 - Sanitary Sewer Collection System

Service Delivery Plan 34502 - Sewer System Repairs

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 345260 - Lift Stations - Repairs Needed to Keep Them in Operating Condition					
Product: A Repair Completed					
Costs:	\$5,085	\$24,289	\$4,495	\$5,972	\$6,162
Products:	10	12	6	10	10
Work Hours:	46	50	48	40	40
Product Cost:	\$508.51	\$2,024.08	\$749.18	\$597.22	\$616.16
Work Hours/Product:	4.56	4.17	7.92	4.00	4.00
Activity 345270 - Backwater Valve - New Installation and Replacement of Existing Locations [DELETED - Moved into 345220]					
Product: A Valve Installed / Replaced					
Costs:	\$3,155	\$5,383	\$2,894	\$0	\$0
Products:	2	2	2	0	0
Work Hours:	48	75	41	0	0
Product Cost:	\$1,577.74	\$2,691.36	\$1,447.12	\$0.00	\$0.00
Work Hours/Product:	24.04	37.50	20.25	0.00	0.00
Activity 345280 - Sewer Repair - Asphalt Patch Work Follow-Up Done by Streets Staff					
Product: A Repair Completed					
Costs:	\$9,570	\$7,460	\$8,143	\$9,415	\$9,766
Products:	282	4	102	10	10
Work Hours:	121	95	108	95	95
Product Cost:	\$33.94	\$1,864.88	\$79.83	\$941.49	\$976.61
Work Hours/Product:	0.43	23.75	1.06	9.50	9.50

**City of Sunnyvale
Program Performance Budget**

Program 345 - Sanitary Sewer Collection System

Service Delivery Plan 34502 - Sewer System Repairs

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 345290 - Sewer Mains - Repeat Stoppages					
Product: An Activity Completed					
Costs:	\$0	\$0	\$0	\$3,685	\$3,866
Products:	0	0	0	5	5
Work Hours:	0	0	0	60	60
Product Cost:	\$0.00	\$0.00	\$0.00	\$736.95	\$773.18
Work Hours/Product:	0.00	0.00	0.00	12.00	12.00
Activity 345000 - Sewer Mains - Non-Repeat Stoppages					
Product: An Activity Completed					
Costs:	\$0	\$0	\$0	\$17,036	\$17,876
Products:	0	0	0	45	45
Work Hours:	0	0	0	270	270
Product Cost:	\$0.00	\$0.00	\$0.00	\$378.58	\$397.24
Work Hours/Product:	0.00	0.00	0.00	6.00	6.00
Totals for Service Delivery Plan 34502 - Sewer System Repairs					
Costs:	\$656,274	\$668,367	\$700,488	\$699,804	\$730,104
Hours:	8,962	8,865	8,983	8,752	8,752

**City of Sunnyvale
Program Performance Budget**

Program 345 - Sanitary Sewer Collection System

Service Delivery Plan 34503 - Sewer System - Rancho Rinconada Area

Maintain and repair the Rancho Rinconada Sanitary Sewer Collection System to reduce blockages, ensure system reliability, and protect the health of the community, by:

- Video inspecting sewer lines,
- Jet flushing sewers,
- Inspecting and cleaning manholes,
- Repairing and replacing manholes,
- Repairing sewer mains,
- Removing main and lateral plugs,
- Repairing and replacing mains,
- Preventing sewer main overflows, and
- Cleaning up sewer spills.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 345 - Sanitary Sewer Collection System

Service Delivery Plan 34503 - Sewer System - Rancho Rinconada Area

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 345320 - Sewer Mains Maintenance - Hydro-flush Segments to Keep Lines Clear of Obstructions and Flowing					
Product: A Lineal Foot					
Costs:	\$28,086	\$37,572	\$6,278	\$16,627	\$17,435
Products:	54,447	75,000	23,263	30,000	30,000
Work Hours:	300	600	95	255	255
Product Cost:	\$0.52	\$0.50	\$0.27	\$0.55	\$0.58
Work Hours/Product:	0.01	0.01	0.00	0.01	0.01
Activity 345330, 345331, 345332, 345333, 345334, 345335 - Sewer Mains - Repairs					
Product: An Activity Completed					
Costs:	\$5,259	\$7,647	\$5,349	\$9,452	\$9,745
Products:	33	1	43	30	30
Work Hours:	84	38	85	65	65
Product Cost:	\$159.35	\$7,646.89	\$124.40	\$315.06	\$324.85
Work Hours/Product:	2.56	38.00	1.98	2.17	2.17
Activity 345340 - Sewer Mains - Video Inspection by Contractor to Determine System Condition for Corrective Work					
Product: A Lineal Foot					
Costs:	\$191	\$6,341	\$190	\$3,282	\$3,359
Products:	0	5,000	0	2,000	2,000
Work Hours:	3	10	0	10	10
Product Cost:	\$0.00	\$1.27	\$0.00	\$1.64	\$1.68
Work Hours/Product:	0.00	0.00	0.00	0.01	0.01

**City of Sunnyvale
Program Performance Budget**

Program 345 - Sanitary Sewer Collection System

Service Delivery Plan 34503 - Sewer System - Rancho Rinconada Area

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 345350, 345351, 345352, 345353 - Sewer Mains - Emergency Response					
Product: An Emergency Request Completed					
Costs:	\$489	\$3,525	\$1,754	\$2,899	\$2,973
Products:	2	2	3	2	2
Work Hours:	8	23	27	13	13
Product Cost:	\$244.37	\$1,762.34	\$584.67	\$1,449.66	\$1,486.41
Work Hours/Product:	3.76	11.50	8.83	6.50	6.50
Activity 345360, 345361, 345362 - Sewer Manholes					
Product: An Activity Completed					
Costs:	\$21,561	\$2,908	\$11,957	\$9,302	\$9,761
Products:	296	50	221	250	250
Work Hours:	149	46	180	143	143
Product Cost:	\$72.84	\$58.15	\$54.11	\$37.21	\$39.05
Work Hours/Product:	0.50	0.92	0.82	0.57	0.57
Activity 345370 - Sewer - Asphalt Patch Work Follow-Up					
Product: A Repair Completed					
Costs:	\$1,545	\$1,223	\$0	\$1,448	\$1,503
Products:	0	3	0	3	3
Work Hours:	26	21	0	15	15
Product Cost:	\$0.00	\$407.79	\$0.00	\$482.64	\$500.97
Work Hours/Product:	0.00	7.00	0.00	5.00	5.00

**City of Sunnyvale
Program Performance Budget**

Program 345 - Sanitary Sewer Collection System

Service Delivery Plan 34503 - Sewer System - Rancho Rinconada Area

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 345380 - Sewer - Utility Locates					
Product: A Locate Completed					
Costs:	\$8,558	\$3,822	\$2,825	\$8,257	\$8,651
Products:	221	60	190	220	220
Work Hours:	130	60	33	118	118
Product Cost:	\$38.73	\$63.71	\$14.87	\$37.53	\$39.32
Work Hours/Product:	0.59	1.00	0.17	0.54	0.54
Totals for Service Delivery Plan 34503 - Sewer System - Rancho Rinconada Area					
Costs:	\$65,689	\$63,038	\$28,353	\$51,266	\$53,428
Hours:	700	798	420	619	619

**City of Sunnyvale
Program Performance Budget**

Program 345 - Sanitary Sewer Collection System

Service Delivery Plan 34504 - Emergency Response

Respond to sewer emergencies in a timely manner to reduce sewer overflows, avoid property damage and minimize health risks, by:

- Responding to sewer lateral and other sewer-related emergencies within approximately 30 minutes of call out,
- Responding to citizen service requests outside of normal work hours,
- Clean up of sanitary sewer overflows (SSO), and
- Responding and assisting Public Safety, Parks and outside agencies in hazardous spills within approximately 30 minutes of call out.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 345 - Sanitary Sewer Collection System

Service Delivery Plan 34504 - Emergency Response

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 345400 - ER Sewer Lift Stations - Respond and Make Repairs to Lift Stations					
Product: An Emergency Request Completed					
Costs:	\$3,366	\$2,880	\$431	\$4,832	\$5,028
Products:	9	1	25	9	9
Work Hours:	51	13	6	52	52
Product Cost:	\$374.05	\$2,880.47	\$17.25	\$536.84	\$558.64
Work Hours/Product:	5.71	13.00	0.24	5.78	5.78
Activity 345410 - ER Sewer Mains - Respond, Clear, Clean, Follow-Up Reportable (>100 gal) Sanitary Sewer Overflow (SSO)					
Product: An Emergency Request Completed					
Costs:	\$7,191	\$5,659	\$33,715	\$7,139	\$7,377
Products:	3	5	5	3	3
Work Hours:	65	62	265	63	63
Product Cost:	\$2,396.87	\$1,131.88	\$6,742.91	\$2,379.64	\$2,458.95
Work Hours/Product:	21.57	12.40	52.98	21.00	21.00
Activity 345420 - ER Sewer Mains - Respond, Clear, Follow-Up a Non-Reportable Sanitary Sewer Overflow (SSO)					
Product: An Emergency Request Completed					
Costs:	\$11,419	\$36,168	\$13,654	\$9,275	\$9,646
Products:	26	135	26	25	25
Work Hours:	160	571	146	105	105
Product Cost:	\$439.20	\$267.91	\$525.15	\$371.02	\$385.86
Work Hours/Product:	6.14	4.23	5.62	4.20	4.20

**City of Sunnyvale
Program Performance Budget**

Program 345 - Sanitary Sewer Collection System

Service Delivery Plan 34504 - Emergency Response

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 345430 - ER Hazardous Spills - Assist Others in a Non-Sanitary Sewer Overflow (SSO)					
Product: An Occasion					
Costs:	\$0	\$583	\$1,087	\$588	\$600
Products:	0	1	1	1	1
Work Hours:	0	1	17	1	1
Product Cost:	\$0.00	\$583.38	\$1,087.43	\$588.20	\$599.79
Work Hours/Product:	0.00	1.00	16.70	1.00	1.00
Activity 345440 - Stand-by Duty for Around-the Clock Assistance					
Product: A Call Out					
Costs:	\$42,784	\$41,374	\$44,191	\$41,677	\$43,781
Products:	957	1,899	1,005	845	845
Work Hours:	696	695	702	695	695
Product Cost:	\$44.71	\$21.79	\$43.97	\$49.32	\$51.81
Work Hours/Product:	0.73	0.37	0.70	0.82	0.82
Totals for Service Delivery Plan 34504 - Emergency Response					
Costs:	\$64,761	\$86,665	\$93,078	\$63,511	\$66,432
Hours:	971	1,342	1,136	916	916

**City of Sunnyvale
Program Performance Budget**

Program 345 - Sanitary Sewer Collection System

Service Delivery Plan 34505 - Service Response

Provide additional services as requested, by:

- Checking plans and drawings for compliance with city standards for private and public projects, and
- Providing field inspections as requested by inside and outside customers.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 345 - Sanitary Sewer Collection System

Service Delivery Plan 34505 - Service Response

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 345500, 345501, 345502 - Plan Checking					
Product: An Occasion					
Costs:	\$5,307	\$1,062	\$3,718	\$3,519	\$3,696
Products:	50	14	36	30	30
Work Hours:	65	14	47	45	45
Product Cost:	\$106.14	\$75.87	\$103.28	\$117.31	\$123.20
Work Hours/Product:	1.29	1.00	1.32	1.50	1.50
Activity 345510, 345511, 345512 - Field Checking					
Product: An Occasion					
Costs:	\$5,626	\$1,517	\$5,725	\$3,910	\$4,107
Products:	35	20	31	20	20
Work Hours:	81	20	75	50	50
Product Cost:	\$160.75	\$75.87	\$184.68	\$195.51	\$205.33
Work Hours/Product:	2.31	1.00	2.42	2.50	2.50
Activity 345520 - Utility Locates - Locating of Underground Utilities for Excavation Purposes					
Product: A Locate Completed					
Costs:	\$31,426	\$38,957	\$32,135	\$31,622	\$33,142
Products:	2,910	1,760	3,869	2,900	2,900
Work Hours:	470	600	494	470	470
Product Cost:	\$10.80	\$22.13	\$8.31	\$10.90	\$11.43
Work Hours/Product:	0.16	0.34	0.13	0.16	0.16

**City of Sunnyvale
Program Performance Budget**

Program 345 - Sanitary Sewer Collection System

Service Delivery Plan 34505 - Service Response

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 345530 - Sewer Mains - Dye Test for Sewer Flow					
Product: An Activity Completed					
Costs:	\$42	\$458	\$0	\$287	\$301
Products:	0	4	0	4	4
Work Hours:	1	7	0	4	4
Product Cost:	\$0.00	\$114.44	\$0.00	\$71.69	\$75.27
Work Hours/Product:	0.00	1.75	0.00	1.00	1.00
Activity 345540 - Sewer Laterals - Dye Test for Sewer Flow					
Product: An Activity Completed					
Costs:	\$1,488	\$3,792	\$2,916	\$4,876	\$5,117
Products:	7	30	16	30	30
Work Hours:	22	59	37	74	74
Product Cost:	\$212.58	\$126.40	\$182.28	\$162.52	\$170.57
Work Hours/Product:	3.15	1.97	2.28	2.47	2.47
Activity 345550 - Sewer Laterals Response - Determined to be Owner Responsibility					
Product: A Service Request Completed					
Costs:	\$29,233	\$28,123	\$31,299	\$37,701	\$39,569
Products:	245	440	346	350	350
Work Hours:	451	440	483	565	565
Product Cost:	\$119.32	\$63.92	\$90.46	\$107.72	\$113.06
Work Hours/Product:	1.84	1.00	1.39	1.61	1.61
Totals for Service Delivery Plan 34505 - Service Response					
Costs:	\$73,123	\$73,910	\$75,794	\$81,915	\$85,932
Hours:	1,089	1,140	1,135	1,208	1,208

**City of Sunnyvale
Program Performance Budget**

Program 345 - Sanitary Sewer Collection System

Service Delivery Plan 34506 - Management and Support Services

Support the operation of the sanitary sewer collection system program, by:

- Responding to citizen service requests in a prompt and courteous manner,
- Maintaining complete and thorough records to support operations and planning,
- Providing timely and accurate administrative support services,
- Actively managing the day to day operations of staff,
- Providing training to enhance staff skills, and
- Supporting staff certification and licensing as required by job descriptions.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 345 - Sanitary Sewer Collection System

Service Delivery Plan 34506 - Management and Support Services

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 345600 - Management and Supervisory Services					
Product: A Work Hour					
Costs:	\$102,317	\$99,316	\$96,400	\$147,265	\$151,858
Products:	1,048	965	945	1,449	1,449
Work Hours:	1,048	965	945	1,449	1,449
Product Cost:	\$97.67	\$102.92	\$102.01	\$101.63	\$104.80
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 345610 - Administrative Support, Including Clerical Staff Hours					
Product: A Work Hour					
Costs:	\$130,559	\$92,672	\$125,167	\$134,409	\$141,956
Products:	2,002	1,358	1,842	1,895	1,895
Work Hours:	2,002	1,358	1,842	1,895	1,895
Product Cost:	\$65.22	\$68.24	\$67.95	\$70.93	\$74.91
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 345620 - Staff Training and Development - Including Tailgate Meetings, Certifications and Operations/Safety Related Classes [DELETED - Moved to 345640]					
Product: A Training Completed					
Costs:	\$61,474	\$39,669	\$42,867	\$0	\$0
Products:	421	441	325	0	0
Work Hours:	863	530	592	0	0
Product Cost:	\$146.02	\$89.95	\$131.90	\$0.00	\$0.00
Work Hours/Product:	2.05	1.20	1.82	0.00	0.00

**City of Sunnyvale
Program Performance Budget**

Program 345 - Sanitary Sewer Collection System

Service Delivery Plan 34506 - Management and Support Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 345640 - Staff Training and Development					
Product: An Employee Trained					
Costs:	\$0	\$0	\$0	\$44,821	\$46,848
Products:	0	0	0	13	13
Work Hours:	0	0	0	622	622
Product Cost:	\$0.00	\$0.00	\$0.00	\$3,447.76	\$3,603.70
Work Hours/Product:	0.00	0.00	0.00	47.85	47.85
Activity 345650 - Tailgates and Other Staff Meetings					
Product: A Meeting Held					
Costs:	\$0	\$0	\$0	\$19,114	\$20,015
Products:	0	0	0	26	26
Work Hours:	0	0	0	286	286
Product Cost:	\$0.00	\$0.00	\$0.00	\$735.17	\$769.80
Work Hours/Product:	0.00	0.00	0.00	11.00	11.00
Totals for Service Delivery Plan 34506 - Management and Support Services					
Costs:	\$294,416	\$239,331	\$264,434	\$345,609	\$360,678
Hours:	3,913	2,853	3,379	4,252	4,252

**City of Sunnyvale
Program Performance Budget**

Program 345 - Sanitary Sewer Collection System

		<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Totals for Program 345	Costs:	\$1,486,362	\$1,492,492	\$1,496,477	\$1,570,990	\$1,640,413
	Hours:	19,983	19,743	19,692	19,898	19,898

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**Public Safety
Element**

4. Public Safety Element

The creation and preservation of a safe environment is a City's responsibility to its citizens. Fire, crime, and other hazards that may have a negative effect on lives and the environment are a major concern. The Sunnyvale Public Safety Element addresses the City's problems and outlines its goals and policies to create a safe community. The Public Safety sub-elements include:

- ❑ Law Enforcement
- ❑ Fire Services
- ❑ Support Services

Law Enforcement Sub-Element

Goals, Policies and Action Statements

Goal 4.1A Provide a safe and secure environment for people and property in the community.

Policy 4.1A.1 Provide rapid and timely response to all emergencies.

Action Statements

4.1A.1a Study resource deployment variables, which impact response time.

4.1A.1b Provide training to certify personnel in First Aid and Cardiopulmonary Resuscitation.

4.1A.1c Assist in the implementation and evaluation of the Emergency Preparedness Plan.

4.1A.1d Maintain, train and equip special response teams for extraordinary or extremely hazardous emergency incidents.

Policy 4.1A.2 Control conduct recognized as threatening to life and property.

Action Statements

4.1A.2a Provide on-scene services to restore the peace and prevent further injury to life or property.

4.1A.2b Investigate all reported criminal actions.

4.1A.2c Study and implement methods whereby response to service calls can be managed more effectively in order to permit better utilization of non-committed patrol time.

4.1A.2d Effectively structure and use preventive patrol time in order to accomplish specific patrol objectives.

4.1A.2e Limit the amount of time administrative tasks detract from patrol operations, thereby increasing the amount of time available for other activities such as preventive or directed patrol.

- 4.1A.2f Enhance crime analysis techniques and capabilities in order to provide timely information which identifies evolving or existing social problems and crime patterns so as to provide supporting data for improved allocation of resources.
- 4.1A.2g Study methods to further enhance community/problem oriented policing.
- 4.1A.2h Identify evolving and existing gang activity and gang involved crime problems that impact the quality of life in the community.
- 4.1A.2i Develop information and strategies in order to proactively impact current and evolving gang activity.

Policy 4.1.A.3 Provide investigative services directed toward successful prosecution and conviction of criminal offenders.

Action Statements

- 4.1A.3a Provide for quality preliminary investigations that will enhance the success of follow-up investigation and subsequent court presentation.
- 4.1A.3b Provide for selective screening of cases to be investigated past the preliminary investigation stage.
- 4.1A.3c Investigate all major FBI Part I crimes (murder, rape, robbery and burglary).
- 4.1A.3d Provide continuous monitoring of the effectiveness and efficiency of the investigative process.
- 4.1A.3e Strengthen the investigator/victim/witness relationship.
- 4.1A.3f Maintain a cooperative liaison with the prosecuting attorney.

Policy 4.1A.4 Reduce crime and fear by strengthening the police/community partnership.

Action Statements

- 4.1A.4a Continue and enhance neighborhood based crime prevention activities.
- 4.1A.4b Continue and enhance programs designed to reinforce positive juvenile behavior and prevent juvenile delinquency.
- 4.1A.4c Continue and enhance loss prevention programs in the commercial and industrial sectors.
- 4.1A.4d Continue and enhance programs designed to prevent and reduce drug and alcohol abuse.

4.1A.4e Identify geographical areas or population groups experiencing noticeable crime victimization in order to improve effectiveness of crime prevention efforts.

4.1A.4f Develop citizen involvement in all phases of prevention programs.

4.1A.4g Provide early intervention through education of youth, families, school staff and other community members on gang recognition and prevention.

Policy 4.1A.5 Facilitate the safe movement of pedestrians, bicyclists and vehicles.

Action Statements

4.1A.5a Provide traffic enforcement to deter traffic violations.

4.1A.5b Provide traffic enforcement in congested areas during commute hours to enhance the safe flow of traffic.

4.1A.5c Provide vehicle and pedestrian accident analysis to determine common locations and causes so as to properly plan selective enforcement.

4.1A.5d Provide bicyclist accident analysis to determine common locations and causes so as to properly plan selective enforcement.

4.1A.5e Participate in citywide bicycle plan.

4.1A.5f Maintain liaison with the Traffic Engineering Department in studying and solving traffic problems.

4.1A.5g Participate in activities that enhance the successful detection, apprehension, rehabilitation and prevention of persons driving under the influence of alcohol/drugs.

4.1A.5h Participate in prevention and enforcement activities directed at minimizing personal injury in traffic collisions.

4.1A.5i Maintain liaison with schools and Traffic Engineering Department to determine locations where crossing guards are required during the school year. Hire, train and deploy crossing guards.

Goal 4.1B Provide community oriented services that are responsive to citizen's needs in traditionally-non-criminal areas.

Policy 4.1B.1 Aid those who cannot care for themselves (intoxicated, addicted, mentally ill, physically disabled, the young and the old).

Action Statements

- 4.1B.1a Identify and maintain list of current community referral agencies.
- 4.1B.1b Provide emergency transportation or commitment to medical, mental health or other appropriate facilities.
- 4.1B.1c Maintain liaison with social services agencies providing support to indigent persons.

Policy 4.1B.2 Provide crisis intervention, conflict management and resolution.

Action Statements

- 4.1B.2a Identify and maintain list of current referral agencies.
- 4.1B.2b Provide diversion programs and referrals for juvenile offenders.
- 4.1B.2c Monitor repeat juvenile offenders and identify them to the proper authorities such as juvenile probation and the juvenile court system.
- 4.1B.2d Develop programs aimed at violence prevention.
- 4.1B.2e Develop programs that are aimed at reducing domestic violence.
- 4.1B.2f Maintain liaison with appropriate support groups for victims of domestic violence and other traumatic crimes.
- 4.1B.2g Provide training for officers on the resolution of personal and interpersonal conflicts.
- 4.1B.2h Facilitate civil conflict resolutions by intervention/referral.

Goal 4.1C Increase and maintain public confidence in the ability of the public safety department to provide quality police services.

Policy 4.1C.2 Provide inspection and control of personnel and Department operations, which is responsive to citizens concerns.

Action Statements

- 4.1C.1a Maintain Department policies and procedures for control and internal discipline.
- 4.1C.1b Maintain Internal Affairs policies and procedures.

4.1C.1c Facilitate the process of handling citizen complaints.

4.1C.1d Promote public awareness of the Citizen's Inquiry process.

Policy 4.1C.1 Provide for assessment of changing community needs and expectations.

Action Statements

4.1C.2a Identify means of measuring citizen satisfaction with police services.

4.1C.2b Provide timely analysis of crime data so as to adequately plan enforcement strategies.

4.1C.2c Provide for data systems enhancements to improve data used for resource allocation strategies and changing community conditions.

Goal 4.1D Conduct planning and administration that incorporates interaction with other city departments as well as other agencies, both public and private, where mutual concerns exist which could have impact on the delivery of law enforcement services.

Policy 4.1D.1 Coordinate law enforcement planning with local, regional, State and Federal plans.

Action Statements

4.1D.1a Identify and maintain liaison with appropriate governmental and private agencies and organizations.

4.1D.1b Maintain close liaison with Community Development Department, City Attorney, Public Works, other City Departments and community organizations in order to develop a problem solving team approach to resolving issues that contribute to crime and disorder in the City.

4.1D.1c Encourage the development of neighborhood organizations and maintain a close liaison with these organizations in order to determine the citizen's concerns about the wellbeing of their neighborhoods.

4.1D.1d Establish and maintain agreements (plans) for Mutual Aid and Participate in statewide Law Enforcement Mutual Aid Plan.

4.1D.1e Establish and train in local and statewide Mutual Aid procedures.

4.1D.1f Participate in Major Disaster Preparedness planning at all levels of government.

Policy 4.1D.2 Provide effective and efficient management of Public Safety resources.

Action Statements

4.1D.2a Monitor actions of appropriate governmental legislative and regulatory bodies which impact Department planning and operations.

4.1D.2b Develop proposals and apply for appropriate governmental grants.

4.1D.2c Provide professional input to assist Council when considering community position on legislative issues.

4.1.D2d Monitor the development of technology and apply appropriate technology in order to enhance Police Services.

Goal 4.1E Sustain a highly trained police services division in order to assure that police services are provided in a quality and efficient manner.

Policy 4.1E.1 Train and develop employees to meet state and local standards.

Action Statements

4.1E.1a Provide skills training to employees to enhance performance.

4.1E.1b Provide in-service training to maintain proficiency and provide technical development to personnel.

Fire Services Sub-Element

Goals, Policies and Action Statements

Goal 4.2A Provide a fire service response system that will control the spread of fire in buildings and other properties and maintain minimal casualties and property loss from fire and other related emergencies.

Policy 4.2A.1 Assure that equipment and facilities are provided and maintained to meet reasonable standards of safety, dependability and compatibility with fire service operations.

Action Statements

4.2A.1a Work cooperatively with the appropriate City Departments in issues related to the acquisition, use and maintenance of equipment. Assign highest priority to emergency equipment.

4.2A.1b Research new equipment and replacement needs and recommend purchases with specifications that meet industry and professional standards, local needs and Public Safety requirements.

4.2A.1c Meet or exceed the manufacturers' recommended standards for the frequency of testing of apparatus and equipment and correct deficiencies.

4.2A.1d Conduct effective in-service maintenance and inspection of facilities and equipment.

4.2A.1e Work cooperatively with the appropriate City Departments in issues related to the acquisition, use, maintenance and modification of facilities.

Policy 4.2A.2 Provide training that is adequate for required duties.

Action Statements

4.2A.2a Provide coordination for all training activities within the Fire Services Division.

4.2A.2b Identify in-service training requirements by test and inspection and by observing performance at emergencies.

- 4.2A.2c Meet or exceed recommended or mandatory training for the fire service.
- 4.2A.2d Provide specialized training to establish a high level of expertise for extremely hazardous or critical operations.
- 4.2A.2e Study the effectiveness of a firefighters physical fitness program and the impacts it may have on job performance.

Policy 4.2A.3 Respond to requests for services.

Action Statements

- 4.2A.3a Give highest priority to emergency calls so that responses are made within an average time of 5.6 minutes or less and within 6 minutes or less 90% of the time from receipt of call.
- 4.2A.3b Coordinate with the Department of Public Works to provide traffic signal controllers, street signing and other methods which reduce response times.
- 4.2A.3c Seek improvement of dispatch and response policies, provide resources and implement changes that may favorably affect response times. Analyze response time data.
- 4.2A.3d Annually review data in regard to calls for service, response times and changing risk probabilities. If annual data reveals deterioration in service levels, consider initiating needs analysis for additional or relocated facilities, additional apparatus and/or additional personnel.
- 4.2A.3e Investigate and identify factors that cause or may cause injuries or property damage when responding to calls and take corrective actions.

Policy 4.2A.4 Conduct field operations and emergency scene management in a safe, effective and efficient manner.

Action Statements

- 4.2A.4a Be sensitive to conditions that may be potential fire or safety hazards in buildings and other properties and maintain liaison with appropriate departments and agencies to correct those conditions.
- 4.2A.4b Maintain a system of pre-fire surveys for selected buildings and provide critical information that is immediately available to responding emergency personnel should an incident occur. Consider electronic technology to provide survey information "on-line" at emergency scenes.
- 4.2A.4c Maintain liaison with the Department of Public Works to assure an adequate and well-maintained water supply system for fire suppression purposes.

- 4.2A.4d Identify and adopt methods and policies, which provide safety, improve communications and enhance command and control of emergency incidents. Adopt State Emergency Management System.
- 4.2A.4e Maintain policies and agreements with other agencies that provide for mutual emergency assistance when required.
- 4.2A.4f Take measures that reduce the number of false or malicious alarm reports.
- 4.2A.4g Participate in regional efforts to create utilities geo-base with on-scene access to digital mapping.

Goal 4.2B Provide effective response capability for non-fire incidents that may directly endanger the lives, property and well being of the community.

Policy 4.2B.1 Provide immediate life support to those who are threatened by situations requiring emergency medical services or rescue.

Action Statements

- 4.2B.1a Meet or exceed mandated minimum standards of training for emergency medical response personnel.
- 4.2B.1b Study, and where feasible, provide alternate methods of emergency medical service delivery when it is determined to be more efficient and beneficial to those in need. Consider EMT-P level training.
- 4.2B.1c Maintain liaison with the County Emergency Medical Services Agency and other agencies involved in the Emergency Medical System.
- 4.2B.1d Monitor performance results of Emergency Medical System providers to assure adequate levels of service delivery and if appropriate study the feasibility of City-operated Emergency Medical System.
- 4.2B.1e Participate in joint agency mass casualty and medical disaster drills, and maintain capability for response to actual situations.
- 4.2B.1f Participate in County Emergency Medical System Design Committee.

Policy 4.2B.2 Operate a response system that will provide effective control and investigation of hazardous materials emergencies.

Action Statements

- 4.2B.2a Provide a specially trained and equipped response team capable of mitigating emergencies resulting from hazardous materials leaks, spills and discharges and conduct related inspections and permit activities.
 - 4.2B.2b Complete required reports and conduct follow-up investigations when necessary.
 - 4.2B.2c Consider electronic technology to provide Hazardous Materials Management Plan information "on-line" at emergency scenes.
 - 4.2B.2d Consider regional hazardous materials response system.
 - 4.2B.2e Study potential impacts of emerging biotechnology on response capabilities and related inspection and permit activities.
- Goal 4.2C Reduce the demand for fire suppression and hazardous materials response, reduce the severity of the incidents and provide protection for the lives, welfare and environment of people within the community.
- Policy 4.2C.1 Apply demand management principles to control hazards through enforcement of fire and life safety codes, ordinances, permits and field inspections.

Action Statements

- 4.2C.1a Revise and adopt appropriate codes, ordinances and policies significant to fire and life safety issues.
 - 4.2C.1b Assist local industry and residents by timely review of building plans and applications for permits in order to enhance understanding and consistency in interpreting code requirements.
 - 4.2C.1c Review proposals for new or rehabilitated properties so that, minimum protection standards for access, water supply, fire resistive construction, exiting, fire protection equipment and control of hazardous processes are considered.
 - 4.2C.1d Conduct building and permit inspections for safety at a frequency sufficient to promote compliance with appropriate codes and ordinances.
 - 4.2C.1e Provide a fire investigation system that will determine the cause of fires and provide adequate collection of data. Pursue the arrest and prosecution of those responsible for arson.
- Policy 4.2C.2 Coordinate a comprehensive program designed to control and mitigate harmful effects resulting from the storage, use and transport of hazardous materials.

Action Statements

- 4.2C.2a Conduct inspection and permit activities consistent with laws and requirements governing the use and storage of hazardous substances.
 - 4.2C.2b Participate in cooperative efforts directed toward remedying problems associated with hazardous materials.
 - 4.2C.2c Make appropriate notifications and maintain liaison with other agencies and departments concerned with or responsible for testing, monitoring and cleaning up hazardous contamination. Maintain records concerning status.
 - 4.2C.2d Secure evidence and pursue prosecution and/or cost recovery for illegal or negligent activities concerning the use, storage and transport of hazardous materials.
 - 4.2C.2e Participate with business in local, regional and state initiatives to streamline the regulatory process.
- Policy 4.2C.3 Heighten public consciousness of fire and life safety in ways so that citizens can not only prevent fires from starting but react properly to emergencies when they occur, lowering the demand for services.

Action Statements

- 4.2C.3a Provide a means to assist local business and industry with their in-house fire prevention programs.
- 4.2C.3b Participate with schools in a comprehensive fire safety and fire education program targeted at early elementary school students.
- 4.2C.3c Sponsor an annual fire safety awareness campaign, which involves active participation by elementary school students.
- 4.2C.3d Maintain effective liaison with the news media.
- 4.2C.3e Provide appropriate talks, tours and demonstrations regarding fire safety and suppression methods.
- 4.2C.3f Disseminate fire and life safety information materials. Release special public warning notices when necessary to inform of a particular or unusual hazard.
- 4.2C.3g Coordinate fire and life safety education activities through the Community Services Bureau.

Goal 4.2D Provide planning and administration while maintaining liaison with other agencies and organizations to provide a quality level of fire services to the community.

Policy 4.2D.1 Adjust to changing service requirements, new laws, regulations, policies, technologies and changes occurring in the Community.

Action Statements

4.2D.1a Develop and maintain data processing systems capable of providing information for operational and management analysis.

4.2D.1b Cost effectively allocate personnel and equipment to each fire district and all fire service activities.

4.2D.1c Review and apply new regulations and legislative requirements that affect emergency service delivery, planning and program operations.

4.2D.1d Develop and apply internal planning, policies and procedures consistent with operational needs.

4.2D.1e Evaluate personnel, facilities and equipment through periodic inspections.

4.2D.1f Provide a work environment that encourages personal growth, challenge and participation. Participate in Citywide Continuous Quality Improvement activities.

Policy 4.2D.2 Work cooperatively with other agencies and organizations when addressing issues that affect fire services.

Action Statements

4.2D.2a Study benefits of participating in future ISO Rating Schedule evaluations.

4.2D.2b Maintain professional memberships and participation with appropriate fire service and public administration organizations.

4.2D.2c Participate in Emergency and Disaster Preparedness planning at all levels of government. Participate in the City's Emergency Management Organization.

4.2D.2d Provide fire station facilities for civic and charitable uses consistent with City policy.

Policy 4.2D.3 Take all viable opportunities to include the principles of demand management in decision making processes.

Action Statements

- 4.2D.3a Incorporate market-based pricing to the extent possible when fees are being set or adjusted.
- 4.2D.3b In decision making with regards to proposed expansion or creation of services thoroughly analyze demand and the implications of the proposal on future demand.
- 4.2D.3c Modify or revise unit definitions and performance indicators which may be demand creating wherever applicable.

Support Services Sub-Element

Goals, Policies and Action Statements

In this section of the Support Services Sub-Element, an integrated set of goals, policies and action statements are presented. These commitments govern the provision of support services to the line Divisions of the Public Safety Department. The goals and policies reflect the general direction of efforts that are necessary for the comprehensive delivery of efficient and effective public safety services. The action statements reflect specific ways to achieve the desired results.

The Sub-Element is one of three in the Public Safety Element of the City's General Plan. The very nature of the services provided by the Support Division dictates the necessity for strong interrelationships with various other Sub-Elements if the provision of Support Services is to be effective.

The goals, policies and action statements within the Support Services Sub-Element were developed based on several basic underlying assumptions. They include:

1. The citizens of Sunnyvale desire a community safe from crime, fire, social disorder and other hazards.
2. A highly trained force capable of delivering all public safety services is necessary to provide 24-hour response to a variety of emergency and non-emergency requests for service.
3. For the current public safety concept to remain viable, the Department must continue to avail itself of all practical technological advances.
4. The Department will continue to comply with all mandatory requests for information as well as those non-mandatory requests from State and Federal agencies.
5. Effective command and management is enhanced through a reliable system of communications, data processing, internal policies and procedures and participation and cooperation with other agencies and organizations.

Goal 4.3A Sustain a quality work force to assure that Public Safety Services are provided in a quality and efficient manner.

Policy 4.3A.1 Train and develop employees to meet state and local standards.

Action Statements

4.3A.1a Provide skills training to employees to enhance performance.

4.3A.1b Provide recruit and basic training to ensure the highest quality of entry level personnel.

4.3A.1c Provide in-service training to maintain proficiency.

Policy 4.3A.2 Maintain a recruitment and selection process that ensures a highly competent work force meeting City affirmative actions goals.

Action Statements

4.3A.2a Select candidates based on merit and fitness.

4.3A.2b Actively recruit women and minorities for vacancies in the Department.

Goal 4.3B Facilitate quality decision making, through planning and research.

Policy 4.3B.1 Maintain knowledge of technological advances, current trends and issues that impact Public Safety services.

Action Statements

4.3B.1a Review Public Safety related literature to maintain an awareness of innovations in Public Safety service delivery.

4.3B.1b Monitor citizen perception of the quality of Public Safety service delivered.

4.3B.1c Maintain active representation in professional organizations to facilitate information exchange.

Policy 4.3B.2 Provide alternative options to enhance the effectiveness of Public Safety operations.

Action Statements

4.3B.2a Compile and analyze statistical data to ascertain the effectiveness of Public Safety operations

4.3B.2b Research the impact of proposed service level changes.

4.3B.2c Periodically review the current public safety concept to assure that it is a viable alternative to the provision of services.

Goal 4.3C Enhance and facilitate department operations by providing document management data processing and all other information management functions.

Policy 4.3C.1 Provide accurate and efficient document management.

Action Statements

4.3C.1a Store documents in the most appropriate medium to ensure accessibility depending upon the demand for the information.

4.3C.1b Ensure all records are made available for the public upon request and in compliance with all laws and ordinances relating to their release.

4.3C.1c Destroy official records in a timely manner consistent with all laws and ordinances regulating such destruction.

Policy 4.3C.2 Provide program support and statistics.

Action Statements

4.3C.2a Provide statistics and report generation in a timely and efficient manner in response to requests.

4.3C.2b Create "user friendly" system to enable staff to generate customized reports on an as-needed basis.

4.3C.2c Provide staff training to enable end users to access on-line information.

Goal 4.3D Provide Emergency Communications Services.

Policy 4.3D.1 Provide emergency communications services 24 hours a day 100% of the time

Action statements

- 4.3D.1a Assure the answering of emergency telephone calls to the Department 24 hours a day.
- 4.3D.1b Assess the need for emergency translation services for non-English speaking requestors of emergency Public Safety services.
- 4.3D.1c Assure effective deployment of sworn personnel through radio communications.
- 4.3D.1d Implement appropriate Department standards to assist in more efficient, timely emergency response.
- 4.3D.1e Provide staff training to optimize emergency response actions.

