

In addition, there may be opportunities for partnership with other public agencies, schools, community organizations or the private sector for innovative solutions to need service demands. Recent examples of partnerships include the Columbia Neighborhood Center that involved the City, the Sunnyvale Elementary School District and Advanced Micro Devices, and the "Fish Bowl" Saturday teen coffeehouse located at the local bakery headquarters of Le Boulanger in 1998-99.

Building Services will need to be an integral part of any future facility planning process since it will be responsible for maintaining the new facilities.

Planning for the Use of Technology

Since 1986, the use of desktop computers and a variety of electronic office equipment has become commonplace throughout the City organization. These tools have required a different approach to planning for office space that was not envisioned when civic buildings were first designed. As technology and equipment evolves, it will be essential that the City's space planning be done to accommodate potential changes in the use of equipment and technology. By working closely with operating departments and the Information Technology Department, Building Services will seek where possible to incorporate greater flexibility into the City's facilities to improve productivity and enhance services in a cost effective manner.

C. City Vehicle and Motorized Equipment Management

City vehicles and motorized equipment are maintained and procured through the Provision of Vehicles and Motorized Equipment Program. The role of this program is to support City operations with a safe, dependable fleet of vehicles and motorized equipment at the lowest possible cost by:

- performing preventive maintenance and repairs to minimize operating costs and maximize the reliability of City vehicles and motorized equipment; and
- supplying City operating programs with necessary and appropriate vehicles and motorized equipment.

Since 1984, the City's vehicle and motorized equipment inventory has grown from 506 units to 610 units. This 20 percent growth can be attributed to increased service levels in the majority of operating programs. While the vehicle/motorized equipment count has increased, the overall composition of the City fleet is relatively unchanged and is configured to maintain the City infrastructure.



The current fleet is divided into seven basic classes of equipment, ranging from small landscape equipment to large fire suppression apparatus. An inventory of equipment is included in Table 7.

Table 7. Equipment Inventory by Type		
Equipment Type	Inventory FY 84/85	Inventory FY 97/98
Automobiles, Motorcycles & Scooters	95	110
General Purpose Trucks	120	144
Special Purpose Trucks	14	35
Tractors	n/a ¹	10
Construction & Maintenance Equipment	33	13
Trailers	n/a ²	43
Miscellaneous Small Equipment	244	255
TOTAL	506	610

¹Grouped with construction and maintenance equipment
²Grouped with miscellaneous and small equipment.

The City's fleet remains centrally managed and charges the total cost of ownership through rental rate charges to each operating program for assigned vehicles and motorized equipment. Rental rates are comprised of two primary components:

- operating costs, which include fuel, lubricants, maintenance and repair; and
- replacement costs for purchase of replacement equipment at the end of the useful life of existing equipment.

The program provides a full range of maintenance services to minimize cost and optimize the safety, functionality and availability of City vehicles and motorized equipment by:

- performing comprehensive, "class specific" preventive maintenance to City vehicles and motorized equipment;
- correcting mechanical deficiencies and completing necessary modifications to City vehicles and motorized equipment; and
- minimizing fuel consumption by maintaining vehicles and motorized equipment in optimal condition.

Further, the Program supports City operating programs by:

- providing vehicles and motorized equipment to operating programs in a cost effective manner;
- acquiring appropriate vehicles and motorized equipment to meet the needs of the operating departments;
- preparing and placing newly acquired vehicles and motorized equipment into service; and
- disposing of retired vehicles and motorized equipment in accordance with City standards.

Additionally, the program is responsible for all health and safety aspects that apply to City vehicles and motorized equipment. Examples include emission control testing and certification, compliance with all federal and state safety regulations, and introduction of alternative fuel vehicles into the City fleet to reduce pollution and minimize dependence on fossil fuels.

Future Trends/Issues in City Vehicle and Motorized Equipment Management

In the future a variety of factors stand to influence the way the City of Sunnyvale manages its Provision of Vehicles and Motorized Equipment Program. Some of the major factors include:

- partnerships with other public and private sector organizations;
- increasing use of private contractors to manage public vehicle fleets;
- the need for more alternative fuel/low emission vehicles;
- the impact of technology on vehicle usage;
- more stringent environmental and hazardous material regulations.

Partnerships with Other Public and Private Sector Organizations

Currently, large blocks of vehicle purchases are conducted using a statewide purchasing pool in order to realize economies of scale. This kind of regional consolidation is expected to increase in the future, with more City vehicle purchases being included as part of a pooled purchase process. There is also the possibility that fleet facilities may be shared between cities or other governmental agencies in order to realize additional cost savings.

This partnership process may involve Sunnyvale combining fleets with neighboring cities in one central location or it may involve Sunnyvale bidding for and providing fleet services to smaller local communities, for whom in-house fleet services may

not be cost effective. Regionalism and increased partnerships with other governmental agencies as well as private entities are both emerging trends in local government.

Increasing Use of Private Contractors to Manage Public Vehicle Fleets

There has also been an increase in the efforts of private contract service providers to bid and, in some cases, win the opportunity to operate city fleets on a contract basis. Cities such as San Mateo and Los Angeles have already switched to a contract fleet provider. The driving factor behind this trend is the belief that contracting fleet management services will result in significant cost savings to citizens.

The contracting out of fleet services is unlikely for City vehicles and motorized equipment, since in-house costs are currently benchmarked with private sector operating costs on an annual basis. This is achieved by using detailed comparisons of service levels by vehicle class. Currently fleet services in the City are at least two percent lower than that which a contractor could provide. However, it is anticipated that an increasing number of private sector companies will wish to compete with in-house staff by offering their fleet services to the City in the future. In addition, competition could even come from other public sector agencies. City in-house staff will continue to do everything possible to maintain competitive operating costs.

The Need for More Alternative Fuel/Low Emission Vehicles

As the availability of fuel decreases and standards for clean air increase, the need for alternative fuel vehicles or low emission vehicles will grow significantly. The City is implementing an alternative fuels project that has already placed nearly 30 compressed natural gas (CNG) vehicles and an electric vehicle into service. Recent developments in gasoline engine technology may make purchasing low emission gasoline engines another viable alternative.

With the recently enacted PM2.5 Clean Air Standards, which may severely restrict vehicle usage in the Bay Area, the need for alternative fuel and low emission vehicles will be greater than ever. The City has received grant funding from the Bay Area Air Quality Standards Board for converting vehicles to alternative fuels. The City will continue to strive to maximize these outside sources of funding in the future.

