



CITY OF SUNNYVALE

QUARTERLY REPORT

Thoughts from Your City Manager

The end of the year is always a time of both reflection and promise for me. This time last year, we had just worked with the City Council on setting strategic priorities and were aligning the organization and our limited resources to address them. Much of the foundation-laying work accomplished in 2015 is now yielding exciting tangible results and we've made excellent progress in the four priority areas – the Civic Center campus and Main Library; the ability of infrastructure to support development and traffic; open space acquisition planning/future of golf courses; and Downtown Sunnyvale.

Recognizing the need to address our outmoded and overcrowded Civic Center and improve service delivery to the community, the Council approved a community engagement process in February 2015 to inform whether and how to renovate or replace the City's facilities. Through an extensive series of Council meetings, community workshops, focus groups and surveys, we now have eight site prototypes and preliminary cost ranges. In December, the Council voted to conduct polling in early 2016 to gauge voter opinion on a bond measure to help fund a future project (*pages 2-3*).

Regarding infrastructure, we have been concentrating on local and regional initiatives. Locally, the Council approved additional funding over the next four years to address a growing backlog of needed sidewalk repairs. We're also replacing the remainder of our high wattage streetlights – the City's top consumer of electricity – with LEDs, reducing our carbon footprint, energy use and operational costs. For our roadways, two key transportation studies are now underway – the Environmental Impact Report for the 237/101/Mathilda interchange and a study on improvements for the Wolfe Road/El Camino Real/Fremont Avenue interchange. Regionally, we are actively participating in VTA's Envision Silicon Valley process in preparation for a potential countywide transportation sales tax measure and will continue to advocate for Sunnyvale's

priorities including construction funding for the 237/101/Mathilda interchange and the Lawrence Expressway grade separation. After significant investment in master planning, we have begun the phased construction projects to modernize our aging wastewater treatment plant, and will be seeking innovative funding strategies from the state that will save ratepayers tens of millions of dollars in financing costs through much lower loan rates.

For golf courses, we addressed an immediate need by contracting with a new restaurant operator for the Sunken Gardens Golf Course. In October, staff also presented an in-depth look at the City's golf operations to Council and reviewed options to stabilize future subsidies. We still need to find a new operator for the Sunnyvale Municipal Golf Course, which we are actively working on at this time.

Completing the Sunnyvale Town Center project has long been one of the community's biggest priorities. Since litigation concluded in August, Wells Fargo Bank, the project's current owner, has advanced it significantly by marketing the project for sale and proposing a new development team to assume its ownership and completion. In December, the Council met to review the team's qualifications, financial capacity and reputation, and subsequently acknowledged that Wells Fargo could proceed with the sale. While these are positive milestones, this remains a complex mixed use project that will require a great deal of cooperation and



City Manager Deanna J. Santana

collaboration from all stakeholders involved to bring the vision of our downtown to reality. While the bank works to transfer the property, we are poised for the next steps in the process, leveraging the results of a market analysis we commissioned this fall to help inform future entitlement decisions.

In addition to investing quite a bit of time advancing these priorities, we had many other accomplishments I'd like to highlight. Sunnyvale led the way with the City of Mountain View on a regional approach to increasing the minimum wage to \$15 per hour by 2018. After months of community outreach, the Council approved a schedule in December that raises the hourly wage to \$11 in July 2016, \$13 in January 2017 and \$15 in January 2018. And after months of collaboration with the County of Santa Clara and community, we selected

the City's Onizuka property as the location for a temporary cold weather shelter, open now through March 2016 with 100 beds. In June, we celebrated the groundbreaking for Sunnyvale's first new fire station built since the early 1960s. Fire Station 5 is scheduled to open in March 2016, providing much needed training and operational capabilities for our public safety personnel (*page 5*). And to address existing and projected staff vacancies in our Public Safety Department, we developed an accelerated recruitment schedule and funding strategy which resulted in hiring 22 new officers in 2015. We're also underway with a number of much-needed technology improvements, including redesigning our City's website, migrating to VoIP phones, and upgrading our servers and many related business applications.

Finally, I wanted to especially note the City's environmental leadership role with our Climate Action Plan (CAP) goals. The CAP's single most impactful strategy to reduce GHG emissions is a Community Choice Energy (CCE) program that enables communities to receive electricity from a higher percentage of renewable energy sources at competitive rates. Sunnyvale has led the formation of a multi-jurisdictional partnership working to advance this option for the cities of Sunnyvale, Cupertino and Mountain View and the County of Santa Clara (unincorporated). After evaluating the potential benefits and liabilities, the Council

See *City Manager*, page 2



Civic Center Modernization Range of Scenarios Evaluated

Great progress has been made this fall in developing a wide range of conceptual land use scenarios for the Civic Center Project. Workshops that allowed community members to roll up their sleeves and develop concepts and test ideas provided valuable insights on how the Civic Center site is affected by different building, parking and open space configurations. Options that were evaluated included renovating and adding on to existing buildings or replacing them; testing the location and type of parking facilities to see how underground, structured, or surface parking lots would affect the overall site; and even changing site circulation, with many teams eliminating Olive Avenue (currently bisects the campus).

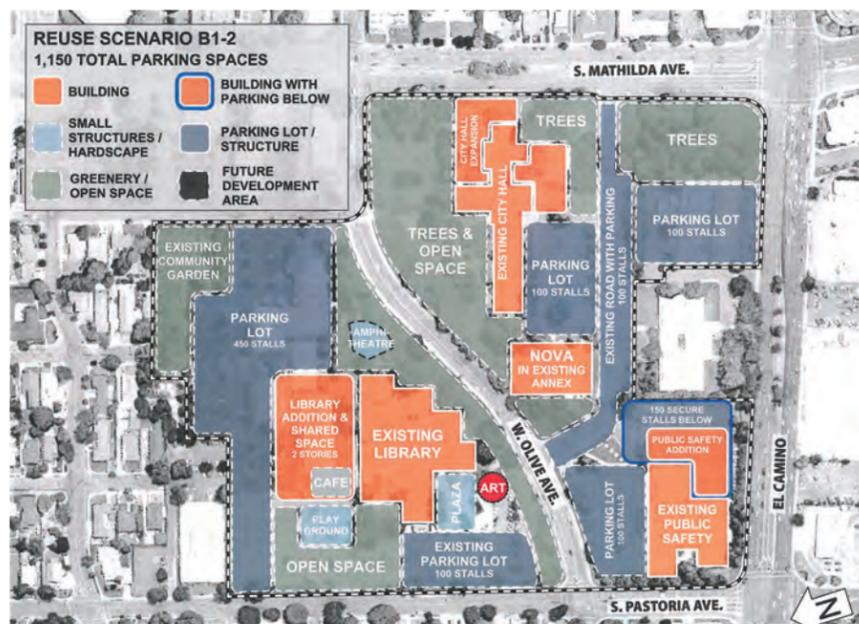
From the workshops, 24 different conceptual land use scenarios were developed, and our project architect used the ideas generated from them to develop eight wide-ranging site prototypes. Preliminary cost estimates for the eight site prototypes have been developed to help us understand how various elements will affect the project. All eight assume the same space needs, as developed earlier in the project. For example, whether the prototype shows a new main library or a remodeled library with an addition, the

building square footage is the same. Similarly, the prototypes feature different options for parking, but the total number of spaces is approximately the same. Given the conceptual nature of the site prototypes, preliminary cost estimates are expressed as a range, and include both estimated construction costs and other project-related costs such as design, environmental review and construction management.