Goal 4.3E Assure that the property safety and physical needs of the Department are met.

Policy 4.3E.1 Assure that City facilities used by the Department are safe, well maintained and contribute to the efficient delivery of services.

Action Statements

- 4.3E.1a Monitor trends and changes within the community and the Department.
- 4.3E.1b Monitor the physical condition of Public Safety facilities and coordinate corrections as needed.
- 4.3E.1c Provide a work environment with adequate equipment and supplies to support department activities.

Policy 4.3E.2 Provide personal safety equipment consistent with legal requirements and City policy.

Action Statements

- 4.3E.2a Maintain equipment that will enhance the productivity and safety of employees.
- 4.3E.2b Identify and evaluate personal safety equipment needs.

Policy 4.3E.3 Catalog, store and monitor evidence and property to support Public Safety operations.

Action Statements

4.3E.3a Maintain a system of property management to assure compliance with state law and local policy.

4.3E.3c Assure that all evidence and property is safely and securely stored.

City of Sunnyvale

Program Performance Budget

Program 481 - Police Services

Program Performance Statement

Ensure community safety and deliver effective and efficient police services that protect the lives, property, and rights of all people who live in, work in, or are visiting Sunnyvale, by:

- Managing the program budget to stay within planned costs,
- Responding in a safe and timely manner to all emergency and non-emergency Police, Fire and Medical calls for service,
- Providing traffic enforcement and education to ensure the safe and orderly flow of traffic throughout the City,
- Conducting preliminary and follow up investigations,
- Identifying and arresting all violators,
- Preparing cases for prosecution,
- Reducing crime through providing problem resolution, patrol and community policing activities,
- Ensuring that mandated training and certification standards are maintained for all employees,
- Maintaining a low crime rate for violent crimes including murder, forcible rape, robbery and aggravated assault,
- Maintaining a low crime rate for the property crimes of burglary, grand theft and motor vehicle theft,
- Maintaining a high clearance rate for the crimes of murder, forcible rape, robbery and aggravated assault,
- Maintaining a perception of safety throughout the City, and
- Maintaining a high resident satisfaction rating.

City of Sunnyvale Program Performance Budget

Program 481 - Police Services

Notes

1. Fire Staff Maintenance Officer position was created from the efficiency adjustment to the Patrol schedule (Matrix study recommendation). No adverse impact to patrol as MOU contractual minimums still maintained.
2. To address specific crimes or activity, a "Beat 7" system has been created. This "Beat" can be established with specific flexible boundaries to overlay on a particular area to address specific crimes. The data for the designed area is then captured and analyzed for future strategies/tactics or result analysis.
3. The Patrol Staff Lieutenant supports the Patrol Lieutenants and Captains by managing several programs such as the Police Training Program, Canine Unit, Crime Scene Investigators, conducts Planning and Research activity for new equipment or procedures, policy/procedure updates and other duties as assigned.
4. Crime rate calculation is the number of crimes divided by the population times 100,000. The average in the measure is based on FY 04/05, FY05/06 and FY 06/07.
5. Petty Theft and Identity Theft are captured and tracked through separate crime data collection systems and are published regularly or available upon request.
6. SDP 48103 identifies and funds specific Desk Officer duties and is funded separately from Patrol Officer field duties. These duties surround activity specifically performed by the Desk Officer inside Public Safety headquarters.
7. 481200 supports the entire Department for police related training. For the Patrol Division, basic training is 78 hours per officer per year: 82 officers x 78 = 6,396. This training includes POST required or recommended perishable skills training for firearms, driving, and defensive tactics. In addition training is provided for legal updates, domestic violence, harassment prevention, child abuse, elder abuse, critical policy and procedure updates, EMS training and fire cross training.

The remaining budget supports basic and advanced SWAT Team training, basic and advanced Crisis Negotiator training, basic and advanced Canine training, basic and advanced specialized training for Crime Scene Investigators, all specialized in-house instructor training, Supervisory training, Initial and advanced Police Training Officer training.

**City of Sunnyvale
Program Performance Budget**

Program 481 - Police Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Quality</u>						
Q1. All State and Department mandated training will be completed by employees within this program on an annual basis.	M					
- Percent of Employees Trained		100.00%	100.00%	100.00%	100.00%	100.00%
- Number of Employees		70.00	84.00	72.00	82.00	82.00
Q2. Police Response to Emergency Events (Priority E+1) will be within 8 minutes, 11 seconds from receipt of call to on-scene arrival.	C					
- Percent of Time Responding Within 8 Minutes, 11 Seconds		97.00%	90.00%	96.00%	95.00%	95.00%
- Number of Calls		712.00	46,114.00	670.00	712.00	712.00
Q3. Police Response to Emergency Events (Priority E+1) will average 4 minutes, 19 seconds or less from time of call to on-scene arrival.	C					
- Average Response Time		4:17	4:19	4:38	4:19	4:19
- Number of Calls		712.00	46,114.00	712.00	712.00	712.00
Q4. Police Response to Emergency Events (Priority E+1) will be within 6 minutes, 18 seconds from dispatch to arrival on-scene.	C					
- Percent of Time Responding Within 6 Minutes, 18 Seconds		95.00%	90.00%	92.00%	95.00%	95.00%
- Number of Calls		712.00	46,114.00	712.00	712.00	712.00
Q5. Police Response to Emergency Events (Priority E+1) will average 3 minutes, 32 seconds or less dispatch of call to on-scene arrival.	C					
- Average Response Time		3:15	3:32	3:34	3:32	3:32
- Number of Calls		712.00	46,114.00	712.00	712.00	712.00
Q6. Police Response to Fire Emergency Events (Priority 1) will be within 5 minutes, 35 seconds from dispatch to arrival on-scene.	C					
- Percent of Time Responding Within 5 Minutes, 35 Seconds		90.00%	90.00%	90.00%	90.00%	90.00%
- Number of Calls		372.00	520.00	342.00	400.00	400.00
Q7. Police Response to Fire Emergency Events (Priority 1) will average 3 minutes, 5 seconds or less from dispatch of call to on-scene arrival.	C					
- Average Response Time		3:06	3:05	3:20	3:05	3:05
- Number of Calls		372.00	520.00	342.00	400.00	400.00

**City of Sunnyvale
Program Performance Budget**

Program 481 - Police Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Quality</u>						
Q8. Police Response to EMS Emergency Events (EMS Priority 1) will be within 6 minutes from dispatch to arrival on-scene.	C					
- Percent of Time Responding Within 6 Minutes		95.00%	90.00%	91.00%	95.00%	95.00%
- Number of Calls		489.00	304.00	573.00	500.00	500.00
Q9. Police Response to EMS Emergency Events (EMS Priority 1) will average 3 minutes, 25 seconds or less from dispatch of call to on-scene arrival.	C					
- Average Response Time		3:25	3:25	3:34	3:25	3:25
- Number of Calls		489.00	304.00	573.00	500.00	500.00
Q10. The Clearance Rate for FBI Violent Crimes of murder, forcible rape, robbery and aggravated assault will be maintained at or above the rolling 3-year average.	C					
- Current Year Clearance Rate		60.00	59.60	50.00	60.00	60.00
- Rolling 3-Year Average Clearance Rate		64.00	64.00	64.50	64.00	64.00
- Number of Clearances		110.00	114.00	77.00	114.00	114.00
Q11. Police Response to Urgent Events (Priority 2) will be within 15 minutes, 56 seconds from receipt of call to on-scene arrival.	I					
- Percent of Time Responding Within 15 Minutes, 56 Seconds		100.00%	90.00%	98.00%	95.00%	95.00%
- Number of Calls		1,566.00	1,504.00	1,762.00	1,550.00	1,550.00
Q12. Police Response to Urgent Events (Priority 2) will average 5 minutes, 32 seconds or less from time of call to on-scene arrival.	I					
- Average Response Time		5:36	5:32	6:25	5:32	5:32
- Number of Calls		1,566.00	1,504.00	1,762.00	1,550.00	1,550.00
Q13. Police Response to Urgent Events (Priority 2) will be within 8 minutes, 53 seconds from dispatch to arrival on-scene.	I					
- Percent of Time Responding Within 8 Minutes, 53 Seconds		97.00%	90.00%	93.00%	95.00%	95.00%
- Number of Calls		1,566.00	1,504.00	1,762.00	1,550.00	1,550.00

**City of Sunnyvale
Program Performance Budget**

Program 481 - Police Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
Quality						
Q14. Police Response to Urgent Events (Priority 2) will average 3 minutes, 54 seconds or less from dispatch of call to on-scene arrival.	I					
- Average Response Time		3:58	3:54	4:18	3:54	3:54
- Number of Calls		1,566.00	1,504.00	1,762.00	1,550.00	1,550.00
Q15. A community perception of safety is achieved. [DELETED]	I					
- Percent of Perception of Safety		81.00%	90.00%	81.00%	NA	NA
Q16. A resident satisfaction rating for Police Services is achieved. [DELETED]	I					
- Percent Satisfied		90.00%	90.00%	87.00%	NA	NA
Q17. Percent of residents who rate the overall quality of Police Services as "fair" or better. [External Survey]	I					
- Percent Rating as "Fair" or Better		NA	NA	NA	98.00%	98.00%
Q18. Percent of residents who rate the overall quality of Police Services as "good" or "excellent". [External Survey]	I					
- Percent Rating as "Good" or "Excellent"		NA	NA	NA	90.00%	90.00%

**City of Sunnyvale
Program Performance Budget**

Program 481 - Police Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Productivity</u>						
P1.	The ratio between traffic enforcement activity and collisions (enforcement stops divided by the number of collisions equals the ratio) will be maintained at a rolling 3-year average.					
	- Collision Ratio	10.60	9.34	11.33	10.60	10.60
	- Number of Collisions	1,135.00	1,558.00	1,368.00	1,135.00	1,135.00
	- Number of Stops	12,037.00	25,000.00	15,511.00	20,000.00	20,000.00
P2.	For the current fiscal year, Sunnyvale's Violent Crime Rate as defined by the FBI, for the crimes of murder, forcible rape, robbery, and aggravated assault will be maintained at or below the rolling 3-year average.					
	- Current Year Crime Rate/Per 100,000 Population	124.00	137.00	106.15	124.00	124.00
	- Rolling 3-Year Average Crime Rate	144.00	142.00	142.47	144.00	144.00
	- Number of Crimes	168.00	181.00	146.00	168.00	168.00
P3.	For the most recent calendar year, Sunnyvale's Violent Crime Rate as defined by the FBI, for the crimes of murder, forcible rape, robbery, and aggravated assault will be 55% below the average of the cities of Mountain View and Santa Clara.					
	- Sunnyvale Crime Rate /Per 100,000 Population	138.00	124.00	113.50	130.00	130.00
	- Average Crime Rate of Mountain View and Santa Clara	288.00	298.00	263.90	288.00	288.00
	- Number of Crimes	184.00	303.00	154.00	184.00	184.00
P4.	For the current fiscal year, Sunnyvale's Property Crime Rate as defined by the FBI, for burglary, motor vehicle theft and auto burglary will be maintained at or below the rolling 3-year average.					
	- Current Year Crime Rate/Per 100,000 Population	1,163.00	1,078.00	1,139.30	1,163.00	1,163.00
	- Rolling 3-Year Average Crime Rate	1,160.00	1,145.00	1,157.60	1,160.00	1,160.00
	- Number of Crimes	1,578.00	1,424.00	1,567.00	1,578.00	1,578.00

**City of Sunnyvale
Program Performance Budget**

Program 481 - Police Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Productivity</u>						
P5.	For the most recent calendar year, Sunnyvale's Property Crime Rate defined by the FBI, for burglary, motor vehicle theft and auto burglary will be 20% below the average of the cities of Mountain View and Santa Clara.					
	- Sunnyvale Crime Rate/Per 100,000 Population	1,971.00	2,199.00	1,937.00	2,447.00	2,447.00
	- Average Crime Rate of Mountain View and Santa Clara	3,059.00	3,078.00	2,542.00	3,059.00	3,059.00
	- Number of Crimes	2,632.00	2,999.00	2,629.00	2,632.00	2,632.00
P6.	For the current fiscal year, Sunnyvale's Crime rate as defined by the FBI, for the crimes of murder, forcible rape, robbery, aggravated assault, burglary, motor vehicle theft and grand theft will be maintained at or below the rolling 3-year average.					
	- Current Year Crime Rate/Per 100,000 Population	2,056.00	2,222.00	1,966.00	2,056.00	2,056.00
	- Rolling 3-Year Average Crime Rate	2,214.00	2,251.00	2,213.90	2,214.00	2,214.00
	- Number of Crimes	2,791.00	2,934.00	2,704.00	2,791.00	2,791.00
P7.	For the most recent calendar year, Sunnyvale's Crime rate, defined by the FBI, for murder, forcible rape, robbery, aggravated assault, burglary, motor vehicle theft and grand theft will be 25% below the average of Mountain View and Santa Clara.					
	- Sunnyvale Crime Rate/Per 100,000 Population	2,109.00	2,323.00	2,051.00	2,510.00	2,510.00
	- Average Crime Rate of Mountain View and Santa Clara	3,347.00	3,376.00	2,806.00	3,347.00	3,347.00
	- Number of Crimes	2,816.00	3,302.00	2,783.00	2,816.00	2,816.00
P8.	The annual per officer average of traffic citations issued by Sunnyvale Officers will be at or above the per officer average of Santa Clara and Mountain View Officers.					
	- Citations Per Officer - DPS	12,336.00	168.00	197.00	184.00	184.00
	- Average Citations Per Officer - Mountain View and Santa Clara	184.00	168.00	141.00	168.00	168.00
<u>Cost Effectiveness</u>						
C1.	The cost for a Patrol Response to a Police Incident shall not exceed the planned cost. [DELETED]					
	- Cost Per Patrol Response	\$131.79	\$146.21	\$157.18	NA	NA
	- Total Number of Incidents	49,186.00	47,225.00	45,149.00	NA	NA

**City of Sunnyvale
Program Performance Budget**

Program 481 - Police Services

Program Measures

Financial

	Priority	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
F1. Actual total expenditures for Police Services will not exceed planned program expenditures.	C					
- Total Program Expenditures [DELETED]		\$20,376,664.00	\$22,249,985.99	\$21,276,153.02	NA	NA
- Percent of Total Program Budget Expended		NA	NA	NA	100.00%	100.00%

Priority Legend

- M: Mandatory
- C: Council Highest Priority
- I: Important
- D: Desirable

City of Sunnyvale

Program Performance Budget

Program 481 - Police Services

Service Delivery Plan 48101 - Police Field Services

Provide police services that directly respond to the emergency and general needs of the people and businesses within Sunnyvale, by:

- Responding in a safe and timely manner to all Police, Fire and Medical emergencies,
- Providing traffic enforcement to ensure the safe and orderly flow of traffic throughout the City,
- Providing pro-active, preventative patrol to prevent, detect and apprehend perpetrators, and
- Responding to special enforcement demands such as gang activity, SWAT calls, drunk driving enforcement, large public gatherings and community events to ensure their safe operation.

Notes

1. 481100 captures total time spent on each police call for service from dispatch, to time on call, to report writing, booking, prisoner transport, etc. Time does not include court time as that is captured in a separate activity.
2. 481100 - A greater emphasis has been placed on use of non-directed patrol time to produce a higher level of self initiated activity as related to preventative patrol, gang enforcement, etc. This is reflected in the projected product increase.
3. 481120 - The training of all Public Safety Officers to the EMT I level is now complete. Patrol will now be able to provide a consistent higher level of service on all EMS calls which should result in more time on the calls.
4. 481030 - Field Supervision captures Lieutenant time only for field supervision. This is time in the field spent monitoring and supervising calls he/she is NOT assigned to. It is budgeted at 48% of total lieutenant time.
5. 481160 - Non Directed Patrol is budgeted at 44% of total officer time in the field. This activity represents that time budgeted for officers to perform preventative patrol and traffic enforcement activities.

**City of Sunnyvale
Program Performance Budget**

Program 481 - Police Services

Service Delivery Plan 48101 - Police Field Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 481100, 481101, 481102, 481103, 481104, 481105, 481106, 481107, 481108, 481109 - Patrol Response to Police Events					
Product: An Incident					
Costs:	\$6,482,084	\$6,904,795	\$7,096,647	\$6,951,349	\$7,065,170
Products:	49,186	47,225	45,149	50,000	50,000
Work Hours:	55,002	59,133	58,423	55,731	55,731
Product Cost:	\$131.79	\$146.21	\$157.18	\$139.03	\$141.30
Work Hours/Product:	1.12	1.25	1.29	1.11	1.11
Activity 481110 - Patrol Response to Fire Events					
Product: An Incident					
Costs:	\$78,139	\$73,506	\$103,177	\$78,793	\$80,316
Products:	372	400	341	400	400
Work Hours:	659	600	860	600	600
Product Cost:	\$210.05	\$183.76	\$302.57	\$196.98	\$200.79
Work Hours/Product:	1.77	1.50	2.52	1.50	1.50
Activity 481120 - Patrol Response to Emergency Medical Events					
Product: An Incident					
Costs:	\$54,446	\$73,506	\$53,644	\$78,793	\$80,316
Products:	489	500	572	500	500
Work Hours:	467	600	439	600	600
Product Cost:	\$111.34	\$147.01	\$93.78	\$157.59	\$160.63
Work Hours/Product:	0.95	1.20	0.77	1.20	1.20

**City of Sunnyvale
Program Performance Budget**

Program 481 - Police Services

Service Delivery Plan 48101 - Police Field Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 481130, 481131, 481132 - Traffic Enforcement and Education					
Product: An Incident					
Costs:	\$399,763	\$1,348,296	\$570,170	\$622,071	\$632,064
Products:	12,037	25,000	15,511	14,000	14,000
Work Hours:	3,387	11,450	4,663	5,000	5,000
Product Cost:	\$33.21	\$53.93	\$36.76	\$44.43	\$45.15
Work Hours/Product:	0.28	0.46	0.30	0.36	0.36
Activity 481150, 481151, 481152 - Ancillary Activities - Includes All Time Spent In and Out of Service Status to Attend On-Duty Committee or Task Force Meetings					
Product: A Work Hour					
Costs:	\$130,818	\$120,231	\$304,518	\$49,402	\$50,114
Products:	1,145	929	2,740	400	400
Work Hours:	1,145	929	2,740	400	400
Product Cost:	\$114.26	\$129.42	\$111.15	\$123.51	\$125.28
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 481160 - Provide Non-Directed Patrol - All Time that is NOT Being Captured In Other Activities to Show the "Available" Time Officers have for Proactive, Preventive Patrol					
Product: A Capacity Hour					
Costs:	\$6,810,710	\$6,432,136	\$6,836,100	\$6,716,153	\$6,833,817
Products:	57,504	54,510	56,207	53,010	53,010
Work Hours:	57,504	54,510	56,207	53,010	53,010
Product Cost:	\$118.44	\$118.00	\$121.62	\$126.70	\$128.92
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00

**City of Sunnyvale
Program Performance Budget**

Program 481 - Police Services

Service Delivery Plan 48101 - Police Field Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 481190 - PTO Coordination					
Product: A PTO Participant (Training Officer)					
Costs:	\$0	\$0	\$0	\$155,430	\$158,335
Products:	0	0	0	20	20
Work Hours:	0	0	0	1,200	1,200
Product Cost:	\$0.00	\$0.00	\$0.00	\$7,771.49	\$7,916.76
Work Hours/Product:	0.00	0.00	0.00	60.00	60.00
Activity 481020 - Pre-Shift Preparation Time - Includes Patrol Briefing, Patrol Car Check and Loading Time					
Product: A Work Hour					
Costs:	\$1,163,143	\$1,561,926	\$1,223,947	\$1,499,360	\$1,526,688
Products:	9,786	13,140	10,102	11,862	11,862
Work Hours:	9,786	13,140	10,102	11,862	11,862
Product Cost:	\$118.86	\$118.87	\$121.16	\$126.40	\$128.70
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 481030 - Field Supervision - All Patrol Lieutenant Time In the Field Except Actual Time On Calls or Out of Service Time at Headquarters					
Product: A Work Hour					
Costs:	\$1,197,035	\$1,507,123	\$1,167,578	\$1,322,448	\$1,352,598
Products:	10,129	11,000	9,615	9,240	9,240
Work Hours:	10,129	11,000	9,615	9,240	9,240
Product Cost:	\$118.18	\$137.01	\$121.43	\$143.12	\$146.39
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Totals for Service Delivery Plan 48101 - Police Field Services					
Costs:	\$16,316,138	\$18,021,519	\$17,355,782	\$17,473,799	\$17,779,418
Hours:	138,079	151,362	143,049	137,643	137,643

City of Sunnyvale
Program Performance Budget

Program 481 - Police Services

Service Delivery Plan 48102 - Capacity and Administrative Support

Provide Police services that ensure the capacity of Police, Fire and Emergency Medical Services to meet the needs of the Community, by:

- Ensuring training is provided and received by all personnel to maintain certifications and qualifications in all areas,
- Ensuring that all asset forfeiture audits are completed as required by law,
- Providing resources to ensure capacity to support the prosecution of criminal and traffic complaints, and
- Providing resources to ensure capacity to support all administration functions by the Deputy Chief, Captains and Administrative Support.

Notes

1. 481200 - Employee training subject matter includes training to maintain specialized perishable skills, certifications, qualifications, legal updates and strategies and tactics to improve and maintain a high level of customer service.
2. 481820 - Management and Supervisory Services for Patrol captures Lieutenant time spent in Headquarters dealing with administrative issues, employee counseling/mentoring, special projects and is budgeted at 40% of total lieutenant time. The remainder of lieutenant time, 12%, is budgeted across the call for service activities.

**City of Sunnyvale
Program Performance Budget**

Program 481 - Police Services

Service Delivery Plan 48102 - Capacity and Administrative Support

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 481200, 481201, 481202, 481203, 481204 - Employee Training for Patrol Line - Includes Staff Time Spent Providing or Receiving Training					
Product: An Employee Trained					
Costs:	\$1,459,952	\$1,459,149	\$1,438,833	\$1,426,184	\$1,452,088
Products:	70	84	72	82	82
Work Hours:	12,969	13,759	12,812	12,688	12,688
Product Cost:	\$20,856.46	\$17,370.82	\$19,983.79	\$17,392.49	\$17,708.39
Work Hours/Product:	185.27	163.80	177.94	154.73	154.73
Activity 481210 - Court Activity - Includes Staff Time at Traffic, Municipal and Superior Court Prosecuting Complaints					
Product: A Court Appearance					
Costs:	\$195,579	\$375,701	\$199,373	\$237,612	\$239,669
Products:	556	3,428	563	550	550
Work Hours:	2,124	3,428	2,061	2,128	2,128
Product Cost:	\$351.76	\$109.60	\$354.13	\$432.02	\$435.76
Work Hours/Product:	3.82	1.00	3.66	3.87	3.87
Activity 481230 - Administration and Support - SLES/BJA					
Product: A Work Hour					
Costs:	\$266,551	\$273,695	\$273,695	\$290,268	\$294,732
Products:	1,732	1,850	1,822	1,850	1,850
Work Hours:	1,732	1,850	1,822	1,850	1,850
Product Cost:	\$153.90	\$147.94	\$150.26	\$156.90	\$159.31
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00

**City of Sunnyvale
Program Performance Budget**

Program 481 - Police Services

Service Delivery Plan 48102 - Capacity and Administrative Support

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 481240 - Costs for Annual Audit of Asset Forfeiture Funds					
Product: An Audit Completed					
Costs:	\$3,147	\$3,045	\$3,000	\$2,000	\$2,030
Products:	1	1	0	1	1
Work Hours:	0	0	0	0	0
Product Cost:	\$3,147.11	\$3,045.00	\$0.00	\$2,000.00	\$2,030.00
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00
Activity 481800 - Administrative Support Services for Patrol					
Product: A Work Hour					
Costs:	\$98,367	\$92,008	\$93,084	\$359,207	\$373,239
Products:	1,928	1,800	1,806	3,700	3,700
Work Hours:	1,928	1,800	1,806	3,700	3,700
Product Cost:	\$51.03	\$51.12	\$51.55	\$97.08	\$100.88
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 481820, 481821 - Management and Supervisory Services for Patrol					
Product: A Work Hour					
Costs:	\$2,036,544	\$2,024,869	\$1,912,316	\$1,911,759	\$1,958,833
Products:	14,657	12,524	13,493	11,512	11,512
Work Hours:	14,657	12,524	13,493	11,512	11,512
Product Cost:	\$138.95	\$161.68	\$141.73	\$166.07	\$170.16
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Totals for Service Delivery Plan 48102 - Capacity and Administrative Support					
Costs:	\$4,060,142	\$4,228,467	\$3,920,301	\$4,227,030	\$4,320,591
Hours:	33,410	33,361	31,993	31,878	31,878

**City of Sunnyvale
Program Performance Budget**

Program 481 - Police Services

Service Delivery Plan 48103 - Desk Officer Services

Provide DPS Headquarters Based Services to the community and internal customers, by:

- Investigating those crimes, incidents or other requests that fall within the responsibility of the Desk Officer,
- Providing the appropriate jail services, and
- Providing the appropriate guidance, advice, and referrals.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 481 - Police Services

Service Delivery Plan 48103 - Desk Officer Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 481300 - Prepare Crime Reports					
Product: A Report Taken					
Costs:	\$0	\$0	\$0	\$364,026	\$370,592
Products:	0	0	0	5,475	5,475
Work Hours:	0	0	0	2,850	2,850
Product Cost:	\$0.00	\$0.00	\$0.00	\$66.49	\$67.69
Work Hours/Product:	0.00	0.00	0.00	0.52	0.52
Activity 481310 - Provide Jail Processing Services					
Product: A Jail Processing Service Rendered					
Costs:	\$0	\$0	\$0	\$218,415	\$222,355
Products:	0	0	0	2,920	2,920
Work Hours:	0	0	0	1,710	1,710
Product Cost:	\$0.00	\$0.00	\$0.00	\$74.80	\$76.15
Work Hours/Product:	0.00	0.00	0.00	0.59	0.59
Activity 481320 - Provide Customer Service					
Product: Customer Service Time Per Officer					
Costs:	\$0	\$0	\$0	\$803,667	\$818,163
Products:	0	0	0	6	6
Work Hours:	0	0	0	6,292	6,292
Product Cost:	\$0.00	\$0.00	\$0.00	\$133,944.47	\$136,360.43
Work Hours/Product:	0.00	0.00	0.00	1,048.67	1,048.67

**City of Sunnyvale
Program Performance Budget**

Program 481 - Police Services

Service Delivery Plan 48103 - Desk Officer Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 481330 - Pre-Shift - Desk Officer					
Product: A Work Hour					
Costs:	\$0	\$0	\$0	\$69,267	\$70,530
Products:	0	0	0	548	548
Work Hours:	0	0	0	548	548
Product Cost:	\$0.00	\$0.00	\$0.00	\$126.40	\$128.70
Work Hours/Product:	0.00	0.00	0.00	1.00	1.00
Totals for Service Delivery Plan 48103 - Desk Officer Services					
Costs:	\$0	\$0	\$0	\$1,455,375	\$1,481,639
Hours:	0	0	0	11,400	11,400

**City of Sunnyvale
Program Performance Budget**

Program 481 - Police Services

		<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Totals for Program 481	Costs:	\$20,376,279	\$22,249,986	\$21,276,082	\$23,156,204	\$23,581,648
	Hours:	171,488	184,723	175,042	180,921	180,921

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City of Sunnyvale Program Performance Budget

Program 482 - Fire Services

Program Performance Statement

Ensure protection of the lives and property of the community and the delivery of effective and efficient fire, emergency medical and hazardous material services, by:

- Managing the program budget to stay within planned costs,
- Responding in a safe and timely manner to all emergency and non emergency Fire, Hazardous Material and Medical emergency calls for service,
- Ensuring skillful application of available resources in the preservation of life and property,
- Maintaining high level knowledge of the City's Insurance Services Office (ISO) rating criteria to ensure the City's current rating measure is maintained,
- Conducting effective inspection and fire cause programs in partnership with the community, and
- Ensuring that mandated training and certification standards are provided effectively for all employees within this program.

Notes

1. 482100 - In addition to Fire and EMS calls for service, subactivities have been added to capture Hazardous Materials calls, Mutual Aid responses, and Fire False Alarm calls.
2. 482340 - Fire Employee Training will ensure that mandated training and certification standards are maintained for all employees within this program.
3. The Fire Services budget includes a position for a Staff Maintenance Officer (SMO) using Public Safety Officer II hours from Police Services Program 481. This position was created from the efficiency adjustment to the Patrol schedule (Matrix Study Recommendation) with no adverse impact to Patrol as MOU contractual minimums are still maintained. SMO responsibilities include, but are not limited to; scheduling of monthly and annual maintenance of fire apparatus, equipment, and tools; scheduling of repairs for fire apparatus, equipment, and tools; coordinate annual and special tests of all fire related equipment including hydrostatic testing of all pressure tanks. In addition, the SMO maintains and tracks monthly/annual records for all apparatus, tools, equipment, ladders, hoses, personal protection devices/equipment, records results of annual and special tests, oversees specification design of new fire apparatus including interfacing with vendor during the ordering and delivery of this equipment.
4. Fire based personnel mandatory training includes EMT training, firearms qualifications, mandated POST training to maintain police officer status, perishable skills training to maintain proficiencies with all power equipment, fire fighting techniques, rescue, wildland fire fighting, auto extrication, and SCBA skills. Specialized and advanced skills training required for fire based personnel includes Rescue Systems I, Rescue Systems II, Confined Space, Trench Rescue, and Hazardous Materials.
5. These are productive work hours not previously tracked. Hours charged into this activity are for time working on Pre-fire surveys, Hazmat surveys, research on equipment, assigned projects, writing policy updates, formal structured meetings such as FTO meetings, Hazmat meetings and all monthly scheduled supervisory meetings.

**City of Sunnyvale
Program Performance Budget**

Program 482 - Fire Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Quality</u>						
Q1. All State and Department mandated training will be completed by 100% of employees within this program on an annual basis.	M					
- Percent		100.00%	100.00%	100.00%	100.00%	100.00%
- Number of Employees		81.00	81.00	81.00	82.00	82.00
Q2. Fire Response to Emergency Events will be within 7 minutes, 14 seconds or less from time of call to on-scene arrival.	C					
- Percent of Response Time Within 7 Minutes, 14 Seconds		97.00%	90.00%	92.00%	95.00%	95.00%
- Number of Calls		6,910.00	6,600.00	7,385.00	6,910.00	6,910.00
Q3. Fire Response to Emergency Events will average 5 minutes, 19 seconds or less from time of call to on-scene arrival.	C					
- Average Response Time		5:04	5:19	5:26	5:19	5:19
- Number of Calls		6,910.00	6,600.00	7,385.00	6,910.00	6,910.00
Q4. Fire Response to Emergency Events will be within 5 minutes, 54 seconds or less from dispatch to on-scene arrival.	C					
- Percent of Response Time Within 5 Minutes, 54 Seconds		95.00%	90.00%	95.00%	92.00%	92.00%
- Number of Calls		6,910.00	6,600.00	7,385.00	6,910.00	6,910.00
Q5. Fire Response to Emergency Events will average 4 minutes, 26 seconds or less from dispatch to on-scene arrival.	C					
- Average Response Time		4:05	4:26	4:06	4:26	4:26
- Number of Calls		6,910.00	6,600.00	7,385.00	6,910.00	6,910.00
Q6. Fire Response to Fire Events will be within 6 minutes, 14 seconds or less from dispatch to on-scene arrival.	C					
- Percent of Response Time Within 6 Minutes, 14 Seconds		96.00%	90.00%	95.00%	93.00%	93.00%
- Number of Calls		781.00	675.00	1,887.00	1,599.00	1,599.00
Q7. Fire Response to Fire Events will average 4 minutes, 26 seconds or less from dispatch to on-scene arrival.	C					
- Average Response Time		4:15	4:26	4:17	4:26	4:26
- Number of Calls		781.00	675.00	1,887.00	1,599.00	1,599.00

**City of Sunnyvale
Program Performance Budget**

Program 482 - Fire Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Quality</u>						
Q8. Fire Response to Emergency Medical Events will average 4 minutes, 26 seconds or less from dispatch to on-scene arrival.	C					
- Average Response Time		4:02	4:26	4:03	4:26	4:26
- Number of Calls		5,409.00	5,360.00	5,498.00	5,409.00	5,409.00
Q9. Fire response to Emergency Medical Events (EMS) will be responded to within 5 minutes, 42 seconds or less from dispatch to on-scene arrival.	C					
- Percent of Response Time Within 5 Minutes, 42 Seconds		NA	NA	NA	92.00%	90.00%
- Number of Calls		NA	NA	NA	5,409.00	5,409.00
Q10. Public Safety's Insurance Services Office rating of II will be maintained.	I					
- Rating		2.00	2.00	2.00	2.00	2.00
Q11. A satisfaction rating is maintained for the services offered by Fire Services to the community. [External Survey]	I					
- Percent		94.00%	90.00%	93.00%	92.00%	92.00%
Q12. Fire based requests for community events are conducted.	D					
- Percent of Time Completed		95.00%	90.00%	99.00%	92.00%	92.00%
- Total Number of Community Events		146.00	85.00	166.00	170.00	170.00

**City of Sunnyvale
Program Performance Budget**

Program 482 - Fire Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Productivity</u>						
P1. Patients encountered in suspected cardiac arrest and who require automated external defibrillator (AED) will regain a pulse in three (3) of every 50 applications of AED.	C					
- Patients with Pulse		27.00	3.00	30.00	15.00	15.00
- Patients Evaluated		50.00	50.00	50.00	50.00	50.00
- Patients		NA	NA	NA	NA	NA
P2. Annual fire station-based facility inspections are conducted at assigned facilities.	I					
- Percent of Assigned Facilities Inspected		97.00%	95.00%	100.00%	95.00%	95.00%
- Inspections		3,702.00	3,604.00	4,227.00	4,227.00	4,227.00
P3. Scheduled inspections of fire based equipment and facilities are completed.	D					
- Percent of Time Completed		99.00%	98.00%	99.00%	98.00%	98.00%
- Inspections		7,300.00	7,511.00	7,286.00	7,300.00	7,300.00
P4. Patients encountered in self reported respiratory distress will maintain their oxygenation levels or show an improvement.	D					
- Patients with Maintained SPO		NA	190.00	NA	NA	NA
- Patients Evaluated		NA	240.00	NA	NA	NA
<u>Cost Effectiveness</u>						
C1. Emergency Call Availability Activity costs will not exceed 49% of the total Fire Program costs.	I					
- Percent		42.00%	49.00%	38.00%	42.00%	42.00%
<u>Financial</u>						
F1. Actual total expenditures for Fire Services will not exceed planned program expenditures.	C					
- Total Program Expenditures [DELETED]		\$21,038,310.00	\$21,424,650.08	\$21,661,407.00	NA	NA
- Percent of Total Program Budget Expended		NA	NA	NA	100.00%	100.00%

**City of Sunnyvale
Program Performance Budget**

Program 482 - Fire Services

Priority Legend

- M: Mandatory
- C: Council Highest Priority
- I: Important
- D: Desirable

City of Sunnyvale
Program Performance Budget

Program 482 - Fire Services

Service Delivery Plan 48201 - Fire Field Services

Provide Fire Services that directly respond to the emergency and general needs of the people and businesses within Sunnyvale, by:

- Responding in a safe and timely manner to all fire and medical emergencies,
- Providing proactive inspection and public education to ensure a safe environment throughout the City,
- Providing quality EMT medical care to citizens in need, and
- Responding to specialized demands such as hazardous materials releases, victims in need of rescue and mutual aid request throughout the County and State.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 482 - Fire Services

Service Delivery Plan 48201 - Fire Field Services

	<u>2006/2007</u>	<u>2007/2008</u>	<u>2007/2008</u>	<u>2008/2009</u>	<u>2009/2010</u>
	Actual	Budget	Actual	Budget	Plan
Activity 482100, 482101, 482102, 482103 - Fire Response to Fire Events - Provide Appropriate Resources to the Scene of Fire Events In Order to Minimize the Emergency's Impact On Life and Property					
Product: An Incident					
Costs:	\$1,490,373	\$1,597,773	\$1,801,380	\$1,419,682	\$1,435,863
Products:	1,484	1,283	1,887	1,599	1,599
Work Hours:	10,877	11,472	13,391	11,472	11,472
Product Cost:	\$1,004.29	\$1,245.34	\$954.63	\$887.86	\$897.98
Work Hours/Product:	7.33	8.94	7.10	7.17	7.17
Activity 482110 - Fire Response to Emergency Medical Events - Provide Appropriate Resources to the Scene of an Emergency Medical Call, whether Emergency, Urgent or Routine In Nature					
Product: An Incident					
Costs:	\$1,812,853	\$1,635,714	\$2,086,952	\$1,672,604	\$1,696,180
Products:	5,309	5,500	5,498	5,409	5,409
Work Hours:	12,729	11,330	15,034	13,001	13,001
Product Cost:	\$341.47	\$297.40	\$379.58	\$309.23	\$313.58
Work Hours/Product:	2.40	2.06	2.73	2.40	2.40
Totals for Service Delivery Plan 48201 - Fire Field Services					
Costs:	\$3,303,227	\$3,233,487	\$3,888,331	\$3,092,287	\$3,132,043
Hours:	23,606	22,802	28,424	24,473	24,473

**City of Sunnyvale
Program Performance Budget**

Program 482 - Fire Services

Service Delivery Plan 48202 - Community Safety and Events

Maintain fire safety compliance and provide education and support resources to the Sunnyvale community, by:

-Providing inspections of community businesses by fire station based firefighters as assigned with a focus on the reduction of emergency needs of the business through educational and compliance options such as corrective citations, and

-Engaging fire station based personnel with the community in fire safety education through outreach activities and formal programs offered by Community Safety Services, as well as opportunities in the field to provide fire prevention education.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 482 - Fire Services