The Impact of Technology on Vehicle Usage

With the advent of telecommunications networks, wireless technology, and undetermined technologies in the future, the use of City vehicles is expected to decline as telecommuting, on-line service provision, video conferences, and distance learning become more prevalent. Overall, communication technology is expected to reduce the number of City vehicles needed and their associated operating costs.

These costs may be offset partially by the need to equip future vehicles with more sophisticated equipment, such as wireless phones, data terminals, guidance systems and other communication systems.

More Complex Vehicle Systems and Operating Parameters

As technology advances, new engine systems and accompanying monitoring systems will need to be maintained by staff. This will require higher levels of technical training and may make future recruitment more problematic, since a higher skill set will be required for City mechanics, including a broader knowledge of computer systems and regulatory requirements. This additional training may drive up costs for services. In addition, new and more complex tools and shop equipment may be required in order to service these new vehicle systems.

More Stringent Environmental and Hazardous Material Regulations

The trend in environmental regulatory compliance has been for more, not less, regulation. This trend is expected to continue into the foreseeable future. As new Clean Air standards are implemented, such as PM2.5, stricter rules will be put into place and more regulatory administration will be necessary to run Fleet Services. The fleet manager of the future will also need to be intimately familiar with legislative and compliance issues as a matter of necessity.

New hazardous materials will be required to be disposed of in an increasingly environmentally sound manner, driving disposal costs up. Some materials (such as freon for air conditioning systems) may be banned, thus making more costly alternatives necessary. These new requirements may cause delays in procuring, maintaining and disposing of City equipment. The challenge will be to provide timely service, despite these necessary compliance requirements, and to do so in a manner that is transparent to the customer.

VII. Franchise Administration



A number of private companies that provide a variety of services to large segments of the community use City streets or other City property to engage in their enterprises. The City Charter requires these firms to obtain a franchise for the privilege of using public facilities for commercial purposes. As a result of these franchise agreements, the City may receive revenue from the businesses using public facilities, and there may be regulations and conditions of use to protect the public interest. Some utility services, such as telephone, are exempted under state law from local franchise administration, and therefore the City has little or no regulatory authority regarding their operations or services.

Because services operating under a franchise can affect residents and businesses in the community, the City requires proper administration to ensure adequate service delivery and protect public facilities and the public interest. To meet this goal, the City establishes and monitors conditions and operating standards where appropriate.

Several functions are routinely performed in the administration of the franchises. These functions include:

- contract compliance;
- franchise fee collection and audit;
- complaint administration;
- service operation and evaluation;
- financial accountability; and
- rate setting.

Currently, the City administers franchises on a decentralized basis. The responsibility for monitoring, evaluating and administering other aspects of franchise administration for individual agreements generally are assigned to staff most familiar with franchisee operations. This assures that there is a greater staff expertise available and a higher level of accountability on the part of contractors to comply with agreement requirements.

The major franchises awarded by the City include the following:

- electricity;
- gas;
- water;
- garbage collection and disposal;
- cable television;
- wireless and fiber optic communications; and
- taxi service.

Future Trends/Issues in Franchise Administration

Continuous Improvement

Among the significant issues for the administration of franchises will be continuing to ensure that residents receive the best quality of service for the lowest cost under the franchise requirements. This means that City staff will need to continue to find ways to improve its ability to administer existing franchise agreements effectively and to negotiate new ones for public benefit. Opportunities for improvement may be available as part of the evolution of activities related to managed competition and the City's continuous improvement efforts in general, where training for contract management could become a key component of franchise administration.

Protecting and Leveraging Public Assets

In negotiating and administering franchises involving the use of City property by private businesses, the City will need to keep informed of emerging technologies, their potential impact on the need for City property and opportunities for securing public benefits through franchise negotiations. The policy goal is to ensure the most benefit for City residents from the private use of public property by seeking opportunities presented by new commercial or technological endeavors.

Utilities Deregulation

The movement in recent years to deregulate electric utilities in California will create opportunities and challenges for utility franchises. There is the possibility for more competition among utility services that would be seeking to use public facilities and property. Pacific Gas & Electric Company holds the franchise for distributing most power and gas in Sunnyvale, and it pays a very low franchise fee that is capped under a franchise agreement that has no termination or renewal date. As new

distribution companies or consortia of commercial interests seek to compete in portions of PG&E's market, there may be legislative pressure to eliminate municipal franchise fees on utilities, or to level them throughout the state to the same rate. At present, the City's franchise rate for PG&E is 1.0%, while other cities have rates as much as 2.0%.

The challenge for the City will be to work with other local agencies to find common interests to protect this source of local government revenue. In addition, the City may be required to deal with the growing complexities of administering multiple franchises for similar services and collecting and auditing franchise revenues from a large number of service providers.

Deregulation also holds the promise to reduce electrical rates for customers over the next ten years, which in turn will reduce the base on which the City's utility users tax is levied. In anticipation of these reductions in electrical rates, the City's voters in 1997 gave authorization to the City to increase the utility users tax to generate replacement tax revenues. The City's authorization to increase the tax rate is not automatic; it would be contingent on public hearings and City Council approval in the future when electrical rates are reduced through deregulation to a lower level than they would have been without it.

Impact of New Technologies

The rapid emergence of new information technologies in recent years has opened up new opportunities and areas of concern for franchise administration. For example, the need for antennae for microwave, cellular and other wireless communications has allowed the City to make public facilities available for this purpose in return for fees or access to communications services.



At the same time, the convergence of or competition from new communications and information technology may render existing franchise agreements obsolete. For example, cable television is competing and losing market share to satellite communications, which will have a long-term effect on franchise revenues.

On the other hand, cable and telephone operations could end up with a significant overlap in technological capabilities, especially for Internet services. This has already raised federal and state policy questions of maintaining fair competition between companies operating under the regulation and fees required by local franchises and those such as telephone that do not require local franchises.

Intergovernmental Policy Issues

Legislative solutions for these issues could affect local government franchise revenues. The City will need to identify its long-term policy goals in the field of franchise administration, especially as they relate to utility services and telecommunications and information technology. Because these issues affect local government in general, it will be more effective for the city to work closely with intergovernmental associations at the state and national levels to influence public policy, develop solutions, and protect the public interest by securing local franchise revenues and improving local franchise services.