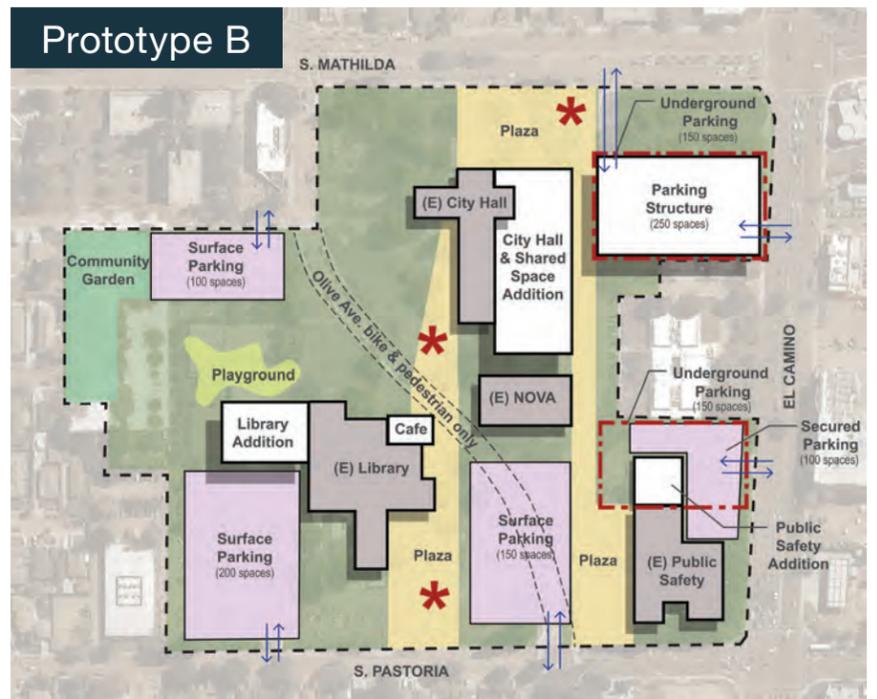
See *Range of Scenarios*, page 3



At Civic Center workshops held August 28 and October 3, conceptual land use scenarios were developed and tested by different teams.



The output of the workshops was 24 different conceptual land use scenarios like this example that focused on building reuse.



Preliminary Cost Range \$203 M to \$277 M

KEY CONCEPTS

- 4 buildings reused
- Olive Avenue closed for vehicles. Bike and pedestrian use with bollards
- Smaller separate green spaces

SITE ELEMENTS

- 2-story City Hall addition
- 1-story Public Safety addition with 1-level parking structure below
- 2-story Library and Café addition
- 2-level parking structure on El Camino Real
- Plaza at City Hall
- Open space corridor with playground and gardens

OPPORTUNITIES

- Significant reuse of existing buildings
- Maintain existing Library façade
- Plaza/esplanades create circulation paths and an aesthetic connection between buildings
- A balance of green space/Plaza and parking creates a better streetscape experience

CONSTRAINTS

- Reusing existing buildings creates a challenge for urban planning and landscaping
- Open space is scattered

City Manager, continued from page 1

authorized us to implement a CCE and approved our participation in a Joint Powers Authority that would launch and manage it. Our leadership extends to the

drought as well as evidenced by our 32 percent citywide water use reduction.

Looking back on our 2015 accomplishments gives me a great

sense of pride in our staff and I am confident we have served the city well. As we plan for strategic priority-setting with the Council in January, I'm inspired

for continued progress on the Council's priorities and the many other significant initiatives that position well the City of Sunnyvale and its quality of life. ☀



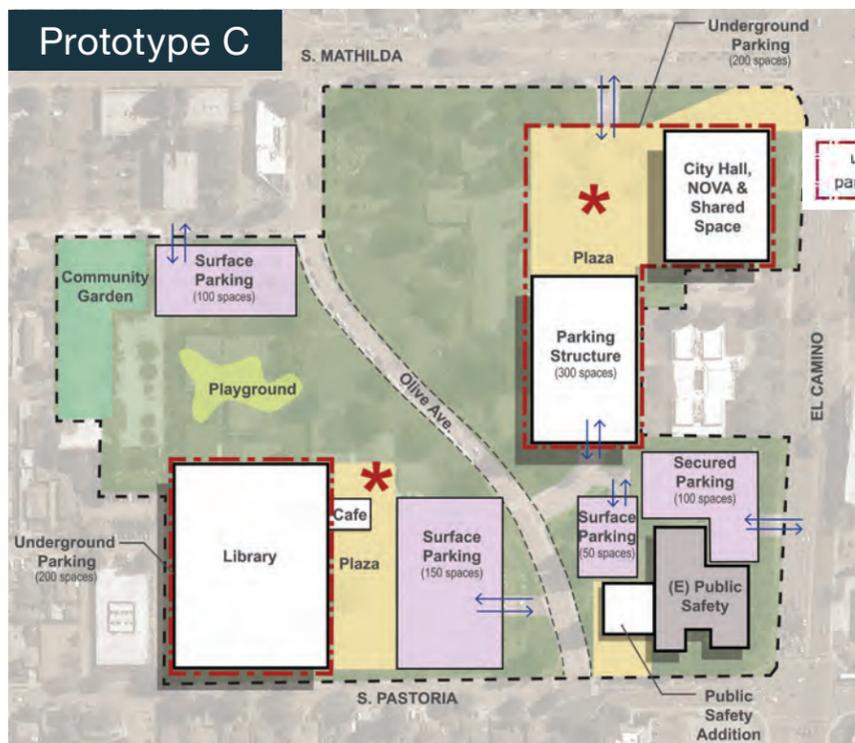
Range of Scenarios, continued from page 2

Using the prototypes as a tool, we are now able to better evaluate tradeoffs. For example, prototypes with more underground parking enable larger open space areas, but cost more than prototypes with

more surface parking. Similarly, new buildings will cost more than renovated and expanded buildings, but allow more flexibility for site placement, resulting in larger open spaces. Three of the eight prototypes are