Service Delivery Plan 48202 - Community Safety and Events

	<u>2006/2007</u>	<u>2007/2008</u>	<u>2007/2008</u>	<u>2008/2009</u>	<u>2009/2010</u>
	Actual	Budget	Actual	Budget	Plan
Activity 482200 - Fire Safety Inspections - Maintain Fire Reduction Efforts Through Annual Inspections of Community Businesses with Corrective Citations as Necessary					
Product: An Inspection (visit)					
Costs:	\$234,194	\$554,474	\$317,103	\$284,067	\$288,753
Products:	2,999	3,784	4,037	4,227	4,227
Work Hours:	1,622	3,784	2,259	2,113	2,113
Product Cost:	\$78.09	\$146.53	\$78.55	\$67.20	\$68.31
Work Hours/Product:	0.54	1.00	0.56	0.50	0.50
Activity 482210 - Provide Fire Safety Community Education/Support - Provide Education in the Field Through the Provision of School Tours, Support of Courses On Fire Safety, and Ad Hoc Opportunities for Education					
Product: An Event Conducted					
Costs:	\$209,185	\$186,355	\$212,854	\$195,058	\$198,163
Products:	146	170	176	170	170
Work Hours:	1,458	1,270	1,507	1,470	1,470
Product Cost:	\$1,432.78	\$1,096.21	\$1,209.40	\$1,147.40	\$1,165.66
Work Hours/Product:	9.99	7.47	8.56	8.65	8.65
Totals for Service Delivery Plan 48202 - Community Safety and Events					
Costs:	\$443,379	\$740,830	\$529,957	\$479,125	\$486,916
Hours:	3,080	5,054	3,766	3,583	3,583

City of Sunnyvale
Program Performance Budget

Program 482 - Fire Services

Service Delivery Plan 48203 - Capacity and Administrative Support

Provide essential services that ensure the capacity of fire services to meet the needs of the community, by:

- Maintaining fire apparatus and stations in a state of readiness through daily inspection,
- Ensuring that mandated training and certification standards are maintained for all employees within this program,
- Supporting new firefighter training efficiently through participation/instruction by on duty firefighters, and
- Maintaining efficient operations through proper administration and utilization of firefighter time.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 482 - Fire Services

Service Delivery Plan 48203 - Capacity and Administrative Support

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 482300 - Station and Equipment Maintenance - Daily Inspection and Correction of Problems with Apparatus, Equipment and Station					
Product: A Daily Readiness Inspection Activity Completed					
Costs:	\$2,958,332	\$2,666,774	\$3,171,158	\$3,459,324	\$3,506,366
Products:	7,269	7,154	7,293	7,300	7,300
Work Hours:	25,973	23,191	27,797	27,191	27,191
Product Cost:	\$406.98	\$372.77	\$434.82	\$473.88	\$480.32
Work Hours/Product:	3.57	3.24	3.81	3.72	3.72
Activity 482310 - Emergency Call Availability - Time Not Dedicated to Other Firefighter Duties Available for Emergency Calls [DELETED - Moved to 482370]					
Product: A Capacity Hour					
Costs:	\$8,830,051	\$9,262,222	\$8,123,573	\$0	\$0
Products:	76,169	78,342	70,303	0	0
Work Hours:	76,169	78,342	70,303	0	0
Product Cost:	\$115.93	\$118.23	\$115.55	\$0.00	\$0.00
Work Hours/Product:	1.00	1.00	1.00	0.00	0.00
Activity 482330 - Provide Fire Academy Support					
Product: A Course Supported					
Costs:	\$73,999	\$53,646	\$110,491	\$79,648	\$80,738
Products:	118	18	195	118	118
Work Hours:	631	384	945	630	630
Product Cost:	\$627.11	\$2,980.34	\$566.62	\$674.98	\$684.22
Work Hours/Product:	5.34	21.33	4.84	5.34	5.34

**City of Sunnyvale
Program Performance Budget**

Program 482 - Fire Services

Service Delivery Plan 48203 - Capacity and Administrative Support

	<u>2006/2007</u>	<u>2007/2008</u>	<u>2007/2008</u>	<u>2008/2009</u>	<u>2009/2010</u>
	Actual	Budget	Actual	Budget	Plan
Activity 482340, 482341 - Employee Training - Fire, Emergency Medical, and Police Training Received In Order to Improve Skills and Maintain Certifications					
Product: An Employee Trained					
Costs:	\$2,832,895	\$3,045,044	\$2,745,458	\$3,401,106	\$3,449,156
Products:	0	81	26,090	82	82
Work Hours:	24,406	26,322	23,773	26,442	26,442
Product Cost:	\$0.00	\$37,593.13	\$105.23	\$41,476.91	\$42,062.88
Work Hours/Product:	0.00	324.96	0.91	322.46	322.46
Activity 482350 - Ancillary Activities Includes Assigned Projects, Policy Revisions, Pre-fire Surveys, Equip. Research Projects and Formal Structured Meetings					
Product: A Work Hour					
Costs:	\$270,872	\$0	\$748,661	\$780,916	\$792,344
Products:	2,302	0	6,403	6,000	6,000
Work Hours:	2,302	0	6,403	6,000	6,000
Product Cost:	\$117.66	\$0.00	\$116.92	\$130.15	\$132.06
Work Hours/Product:	1.00	0.00	1.00	1.00	1.00
Activity 482360 - Fire Safety Maintenance Officer - Apparatus Equipment Maintenance					
Product: An Apparatus Maintained					
Costs:	\$0	\$0	\$0	\$225,036	\$228,118
Products:	0	0	0	168	168
Work Hours:	0	0	0	1,780	1,780
Product Cost:	\$0.00	\$0.00	\$0.00	\$1,339.50	\$1,357.84
Work Hours/Product:	0.00	0.00	0.00	10.60	10.60

**City of Sunnyvale
Program Performance Budget**

Program 482 - Fire Services

Service Delivery Plan 48203 - Capacity and Administrative Support

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 482370 - Emergency Call Availability - Time Not Dedicated to Other Firefighter Duties Available for Emergency Calls					
Product: An Officer					
Costs:	\$0	\$0	\$0	\$8,840,135	\$8,971,342
Products:	0	0	0	81	81
Work Hours:	0	0	0	67,896	67,896
Product Cost:	\$0.00	\$0.00	\$0.00	\$109,137.47	\$110,757.31
Work Hours/Product:	0.00	0.00	0.00	838.22	838.22
Activity 482800 - Supervisory Services for Fire Services - Includes Work Hours Expended Supporting, Leading, and Managing Equipment and Personnel In Support of All Program Measures					
Product: A Work Hour					
Costs:	\$926,196	\$977,804	\$877,184	\$1,037,267	\$1,069,060
Products:	7,076	7,313	6,734	7,313	7,313
Work Hours:	7,076	7,313	6,734	7,313	7,313
Product Cost:	\$130.89	\$133.71	\$130.27	\$141.84	\$146.19
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 482840 - Administrative Support Services for Fire Services					
Product: A Work Hour					
Costs:	\$92,015	\$88,340	\$90,293	\$88,406	\$94,154
Products:	1,829	1,800	1,766	1,800	1,800
Work Hours:	1,829	1,800	1,766	1,800	1,800
Product Cost:	\$50.31	\$49.08	\$51.13	\$49.11	\$52.31
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00

**City of Sunnyvale
Program Performance Budget**

Program 482 - Fire Services

Service Delivery Plan 48203 - Capacity and Administrative Support

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 482830 - Management Services for Fire Services					
Product: A Work Hour					
Costs:	\$1,315,576	\$1,356,504	\$1,376,302	\$1,386,114	\$1,404,385
Products:	7,718	7,400	7,748	7,400	7,400
Work Hours:	7,718	7,400	7,748	7,400	7,400
Product Cost:	\$170.46	\$183.31	\$177.64	\$187.31	\$189.78
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Totals for Service Delivery Plan 48203 - Capacity and Administrative Support					
Costs:	\$17,299,935	\$17,450,333	\$17,243,119	\$19,297,952	\$19,595,664
Hours:	146,104	144,752	145,468	146,452	146,452

**City of Sunnyvale
Program Performance Budget**

Program 482 - Fire Services

		<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Totals for Program 482	Costs:	\$21,046,541	\$21,424,650	\$21,661,407	\$22,869,363	\$23,214,623
	Hours:	172,789	172,608	177,658	174,508	174,508

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City of Sunnyvale

Program Performance Budget

Program 483 - Community Safety Services

Program Performance Statement

Promote a safe environment for neighborhoods, businesses, and schools by providing specialized traffic enforcement, disaster preparedness training and education, animal control services, and crime prevention programs, by:

- Managing the program budget to stay within planned costs,
- Providing Community Education for Animal Control, Traffic Safety, Disaster Preparedness Education and Crime Prevention,
- Responding to community calls for Animal Control services and investigating animal abuse, reports of vicious animals and animal bite cases,
- Conducting inspections of retail animal facilities and managing the animal licensing program,
- Responding to traffic complaints through specialized enforcement and education,
- Providing traffic enforcement to ensure the safe and orderly flow of traffic throughout the city in an effort to reduce traffic collisions,
- Maintaining special traffic programs including Driving Under the Influence Enforcement, Child Safety Seat program/inspections and Taxi Cab Inspections,
- Maintaining special disaster preparedness programs including the Sunnyvale Neighborhoods Actively Prepare (SNAP), Disaster Service Worker's (DSW) and Sunnyvale Amateur Radio Emergency Services (SARES) program participation,
- Maintaining interaction with state and local Office of Emergency Service agencies and effectively managing grant opportunities and programs,
- Responding to complaints and conducting Crime Prevention education presentations for schools, neighborhoods, business and civic groups,
- Working in cooperation with the Columbia Neighborhood Center to provide after school activities, special programs such as the Health and Safety Bike Rodeo Fair, Family Fun Night, and other sports events and athletic activities,
- Partnering with City schools to effectively reduce truancy,
- Providing the Neighborhood Watch Program and supporting neighborhood association activities,
- Reducing Police and Fire false alarms,
- Coordinating removal of abandoned vehicles within the City through aggressive tagging and towing of abandoned vehicles,
- Utilizing the Volunteers in Public Safety (VIPS) program to enhance community awareness and support the delivery of Public Safety Services, and
- Enforcing parking standards throughout the City, focusing on the downtown area.

Notes

1. Three year average is calculated using fiscal years 2004/05, 2005/06 and 2006/07 and averaging the three years together.
2. Parking Enforcement Officers (POE) implemented in FY 2006/07 and all POE's and Nuisance Vehicle Officers are fully staffed by part-time employees and tracked by assigned activities within this program.
3. In FY 2007/2008 540 work hours of a Public Safety Officer were transferred from Program 483 - Community Safety Services to fund Public Safety activities/events in SDP 52505 - Youth and Neighborhood Safety.

**City of Sunnyvale
Program Performance Budget**

Program 483 - Community Safety Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Quality</u>						
Q1.	M					
All State and Department mandated training will be completed by employees within this program on an annual basis.						
		100.00%	100.00%	100.00%	100.00%	100.00%
		- Percent of Employees Trained				
		- Number of Employees	25.00	26.00	25.00	25.00
Q2.	C					
The Clearance Rate for FBI Violent Crimes of murder, forcible rape, robbery and aggravated assault will be maintained at or above the rolling 3-year average.						
		59.80	59.60	55.20	60.00	60.00
		- Current Year Clearance Rate				
		- Rolling 3-Year Average Clearance Rate	64.00	64.00	64.50	64.00
		- Number of Clearances	110.00	114.00	77.00	114.00
Q3.	C					
Residents' perception of safety in their neighborhoods, in downtown, and in parks during nighttime hours will be maintained. [External Survey]						
		67.30%	80.00%	68.60%	75.00%	80.00%
		- Percent Perception of Safety				
Q4.	C					
Residents' perception of safety in the neighborhoods, in downtown, and in parks during daylight hours will be maintained. [External Survey]						
		95.00%	95.00%	91.30%	95.00%	95.00%
		- Percent Perception of Safety				
Q5.	I					
Participants of scheduled juvenile courses and services will meet the pre-stated goals and objectives.						
		93.00%	80.00%	90.70%	93.00%	93.00%
		- Percent of Participants Meeting Goals and Objectives				
		- Number of Participants	147.00	700.00	591.00	150.00
Q6.	I					
An overall satisfaction rating is achieved by the Neighborhood Resource Officers for their efforts and contributions in the schools, based on an annual survey of school principals.						
		96.00%	85.00%	97.17%	90.00%	90.00%
		- Percent				
		- Total Number of Participants Surveyed	10.00	27.00	12.00	27.00
		- Number of Survey Respondents	NA	NA	24.00	24.00

**City of Sunnyvale
Program Performance Budget**

Program 483 - Community Safety Services

Program Measures

Quality

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
Q7.	I					
The total number of false police and fire alarms from the top ten chronic false alarm violators will be reduced by 10% on a quarterly basis. [DELETED]						
		60.00%	10.00%	57.00%	NA	NA
		- Number of Alarm Violations	272.00	1,926.00	228.00	NA
Q8.	I					
An overall satisfaction rating is achieved among the Volunteers in Public Safety (VIPS) for their experience and contributions within Public Safety based on an annual survey of volunteers.						
		100.00%	85.00%	100.00%	95.00%	95.00%
		- Total Number of Volunteers	22.00	21.00	24.00	25.00
		- Number of Survey Respondents	NA	NA	NA	23.00
Q9.	I					
A residential or business alarm user with three (3) or more false police and/or fire alarms within a three month period will be contacted by DPS personnel and will receive a false alarm ordinance violation fine.						
		NA	NA	NA	95.00%	95.00%
		- Business With Three or More Alarms	NA	NA	NA	254.00
		- Residences With Three or More Alarms	NA	NA	NA	23.00
Q10.	I					
All new businesses or businesses with a change of ownership will be provided a City of Sunnyvale Welcoming packet from the Community Services Unit within 3 business days of receiving this information from the City Licensing Department.						
		NA	NA	NA	95.00%	95.00%
		- Number of Businesses Contacted	NA	NA	NA	1,500.00

City of Sunnyvale Program Performance Budget

Program 483 - Community Safety Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
		Actual	Budget	Actual	Budget	Plan
<u>Priority</u>						
<u>Productivity</u>						
P1.	For the current fiscal year, Sunnyvale's Violent Crime Rate as defined by the FBI, for the crimes of murder, forcible rape, robbery, and aggravated assault will be maintained at or below the rolling 3-year average.					
	- Current Year Crime Rate/Per 100,000 Population	124.00	137.00	106.15	124.00	124.00
	- Rolling 3-Year Average Crime Rate	144.00	142.00	142.47	144.00	144.00
	- Number of Crimes	168.00	181.00	146.00	168.00	168.00
P2.	For the most recent calendar year, Sunnyvale's Violent Crime Rate as defined by the FBI, for the crimes of murder, forcible rape, robbery, and aggravated assault will be 55% below the average of the cities of Mountain View and Santa Clara.					
	- Sunnyvale Crime Rate/Per 100,000 Population	138.00	124.00	113.50	130.00	130.00
	- Average Crime Rate of Mountain View and Santa Clara	288.00	298.00	263.90	288.00	288.00
	- Number of Crimes	184.00	303.00	154.00	184.00	184.00
P3.	For the current fiscal year, Sunnyvale's Property Crime Rate as defined by the FBI, for burglary, motor vehicle theft and auto burglary will be maintained at or below the rolling 3-year average.					
	- Current Year Crime Rate/Per 100,000 Population	1,163.00	1,078.00	1,139.30	1,163.00	1,163.00
	- Rolling 3-Year Average Crime Rate	1,160.00	1,145.00	1,157.60	1,160.00	1,160.00
	- Number of Crimes	1,578.00	1,424.00	1,567.00	1,578.00	1,578.00
P4.	For the most recent calendar year, Sunnyvale's Property Crime Rate defined by the FBI, for burglary, motor vehicle theft and auto burglary will be 20% below the average of the cities of Mountain View and Santa Clara.					
	- Sunnyvale Crime Rate/Per 100,000 Population	1,971.00	2,199.00	1,937.00	2,447.00	2,447.00
	- Average Crime Rate of Mountain View and Santa Clara	3,059.00	3,078.00	2,542.00	3,059.00	3,059.00
	- Number of Crimes	2,632.00	2,999.00	2,629.00	2,632.00	2,632.00

**City of Sunnyvale
Program Performance Budget**

Program 483 - Community Safety Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Productivity</u>						
P5.	I					
For the current fiscal year , Sunnyvale's Crime rate as defined by the FBI, for the crimes of murder, forcible rape, robbery, aggravated assault, burglary, motor vehicle theft and grand theft will be maintained at or below the rolling 3-year average.						
		2,056.00	2,222.00	1,966.00	2,056.00	2,056.00
		- Current Year Crime Rate/Per 100,000 Population				
		- Rolling 3-Year Average Crime Rate	2,214.00	2,251.00	2,213.90	2,214.00
		- Number of Crimes	2,791.00	2,934.00	2,704.00	2,791.00
P6.	I					
For the most recent calendar year, Sunnyvale's Crime rate as defined by the FBI, for the crimes of murder, forcible rape, robbery, aggravated assault, burglary, motor vehicle theft and grand theft will be 25% below the average of the cities of Mountain View and Santa Clara.						
		2,109.00	2,323.00	2,051.00	2,510.00	2,510.00
		- Sunnyvale Crime Rate/Per 100,000 Population				
		- Average Crime Rate of Mountain View and Santa Clara	3,347.00	3,376.00	2,806.00	3,347.00
		- Number of Crimes	2,816.00	3,302.00	2,783.00	2,816.00
P7.	I					
The ratio between collisions and traffic enforcement activity will be maintained at a rolling 3-year average.						
		10.60	9.34	11.33	10.60	10.60
		- Collision Ratio				
		- Number of Collisions	1,135.00	1,558.00	1,368.00	1,135.00
		- Number of Stops	12,037.00	25,000.00	15,511.00	20,000.00
P8.	I					
All Animal Control Service calls are responded to in 24 hours or less.						
		91.00%	90.00%	87.00%	90.00%	90.00%
		- Percent of Calls Responded to In 24 Hours or Less				
		- Number of Events	2,274.00	2,000.00	1,743.00	2,300.00
P9.	I					
Animal Bites and Vicious Animals cases will be investigated to resolution within ten (10) days of report.						
		100.00%	90.00%	96.00%	95.00%	95.00%
		- Percent Investigated to Resolution In 10 Days				
		- Cases Investigated	220.00	150.00	95.00	220.00

**City of Sunnyvale
Program Performance Budget**

Program 483 - Community Safety Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Productivity</u>						
P10.	I					
All Animal License applications will be processed within two (2) business days.						
		98.00%	90.00%	98.00%	98.00%	98.00%
		- Licenses Issued	2,176.00	1,706.00	2,111.00	2,500.00
P11.	I					
Of the traffic citations issued by the Traffic Safety and Enforcement Unit, a percentage will be issued for hazard violations on residential collector roads, arterial roads, expressways, and state routes within the City of Sunnyvale.						
		61.00%	60.00%	47.50%	75.00%	75.00%
		- Total Citations Issued	5,267.00	850.00	4,052.00	6,000.00
P12.	I					
Specialized traffic enforcement will be initiated resulting from community complaints within three (3) business days.						
		96.00%	95.00%	100.00%	95.00%	95.00%
		- Number of Complaints	287.00	120.00	224.00	250.00
P13.	I					
Taxi cab inspections will be completed within one (1) business day of request.						
		100.00%	95.00%	100.00%	95.00%	95.00%
		- Inspections Completed	126.00	70.00	101.00	126.00
P14.	I					
Participants of the Office of Emergency Services educational disaster sectional training for City employees will meet the pre-stated goals and objectives.						
		100.00%	80.00%	100.00%	95.00%	95.00%
		- Participants	110.00	155.00	211.00	155.00
P15.	I					
Neighborhood generated complaints are responded to by the Community Safety Services Bureau within three (3) business days 95% of the time. [DELETED]						
		100.00%	95.00%	100.00%	NA	NA
		- Complaints Received	64.00	500.00	148.00	NA

**City of Sunnyvale
Program Performance Budget**

Program 483 - Community Safety Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Productivity</u>						
P16.	I					
School generated complaints are responded to by the Community Safety Services Bureau within one (1) business day 95% of the time. [DELETED]						
		100.00%	95.00%	100.00%	NA	NA
		- Percent				
		- Complaints Received	48.00	200.00	145.00	NA
P17.	I					
Business generated complaints are responded to by the Community Safety Services Bureau within one (1) business day.						
		100.00%	95.00%	100.00%	95.00%	95.00%
		- Percent Responded to Within One Business Day				
		- Complaints Received	13.00	110.00	5.00	25.00
P18.	I					
Requests for presentations by school groups are conducted by the Community Safety Services Bureau 95% of the time. [DELETED]						
		100.00%	95.00%	100.00%	NA	NA
		- Percent				
		- Presentations	146.00	75.00	114.00	NA
P19.	I					
Request for presentations by neighborhoods, schools, businesses, and civic groups are conducted by the Community Safety Services Bureau. [DELETED]						
		100.00%	95.00%	100.00%	NA	NA
		- Percent Conducted				
		- Presentations	93.00	30.00	91.00	NA
P20.	I					
All designated intersections for Crossing Guard Services will be evaluated annually as recommended by the Safe Routes to School Program and these identified intersections will be covered by Crossing Guards and/or DPS personnel.						
		100.00%	99.00%	99.68%	99.00%	99.00%
		- Percent of Identified Inspections Covered by Crossing Guards and/or DPS Personnel				
		- Intersections	37.00	37.00	36.00	37.00

**City of Sunnyvale
Program Performance Budget**

Program 483 - Community Safety Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Productivity</u>						
P21.	I					
The Nuisance Vehicle Abatement resolution process is initiated within five (5) business days of a request.						
	- Percent Resolutions Initiated Within Five Business Days	97.00%	95.00%	99.37%	95.00%	95.00%
	- A Vehicle Processed	3,916.00	4,350.00	3,592.00	5,200.00	5,200.00
P22.	I					
The annual per officer average of traffic citations issued by Sunnyvale Officers will be at or above the per officer average of Santa Clara and Mountain View Officers.						
	- Citations Per Officer - DPS	184.00	168.00	197.00	184.00	184.00
	- Average Citations Per Officer - Mountain View and Santa Clara	NA	168.00	124.00	168.00	168.00
P23.	I					
Neighborhood and school generated complaints from the community received by the Community Safety Services Bureau will be responded to within three (3) business days.						
	- Percent Responded to Within Three Business Days	NA	NA	NA	95.00%	95.00%
	- Total Number of Complaints	NA	NA	NA	32.00	32.00
P24.	D					
Through the outreach efforts of the Office of Emergency Services, Sunnyvale will provide training to achieve and maintain at least 300 volunteers that would be ready to respond in the event of an emergency.						
	- Volunteers	304.00	300.00	300.00	300.00	300.00
P25.	D					
Participants of the Office of Emergency Services and community outreach classes including Disaster Preparedness, Sunnyvale Amateur Radio Emergency Services (SARES) and Sunnyvale Neighborhoods Actively Prepared (SNAP) will meet the pre-stated goals and objectives.						
	- Percent of Participants Meeting Goals and Objectives	95.00%	80.00%	100.00%	90.00%	90.00%
	- Participants	304.00	300.00	332.00	300.00	300.00

**City of Sunnyvale
Program Performance Budget**

Program 483 - Community Safety Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Productivity</u>						
P26. Multiple false alarm violators will not exceed 5% of all businesses in Sunnyvale.	D					
- Percent		3.30%	5.00%	2.60%	5.00%	5.00%
- Number of Businesses		252.00	7,744.00	239.00	7,744.00	7,744.00
<u>Cost Effectiveness</u>						
C1. The ratio of volunteer hours worked in support of Public Safety Operations will exceed a 14 to 1 ratio of budgeted staff hours to manage the volunteer program in the department.	I					
- Ratio		14.00	10.00	17.29	14.00	14.00
- Volunteer Hours		3,511.00	2,500.00	4,045.25	3,600.00	3,600.00
- Volunteer Management Staff Hours		245.00	250.00	234.00	250.00	250.00
<u>Financial</u>						
F1. Actual total expenditures for Community Safety Services will not exceed planned program expenditures.	C					
- Total Program Expenditures [DELETED]		\$3,969,041.00	\$4,388,992.81	\$4,009,131.00	NA	NA
- Percent of Total Program Budget Expended		NA	NA	NA	100.00%	100.00%

Priority Legend

- M: Mandatory
- C: Council Highest Priority
- I: Important
- D: Desirable

**City of Sunnyvale
Program Performance Budget**

Program 483 - Community Safety Services

Service Delivery Plan 48301 - Animal Control and Shelter Services

Providing Animal Control and shelter services that meet the emergency and regulatory needs of all animals within the community, by:

- Responding to community calls for Animal Control services and investigating animal abuse, reports of vicious animals and animal bite cases,
- Issuing animal licenses,
- Conducting inspections of animal retail facilities,
- Completing animal health and safety presentations to the community and schools, and
- Maintaining the animal sheltering services and wildlife contracts.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 483 - Community Safety Services

Service Delivery Plan 48301 - Animal Control and Shelter Services

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 483100 - Provide Animal Services - Respond and Investigate Animal Control Issues within the Community					
Product: An Event					
Costs:	\$156,366	\$162,581	\$164,503	\$165,092	\$174,754
Products:	2,273	2,242	1,743	2,300	2,300
Work Hours:	2,615	2,570	2,524	2,620	2,620
Product Cost:	\$68.79	\$72.52	\$94.38	\$71.78	\$75.98
Work Hours/Product:	1.15	1.15	1.45	1.14	1.14
Activity 483110 - Provide Community Animal Control Service Events - Provide Public Education Presentations Related to Animal Control Issues					
Product: An Event					
Costs:	\$2,583	\$6,114	\$2,210	\$3,144	\$3,329
Products:	12	30	9	20	20
Work Hours:	38	100	32	50	50
Product Cost:	\$215.28	\$203.80	\$245.58	\$157.22	\$166.45
Work Hours/Product:	3.17	3.33	3.50	2.50	2.50
Activity 483130 - Contract Shelter Services - Transportation of Sick, Injured or Dead Animals to Shelter					
Product: An Animal Sheltered					
Costs:	\$200,459	\$349,809	\$337,574	\$269,600	\$334,544
Products:	1,378	1,800	1,182	1,600	1,600
Work Hours:	0	0	0	0	0
Product Cost:	\$145.47	\$194.34	\$285.60	\$168.50	\$209.09
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00

**City of Sunnyvale
Program Performance Budget**

Program 483 - Community Safety Services

Service Delivery Plan 48301 - Animal Control and Shelter Services

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 483140 - Provide Non-Directed Patrol - All Time that is NOT Being Captured In Other Activities to Show the "Available" Time Officers have for Proactive, Preventive Patrol					
Product: A Capacity Hour Per Field Officer					
Costs:	\$19,717	\$15,367	\$23,088	\$15,923	\$16,844
Products:	286	240	384	250	250
Work Hours:	286	240	384	250	250
Product Cost:	\$68.94	\$64.03	\$60.20	\$63.69	\$67.38
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 483150 - Animal Licensing Services - Database Maintenance and the Issue of Licenses for the Animal Control Program					
Product: A License Processed					
Costs:	\$29,790	\$36,104	\$30,716	\$33,619	\$35,746
Products:	2,176	2,500	2,111	2,300	2,500
Work Hours:	727	800	833	750	750
Product Cost:	\$13.69	\$14.44	\$14.55	\$14.62	\$14.30
Work Hours/Product:	0.33	0.32	0.39	0.33	0.30
Activity 483160 - Wildlife Animal Services - Transportation of Sick or Injured Animals to Wildlife Shelter					
Product: An Animal Processed					
Costs:	\$1,105	\$1,776	\$0	\$1,177	\$1,252
Products:	30	30	15	20	20
Work Hours:	17	30	0	20	20
Product Cost:	\$36.84	\$59.22	\$0.00	\$58.87	\$62.59
Work Hours/Product:	0.57	1.00	0.00	1.00	1.00

**City of Sunnyvale
Program Performance Budget**

Program 483 - Community Safety Services

Service Delivery Plan 48301 - Animal Control and Shelter Services

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 483170 - Employee Training for Animal Control Unit					
Product: An Employee Trained					
Costs:	\$10,452	\$12,130	\$5,296	\$9,895	\$10,481
Products:	0	2	0	2	2
Work Hours:	181	160	80	160	160
Product Cost:	\$0.00	\$6,064.84	\$0.00	\$4,947.51	\$5,240.33
Work Hours/Product:	0.00	80.00	0.00	80.00	80.00
Activity 483800 - Supervisory Services for Animal Control and Shelter Services - Includes Supervision of Staff and Activities In Support of Animal Control					
Product: A Work Hour					
Costs:	\$30,234	\$33,093	\$30,500	\$34,460	\$36,278
Products:	448	500	440	500	500
Work Hours:	448	500	440	500	500
Product Cost:	\$67.56	\$66.19	\$69.32	\$68.92	\$72.56
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 483850 - Administrative Support Services for Animal Control and Shelter Services					
Product: A Work Hour					
Costs:	\$19,939	\$4,335	\$13,358	\$17,930	\$19,065
Products:	501	100	357	400	400
Work Hours:	501	100	357	400	400
Product Cost:	\$39.77	\$43.35	\$37.42	\$44.83	\$47.66
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00

**City of Sunnyvale
Program Performance Budget**

Program 483 - Community Safety Services

Service Delivery Plan 48301 - Animal Control and Shelter Services

	<u>2006/2007</u> Actual	<u>2007/2008</u> Budget	<u>2007/2008</u> Actual	<u>2008/2009</u> Budget	<u>2009/2010</u> Plan
Activity 483810 - Management Services for Animal Control and Shelter Services					
Product: A Work Hour					
Costs:	\$22,321	\$25,056	\$20,482	\$26,241	\$26,661
Products:	101	100	98	100	100
Work Hours:	101	100	98	100	100
Product Cost:	\$221.00	\$250.56	\$210.08	\$262.41	\$266.61
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Totals for Service Delivery Plan 48301 - Animal Control and Shelter Services					
Costs:	\$492,967	\$646,366	\$627,728	\$577,082	\$658,953
Hours:	4,913	4,600	4,746	4,850	4,850

City of Sunnyvale
Program Performance Budget

Program 483 - Community Safety Services

Service Delivery Plan 48302 - Traffic Safety and Enforcement

Provide specialized traffic safety services, in partnership with the community, to support safe driving conditions and patterns within the community, by:

- Providing Traffic Safety enforcement and education activities throughout the community,
- Responding to traffic complaints through specialized enforcement and education,
- Providing Major Accident Investigations and reconstruction,
- Assisting Police Field Services,
- Providing traffic enforcement to ensure the safe and orderly flow of traffic throughout the city in an effort to reduce traffic collisions,
- Maintaining an active partnership with the City Traffic Engineering division,
- Assisting with community and school traffic education presentations in partnership with schools,
- Maintaining traffic education programs such as Child Safety Seat classes and Taxi Cab Inspections, and
- Participating in traffic enforcement campaigns that include Click It or Ticket, DUI Checkpoints, Red Light Runners, and Operation Safe Passage.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 483 - Community Safety Services

Service Delivery Plan 48302 - Traffic Safety and Enforcement

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 483200 - Provide Traffic Safety Enforcement - Enforcement of Vehicle, Bicycle and Pedestrian Related Violations					
Product: An Event					
Costs:	\$315,264	\$282,518	\$335,536	\$343,688	\$352,167
Products:	4,716	3,000	4,146	6,000	6,000
Work Hours:	2,520	2,300	2,625	2,650	2,650
Product Cost:	\$66.85	\$94.17	\$80.93	\$57.28	\$58.69
Work Hours/Product:	0.53	0.77	0.63	0.44	0.44
Activity 483210 - Specialized Enforcement Community Response - Officer Response to Community Generated Traffic Issues within the Community					
Product: A Response to a Complaint					
Costs:	\$150,684	\$234,421	\$163,793	\$160,650	\$164,722
Products:	975	2,000	1,053	250	250
Work Hours:	1,187	1,900	1,264	1,225	1,225
Product Cost:	\$154.55	\$117.21	\$155.55	\$642.60	\$658.89
Work Hours/Product:	1.22	0.95	1.20	4.90	4.90
Activity 483220 - Investigate Major Accidents - Investigation of Major Injury Traffic Collisions and Reconstruction					
Product: A Major Accident Investigated					
Costs:	\$61,658	\$63,316	\$28,225	\$70,082	\$71,917
Products:	29	25	10	30	30
Work Hours:	521	500	227	525	525
Product Cost:	\$2,126.14	\$2,532.62	\$2,822.48	\$2,336.06	\$2,397.22
Work Hours/Product:	17.95	20.00	22.70	17.50	17.50

**City of Sunnyvale
Program Performance Budget**

Program 483 - Community Safety Services

Service Delivery Plan 48302 - Traffic Safety and Enforcement

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 483230 - Assist Field Operations - Assist Police/Fire/Emergency Medical Field Operations					
Product: An Event					
Costs:	\$75,651	\$63,316	\$64,273	\$66,847	\$68,602
Products:	467	1,000	490	500	500
Work Hours:	608	500	502	500	500
Product Cost:	\$161.99	\$63.32	\$131.17	\$133.69	\$137.20
Work Hours/Product:	1.30	0.50	1.02	1.00	1.00
Activity 483240 - Provide Court and Ancillary Activities - Attendance In Court/Unavailable for Normal Duties					
Product: A Court Appearance					
Costs:	\$91,783	\$85,289	\$81,127	\$83,655	\$85,683
Products:	51	350	124	350	350
Work Hours:	768	700	674	650	650
Product Cost:	\$1,799.67	\$243.68	\$654.25	\$239.01	\$244.81
Work Hours/Product:	15.05	2.00	5.44	1.86	1.86
Activity 483270 - Employee Training for Traffic Unit					
Product: An Employee Trained					
Costs:	\$67,337	\$106,212	\$83,481	\$112,454	\$115,117
Products:	0	4	0	4	4
Work Hours:	551	900	656	900	900
Product Cost:	\$0.00	\$26,552.99	\$0.00	\$28,113.49	\$28,779.13
Work Hours/Product:	0.00	225.00	0.00	225.00	225.00

**City of Sunnyvale
Program Performance Budget**

Program 483 - Community Safety Services

Service Delivery Plan 48302 - Traffic Safety and Enforcement

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 483280 - Child Safety Seat					
Product: A Customer Served					
Costs:	\$25,924	\$0	\$22,638	\$38,815	\$39,774
Products:	273	0	182	280	280
Work Hours:	285	0	231	300	300
Product Cost:	\$94.96	\$0.00	\$124.38	\$138.63	\$142.05
Work Hours/Product:	1.04	0.00	1.27	1.07	1.07
Activity 483290 - Special Enforcement Campaign [DELETED - Moved to 483610]					
Product: A Work Hour					
Costs:	\$56,735	\$9,448	\$9,761	\$0	\$0
Products:	651	101	109	0	0
Work Hours:	651	101	109	0	0
Product Cost:	\$87.15	\$93.54	\$89.55	\$0.00	\$0.00
Work Hours/Product:	1.00	1.00	1.00	0.00	0.00
Activity 483860 - Supervisory Services for Traffic Safety and Enforcement - Includes Supervision of Staff and Activities In Support of Traffic Safety and Enforcement					
Product: A Work Hour					
Costs:	\$112,291	\$157,964	\$116,822	\$166,034	\$171,273
Products:	819	1,100	848	1,100	1,100
Work Hours:	819	1,100	848	1,100	1,100
Product Cost:	\$137.19	\$143.60	\$137.84	\$150.94	\$155.70
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00

**City of Sunnyvale
Program Performance Budget**

Program 483 - Community Safety Services

Service Delivery Plan 48302 - Traffic Safety and Enforcement

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 483600 - Provide Taxi Inspections					
Product: An Inspection Completed					
Costs:	\$0	\$0	\$0	\$6,469	\$6,629
Products:	0	0	0	126	126
Work Hours:	0	0	0	50	50
Product Cost:	\$0.00	\$0.00	\$0.00	\$51.34	\$52.61
Work Hours/Product:	0.00	0.00	0.00	0.40	0.40
Activity 483610, 483611, 483612, 483613, 483614, 483615 - Special Enforcement Campaign					
Product: An Event					
Costs:	\$0	\$0	\$0	\$9,073	\$9,140
Products:	0	0	0	11	11
Work Hours:	0	0	0	90	90
Product Cost:	\$0.00	\$0.00	\$0.00	\$824.80	\$830.87
Work Hours/Product:	0.00	0.00	0.00	8.18	8.18
Activity 483820 - Management Services for Traffic Safety and Enforcement					
Product: A Work Hour					
Costs:	\$26,524	\$38,026	\$34,392	\$44,822	\$45,579
Products:	130	200	171	210	210
Work Hours:	130	200	171	210	210
Product Cost:	\$203.72	\$190.13	\$201.71	\$213.44	\$217.04
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Totals for Service Delivery Plan 48302 - Traffic Safety and Enforcement					
Costs:	\$983,852	\$1,040,509	\$940,047	\$1,102,589	\$1,130,601
Hours:	8,038	8,201	7,305	8,200	8,200

City of Sunnyvale
Program Performance Budget

Program 483 - Community Safety Services

Service Delivery Plan 48303 - Office of Emergency Services (OES)

Provide emergency preparedness services and training, in partnership with the community and the county, to ensure an appropriate civic and community response to major disasters and emergencies, by:

- Providing Office of Emergency Services community outreach and city preparedness training and events,
- Conducting outreach, training and education through the Office of Emergency Services to businesses, schools and the community,
- Maintaining special disaster preparedness programs including the Sunnyvale Neighborhoods Actively Prepared (SNAP), Disaster Service Worker's (DSW) and Sunnyvale Amateur Radio Emergency Services (SARES) program participation,
- Maintaining interaction with state and local Office of Emergency Service agencies and effectively manage grant opportunities and programs, and
- Ensuring adequate planning and research of possible major disasters and emergencies to become better prepared.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 483 - Community Safety Services

Service Delivery Plan 48303 - Office of Emergency Services (OES)