VIII. Information Technology



Information technology represents one of the City's critical resources in meeting citizen needs. In an age of rapidly changing and converging technologies, the City's challenge is to select, implement and manage technologies that will improve staff and citizen access to accurate and timely information in an efficient and cost-effective manner. A general services department, the Information Technology Department (ITD) manages the City's information technology resources.

The Information Technology Department provides, manages and supports information technology equipment and services to all City departments, which are ITD's primary customers. They, in turn, provide services to other City departments and to the citizens of Sunnyvale. Beyond the internal management and support of information technology resources, ITD's role in developing community partnerships and serving as a regulator, service provider and facilitator are consistently expanding to meet the challenges of living in a modern technological society.

ITD also serves as a consultant and educator by providing training sessions and personalized assistance to City staff on computer applications, communications and office equipment, and document preparation and delivery. A primary goal of ITD is to develop, in collaboration with other departments, a fundamental skill level among all City staff that enables them to fulfill basic job requirements. In addition to basic competency skill levels, ITD will work with each department to determine additional training requirements, which are tailored to specific work functions.

It was in 1994 when the former Information Management Services Department was renamed to the Information Technology Department to reflect the increasing emphasis of applied technology within the City organization. ITD has advanced to a more proactive role in positioning the City and its residents to take full advantage of business reengineering and technological advances.

As the City prepares to enter the 21st Century, ITD will continue in its roles as consultant, service provider, trainer, regulator, partner, and facilitator. Bottom-line results and the ability to meet customers' expectations will be important ITD goals. ITD will strive to meet customers' needs and expectations through:

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- establishing service level agreements;
 - balancing and optimizing the overall service system;
 - seeking and sharing information;
 - enhancing the effectiveness of staff and citizen communications and involvement; and
 - striving for continual incremental improvement in the quality of all products and services ITD provides.

A. Citywide Information Technology Vision

Since original adoption of the Legislative/Management Subelement in 1986, there have been some changes in the breadth of what ITD does, but the major changes have been in the individual technologies that have emerged. As a result, ITD has developed a new Citywide information technology vision and strategic plan.

The Information Technology Department's primary role continues to be to plan for appropriate use of technology to meet current and future information management needs of the City. The framework for such planning is outlined in this vision. It is important to note that the vision is intended to encompass all technology-related functions and is not limited to solely computing functions.

The information technology vision is best described by the following:

- Build a technology infrastructure that establishes bridges between data islands and supports the City's goals, mission and economic development strategies;
- Develop Sunnyvale Rational Information Systems Environment (SUNRISE), which is designed to protect the City's existing investment in information resources and increase information support services for both the City's internal and external customers; and
- Develop a set of internal standards and guidelines based on an open systems approach.

The Information Technology Department provides support to City departments in several interrelated service areas, which include:

- communications;
- computing;
- electronic office equipment;
- records management;
- print and copy services; and
- mail services

B. Communications

The Information Technology Department serves as a consultant, regulator, service provider, and facilitator of a wide range of communications services. Modern communications include an expanding scope of products and services due to the convergence of traditional computing and communication systems. ITD's communications responsibilities now include voice, data, fax, wireless, and cablecasting technologies. These responsibilities overlap and are integrated with computing technologies such as networks, the City Intranet, and the Internet. It is anticipated that future communications and computing technologies will continue to merge into a consolidated technology, which can provide the best elements of both.



Telecommunications

In the past, the Information Technology Department's telecommunications responsibilities were primarily related to equipment and services such as the internal telephone system, external phone lines required for City business, pay phones, and the E-911 emergency reporting phone system. To keep pace with increasing service level needs, in 1994 the Department implemented a voice mail system and SUNDIAL (Sunnyvale Direct Information Access Line), an automated citizen information system. ITD implements and supports telecommunications services to increase the accessibility of information, promote high quality and standards of service, advocate security and privacy issues to protect Sunnyvale's telecommunication users, and enhance the economic vitality of the City.

In 1997, the Information Technology Department developed the City's Telecommunications Policy that outlines ITD's role in providing, maintaining, supporting and advocating telecommunications for the City of Sunnyvale as a government organization and for the community as a whole.

Radio Communications

The City's radio communications systems are divided into two systems: emergency and non-emergency. The City maintains strict communications equipment standards and usage policies to promote the availability and reliability of system resources, as well as the safety of the system's users.

The emergency radio communications system is utilized by the Department of Public Safety (DPS) to provide communications between staff located at DPS headquarters and officers working in the field. Replacement of the entire emergency

voice-radio communications system is planned for early 1999 in order to ensure ongoing quality communications service levels. A new emergency communications system tower was erected adjacent to the current DPS building in 1997 to increase radio communications system coverage area and improve reception. Additionally, some radios have access to mutual aid frequencies, which allow for cooperation among local, county, and state agencies in the event of major emergencies. Participation in such cooperative associations expands the resources of the City in the event of an emergency.

The City's computer aided dispatch (CAD) application was replaced in 1993 to bring the system to current technology levels and standards and ensures continuity of quality emergency communications services. At present, the Information Technology Department is working with DPS staff to combine data radio communications and notebook computing technology to increase the availability and timeliness of information collected and received in the field. Enhanced field communications will help DPS staff respond to emergency situations more efficiently and reduce data entry requirements for record keeping. Planned enhancements to fire vehicle communications systems will improve communications between fire team members, thereby increasing team efficiency and safety.

The Departments of Parks and Recreation and Public Works primarily utilize the non-emergency communication system for communication between office and field staff. Non-emergency communications channels are also monitored by DPS dispatch center staff as a safety precaution for non-emergency radio users working in the field. The non-emergency radio communication system improves the overall efficiency, safety, and effectiveness of field staff.

Wireless Communications

Wireless communications, such as cellular telephones and pager systems, is another emerging technology that can extend staff resources while in the field. This extension of resources can reduce redundancy of staff record keeping while expediting access to information.

Over the past few years, ITD has explored the potential costs and benefits associated with the adoption of such technology. In 1995 the City entered into trial agreements with Metricom to explore the availability and use of wireless technologies for both City staff and the citizens of Sunnyvale. The City entered into a franchise agreement with Metricom in 1996. This agreement allowed Metricom to position its transmitters on Sunnyvale public property and right of ways. The use of public property and right of ways for wireless communications was an important policy issue, which was addressed in the Sunnyvale Municipal Code in late 1997.