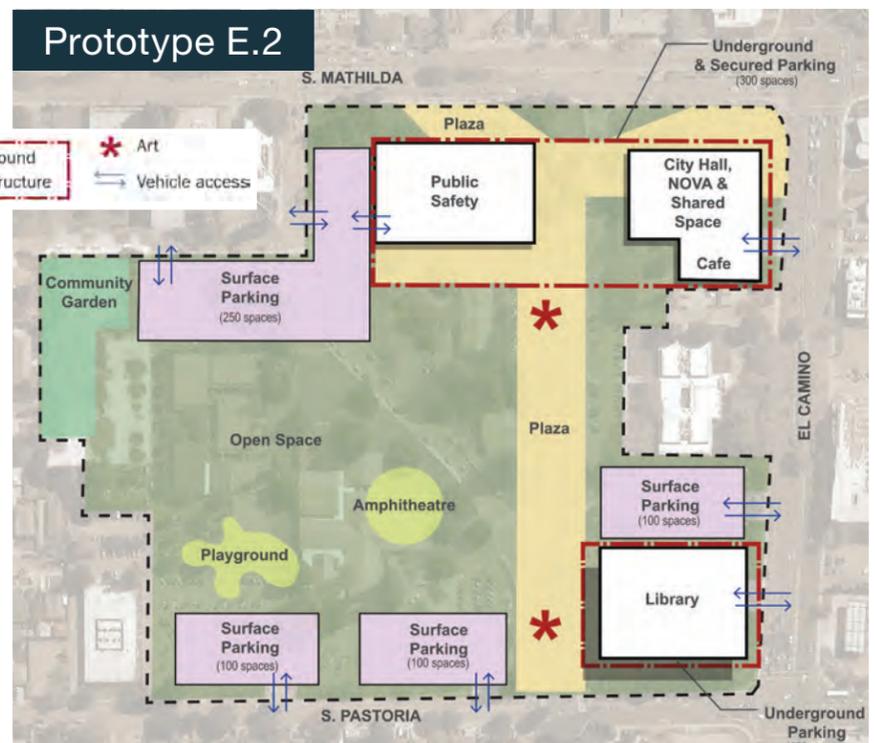
shown here; all can be reviewed on our website at CivicCenter.inSunnyvale.com. After reviewing the prototypes in December, the Council decided that Civic Center land should not be sold or leased to generate

revenue for the project. They also directed staff to conduct polling in 2016 to gauge voter opinion on a bond measure to help fund a future project. Staff will be working on this and next steps in January 2016. 🌱



Prototype C
Preliminary Cost Range \$237 M to \$311 M

- KEY CONCEPTS**
- 1 building reused
 - Large continuous green space
 - Frontage on El Camino Real
 - Maintain Olive Avenue for car traffic
- SITE ELEMENTS**
- 1-story Public Safety addition
 - 1-story new Library, Café & Plaza with 1-level parking structure below
 - 2-story new City Hall/NOVA/Shared space with Plaza
 - 2-story parking structure with 1-level parking structure below
 - Open space corridor with playground and gardens
 - Café to activate park
- OPPORTUNITIES**
- New building locations allow phasing
 - New Library provides civic presence on S. Pastoria Avenue
 - Green space is acoustically separated from El Camino Real by buildings
 - Civic presence on S. Mathilda Avenue and El Camino Real
- CONSTRAINTS**
- Significant underground parking (higher cost)
 - Vehicular path bisects site



Prototype E.2
Preliminary Cost Range \$232 M to \$293 M

- KEY CONCEPTS**
- 3 new buildings
 - Balanced parking (surface and underground)
 - City Hall frontage on El Camino Real
 - Plaza axis
- SITE ELEMENTS**
- 2-story new Library
 - 2-story new City Hall/NOVA/ Shared Space/Café with 1-level parking structure below
 - 2-story new Public Safety with 1-level parking structure below
 - Forest Plaza along Mathilda Avenue
 - Plaza paseo through site to link buildings
 - Olive Avenue replaced with open space
 - Open space with playgrounds, gardens, etc.
 - Surface parking for open space
- OPPORTUNITIES**
- Large open green space with adjacent plaza
 - Plaza connecting major buildings
 - Connectivity between Public Safety and City Hall
 - Civic presence on both S. Mathilda Avenue and El Camino Real
- CONSTRAINTS**
- No reuse
 - Buildings are segregated from green space
 - Phasing requires City Hall to be built first

New Requirements

Short-term Rentals Allowed with Limitations

The growing popularity of short-term housing rentals – assisted by online services such as AirBnB and VRBO – has led many cities to consider the community concerns about and benefits of this type of use, and adopt new requirements that ensure compatibility with residential neighborhoods. In September, Sunnyvale’s City Council adopted

new regulations that allow residents to rent out rooms of their homes to short-term renters for less than 30 days provided they:

- Apply for and receive approval from the City;
- Pay Transient Occupancy Taxes;
- Allow only ‘hosted’ rentals which is where the permanent resident lives at the home

while it is being rented;

- Allow no more than four renters on the property at one time, not counting minors; and
- Receive permission from the landlord or HOA for the property, in the cases where that applies.

Hosted rentals were preferred because it ensures the

primary resident is available to address house emergencies and conflicts that could impact the neighborhood such as parking, noise and safety.

If you are interested in using your home for hosted short-term rentals, please contact the City’s Planning Division at PlanningAP@sunnyvale.ca.gov or (408) 730-7444. 🌱



Energize Sunnyvale

Big Payout for Energy Savings Competition

Through our *Energize Sunnyvale* initiative, the City is engaging residents to take action to reduce energy use at home as part of the \$5 million Georgetown University Energy Prize competition. Preliminary data for the first six months of the competition shows that Sunnyvale has already made significant progress with estimated reductions of electricity and natural gas use of 7 and 12 percent respectively compared to the baseline data.

Sunnyvale has employed a grassroots approach supported by social media to help residents learn how easy it is to save energy, help the environment and lower energy bills. Community volunteers have coordinated neighborhood presentations and City staff share information at workshops and community events. Many residents are also posting their energy efficiency stories on social media, from conducting energy audits and replacing inefficient appliances to simply putting on a sweater before turning up the heater.



Help Sunnyvale win the \$5 million prize by taking action today:

- Borrow a Do-It-Yourself (DIY) Home Energy Saving Kit;
- Follow our weekly energy-saving tips and share your stories on social media; or
- Attend an upcoming event or workshop about home energy efficiency improvements and rebates.

To learn more, visit Energize.inSunnyvale.com; follow us on Facebook (Sunnyvale Environmental Services), Twitter (@Green_Sunnyvale) and Nextdoor (nextdoor.com/city/feed/542592); or call 408-730-7717.

What is the Georgetown Competition?

- GUEP is a nationwide competition between 50 cities and counties to reduce energy use.
- Up to \$5 million will be awarded to the community that reduces its energy use the most with innovative and scalable programs.
- The competition runs from Jan 2015 – Dec 2016.
- The prize money would go towards energy efficiency programs in the winning community.

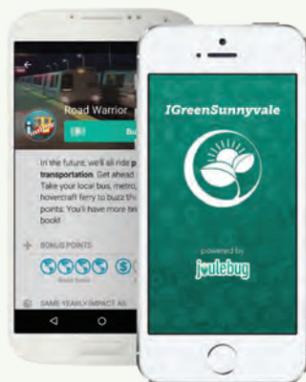
Get Charged with IGreenSunnyvale

Join us for the launch of our free new mobile app – *IGreenSunnyvale*.