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 483300, 483301, 483302 - Provide Community Outreach - Training and Education to the Community					
Product: An Event					
Costs:	\$165,295	\$176,805	\$179,172	\$136,395	\$142,369
Products:	95	60	117	89	89
Work Hours:	2,169	2,050	2,207	1,515	1,515
Product Cost:	\$1,739.95	\$2,946.76	\$1,531.39	\$1,532.53	\$1,599.65
Work Hours/Product:	22.83	34.17	18.86	17.02	17.02
Activity 483310, 483311 - Provide City Preparedness Services - Training and Education to City Employees - [DELETED]					
Product: An Employee Training					
Costs:	\$83,237	\$63,816	\$66,764	\$0	\$0
Products:	130	200	420	0	0
Work Hours:	559	640	496	0	0
Product Cost:	\$640.28	\$319.08	\$158.96	\$0.00	\$0.00
Work Hours/Product:	4.30	3.20	1.18	0.00	0.00
Activity 483320 - Disaster Preparedness Planning					
Product: A Report					
Costs:	\$23,144	\$33,047	\$37,059	\$23,682	\$24,629
Products:	18	20	9	20	20
Work Hours:	165	340	260	235	235
Product Cost:	\$1,285.75	\$1,652.33	\$4,117.64	\$1,184.08	\$1,231.47
Work Hours/Product:	9.17	17.00	28.89	11.75	11.75

**City of Sunnyvale
Program Performance Budget**

Program 483 - Community Safety Services

Service Delivery Plan 48303 - Office of Emergency Services (OES)

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 483330 - Employee Training for Office of Emergency Services Unit					
Product: An Employee Trained					
Costs:	\$28,987	\$28,089	\$25,337	\$27,630	\$28,624
Products:	248	4	195	3	3
Work Hours:	248	240	195	240	240
Product Cost:	\$117.12	\$7,022.24	\$129.93	\$9,209.84	\$9,541.33
Work Hours/Product:	1.00	60.00	1.00	80.00	80.00
Activity 483340 - Regional Coordination with Other Cities/Counties for OES					
Product: A Work Hour					
Costs:	\$35,124	\$41,239	\$37,553	\$39,654	\$40,855
Products:	264	300	266	275	275
Work Hours:	264	300	266	275	275
Product Cost:	\$132.94	\$137.46	\$141.18	\$144.19	\$148.56
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 483350 - Sunnyvale Neighborhood Actively Prepared Training (SNAP) and Snap Refresher Training					
Product: A Training Course Series					
Costs:	\$0	\$0	\$0	\$59,587	\$62,207
Products:	0	0	0	6	6
Work Hours:	0	0	0	665	665
Product Cost:	\$0.00	\$0.00	\$0.00	\$9,931.18	\$10,367.89
Work Hours/Product:	0.00	0.00	0.00	110.83	110.83

**City of Sunnyvale
Program Performance Budget**

Program 483 - Community Safety Services

Service Delivery Plan 48303 - Office of Emergency Services (OES)

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 483880 - Supervisory Services for Office of Emergency Services - Includes Supervision of Staff and Activities In Support of OES					
Product: A Work Hour					
Costs:	\$55,482	\$29,484	\$39,861	\$27,156	\$27,877
Products:	408	230	262	200	200
Work Hours:	408	230	262	200	200
Product Cost:	\$136.05	\$128.19	\$152.43	\$135.78	\$139.39
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 483890 - Administrative Support Services for Office of Emergency Services					
Product: A Work Hour					
Costs:	\$25,527	\$39,018	\$27,703	\$28,202	\$30,031
Products:	637	900	692	650	650
Work Hours:	637	900	692	650	650
Product Cost:	\$40.09	\$43.35	\$40.06	\$43.39	\$46.20
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 483360 - Provide City Preparedness Services - Training and Education to City Employees					
Product: An Employee Trained					
Costs:	\$0	\$0	\$0	\$70,446	\$73,171
Products:	0	0	0	440	440
Work Hours:	0	0	0	670	670
Product Cost:	\$0.00	\$0.00	\$0.00	\$160.10	\$166.30
Work Hours/Product:	0.00	0.00	0.00	1.52	1.52

**City of Sunnyvale
Program Performance Budget**

Program 483 - Community Safety Services

Service Delivery Plan 48303 - Office of Emergency Services (OES)

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 483830 - Management Services for Office of Emergency Services					
Product: A Work Hour					
Costs:	\$34,857	\$34,895	\$39,550	\$34,301	\$34,843
Products:	110	100	129	100	100
Work Hours:	110	100	129	100	100
Product Cost:	\$316.88	\$348.95	\$307.79	\$343.01	\$348.43
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Totals for Service Delivery Plan 48303 - Office of Emergency Services (OES)					
Costs:	\$451,652	\$446,392	\$452,999	\$447,051	\$464,606
Hours:	4,559	4,800	4,506	4,550	4,550

City of Sunnyvale
Program Performance Budget

Program 483 - Community Safety Services

Service Delivery Plan 48304 - Crime Prevention

Provide specialized services, in partnership with the community, to support a safe environment for neighborhoods, schools and businesses, by:

- Responding to complaints and conducting presentations for schools, neighborhoods, business and civic groups,
- Working in cooperation with the Columbia Neighborhood Center to provide after school activities, special programs such as the Health and Safety Bike Rodeo Fair, Family Fun Night, and other sporting events and athletic activities,
- Partnering with City schools to effectively reduce truancy,
- Providing the Neighborhood Watch Program and supporting neighborhood association activities,
- Reducing Police and Fire false alarms,
- Coordinating the removal of abandoned vehicles within the City through an aggressive marking, tagging and towing of abandoned vehicles,
- Utilizing the Volunteers in Public Safety (VIPS) program to enhance community awareness and support the delivery of Public Safety Services,
- Effectively managing the School Crossing Guard Program, and
- Enforcing parking standards throughout the City, focusing on the downtown area.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 483 - Community Safety Services

Service Delivery Plan 48304 - Crime Prevention

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 483400 - Provide Specialized Services to Neighborhoods - Presentations, Discussions and the Handling of Neighborhood Related Issues					
Product: An Event					
Costs:	\$426,708	\$381,841	\$499,561	\$523,106	\$538,049
Products:	434	1,500	431	515	515
Work Hours:	5,369	4,308	6,762	6,110	6,110
Product Cost:	\$983.20	\$254.56	\$1,159.07	\$1,015.74	\$1,044.76
Work Hours/Product:	12.37	2.87	15.69	11.86	11.86
Activity 483410 - Provide Specialized Services to Schools - Presentations, Discussions and the Handling of Neighborhood Related Issues					
Product: An Event					
Costs:	\$530,385	\$464,196	\$465,684	\$418,484	\$429,012
Products:	1,107	2,000	619	1,150	1,150
Work Hours:	4,597	5,117	3,998	4,593	4,593
Product Cost:	\$479.12	\$232.10	\$752.32	\$363.90	\$373.05
Work Hours/Product:	4.15	2.56	6.46	3.99	3.99
Activity 483420 - Provide Specialized Services to Businesses - Presentations, Discussions and the Handling of Neighborhood Related Issues					
Product: An Event					
Costs:	\$38,702	\$95,496	\$42,918	\$26,433	\$27,302
Products:	79	750	38	250	250
Work Hours:	345	1,849	350	500	500
Product Cost:	\$489.90	\$127.33	\$1,129.42	\$105.73	\$109.21
Work Hours/Product:	4.36	2.47	9.20	2.00	2.00

**City of Sunnyvale
Program Performance Budget**

Program 483 - Community Safety Services

Service Delivery Plan 48304 - Crime Prevention

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 483430 - Provide Plan Review for Businesses - Review Business Plans for Ordinance and Licensing Issues					
Product: A Plan Reviewed					
Costs:	\$643	\$6,647	\$120	\$2,849	\$3,034
Products:	64	125	59	90	90
Work Hours:	11	100	2	50	50
Product Cost:	\$10.05	\$53.18	\$2.04	\$31.66	\$33.71
Work Hours/Product:	0.17	0.80	0.03	0.56	0.56
Activity 483440 - Assist Field Operations - Assist Police/Fire/Emergency Medical Field Operations					
Product: An Event					
Costs:	\$23,797	\$71,762	\$5,099	\$32,963	\$33,834
Products:	212	1,000	36	250	250
Work Hours:	198	600	51	250	250
Product Cost:	\$112.25	\$71.76	\$141.63	\$131.85	\$135.34
Work Hours/Product:	0.93	0.60	1.42	1.00	1.00
Activity 483450 - Administration of False Alarm Ordinance - Administration of False Alarm Program Including Billing and Community Outreach					
Product: A False Alarm Processed					
Costs:	\$67,996	\$111,524	\$65,213	\$68,376	\$72,811
Products:	3,403	3,500	3,036	3,400	3,400
Work Hours:	1,169	1,685	1,090	1,200	1,200
Product Cost:	\$19.98	\$31.86	\$21.48	\$20.11	\$21.41
Work Hours/Product:	0.34	0.48	0.36	0.35	0.35

**City of Sunnyvale
Program Performance Budget**

Program 483 - Community Safety Services

Service Delivery Plan 48304 - Crime Prevention

	<u>2006/2007</u>	<u>2007/2008</u>	<u>2007/2008</u>	<u>2008/2009</u>	<u>2009/2010</u>
	Actual	Budget	Actual	Budget	Plan
Activity 483460 - Provide Crossing Guard Services - Administration and Oversight of Crossing Guard Program Including Scheduling and the Identification of Intersections					
Product: An Crosswalk Covered					
Costs:	\$291,554	\$282,718	\$299,145	\$293,185	\$297,496
Products:	16,147	13,320	14,162	16,150	16,150
Work Hours:	16,144	16,490	16,138	16,300	16,300
Product Cost:	\$18.06	\$21.23	\$21.12	\$18.15	\$18.42
Work Hours/Product:	1.00	1.24	1.14	1.01	1.01
Activity 483470 - Provide Nuisance Vehicle Abatement Services - Mark, Tag and Tow Vehicles through the Administration of the Abandoned Vehicle Abatement Service Authority Program					
Product: A Vehicle Processed					
Costs:	\$140,371	\$148,359	\$124,583	\$165,772	\$165,614
Products:	19,025	5,500	3,571	5,000	5,000
Work Hours:	3,205	3,396	2,727	3,396	3,396
Product Cost:	\$7.38	\$26.97	\$34.89	\$33.15	\$33.12
Work Hours/Product:	0.17	0.62	0.76	0.68	0.68
Activity 483480 - Provide Public Safety for Contractual Events					
Product: A Work Hour					
Costs:	\$39,637	\$0	\$39,921	\$0	\$0
Products:	425	0	407	0	0
Work Hours:	425	0	407	0	0
Product Cost:	\$93.35	\$0.00	\$98.11	\$0.00	\$0.00
Work Hours/Product:	1.00	0.00	1.00	0.00	0.00

**City of Sunnyvale
Program Performance Budget**

Program 483 - Community Safety Services

Service Delivery Plan 48304 - Crime Prevention

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 483490 - Employee Training for Crime Prevention Unit					
Product: An Employee Trained					
Costs:	\$38,201	\$132,686	\$59,933	\$132,851	\$136,211
Products:	459	11	592	9	9
Work Hours:	459	1,185	592	1,145	1,145
Product Cost:	\$83.32	\$12,062.37	\$101.26	\$14,761.18	\$15,134.56
Work Hours/Product:	1.00	107.73	1.00	127.22	127.22
Activity 483900 - Supervisory Services for Crime Prevention - Includes Supervision of Staff and Activities In Support of Crime Prevention					
Product: A Work Hour					
Costs:	\$102,180	\$147,503	\$91,503	\$155,730	\$160,447
Products:	718	1,080	606	1,080	1,080
Work Hours:	718	1,080	606	1,080	1,080
Product Cost:	\$142.31	\$136.58	\$150.99	\$144.19	\$148.56
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 483910 - Administrative Support Services for Crime Prevention					
Product: A Work Hour					
Costs:	\$85,322	\$89,027	\$77,013	\$88,409	\$94,144
Products:	1,613	1,814	1,495	1,800	1,800
Work Hours:	1,613	1,814	1,495	1,800	1,800
Product Cost:	\$52.89	\$49.08	\$51.53	\$49.12	\$52.30
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00

**City of Sunnyvale
Program Performance Budget**

Program 483 - Community Safety Services

Service Delivery Plan 48304 - Crime Prevention

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 483020 - Provide Juvenile Probation Services - Provision of Santa Clara County Probation Officer					
Product: A Juvenile Contacted					
Costs:	\$91,548	\$83,818	\$69,296	\$99,509	\$101,082
Products:	14	10	10	614	614
Work Hours:	48	1,850	4	50	50
Product Cost:	\$6,539.17	\$8,381.78	\$6,929.61	\$162.07	\$164.63
Work Hours/Product:	3.45	185.00	0.40	0.08	0.08
Activity 483030 - Volunteer Coordination - Coordinate and Maintain DPS Volunteer Program					
Product: A Volunteer Hour					
Costs:	\$19,774	\$28,382	\$21,826	\$25,340	\$26,575
Products:	3,706	700	3,739	3,710	3,710
Work Hours:	245	300	233	300	300
Product Cost:	\$5.34	\$40.55	\$5.84	\$6.83	\$7.16
Work Hours/Product:	0.07	0.43	0.06	0.08	0.08
Activity 483040 - Enforce Parking Standards Throughout the City					
Product: A Citation Issued					
Costs:	\$51,432	\$106,056	\$93,503	\$114,253	\$119,992
Products:	3,339	2,800	5,523	6,500	6,500
Work Hours:	1,443	2,747	2,762	2,747	2,747
Product Cost:	\$15.40	\$37.88	\$16.93	\$17.58	\$18.46
Work Hours/Product:	0.43	0.98	0.50	0.42	0.42

**City of Sunnyvale
Program Performance Budget**

Program 483 - Community Safety Services

Service Delivery Plan 48304 - Crime Prevention

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 483090 - Provide Public Safety Information Packets to New Businesses or Businesses with Change In Ownership					
Product: A Business Contact					
Costs:	\$0	\$0	\$0	\$9,633	\$9,750
Products:	0	0	0	1,500	1,500
Work Hours:	0	0	0	400	400
Product Cost:	\$0.00	\$0.00	\$0.00	\$6.42	\$6.50
Work Hours/Product:	0.00	0.00	0.00	0.27	0.27
Activity 483840 - Management Services for Crime Prevention					
Product: A Work Hour					
Costs:	\$132,410	\$105,711	\$142,444	\$115,847	\$117,690
Products:	743	570	755	600	600
Work Hours:	743	570	755	600	600
Product Cost:	\$178.21	\$185.46	\$188.79	\$193.08	\$196.15
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Totals for Service Delivery Plan 48304 - Crime Prevention					
Costs:	\$2,080,660	\$2,255,726	\$2,097,762	\$2,272,741	\$2,333,044
Hours:	36,731	43,091	37,970	40,521	40,521

**City of Sunnyvale
Program Performance Budget**

Program 483 - Community Safety Services

		<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Totals for Program 483	Costs:	\$4,009,131	\$4,388,993	\$4,118,536	\$4,399,463	\$4,587,205
	Hours:	54,241	60,692	54,526	58,121	58,121

City of Sunnyvale
Program Performance Budget

Program 484 - Personnel and Training Services

Program Performance Statement

Develop and retain a public safety workforce that is responsive to the changing needs of the department and the community, by:

- Managing the program budget to stay within planned costs,
- Recruiting and hiring highly qualified applicants,
- Providing Police Academy, Fire Academy and Emergency Medical Training,
- Providing continuing professional training that meets California Police Officer Standards and Training (POST) requirements, State Fire Marshall standards and Santa Clara County Emergency Medical Service standards,
- Providing firearms training, and
- Ensuring mandated training and certification standards are provided effectively for all employees within this program.

Notes

1. In FY 2008/2009-2009/2010 DPS shows a net increase of 500 hours to its overall budget as compared to FY 2007/2008. The primary reasons for this are the addition of a new Management Analyst position in program 487 and the refunding of the Community Services Officer position in program 484. These positions were funded by taking hours for other areas and redirecting them to the new positions. Although the creation of the positions were created to be budget neutral, there was a net increase in hours due to the conversion of hours that were funded at a higher level.

**City of Sunnyvale
Program Performance Budget**

Program 484 - Personnel and Training Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Quality</u>						
Q1.	M					
All State and Department mandated training will be completed by employees within this program on an annual basis.						
- Percent of Employees Completing Training		100.00%	100.00%	100.00%	100.00%	100.00%
- Employees		6.00	6.00	8.00	6.00	6.00
Q2.	C					
All Emergency Medical Services responses identified by the Emergency Medical Services Coordinator to be assigned for Quality Improvement will result in a review with recommended action.						
- Percent of Responses		NA	100.00%	NA	100.00%	100.00%
- Corrective Action Taken		NA	13.00	NA	9.00	9.00
Q3.	I					
Applicants who have applied for Public Safety Officer positions during the fiscal year will meet minimum requirements for Public Safety Officer In Training 85% of the time.						
- Percent of Applicants Meeting Minimum Requirements		89.00%	66.00%	73.00%	85.00%	85.00%
- Total Applicants		574.00	150.00	591.00	600.00	600.00
- Number of Applicants Meeting Minimum Requirements		NA	NA	NA	510.00	510.00
Q4.	I					
Applicants who receive a full background, including written, oral, psychological, polygraph and independent field investigation, will pass the Command Interview. [DELETED]						
- Percent of Applicants Passing the Command Interview		100.00%	75.00%	100.00%	NA	NA
- Applicants Interviewed		75.00	16.00	45.00	NA	NA
Q5.	I					
Participants will complete Police Academy training. [DELETED]						
- Percent Completing Training		100.00%	80.00%	100.00%	NA	NA
- Participants		12.00	11.00	17.00	NA	NA
Q6.	I					
Participants will complete Fire Academy training. [DELETED]						
- Percent Completing Training		100.00%	90.00%	100.00%	NA	NA
- Participants		3.00	11.00	11.00	NA	NA

**City of Sunnyvale
Program Performance Budget**

Program 484 - Personnel and Training Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Quality</u>						
Q7.	Participants will complete Emergency Medical Services Academy training. [DELETED]					
	- Percent Completing Training	NA	95.00%	100.00%	NA	NA
	- Participants	NA	11.00	14.00	NA	NA
Q8.	Participants will complete Police Field training. [DELETED]					
	- Percent Completing Training	70.00%	75.00%	64.00%	NA	NA
	- Participants	10.00	11.00	14.00	NA	NA
Q9.	Sworn officers who have taken the Emergency Medical Services Re-certification course will successfully pass on the first attempt.					
	- Percent Passing On First Attempt	100.00%	95.00%	100.00%	98.00%	98.00%
	- Number of Officers	52.00	105.00	87.00	100.00	100.00
Q10.	Applicants who have been selected to go into the background process for Public Safety Officer positions will successfully pass the background process 66% of the time.					
	- Percentage of Applicants Successfully Passing Background	NA	NA	NA	66.00%	66.00%
	- Total Applicants Sent to Background	NA	NA	NA	23.00	62.00
	- Number of Applicants Successfully Passing Background	NA	NA	NA	15.00	15.00
Q11.	Applicants who have been selected to go to the hiring board for Public Safety Officer positions will successfully pass the Hiring Board 66% of the time.					
	- Percentage of Applicants Successfully Passing Hiring Board	NA	NA	NA	66.00%	66.00%
	- Total Applicants Sent to the Hiring Board	NA	NA	NA	15.00	41.00
	- Number of Applicants Successfully Passing Hiring Board	NA	NA	NA	10.00	27.00

**City of Sunnyvale
Program Performance Budget**

Program 484 - Personnel and Training Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
Quality						
Q12. Applicants who have been selected to go to the Command Oral for Public Safety Officer positions will successfully pass the Command oral 60% of the time.	I					
- Percentage of Applicants Successfully Passing Hiring Board		NA	NA	NA	60.00%	60.00%
- Total Applicants Sent to Hiring Board		NA	NA	NA	10.00	27.00
- Number of Applicants Successfully Passing Hiring Board		NA	NA	NA	6.00	16.00
Q13. The success rate for Public Safety Officers hired through Project 826200 will be 80% or higher.	I					
- Percent Successful		NA	NA	NA	80.00%	NA
- Total Number of Officers Hired		NA	NA	NA	11.00	NA
- Total Number of Officers Successfully Completing Field Training and Acheiving the Rank of PSO II		NA	NA	NA	9.00	NA
Q14. The success rate for Public Safety Officers hired through Project 826210 will be 80% or higher.	I					
- Percent Successful		NA	NA	NA	80.00%	NA
- Total Number of Officers Hired		NA	NA	NA	8.00	NA
- Total Number of Officers Successfully Completing Field Training and Acheiving the Rank of PSO II		NA	NA	NA	8.00	NA
Q15. The success rate for Public Safety Officers hired through Project 826220 will be 80% or higher.	I					
- Percent Successful		NA	NA	NA	NA	80.00%
- Total Number of Officers Hired		NA	NA	NA	NA	4.00
- Total Number of Officers Successfully Completing Field Training and Acheiving the Rank of PSO II		NA	NA	NA	NA	5.00

**City of Sunnyvale
Program Performance Budget**

Program 484 - Personnel and Training Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Productivity</u>						
P1.	Staffing for DPS Public Safety Officer II and ranks above shall be maintained at the budgeted positions allocated.					
	- Budgeted Positions	201.00	210.00	201.00	210.00	210.00
	- Positions Filled at Beginning of Fiscal Year	NA	NA	NA	206.00	209.00
	- Number of Separations PSOII and Above	NA	NA	NA	11.00	11.00
	- Number of PSOII's	NA	NA	NA	14.00	12.00
	- Number of Positions Filled at End of Fiscal Year	NA	NA	NA	209.00	210.00
P2.	During the annual firearms demonstration of proficiency, Public Safety Officers will qualify on their first attempt.					
	- Percent Qualifying On First Attempt	100.00%	95.00%	100.00%	95.00%	95.00%
	- Days [DELETED]	1.00	5.00	1.00	NA	NA
	- Employees	NA	NA	NA	210.00	210.00
<u>Cost Effectiveness</u>						
C1.	The average cost of Continuing Professional Training for Police, Fire and Emergency Medical Services per budgeted position allocation will not exceed the rolling 3-year average.					
	- Three-Year Average Cost	\$4,592.00	\$4,423.00	\$4,592.16	\$4,592.00	\$4,592.00
	- Average Training Time	4,771.00	2,487.86	4,812.86	256.76	256.76
	- Average Salary Rate	NA	NA	NA	\$27,571.46	\$27,571.46

**City of Sunnyvale
Program Performance Budget**

Program 484 - Personnel and Training Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Financial</u>						
F1.	C					
Actual total expenditures for Personnel and Training will not exceed planned program expenditures.						
		\$2,295,357.01	\$2,391,129.40	\$2,438,559.00	NA	NA
		NA	NA	NA	100.00%	100.00%
- Total Program Expenditures [DELETED]						
- Percent of Total Program Budget Expended						
F2.	I					
Actual total expenditures for Project 826200 will not exceed planned project expenditures.						
		NA	NA	NA	100.00%	NA
		NA	NA	NA	2,229,443.00	NA
- Percent of Total Budget Expended						
- Total Expenditures						
F3.	I					
Actual total expenditures for Project 826210 will not exceed planned project expenditures.						
		NA	NA	NA	100.00%	NA
		NA	NA	NA	2,187,214.00	NA
- Percent of Total Budget Expended						
- Total Expenditures						
F4.	I					
Actual total expenditures for Project 826220 will not exceed planned project expenditures.						
		NA	NA	NA	NA	100.00%
		NA	NA	NA	NA	1,184,294.00
- Percent of Total Budget Expended						
- Total Expenditures						

Priority Legend

- M: Mandatory
- C: Council Highest Priority
- I: Important
- D: Desirable

City of Sunnyvale
Program Performance Budget

Program 484 - Personnel and Training Services

Service Delivery Plan 48401 - Recruitment and Selection

Provide essential services to ensure that appropriate individuals are recruited and selected to become Public Safety Officers and meet the public safety needs of the community, by:

- Conducting community based outreach and recruitment activities,
- Conducting thorough sworn selection processes, and
- Performing complete and comprehensive backgrounds.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 484 - Personnel and Training Services

Service Delivery Plan 48401 - Recruitment and Selection

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 484100 - Conduct Recruitment Activities - Recruitment of Candidates for the Positions of Public Safety Officer					
Product: An Application Filed					
Costs:	\$144,914	\$131,263	\$167,649	\$135,749	\$140,249
Products:	512	600	591	600	600
Work Hours:	1,421	1,260	1,587	1,260	1,260
Product Cost:	\$283.04	\$218.77	\$283.67	\$226.25	\$233.75
Work Hours/Product:	2.78	2.10	2.68	2.10	2.10
Activity 484110 - Conduct Public Safety Officer Selection Process - Activities Related to the Testing of Potential Candidates for the Positions of Public Safety Officer					
Product: An Applicant					
Costs:	\$57,801	\$55,383	\$59,789	\$56,784	\$59,018
Products:	488	400	430	510	510
Work Hours:	648	630	656	630	630
Product Cost:	\$118.44	\$138.46	\$139.04	\$111.34	\$115.72
Work Hours/Product:	1.33	1.58	1.53	1.24	1.24
Activity 484120 - Perform Background Investigations - Conducting Background Investigations for all Public Safety Positions					
Product: A Background Completed					
Costs:	\$77,328	\$119,125	\$132,894	\$51,073	\$52,345
Products:	113	15	122	51	30
Work Hours:	709	1,246	1,154	441	441
Product Cost:	\$684.32	\$7,941.66	\$1,089.29	\$1,001.43	\$1,744.83
Work Hours/Product:	6.28	83.07	9.46	8.65	14.70

**City of Sunnyvale
Program Performance Budget**

Program 484 - Personnel and Training Services

Service Delivery Plan 48401 - Recruitment and Selection

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 484140 - Background Investigation Volunteers and Others					
Product: A Background Completed					
Costs:	\$35,805	\$28,352	\$38,978	\$44,136	\$45,749
Products:	26	65	77	40	40
Work Hours:	296	234	334	454	454
Product Cost:	\$1,377.10	\$436.19	\$506.21	\$1,103.40	\$1,143.72
Work Hours/Product:	11.37	3.60	4.34	11.35	11.35
Activity 484150 - Employee Training for Recruitment and Selection Employees					
Product: An Employee Trained					
Costs:	\$23,729	\$26,170	\$26,590	\$27,190	\$28,001
Products:	3	3	3	3	3
Work Hours:	187	225	204	225	225
Product Cost:	\$7,909.55	\$8,723.41	\$8,863.32	\$9,063.44	\$9,333.76
Work Hours/Product:	62.33	75.00	68.00	75.00	75.00
Activity 484160 - Perform Background Investigations - Conducting Background Investigations for all Non-Sworn Public Safety Positions					
Product: A Background Completed					
Costs:	\$0	\$0	\$0	\$34,216	\$35,184
Products:	0	0	0	10	10
Work Hours:	0	0	0	310	310
Product Cost:	\$0.00	\$0.00	\$0.00	\$3,421.59	\$3,518.38
Work Hours/Product:	0.00	0.00	0.00	31.00	31.00

**City of Sunnyvale
Program Performance Budget**

Program 484 - Personnel and Training Services

Service Delivery Plan 48401 - Recruitment and Selection

	<u>2006/2007</u>	<u>2007/2008</u>	<u>2007/2008</u>	<u>2008/2009</u>	<u>2009/2010</u>
	Actual	Budget	Actual	Budget	Plan
Activity 484800 - Supervisory Services for Recruitment and Selection - Includes Supervision of Staff and Activities In Support of Recruitment and Selection					
Product: A Work Hour					
Costs:	\$50,820	\$43,316	\$49,234	\$53,815	\$55,394
Products:	366	306	356	366	366
Work Hours:	366	306	356	366	366
Product Cost:	\$138.85	\$141.55	\$138.30	\$147.03	\$151.35
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 484840 - Administrative Support Services for Recruitment and Selection					
Product: A Work Hour					
Costs:	\$14,982	\$30,526	\$17,361	\$20,270	\$21,566
Products:	252	550	289	350	350
Work Hours:	252	550	289	350	350
Product Cost:	\$59.57	\$55.50	\$60.18	\$57.91	\$61.62
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 484810 - Management Services for Recruitment and Selection					
Product: A Work Hour					
Costs:	\$38,385	\$34,520	\$37,323	\$36,166	\$36,702
Products:	212	200	206	200	200
Work Hours:	212	200	206	200	200
Product Cost:	\$181.06	\$172.60	\$181.18	\$180.83	\$183.51
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Totals for Service Delivery Plan 48401 - Recruitment and Selection					
Costs:	\$443,764	\$468,655	\$529,818	\$459,399	\$474,209
Hours:	4,090	4,651	4,785	4,236	4,236

**City of Sunnyvale
Program Performance Budget**

Program 484 - Personnel and Training Services

Service Delivery Plan 48402 - Initial Training Services

Ensure that appropriate training resources that meet Federal, State and Department requirements are provided to new Public Safety Officers, by:

- Providing Police Academy Training,
- Providing Fire Academy Training,
- Providing Field Training, and
- Providing Emergency Medical Technician Training.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 484 - Personnel and Training Services

Service Delivery Plan 48402 - Initial Training Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 484200 - Coordinate and Support of Police Academy					
Product: An Academy Participant					
Costs:	\$58,868	\$54,669	\$58,996	\$57,985	\$59,554
Products:	12	14	16	12	7
Work Hours:	476	450	486	450	450
Product Cost:	\$4,905.66	\$3,904.92	\$3,687.27	\$4,832.07	\$8,507.66
Work Hours/Product:	39.67	32.14	30.40	37.50	64.29
Activity 484210 - Provide Base Fire Training - Fire Academy Training					
Product: An Academy Participant					
Costs:	\$57,037	\$54,669	\$56,211	\$57,985	\$59,554
Products:	3	11	11	18	18
Work Hours:	460	450	454	450	450
Product Cost:	\$19,012.30	\$4,969.89	\$5,110.10	\$3,221.38	\$3,308.53
Work Hours/Product:	153.33	40.91	41.27	25.00	25.00
Activity 484220 - Provide Police Field Training - Police Field Training Officer Training					
Product: A Recruit Trained					
Costs:	\$47,299	\$44,491	\$46,933	\$47,128	\$48,436
Products:	10	11	10	18	7
Work Hours:	373	360	372	360	360
Product Cost:	\$4,729.90	\$4,044.60	\$4,693.34	\$2,618.25	\$6,919.48
Work Hours/Product:	37.30	32.73	37.20	20.00	51.43

**City of Sunnyvale
Program Performance Budget**

Program 484 - Personnel and Training Services

Service Delivery Plan 48402 - Initial Training Services

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 484230 - Provide Base EMS Training - Emergency Medical Technician (EMT) Training					
Product: A Course Participant					
Costs:	\$1,322	\$13,408	\$21,662	\$3,530	\$3,639
Products:	0	11	14	18	18
Work Hours:	0	100	23	25	25
Product Cost:	\$0.00	\$1,218.89	\$1,547.31	\$196.11	\$202.17
Work Hours/Product:	0.00	9.09	1.64	1.39	1.39
Activity 484850 - Supervisory Services for Initial Training Services - Includes Supervision of Staff and Activities In Support of Initial Training					
Product: A Work Hour					
Costs:	\$12,839	\$19,846	\$12,236	\$12,156	\$12,523
Products:	92	144	89	84	84
Work Hours:	92	144	89	84	84
Product Cost:	\$139.55	\$137.82	\$138.26	\$144.72	\$149.08
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 484860 - Administrative Support Services for Initial Training Services					
Product: A Work Hour					
Costs:	\$14,803	\$20,279	\$15,831	\$11,111	\$11,831
Products:	252	370	260	195	195
Work Hours:	252	370	260	195	195
Product Cost:	\$58.86	\$54.81	\$61.01	\$56.98	\$60.67
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00

**City of Sunnyvale
Program Performance Budget**

Program 484 - Personnel and Training Services

Service Delivery Plan 48402 - Initial Training Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 484820 - Management Services for Initial Training Services					
Product: A Work Hour					
Costs:	\$53,625	\$34,520	\$26,441	\$35,582	\$36,139
Products:	202	200	206	200	200
Work Hours:	202	200	206	200	200
Product Cost:	\$265.47	\$172.60	\$128.35	\$177.91	\$180.70
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Totals for Service Delivery Plan 48402 - Initial Training Services					
Costs:	\$245,793	\$241,881	\$238,312	\$225,476	\$231,676
Hours:	1,855	2,074	1,889	1,764	1,764

**City of Sunnyvale
Program Performance Budget**

Program 484 - Personnel and Training Services

Service Delivery Plan 48403 - Sworn Training Services

Ensure that the continuing and ongoing training needs of the Department are met, and that the Emergency Medical Services quality needs of the community are met, by:

- Providing continuing Police Professional Training,
- Providing continuing Fire Professional Training,
- Providing continuing Emergency Medical Services Professional Training,
- Providing Emergency Medical Services Quality Improvement, and
- Providing Emergency Medical Services Public Education.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 484 - Personnel and Training Services

Service Delivery Plan 48403 - Sworn Training Services

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 484310 - Coordination Fire Continuous Professional Training (CPT) - In-Service Fire Training for Sworn Personnel					
Product: A Course Participant					
Costs:	\$304,095	\$286,671	\$317,794	\$299,659	\$307,306
Products:	1,000	1,000	1,027	1,000	1,000
Work Hours:	1,635	1,550	1,727	1,625	1,625
Product Cost:	\$304.09	\$286.67	\$309.44	\$299.66	\$307.31
Work Hours/Product:	1.64	1.55	1.68	1.63	1.63
Activity 484320 - Coordination Emergency Medical Services Continuous Professional Training (CPT) - In-Service EMS Training for Sworn Personnel					
Product: A Course Participant					
Costs:	\$242,976	\$235,779	\$231,857	\$274,996	\$282,379
Products:	306	200	968	300	300
Work Hours:	1,475	1,420	1,479	1,670	1,670
Product Cost:	\$794.04	\$1,178.90	\$239.52	\$916.65	\$941.26
Work Hours/Product:	4.82	7.10	1.53	5.57	5.57
Activity 484330 - Medical Event Review - Review of Medical Events and Providing of Quality Improvement Direction [DELETED - Moved to 484080]					
Product: A Report Generated					
Costs:	\$34,239	\$130,343	\$27,634	\$0	\$0
Products:	0	13	0	0	0
Work Hours:	0	1,740	0	0	0
Product Cost:	\$0.00	\$10,026.39	\$0.00	\$0.00	\$0.00
Work Hours/Product:	0.00	133.85	0.00	0.00	0.00

**City of Sunnyvale
Program Performance Budget**

Program 484 - Personnel and Training Services

Service Delivery Plan 48403 - Sworn Training Services

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 484870 - Supervisory Services for Sworn Training Services - Includes Supervision of Staff and Activities In Support of Sworn Training					
Product: A Work Hour					
Costs:	\$20,992	\$41,346	\$57,652	\$36,179	\$37,271
Products:	152	300	420	250	250
Work Hours:	152	300	420	250	250
Product Cost:	\$138.56	\$137.82	\$137.27	\$144.72	\$149.08
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 484880 - Administrative Support Services for Sworn Training Services					
Product: A Work Hour					
Costs:	\$86,463	\$76,561	\$59,888	\$86,441	\$92,048
Products:	1,697	1,560	1,168	1,760	1,760
Work Hours:	1,697	1,560	1,168	1,760	1,760
Product Cost:	\$50.95	\$49.08	\$51.30	\$49.11	\$52.30
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 484000 - Firearms Training					
Product: Total Number of Proficiency Demonstrations					
Costs:	\$181,029	\$108,310	\$161,821	\$179,496	\$183,530
Products:	491	210	466	500	500
Work Hours:	1,588	935	1,394	1,435	1,435
Product Cost:	\$368.70	\$515.76	\$347.26	\$358.99	\$367.06
Work Hours/Product:	3.23	4.45	2.99	2.87	2.87

**City of Sunnyvale
Program Performance Budget**

Program 484 - Personnel and Training Services

Service Delivery Plan 48403 - Sworn Training Services

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 484010 - Firearms Maintenance					
Product: A Weapon Maintained					
Costs:	\$54,370	\$108,310	\$52,322	\$53,678	\$54,842
Products:	236	300	328	250	250
Work Hours:	495	935	459	435	435
Product Cost:	\$230.38	\$361.03	\$159.52	\$214.71	\$219.37
Work Hours/Product:	2.10	3.12	1.40	1.74	1.74
Activity 484020 - Police Training - Coordination of Training					
Product: A Course Participant					
Costs:	\$454,800	\$387,439	\$461,050	\$415,708	\$425,185
Products:	677	1,000	641	800	800
Work Hours:	1,773	1,550	1,489	1,650	1,650
Product Cost:	\$671.79	\$387.44	\$719.27	\$519.64	\$531.48
Work Hours/Product:	2.62	1.55	2.32	2.06	2.06
Activity 484040 - Teaching Police Continuous Professional Training (CPT)					
Product: A Course Participant Taught					
Costs:	\$57,205	\$69,937	\$53,946	\$52,697	\$53,466
Products:	238	13	169	300	300
Work Hours:	513	650	486	475	475
Product Cost:	\$240.36	\$5,379.79	\$319.21	\$175.66	\$178.22
Work Hours/Product:	2.15	50.00	2.88	1.58	1.58

**City of Sunnyvale
Program Performance Budget**

Program 484 - Personnel and Training Services

Service Delivery Plan 48403 - Sworn Training Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 484050 - Teaching Fire Continuous Professional Training (CPT)					
Product: A Course Participant Taught					
Costs:	\$72,777	\$83,474	\$77,121	\$88,010	\$89,307
Products:	56	26	340	425	425
Work Hours:	690	800	705	800	800
Product Cost:	\$1,299.59	\$3,210.53	\$226.83	\$207.08	\$210.13
Work Hours/Product:	12.33	30.77	2.07	1.88	1.88
Activity 484060 - Teaching Emergency Medical Services Continuous Professional Training (CPT)					
Product: A Course Participant Taught					
Costs:	\$3,859	\$40,352	\$7,915	\$11,957	\$12,200
Products:	119	13	227	125	125
Work Hours:	32	350	61	100	100
Product Cost:	\$32.43	\$3,104.01	\$34.87	\$95.65	\$97.60
Work Hours/Product:	0.27	26.92	0.27	0.80	0.80
Activity 484070 - Employee Training Within Sworn Training Services					
Product: An Employee Trained					
Costs:	\$42,251	\$59,488	\$121,329	\$62,292	\$64,311
Products:	140	6	5	6	6
Work Hours:	339	500	929	500	500
Product Cost:	\$301.80	\$9,914.62	\$24,265.76	\$10,381.99	\$10,718.55
Work Hours/Product:	2.42	83.33	185.80	83.33	83.33

**City of Sunnyvale
Program Performance Budget**

Program 484 - Personnel and Training Services

Service Delivery Plan 48403 - Sworn Training Services

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 484080 - Medical Event Review - Review of Medical Events and Providing of Quality Improvement Direction					
Product: An Event Reviewed					
Costs:	\$0	\$0	\$0	\$130,455	\$138,916
Products:	0	0	0	1,300	1,300
Work Hours:	0	0	0	1,740	1,740
Product Cost:	\$0.00	\$0.00	\$0.00	\$100.35	\$106.86
Work Hours/Product:	0.00	0.00	0.00	1.34	1.34
Activity 484830 - Management Services for Sworn Training Services					
Product: A Work Hour					
Costs:	\$50,695	\$52,582	\$40,101	\$49,937	\$50,715
Products:	216	200	206	200	200
Work Hours:	216	200	206	200	200
Product Cost:	\$234.70	\$262.91	\$194.67	\$249.69	\$253.57
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Totals for Service Delivery Plan 48403 - Sworn Training Services					
Costs:	\$1,605,800	\$1,680,593	\$1,670,429	\$1,741,506	\$1,791,475
Hours:	10,604	12,490	10,522	12,640	12,640

**City of Sunnyvale
Program Performance Budget**

Program 484 - Personnel and Training Services

		<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Totals for Program 484	Costs:	\$2,295,357	\$2,391,129	\$2,438,559	\$2,426,381	\$2,497,360
	Hours:	16,548	19,215	17,197	18,640	18,640

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City of Sunnyvale

Program Performance Budget

Program 485 - Investigation Services

Program Performance Statement

Ensure community safety by conducting effective and efficient police criminal investigations, fire and hazardous materials investigations, and by providing inspection and permitting services, by:

- Managing the program budget to stay within planned costs,
- Providing effective crime analysis,
- Conducting thorough criminal investigations for person and property crimes,
- Conducting thorough fire and hazardous materials investigations,
- Maintaining effective and proactive deployment of the Community Crimes Unit to address narcotics, prostitution, and gang related investigations,
- Maintaining outside service contracts with the Santa Clara County Crime Lab and California Identification Systems to support case investigations,
- Providing liaison to the District Attorney's Office to ensure proper filing of cases submitted for prosecution,
- Utilizing the Community Crimes Unit to conduct thorough and proactive police operations in the investigation and prevention of violent crime, gang activity, or crime series occurring in the community,
- Reviewing regular building plan checks and fire safety related plan checks,
- Conducting comprehensive construction, fire safety and hazardous materials site inspections,
- Providing origin and fire cause investigation and the origin of hazardous materials releases, and
- Ensuring that mandated training and certification standards are provided effectively for all employees within this program.