■ *Cellular Communications*

Over the past ten years, cellular phones have become increasingly valuable

communications tools. Cellular phones increase the accessibility of field staff and facilitate communications resulting in faster completion of requests for services or resolution of problems. Additionally, cellular phones represent a diversification of communications services. Access to a wider variety of communications service options in the event of an emergency and/or interruption of other communications services increases the chances for continuation of City services. Both emergency and non-emergency staffs utilize cellular services to increase the efficiency and effectiveness of field operations.

■ *Pager Communications*

Pagers provide another communications mechanism to increase the accessibility of staff. This increased accessibility extends staff coverage and capabilities, thereby conserving personnel resources. Additionally, response time is improved as staff can be contacted within minutes rather than waiting for them to return to the office as scheduled.

Cable

In 1995 the Information Technology Department assumed responsibility for the administration of the cable television franchise as well as for the technical administration of cable transmission on the City of Sunnyvale government access channel, KSUN/Channel 18, from the Office of the City Manager. Programming and content responsibility remains with the Office of the City Manager as part of the City's public information function. ITD now responds directly to cable franchise authority complaints and oversees the ongoing technical quality of Channel 18 operations.

C. Computing

Consistent with Sunnyvale's location in Silicon Valley, the City has followed the evolution of information technology. Since 1967, when the City began utilizing electronic data processing in critical applications, the City has maintained a computing environment consistent with the technology of the times. Today the City has advanced to a client/server environment, utilizing a fiber optic network, which connects servers at various City locations. These servers operate on a variety of application-specific platforms and support a wide range of City activities.

With the recent installation of the Citywide network, both Intranet and Internet access have enhanced the availability of information utilized by staff and citizens. The Internet offers one of the biggest challenges for ITD as the access speed and volume of information increases. It is anticipated that the City will continue to move from a "paper-based" organization to an "electronically based" organization.

Although computing seems less complicated from the end-user's perspective, from ITD's viewpoint, computing has become more complicated. ITD must continue to retool itself for radically different computing technologies while leading the City to a more flexible "user-friendly" information technology environment.

ITD continues to seek opportunities to use technology to streamline processes and reengineer the way the City does business. In support of this goal, ITD provides and manages the City's desktop and system computing resources through procurement, planning, development, training, maintenance, and support activities.

SUNRISE

SUNRISE, Sunnyvale Rational Information Systems Environment, is a major component of ITD's vision for the management of information systems within the City. The fundamental components of SUNRISE are to:

1. Install a "data highway" or network, and connect all workstations to send and retrieve information. Centralized file servers will provide control, accessibility and ease of maintenance, while users access information through desktop workstations, which will be the focal point of individual interaction with department-specific applications and other City users.
2. Merge voice, video and text, along with other data, on the desktop as a single system image. The data highway will provide users with more convenient and timely access to information, which will enhance decision-making processes and customer service.
3. Develop a City data repository. The use of relational database technology requires only one entry of data into the system and facilitates tracking information against the Planning and Management System (PAMS). This City database will facilitate rapid access, reduce duplication, enhance response to the community, and sustain a consistent level of service to both internal and external customers.
4. Develop a Citywide technological philosophy characterized by a shift from a high degree of dependence on ITD staff to shared responsibility with departmental staff. This shift in philosophy encourages departments to become more self-sufficient, productive and technology-literate, while ITD staff becomes more knowledgeable about the overall business of the City.



D. Electronic Office Equipment

The Information Technology Department is responsible for the provision, management, and support of the City's electronic office equipment. Electronic office equipment includes copier, audio-visual, dictation, cash register, microform and other miscellaneous equipment. While dependence on some of these technologies is shifting to computing and telecommunications technologies, ITD's roles in providing, managing and supporting electronic office equipment continues to be important to City staff and, ultimately, to the citizens of Sunnyvale.

Electronic office equipment is also being affected by the trend toward merging technologies. Current copier models frequently include computer chips and memory features used to store programmed settings, allocate copies to City programs, and indicate when they require preventive maintenance. Multimedia projectors combine overhead projectors with computing technology in a single unit to allow projection of images from computers, VCRs, or cameras onto a screen. Digital cameras allow direct input of images into computers. Technologies such as these enhance and facilitate the capture, storage, access and presentation of information.

E. Records Management

The Information Technology Department is responsible for the processes and mechanisms to ensure the preservation of long-term information storage. This includes establishing general record retention guidelines, contracting with vendors to provide offsite records storage, and the provision, management and support of electronic records storage systems. ITD is not responsible, however, for the content of stored information; the content of stored information is the responsibility of ITD's customers.

In the past, ITD's records management services were primarily limited to providing secured onsite records storage services. ITD staff assisted other City staff in obtaining access to the records storage area for purposes of storing or retrieving paper files. Agreements with vendors were also maintained for the confidential destruction of records and to provide microfilming services so that a greater volume of records could be stored in less space and accessible for a longer period of time.

Today, ITD is applying technology to enhance the storage and retrieval of information through the implementation of a professional off-site records storage program and a records management imaging system. The City Clerk's office began the imaging pilot program in November 1997. If the pilot proves successful and cost-effective, this imaging system could be available for use by all appropriate City staff within two years. This shift in records management procedures is anticipated to be more cost-effective and efficient, requiring less space and staff hours to support. An added benefit to off-site storage is the enhanced records security from fire, water damage, and other hazards.

F. Print and Copy Services

The City's centralized Print/Copy Center provides a variety of cost-competitive print and copy services to City departments. Besides the actual printing and copying of documents, the Print/Copy Center provides consulting services concerning document design and materials, maintains an inventory of standard City forms, serves as a clearinghouse of specialty paper supplies, and provides document preparation services such as forms bursting and document folding. When the Print/Copy Center determines that it is not feasible and/or cost-effective for the requested print or copy job to be completed in-house, staff coordinates with vendors to complete the job in a timely, cost-effective manner.



In 1998 ITD completed a comprehensive Print/Copy Services Study. The study analyzed the City's current and future printing and copying needs; the cost-effectiveness of the centralized Print/Copy Center as a general services operation; and the feasibility of utilizing advanced technologies to maximize the City's efficiency in producing paper documents. Based on study recommendations, ITD will upgrade copier equipment and reengineer existing processes to reduce costs and enhance the quality of finished products.

ITD will continue to evaluate its centralized Print/Copy Center services to ensure ongoing value to the City organization. Toward that objective, the Print/Copy Center will perform periodic benchmarking and performance measurement studies to evaluate the cost-effectiveness and overall efficiency of its services. ITD will compare the scope and cost of Print/Copy Center services to those offered by both public and private agencies.