January 30, 2016

10 a.m. – Noon

Nokia Office, 200 S Mathilda Ave.
Children's Activities • Refreshments



Available for Android and iPhone, *IGreenSunnyvale* allows users to “buzz” completed actions in categories such as reducing energy use, conserving water and minimizing waste, as well as compete in challenges to win virtual badges and trophies. The app also breaks down the impact of each action into easy to understand terms – for example, washing laundry in cold water saves enough electricity to power a television for 1,766 hours!

Sunnyvale Energizer Stories

“We don’t need to charge the air,” says A.S. of Cherry Chase, who always reminds her family to unplug unused chargers to avoid phantom loads.

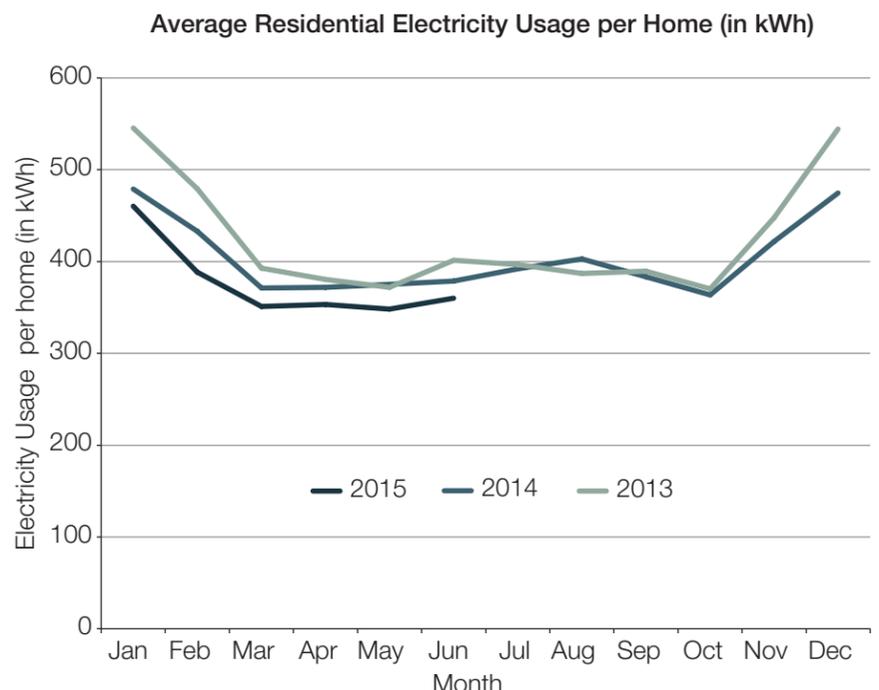
Cor V. of Plaza del Rey **downsized his mobile home’s standard fridge to a smaller ENERGY STAR model that uses half the electricity.** He found that this also limits the amount of food he can store and reduces food waste.

Anand N. of Heritage Park was inspired by his older home’s bills, and conducted an energy audit. **He foam sealed the gaps behind his light switches, replaced all incandescent bulbs with LEDs and CFLs,** and installed solar panels, saving 30 percent on his electricity bills.

Michael K. from Belleville **installed a smart thermostat that shows his real-time home electricity use.** He notes how “eye-opening” it is to see the data, especially when the clothes dryer runs.

In the winter, Patty F. of Plaza del Ray **wears a sweatshirt before turning up the heat in her home.**

Sulekha A. of Lawrence Station saves energy in her condominium through simple actions **like turning lights off and running full dishwasher loads.** She also upgraded to double- and triple-paned windows and doors – an investment that keeps her condo warmer in the winter, cooler in the summer and is “totally worth it.”



Average electricity use per household in 2015 is lower compared to the competition's baseline years of 2013 and 2014.



Drought Update

Welcome the Rain but Keep Conserving

Winter rains are a welcome sight during a severe drought. Unfortunately, this precipitation can lead some people to believe that drought conditions are over and that water conservation is not as important. That is NOT the case!

The severe drought in California is due to several years of very little rainfall and will not end due to a few rain storms, no matter how much rain they bring. The good news is that Sunnyvale residents and businesses have been going a great job of conserving water. We've already reduced water use citywide by 32 percent between May and October 2015, exceeding the City Council's target of 30 percent. Keep up the great work!

Reducing outdoor water use is one of the keys to meeting the water reduction target. The most notable water use restriction affecting residents and businesses

is limiting landscape irrigation to no more than two days per week. See the adjacent sidebar for water restrictions currently in place. To report water use violations, call the Santa Clara Valley Water District's Water Waste Hotline at (408) 630-2000 or email drought@valleywater.org. A conservation coordinator from the District or City of Sunnyvale will investigate and explain the restrictions. Coordinators will issue a warning notice for the first and second violations, a \$250 citation for the third violation and a \$500 citation for each subsequent violation. ☹

PROHIBITED WATER USES IN SUNNYVALE

The following water uses are prohibited by City ordinance; avoid citations by complying with these restrictions:

Irrigation

- Irrigating outdoors more than two days per week. Drip irrigation is exempt from this schedule.
 - **Odd-numbered addresses water on Monday and Thursday**
 - **Even-numbered addresses water on Tuesday and Friday**
- Irrigating outdoors within 48 hours of rainfall
- Irrigating outdoors in a manner that causes run-off or for more than 15 minutes per station
- Allowing leaking plumbing or irrigation systems to go unrepaired

Water Application

- Using potable water to clean off driveways, sidewalks, patios and other hard surfaces
- Using potable water in fountains and decorative water features (unless part of a recirculating system)
- Using a water hose without an automatic shut-off valve to wash cars, buses, boats or trailers

Services

- Restaurants should only serve water upon customer request
- Hotels are now required to offer patrons the option of not laundering linens and towels on a daily basis

Fire Station 5

Facility, Trucks Serve Multiple Needs

The City's new Fire Station 5 is nearing completion and scheduled to be fully operational in March 2016.

The new station is the result of a development agreement between the City and developer, Jay Paul Co. In exchange for receiving the 1.75-acre parcel at Innovation Way and Mathilda Avenue currently occupied by the City's outdated Fire Station 5, Jay Paul contributed a two-acre site

to the City on Bordeaux Drive; is building a new 18,600-square-foot fire station, training classroom and shooting range at that location; and has purchased a new ladder truck needed to serve the taller buildings in Moffett Park. Because fire trucks are custom built to meet exact specifications and

are rarely purchased, the City expanded the bid with the truck purchased by Jay Paul to add two other new apparatus that would replace older models and diversify the capabilities of its fleet. Two of the three new trucks now have the ability to reach the top of an eight-story building and maneuver

on the roadways that are common in the central and northern part of the city. The third truck is a smaller, more nimble ladder truck designed to navigate the residential streets in the southern part of the city. It is operating out of Station 3 at S. Mary Avenue and Ticonderoga Drive. ☹

Photo courtesy of Ferrara Fire Apparatus, Inc.