Notes

1. Three year average is calculated using fiscal years 2004/2005, 2005/2006 and 2006/2007.

**City of Sunnyvale
Program Performance Budget**

Program 485 - Investigation Services

Program Measures

	Priority	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
<u>Quality</u>						
Q1. All State and Department mandated training will be completed by 100% of employees within this program on an annual basis.	M					
- Percent		100.00%	100.00%	100.00%	100.00%	100.00%
- Number of Employees		28.00	4.00	28.00	28.00	28.00
Q2. The Clearance Rate for FBI Violent Crimes of murder, forcible rape, robbery and aggravated assault will be maintained at or above the rolling 3-year average.	C					
- Current Year Clearance Rate		59.80	59.60	55.20	60.00	60.00
- Rolling 3-Year Average Clearance Rate		64.00	64.00	64.50	64.00	64.00
- Number of Clearances		110.00	114.00	77.00	114.00	114.00
Q3. No more than 1% of hazmat permitted facilities will have a Hazmat Release to the environment annually.	C					
- Percent		0.78%	1.00%	0.33%	0.78%	0.78%
- Total Permitted Facilities		7.00	7.00	3.00	895.00	895.00
Q4. The Santa Clara District Attorney's Office will file charges on felony cases.	I					
- Percent of Time Charges Are Filed		92.00%	95.00%	90.00%	95.00%	95.00%
- Cases		838.00	305.00	651.00	838.00	838.00

**City of Sunnyvale
Program Performance Budget**

Program 485 - Investigation Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
		Actual	Budget	Actual	Budget	Plan
<u>Priority</u>						
<u>Productivity</u>						
P1.	For the current fiscal year, Sunnyvale's Violent Crime Rate as defined by the FBI, for the crimes of murder, forcible rape, robbery, and aggravated assault will be maintained at or below the rolling 3-year average.	C				
	- Current Year Crime Rate/Per 100,000 Population	124.00	137.00	106.15	124.00	124.00
	- Rolling 3-Year Average Crime Rate	144.00	142.00	142.47	144.00	144.00
	- Number of Crimes	168.00	181.00	146.00	168.00	168.00
P2.	For the most recent calendar year, Sunnyvale's Violent Crime Rate as defined by the FBI, for the crimes of murder, forcible rape, robbery, and aggravated assault will be 55% below the average of the cities of Mountain View and Santa Clara.	C				
	- Sunnyvale Crime Rate/Per 100,000 Population	138.00	124.00	113.50	130.00	130.00
	- Average Crime Rate of Mountain View and Santa Clara	288.00	298.00	263.90	288.00	288.00
	- Number of Crimes	184.00	303.00	154.00	184.00	184.00
P3.	For the current fiscal year, Sunnyvale's Property Crime Rate as defined by the FBI, for burglary, motor vehicle theft and auto burglary will be maintained at or below the rolling 3-year average.	C				
	- Current Year Crime Rate/Per 100,000 Population	1,163.00	1,078.00	1,139.30	1,163.00	1,163.00
	- Rolling 3-Year Average Crime Rate	1,160.00	1,145.00	1,157.60	1,160.00	1,160.00
	- Number of Crimes	1,578.00	1,424.00	1,567.00	1,578.00	1,578.00
P4.	For the most recent calendar year, Sunnyvale's Property Crime Rate defined by the FBI, for burglary, motor vehicle theft and auto burglary will be 20% below the average of the cities of Mountain View and Santa Clara.	C				
	- Sunnyvale Crime Rate/Per 100,000 Population	1,971.00	2,199.00	1,937.00	2,447.00	2,447.00
	- Average Crime Rate of Mountain View and Santa Clara	3,059.00	3,078.00	2,542.00	3,059.00	3,059.00
	- Number of Crimes	2,632.00	2,999.00	2,629.00	2,632.00	2,632.00
P5.	In all Fire Investigations, the origin and cause investigation will be completed within 30 days of incident.	C				
	- Percent Complete Within 30 Days	91.00%	90.00%	84.00%	91.00%	91.00%
	- Fire Investigations	23.00	23.00	37.00	30.00	30.00

**City of Sunnyvale
Program Performance Budget**

Program 485 - Investigation Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Productivity</u>						
P6. Cause of Hazmat Release will be determined.	C					
- Percent of Cause Determined		100.00%	100.00%	100.00%	100.00%	100.00%
- Hazmat Investigations		7.00	7.00	3.00	7.00	7.00
P7. The Community Crimes Unit (CCU) will respond to community needs by investigating crimes utilizing crime analysis and RMS data 75% of the time, while the remaining 25% of the time will be allocated to proactive investigations.	I					
- Percent of Investigations Using Crime Analysis		61.50%	75.00%	70.30%	75.00%	75.00%
- Percent of Proactive Investigations		38.50%	25.00%	29.70%	25.00%	25.00%
P8. For the current fiscal year , Sunnyvale's Crime rate as defined by the FBI, for the crimes of murder, forcible rape, robbery, aggravated assault, burglary, motor vehicle theft and grand theft will be maintained at or below the rolling 3-year average.	I					
- Current Year Crime Rate/Per 100,000 Population		2,056.00	2,222.00	1,966.00	2,056.00	2,056.00
- Rolling 3-Year Average Crime Rate		2,214.00	2,251.00	2,213.90	2,214.00	2,214.00
- Number of Crimes		2,791.00	2,934.00	2,704.00	2,791.00	2,791.00
P9. For the most recent calendar year, Sunnyvale's Crime rate as defined by the FBI, for the crimes of murder, forcible rape, robbery, aggravated assault, burglary, motor vehicle theft and grand theft will be 25% below the average of the cities of Mountain View and Santa Clara.	I					
- Sunnyvale Crime Rate/Per 100,000 Population		2,109.00	2,323.00	2,051.00	2,510.00	2,510.00
- Average Crime Rate of Mountain View and Santa Clara		3,347.00	3,376.00	2,806.00	3,347.00	3,347.00
- Number of Crimes		3,302.00	3,302.00	3,661.00	3,302.00	3,302.00
P10. Review of regular building plan checks by the Fire Prevention unit will be completed within 21 days.	I					
- Percent Completed Within 21 Days		61.00%	90.00%	51.00%	90.00%	90.00%
- Plans Processed		627.00	14.00	1,065.00	630.00	630.00
P11. Review of resubmitted regular building plan checks by the Fire Prevention unit will be completed within 14 days.	I					
- Percent Completed Within 14 Days		69.00%	90.00%	51.00%	90.00%	90.00%
- Plans Processed		1,899.00	700.00	2,229.00	1,900.00	1,900.00

**City of Sunnyvale
Program Performance Budget**

Program 485 - Investigation Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Productivity</u>						
P12. Regular Fire Prevention Plan Checks will be reviewed within 21 days.	I					
- Percent Reviewed Within 21 Days		86.00%	80.00%	92.00%	90.00%	90.00%
- Number of Plan Checks		394.00	230.00	780.00	400.00	400.00
P13. Requests for first available fire safety construction inspections will be completed within two (2) business days.	I					
- Percent Completed Within Two Business Days		23.00%	90.00%	12.00%	90.00%	90.00%
- Number of Inspections		4,796.00	1,480.00	1,429.00	4,800.00	4,800.00
P14. Fire Safety Inspections are conducted annually at permitted Sunnyvale facilities.	I					
- Percent of Permitted Sunnyvale Facilities Inspected		62.00%	65.00%	68.90%	65.00%	65.00%
- Number of Inspections		604.00	650.00	409.00	614.00	614.00
P15. Fire prevention inspected facilities found to have violations shall be brought into compliance within 60 days.	I					
- Percent Compliance Within 60 Days		59.00%	90.00%	82.20%	90.00%	90.00%
- Number of Facilities With Violations		200.00	230.00	540.00	210.00	210.00
P16. Regular Hazmat Plan Checks will be reviewed within seven (7) business days of receipt.	I					
- Percent Reviewed Within Seven Business Days		98.00%	95.00%	95.00%	98.00%	98.00%
- Number of Plan Checks		200.00	112.00	198.00	200.00	200.00
P17. Hazmat inspected facilities found to have violations shall be brought into compliance within 60 days.	I					
- Percent Compliance Within 60 Days		90.00%	85.00%	90.00%	90.00%	90.00%
- Number of Facilities		319.00	388.00	442.00	330.00	330.00
P18. Annual Hazmat Safety Inspections are conducted at permitted Sunnyvale facilities.	I					
- Percent Conducted		100.00%	98.00%	100.00%	98.00%	98.00%
- An Inspection Visit		974.00	1,466.00	1,035.00	895.00	895.00

**City of Sunnyvale
Program Performance Budget**

Program 485 - Investigation Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Productivity</u>						
P19. Fire Safety Inspections are conducted annually at non-permitted Sunnyvale facilities.	I					
- Percent of Permitted Sunnyvale Facilities Inspected		NA	NA	NA	65.00%	65.00%
- Number of Inspections		NA	NA	NA	974.00	974.00
P20. Crime Analysis reports are completed within 21 days of request.	D					
- Percent Completed Within 21 Days		100.00%	90.00%	100.00%	98.00%	98.00%
- Number of Reports		741.00	600.00	269.00	770.00	770.00
<u>Cost Effectiveness</u>						
C1. The average cost to conduct a hazmat inspection will be maintained at the rolling 3-year average.	I					
- Current Year Target Cost		\$282.21	\$305.19	\$282.82	\$276.68	\$296.08
- 3-Year Average		\$304.33	\$297.00	\$304.32	\$304.33	\$304.33
<u>Financial</u>						
F1. Actual total expenditures for Investigative Services will not exceed planned program expenditures.	C					
- Total Program Expenditures [DELETED]		\$6,224,460.00	\$6,072,504.67	\$6,272,446.37	NA	NA
- Percent of Total Program Budget Expended		NA	NA	NA	100.00%	100.00%

Priority Legend

- M: Mandatory
- C: Council Highest Priority
- I: Important
- D: Desirable

City of Sunnyvale
Program Performance Budget

Program 485 - Investigation Services

Service Delivery Plan 48501 - Police Investigations

Solve crime by conducting thorough criminal investigations to identify the persons responsible for the crimes and working with the District Attorney's office to successfully prosecute criminals, by:

- Providing effective crime analysis,
- Conducting thorough criminal investigations for person and property crimes,
- Maintaining outside service contracts with the Santa Clara County Crime Lab and California Identification Systems to support case investigations,
- Providing a liaison to the District Attorney's Office to ensure proper filing of cases submitted for prosecution, and
- Utilizing Community Crimes Unit (CCU) to identify, target and investigate crime series, narcotics, prostitution gang-related, and violent crimes within the City.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 485 - Investigation Services

Service Delivery Plan 48501 - Police Investigations

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 485100 - Provide Homicide/Death Investigations					
Product: A Case Investigation					
Costs:	\$388,803	\$354,494	\$517,424	\$435,295	\$444,568
Products:	126	105	115	125	125
Work Hours:	3,377	2,941	4,553	3,400	3,400
Product Cost:	\$3,085.74	\$3,376.13	\$4,499.33	\$3,482.36	\$3,556.54
Work Hours/Product:	26.80	28.01	39.59	27.20	27.20
Activity 485110 - Provide Rape Investigations					
Product: A Case Investigation					
Costs:	\$151,463	\$84,273	\$175,994	\$165,488	\$168,971
Products:	46	47	30	45	45
Work Hours:	1,240	705	1,461	1,300	1,300
Product Cost:	\$3,292.67	\$1,793.05	\$5,866.48	\$3,677.51	\$3,754.90
Work Hours/Product:	26.95	15.00	48.70	28.89	28.89
Activity 485120 - Provide Robbery Investigations					
Product: A Case Investigation					
Costs:	\$240,522	\$219,759	\$200,984	\$243,171	\$248,375
Products:	88	66	52	85	85
Work Hours:	1,966	1,826	1,649	1,900	1,900
Product Cost:	\$2,733.21	\$3,329.68	\$3,865.08	\$2,860.84	\$2,922.06
Work Hours/Product:	22.35	27.67	31.70	22.35	22.35

**City of Sunnyvale
Program Performance Budget**

Program 485 - Investigation Services

Service Delivery Plan 48501 - Police Investigations

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 485130 - Provide Aggravated Assault Investigations					
Product: A Case Investigation					
Costs:	\$161,728	\$120,959	\$266,900	\$186,218	\$190,108
Products:	86	94	82	90	90
Work Hours:	1,329	1,014	2,179	1,466	1,466
Product Cost:	\$1,880.56	\$1,286.80	\$3,254.88	\$2,069.09	\$2,112.31
Work Hours/Product:	15.45	10.79	26.58	16.29	16.29
Activity 485140 - Provide Child Abuse Investigations					
Product: A Case Investigation					
Costs:	\$392,089	\$330,061	\$340,489	\$415,573	\$424,606
Products:	149	107	100	149	149
Work Hours:	3,181	2,727	2,736	3,230	3,230
Product Cost:	\$2,631.47	\$3,084.69	\$3,404.89	\$2,789.08	\$2,849.71
Work Hours/Product:	21.35	25.49	27.36	21.68	21.68
Activity 485150 - Provide Other Persons Crimes Investigations					
Product: A Case Investigation					
Costs:	\$203,061	\$414,919	\$192,504	\$233,650	\$238,809
Products:	331	451	388	354	354
Work Hours:	1,627	3,424	1,593	1,800	1,800
Product Cost:	\$613.48	\$920.00	\$496.14	\$660.03	\$674.60
Work Hours/Product:	4.92	7.59	4.10	5.08	5.08

**City of Sunnyvale
Program Performance Budget**

Program 485 - Investigation Services

Service Delivery Plan 48501 - Police Investigations

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 485160, 485161, 485162 - Provide Community Crimes Unit Investigations Related to Crime Series, Narcotics, Gangs, Which are Identified Via Crime Analysis or Information From Patrol Ops					
Product: A Case Investigation					
Costs:	\$742,428	\$684,958	\$446,939	\$598,529	\$612,738
Products:	187	275	175	200	200
Work Hours:	5,983	5,450	3,455	4,450	4,450
Product Cost:	\$3,970.20	\$2,490.76	\$2,553.94	\$2,992.64	\$3,063.69
Work Hours/Product:	31.99	19.82	19.74	22.25	22.25
Activity 485170 - Provide Burglary Investigations					
Product: A Case Investigation					
Costs:	\$551,522	\$452,298	\$491,168	\$594,889	\$607,751
Products:	536	500	393	541	541
Work Hours:	4,442	3,735	3,904	4,627	4,627
Product Cost:	\$1,028.96	\$904.60	\$1,249.79	\$1,099.61	\$1,123.38
Work Hours/Product:	8.29	7.47	9.93	8.55	8.55
Activity 485180, 485181 - Provide Identity Theft Investigations					
Product: A Case Investigation					
Costs:	\$282,662	\$350,606	\$331,703	\$27,143	\$27,797
Products:	1,744	1,763	1,886	75	80
Work Hours:	2,180	2,839	2,580	200	200
Product Cost:	\$162.08	\$198.87	\$175.88	\$361.91	\$347.46
Work Hours/Product:	1.25	1.61	1.37	2.67	2.50

**City of Sunnyvale
Program Performance Budget**

Program 485 - Investigation Services

Service Delivery Plan 48501 - Police Investigations

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 485190 - Provide Special Investigations					
Product: A Case Investigation					
Costs:	\$54,451	\$49,732	\$35,925	\$52,469	\$53,630
Products:	541	324	528	550	550
Work Hours:	410	400	272	400	400
Product Cost:	\$100.65	\$153.49	\$68.04	\$95.40	\$97.51
Work Hours/Product:	0.76	1.23	0.52	0.73	0.73
Activity 485800 - Supervisory Services for Police Investigations - Includes Supervision of Staff and Activities In Support of Investigations					
Product: A Work Hour					
Costs:	\$157,061	\$82,136	\$168,391	\$86,599	\$89,219
Products:	1,122	600	1,233	600	600
Work Hours:	1,122	600	1,233	600	600
Product Cost:	\$139.98	\$136.89	\$136.57	\$144.33	\$148.70
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 485840 - Administrative Support Services for Police Investigations					
Product: A Work Hour					
Costs:	\$177,339	\$177,212	\$189,619	\$183,675	\$195,238
Products:	3,473	3,614	3,858	3,614	3,614
Work Hours:	3,473	3,614	3,858	3,614	3,614
Product Cost:	\$51.06	\$49.03	\$49.15	\$50.82	\$54.02
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00

**City of Sunnyvale
Program Performance Budget**

Program 485 - Investigation Services

Service Delivery Plan 48501 - Police Investigations

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 485000 - Provide Crime Analysis - Provide for Crime Analysis and Tracking of Crime Trends					
Product: A Report					
Costs:	\$141,693	\$137,963	\$79,619	\$138,032	\$146,989
Products:	741	770	281	770	770
Work Hours:	1,801	1,790	995	1,790	1,790
Product Cost:	\$191.22	\$179.17	\$283.34	\$179.26	\$190.89
Work Hours/Product:	2.43	2.32	3.54	2.32	2.32
Activity 485040 - Employee Training for Investigations					
Product: An Employee Trained					
Costs:	\$136,065	\$158,861	\$202,656	\$147,424	\$151,275
Products:	0	18	0	18	18
Work Hours:	1,146	1,296	1,622	1,176	1,176
Product Cost:	\$0.00	\$8,825.59	\$0.00	\$8,190.25	\$8,404.17
Work Hours/Product:	0.00	72.00	0.00	65.33	65.33
Activity 485050, 485051, 485052 - Other Property Crimes					
Product: A Case Investigation					
Costs:	\$0	\$0	\$0	\$305,034	\$311,967
Products:	0	0	0	1,715	1,735
Work Hours:	0	0	0	2,323	2,323
Product Cost:	\$0.00	\$0.00	\$0.00	\$177.86	\$179.81
Work Hours/Product:	0.00	0.00	0.00	1.35	1.34

**City of Sunnyvale
Program Performance Budget**

Program 485 - Investigation Services

Service Delivery Plan 48501 - Police Investigations

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 485810 - Management Services for Police Investigations					
Product: A Work Hour					
Costs:	\$362,396	\$310,158	\$389,656	\$309,997	\$314,866
Products:	2,097	1,570	2,178	1,570	1,570
Work Hours:	2,097	1,570	2,178	1,570	1,570
Product Cost:	\$172.82	\$197.55	\$178.91	\$197.45	\$200.55
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Totals for Service Delivery Plan 48501 - Police Investigations					
Costs:	\$4,143,282	\$3,928,389	\$4,029,971	\$4,123,186	\$4,226,908
Hours:	35,374	33,931	34,268	33,846	33,846

City of Sunnyvale
Program Performance Budget

Program 485 - Investigation Services

Service Delivery Plan 48502 - Fire Prevention and Engineering

Minimize loss of life and property damage from fire by conducting a plan review program and a permitting and inspection program to ensure Fire Prevention code compliance within the community, by:

- Conducting Fire Safety Inspections,
- Completing building plan checks,
- Completing Fire Safety plan checks,
- Completing Fire Safety construction inspections,
- Investigating and determining fire causes, and
- Developing a close working relationship with the Community Development Department to streamline building permitting and inspection processes.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 485 - Investigation Services

Service Delivery Plan 48502 - Fire Prevention and Engineering

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 485200, 485201, 485202, 485203, 485204 - Provide Fire Safety Inspections - Conduct Fire Safety Inspections at Permitted Facilities					
Product: An Inspection Visit					
Costs:	\$203,667	\$305,969	\$284,100	\$201,972	\$209,375
Products:	1,068	1,780	1,021	913	913
Work Hours:	1,665	2,579	2,357	1,584	1,584
Product Cost:	\$190.70	\$171.89	\$278.26	\$221.22	\$229.33
Work Hours/Product:	1.56	1.45	2.31	1.73	1.73
Activity 485210 - Provide Construction Inspections - Conduct Fire Safety Inspections at Building Construction Sites [DELETED]					
Product: An Inspection Visit					
Costs:	\$353,449	\$288,716	\$208,497	\$0	\$0
Products:	4,866	4,440	3,645	0	0
Work Hours:	3,863	3,203	2,216	0	0
Product Cost:	\$72.64	\$65.03	\$57.20	\$0.00	\$0.00
Work Hours/Product:	0.79	0.72	0.61	0.00	0.00
Activity 485220 - Provide Fire Cause Investigations - Includes the Investigation and Determination of the Cause of Fires					
Product: A Fire Investigated					
Costs:	\$79,620	\$102,659	\$102,954	\$104,591	\$108,153
Products:	23	30	37	30	30
Work Hours:	666	900	861	850	850
Product Cost:	\$3,461.74	\$3,421.97	\$2,782.54	\$3,486.37	\$3,605.08
Work Hours/Product:	28.97	30.00	23.26	28.33	28.33

**City of Sunnyvale
Program Performance Budget**

Program 485 - Investigation Services

Service Delivery Plan 48502 - Fire Prevention and Engineering

	<u>2006/2007</u>	<u>2007/2008</u>	<u>2007/2008</u>	<u>2008/2009</u>	<u>2009/2010</u>
	Actual	Budget	Actual	Budget	Plan
Activity 485230 - Provide Consultation and Coordination - Provision of Consultation with City Departments, Developers, Construction Companies, and the Community					
Product: A Contact Made					
Costs:	\$137,361	\$148,492	\$166,854	\$90,692	\$94,412
Products:	1,108	1,350	1,358	650	650
Work Hours:	1,108	1,350	1,358	650	650
Product Cost:	\$124.01	\$109.99	\$122.90	\$139.53	\$145.25
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 485240 - Provide Plan Review for Fire Prevention - Review of Plans by Fire Marshall and/or Engineers for Fire and Building Safety [DELETED]					
Product: A Plan Processed					
Costs:	\$138,530	\$198,982	\$176,580	\$0	\$0
Products:	2,231	1,543	1,631	0	0
Work Hours:	1,530	2,060	1,897	0	0
Product Cost:	\$62.09	\$128.96	\$108.26	\$0.00	\$0.00
Work Hours/Product:	0.69	1.34	1.16	0.00	0.00
Activity 485260 - Employee Training for Fire Prevention Unit					
Product: An Employee Trained					
Costs:	\$78,425	\$51,393	\$66,942	\$65,979	\$67,659
Products:	1	7	0	4	4
Work Hours:	706	448	569	518	518
Product Cost:	\$78,425.16	\$7,341.79	\$0.00	\$16,494.69	\$16,914.72
Work Hours/Product:	706.00	64.00	0.00	129.50	129.50

**City of Sunnyvale
Program Performance Budget**

Program 485 - Investigation Services

Service Delivery Plan 48502 - Fire Prevention and Engineering

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 485270, 485271 - Provide Fire Safety Inspections - Conduct Fire Safety Inspections at Non-Permitted Facilities					
Product: An Inspection Visit					
Costs:	\$0	\$0	\$0	\$74,520	\$77,251
Products:	0	0	0	337	337
Work Hours:	0	0	0	585	585
Product Cost:	\$0.00	\$0.00	\$0.00	\$221.13	\$229.23
Work Hours/Product:	0.00	0.00	0.00	1.74	1.74
Activity 485860 - Supervisory Services for Fire Prevention - Includes Supervision of Staff and Activities In Support of Fire Prevention					
Product: A Work Hour					
Costs:	\$126,395	\$95,826	\$94,520	\$70,722	\$72,863
Products:	894	700	675	490	490
Work Hours:	894	700	675	490	490
Product Cost:	\$141.41	\$136.89	\$139.97	\$144.33	\$148.70
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 485890 - Administrative Support Services for Fire Prevention					
Product: A Work Hour					
Costs:	\$40,815	\$43,777	\$41,490	\$30,647	\$32,635
Products:	799	892	806	624	624
Work Hours:	799	892	806	624	624
Product Cost:	\$51.08	\$49.08	\$51.47	\$49.11	\$52.30
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00

**City of Sunnyvale
Program Performance Budget**

Program 485 - Investigation Services

Service Delivery Plan 48502 - Fire Prevention and Engineering

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 485820 - Management Services for Fire Prevention					
Product: A Work Hour					
Costs:	\$101,273	\$98,843	\$294,836	\$75,627	\$76,817
Products:	383	520	356	400	400
Work Hours:	383	520	356	400	400
Product Cost:	\$264.35	\$190.08	\$829.36	\$189.07	\$192.04
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Totals for Service Delivery Plan 48502 - Fire Prevention and Engineering					
Costs:	\$1,259,534	\$1,334,657	\$1,436,774	\$714,751	\$739,164
Hours:	11,614	12,652	11,094	5,701	5,701

**City of Sunnyvale
Program Performance Budget**

Program 485 - Investigation Services

Service Delivery Plan 48503 - Hazmat Safety Services

Minimize loss of life and property damage from hazmat incidents by conducting a plan review program and a permitting and inspection program to ensure Fire Prevention code compliance within the community, by:

- Completing Hazardous Materials plan checks for city permitted facilities,
- Conducting Hazardous Materials inspections at permitted facilities within the City,
- Investigating and determining the cause of Hazardous Materials releases,
- Enforcing safety violations identified during case investigations,
- Administering the Waste Tire grant, and
- Developing close working relationship with Public Works, Community Development and local and state regulatory agencies.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 485 - Investigation Services

Service Delivery Plan 48503 - Hazmat Safety Services

	<u>2006/2007</u> Actual	<u>2007/2008</u> Budget	<u>2007/2008</u> Actual	<u>2008/2009</u> Budget	<u>2009/2010</u> Plan
Activity 485300, 485301 - Provide Facility Inspections for Hazmat - Conduct Hazardous Materials Safety Inspections at City Permitted Facilities					
Product: An Inspection Visit					
Costs:	\$414,218	\$447,412	\$426,487	\$406,165	\$434,627
Products:	1,468	1,466	1,508	1,468	1,468
Work Hours:	4,422	5,024	4,545	4,544	4,544
Product Cost:	\$282.16	\$305.19	\$282.82	\$276.68	\$296.07
Work Hours/Product:	3.01	3.43	3.01	3.10	3.10
Activity 485310 - Provide Hazmat Investigations - Hazardous Materials Inspection to Determine Cause of Release					
Product: An Investigation					
Costs:	\$3,462	\$16,635	\$6,651	\$16,720	\$17,870
Products:	7	7	3	7	7
Work Hours:	35	182	59	182	182
Product Cost:	\$494.62	\$2,376.46	\$2,217.10	\$2,388.53	\$2,552.93
Work Hours/Product:	5.00	26.00	19.63	26.00	26.00
Activity 485320 - Provide Consultation and Coordination - Provide Consultation with City Departments and Construction Companies					
Product: A Support Hour					
Costs:	\$120,850	\$81,624	\$113,628	\$122,712	\$131,058
Products:	1,254	849	1,175	1,304	1,304
Work Hours:	1,254	849	1,175	1,304	1,304
Product Cost:	\$96.39	\$96.14	\$96.70	\$94.10	\$100.50
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00

**City of Sunnyvale
Program Performance Budget**

Program 485 - Investigation Services

Service Delivery Plan 48503 - Hazmat Safety Services

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 485330 - Provide Plan Review for Hazmat - Review of Plans by Hazardous Materials Staff for Building Safety					
Product: A Plan Processed					
Costs:	\$26,940	\$22,509	\$20,611	\$25,511	\$27,180
Products:	204	112	198	210	210
Work Hours:	250	225	190	250	250
Product Cost:	\$132.06	\$200.98	\$104.09	\$121.48	\$129.43
Work Hours/Product:	1.23	2.01	0.96	1.19	1.19
Activity 485350 - Employee Training for Hazmat - Maintain Certifications and Knowledge Base					
Product: An Employee Trained					
Costs:	\$24,485	\$25,030	\$23,561	\$25,117	\$26,864
Products:	0	4	0	4	4
Work Hours:	261	280	244	280	280
Product Cost:	\$0.00	\$6,257.38	\$0.00	\$6,279.14	\$6,716.09
Work Hours/Product:	0.00	70.00	0.00	70.00	70.00
Activity 485870 - Supervisory Services for Hazmat Safety Services - Includes Supervision of Staff and Activities In Support of Hazmat Safety					
Product: A Work Hour					
Costs:	\$115,488	\$79,903	\$105,213	\$88,270	\$93,995
Products:	1,070	770	967	850	850
Work Hours:	1,070	770	967	850	850
Product Cost:	\$107.95	\$103.77	\$108.80	\$103.85	\$110.58
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00

**City of Sunnyvale
Program Performance Budget**

Program 485 - Investigation Services

Service Delivery Plan 48503 - Hazmat Safety Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 485880 - Administrative Support Services for Hazmat Safety Services					
Product: A Work Hour					
Costs:	\$40,864	\$44,170	\$41,875	\$44,203	\$47,070
Products:	800	900	806	900	900
Work Hours:	800	900	806	900	900
Product Cost:	\$51.11	\$49.08	\$51.94	\$49.11	\$52.30
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 485830 - Management Services for Hazmat Safety Services					
Product: A Work Hour					
Costs:	\$73,600	\$92,177	\$67,674	\$92,803	\$94,283
Products:	395	520	347	520	520
Work Hours:	395	520	347	520	520
Product Cost:	\$186.23	\$177.26	\$195.03	\$178.47	\$181.31
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Totals for Service Delivery Plan 48503 - Hazmat Safety Services					
Costs:	\$819,907	\$809,459	\$805,701	\$821,500	\$872,947
Hours:	8,485	8,750	8,334	8,830	8,830

**City of Sunnyvale
Program Performance Budget**

Program 485 - Investigation Services

Service Delivery Plan 48504 - Fire Protection/Engineering

Minimize loss of life and property damage from fire by conducting a plan review program and permitting and inspection program to ensure Fire Prevention code compliance within the community,

by:

- Completing building plan checks,
- Completing Fire Safety Construction inspections, and
- Developing a close working relationship with the Community Development Department to streamline building permitting and inspection process.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 485 - Investigation Services

Service Delivery Plan 48504 - Fire Protection/Engineering

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 485400 - Provide Construction Inspections-Conduct Fire Safety Inspections at Building Sites					
Product: An Inspection Visit					
Costs:	\$0	\$0	\$0	\$386,340	\$397,594
Products:	0	0	0	4,700	4,700
Work Hours:	0	0	0	3,928	3,928
Product Cost:	\$0.00	\$0.00	\$0.00	\$82.20	\$84.59
Work Hours/Product:	0.00	0.00	0.00	0.84	0.84
Activity 485410 - Provide Consultation & Coordination-Provision of Consultation with City Departments					
Product: A Support Hour					
Costs:	\$0	\$0	\$0	\$72,167	\$74,634
Products:	0	0	0	750	750
Work Hours:	0	0	0	750	750
Product Cost:	\$0.00	\$0.00	\$0.00	\$96.22	\$99.51
Work Hours/Product:	0.00	0.00	0.00	1.00	1.00
Activity 485420 - Provide Plan Review for Fire Prevention-Review of Plans by Fire Marshall					
Product: A Plan Processed					
Costs:	\$0	\$0	\$0	\$142,784	\$148,053
Products:	0	0	0	2,200	2,200
Work Hours:	0	0	0	1,530	1,530
Product Cost:	\$0.00	\$0.00	\$0.00	\$64.90	\$67.30
Work Hours/Product:	0.00	0.00	0.00	0.70	0.70

**City of Sunnyvale
Program Performance Budget**

Program 485 - Investigation Services

Service Delivery Plan 48504 - Fire Protection/Engineering

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 485430 - Employee Training for Fire Protection/Engineering					
Product: An Employee Trained					
Costs:	\$0	\$0	\$0	\$10,307	\$11,033
Products:	0	0	0	3	3
Work Hours:	0	0	0	120	120
Product Cost:	\$0.00	\$0.00	\$0.00	\$3,435.50	\$3,677.78
Work Hours/Product:	0.00	0.00	0.00	40.00	40.00
Activity 485790 - Supervisory Services for Fire Protection/Engineering					
Product: A Work Hour					
Costs:	\$0	\$0	\$0	\$23,093	\$23,792
Products:	0	0	0	160	160
Work Hours:	0	0	0	160	160
Product Cost:	\$0.00	\$0.00	\$0.00	\$144.33	\$148.70
Work Hours/Product:	0.00	0.00	0.00	1.00	1.00
Activity 485850 - Administrative Support Services for Fire Protection/Engineering					
Product: A Work Hour					
Costs:	\$0	\$0	\$0	\$13,163	\$14,016
Products:	0	0	0	268	268
Work Hours:	0	0	0	268	268
Product Cost:	\$0.00	\$0.00	\$0.00	\$49.11	\$52.30
Work Hours/Product:	0.00	0.00	0.00	1.00	1.00

**City of Sunnyvale
Program Performance Budget**

Program 485 - Investigation Services

Service Delivery Plan 48504 - Fire Protection/Engineering

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 485780 - Management Services for Fire Protection/Engineering					
Product: A Work Hour					
Costs:	\$0	\$0	\$0	\$32,341	\$32,848
Products:	0	0	0	200	200
Work Hours:	0	0	0	200	200
Product Cost:	\$0.00	\$0.00	\$0.00	\$161.71	\$164.24
Work Hours/Product:	0.00	0.00	0.00	1.00	1.00
Totals for Service Delivery Plan 48504 - Fire Protection/Engineering					
Costs:	\$0	\$0	\$0	\$680,193	\$701,971
Hours:	0	0	0	6,956	6,956

**City of Sunnyvale
Program Performance Budget**

Program 485 - Investigation Services

		<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Totals for Program 485	Costs:	\$6,222,723	\$6,072,505	\$6,272,446	\$6,339,630	\$6,540,989
	Hours:	55,473	55,333	53,696	55,333	55,333

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**City of Sunnyvale
Program Performance Budget**

Program 486 - Communication Services

Program Performance Statement

Support community and officer safety, by:

- Efficiently and accurately processing incoming and outgoing calls for service,
- Efficiently and accurately dispatching police, fire and medical services,
- Meeting or exceeding medical protocol compliance standards set by the National Academy of Emergency Dispatch,
- Responding to requests for assistance and/or information from the community, City staff and other public safety agencies in a timely manner, and
- Ensuring that mandated training and certification standards are maintained for all employees.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 486 - Communication Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Quality</u>						
Q1.	M					
Communications employees shall remain in compliance with city, state and department-mandated training requirements.						
		100.00%	100.00%	100.00%	100.00%	100.00%
		- Percent Employee Trained				
		23.00	23.00	23.00	23.00	23.00
		- Number of Employees				
Q2.	C					
Calls received on designated emergency lines are answered within the State of California and National Emergency Number Association's standard of 10 seconds.						
		96.00%	90.00%	93.20%	95.00%	95.00%
		- Percent Answered Within 10 Seconds				
		45,146.00	51,741.00	55,971.00	46,000.00	46,000.00
		- Total Number of Calls				
Q3.	C					
Calls received on designated emergency lines are answered in an average of 6 seconds.						
		0:05	0:06	5:20	0:05	0:05
		- Average Call Answering Time (in seconds)				
		45,146.00	51,741.00	55,971.00	46,000.00	46,000.00
		- Total Number of Calls				
Q4.	C					
Public Safety Dispatchers will process (question callers, prioritize etc.) and create police emergency events (Priority E) ready for dispatch within 1 minute and 18 seconds of answering the phone.						
		98.00%	90.00%	94.00%	95.00%	95.00%
		- Percent Processed Within 1 Minute, 18 Seconds				
		458.00	323.00	435.00	460.00	460.00
		- Total Police Emergency Events				
Q5.	C					
Public Safety Dispatchers will process (question callers, prioritize, etc.) and create police emergency events (Priority E) ready for dispatch in an average of 34 seconds.						
		0:28	0:34	0:35	0:30	0:30
		- Average Event Creation Time (in seconds)				
		458.00	323.00	435.00	460.00	460.00
		- Total Police Emergency Events				
Q6.	C					
Public Safety Dispatchers will process (question callers, prioritize, etc.) and create emergency fire events (Priority 1) ready for dispatch within 1 minute and 25 seconds.						
		98.00%	90.00%	92.00%	95.00%	95.00%
		- Percent Processed Within 1 Minute, 25 Seconds				
		1,610.00	1,476.00	2,022.00	1,610.00	1,610.00
		- Total Fire Emergency Events				