G. Mail Services

Mail Services is another link in the communications process. ITD provides services to all City facilities with delivery and pickup services provided to facilities located away from the main City Hall campus and with internal mailbox access for on-campus staff. Mail Services distributes both internal and U.S. mail and prepares outgoing U.S. and UPS mail. Staff also inserts City utility bills and flyers into envelopes and then prepares them for mailing, thereby directly supporting the City's collection of utility revenues. Mail Services has continued to adjust to a changing work environment by responding to changes in postal regulations, City facilities, City staffing levels and technology. Mail Services will continue to be an integral part of ITD's plan for facilitating communications and disseminating information.



H. Future Trends/Issues in Information Technology

The Information Technology Department is positioning the City to positively address several prevalent trends in municipal government, which may impact the way the City does business. ITD also anticipates that these trends will impact the City governmental organization structure so that the City of the future will:

- be a flatter organization with less hierarchy;
- be knowledge-based;
- empower all levels of employees by giving them the authority and accountability to effectively and efficiently complete their jobs;
- require more individual risk and innovation; and
- recognize team performance.

ITD's role is critical in helping the City keep pace with these business processes and organizational trends. ITD anticipates issues such as continuous improvement, privatization, and attention to customer satisfaction to require the City to work smarter, not harder. ITD will play a key role in ensuring that the City successfully addresses such trends and issues through enhanced communications, computing, office equipment, records management and document preparation and delivery.

While governmental organization trends may indicate what route the City's business directions may take, trends in information technology will be critical factors in determining how the City gets there. Current information technology trends include:

- *Migration to Open Systems:* This trend is characterized by movement toward industry-wide communications and computing system standards, which allow connectivity and compatibility between multiple vendors' products.
- *Components That Are Increasingly Faster, Smaller, Denser, Modular and Digital:* This trend will provide opportunities for increasingly portable, flexible, and complex technologies, which can provide higher performance and better cost-effectiveness.
- *Merging Technologies:* This trend is characterized by consolidated and integrated technologies whose functions were at one time performed by two or more separate technologies.
- *Business Process Re-engineering:* This trend encourages ITD staff to become more knowledgeable in the daily operations of each customer department. By doing so, ITD can better assist other departments in identifying opportunities for leveraging technology. These internal partnerships improve Citywide communications and empower staff to work toward the continuous improvement of day to day operations.

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- *Streamlining Processes:* This trend in business process reengineering involves streamlining processes and procedures to increase efficiency by “getting rid of the middleman.”
 - *New Methods for Service Delivery:* New technology and applications will change how certain municipal services can be delivered, as well as customer expectations. On-line permitting processes, payment of utility bills, and access to library materials are examples of these changes from technology.
 - *Distributed Computing:* This trend places more power and capabilities on the desktop.
 - *Relational Databases:* This technology consolidates data, minimizes data redundancy, and gives greater flexibility in utilizing data as a meaningful information tool.
 - *Global Communities:* Through increasing use and application of the Internet and Web-based technologies, people can increasingly consider themselves part of a larger global community. Both City staff and citizens are gaining access to and being influenced by a wider spectrum of information, ideas and cultures through increased and affordable informational access to the world.
 - *Advanced Automation of Communications:* Not only are communications becoming digital, but they are also increasingly automated.
 - *Information Technology for Everyone:* Information technology is no longer reserved for computer scientists. Information technology and its applications touch the lives of almost everyone.
 - *Timeliness:* Expanded information access resources provide multiple avenues to access information, as it is needed. With this improvement in information delivery comes expectations for increasingly faster access to needed information.

As a result of these trends, ITD will need to adjust its organizational and budgetary structure and goals. As part of a Citywide transition, ITD will restructure its objectives, goals and operations to an outcome-based structure. ITD will also continue to develop its roles within the City organization as an information resource and clearinghouse, consultant and technical support/maintenance provider.

In line with changing organizational and community needs, ITD is working to develop local and regional community and business partnerships with such organizations as Joint Venture: Silicon Valley. These partnerships expand the City’s resources while also expanding the resources available to the businesses and citizens who call Sunnyvale home.

Community Condition Indicators

Indicator	FY 74/75	FY 85/85	FY 97/98
GENERAL MANAGEMENT			
Study Issues Considered	—	60	77
Percent of Program or Service Delivery Outcomes at or Above Targeted Performance Level	—	—	94%
City Council Intergovernmental Assignments	—	36	35
Registered Voters	45,135	59,631	58,815
Percent of Residents Voting in Municipal Elections		18	21
HUMAN RESOURCES			
Full-time Equivalent Employees	665	843	955
Female Composition of City Employees (%)	21.1	25.0	32.2
Minority Composition of City Employees (%)	16.1	20.3	28.8
Female Composition of Management Employees (%)	18.0	39.3	42.9
Minority Composition of Management Employees (%)	18.0	13.5	15.5
Employee Turnover Rate (%)	7.5	5	8.4
Applications Received	5,081	4,052	1,964*
Eligibility Lists Established	N/A	N/A	48
RISK MANAGEMENT			
Workers Compensation Claims	NA	179	164
INFORMATION TECHNOLOGY			
Number of days per year citizens have access to at least one form of information from the City	NA	251	365
Operating hours per year for emergency communications	NA	8,760	8,760
FACILITIES AND EQUIPMENT MAINTENANCE			
Square Feet of Public Buildings to be Maintained	215,850	362,926	437,209
Number of claims related to hazardous building conditions	NA	NA	0
Total City-Owned Vehicles and Motorized Equipment	450	506	610
<small>* FY 97/98 Applications Received reflects applications solicited in response to actual job openings only; the City no longer counts or retains unsolicited job applications. Applicant flow for FY 97/98 is also low due to the extremely low unemployment rate in the local job market.</small>			

Goals, Policies and Action Statements

GOAL 7.3A Assess community conditions and make appropriate changes to long-range, mid-range and short-range plans.

POLICY 7.3A.1 Utilize the General Plan as the City's principal long-range planning tool; utilize the Resource Allocation Plan and Program Outcome Statements as the City's principal mid-range planning tool; and utilize the Council Study Calendar as the City's principal short-range planning tool.