One of the two brand new fire trucks specifically designed to help firefighters serve the taller commercial buildings in north Sunnyvale. They are operating out of Fire Stations 5 and Station 2 at N Wolfe Road and E Arques Avenue.



Scheduled to be fully operational by March 2016, the new fire station on Bordeaux Drive is rapidly taking shape.



Stay Connected

Keeping Pace with City News and Events

Whether you prefer attending a meeting, going online or getting alerts – take advantage of these great ways to stay connected and get engaged with everything happening in Sunnyvale.

City Manager’s Blog – Every other Monday, the City Manager issues updates about a variety of projects, meetings and events. Subscribe at: *CityManagersBlog.inSunnyvale.com*.

Nixle – Sunnyvale’s Department of Public Safety (DPS) uses Nixle to send public safety alerts during emergencies, traffic and road closure advisories and missing person updates. Simply visit *www.nixle.com*, sign up with the locations of your choosing (e.g., home, school, work), and select *Sunnyvale Department of Public Safety* from the list of agencies to start receiving messages to your phone or email. The service is free but your phone plan’s data charges may apply.

Facebook and Twitter – “Like” us on Facebook at City of Sunnyvale (Government) (*www.facebook.com/CityofSunnyvaleCA*) or follow us on Twitter (*@CityofSunnyvale*).

Nextdoor – The City uses Nextdoor to periodically post announcements and information we think are of interest to the general community or to specific neighborhoods, such as community meetings and crime or traffic alerts. If you’re already a Nextdoor

member in Sunnyvale, you can access our news feed under the City Agencies link from your account. To create an account, visit *Nextdoor.com*. Alternatively, you can view the City’s public feed at *nextdoor.com/city/feed/542592*.

Community Events Calendar – Keep track of community and City-related events by visiting the Community Events calendar on the City’s website at *Sunnyvale.ca.gov*.

City Council Meetings – Attend City Council meetings on Tuesday evenings at 7 p.m. in the Council Chambers at the Sunnyvale City Hall. Or, watch them on KSUN15 (Comcast Channel 15) or online at *Webcast.inSunnyvale.com*. All meetings of the Planning Commission and City Council are also recorded and can be viewed online along with all meeting materials including agendas, minutes and reports at *CouncilMeetings.inSunnyvale.com*.

Council Meeting Agendas – Each Thursday evening, the City posts the Tentative Council Meeting Agenda Calendar (TCMAC) which is a look-ahead at agenda items coming before the Council. This is a great way to see in

advance what the Council will be considering during their upcoming meetings. Select the TCMAC tab at *CouncilMeetings.inSunnyvale.com*.

Neighborhood Associations – There are 25 Sunnyvale Neighborhood Associations registered with the City. Visit *Neighborhoods.inSunnyvale.com*

to see a map and list of association leaders to contact about joining.

Development Updates – The City’s Planning Division maintains an interactive map of major development projects that require Planning Commission or City Council review. Visit *gis.sunnyvale.ca.gov/planning*.

WEBSITE REDESIGN PROGRESSING SMOOTHLY

The City’s project to redesign its website — *Sunnyvale.ca.gov* — is well underway. In May, we selected Civica as the new design, hosting and content management system vendor. We have since audited the entire existing 650-page website to evaluate content needs and determine what should be retained, removed or added. We used this information, along with current website analytics and data gathered from 400+ responses to a community website survey, to conduct usability testing with City staff and community volunteers. This testing helped develop the overall information architecture and global navigation (how content is organized, labeled and searched for), creating an intuitive, user-focused foundation for the new website. We are now building additional layers of navigation and outlining the hierarchy of the new pages; usability testing will continue throughout this phase to ensure data-supported decisions and a high quality user experience. We have also begun rewriting content to improve the user experience by reducing content for clarity, mobile-friendly access and user-focus. Subscribe to updates about the project at *WebsiteRedesign.inSunnyvale.com*.

CITY OF SUNNYVALE PHONE NUMBERS

Cut out and keep this card near your phone to help you reach the correct department for City services.