**City of Sunnyvale
Program Performance Budget**

Program 486 - Communication Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Quality</u>						
Q7.	C					
Public Safety Dispatchers will process (question callers, prioritize, etc.) and create emergency fire events (Priority 1) ready for dispatch in an average of 52 seconds.						
		0:34	0:52	0:40	0:38	0:38
		- Average Event Creation Time (in seconds)				
		- Total Fire Emergency Events	1,610.00	1,476.00	2,022.00	1,610.00
Q8.	C					
Public Safety Dispatchers will process (question callers, prioritize, etc.) and create all emergency medical events where the patient is Not Breathing or Breathing Ineffectively (ECHO response), utilizing the Medical Priority Dispatch System, ready for dispatch within 1 minute and 19 seconds of answering the phone.						
		100.00%	90.00%	87.00%	95.00%	95.00%
		- Percent Processed Within 1 Minute, 19 Seconds				
		- Total Emergency Medical Events (ECHO)	95.00	103.00	133.00	95.00
Q9.	C					
Public Safety Dispatchers will process (question callers, prioritize, etc.) and create all emergency medical events where the patient is Not Breathing or Breathing Ineffectively (ECHO response), utilizing the Medical Priority Dispatch System, ready for dispatch in an average of 48 seconds.						
		0:36	0:48	0:56	0:36	0:36
		- Average Event Creation Time (in seconds)				
		- Total Emergency Medical Events (ECHO)	95.00	103.00	133.00	95.00
Q10.	C					
With the exception of ECHO calls, Public Safety Dispatchers will process (question callers, prioritize, etc.) and create emergency medical events (Priority E), utilizing the Medical Priority Dispatch System, ready for dispatch within 1 minute and 30 seconds of answering the phone.						
		97.00%	90.00%	71.00%	95.00%	95.00%
		- Percent Processed Within 1 Minute, 30 Seconds				
		- Total Emergency Medical Events (OTHER)	5,411.00	6,060.00	5,569.00	5,500.00

**City of Sunnyvale
Program Performance Budget**

Program 486 - Communication Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Quality</u>						
Q11.	C					
With the exception of ECHO calls, Public Safety Dispatchers will process (question callers, prioritize, etc.) and create emergency medical events (Priority E), utilizing the Medical Priority Dispatch System, ready for dispatch in an average of 40 seconds.						
		0:46	0:40	1:11	0:47	0:47
		- Average Event Creation Time (in seconds)				
		5,411.00	6,060.00	5,569.00	5,500.00	5,500.00
		- Total Emergency Medical Events (OTHER)				
Q12.	C					
Public Safety Dispatchers performing primary radio support for police activity will dispatch police emergency events (Priority E) within 1 minute and 1 second of event creation.						
		98.00%	90.00%	98.00%	95.00%	95.00%
		- Percent Dispatched Within 1 Minute, 1 Second				
		458.00	323.00	435.00	460.00	460.00
		- Total Police Emergency Events				
Q13.	C					
Public Safety Dispatchers performing primary radio support for police activity will dispatch police emergency events (Priority E) in an average of 21 seconds.						
		0:21	0:21	0:20	0:21	0:21
		- Average Time to Dispatch (in seconds)				
		458.00	323.00	435.00	460.00	460.00
		- Total Police Emergency Events				
Q14.	C					
Public Safety Dispatchers performing primary fire dispatching support activities will dispatch emergency fire (Priority 1) and medical (Priority E) events within 33 seconds of event creation.						
		96.00%	90.00%	94.00%	95.00%	95.00%
		- Percent Dispatched Within 33 Seconds				
		7,106.00	7,635.00	7,715.00	7,200.00	7,200.00
		- Total Emergency Fire and Medical Events				
Q15.	C					
Public Safety Dispatchers performing primary fire dispatching support activities will dispatch emergency fire (Priority 1) and medical (Priority E) events in an average of 18 seconds.						
		0:17	0:18	0:19	0:18	0:18
		- Average Time to Dispatch (in seconds)				
		7,106.00	7,635.00	7,715.00	7,200.00	7,200.00
		- Total Emergency Fire and Medical Events				

**City of Sunnyvale
Program Performance Budget**

Program 486 - Communication Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
Quality						
Q16.	I					
Public Safety Dispatchers will process (question callers, prioritize, etc.) and create police urgent events (Priority 2) ready for dispatch within 2 minutes and 29 seconds of answering the phone.						
		98.00%	90.00%	97.00%	95.00%	95.00%
		- Total Police Urgent Events	1,700.00	1,434.00	1,700.00	1,700.00
Q17.	I					
Public Safety Dispatchers will process (question callers, prioritize, etc.) and create police urgent events (Priority 2) ready for dispatch in an average of 55 seconds.						
		0:48	0:55	0:56	0:50	0:50
		- Total Police Urgent Events	1,700.00	1,434.00	1,700.00	1,700.00
Q18.	I					
Public Safety Dispatchers will meet or exceed emergency medical dispatch protocol compliance standards as established by the National Academy of Emergency Dispatch.						
		91.00%	90.00%	90.00%	90.00%	91.00%
		- Total Number of Events Reviewed	1,378.00	1,300.00	1,378.00	1,378.00
Q19.	I					
Public Safety Dispatchers performing primary radio support for police activity will dispatch police urgent events (Priority 2) within 4 minutes and 31 seconds of event creation.						
		99.00%	90.00%	99.00%	95.00%	95.00%
		- Total Police Urgent Events	1,700.00	1,434.00	1,700.00	1,700.00
Q20.	I					
Public Safety Dispatchers performing primary radio support for police activity will dispatch police urgent events (Priority 2) in an average of 50 seconds.						
		0:48	0:50	0:52	0:50	0:50
		- Total Police Urgent Events	1,700.00	1,434.00	1,700.00	1,700.00

**City of Sunnyvale
Program Performance Budget**

Program 486 - Communication Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Productivity</u>						
P1.	Special or mandated statistical reports, audio recordings, and quality improvement reports are provided to requestors within established and mandated guidelines.					
	- Percent Provided Within Guidelines	90.00%	90.00%	93.00%	90.00%	90.00%
	- Reports	15,661.00	12,022.00	15,163.00	15,661.00	15,661.00
<u>Cost Effectiveness</u>						
C1.	The cost of dispatch support per police event incident will not exceed the planned cost.					
	- Cost per Incident	\$19.56	\$17.71	\$18.93	\$18.72	\$19.81
<u>Financial</u>						
F1.	Actual total expenditures for Communications Services will not exceed planned program expenditures.					
	- Total Program Expenditures [DELETED]	\$3,583,840.33	\$3,391,546.68	\$3,824,817.68	NA	NA
	- Percent of Total Program Budget Expended	NA	NA	NA	100.00%	100.00%

Priority Legend

- M: Mandatory
- C: Council Highest Priority
- I: Important
- D: Desirable

City of Sunnyvale
Program Performance Budget

Program 486 - Communication Services

Service Delivery Plan 48601 - Communication Services

Provide efficient, accurate and safe emergency communications services to the community, internal public safety customers, other law enforcement/fire suppression and emergency medical provider agencies, by:

- Processing 911 calls for service in a timely manner,
- Dispatching Police, Fire and Emergency Medical events in a timely manner,
- Responding to requests for information in a timely manner,
- Ensuring training is provided and received by all personnel to maintain skills, knowledge and expertise in all areas, and
- Providing administrative and supervisory support for all components of the Communications Program.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 486 - Communication Services

Service Delivery Plan 48601 - Communication Services

	<u>2006/2007</u> Actual	<u>2007/2008</u> Budget	<u>2007/2008</u> Actual	<u>2008/2009</u> Budget	<u>2009/2010</u> Plan
Activity 486150 - Directed Support Demands of Field Responders - Captures Dispatch Response on SWAT Callouts, Support of DUI Enforcement Campaign, and Support of Special Enforcement Details					
Product: An Incident					
Costs:	\$6,320	\$0	\$12,626	\$0	\$0
Products:	4	0	3	0	0
Work Hours:	89	0	189	0	0
Product Cost:	\$1,580.03	\$0.00	\$4,208.58	\$0.00	\$0.00
Work Hours/Product:	22.31	0.00	63.04	0.00	0.00
Activity 486160 - Dispatch Support of All Police Events - Captures All Dispatch Time Spent on All Police Calls for Service from Receipt of Call to Close of Event (Patrol Priority E, 1-7,9)					
Product: An Incident					
Costs:	\$2,545,987	\$2,464,771	\$2,522,257	\$2,433,096	\$2,575,739
Products:	130,054	139,159	133,010	130,000	130,000
Work Hours:	28,426	27,198	26,918	26,574	26,174
Product Cost:	\$19.58	\$17.71	\$18.96	\$18.72	\$19.81
Work Hours/Product:	0.22	0.20	0.20	0.20	0.20
Activity 486170 - Dispatch Support of All Fire Events - Captures Dispatch Time Spent on All Fire Calls for Service from Receipt of Call to Close of Event (Fire Priority 1, 2, 5)					
Product: An Incident					
Costs:	\$213,754	\$172,006	\$210,596	\$174,154	\$187,063
Products:	6,176	9,120	6,753	6,200	6,200
Work Hours:	2,385	1,898	2,252	1,901	1,901
Product Cost:	\$34.61	\$18.86	\$31.19	\$28.09	\$30.17
Work Hours/Product:	0.39	0.21	0.33	0.31	0.31

**City of Sunnyvale
Program Performance Budget**

Program 486 - Communication Services

Service Delivery Plan 48601 - Communication Services

	<u>2006/2007</u>	<u>2007/2008</u>	<u>2007/2008</u>	<u>2008/2009</u>	<u>2009/2010</u>
	Actual	Budget	Actual	Budget	Plan
Activity 486180 - Dispatch Support of All EMS Events - Captures Dispatch Time Spent on All EMS Calls for Service from Receipt of Call to Close of Event (Fire Priority E)					
Product: An Incident					
Costs:	\$65,935	\$57,369	\$69,937	\$58,068	\$62,372
Products:	5,504	6,089	5,691	5,500	5,500
Work Hours:	737	633	745	634	634
Product Cost:	\$11.98	\$9.42	\$12.29	\$10.56	\$11.34
Work Hours/Product:	0.13	0.10	0.13	0.12	0.12
Activity 486190 - Dispatch Support of All Animal Control Events - Captures Dispatch Time Spent on All Animal Control Calls for Service from Receipt of Call to Close of Event (Patrol Priority 8)					
Product: An Incident					
Costs:	\$251,769	\$172,006	\$204,378	\$231,820	\$249,003
Products:	3,090	2,195	2,499	3,100	3,100
Work Hours:	2,811	1,898	2,185	2,531	2,531
Product Cost:	\$81.48	\$78.36	\$81.78	\$74.78	\$80.32
Work Hours/Product:	0.91	0.86	0.87	0.82	0.82
Activity 486020 - New Dispatcher Training					
Product: A New Dispatcher Trained					
Costs:	\$0	\$0	\$254,631	\$0	\$37,771
Products:	0	0	0	0	1
Work Hours:	0	0	4,125	0	400
Product Cost:	\$0.00	\$0.00	\$0.00	\$0.00	\$37,771.10
Work Hours/Product:	0.00	0.00	0.00	0.00	400.00
Totals for Service Delivery Plan 48601 - Communication Services					
Costs:	\$3,083,766	\$2,866,151	\$3,274,425	\$2,897,138	\$3,111,949
Hours:	34,448	31,627	36,414	31,640	31,640

City of Sunnyvale
Program Performance Budget

Program 486 - Communication Services

Service Delivery Plan 48605 - Management and Support Services

Provide efficient, accurate and safe emergency communications services to the community, internal public safety customers, other law enforcement/fire suppression and emergency medical provider agencies, by:

- Providing Computer Aided Dispatch (CAD) management information, reporting on the number of emergency services calls, response times and total time on task, to Patrol, Fire and Technical Services in support of their respective budgets,
- Responding to requests for electronic and audio reports/data in a timely manner,
- Updating the CAD address information files (Geofile) with accurate locations for all parcels in the City, including new addresses/tracks in a timely manner,
- Providing training to all personnel to ensure maintenance of certifications, skills, knowledge and expertise in all areas of police, fire and medical call taking and dispatching,
- Conducting quality improvement reviews of emergency calls for service for accuracy and positive customer contact, thus ensuring compliance with National Academy of Emergency Dispatch standards, and
- Providing administrative and supervisory support for all components of the Communications Program.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 486 - Communication Services

Service Delivery Plan 48605 - Management and Support Services

	<u>2006/2007</u>	<u>2007/2008</u>	<u>2007/2008</u>	<u>2008/2009</u>	<u>2009/2010</u>
	Actual	Budget	Actual	Budget	Plan
Activity 486500 - Electronic and Audio Reports/Data - Provide Electronic and Audio Reports/Data for City, Department and Other Outside Agencies Upon Request					
Product: A Report/Record Provided					
Costs:	\$281,808	\$282,575	\$296,133	\$222,302	\$238,945
Products:	15,661	11,643	15,163	15,660	15,660
Work Hours:	2,895	2,811	3,009	2,210	2,210
Product Cost:	\$17.99	\$24.27	\$19.53	\$14.20	\$15.26
Work Hours/Product:	0.18	0.24	0.20	0.14	0.14
Activity 486510 - Staff Training and Development for Communications Services - Provide Mandated Training for Communications Employees					
Product: An Employee Trained					
Costs:	\$87,048	\$78,788	\$64,420	\$76,852	\$82,605
Products:	20	20	23	20	20
Work Hours:	1,077	860	763	840	840
Product Cost:	\$4,352.39	\$3,939.38	\$2,800.88	\$3,842.59	\$4,130.27
Work Hours/Product:	53.83	43.00	33.17	42.00	42.00
Activity 486520 - Systems Administration - Perform and/or Coordinate Administrative Activities and Technical Services In Support of the Communications System					
Product: A Work Hour					
Costs:	\$23,705	\$35,284	\$59,325	\$21,627	\$23,246
Products:	304	351	702	215	215
Work Hours:	304	351	702	215	215
Product Cost:	\$77.89	\$100.52	\$84.47	\$100.59	\$108.12
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00

**City of Sunnyvale
Program Performance Budget**

Program 486 - Communication Services

Service Delivery Plan 48605 - Management and Support Services

	<u>2006/2007</u>	<u>2007/2008</u>	<u>2007/2008</u>	<u>2008/2009</u>	<u>2009/2010</u>
	Actual	Budget	Actual	Budget	Plan
Activity 486530 - Ancillary Activities - Includes All Hours Spent On Training Development and Delivery, Standard Operating Procedure Updates and Miscellaneous Administrative Assignments					
Product: A Work Hour					
Costs:	\$0	\$0	\$15,664	\$65,958	\$70,852
Products:	0	0	199	650	650
Work Hours:	0	0	199	650	650
Product Cost:	\$0.00	\$0.00	\$78.56	\$101.47	\$109.00
Work Hours/Product:	0.00	0.00	1.00	1.00	1.00
Activity 486870 - Supervisory Services for Communication Services - Staff Time Supporting, Leading, and Managing Equipment and Personnel In Support of All Program Measures					
Product: A Work Hour					
Costs:	\$16,459	\$40,276	\$30,195	\$60,279	\$63,495
Products:	203	351	359	445	445
Work Hours:	203	351	359	445	445
Product Cost:	\$81.04	\$114.75	\$84.17	\$135.46	\$142.68
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 486860 - Management Services for Communication Services - Management of Communications by the Staff In Support of All Program Measures					
Product: A Work Hour					
Costs:	\$90,819	\$88,473	\$85,896	\$111,657	\$114,007
Products:	789	720	617	720	720
Work Hours:	789	720	617	720	720
Product Cost:	\$115.08	\$122.88	\$139.28	\$155.08	\$158.34
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Totals for Service Delivery Plan 48605 - Management and Support Services					
Costs:	\$499,839	\$525,395	\$551,633	\$558,674	\$593,150
Hours:	5,268	5,093	5,649	5,080	5,080

**City of Sunnyvale
Program Performance Budget**

Program 486 - Communication Services

		<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Totals for Program 486	Costs:	\$3,583,605	\$3,391,547	\$3,826,059	\$3,455,812	\$3,705,099
	Hours:	39,716	36,720	42,063	36,720	36,720

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City of Sunnyvale
Program Performance Budget

Program 487 - Public Safety Department Management and Support Services

Program Performance Statement

Ensure the effective and efficient management of the Department of Public Safety, by:

- Managing the program budget to stay within planned costs,
- Providing Executive Management that provides leadership and oversight of the entire Department,
- Conducting planning and research activities that ensures the utilization of best practices,
- Conducting Professional Standards Investigations,
- Providing Administrative Analysis of Departmental activities,
- Providing Personnel Services that support the human resource function of the Department,
- Providing Budget Administration to ensure the fiscal responsibility of the Department,
- Providing Facilities and Maintenance Support to maintain a safe and efficient work environment of all Public Safety employees, and
- Ensuring that mandated training and certification standards are provided effectively for all employees within this program.

Notes

1. Booking Fees paid to Santa Clara County are included in the FY 2008/09 budget at \$178,633. This is the amount paid to the County in FY 2006/07. Future Booking Fee expenditures will be determined based on the appropriation of the State of California budget.

**City of Sunnyvale
Program Performance Budget**

Program 487 - Public Safety Department Management and Support Services

Program Measures

	Priority	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
<u>Quality</u>						
Q1. All State and Department mandated training will be completed by employees within this program on an annual basis.	M					
- Percent of Employees Trained		100.00%	100.00%	100.00%	100.00%	100.00%
- Number of Employees		8.00	8.00	7.00	10.00	10.00
Q2. Planned performance measure targets are met for the services provided by the Public Safety Department.	C					
- Percent Targets Met		88.00%	90.00%	87.40%	90.00%	90.00%
- Number of Measures		169.00	167.00	167.00	172.00	172.00
Q3. Satisfaction rating is maintained for the services offered by the Public Safety Department to the community. [External Survey]	C					
- Percent Satisfied		87.00%	90.00%	85.00%	87.00%	87.00%
Q4. 100% of Safety Committee recommendations are implemented within 30 days.	I					
- Percent Implement Within 30 Days		NA	100.00%	100.00%	100.00%	100.00%

**City of Sunnyvale
Program Performance Budget**

Program 487 - Public Safety Department Management and Support Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Productivity</u>						
P1. The Department of Public Safety shall complete the employee performance evaluation process for each full-time and regular part-time staff member supervised, and submit the evaluation to Human Resources in accordance with established procedures and timeframes.	C					
- Percent of Evaluations Submitted to Human Resources by the Scheduled Submittal Date		54.00%	95.00%	100.00%	100.00%	100.00%
- Total Number of Evaluations for which the Department is Responsible		268.00	283.00	254.00	284.00	284.00
P2. Twenty-six meetings per year are conducted on occupational and safety topics approved by Risk and Insurance.	I					
- Number of Meetings		26.00	26.00	24.00	26.00	26.00
P3. 100% of City-Wide Safety Committee meetings are attended.	I					
- Percent Attended		100.00%	100.00%	100.00%	100.00%	100.00%
P4. Professional Standards Investigations that are conducted by the Professional Standards Unit will be completed, including report to the Director, within 120 days.	I					
- Percent Completed Within 120 Days		100.00%	90.00%	81.25%	100.00%	100.00%
- Days [DELETED]		120.00	120.00	120.00	NA	NA
- Investigations		NA	NA	NA	15.00	15.00
P5. All Department payroll-related functions will be completed within three (3) business days of the end of the pay period.	I					
- Percent Completed Within Three Business Days		100.00%	90.00%	100.00%	100.00%	100.00%
P6. Facilities related work requests will be resolved within five (5) business days.	I					
- Percent Resolved Within Five Business Days		98.00%	85.00%	98.06%	90.00%	90.00%
- Number of Requests		335.00	60.00	465.00	335.00	335.00
P7. Percent of Reports to Council submitted to the Office of the City Manager in accordance with the Administrative Policy deadline.	I					
- Percent of Reports to Council		NA	NA	NA	100.00%	100.00%
- Number of Reports		NA	NA	NA	18.00	18.00

**City of Sunnyvale
Program Performance Budget**

Program 487 - Public Safety Department Management and Support Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Productivity</u>						
P8. Percent of Study Issues completed in accordance with Tentative Council Meeting Agenda Calendar (TCMAC) deadlines.	I					
- Percent of Study Issues		NA	NA	NA	100.00%	100.00%
- Number of Study Issues		NA	NA	NA	3.00	3.00
<u>Cost Effectiveness</u>						
C1. The Department of Public Safety manages workers' compensation claims so that the number of lost time hours at work is reduced by the performance target for the fiscal year.	I					
- Percent Reduction		4.20%	5.00%	57.00%	8.00%	5.00%
- Number of Lost Time Hours		10,827.80	20,564.00	4,669.20	10,286.40	9,772.08
C2. Wellness program information will be provided to Public Safety employees on the three (3) most frequent types of injuries on an annual basis. [DELETED]	I					
- Percent of Employees Receiving Information		100.00%	100.00%	100.00%	NA	NA
C3. The Department of Public Safety manages disability leave usage so that the number of total lost time hours at work is reduced by the performance target for the fiscal year.	I					
- Percent Reduction		NA	NA	NA	5.00%	5.00%
- Number of Lost Time		NA	NA	NA	19,678.00	18,694.00
- Total Number of Employees With Zero Time Off Due to Sick Leave		NA	NA	NA	77.00	77.00

**City of Sunnyvale
Program Performance Budget**

Program 487 - Public Safety Department Management and Support Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Financial</u>						
F1. Actual total expenditures for the Public Safety Department will not exceed the total department expenditures.	C					
- Total Department Expenditures [DELETED]		\$62,904,591.70	\$64,806,200.17	\$64,655,110.00	NA	NA
- Percent of Total Department Budget Expended		NA	NA	NA	100.00%	100.00%
F2. Actual total revenues for the Public Safety Department will not be less than the total revenue projection for the department.	C					
- Total Revenue		\$4,645,259.15	\$2,616,048.00	\$5,021,486.00	\$4,393,769.00	\$4,443,163.00
F3. Actual total expenditures for Public Safety Management and Support will not exceed planned program expenditures.	C					
- Total Program Expenditures [DELETED]		\$3,251,023.30	\$2,813,892.45	\$2,909,591.00	NA	NA
- Percent of Total Program Budget Expended		NA	NA	NA	100.00%	100.00%

Priority Legend

- M: Mandatory
- C: Council Highest Priority
- I: Important
- D: Desirable

**City of Sunnyvale
Program Performance Budget**

Program 487 - Public Safety Department Management and Support Services

Service Delivery Plan 48701 - Professional Standards

Ensure the highest professional standards are maintained within the Department of Public Safety, by:

- Conducting Professional Standards investigations, and
- Providing critical analysis of Departmental policy, procedures and operations.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 487 - Public Safety Department Management and Support Services

Service Delivery Plan 48701 - Professional Standards

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 487100 - Conduct Professional Standards Investigations - Investigation of Complaints and Conduct of Public Safety Employees					
Product: An Investigation					
Costs:	\$214,351	\$191,999	\$234,697	\$213,651	\$220,115
Products:	11	21	16	15	15
Work Hours:	1,489	1,400	1,688	1,480	1,480
Product Cost:	\$19,486.45	\$9,142.83	\$14,668.55	\$14,243.43	\$14,674.35
Work Hours/Product:	135.32	66.67	105.52	98.67	98.67
Activity 487110 - Conduct Off-Duty Professional Standards Interview					
Product: An Interview					
Costs:	\$2,649	\$0	\$2,334	\$0	\$0
Products:	9	0	9	0	0
Work Hours:	11	0	23	0	0
Product Cost:	\$294.29	\$0.00	\$259.34	\$0.00	\$0.00
Work Hours/Product:	1.21	0.00	2.57	0.00	0.00
Activity 487120 - Provide Professional Standards Quality Assurance					
Product: A Report					
Costs:	\$27,889	\$38,400	\$6,332	\$28,872	\$29,745
Products:	6	5	0	5	5
Work Hours:	189	280	47	200	200
Product Cost:	\$4,648.18	\$7,679.97	\$0.00	\$5,774.36	\$5,949.06
Work Hours/Product:	31.42	56.00	0.00	40.00	40.00

**City of Sunnyvale
Program Performance Budget**

Program 487 - Public Safety Department Management and Support Services

Service Delivery Plan 48701 - Professional Standards

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 487140 - Employee Training for Professional Standards					
Product: An Employee Trained					
Costs:	\$17,180	\$16,457	\$4,347	\$17,323	\$17,847
Products:	2	2	1	2	2
Work Hours:	120	120	30	120	120
Product Cost:	\$8,590.06	\$8,228.54	\$4,346.80	\$8,661.55	\$8,923.59
Work Hours/Product:	60.00	60.00	30.00	60.00	60.00
Activity 487800 - Supervisory Services for Professional Standards - Including Supervision of Staff and Activities In Support of Professional Standards					
Product: A Work Hour					
Costs:	\$5,824	\$13,714	\$0	\$14,562	\$15,003
Products:	38	100	0	100	100
Work Hours:	38	100	0	100	100
Product Cost:	\$155.31	\$137.14	\$0.00	\$145.62	\$150.03
Work Hours/Product:	1.00	1.00	0.00	1.00	1.00
Activity 487830 - Administrative Support Services for Professional Standards					
Product: A Work Hour					
Costs:	\$60,834	\$89,437	\$462	\$29,469	\$31,380
Products:	1,183	1,825	1	600	600
Work Hours:	1,183	1,825	1	600	600
Product Cost:	\$51.42	\$49.01	\$923.30	\$49.11	\$52.30
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00

**City of Sunnyvale
Program Performance Budget**

Program 487 - Public Safety Department Management and Support Services

Service Delivery Plan 48701 - Professional Standards

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 487810 - Management Services for Professional Standards					
Product: A Work Hour					
Costs:	\$37,438	\$45,381	\$44,930	\$46,635	\$47,365
Products:	211	250	227	250	250
Work Hours:	211	250	227	250	250
Product Cost:	\$177.43	\$181.52	\$197.93	\$186.54	\$189.46
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Totals for Service Delivery Plan 48701 - Professional Standards					
Costs:	\$366,165	\$395,389	\$293,101	\$350,512	\$361,456
Hours:	3,239	3,975	2,016	2,750	2,750

City of Sunnyvale
Program Performance Budget

Program 487 - Public Safety Department Management and Support Services

Service Delivery Plan 48702 - Department Administrative Services

Perform essential administrative services to ensure the effective and efficient management of the Department of Public Safety, by:

- Providing Administrative Analysis of Departmental activities,
- Providing Personnel Services that support the human resource function of the Department,
- Providing Budget Administration to ensure the fiscal responsibility of the Department,
- Providing Facilities and Maintenance Support to maintain a safe and efficient work environment of all Public Safety employees, and
- Providing Executive Management that provides leadership and oversight of the entire Department.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 487 - Public Safety Department Management and Support Services

Service Delivery Plan 48702 - Department Administrative Services

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 487200 - Provide Administrative Analysis - Conducting Critical Analysis and Preparing Reports					
Product: A Report					
Costs:	\$120,093	\$150,598	\$109,105	\$204,558	\$211,131
Products:	70	35	119	140	140
Work Hours:	1,691	2,120	1,290	2,550	2,550
Product Cost:	\$1,715.61	\$4,302.79	\$916.85	\$1,461.13	\$1,508.08
Work Hours/Product:	24.15	60.57	10.84	18.21	18.21
Activity 487210 - Provide Personnel Services - Conducting Payroll and Human Resources Activities [DELETED - Moved to 487060]					
Product: A Timecard Submittal					
Costs:	\$116,041	\$107,379	\$115,285	\$0	\$0
Products:	25	26	26	0	0
Work Hours:	1,927	1,870	1,932	0	0
Product Cost:	\$4,641.66	\$4,129.98	\$4,434.04	\$0.00	\$0.00
Work Hours/Product:	77.07	71.92	74.31	0.00	0.00
Activity 487220 - Budget Administration - Conducting Budget Analysis Activities					
Product: A Report					
Costs:	\$45,009	\$54,459	\$48,253	\$87,285	\$90,090
Products:	66	65	145	117	117
Work Hours:	622	720	588	950	950
Product Cost:	\$681.96	\$837.84	\$332.78	\$746.02	\$770.00
Work Hours/Product:	9.42	11.08	4.06	8.12	8.12

**City of Sunnyvale
Program Performance Budget**

Program 487 - Public Safety Department Management and Support Services

Service Delivery Plan 48702 - Department Administrative Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 487230 - Provide Facilities and Maintenance - Activities Related to Building Maintenance					
Product: A Task Completed					
Costs:	\$90,573	\$101,605	\$96,762	\$114,880	\$120,232
Products:	414	240	465	335	335
Work Hours:	2,001	1,860	2,430	2,000	2,000
Product Cost:	\$218.78	\$423.35	\$208.09	\$342.93	\$358.90
Work Hours/Product:	4.83	7.75	5.23	5.97	5.97
Activity 487240 - Executive Management - Activities by DPS Management Staff Assigned to Administration					
Product: A Work Hour					
Costs:	\$538,974	\$539,766	\$543,850	\$552,902	\$562,271
Products:	3,018	2,860	2,877	2,810	2,810
Work Hours:	3,018	2,860	2,877	2,810	2,810
Product Cost:	\$178.59	\$188.73	\$189.03	\$196.76	\$200.10
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 487280, 487281, 487282, 487283, 487284 - Administer Outside Contracts In Support of DPS Operations					
Product: A Contract Maintained					
Costs:	\$482,803	\$451,379	\$280,279	\$470,026	\$494,012
Products:	3	4	3	5	5
Work Hours:	0	0	0	0	0
Product Cost:	\$160,934.42	\$112,844.66	\$93,426.17	\$94,005.20	\$98,802.35
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00

**City of Sunnyvale
Program Performance Budget**

Program 487 - Public Safety Department Management and Support Services

Service Delivery Plan 48702 - Department Administrative Services

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 487290 - Workers' Compensation Administration - Staff Time Spent In Administration and Support of Workers' Compensation					
Product: A Claim Managed					
Costs:	\$231,679	\$172,652	\$119,463	\$108,269	\$111,545
Products:	54	100	61	48	48
Work Hours:	1,696	1,477	895	750	750
Product Cost:	\$4,290.35	\$1,726.52	\$1,958.41	\$2,255.61	\$2,323.85
Work Hours/Product:	31.41	14.77	14.67	15.63	15.63
Activity 487000 - Employee Training for Administrative Services [DELETED]					
Product: An Employee Trained					
Costs:	\$7,145	\$0	\$491	\$0	\$0
Products:	0	0	0	0	0
Work Hours:	12	0	33	0	0
Product Cost:	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Work Hours/Product:	0.00	0.00	0.00	0.00	0.00
Activity 487010 - Public Safety Cadet Program [DELETED - Moved to 487050]					
Product: An Assignment Completed					
Costs:	\$26,268	\$49,783	\$13,381	\$0	\$0
Products:	2,302	1,950	1,146	0	0
Work Hours:	2,302	3,768	1,146	0	0
Product Cost:	\$11.41	\$25.53	\$11.68	\$0.00	\$0.00
Work Hours/Product:	1.00	1.93	1.00	0.00	0.00

**City of Sunnyvale
Program Performance Budget**

Program 487 - Public Safety Department Management and Support Services

Service Delivery Plan 48702 - Department Administrative Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 487020 - Light Duty Assignments (Workers' Compensation Injuries)					
Product: An Employee Assigned					
Costs:	\$185,694	\$422,881	\$232,259	\$196,667	\$197,158
Products:	10	35	15	15	15
Work Hours:	1,492	0	1,809	100	100
Product Cost:	\$18,569.37	\$12,082.31	\$15,483.95	\$13,111.13	\$13,143.85
Work Hours/Product:	149.15	0.00	120.61	6.67	6.67
Activity 487030 - Light Duty Assignments (Disability/Non-Work Related)					
Product: An Employee Assigned					
Costs:	\$419,738	\$0	\$257,987	\$241,206	\$241,710
Products:	8	0	4	10	10
Work Hours:	3,910	0	2,309	100	100
Product Cost:	\$52,467.28	\$0.00	\$64,496.72	\$24,120.63	\$24,171.02
Work Hours/Product:	488.76	0.00	577.13	10.00	10.00
Activity 487040 - Administrative Support Services - Lieutenant					
Product: A Project Completed					
Costs:	\$96,777	\$0	\$236,396	\$119,818	\$123,443
Products:	6	0	24	24	24
Work Hours:	748	0	1,830	830	830
Product Cost:	\$16,129.44	\$0.00	\$9,849.82	\$4,992.42	\$5,143.46
Work Hours/Product:	124.58	0.00	76.25	34.58	34.58

**City of Sunnyvale
Program Performance Budget**

Program 487 - Public Safety Department Management and Support Services

Service Delivery Plan 48702 - Department Administrative Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 487050 - Public Safety Cadet Program					
Product: Number of Cadets					
Costs:	\$0	\$0	\$0	\$49,277	\$49,562
Products:	0	0	0	4	4
Work Hours:	0	0	0	3,768	3,768
Product Cost:	\$0.00	\$0.00	\$0.00	\$12,319.21	\$12,390.41
Work Hours/Product:	0.00	0.00	0.00	942.00	942.00
Activity 487060 - Provide Personnel Services - Conducting Payroll and Human Resources Activities					
Product: Number of Paychecks Issued					
Costs:	\$0	\$0	\$0	\$136,805	\$145,009
Products:	0	0	0	8,840	8,840
Work Hours:	0	0	0	2,470	2,470
Product Cost:	\$0.00	\$0.00	\$0.00	\$15.48	\$16.40
Work Hours/Product:	0.00	0.00	0.00	0.28	0.28
Activity 487070 - Staff Training and Development for Administrative Services					
Product: An Employee Trained					
Costs:	\$0	\$0	\$0	\$17,323	\$17,847
Products:	0	0	0	1	1
Work Hours:	0	0	0	120	120
Product Cost:	\$0.00	\$0.00	\$0.00	\$17,323.10	\$17,847.18
Work Hours/Product:	0.00	0.00	0.00	120.00	120.00

**City of Sunnyvale
Program Performance Budget**

Program 487 - Public Safety Department Management and Support Services

Service Delivery Plan 48702 - Department Administrative Services

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 487820 - Administrative Support Services for Public Safety Department					
Product: A Work Hour					
Costs:	\$524,067	\$368,002	\$562,917	\$2,463,066	\$2,534,165
Products:	2,560	1,800	2,766	2,475	2,475
Work Hours:	2,560	1,800	2,766	2,475	2,475
Product Cost:	\$204.72	\$204.45	\$203.54	\$995.18	\$1,023.91
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Totals for Service Delivery Plan 48702 - Department Administrative Services					
Costs:	\$2,884,862	\$2,418,503	\$2,616,427	\$4,762,081	\$4,898,174
Hours:	21,977	16,475	19,905	18,923	18,923

**City of Sunnyvale
Program Performance Budget**

Program 487 - Public Safety Department Management and Support Services

		<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Totals for Program 487	Costs:	\$3,251,027	\$2,813,892	\$2,909,528	\$5,112,593	\$5,259,631
	Hours:	25,216	20,450	21,921	21,673	21,673

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City of Sunnyvale
Program Performance Budget

Program 488 - Records Management and Property Services

Program Performance Statement

Support for Public Safety operations, by:

- Providing timely and accurate input and modifications into the Justice Systems databases,
- Responding to requests for information from the community, City staff, other public safety and judicial agencies efficiently and effectively,
- Submitting accurate court cases to the District Attorney's Office in a timely manner,
- Providing efficient coordination of licensing and permitting services,
- Responding to requests for adjudication of parking citations in an efficient and effective manner,
- Ensuring that all fingerprint services (LIVESCAN) are submitted to State and Federal agencies efficiently and effectively,
- Ensuring that all towed and stored vehicles are released according to California Vehicle Code (CVC) in a timely manner,
- Auditing all Automated Reporting System (ARS) reports for accuracy in a timely manner,
- Providing timely and accurate statistical reports to State and Federal agencies,
- Processing, storing and purging property and evidence efficiently and effectively,
- Conducting an accurate inventory of and responding to requests for department equipment and supplies in a timely manner, and
- Ensuring that mandated training and certification standards are maintained for all employees.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 488 - Records Management and Property Services

Program Measures

	Priority	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
<u>Quality</u>						
Q1. All state and department mandated training will be completed by employees on an annual basis.	M					
- Percent Employees Trained		100.00%	100.00%	100.00%	100.00%	100.00%
- Number of Employees		13.00	13.00	13.00	20.00	20.00
Q2. Licenses and permits that are issued by Records are audited for compliance annually.	I					
- Percent Audited Annually [DELETED]		100.00%	95.00%	100.00%	NA	NA
- Total Licenses and Permits Issued		251.00	243.00	262.00	251.00	251.00
- Total Percentage of Licenses/Permits Audited Annually		NA	NA	NA	95.00%	95.00%
Q3. LIVESCAN fingerprint record errors shall be corrected within 45 days 90% of the time. [DELETED]	I					
- Percent		100.00%	90.00%	100.00%	NA	NA
- Fingerprint Record Errors		155.00	500.00	570.00	NA	NA
Q4. Daily audit of Automated Reporting System (ARS) reports written by the officers will be entered and corrected as needed within three (3) business days.	I					
- Percent Completed Within Three Business Days		93.00%	95.00%	100.00%	95.00%	95.00%
- Total Reports per Day		44.93	40.00	38.35	45.00	45.00