Action Statements

- 7.3A.1a Link the Resource Allocation Plan, program outcome statements and the Council Study Calendar with the Goals, Policies and Action Statements of the General Plan.
- 7.3A.1b Monitor and assess community conditions on an ongoing basis, and adjust long-range, mid-range and short-range plans to reflect the changing conditions.
- 7.3A.1c Review and update each General Plan subelement every 5-10 years.
- 7.3A.1d Maintain the Resource Allocation Plan as a 10-year planning budget, 2-year budget plan, and 1-year operating budget.
- 7.3A.1e Annually evaluate and report City performance.

POLICY 7.3A.2 Establish advisory committees and boards and commissions as necessary to assist Council in planning and policy development.

Action Statements

- 7.3A.2a As community conditions change, add, delete or change non-charter boards and commissions as necessary.
- 7.3A.2b Provide appropriate orientation and training to board and commission members.
- 7.3A.2c Have boards and commissions participate in the Planning and Management System, including budget issues, legislative issues and other related matters.
- 7.3A.2d Adopt an annual work plan for boards and commissions consistent with Council priorities.

GOAL 7.3B Assure that City policy is established, documented and enacted according to established procedures and legal principles.

- POLICY 7.3B.1 Periodically conduct Charter reviews to recommend appropriate changes to the Charter.
- POLICY 7.3B.2 Maintain official records of City action and policy in a retrievable manner, according to legal convention.
- POLICY 7.3B.3 Prepare and update ordinances to reflect current community issues and concerns in compliance with state and federal laws.

Action Statements

- 7.3B.3a Update the Municipal Code at least annually to reflect new and changed ordinances.
- 7.3B.3b Consider changes to ordinances to reflect changes in community standards and state and federal laws.
- POLICY 7.3B.4 Prepare and update the Legislative Action Policies as the shorter-term policies that support the General Plan and guide Council and staff on intergovernmental matters.
- POLICY 7.3B.5 Conduct elections in accordance with the Charter and state laws.

Action Statements

- 7.3B.5a Consolidate elections whenever possible.
- 7.3B.5b Provide voters with information about election procedures and candidates.
- 7.3B.5c Provide Council candidates with information to inform them of current City issues.
- 7.3B.5d Explore ways to increase voter turnout in local elections, such as mail ballots.

GOAL 7.3C Participate in intergovernmental activities, including national, state and regional groups, as a means to represent the City's interests, influence policy and legislation, and enhance awareness.

- POLICY 7.3C.1 Represent City policy in intergovernmental activities in accordance with adopted policy guidelines.

Action Statements

- 7.3C.1a Monitor regional, state and federal issues affecting the City and provide current information to Council.
- 7.3C.1b Provide appropriate staff support to Councilmembers designated as Council lead on intergovernmental issues and to Councilmembers serving on intergovernmental assignments.

GOAL 7.3D Maintain a quality work force, consistent with state and federal laws, City Charter, and adopted policies in order to assure that City services are provided in an effective, efficient, and high quality manner.

POLICY 7.3D.1 Maintain a recruitment and selection process that ensures a highly competent workforce.

Action Statements

7.3D.1a Maintain a competitive pay and benefit package for employees.

7.3D.1b Fill vacant positions in a timely manner.

7.3D.1c Assure that selection process complies with legal requirements.

7.3D.1d Select candidates based on merit and fitness.

POLICY 7.3D.2 Strive to develop a workforce that reflects the composition of the community labor force.

Action Statements

7.3D.2a Monitor and maintain workforce composition data.

7.3D.2b Actively implement the City's equal employment opportunity policies in recruiting for City vacancies.

7.3D.2c Maintain non-discrimination standards.

POLICY 7.3D.3 Train and develop employees to enhance job performance.

Action Statements

7.3D.3a Provide skills training to enhance job performance.

7.3D.3b Provide opportunities for professional development of employees.

7.3D.3c Encourage promotability within the organization.

7.3D.3d Maintain a system of planning and documenting work expectations and evaluating employee performance against expectations.

7.3D.3e Maintain the management Pay-for-Performance system.

POLICY 7.3D.4 Assure that employees are provided timely and adequate information so that they can carry out their responsibilities and effectively communicate their concerns and ideas for improving services and conditions.

Action Statements

7.3D.4a Communicate City policies, work standards and other regulations to all employees.

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- 7.3D.4b Develop communications methods that improve employees' knowledge of City operations and community conditions.
 - 7.3D.4c Develop communications methods that enhance the ability of employees to share information, concerns, and solutions to improve the work environment and municipal services.
 - 7.3D.4d Periodically evaluate employee communications methods and systems to assess their effectiveness and to make improvements.

GOAL 7.3E Provide appropriate facilities and equipment in order to ensure that City employees function in a safe, effective manner.

POLICY 7.3E.1 Maintain facilities and equipment in a clean, safe, cost-effective manner.

Action Statements

- 7.3E.1a Budget for new equipment and replacement in the 20-year plan.
- 7.3E.1b Repair and restore equipment and facilities in a timely manner.
- 7.3E.1c Utilize equipment that will enhance the productivity of employees.

GOAL 7.3F Continually strive to enhance the quality, cost and customer satisfaction of service delivery.

POLICY 7.3F.1 Provide a work environment that supports all staff in continually seeking ways to enhance the efficiency, effectiveness and quality of City services.

Action Statements

- 7.3F.1a Actively pursue continuous improvement by finding ways to removing barriers to the provision of high quality, cost-effective services.
- 7.3F.1b Provide consulting, facilitation and training support to ensure the effective staff use of continuous improvement tools and methodologies.

GOAL 7.3G Provide legal services to Council, staff and boards and commissions in order to assure compliance with state and federal laws, City Charter, and Municipal Code and ensure that City programs and policies are effectively implemented.

POLICY 7.3G.1 Provide adequate legal counsel to support City activities.

Action Statements

- 7.3G.1a Provide legal counsel at all City Council meetings and Planning Commission meetings as well as at other Board and Commission meetings as warranted.
- 7.3G.1b Provide legal advice when requested by Council, Boards, Commissions and staff or where otherwise appropriate.
- 7.3G.1c Assist the staff in preparation of analysis, recommendations and advocacy to State and Federal legislative bodies pertaining to proposed legislation.
- 7.3G.1d Provide legal representation in administrative and court proceedings.
- 7.3G.1e Consider methods of increasing efficiency and effectiveness in providing legal services.

GOAL 7.3H Provide risk management programs, exposure reduction programs and appropriate policies in order to minimize damage and liability exposure.

POLICY 7.3H.1 Minimize liabilities, risks and damages to the extent possible, pursuant to adopted policies.