Emergency

Police/Fire/Medical911

Non-Emergency Police and Fire(408) 730-7180

General City Information (408) 730-7500

TDD Access(408) 730-7501

Sunnyvale Website..... *sunnyvale.ca.gov*

City Attorney(408) 730-7464

City Clerk

Boards and Commissions/

Municipal Elections(408) 730-7483

City Manager’s Office(408) 730-7480

Communications..... (408) 730-7535

Economic Development.....(408) 730-7607

Community Development

Housing Division.....(408) 730-7250

One-Stop – Building/Planning/Permits(408) 730-7444

Finance

Business Licenses(408) 730-7620

Purchasing(408) 730-7405

Utility Billing.....(408) 730-7400

Service Requests/ Utility Billing Questions.....(408) 730-7400

On-line Utility Bill Payment*PayMyBill.inSunnyvale.com*

Hotlines

Abandoned Vehicle Hotline..... (408) 730-7706

Downtown Redevelopment Hotline.....(408) 737-4900

Graffiti/Shopping Cart Hotline(408) 730-7680

Sewer/Water Problems (24-Hour Hotline)(408) 730-7400

Storm Drain Spills/Illegal Discharge.....(408) 730-7270

Turf/Athletic Field Closure Hotline..... (408) 730-7585

Human Resources(408) 730-7490

Volunteer Resources (408) 730-7533

Jobs with the City.....(408) 730-7490

Information Technology Department (408) 730-7540

Comcast Subscriber Service Complaints.....(408) 737-4999

Library and Community Services

Youth and Family (Child Care) Resources (408) 730-7800

Columbia Neighborhood Center (408) 730-7800

Community Center (408) 730-7350

Community Liaison(408) 730-7599

Community Resources(408) 730-7599

Event Applications/Special Event Permits.....(408) 730-7599

Facility/Picnic Reservations..... (408) 730-7350

Sunnyvale Tennis Center(408) 735-7285

Library Main Number (408) 730-7300

Library Website *SunnyvaleLibrary.org*

Neighborhood Associations(408) 730-7599

Recreation Program Registration (408) 730-7350

RecreationClasses.inSunnyvale.org

Senior Center (408) 730-7360

Theater Box Office.....(408) 733-6611

Mayor/City Council Office(408) 730-7473

NOVA Workforce Services

NOVA Job Center.....(408) 730-7232

NOVA Workforce Board.....(408) 730-7232

NOVA Youth Employment Program..... (408) 730-7640

NOVA Website *NovaWorks.org*

Public Safety(408) 730-7100

Alarm Program (Commercial and Residential).... (408) 730-7117

Animal Control.....(408) 730-7178

Crime Prevention(408) 730-7140

Emergency Preparedness/SNAP(408) 730-7190

Fire Prevention(408) 730-7212

Neighborhood Preservation

(Code Enforcement)(408) 730-7610

Non-Emergency Police and Fire.....(408) 730-7180

Recycling Theft

Active/In Progress.....911

After The Fact.....(408) 730-7180

Public Works (408) 730-7415

Parks, Street Trees and Boulevard/

Landscape Maintenance..... (408) 730-7506

Sidewalk/Curbs (408) 730-7415

Street Lights/Potholes/Sweeping/Debris (408) 730-7415

Las Palmas Tennis Center(408) 735-7285

Sunken Gardens Golf Course..... (408) 739-6588

Sunnyvale Golf Course..... (408) 738-3666

Traffic Signals..... (408) 730-7415

Environmental Services –

Water / Sewer / Garbage / Recycling Utility

Billing Questions / Service Requests(408) 730-7400

Environmental Services..... (408) 730-7900

Sewer/Water/Storm Problems.....(408) 730-7400

Water Quality/Pressure/Leak Questions (408) 730-7400

Garbage and Recycling Questions and Complaints

Specialty Solid Waste and Recycling (408) 565-9900

Recycling/Household Hazardous Waste(408) 730-7262

Recycling Website.....*Recycling.inSunnyvale.com*

SMaRT Station® (408) 752-8530

Non-City Numbers

Cupertino Union School District (408) 252-3000

Department of Motor Vehicles (DMV).....(800) 777-0133

Fremont Union High School District..... (408) 522-2200

Marriage Licenses (Santa Clara County Clerk) (408) 299-5688

PG&E Customer Service (800) 743-5000

Project Sentinel Tenant/Landlord Mediation (408) 720-9888

Santa Clara Unified School District (408) 423-2000

Social Security Administration (800) 772-1213

Sunnyvale Chamber of Commerce..... (408) 736-4971

Sunnyvale Community Services..... (408) 738-4321

Sunnyvale School District..... (408) 522-8200

Superior Court – Sunnyvale.....(408) 481-3500

Traffic Court – Santa Clara..... (408) 556-3000

Voter Registration (408) 299-VOTE



Be Ready

Four Steps to Emergency Preparedness

There's an old saying — an emergency is the last thing on your mind until it's the first thing on your mind. Whether it's a brief unexpected power outage or a more serious natural disaster like a flood or earthquake, emergencies are always disruptive, often without warning and sometimes life-threatening. Simply stated, emergencies will happen. And when they do, you need to be able to minimize the impact they will have on you and your loved ones. We live in a heavily built, densely populated area. Sunnyvale's police, fire and emergency medical services will be tasked differently during a major disaster based on life-safety needs. That is why each person in the city needs to be able to care for themselves for a minimum of three days after a disaster. Since the type and magnitude of a disaster will affect how long you will be without essential services, it is best to prepare for the worst case scenario and plan for several days and up to a couple of weeks. By working through these four steps, you will be well on your way.

STEP 1 BE INFORMED

Staying informed in advance of and during an emergency is essential to knowing how to prepare and what to do. At the local level, the City will use its website, social media channels, emergency radio station (Alert 1680 AM) and cable channel (KSUN15 on Comcast) as well as work with the media to get information to the public. Agencies will also use reverse 911 phone systems to disseminate public safety messages.

- Sign up for Nixle** – Register for the City's free community information service at Nixle.com; customize alerts based on your choice of locations and topics and whether they're sent to your phone and/or email
- Sign up for AlertSCC** – Register for Santa Clara County's emergency notification system at AlertSCC.com
- Follow the City on social media:** @CityofSunnyvale and @SunnyvaleDPS on Twitter; City of Sunnyvale, CA on Facebook and Google+

STEP 2 MAKE A PLAN

Emergencies can strike quickly and without warning. You and your family may be in different places so you need to make a plan that will help everyone know how to cope with an emergency. Having a plan is your best protection and your responsibility.

- Find out the emergency procedures for your work, children's daycare and schools, etc.**
- Complete the simple two-page Family Communication Plan worksheets** for adults and kids from Ready.gov
- Share your emergency contact information** with family and neighbors
- Review procedures for shutting off gas, water and electricity** at your home
- Review and practice your plan twice a year** and keep it up to date

STEP 3 BUILD A KIT

Essential services like power and water may not be available for some time during and after a disaster. The typical time for outside assistance to reach an impacted area is 72 to 96 hours if there is reasonable access. You need to build and maintain a disaster supplies kit to lessen the impact the lack of services and resources will have on you and your family. Keep enough supplies to meet your needs for at least three days; consider a one to two week supply for the best level of preparedness.

- If you do nothing else, start with the most important emergency supply – water!** You need to have one gallon per person per day.
- Determine where you will need to have emergency supplies** (e.g., home, workplace, vehicle)
- Assemble a Disaster Supplies Kit** with items you may need in an evacuation – Visit Ready.gov for a checklist; be sure to include cash, medicine, keys and insurance paperwork

STEP 4 GET INVOLVED

The more prepared and informed we all are, the more we'll be able to support the emergency response efforts, especially if first responders are overwhelmed by a major disaster. Once you've taken steps to make sure you and your family will be self-reliant, consider getting involved to help others.

- Explore OES's emergency preparedness training options at OES.inSunnyvale.com**
 - Sign up for the Personal Emergency Preparedness (PEP) course** – This jam-packed two-hour course is a perfect way to kick-start your preparedness activities by focusing on what to prepare and how to prioritize your activities. PEP is held the first Sunday of every month from 2 to 4 p.m.
 - Sign up for the Sunnyvale Neighbors Actively Prepare (SNAP) course** – This hands-on course will empower you to assist OES and do the greatest good for the greatest number of people in an emergency. Held one evening a week for seven weeks, the course is a series of practical skill-building exercises on everything from conducting hazard surveys and light search and rescue to fire safety and suppression. The next class starts on January 14 — sign up today. 🌱



SNAP participants practice shoring techniques to stabilize a ceiling



SNAP participants learn how to lift and move heavy debris like this concrete slab



sunnyvale reNews

Winter 2016



sunnyvale's environmental news source



2016 Calendar inside this Quarterly!

upcoming events

February **13**, March **12**, April **9**
Compost Workshops

January **16**, April **16**
Hazardous Waste Drop-off

April **30**
Document Shredding

April **2-3, 9-10**
Extra Dumping Weekends

stay connected

on the Web
Recycling.inSunnyvale.com



on Twitter
[@SunnyvaleRecycl](https://twitter.com/SunnyvaleRecycl)



Green.inSunnyvale.com



on Facebook
[Sunnyvale Environmental Services](https://www.facebook.com/SunnyvaleEnvironmentalServices)



How Can I Get Rid of...?

Answers at Your Fingertips!



The Sunnyvale Recycles Right tool —available online or as a mobile phone app at Recycling.inSunnyvale.com — has been searched more than 4,000 times since its launch in August

2015. The tool offers residents a personalized calendar that lists service days; special recycling event schedules for document shredding, composting workshops, hazardous waste drop-offs and extra dumping weekends; and an itemized look-up tool for finding out how and where to get rid of just about anything.