**City of Sunnyvale
Program Performance Budget**

Program 488 - Records Management and Property Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Productivity</u>						
P1.	State databases, requiring timely input or updates/modifications, shall be maintained within State requirements.					
	- Percent Maintained	97.00%	95.00%	96.00%	95.00%	95.00%
	- Total Transactions	38,047.00	21,900.00	37,053.00	38,047.00	38,047.00
P2.	All report requests and/or information searches (from requesting sources to include internal and external requestors), shall be responded to within ten (10) business days of receipt of request.					
	- Percent Responded to Within Ten Business Days	96.00%	90.00%	91.00%	95.00%	95.00%
	- Annual Reports/Searches	5,505.00	11,961.00	4,464.00	5,505.00	5,505.00
P3.	In custody court cases files shall be submitted to the District Attorney's office within two (2) business days of receipt.					
	- Percent Submitted Within Two Business Days	100.00%	98.00%	100.00%	98.00%	98.00%
	- Annual In Custody Court Cases	634.00	864.00	667.00	634.00	634.00
P4.	Requests for initial review of contested parking citations are completed within 14 business days of receipt.					
	- Percent Completed Within 14 Business Days	88.00%	90.00%	100.00%	90.00%	90.00%
	- Annual Citations	639.00	650.00	813.00	750.00	750.00
P5.	All mandated statistical reporting (State Uniform Crime Reporting and FBI Uniform Crime Reporting) will be provided by the 10th business day of the month.					
	- Percent Provided by the Tenth Business Day of the Month	92.00%	90.00%	92.00%	90.00%	90.00%
	- Total Reports	156.00	240.00	156.00	12.00	12.00
P6.	Property and Evidence will be processed and stored within five (5) business days.					
	- Percent Processed and Stored Within Five Business Days	99.00%	90.00%	86.00%	95.00%	95.00%
	- Total Number of Items	10,165.00	18,000.00	9,946.00	10,165.00	10,165.00

**City of Sunnyvale
Program Performance Budget**

Program 488 - Records Management and Property Services

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Productivity</u>						
P7. Items will be found in the department's property/evidence storage areas on the first try during quarterly audits.	I					
- Percent Found On First Attempt		79.00%	90.00%	83.00%	90.00%	90.00%
- Average Quarterly Inventory [DELETED]		24.00	35.00	36.00	NA	NA
P8. Requisitions for equipment and supplies shall be processed and completed within five (5) business days of receipt of request.	I					
- Percent Processed Within Five Business Days		96.50%	90.00%	93.00%	95.00%	95.00%
- Annual Requisitions		1,102.00	882.00	991.00	1,102.00	1,102.00
P9. The inventory of items in the department's property/evidence storage areas will be maintained in accordance with standard operating procedures so that annual inventory will be reduced by 5% annually. No state mandate [DELETED]	I					
- Percent		3.86%	5.00%	4.77%	NA	NA
- Total Inventory		59,805.00	45,600.00	66,143.00	NA	NA
P10. Towed vehicle notices shall be processed and sent to all required persons in accordance with Vehicle Code (VC 22852) within 48 business hours of the date of tow.	I					
- Percent Processed and Sent Within 48 Business Hours		NA	NA	NA	100.00%	100.00%
- Number of Tows		NA	NA	NA	2,112.00	2,112.00
P11. Each accounting period items in the department's property/evidence storage areas deemed eligible for disposal shall be processed in accordance with standard operating procedures.	I					
- Percent of Items Disposed		NA	NA	NA	90.00%	90.00%
- Items Eligible for Disposal Annually		NA	NA	NA	3,000.00	3,000.00
<u>Cost Effectiveness</u>						
C1. The cost per research request transaction will not exceed the planned cost. [DELETED]	I					
- Cost per Transaction		\$2.42	\$22.43	\$2.80	NA	NA

**City of Sunnyvale
Program Performance Budget**

Program 488 - Records Management and Property Services

Program Measures

Financial

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
F1. Actual total expenditures for Records Management and Property Services will not exceed planned expenditures.	C					
- Total Program Expenditures [DELETED]		\$2,115,460.08	\$2,073,498.09	\$2,150,279.26	NA	NA
- Percent of Total Program Budget Expended		NA	NA	NA	100.00%	100.00%

Priority Legend

- M: Mandatory
- C: Council Highest Priority
- I: Important
- D: Desirable

City of Sunnyvale
Program Performance Budget

Program 488 - Records Management and Property Services

Service Delivery Plan 48801 - Records Management and Information Services

Provide records management and information services to the public, internal public safety customers, external law enforcement and judicial agencies, by:

- Responding to requests for information in a timely manner,
- Conducting audits and coordinating certifications to ensure the security of the Records Management Program,
- Processing reports for the District Attorney's Office in a timely manner,
- Providing fingerprinting services, parking citation reviews and permitting and licensing services,
- Ensuring training is provided and received by all personnel to maintain skills and expertise in all areas, and
- Providing administrative and supervisory support for all components of the Records Management Program.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 488 - Records Management and Property Services

Service Delivery Plan 48801 - Records Management and Information Services

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 488100 - Records and Information Services - Research Requests for Information, Prepare and Supply Responses to the Requestor					
Product: A Records/Info Transaction					
Costs:	\$559,673	\$578,335	\$551,697	\$554,437	\$590,446
Products:	231,645	25,789	196,808	231,645	231,645
Work Hours:	11,170	11,961	11,319	11,361	11,361
Product Cost:	\$2.42	\$22.43	\$2.80	\$2.39	\$2.55
Work Hours/Product:	0.05	0.46	0.06	0.05	0.05
Activity 488110 - Records System Security Management - Coordinate Annual Certifications/Recertifications, Audits, and Other Administrative Activities to Ensure the Security of the Records Management Program					
Product: A Certification Processed					
Costs:	\$49,926	\$57,388	\$58,868	\$49,009	\$52,187
Products:	132	160	141	132	132
Work Hours:	837	1,010	965	855	855
Product Cost:	\$378.23	\$358.68	\$417.51	\$371.28	\$395.36
Work Hours/Product:	6.34	6.31	6.84	6.48	6.48
Activity 488120 - Court Services - Prepare and Submit All In-Custody and Out-of-Custody Reports and Related Data Processing to the District Attorney's Office					
Product: A Court Processed Transaction					
Costs:	\$224,781	\$237,205	\$231,429	\$230,947	\$245,733
Products:	4,262	4,161	3,923	4,262	4,262
Work Hours:	4,600	4,866	4,625	4,705	4,705
Product Cost:	\$52.74	\$57.01	\$58.99	\$54.19	\$57.66
Work Hours/Product:	1.08	1.17	1.18	1.10	1.10

**City of Sunnyvale
Program Performance Budget**

Program 488 - Records Management and Property Services

Service Delivery Plan 48801 - Records Management and Information Services

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 488130 - Fingerprinting Services - Provide Fingerprinting Program Support for Applicant Services and Criminal Bookings					
Product: A LIVESCAN Transaction					
Costs:	\$20,262	\$71,209	\$36,283	\$25,101	\$26,593
Products:	909	189	704	909	909
Work Hours:	248	1,433	759	465	465
Product Cost:	\$22.29	\$376.77	\$51.54	\$27.61	\$29.26
Work Hours/Product:	0.27	7.58	1.08	0.51	0.51
Activity 488140 - Parking Citation Services - Provide Parking Citation Reviews and Adjudication Liaison Services					
Product: A Parking Citation Reviewed					
Costs:	\$64,165	\$42,638	\$88,076	\$70,160	\$71,587
Products:	639	650	813	750	750
Work Hours:	141	145	131	145	145
Product Cost:	\$100.41	\$65.60	\$108.33	\$93.55	\$95.45
Work Hours/Product:	0.22	0.22	0.16	0.19	0.19
Activity 488150 - Licensing/Permitting Services - Coordinate, Process and Maintain Records for All Bureau Permitting and Licensing Services					
Product: A License/Permit Transaction					
Costs:	\$76,445	\$45,937	\$78,476	\$73,475	\$78,241
Products:	251	274	262	251	251
Work Hours:	1,497	936	1,503	1,496	1,496
Product Cost:	\$304.56	\$167.65	\$299.53	\$292.73	\$311.72
Work Hours/Product:	5.96	3.42	5.74	5.96	5.96

**City of Sunnyvale
Program Performance Budget**

Program 488 - Records Management and Property Services

Service Delivery Plan 48801 - Records Management and Information Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 488160 - Employee Training for Records Management					
Product: An Employee Trained					
Costs:	\$35,313	\$12,643	\$15,929	\$27,764	\$29,565
Products:	13	13	14	14	14
Work Hours:	577	260	298	560	560
Product Cost:	\$2,716.38	\$972.58	\$1,137.78	\$1,983.17	\$2,111.80
Work Hours/Product:	44.42	20.00	21.26	40.00	40.00
Activity 488170 - Provide Phone Support - The Total Number of Phone Calls Answered, Responded to and/or Placed by Staff In Response to a Request					
Product: A Phone Call					
Costs:	\$105,608	\$82,584	\$148,378	\$105,225	\$112,050
Products:	46,023	119,392	49,816	50,000	50,000
Work Hours:	2,086	1,708	3,320	2,139	2,139
Product Cost:	\$2.29	\$0.69	\$2.98	\$2.10	\$2.24
Work Hours/Product:	0.05	0.01	0.07	0.04	0.04
Activity 488180 - A Counter Contact Made - Responding to Requests Made at Service Counters					
Product: A Counter Contact Made					
Costs:	\$168,477	\$165,266	\$162,368	\$162,343	\$172,873
Products:	17,292	19,856	22,284	20,000	20,000
Work Hours:	3,341	3,418	3,687	3,341	3,341
Product Cost:	\$9.74	\$8.32	\$7.29	\$8.12	\$8.64
Work Hours/Product:	0.19	0.17	0.17	0.17	0.17

**City of Sunnyvale
Program Performance Budget**

Program 488 - Records Management and Property Services

Service Delivery Plan 48801 - Records Management and Information Services

	<u>2006/2007</u>	<u>2007/2008</u>	<u>2007/2008</u>	<u>2008/2009</u>	<u>2009/2010</u>
	Actual	Budget	Actual	Budget	Plan
Activity 488810 - Supervisory Services for Records Management and Information Services - Includes Supervision of Staff and Activities In Support of Records Management					
Product: A Work Hour					
Costs:	\$64,677	\$43,673	\$81,071	\$66,667	\$70,991
Products:	1,131	781	1,423	1,230	1,230
Work Hours:	1,131	781	1,423	1,230	1,230
Product Cost:	\$57.20	\$55.92	\$56.99	\$54.20	\$57.72
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 488800 - Management Services for Records Management and Information Services					
Product: A Work Hour					
Costs:	\$99,620	\$124,974	\$102,212	\$103,166	\$105,928
Products:	651	540	552	600	600
Work Hours:	651	540	552	600	600
Product Cost:	\$153.14	\$231.43	\$185.17	\$171.94	\$176.55
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Totals for Service Delivery Plan 48801 - Records Management and Information Services					
Costs:	\$1,468,947	\$1,461,853	\$1,554,786	\$1,468,294	\$1,556,195
Hours:	26,277	27,058	28,581	26,897	26,897

**City of Sunnyvale
Program Performance Budget**

Program 488 - Records Management and Property Services

Service Delivery Plan 48802 - Data and Statistics Services

Provide data and statistical services to internal public safety customers, external law enforcement and judicial agencies, by:

- Providing accurate and timely statistical information,
- Ensuring accurate and timely data entry into the various records management and automated reporting programs,
- Ensuring training is provided and received by all personnel to maintain skills, knowledge and expertise in all areas, and
- Providing administrative and supervisory support for all components of the Data and Statistics Program.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 488 - Records Management and Property Services

Service Delivery Plan 48802 - Data and Statistics Services

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 488200 - Statistical Report - Provide Statistical Information On All Crimes Reported to and Citations Issued by the Department					
Product: A Statistical Report					
Costs:	\$27,188	\$25,357	\$15,742	\$20,244	\$21,557
Products:	277	240	185	277	277
Work Hours:	604	500	363	410	410
Product Cost:	\$98.15	\$105.66	\$85.09	\$73.08	\$77.82
Work Hours/Product:	2.18	2.08	1.96	1.48	1.48
Activity 488210 - Entry/Auditing Services - Enter, Audit and Correct Automated Reporting System Reports, and Enter All Citations, Field Interview Cards and Other Miscellaneous Reports Into the Records Management System and Other Related Databases					
Product: An Entry or Audit Transaction					
Costs:	\$260,867	\$300,344	\$260,175	\$236,105	\$251,419
Products:	38,383	33,380	39,710	38,383	38,383
Work Hours:	6,253	6,550	5,821	5,043	5,043
Product Cost:	\$6.80	\$9.00	\$6.55	\$6.15	\$6.55
Work Hours/Product:	0.16	0.20	0.15	0.13	0.13
Activity 488220 - Employee Training for Data and Statistics					
Product: An Employee Trained					
Costs:	\$5,596	\$1,734	\$5,079	\$7,433	\$7,915
Products:	4	4	0	4	4
Work Hours:	80	40	78	160	160
Product Cost:	\$1,399.06	\$433.53	\$0.00	\$1,858.20	\$1,978.72
Work Hours/Product:	20.00	10.00	0.00	40.00	40.00

**City of Sunnyvale
Program Performance Budget**

Program 488 - Records Management and Property Services

Service Delivery Plan 48802 - Data and Statistics Services

	<u>2006/2007</u>	<u>2007/2008</u>	<u>2007/2008</u>	<u>2008/2009</u>	<u>2009/2010</u>
	Actual	Budget	Actual	Budget	Plan
Activity 488840 - Supervisory Services for Data and Statistics Services - Staff Time Supporting, Leading and Managing Equipment and Personnel In Support of All Program Measures					
Product: A Work Hour					
Costs:	\$2,807	\$8,343	\$6,819	\$8,350	\$8,891
Products:	49	150	117	150	150
Work Hours:	49	150	117	150	150
Product Cost:	\$57.89	\$55.62	\$58.34	\$55.66	\$59.27
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 488820 - Management Services for Data and Statistics Services					
Product: A Work Hour					
Costs:	\$32,860	\$39,854	\$21,618	\$33,994	\$35,075
Products:	337	360	188	300	300
Work Hours:	337	360	188	300	300
Product Cost:	\$97.51	\$110.71	\$114.99	\$113.31	\$116.92
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Totals for Service Delivery Plan 48802 - Data and Statistics Services					
Costs:	\$329,319	\$375,633	\$309,433	\$306,126	\$324,856
Hours:	7,322	7,600	6,567	6,063	6,063

City of Sunnyvale
Program Performance Budget

Program 488 - Records Management and Property Services

Service Delivery Plan 48803 - Property and Evidence

Provide property, evidence and supply services to officers, the public and judicial agencies, by:

- Ensuring that property and evidence is received, stored and then purged in a timely manner,
- Ensuring that the management of equipment, uniforms and supplies is conducted in an efficient and effective manner,
- Ensuring training is provided and received by all personnel to maintain skills, knowledge and expertise in all areas, and
- Providing administrative and supervisory support for all components of the Property and Evidence Program.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 488 - Records Management and Property Services

Service Delivery Plan 48803 - Property and Evidence

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 488300 - Property and Evidence Services - Process, Store and Purge All Property and Evidence As Required					
Product: A Property/Evidence Transaction					
Costs:	\$234,243	\$178,677	\$213,390	\$225,008	\$239,601
Products:	12,475	5,909	12,680	12,475	12,475
Work Hours:	4,500	3,396	4,095	4,511	4,511
Product Cost:	\$18.78	\$30.24	\$16.83	\$18.04	\$19.21
Work Hours/Product:	0.36	0.57	0.32	0.36	0.36
Activity 488310 - Central Supply Services - Process Requisitions for Equipment, Uniforms, and Supplies					
Product: A Supply Transaction					
Costs:	\$25,748	\$15,123	\$24,349	\$23,600	\$25,131
Products:	1,102	882	991	1,102	1,102
Work Hours:	446	286	425	446	446
Product Cost:	\$23.36	\$17.15	\$24.57	\$21.42	\$22.80
Work Hours/Product:	0.40	0.32	0.43	0.40	0.40
Activity 488320 - Employee Training for Property and Evidence					
Product: An Employee Trained					
Costs:	\$3,277	\$2,116	\$5,211	\$4,233	\$4,508
Products:	2	2	1	2	2
Work Hours:	40	40	98	80	80
Product Cost:	\$1,638.48	\$1,057.95	\$5,210.60	\$2,116.63	\$2,253.90
Work Hours/Product:	20.00	20.00	98.00	40.00	40.00

**City of Sunnyvale
Program Performance Budget**

Program 488 - Records Management and Property Services

Service Delivery Plan 48803 - Property and Evidence

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 488850 - Supervisory Services for Property and Evidence - Staff Time Expended In Supporting, Leading, and Managing Equipment and Personnel In Support of All Program Measures					
Product: A Work Hour					
Costs:	\$32,896	\$20,170	\$23,635	\$25,882	\$27,561
Products:	550	352	380	450	450
Work Hours:	550	352	380	450	450
Product Cost:	\$59.81	\$57.30	\$62.20	\$57.52	\$61.25
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 488830 - Management Services for Property and Evidence					
Product: A Work Hour					
Costs:	\$25,115	\$19,927	\$21,474	\$20,680	\$21,333
Products:	220	180	186	180	180
Work Hours:	220	180	186	180	180
Product Cost:	\$114.16	\$110.71	\$115.45	\$114.89	\$118.52
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Totals for Service Delivery Plan 48803 - Property and Evidence					
Costs:	\$321,280	\$236,012	\$288,058	\$299,404	\$318,134
Hours:	5,756	4,254	5,184	5,667	5,667

**City of Sunnyvale
Program Performance Budget**

Program 488 - Records Management and Property Services

		<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Totals for Program 488	Costs:	\$2,119,546	\$2,073,498	\$2,152,278	\$2,073,824	\$2,199,185
	Hours:	39,356	38,912	40,332	38,627	38,627

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**Socio-Economic
Element**

5. Socio-Economic Element

The social and economic factors that affect its citizens in the home, workplace and everyday activity are a major concern of the City. The Socio-Economic Element of the Sunnyvale General Plan deals with quality of life issues in Sunnyvale. The Socio-Economic Element addresses problems and identifies goals and policies concerning health, social services, economy, employment, and education.

Socio-Economic Element

Goals, Policies and Action Statements

Demographics and Neighborhoods

- Goal 5.1A Preserve and enhance the physical and social environment and facilitate positive relations and a sense of well-being among all community members, including residents, workers and businesses.
- Policy 5.1A.1 Encourage citizen and business participation in City policy decisions and civic affairs and assure that all of the City's residents have equal opportunities to participate. (Refer to the Community Participation Sub-Element for related goals and policies.)
- Policy 5.1A.2 Strive to assure that all residents have equal access to City services.
- Policy 5.1A.3 Ensure an integrated planning approach that considers all elements of the City's General Plan in establishing long or short-range plans, goals and objectives for the City.
- Policy 5.1A.4 Maintain City facilities and City properties to a high standard of maintenance and promote a positive aesthetic appearance in the neighborhoods.
- Policy 5.1A.5 Maintain City neighborhoods as safe and healthy places to live.
- Policy 5.1A.6 Encourage neighborhood patterns that encourage social interaction and avoid isolation.

Economy and Employment

- Goal 5.1B Maintain and establish policies that promote a strong economy which provides economic opportunities for all Sunnyvale residents within existing environmental, social, fiscal and land use constraints.

- Policy 5.1B.1 Provide existing employers with opportunities to expand employment within land use constraints and in accordance with regional planning goals.
- Policy 5.1B.2 Participate in partnerships with local industry/businesses in order to facilitate communication and address mutual concerns.
- Policy 5.1B.3 Monitor the effect of City policies on business development and consider the effects on the overall health of business within the City.
- Policy 5.1B.4 Participate in regional efforts to respond to transportation and housing problems caused by economic growth in order to improve the quality of life and create a better environment for business to flourish.

Action Statements

- 5.1B.4a Support land use policies to achieve a healthy relationship between the creation of new jobs and housing.
- 5.1B.4b Support regional revenue raising efforts to fund needed highway and transit improvements.
- 5.1B.4c Support transportation demand management programs and other ride sharing programs countywide.
- Goal 5.1C Endeavor to maintain a balanced economic base that can resist downturns of any one economic sector.
 - Policy 5.1C.1 Support efforts to establish Sunnyvale’s Downtown area as a strong commercial center for the City.
 - Policy 5.1C.2 Monitor revenues generated by different economic sectors on an on-going basis.
 - Policy 5.1C.3 Maintain an attractive business community.
 - Policy 5.1C.4 Promote business opportunities and business retention in Sunnyvale.
 - Policy 5.1C.5 Support land use policies that provide a diversified mix of commercial/industrial development.
 - Policy 5.1C.6 Consider development of a strong business retention program.
- Goal 5.1D Support efforts to create employment opportunities for economically disadvantaged individuals, disabled individuals, minorities, women, youth and others with special employment needs.
 - Policy 5.1D.1 Support reforms to the welfare system that will provide positive incentives to those on welfare to enter the workforce and decrease welfare dependency.

Policy 5.1D.2 Support federal programs, such as JTPA, aimed at increasing employment opportunities for groups with special employment needs.

Education and Training

Goal 5.1E Support efforts to improve the availability and quality of education made available in Sunnyvale.

Policy 5.1E.1 Support educational reforms that will cost-effectively result in better education.

Policy 5.1E.2 Support unification of school districts within the Sunnyvale City limits.

Policy 5.1E.3 Support legislation that will provide appropriate state funding for kindergarten through 12th grade education in Sunnyvale, including funding for extracurricular activities.

Policy 5.1E.4 Support reforms to the State's school formula based upon average daily attendance to recognize actual needs of funding for schools.

Policy 5.1E.5 Support legislation returning more local control to boards of education.

Policy 5.1E.6 Support and/or consider the feasibility of attracting higher education into Sunnyvale and the region.

Policy 5.1E.7 Support reforms to improve educational quality.

Policy 5.1E.8 Support appropriate funding for community colleges serving Sunnyvale.

Goal 5.1F Provide job training and employment services, within constraints of operative Federal regulations and available Federal funding, to address the locally-determined employment and training needs of economically disadvantaged residents and others with special needs.

Policy 5.1F.1 Participate in JTPA as a service delivery area as long as adequate Federal and State funding for the program is available, legislation remains essentially intact and the program can be cost-effectively administered.

Action Statements

5.1F.1a Develop an annual job training plan responding to local economic needs.

5.1F.1b Support strong private sector involvement (through the Private Industry Council) in developing local program goals and objectives.

- 5.1F.1c Develop program alternatives to address the unique needs of special populations, such as youth, seniors, the disabled, welfare recipients and others.
- 5.1F.1d Develop a comprehensive, flexible delivery system oriented to placing participants in employment opportunities with future potential.
- 5.1F.1e Cooperate to the maximum extent feasible with other Federal, State and local agencies providing similar services or serving common clients.
- 5.1F.1f Stress performance outcomes in setting program objectives and monitor and evaluate performance in relation to those targets on an on-going basis.
- 5.1F.1g In event that federal/state funding for job training services is insufficient to continue City sponsorship of a Service Delivery Area, the City will consider alternative delivery systems that will assure effective delivery of job training services to Sunnyvale residents.

Policy 5.1F.2 Support Federal job training and related legislation that maintains the primary role of local governments for serving economically disadvantaged and others with special needs.

Action Statements

- 5.1F.2a Support legislation that establishes an active participating role for the Private Industry Council.
- 5.1F.2b Support legislation that establishes local service delivery areas responsive to local needs.
- 5.1F.2c Support adequate funding for the program, based upon a formula that is realistically based on the needs of the local areas.

Health and Social Services

- Goal 5.1G Enhance the provision of health and social services to Sunnyvale residents by providing opportunities for the private marketplace to meet the health and social service needs of City residents.
- Policy 5.1G.1 Encourage the co-location of health and social service providers in Sunnyvale to facilitate the availability of such services.
- Policy 5.1G.2 Provide incentives, such as co-location privileges or rent subsidies, to attract private agencies to provide needed health and social services.
- Policy 5.1G.3 Support measures to reduce the number of individuals who are uninsured for medical coverage, including catastrophic illnesses.

Action Statements

5.1G.3a Develop and maintain an active policy on health insurance that establishes a national or statewide plan of coverage but does not unnecessarily burden employers with the financial responsibility for covering the added costs.

Goal 5.1H Identify pressing health and social needs of the Sunnyvale community, encouraging appropriate agencies to address these needs in an adequate and timely manner.

Policy 5.1H.1 Support efforts to increase the availability, quality and affordability of childcare in North Santa Clara County.

Action Statements

5.1H.1a Support involvement of employers in the provision of childcare services for their workers.

5.1H.1b Support measures that increase the number of childcare programs available to Sunnyvale residents and workers.

5.1H.1c Support state and federal measures that provide financial subsidies to low income workers for childcare.

5.1H.1d Support the availability of information and resource referral services in North County.

5.1H.1e Support appropriate legislation that will increase the availability and quality of childcare.

5.1H.1f Develop and maintain an active childcare policy that specifies City role in the childcare area.

Policy 5.1H.2 Support non-discriminating efforts to cure catastrophic diseases (such as AIDS) and prevent their spread in the community.

Action Statements

5.1H.2a Support state and federal legislation to provide health care to AIDS patients.

5.1H.2b Participate in organized efforts to educate the general public about AIDS.

5.1H.2c Support adequate state, federal and private sector funding directed at the cure and treatment of AIDS.

Policy 5.1H.3 Encourage the provision of services for older adults in Sunnyvale.

Action Statements

5.1H.3a Continue to provide incentives to co-locate services at City facilities serving seniors.

5.1H.3b Consider matching support for County wide programs that serve the nutritional needs of low-income seniors.

5.1H.3c Consider incentives to attract private "senior day care" services.

5.1H.3d Support senior escort services for low-income seniors.

5.1H.3e Support programs that provide low-cost housing alternatives to Sunnyvale seniors.

5.1H.3f Continue to provide transportation services for seniors.

Policy 5.1H.4 Support programs that cooperate closely with the City's Public Safety program in providing crisis intervention/emergency services.

Policy 5.1H.5 Support programs that decrease drug and alcohol use and dependence in the community.

Action Statements

5.1H.5a Target drug and alcohol education and enforcement efforts to youth and schools.

Policy 5.1H.6 Support the provision of emergency shelter to Sunnyvale residents.

Action Statements

5.1H.6a Support regional efforts to provide and develop emergency shelters in North County for the homeless. (Refer to the Housing and Community Revitalization Sub-element for additional policies.)

Policy 5.1H.7 Encourage the provision of programs that provide assistance in the acculturation and assimilation of refugees into the community.

Action Statements

5.1H.7a Support federal and state funding of language programs.

5.1H.7b Support federal and state funding of employment assistance programs.

5.1H.7c Support cooperative programs with local school districts.

Policy 5.1H.8 Encourage programs that assist at-risk youth in obtaining an education and learning job skills.

Action Statements

5.1H.8a Support cooperative programs with local school districts.

5.1H.8b Develop employment services through NOVA that assist at-risk youth in obtaining basic skill competencies.

Policy 5.1H.9 Encourage programs and services that address the special needs of the disabled population and assure that disabled individuals have access to services.

Action Statements

5.1H.9a Maintain an active City policy that assures that disabled individuals have access to City Programs and services.

5.1H.9b Strive to assure that outside group contract agencies have non-discrimination policies and practices.

5.1H.9c Maintain an assisted recreation program to address the special recreational needs of the disabled.

5.1H.9d Encourage and support efforts to allow disabled individuals to live independently.

5.1H.9e Provide special job training services for the disabled through JTPA funds and seek out special grants for additional services.

5.1H.9f Support efforts to inform disabled individuals about services that are available.

5.1H.9g Support county, state and federal legislation, which addresses the needs of the disabled.

5.1H.9h Encourage and support efforts to provide residential, transitional facilities for disabled residents.

Policy 5.1H.10 Encourage the provision of residential health care services for seniors by the private sector.

Action Statements

5.1H.10a Encourage the provision of residential health care services for seniors by the private sector.

5.1H.10b Assure that adequate medical care facilities are available to Sunnyvale residents.

5.1H.10c Support fiscally reasonable legislation that will provide all citizens with health care insurance.

5.1H.10d Review land use policies to assure that consideration is given to senior care facilities.

5.1H.10e Support an active role in El Camino Hospital District and assure that its services address community needs.

Policy 5.1H.11 Encourage the adequate provision of social services to Sunnyvale residents.

Action Statements

5.1H.11a Assist appropriate agencies, such as the County and United Way, in assessing social service needs.

5.1H.11b Coordinate funding of outside agencies with County and United Way funding and other funding sources.

5.1H.11c Participate in joint planning efforts with appropriate agencies.

5.1H.11d Provide support to enhance the service capabilities of a local community services organization.

Human Services Planning and Policy

Goal 5.II Monitor human service needs of the community in order to identify appropriate responses and encourage the provision of needed services.

Policy 5.II.1 Maintain an active “Outside Groups Funding Policy” relating to the City’s standards and requirements for accepting applications for funding from non-profit agencies.

Action Statements

5.II.1a Assure that groups receiving City funds are held accountable for contract performance.

5.II.1b Assure that the performance of groups receiving funds are monitored in an on-going basis.

5.II.1c Maintain an annual process for acceptance and evaluation of applications for human service groups.

5.1I.1d Consider providing limited financial support to those agencies/programs that are closely related with existing General Plan goals and objectives.

Goal 5.IJ Encourage and support a network of human services that provides for the basic needs of Sunnyvale’s residents.

Policy 5.1J.1 The City shall seek to have as many Human Service needs as possible met through other resources in the following priority:

- ◆ self-help
- ◆ private non-profit organizations
- ◆ other government agencies

Policy 5.1J.2 The City shall assume an advocate role to manage the use of its resources to meet Human Services needs in Sunnyvale.

Action Statements

5.1J.2a Encourage and advocate coordination and cooperation among organizations providing human services in Sunnyvale.

5.1J.2b Advocate, encourage, and wherever possible, facilitate the co-location of human service providers.

5.1J.2c Actively pursue the cooperation of federal, state, county and other agencies to enhance the quality of availability of human services to citizens of Sunnyvale.

Policy 5.1J.3 The City may assume the role of a direct service provider of human services when:

- ◆ Specifically targeted intergovernmental funds (such as JTPA, CDBG) are available for which the City could most cost-effectively administer the human service programs (rather than outside groups) to address significant community needs, direct service provider role will terminate when such funds are no longer available, or
- ◆ Specific community needs are identified and the General Plan, City policies or action plans provide for the City to take on such a role.

Policy 5.1J.4 The City may assume the role of an indirect service provider of human services when specifically targeted intergovernmental funds (i.e. JTPA, CDBG) are available to the City but another agency could most cost-effectively administer the human service program to be addressed by the funds. Funding to the provider will terminate when such funds are no longer available, or the provider can no longer provide the service or the specific community need has been fulfilled or the City determines to take on the service directly.

Policy 5.1J.5 The City may provide limited financial assistance to qualified outside group if:

- ◆ The program proposed for funding does not duplicate existing services, addresses a significant community need or facilitates the co-location of human service providers in the City of Sunnyvale, augments (but does not duplicate) service provided directly by the City, provides the service at a cost lower than the City can provide or is the most logical service provider, and provision of such services is compatible with the City's General Plan, policies or action plans, and

- ◆ The program for which funding is requested is qualified under the City's Outside Group Funding Policy.

City of Sunnyvale Program Performance Budget

Program 525 - Columbia Neighborhood Center (CNC)

Program Performance Statement

The Columbia Neighborhood Center supports and empowers youth and families so that the children of the community will develop the life skills necessary to be successful in school and beyond.

The Center's priorities are to serve the following groups:

- At-risk youth attending Bishop, Fairwood, Lakewood, San Miguel, and Columbia schools,
- Families with limited access to basic services residing in the Center's service area, and
- The surrounding community residing in the Center's service area. The Center's service area is bounded by Central Expressway to the south, and City boundaries to the west, north and east.

The Center collaborates with the Sunnyvale School District as well as non-profit organizations, businesses, community members and others. The Center coordinates all these entities to provide a connected network of services and programs in Community Education, Mental Health Services, Health Care, Recreation, and Youth and Neighborhood Safety. The Center and its partners also promote a strong community through events and activities for the neighborhood.

Notes

1. This program is jointly operated by the City of Sunnyvale and the Sunnyvale Elementary School District. The performance measures reflect the contractual commitment between the City and the School District. A portion of the operating expenses are reimbursed by the School District per the contract.
2. The Academic Performance Index score is determined annually by the State Department of Education in January and the score results are available in September.
3. In FY 2007/2008 540 work hours of a Public Safety Officer were transferred from Program 483 - Community Safety Services to fund Public Safety activities/events in SDP 52505 - Youth and Neighborhood Safety.
4. The cost of providing recreation programs in the CNC service area through the CNC budget will exceed the revenues those programs generate through recreation fees as they may be offered at below normal market rates. Since the purpose of providing programming through CNC is to serve youth at-risk and those who have limited access to basic services, a subsidy from the General Fund is required to close the gap between the revenues generated and the expenditures to offer quality recreation programs that meet the needs of the youth.

**City of Sunnyvale
Program Performance Budget**

Program 525 - Columbia Neighborhood Center (CNC)

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Quality</u>						
Q1. Columbia Middle School's students participating in the Columbia Neighborhood Center's education/recreation/safety programs report a positive sense of belonging to school. [External Survey]	C					
- Percent of Students		93.00%	80.00%	84.00%	86.00%	86.00%
- Number of Participating Students		417.00	565.00	657.00	500.00	500.00
Q2. Percent of families using Columbia Neighborhood Center services report the Center has had a positive impact on their quality of life.	C					
- Percent of Families		0.00%	50.00%	89.00%	75.00%	75.00%
Q3. Columbia Neighborhood Center area residents respond positively regarding their sense of community in the City of Sunnyvale. [DELETED]	I					
- Percent of Residents		66.50%	90.00%	69.50%	NA	NA
Q4. Percent of Columbia Neighborhood Center service area residents rate the following as "fair" or better. [External Survey]	I					
- Columbia Neighborhood		NA	NA	NA	65.00%	65.00%
- Overall Quality of Life		NA	NA	NA	70.00%	70.00%
- Sense of Community		NA	NA	NA	65.00%	65.00%
Q5. Percent of Columbia Middle School service area parents participating in Columbia Neighborhood Center education/safety programs report being more active in their child's education at the end of the programs.	D					
- Percent of Parents		88.00%	75.00%	97.00%	80.00%	80.00%
- Number of Parents Surveyed		69.00	100.00	71.00	75.00	75.00
Q6. Percent of participants in Columbia Neighborhood Center education programs, mental health services, health services, recreation programs, safety programs and community outreach activities rate the overall quality of the services as "fair" or better.	D					
- Percent of Participants Rating Quality of Services as "Fair" or Better		96.00%	85.00%	93.00%	90.00%	90.00%

**City of Sunnyvale
Program Performance Budget**

Program 525 - Columbia Neighborhood Center (CNC)

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Productivity</u>						
P1.	Columbia Middle School will improve its Academic Performance Index score by the target number of points from the prior year as determined annually by the State Department of Education, until the overall target of 800 points is met.					
	- Number of Points Improved On Academic Performance Index Score	NA	1.00	NA	1.00	1.00
	- Overall Score	712.00	723.00	706.00	714.00	715.00
P2.	The Columbia Neighborhood Center will coordinate a team of service providers to provide 60,315 participant hours in the areas of Community Education, Mental Health Services, and Recreation and Enrichment. [DELETED]					
	- Participant Hours In Community Education	21,975.00	21,015.00	17,109.00	NA	NA
	- Participant Hours In Mental Health Services	2,192.00	2,300.00	5,967.00	NA	NA
	- Participant Hours In Recreation and Enrichment	44,587.00	37,000.00	29,273.00	NA	NA
P3.	The Columbia Neighborhood Center will coordinate a team of service providers to serve 1,700 community members in the areas of Health Services and Youth and Neighborhood Safety. [DELETED]					
	- Number of Members Served In Health Services	1,476.00	500.00	1,386.00	NA	NA
	- Number of Members Served In Youth and Neighborhood Safety	5,085.00	1,200.00	1,337.00	NA	NA
P4.	Percent of Columbia Neighborhood Center service area residents who have made use of CNC services during this past year.					
	- Percent of Residents	NA	NA	NA	40.00%	40.00%
P5.	Number of participant hours generated by Columbia Neighborhood Center service providers in the areas of:					
	- Community Education	NA	NA	NA	21,500.00	21,500.00
	- Mental Health Services	NA	NA	NA	2,200.00	2,200.00
	- Recreation and Enrichment	NA	NA	NA	44,500.00	44,500.00
	- Health Services	NA	NA	NA	1,500.00	1,500.00
	- Youth and Neighborhood Safety	NA	NA	NA	500.00	500.00

**City of Sunnyvale
Program Performance Budget**

Program 525 - Columbia Neighborhood Center (CNC)

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
		<u>Priority</u>	<u>Actual</u>	<u>Budget</u>	<u>Actual</u>	<u>Budget</u>
						<u>Plan</u>
<u>Productivity</u>						
P6.	Number of unduplicated participants Columbia Neighborhood Center served in the areas of:	I				
	- Community Education		NA	NA	NA	300.00
	- Mental Health Services		NA	NA	NA	60.00
	- Recreation and Enrichment		NA	NA	NA	500.00
	- Health Services		NA	NA	NA	1,500.00
	- Youth and Neighborhood Safety		NA	NA	NA	500.00
P7.	For the current fiscal year, the Columbia Neighborhood area's crime rate per 1,000 population for the crimes of aggravated assault, simple assault, auto theft, auto burglary, and malicious mischief, will be no greater than 10.55% above the Sunnyvale Crime Rate for similar crimes. [DELETED]	D				
	- Percent Above the Sunnyvale Crime Rate per 1,000 Population		44.57%	10.55%	45.87%	NA
	- Number of Above Listed Crimes for Columbia Neighborhood Area		832.00	551.00	887.00	NA
	- Number of Above Listed Crimes for City of Sunnyvale		2,015.00	1,704.00	2,137.00	NA
P8.	Number of crimes (per 100,000) reported in the Columbia Neighborhood Center (CNC) service area for malicious mischief, aggravated assault, simple assault, auto burglary, and auto theft will be maintained at or below the rolling three-year average.	D				
	- Number of Above Listed Crimes in Columbia Neighborhood Center Service Area		NA	NA	NA	832.00
	- Rolling Three-Year Average for Above Listed Crimes in CNC Service Area		NA	NA	NA	845.00

**City of Sunnyvale
Program Performance Budget**

Program 525 - Columbia Neighborhood Center (CNC)

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Cost Effectiveness</u>						
C1. The City of Sunnyvale can expect each dollar it contributes to Columbia Neighborhood Center to be leveraged through revenues, grants and in-kind contributions.	I					
- Dollar Value of Leveraged Funds for Every \$1.00 Contributed by City		\$2.14	\$2.40	\$2.34	\$2.40	\$2.40
- Total Dollar Value Received		\$503,653.00	\$558,179.00	\$541,222.00	\$623,658.00	\$742,007.00
C2. The Sunnyvale School District can expect each dollar it contributes to Columbia Neighborhood Center to be leveraged through revenues, grants and in-kind contributions.	I					
- Dollar Value of Leveraged Funds for Every \$1.00 Contributed by Sunnyvale School District		\$2.45	\$2.40	\$1.96	\$2.40	\$2.40
- Total Dollar Value Received		\$503,653.00	\$558,179.00	\$541,222.00	\$632,658.00	\$742,007.00
<u>Financial</u>						
F1. Actual total expenditures for the Columbia Neighborhood Center will not exceed planned program expenditures.	C					
- Total Program Expenditures [DELETED]		\$444,816.00	\$685,159.04	\$622,380.22	NA	NA
- Percent of Total Program Budget Expended		NA	NA	NA	100.00%	100.00%

Priority Legend

- M: Mandatory
- C: Council Highest Priority
- I: Important
- D: Desirable

**City of Sunnyvale
Program Performance Budget**

Program 525 - Columbia Neighborhood Center (CNC)

Service Delivery Plan 52501 - Community Education

Promote positive academic development of youth, empower parents to support their children's education and development, and support ongoing education in the community by coordinating providers to offer educational programs including:

- Community service learning, youth employment education and other educational programs for youth,
- Parenting skills, supporting their children's schooling, and youth development education for parents, and
- English as a second language, literacy, and other basic skills education for adults.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 525 - Columbia Neighborhood Center (CNC)

Service Delivery Plan 52501 - Community Education

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 525100 - Coordinate Youth Education Programs					
Product: A Program Coordinated					
Costs:	\$8,585	\$11,947	\$12,650	\$9,097	\$9,469
Products:	14	3	5	3	3
Work Hours:	73	135	122	92	92
Product Cost:	\$613.18	\$3,982.27	\$2,529.98	\$3,032.20	\$3,156.26
Work Hours/Product:	5.23	45.00	24.41	30.67	30.67
Activity 525110 - Coordinate Adult/Parent Education Programs					
Product: A Program Coordinated					
Costs:	\$17,717	\$12,150	\$14,752	\$19,191	\$19,874
Products:	3	3	4	3	3
Work Hours:	143	135	99	143	143
Product Cost:	\$5,905.72	\$4,049.93	\$3,687.98	\$6,397.04	\$6,624.82
Work Hours/Product:	47.81	45.00	24.64	47.67	47.67
Totals for Service Delivery Plan 52501 - Community Education					
Costs:	\$26,302	\$24,097	\$27,402	\$28,288	\$29,343
Hours:	217	270	221	235	235

City of Sunnyvale
Program Performance Budget

Program 525 - Columbia Neighborhood Center (CNC)

Service Delivery Plan 52502 - Mental Health Services

Promote healthy social and emotional development of youth by supervising mental health referrals coordination and coordinating providers of:

- Mental health counseling (short-term therapy, crisis intervention) to at-risk youth and their families,
- Case management (assessment, referrals to needed services, parent support and case monitoring) for at-risk students attending Center service area schools, and
- Preventative education on mental health issues (e.g. depression, suicide, etc.), mentoring, support groups, referrals to support services, or other types of mental health services to youth, families and adults.