Action Statements

- 7.3H.1a Maintain an active risk and exposure reduction program.
- 7.3H.1b Ensure that City assets are maintained in good condition.
- 7.3H.1c Defend tort claims against the City, where appropriate.
- 7.3H.1d Ensure the mitigation of safety hazards in a timely manner.
- 7.3H.1e Train and educate staff in liability and safety awareness.

POLICY 7.3H.2 Provide adequate loss protection in a cost-effective way.

Action Statements

- 7.3H.2a Maintain liability and property coverage.
- 7.3H.2b Establish adequate reserves to protect against reasonable losses if insurance coverage is inadequate.
- 7.3H.2c Lobby for tort reform.

GOAL 7.3I Provide, manage and support information technology equipment and services for all City departments in the areas of communications, computing, electronic office equipment, records management, print and copy services, and mail services in response to changing governmental and technology trends in order to facilitate and enhance City operations.

POLICY 7.3I.1 Provide and maintain cost-effective and efficient communications systems to assist City departments in providing valuable services to the City and its citizens and businesses.

Action Statements

- 7.3I.1a Serve as regulator, service provider and facilitator of communications systems to ensure the availability of high quality services that are compliant with established standards.
- 7.3I.1b Enhance City staff and citizen self-directed access to information by providing and maintaining a variety of communications resources.
- 7.3I.1c Apply and utilize appropriate and cost-effective communications resources to support government operations and enhance the economic vitality of Sunnyvale.

POLICY 7.3I.2 Provide, manage and maintain the City's computing resources to facilitate sharing of information.

Action Statements

- 7.3I.2a Provide, manage and maintain the City's internal computing infrastructure and associated hardware and software to promote consolidation, sharing and accessibility of relevant information.
- 7.3I.2b Provide, manage and maintain the City's computing resources to provide citizens with access to timely and relevant information.
- 7.3I.2c Participate in community partnerships that extend the City's resources and promote economic vitality in the community.

POLICY 7.3I.3 Provide and maintain appropriate electronic office equipment and services to maximize productivity of staff.

POLICY 7.3I.4 Maintain a cost-effective and efficient records management system that meets legal requirements, assures adequate retrieval capabilities, and provides for appropriate security.

Action Statements

- 7.3I.4a Establish and promote compliance with records retention guidelines to ensure that records management resources are utilized efficiently.
- 7.3I.4b Provide for the secure and confidential destruction of records.
- 7.3I.4c Develop, provide, manage and maintain records management systems consistent with changing technology, such that technology can be leveraged to enhance the accessibility, cost-effectiveness, and efficiency of records management services.

POLICY 7.3I.5 Assure that information resources, databases, and public records developed or maintained by the City are recognized as valuable and sensitive assets, and are managed appropriately and affirmatively for the benefit of the organization and the community.

Action Statements

- 7.3I.5a Explore opportunities and collaborations with other organizations to use City information resources to improve public services or return revenue to the City, while protecting privacy of residents.

POLICY 7.3I.6 Provide cost-effective and efficient duplication services to enhance the development and production of printed information.

Action Statements

- 7.3I.6a Provide cost-effective duplication of information through in-house or vended printing, copying and related services.
- 7.3I.6b Leverage technology to increase the efficiency of City staff by enhancing duplication and document design consulting services.
- 7.3I.6c Explore and pursue partnerships for document preparation and duplication services that result in cost savings or cost recovery.

POLICY 7.3I.7 Provide mail services to City departments to facilitate communication and distribution of materials among departments, City facilities and the public.

Action Statements

- 7.3I.7a Pick up, deliver and sort internal City mail to facilitate the timely distribution of information and materials.

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- 7.3I.7b Pick up, deliver and sort the City's U.S. Postal Service mail to facilitate City business.
 - 7.3I.7c Provide a distribution point for package pick-up and delivery by third party couriers to facilitate City business.

POLICY 7.3I.8 Provide training for information technology equipment and services to ensure that City staff can effectively utilize the technologies available.

Action Statements

- 7.3I.8a Provide a variety of training methods, environments and tools to empower City employees to perform their jobs more efficiently through the application of technology.
- 7.3I.8b Support the development of a Citywide competency skill level for all employees.

POLICY 7.3I.9 Provide consulting services to leverage technology in the reengineering of City business processes to realize benefits in cost-effectiveness, efficiency and improved citizen access.

GOAL 7.3J Assure that franchises that make use of public assets for commercial or private purposes are administered to provide public benefit, protect public investment, and provide revenue to the City when possible.

POLICY 7.3J.1 Seek opportunities in partnership with utilities, other local governments, and the Legislature to improve benefits to the community as a result of franchise agreements that allow use of local public rights-of-way.

Appendix A

Sunnyvale General Plan Elements and Subelements

ELEMENT	SUBELEMENT
1. LAND USE AND TRANSPORTATION	
2. COMMUNITY DEVELOPMENT	2.2 OPEN SPACE 2.3 HOUSING & COMMUNITY REVITALIZATION 2.4 SEISMIC SAFETY 2.5 COMMUNITY DESIGN
3. ENVIRONMENTAL	3.1 WATER RESOURCES 3.2 SOLID WASTE 3.3 SANITARY SEWER 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	6.1 RECREATION 6.2 LIBRARY 6.3 HERITAGE PRESERVATION 6.4 ARTS
7. PLANNING AND MANAGEMENT	7.1 FISCAL MANAGEMENT 7.2 COMMUNITY PARTICIPATION 7.3 LEGISLATIVE/MANAGEMENT

Appendix B

Major Charter Measures – 1949 to 1976			
YEAR	ISSUES	PASSED	FAILED
1949	> Original Charter establishing Council/Manager form of government	●	
1955	> Changed the number of Councilmembers from 5 to 7	●	
1957	> Increased the pay for City Councilmembers to \$50 per month and the Mayor to \$75 per month, and nine other measures	●	
1966	> Increased salary for Councilmembers to \$200 per month and the Mayor to \$300 per month	●	
1968	> Changed to election of Councilmember by seat number > Added provision of guidelines regarding Councilmanic interference	● ●	
1975	> Special Charter Initiative > Placed a two-term limit on Councilmembers > Limited Boards and Commission membership to one term > Required publication of the City Council agenda and a Digest of Council actions in the newspaper > Consolidated City Council and School Board elections > Modify tax rate for the purpose of acquiring open space lands within the City of Sunnyvale > Modify tax rate to establish and operate an emergency medical treatment system	● ● ● ●	● ●
1976	> Repeal City Councilmembers' term limit > Technical changes regarding Councilmanic interference	●	●