Our data indicates that online and mobile app users have been most interested in recycling and disposal options for these items:

- **Mattresses** can be dropped off at Goodwill Silicon Valley donation locations at no charge starting January 1. Visit Goodwillsv.org for details. Beginning February, the SMaRT Station will accept them from residents at no charge.
- **Fluorescent bulbs and tubes** must NEVER be thrown into garbage or recycling carts because they contain small amounts of mercury. Drop them off at the SMaRT Station, Orchard Supply Hardware, Home Depot or Batteries N' Bulbs. Broken bulbs need to be handled carefully and disposed of as hazardous waste.
- **Batteries** must NEVER be thrown into garbage or recycling carts. Tape the positive

ends of battery terminals and take them to the SMaRT Station or a local hardware store for recycling. Residents using split-lid recycling carts may place batteries in a zip-locked bag on top of the split cart for collection.

- **Styrofoam (#6 plastic)** foam meat and vegetable trays and molded foam packaging should be placed in the garbage. Large quantities of clean foam can be recycled at Green Citizen in Mountain View for \$5 per 30-gallon plastic bag.

Get on board this year with your garbage and recycling services information the easy way — visit Recycling.inSunnyvale.com to download the app or create your online calendar today!





Christmas Tree Recycling At the Curb

As you stow away your holiday décor for another year, remember to recycle your Christmas tree at the curb. As part of the single-family yard trimmings collection service, residents may place their tree at the curb on service days or inside the yard trimmings cart if the lid can close. Residents living in four-plexes, apartments and townhomes should contact their property owner or manager to find out where to place their trees.

All trees must be properly prepared for collection. Here's how!



- Remove all lights, decorations and stand;
- Cut tree into four-foot lengths or shorter; and
- Place at the curb, inside yard trimmings carts, or at designated areas depending on where you live.

Trees are delivered to the SMaRT Station where they will be ground into mulch, then sent to the Z-Best Composting facility near Gilroy for composting. Compost is available to residents at no charge at the SMaRT Station. Bring your own shovel and containers (limit three 32-gallon cans per week). Call ahead for availability at (408) 752-8530.

Residential Recycling Guide

The decision to recycle is made when we get rid of an item. No matter where you live — single-family or multi-family housing — everyone recycles the same stuff: paper, metal, glass and plastic #1-#7 containers, including cartons. Help keep recyclables contamination-free using this easy recycling guide. Find this guide on the *Recycling Events Calendar* inserted in this *Quarterly Report* issue.

Recycle Paper

PAPER

Flattened small cardboard pieces OK

PAPER

Do Not Place Bagged Recyclables Inside Recycling Carts

Residential Recycling Carts

Single-Family Split-Lid Recycling Cart

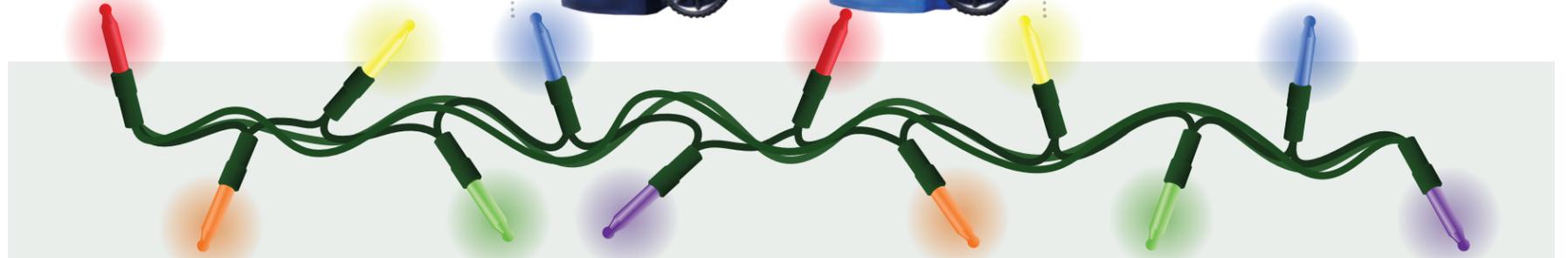
Multi-family Recycling Carts

Recycle Metal, Glass, Plastic #1-#7 Containers and Cartons

CONTAINERS

NEW! CARTON RECYCLING

CONTAINERS



Recycle Holiday Light Strands at the SMaRT Station

Did you know you can recycle holiday light strands at the SMaRT Station? You can also recycle old electronics, small household appliances, cell phones, batteries and fluorescent bulbs and tubes — virtually anything with an electrical plug and at no charge! Help keep the environment healthy and safe from heavy metals and toxic chemicals found in electronics.



More than 10,000 Pounds of Litter Collected in 2015

Sunnyvale staff hosted four clean-up events in 2015 drawing 176 volunteer participants. Many thanks to all the volunteers who collected and, thereby, diverted more than 10,000 pounds of litter and debris from our local waterways and the Bay!

Here are the results of the clean-up events.

Event	Date	Number of Volunteers	Event Location	Approximate Distance Cleaned	Approximate Weight of Litter and Debris
Great American Litter Pickup	April 18	46	Columbia Neighborhood Center and San Miguel School area	2 square miles	1,235 lbs.
National River Clean-up Day	May 16	17	Sunnyvale East Channel and Calabazas Creek near Baylands Park	2.5 miles of banks	824 lbs.
Coastal Clean-up Day	Sept. 19	64	Sunnyvale West Channel and Guadalupe Slough	2.5 miles of banks	1,680 lbs.
Knock-Out Litter	Sept. 26	49	Columbia and Gateway Neighborhood Centers and Bishop School	2.5 square miles	805 lbs.



In addition to the total pounds collected during these events, the Schools Goin' Green (SGG) Teams and the Sunnyvale Downtown Streets Team collected more than 5,600 pounds of litter and debris among which were 45,350 cigarette butts. SGG Teams are comprised of Columbia, Cupertino, Peterson and Sunnyvale Middle School and Fremont High School environmentally-active students committed to keeping Sunnyvale a clean, green community. Students were honored by City Council for their clean-up efforts in May 2015. Help support your schools' green team efforts — thank them for their community service.

For information about 2016 clean-up events, visit WPCPEvents.inSunnyvale.com and select *Events* or call (408) 730-7717, TDD (408) 730-7501.

Mercury Fever Thermometer Exchange & MedDrop Event



Wednesday, March 16, 2016
10:30 a.m. – 1:30 p.m.
Sunnyvale Senior Center
Sequoia Room

New Year's resolutions often include cleaning, re-organizing and clearing out clutter — especially in the medicine cabinet. The thermometer exchange and med-drop event offers a perfect opportunity to safely dispose of mercury-containing fever thermometers and unused or expired prescriptions and over-the-counter (OTC) medications. Products containing mercury — thermometers and fluorescent bulbs — and any type of medication **MUST NEVER** be disposed of in garbage or recycling carts, or flushed down toilets or drains because they pose serious health risks to humans and wildlife, and can compromise air and water quality.