Notes

1. The case management activity is staffed by the Sunnyvale School District, coordinated by Columbia Neighborhood Center, and provided as a service to students attending Columbia school.

**City of Sunnyvale
Program Performance Budget**

Program 525 - Columbia Neighborhood Center (CNC)

Service Delivery Plan 52502 - Mental Health Services

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 525200 - Coordinate Mental Health Counseling Services for At-Risk Youth and Families					
Product: A Counselor Coordinated					
Costs:	\$13,278	\$10,440	\$20,893	\$18,930	\$19,685
Products:	5	6	5	6	6
Work Hours:	161	110	172	192	192
Product Cost:	\$2,655.65	\$1,740.04	\$4,178.70	\$3,155.01	\$3,280.90
Work Hours/Product:	32.17	18.33	34.32	32.00	32.00
Activity 525210 - Coordinate Case Management for At-Risk Students					
Product: A Case Management Team Meeting					
Costs:	\$4,247	\$9,266	\$10,953	\$5,087	\$5,273
Products:	17	5	5	5	5
Work Hours:	49	100	55	48	48
Product Cost:	\$249.83	\$1,853.15	\$2,190.55	\$1,017.40	\$1,054.55
Work Hours/Product:	2.86	20.00	11.01	9.60	9.60
Activity 525220 - Coordinate Other Mental Health and Social Services					
Product: A Program Coordinated					
Costs:	\$1,413	\$10,034	\$7,879	\$10,280	\$10,741
Products:	4	5	7	5	5
Work Hours:	18	110	84	110	110
Product Cost:	\$353.28	\$2,006.84	\$1,125.58	\$2,056.06	\$2,148.15
Work Hours/Product:	4.39	22.00	11.99	22.00	22.00
Totals for Service Delivery Plan 52502 - Mental Health Services					
Costs:	\$18,939	\$29,740	\$39,725	\$34,297	\$35,699
Hours:	227	320	311	350	350

**City of Sunnyvale
Program Performance Budget**

Program 525 - Columbia Neighborhood Center (CNC)

Service Delivery Plan 52503 - Health Services

Promote healthy physical development of youth and families, by:

- Coordinating services that provide primary health care (check-ups, physicals, sick visits) and immunizations to youth and adults, and
- Health insurance enrollment, community health education, and other health services.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 525 - Columbia Neighborhood Center (CNC)

Service Delivery Plan 52503 - Health Services

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 525300 - Coordinate Health Clinic					
Product: A Provider Coordinated					
Costs:	\$1,509	\$22,398	\$3,176	\$4,665	\$4,853
Products:	2	2	2	2	2
Work Hours:	49	250	32	48	48
Product Cost:	\$754.50	\$11,199.04	\$1,587.83	\$2,332.31	\$2,426.39
Work Hours/Product:	24.31	125.00	16.01	24.00	24.00
Activity 525310 - Coordinate Health Insurance and Other Health Services					
Product: A Program Coordinated					
Costs:	\$3,455	\$7,741	\$5,578	\$8,543	\$8,901
Products:	2	2	4	2	2
Work Hours:	45	90	65	90	90
Product Cost:	\$1,727.69	\$3,870.40	\$1,394.57	\$4,271.29	\$4,450.38
Work Hours/Product:	22.30	45.00	16.13	45.00	45.00
Totals for Service Delivery Plan 52503 - Health Services					
Costs:	\$4,964	\$30,139	\$8,754	\$13,207	\$13,754
Hours:	93	340	97	138	138

**City of Sunnyvale
Program Performance Budget**

Program 525 - Columbia Neighborhood Center (CNC)

Service Delivery Plan 52504 - Recreation and Enrichment

Reduce the unsupervised time of youth and increase constructive use of youths' time, and enhance physical health and fitness of families in the community, by administering and providing:

- Youth after school recreation and enrichment classes/activities (e.g. art, music, sports or special interest classes),
- Community evening/weekend recreation for youth and families (youth drop-in gym, community recreation classes), and
- Youth summer recreation activities (youth drop-in center, sports camps, recreational swimming).

Notes

**City of Sunnyvale
Program Performance Budget**

Program 525 - Columbia Neighborhood Center (CNC)

Service Delivery Plan 52504 - Recreation and Enrichment

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 525400 - Administer Recreation and Enrichment Programs					
Product: A Program Administered					
Costs:	\$5,342	\$15,968	\$31,210	\$16,694	\$17,530
Products:	14	4	8	5	5
Work Hours:	67	195	258	195	195
Product Cost:	\$381.60	\$3,991.91	\$3,901.21	\$3,338.74	\$3,506.09
Work Hours/Product:	4.76	48.75	32.27	39.00	39.00
Activity 525410 - Provide Youth After School Recreation and Enrichment					
Product: A Participant Hour					
Costs:	\$66,046	\$99,093	\$82,787	\$105,530	\$119,185
Products:	9,984	19,500	6,867	19,500	19,500
Work Hours:	1,397	1,981	1,647	1,981	1,981
Product Cost:	\$6.62	\$5.08	\$12.06	\$5.41	\$6.11
Work Hours/Product:	0.14	0.10	0.24	0.10	0.10
Activity 525420 - Provide Community Evening / Weekend Recreation					
Product: A Participant Hour					
Costs:	\$15,252	\$33,958	\$17,838	\$39,270	\$42,324
Products:	8,629	13,000	6,215	13,000	13,000
Work Hours:	515	1,105	543	1,105	1,105
Product Cost:	\$1.77	\$2.61	\$2.87	\$3.02	\$3.26
Work Hours/Product:	0.06	0.09	0.09	0.09	0.09

**City of Sunnyvale
Program Performance Budget**

Program 525 - Columbia Neighborhood Center (CNC)

Service Delivery Plan 52504 - Recreation and Enrichment

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 525430 - Provide Youth Summer Recreation					
Product: A Participant Hour					
Costs:	\$29,186	\$29,567	\$34,192	\$33,693	\$35,712
Products:	2,248	4,500	2,165	4,500	4,500
Work Hours:	725	660	631	660	660
Product Cost:	\$12.98	\$6.57	\$15.79	\$7.49	\$7.94
Work Hours/Product:	0.32	0.15	0.29	0.15	0.15
Totals for Service Delivery Plan 52504 - Recreation and Enrichment					
Costs:	\$115,827	\$178,585	\$166,027	\$195,187	\$214,751
Hours:	2,704	3,941	3,079	3,941	3,941

City of Sunnyvale
Program Performance Budget

Program 525 - Columbia Neighborhood Center (CNC)

Service Delivery Plan 52505 - Youth and Neighborhood Safety

Prevent youth from getting involved in destructive or dangerous activities by promoting positive choices and building relationships with youth and their parents through:

- Juvenile diversion classes for youth and parents,
- Positive activities for at-risk youth (e.g. Basketball Shoot-Out, boxing, soccer, ropes course), and
- One-on-one meetings with at-risk youth and their parents.

Create a safer neighborhood by supporting the community through:

- Safety information and interactions with the community at neighborhood events (e.g. Health and Safety Fair, City Year Spring Camp, Family Fun Night), and
- Community education programs that focus on personal safety, crime prevention and neighborhood relations (e.g. presentations for community groups, community safety workshops, parent education).

Notes

1. Consistent with the Community Policing Model, the Department of Public Safety provides positive activities for youth in the Center's service area, such as the Basketball Shoot-Out, through collaboration with the Center, the Department of Parks and Recreation, and the Sunnyvale School District.

**City of Sunnyvale
Program Performance Budget**

Program 525 - Columbia Neighborhood Center (CNC)

Service Delivery Plan 52505 - Youth and Neighborhood Safety

	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
Activity 525500 - Provide Programs For At-Risk Youth					
Product: A Youth Served					
Costs:	\$4,497	\$26,737	\$39,254	\$41,633	\$42,720
Products:	349	200	524	690	690
Work Hours:	45	214	373	297	297
Product Cost:	\$12.89	\$133.68	\$74.91	\$60.34	\$61.91
Work Hours/Product:	0.13	1.07	0.71	0.43	0.43
Activity 525510 - Provide Community Outreach for Neighborhood Safety					
Product: A Community Member Served					
Costs:	\$20,454	\$40,594	\$21,198	\$36,751	\$37,673
Products:	1,826	1,000	1,337	2,460	2,460
Work Hours:	179	326	213	259	259
Product Cost:	\$11.20	\$40.59	\$15.85	\$14.94	\$15.31
Work Hours/Product:	0.10	0.33	0.16	0.11	0.11
Activity 525520 - Administer Youth and Neighborhood Safety Programs					
Product: A Program Administered					
Costs:	\$14,675	\$15,093	\$19,415	\$14,271	\$14,870
Products:	7	6	7	6	6
Work Hours:	201	170	252	172	172
Product Cost:	\$2,096.49	\$2,515.46	\$2,773.52	\$2,378.45	\$2,478.40
Work Hours/Product:	28.67	28.33	35.99	28.67	28.67
Totals for Service Delivery Plan 52505 - Youth and Neighborhood Safety					
Costs:	\$39,626	\$82,424	\$79,867	\$92,654	\$95,263
Hours:	424	710	838	728	728

**City of Sunnyvale
Program Performance Budget**

Program 525 - Columbia Neighborhood Center (CNC)

Service Delivery Plan 52506 - Community Outreach

Promote community well-being, positive neighborhood identity, and greater connection between neighbors by providing:

- Support to the CNC's community events including the Health and Safety Fair and Family Fun Night,
- Volunteer opportunities to serve the neighborhood,
- Presentations and publicity about the CNC's services to the community,
- Information and referrals to CNC and non-CNC services for customers,
- Facility rental information and reservations to service providers and the community, and
- Community input and support on the CNC's efforts through staffing of the CNC's Community Advisory Committee.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 525 - Columbia Neighborhood Center (CNC)

Service Delivery Plan 52506 - Community Outreach

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 525610, 525611 - Provide Neighborhood Events/Activities					
Product: A Participant Hour					
Costs:	\$25,815	\$32,423	\$35,216	\$45,782	\$47,918
Products:	10,006	1,500	1,814	2,300	2,300
Work Hours:	317	345	425	475	475
Product Cost:	\$2.58	\$21.62	\$19.41	\$19.91	\$20.83
Work Hours/Product:	0.03	0.23	0.23	0.21	0.21
Activity 525620 - Outreach to the Community and Inform Them of Services					
Product: A Community Outreach Effort					
Costs:	\$32,824	\$35,467	\$34,362	\$44,293	\$46,253
Products:	88	40	40	40	40
Work Hours:	310	300	324	442	442
Product Cost:	\$373.00	\$886.68	\$859.04	\$1,107.32	\$1,156.31
Work Hours/Product:	3.52	7.50	8.10	11.05	11.05
Activity 525630 - Provide On-Site Information and Referrals to Services					
Product: A Contact / Referral					
Costs:	\$31,287	\$51,628	\$29,541	\$41,259	\$43,624
Products:	10,669	12,000	16,598	12,000	12,000
Work Hours:	485	850	450	600	600
Product Cost:	\$2.93	\$4.30	\$1.78	\$3.44	\$3.64
Work Hours/Product:	0.05	0.07	0.03	0.05	0.05

**City of Sunnyvale
Program Performance Budget**

Program 525 - Columbia Neighborhood Center (CNC)

Service Delivery Plan 52506 - Community Outreach

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 525640 - Provide Volunteer Opportunities					
Product: A Volunteer Hour					
Costs:	\$1,051	\$13,586	\$8,302	\$8,005	\$8,437
Products:	217	5,000	938	500	500
Work Hours:	12	155	111	100	100
Product Cost:	\$4.84	\$2.72	\$8.85	\$16.01	\$16.87
Work Hours/Product:	0.06	0.03	0.12	0.20	0.20
Activity 525650 - Support the Columbia Neighborhood Center Community Advisory Committee					
Product: A Meeting					
Costs:	\$7,535	\$17,829	\$7,651	\$9,664	\$10,194
Products:	4	5	5	5	5
Work Hours:	92	210	94	115	115
Product Cost:	\$1,883.84	\$3,565.77	\$1,530.22	\$1,932.72	\$2,038.86
Work Hours/Product:	23.03	42.00	18.71	23.00	23.00
Activity 525660 - Provide Facility Rentals to General Public, Private and Non-Profit Organizations					
Product: A Reservation Request Processed					
Costs:	\$26,230	\$9,992	\$19,840	\$25,657	\$26,983
Products:	186	20	97	60	60
Work Hours:	413	210	388	412	412
Product Cost:	\$141.02	\$499.61	\$204.54	\$427.62	\$449.71
Work Hours/Product:	2.22	10.50	4.00	6.87	6.87

**City of Sunnyvale
Program Performance Budget**

Program 525 - Columbia Neighborhood Center (CNC)

Service Delivery Plan 52506 - Community Outreach

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 525670 - Provide Facility Reservations to City, School District, and Non-Profit Users in Support of Center's Goals					
Product: A Reservation Request Processed					
Costs:	\$35,839	\$28,365	\$39,145	\$48,447	\$50,522
Products:	126	160	142	160	160
Work Hours:	1,106	565	1,078	1,088	1,088
Product Cost:	\$284.44	\$177.28	\$275.67	\$302.79	\$315.77
Work Hours/Product:	8.78	3.53	7.59	6.80	6.80
Totals for Service Delivery Plan 52506 - Community Outreach					
Costs:	\$160,582	\$189,290	\$174,057	\$223,106	\$233,931
Hours:	2,735	2,635	2,869	3,232	3,232

City of Sunnyvale
Program Performance Budget

Program 525 - Columbia Neighborhood Center (CNC)

Service Delivery Plan 52507 - Management and Support Services

Provide leadership to Office of the City Manager staff, City Council, the general public, and the business community by:

- Planning for the long range needs of the department,
- Analyzing financial reports and making recommendations to improve operations,
- Responding to Council, citizen, and business inquiries in a professional and timely manner,
- Supervision of staff and coordination of service providers,
- Management of funding to support Columbia Neighborhood Center (CNC's) services including grant funding and in-kind services, and
- Providing training and educational opportunities for staff development.

Support the operation and overall effectiveness of Columbia Neighborhood Center by:

- Providing answer point services to the general public and business community,
- Supporting the administrative needs of staff and management,
- Accurately filing and retrieving CNC onsite and offsite records,
- Processing purchase requisitions, POs and check requests, and
- Maintaining the operation of office equipment and collection and distribution of interoffice mail.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 525 - Columbia Neighborhood Center (CNC)

Service Delivery Plan 52507 - Management and Support Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 525700 - Management and Supervisory Services					
Product: A Work Hour					
Costs:	\$74,699	\$57,441	\$68,847	\$67,245	\$69,577
Products:	768	523	645	618	618
Work Hours:	768	523	645	618	618
Product Cost:	\$97.20	\$109.83	\$106.82	\$108.81	\$112.58
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 525710 - Administrative Support					
Product: A Work Hour					
Costs:	\$14,567	\$26,984	\$32,492	\$30,433	\$32,187
Products:	366	425	481	425	425
Work Hours:	366	425	481	425	425
Product Cost:	\$39.77	\$63.49	\$67.56	\$71.61	\$75.73
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 525720 - Staff Training and Development [DELETED - Moved to 525750]					
Product: A Training Hour					
Costs:	\$10,297	\$11,651	\$6,157	\$0	\$0
Products:	130	125	66	0	0
Work Hours:	130	125	66	0	0
Product Cost:	\$79.33	\$93.21	\$93.25	\$0.00	\$0.00
Work Hours/Product:	1.00	1.00	1.00	0.00	0.00

**City of Sunnyvale
Program Performance Budget**

Program 525 - Columbia Neighborhood Center (CNC)

Service Delivery Plan 52507 - Management and Support Services

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 525730 - Provide Management of Funding and Grants to Support Services					
Product: A Work Hour					
Costs:	\$4,192	\$27,841	\$9,271	\$6,058	\$6,250
Products:	49	305	94	50	50
Work Hours:	49	305	94	50	50
Product Cost:	\$86.24	\$91.28	\$98.57	\$121.16	\$125.01
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 525740 - Support the Columbia Neighborhood Center Joint Task Force					
Product: A Meeting					
Costs:	\$5,640	\$26,968	\$9,783	\$13,809	\$14,337
Products:	5	6	6	6	6
Work Hours:	63	300	101	135	135
Product Cost:	\$1,127.95	\$4,494.62	\$1,630.49	\$2,301.57	\$2,389.47
Work Hours/Product:	12.63	50.00	16.82	22.50	22.50
Activity 525750 - Staff Training and Development					
Product: An Employee Trained					
Costs:	\$0	\$0	\$0	\$13,110	\$13,641
Products:	0	0	0	5	5
Work Hours:	0	0	0	125	125
Product Cost:	\$0.00	\$0.00	\$0.00	\$2,621.95	\$2,728.26
Work Hours/Product:	0.00	0.00	0.00	25.00	25.00
Totals for Service Delivery Plan 52507 - Management and Support Services					
Costs:	\$109,395	\$150,884	\$126,549	\$130,655	\$135,992
Hours:	1,376	1,678	1,387	1,353	1,353

**City of Sunnyvale
Program Performance Budget**

Program 525 - Columbia Neighborhood Center (CNC)

Totals for Program 525	Costs:	\$475,634	\$685,159	\$622,380	\$717,395	\$758,733
	Hours:	7,776	9,894	8,799	9,977	9,977

City of Sunnyvale
Program Performance Budget

Program 526 - Youth, Family and Child Care Resources

Program Performance Statement

Ensure a high quality of life for youth and families, and address child care needs by facilitating affordable, available, high-quality child care and early education services for children through age 12; promote a family-friendly environment; and leverage community resources to support youth and families.

Service areas include:

- Support child care providers with information and referral, sponsor trainings to support continual professional growth and development of child care professionals to promote high quality child care service to families,
- Collaborate with child care related organizations to develop and enhance child care and early education,
- Support child care seekers and businesses seeking to address their employee's child care needs with information and referral,
- Support and staff the Child Care Advisory Board which acts in an advisory capacity to City Council and City Administration,
- Provide information and referral services to youth and families,
- Coordinate annual Health and Safety Fair, and
- Outreach to youth and families to encourage them to engage in civic activities and in the community at-large.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 526 - Youth, Family and Child Care Resources

Program Measures

		2006/2007	2007/2008	2007/2008	2008/2009	2009/2010
	Priority	Actual	Budget	Actual	Budget	Plan
<u>Quality</u>						
Q1. Percent of Sunnyvale community members rate access to affordable quality child care as "good" or "excellent". [External Survey]	I					
- Percent of Community Members Rating Access to Affordable Housing as "Good" or "Excellent"		36.00%	70.00%	34.00%	36.00%	36.00%
Q2. Percent of participants rate Youth, Family and Child Care Resources sponsored events/trainings as "good" or "excellent" (ie. Health and Safety Fair, early childhood related trainings, etc.) [External Survey]	I					
- Percent of Participants Rating Trainings as "Good" or "Excellent"		NA	95.00%	95.00%	95.00%	95.00%
- Number of Survey Respondents		NA	NA	NA	250.00	250.00
Q3. Number of Child Care Advisory Board Members that rate staff support as "good" or "excellent". [External Survey]	I					
- Percent Rating Staff Support as "Good" or "Excellent" [DELETED]		98.71%	95.00%	100.00%	NA	NA
- Number of Board Members Rating Staff Support as "Good" or "Excellent"		NA	NA	NA	7.00	7.00
- Total Number of Board Members		NA	NA	NA	7.00	7.00
Q4. Percent of those seeking child care rate staff support and assistance as "good" or "excellent". [External Survey]	I					
- Percent Rating Staff Support as "Good" or "Excellent"		97.22%	95.00%	93.30%	95.00%	95.00%
- Number of Survey Respondents		NA	NA	NA	50.00	50.00
Q5. Percent of child care providers rate staff support and assistance as "good" or "excellent". [External Survey]	I					
- Percent Rating Staff as "Good" or "Excellent"		NA	NA	NA	90.00%	90.00%
- Number of Survey Respondents		NA	NA	NA	25.00	25.00
<u>Productivity</u>						
P1. Number of licensed child care slots shall increase by 2% each year until Sunnyvale achieves 10,000 child care slots	C					
- Percent Increase In Number of Child Care Slots		2.85%	2.00%	NA	2.00%	2.00%
- Number of Child Care Slots		6,634.00	6,303.00	6,575.00	6,902.00	7,040.00

**City of Sunnyvale
Program Performance Budget**

Program 526 - Youth, Family and Child Care Resources

Program Measures

	Priority	2006/2007 Actual	2007/2008 Budget	2007/2008 Actual	2008/2009 Budget	2009/2010 Plan
<u>Cost Effectiveness</u>						
C1. The cost to serve a child care provider does not exceed the planned costs. [DELETED]	I					
- Cost Per Provider		\$104.76	\$102.34	\$151.12	NA	NA
<u>Financial</u>						
F1. Actual total expenditures for Youth, Family and Child Care Resources will not exceed planned program expenditures.	C					
- Total Program Expenditures [DELETED]		\$192,928.00	\$221,301.82	\$207,025.11	NA	NA
- Percent of Total Program Budget Expended		NA	NA	NA	100.00%	100.00%

Priority Legend

- M: Mandatory
- C: Council Highest Priority
- I: Important
- D: Desirable

**City of Sunnyvale
Program Performance Budget**

Program 526 - Youth, Family and Child Care Resources

Service Delivery Plan 52601 - Support to Child Care Providers

Support child care providers, by:

- Providing information, referral and support, and
- Collaborating with child care related organizations to develop and enhance child care and early education.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 526 - Youth, Family and Child Care Resources

Service Delivery Plan 52601 - Support to Child Care Providers

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 526100 - Provide Information, Referral and Support to Child Care Providers					
Product: A Provider Served					
Costs:	\$10,162	\$4,606	\$13,330	\$8,967	\$9,495
Products:	97	45	86	63	63
Work Hours:	176	78	234	140	140
Product Cost:	\$104.76	\$102.34	\$155.00	\$142.33	\$150.71
Work Hours/Product:	1.81	1.73	2.72	2.22	2.22
Activity 526110, 526111, 526112, 526113, 526114 - Collaborate with Other Organizations to Develop and Enhance Child Care and Early Education Resources					
Product: A Collaboration Developed or Enhanced					
Costs:	\$10,208	\$17,422	\$13,562	\$14,915	\$15,789
Products:	7	6	7	6	6
Work Hours:	208	300	206	230	230
Product Cost:	\$1,458.25	\$2,903.72	\$1,937.39	\$2,485.85	\$2,631.55
Work Hours/Product:	29.66	50.00	29.36	38.33	38.33
Totals for Service Delivery Plan 52601 - Support to Child Care Providers					
Costs:	\$20,370	\$22,028	\$26,892	\$23,882	\$25,284
Hours:	384	378	440	370	370

**City of Sunnyvale
Program Performance Budget**

Program 526 - Youth, Family and Child Care Resources

Service Delivery Plan 52602 - Support Seekers of Child Care

Support seekers of child care, by:

- Providing them with information, referral and support, and
- Providing support to businesses seeking to address their employees' child care needs.

Notes

1. Activity 526210 Provide Child Care Referral and Support to Businesses includes hours devoted to exploring options for on-site child care for Sunnyvale businesses.

**City of Sunnyvale
Program Performance Budget**

Program 526 - Youth, Family and Child Care Resources

Service Delivery Plan 52602 - Support Seekers of Child Care

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 526200 - Provide Information and Referral to Seekers of Youth, Family and Child Care Resources					
Product: A Seeker Served					
Costs:	\$22,077	\$24,565	\$35,329	\$34,729	\$37,024
Products:	442	350	276	300	300
Work Hours:	447	425	652	605	605
Product Cost:	\$49.95	\$70.19	\$128.00	\$115.76	\$123.41
Work Hours/Product:	1.01	1.21	2.36	2.02	2.02
Activity 526210 - Provide Child Care Referral and Support to Businesses					
Product: A Business Supported					
Costs:	\$323	\$4,244	\$613	\$1,338	\$1,420
Products:	2	5	1	5	5
Work Hours:	7	70	9	20	20
Product Cost:	\$161.48	\$848.72	\$613.39	\$267.67	\$284.03
Work Hours/Product:	3.50	14.00	8.50	4.00	4.00
Totals for Service Delivery Plan 52602 - Support Seekers of Child Care					
Costs:	\$22,400	\$28,808	\$35,942	\$36,068	\$38,444
Hours:	454	495	660	625	625

**City of Sunnyvale
Program Performance Budget**

Program 526 - Youth, Family and Child Care Resources

Service Delivery Plan 52603 - Child Care Training and Recognition

Support and recognize high quality child care and early education programs, by:

- Staffing the Child Care Advisory Board,
- Sponsoring trainings for child care providers,
- Recognizing high quality child care and early education, and
- Supporting activities of the Sunnyvale Family Child Care Network.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 526 - Youth, Family and Child Care Resources

Service Delivery Plan 52603 - Child Care Training and Recognition

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 526300 - Sponsor Child Care Provider Training Sessions					
Product: A Training Session Attendee					
Costs:	\$1,638	\$5,444	\$7,666	\$9,244	\$9,755
Products:	45	80	95	80	80
Work Hours:	33	80	105	135	135
Product Cost:	\$36.41	\$68.05	\$80.69	\$115.55	\$121.93
Work Hours/Product:	0.72	1.00	1.11	1.69	1.69
Activity 526310 - Recognize Child Care Providers for their Contributions					
Product: A Recognition Activity Completed					
Costs:	\$7,147	\$9,345	\$6,815	\$9,601	\$10,150
Products:	220	3	3	3	3
Work Hours:	146	155	84	150	150
Product Cost:	\$32.48	\$3,114.85	\$2,271.83	\$3,200.48	\$3,383.39
Work Hours/Product:	0.66	51.67	27.83	50.00	50.00
Activity 526320 - Support Activities of the Sunnyvale Family Child Care Network [DELETED - Moved to 526100]					
Product: An Activity Supported					
Costs:	\$2,420	\$15,982	\$4,721	\$0	\$0
Products:	11	20	16	0	0
Work Hours:	48	276	74	0	0
Product Cost:	\$220.03	\$799.09	\$295.08	\$0.00	\$0.00
Work Hours/Product:	4.36	13.80	4.62	0.00	0.00

**City of Sunnyvale
Program Performance Budget**

Program 526 - Youth, Family and Child Care Resources

Service Delivery Plan 52603 - Child Care Training and Recognition

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 526330 - Staff the Child Care Advisory Board					
Product: A Meeting Held					
Costs:	\$14,518	\$13,359	\$12,690	\$14,513	\$15,335
Products:	6	4	6	4	4
Work Hours:	250	225	195	220	220
Product Cost:	\$2,419.65	\$3,339.84	\$2,115.04	\$3,628.13	\$3,833.76
Work Hours/Product:	41.67	56.25	32.47	55.00	55.00
Totals for Service Delivery Plan 52603 - Child Care Training and Recognition					
Costs:	\$25,723	\$44,130	\$31,893	\$33,358	\$35,240
Hours:	477	736	457	505	505

City of Sunnyvale
Program Performance Budget

Program 526 - Youth, Family and Child Care Resources

Service Delivery Plan 52604 - Conduct Outreach to Youth and Families

Encourage youth and families' participation in the community, by:

- Conducting outreach to youth and families and engaging them in civic activities, and
- Coordinating the annual Health and Safety Fair.

Notes

1. Activity 526440 Sponsor Training Sessions for Youth and Families on Relevant Youth and Family Issues - This activity will include working with the Columbia Neighborhood Center to expand parenting classes and convening service providers to identify new programs that would serve families such as: expanding networking and collaborative opportunities with service providers; developing a community score card for youth and family issues; developing multi-lingual parenting classes; collaborating with the library to focus on family literacy, expanding City Skills to youth; holding financial literacy classes in multiple languages; working closely with Project Cornerstone to implement their ideas for connecting with youth in the community; developing cultural awareness programs for teenagers; and working with high schools to disseminate information included in the "When You Turn 18" brochure.

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Program 526 - Youth, Family and Child Care Resources

Service Delivery Plan 52604 - Conduct Outreach to Youth and Families

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 526400 - Coordinate Annual Health and Safety Fair					
Product: An Attendee					
Costs:	\$24,407	\$25,875	\$17,884	\$29,739	\$31,331
Products:	1,478	1,000	1,043	1,500	1,500
Work Hours:	401	361	302	405	405
Product Cost:	\$16.51	\$25.88	\$17.15	\$19.83	\$20.89
Work Hours/Product:	0.27	0.36	0.29	0.27	0.27
Activity 526410 - Conduct Outreach to Youth and Families [DELETED - Moved to 526440]					
Product: An Outreach Activity					
Costs:	\$4,269	\$18,782	\$7,933	\$0	\$0
Products:	0	3	3	0	0
Work Hours:	80	260	89	0	0
Product Cost:	\$0.00	\$6,260.62	\$2,644.30	\$0.00	\$0.00
Work Hours/Product:	0.00	86.67	29.67	0.00	0.00
Activity 526420 - Update the City's "Guide to Frequently Requested Services"					
Product: A Pocket Guide Update (Web Site or Print)					
Costs:	\$3,672	\$5,846	\$3,218	\$7,054	\$7,355
Products:	1	1	1	1	1
Work Hours:	58	55	17	60	60
Product Cost:	\$3,671.84	\$5,845.78	\$3,218.16	\$7,053.56	\$7,355.49
Work Hours/Product:	58.00	55.00	16.50	60.00	60.00

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Program 526 - Youth, Family and Child Care Resources

Service Delivery Plan 52604 - Conduct Outreach to Youth and Families

	<u>2006/2007</u> <u>Actual</u>	<u>2007/2008</u> <u>Budget</u>	<u>2007/2008</u> <u>Actual</u>	<u>2008/2009</u> <u>Budget</u>	<u>2009/2010</u> <u>Plan</u>
Activity 526430 - Conduct Legislative Advocacy on Issues Related to Youth, Families and Child Care					
Product: A Piece of Legislation Advocated For or Against					
Costs:	\$1,518	\$9,250	\$6,723	\$3,748	\$3,937
Products:	8	4	4	4	4
Work Hours:	26	150	92	50	50
Product Cost:	\$189.74	\$2,312.61	\$1,680.63	\$937.06	\$984.17
Work Hours/Product:	3.19	37.50	22.88	12.50	12.50
Activity 526440 - Sponsor Training Sessions for Youth and Families on Relevant Youth and Family Issues					
Product: A Training Session Attendee					
Costs:	\$0	\$0	\$0	\$12,079	\$13,146
Products:	0	0	0	150	150
Work Hours:	0	0	0	170	170
Product Cost:	\$0.00	\$0.00	\$0.00	\$80.52	\$87.64
Work Hours/Product:	0.00	0.00	0.00	1.13	1.13
Activity 526450 - Collaborate With Other Organizations to Develop and Enhance Youth and Family Resources					
Product: A Collaboration Developed or Enhanced					
Costs:	\$0	\$0	\$0	\$14,100	\$15,345
Products:	0	0	0	6	6
Work Hours:	0	0	0	220	220
Product Cost:	\$0.00	\$0.00	\$0.00	\$2,350.05	\$2,557.46
Work Hours/Product:	0.00	0.00	0.00	36.67	36.67
Totals for Service Delivery Plan 52604 - Conduct Outreach to Youth and Families					
Costs:	\$33,865	\$59,754	\$35,757	\$66,720	\$71,114
Hours:	564	826	499	905	905

**City of Sunnyvale
Program Performance Budget**

Program 526 - Youth, Family and Child Care Resources

Service Delivery Plan 52605 - Management and Support Services

Provide leadership to Office of the City Manager staff, City Council, the general public, and the business community, by:

- Planning for the long range needs of the department,
- Analyzing financial reports and making recommendations to improve operations,
- Responding to Council, citizen, and business inquiries in a professional and timely manner, and
- Coordinating the analysis of department-wide issues to prevent duplication and ensure the even application of policies and procedures.

Support the operation and overall effectiveness of Youth, Family and Child Care Resources, by:

- Providing answer point services to the general public and business community,
- Supporting the administrative needs of staff and management,
- Accurately filing and retrieving Youth, Family and Child Care Resources onsite and offsite records,
- Processing purchase requisitions, POs and check requests, and
- Maintaining the operation of office equipment and collection and distribution of interoffice mail.

Notes

**City of Sunnyvale
Program Performance Budget**

Program 526 - Youth, Family and Child Care Resources

Service Delivery Plan 52605 - Management and Support Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 526500 - Management and Supervisory Services					
Product: A Work Hour					
Costs:	\$48,902	\$40,017	\$52,802	\$26,335	\$26,607
Products:	623	382	610	310	310
Work Hours:	623	382	610	310	310
Product Cost:	\$78.51	\$104.76	\$86.57	\$84.95	\$85.83
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 526510 - Administrative Support					
Product: A Work Hour					
Costs:	\$24,172	\$19,179	\$21,663	\$23,765	\$25,188
Products:	512	325	397	440	440
Work Hours:	512	325	397	440	440
Product Cost:	\$47.25	\$59.01	\$54.57	\$54.01	\$57.24
Work Hours/Product:	1.00	1.00	1.00	1.00	1.00
Activity 526520 - Staff Training and Development [DELETED - Moved to 526530]					
Product: A Training Hour					
Costs:	\$17,497	\$7,386	\$2,880	\$0	\$0
Products:	293	90	46	0	0
Work Hours:	293	90	46	0	0
Product Cost:	\$59.70	\$82.06	\$63.30	\$0.00	\$0.00
Work Hours/Product:	1.00	1.00	1.00	0.00	0.00

**City of Sunnyvale
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Program 526 - Youth, Family and Child Care Resources

Service Delivery Plan 52605 - Management and Support Services

	<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Activity 526530 - Staff Training and Development					
Product: An Employee Trained					
Costs:	\$0	\$0	\$0	\$10,000	\$10,417
Products:	0	0	0	3	3
Work Hours:	0	0	0	100	100
Product Cost:	\$0.00	\$0.00	\$0.00	\$3,333.22	\$3,472.20
Work Hours/Product:	0.00	0.00	0.00	33.33	33.33
Totals for Service Delivery Plan 52605 - Management and Support Services					
Costs:	\$90,571	\$66,582	\$77,345	\$60,099	\$62,212
Hours:	1,428	797	1,052	850	850

**City of Sunnyvale
Program Performance Budget**

Program 526 - Youth, Family and Child Care Resources

		<u>2006/2007 Actual</u>	<u>2007/2008 Budget</u>	<u>2007/2008 Actual</u>	<u>2008/2009 Budget</u>	<u>2009/2010 Plan</u>
Totals for Program 526	Costs:	\$192,929	\$221,302	\$207,829	\$220,127	\$232,293
	Hours:	3,306	3,232	3,108	3,255	3,255

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