Major Charter Measures – 1982 to 1991

YEAR	ISSUES	PASSED	FAILED
1982	<ul style="list-style-type: none"> > Changed requirements for membership to Boards and Commissions > Amended contract provisions for Public Works > Modified Tax Limit Consistent with Prop. 13 > Added Heritage Preservation Commission > Repealed Water Revenue Fund > Added section regarding Campaign Disclosure > Handgun Control > Council Salary Increase > Changed Mayor Pro Tem to Vice Mayor 	<ul style="list-style-type: none"> • • • • • • • 	<ul style="list-style-type: none"> • •
1985	<ul style="list-style-type: none"> > Increased pay for City Councilmembers to \$600/month and Mayor to \$800/month, with annual cost of living increases commensurate with State Law for General Law cities 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none">
1987	<ul style="list-style-type: none"> > Amended Mayor's term to serve for two years 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none">
1988	<ul style="list-style-type: none"> > Amended terms of Planning Commissioners, Personnel Board and Board of Building Code Appeals to serve two consecutive terms 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none">
1991	<ul style="list-style-type: none"> > City Council selects the Mayor by Resolution requiring affirmative votes of at least four members of the Council be retained > Amended to require an individual who has served in elective office for two successive four-year terms to wait at least four years before being eligible to serve again in elective office > Councilmembers entitled to four personal leave days per year, that the Council has the authority to excuse absences from meetings and that for an absence from a Council meeting for other than for personal leave, or due to official duty or one that is excused by the Council, the penalty is 20% of the month's salary, at time of amendment is equivalent to a penalty of \$160 > Amended to provide that vacancies on the City Council shall be officially declared within 30 days of the commencement of the vacancy, that vacancies created by the involuntary removal of a Councilmember may be filled by appointment, and that no election shall be held the day before, day of, or day after a state holiday 	<ul style="list-style-type: none"> • • • • 	<ul style="list-style-type: none">

Major Charter Measures – 1993 to 1998

YEAR	ISSUES	PASSED	FAILED
1993	<ul style="list-style-type: none"> > Amended Personnel Board eligibility requirements so that former City employees are precluded from serving on the Personnel Board 	●	
1995	<ul style="list-style-type: none"> > Amended Sections 302,304 & 1003 containing outdated material be deleted in their entirety and Sections 303, 1007, 1013 & 1015 to delete outdated material 	●	
1995	<ul style="list-style-type: none"> > Amended to delete outdated material, to clarify when election results are certified and to transfer qualification for office language from Section 601 to 602 > Amended to delete outdated material, to clarify when the selection of Mayor and Vice Mayor shall occur and change the method of appointment and removal of the Mayor from a resolution to a motion process > Amended term of Mayor from two-year term to one year > Amended to streamline public notice, resolution and ordinance procedures and bring them into conformance with State law > Amended to provide for employment contracts for the City Manager and City Attorney, to eliminate the ordinance requirement for departmental reorganization and to transfer the responsibility for legal business from the City Council to the City Attorney > Amended to specify which boards and commissions are established by charter and to authorize the creation of additional boards and commissions by resolution as well as by ordinance, and to include only the subject of board and commission appointments and qualifications, the provisions concerning term lengths transferred to a new Section 1003 	<ul style="list-style-type: none"> ● ● ● ● ● ● 	
1998	<ul style="list-style-type: none"> > Amend to require voter approval of any labor agreement resulting from binding or fact finding before the agreement may become effective, if the provision negatively affect management rights or require additional revenues or appropriations, or if either side wishes to seek voter approval. > Amend to provide that disputes, about wages, hours and other terms and conditions of employment that cannot be resolved by negotiations between the City and the Public Safety Officers Association and the Communications Officers' Association be subject to binding arbitration, which is final, without City Council or voter approval. 		<ul style="list-style-type: none"> ● ●

RESOLUTION NO. 135-99

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF SUNNYVALE AMENDING THE GENERAL PLAN BY REVISING THE LEGISLATIVE/MANAGEMENT SUB-ELEMENT TO THE PLANNING AND MANAGEMENT ELEMENT

WHEREAS, the Office of the City Manager has proposed an amendment to the 1972 General Plan of the City of Sunnyvale, as amended, to revise the Legislative/Management Sub-Element, which proposed Sub-Element is set forth in that certain document entitled "LEGISLATIVE/MANAGEMENT SUB-ELEMENT OF THE GENERAL PLAN, City of Sunnyvale March 1999"; and

WHEREAS, this is not a project subject to environmental review under the California Environmental Quality Act of 1970; as amended, and City Council Resolution No. 193-86; and

WHEREAS, the Planning Commission held a noticed public hearing on the proposed amendment on April 12, 1999, after which the Planning Commission recommended that the City Council adopt the amendment; and

WHEREAS, the City Council held a noticed public hearing to consider adoption of the amendment on April 27, 1999;

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF SUNNYVALE THAT:

1. The City Council finds and determines that the proposed amendment conforms with the requirements provided for in the Sunnyvale Municipal Code, that it is a suitable and logical change of the General Plan for the development of the City of Sunnyvale, and that it is in the public interest.

2. The revised Legislative/Management Sub-Element as adopted, a copy of which is on file in the Office of the City Clerk of the City of Sunnyvale, is hereby incorporated into the 1972 General Plan of the City of Sunnyvale.

3. The Mayor and City Clerk are directed to endorse the amendment to the 1972 General Plan of the City of Sunnyvale and to show that the same has been adopted by the City Council.

4. The City Clerk is directed to file a certified copy of the amendment to the 1972 General Plan of the City of Sunnyvale with the Board of Supervisors and the Planning Commission of the County of Santa Clara and the planning agency of each city within the County of Santa Clara. The City Clerk is directed further to file a

certified copy of the amendment with the legislative body of each city, the land of which may be included in said plan.

Adopted by the City Council at a regular meeting held on April 27, 1999, by the following vote:

AYES: WALKER, ROBERTS, VORREITER, KAWCZYNSKI, FOWLER, MILLER, VALERIO
NOES: NONE
ABSENT: NONE

APPROVED:

Manuel Valerio
Mayor

Date: 4-30-99

ATTEST:
City Clerk

By *Carol Ann Butler*
Deputy City Clerk

Date: 5/03/99
(SEAL)