Thermometer Exchange: Individuals who drop off mercury fever thermometers will receive a free, solar digital fever thermometer in exchange (limit one per household). To avoid breakage and contamination, thermometers **MUST** be contained in an unbreakable, sealed container — the original case, a plastic toothbrush holder, or a soda or water bottle with a screw-on cap. As a second measure of protection, place sealed container in a plastic zip-locked bag.

Only mercury-containing fever thermometers are accepted at this event — recycle other mercury-containing products at the SMaRT Station.

Med-Drop: Drop off your unwanted prescriptions, ointments, creams and OTC medications. Empty pills into a sealed zip-locked bag (pill containers are not accepted). Remove personal information from ointments, liquids and creams. Needles (sharps), medical equipment and personal hygiene products are **not** accepted.

For more event information, call (408) 730-7717 (TDD (408) 730-7501), or email Green@sunnyvale.ca.gov.

Event sponsored by Sunnyvale's Environmental Services Department, Department of Public Safety and the Senior Center.

Sunnyvale HHW Quarterly Events

Sunnyvale household hazardous waste (HHW) drop-off events have changed:

- Sunnyvale events are held on a quarterly schedule and at a new location; and
- Appointments are required.

The County Hazardous Waste Program hosts drop-off events every Friday and Saturday, except holidays. To find Sunnyvale and other event locations, and to schedule appointments, use the self-service appointment system at HHW.org, or call the Santa Clara County HHW Program at (408) 299-7300. Businesses may call (800) 207-8222.

I Green. We Green.

Attend the Sunnyvale App Launch Event

I Green. We Green.
January 30, 2016
10 a.m. – noon



This unique community event will launch Sunnyvale's FREE new mobile phone sustainability app — *IGreenSunnyvale* — featuring an address by City Manager Deanna J. Santana, children's crafts and refreshments.

To learn more or register for the event, visit Energize.inSunnyvale.com. (See Energize Sunnyvale, page 4.)



Sunnyvale Gears Up for AB 1826

In 2014, Governor Brown signed AB 1826 mandating commercial organics composting to support California's aggressive greenhouse gas (GHG) emissions reduction goals. California landfills 30 million tons of waste each year, and more than 30 percent of that is organic, compostable material. In the landfill environment, decomposing organics produce methane, a GHG 20 times more potent than carbon dioxide. Instead of landfilling this valuable resource, organics can be either composted and returned to the soil, or anaerobically digested to produce renewable energy and fuel.

Beginning January 2016, businesses and public entities such as schools, hospitals, food retail stores, restaurants, industrial businesses, for-profit and nonprofit organizations, will be required to separate their organic waste for

composting. Businesses generating eight cubic yards of organic materials per week will be among the first required to comply with the law. The collection program will graduate to those generating four cubic yards of actual garbage per week by 2019. If CalRecycle, California's Department of Resources Recycling and Recovery, determines that statewide disposal of organic waste in 2020 has not been reduced by 50 percent (based on 2014 disposal levels), then organic recycling requirements will expand to businesses generating two cubic yards or more of garbage per week.

Sunnyvale is poised to extend its current commercial organics composting collections and help more area businesses achieve compliance with AB 1826. To learn more about AB 1826, visit CalRecycle.gov.

Commercial Food Scraps Composting Begins Fifth Year

In 2011, the first participants in the City's commercial food scraps (organics) composting program — Blue Coat, Cepheid and Juniper — produced 1,880 pounds of compostable organic materials. Felipe's Market, Synopsis, NetApp and Yahoo were next to join the composting effort. Today, 20 businesses are composting and nearly 15 tons of organics can be collected in one day.

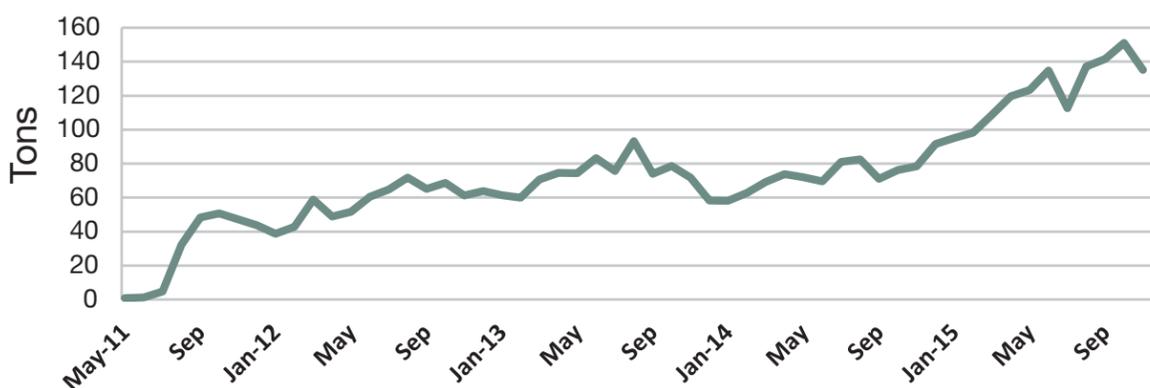
Commercial composting facilities accept all food products — meat, dairy, grains — and food-soiled paper, pizza boxes and vegetative matter. Since they are held to strict state regulations that ensure pathogens (disease-causing germs) do not survive the composting process, most can only tolerate five percent contamination in organics loads. Contaminants do not break down in the composting process — plastic food service gloves and bags, snack wrappers and plastic wrap, glass food and drink containers, and metal cans and utensils. Single-use, "bio-plastic" cups, plates and utensils, made from plant-based materials, are also common contaminants and, even though bio-plastics manufacturers claim their products are compostable, these items are sturdy enough to resist decomposition long after organics have finished processing.

Each business has its own, unique challenges to participating in the organics composting program. In training various business staff on what is acceptable for organics collection, the mantra, "No glass, no plastic, no metal," serves as a constant reminder to keep contaminants out of their composting bins. As the City expands its organics program, staff will be available to assist businesses in setting up efficient infrastructure and providing useful tools and support. For more information, contact the Recycling Program at (408) 730-7262.



Felipe's Market composting bin contains minimal contamination.

Commercial Organics (Food Scraps) Collection May 2011 – Present



From 1,880 pounds in 2011, to 15 tons of food scraps today, Sunnyvale looks to achieve CalRecycle's goal by 2020.



upcoming events

Find your 2016 Recycling Events Calendar inserted in this *Quarterly Report*.

Document Shredding Events

April 30, August 27, November 5
8 a.m. to noon. Limit five bags or boxes.
SMaRT Station, 301 Carl Road

Compost Workshops

February 13, March 12, April 9
10 a.m. to noon

Contact Ucanr.edu/Compost, or call (408) 918-4640 to register for a workshop.
Murphy Park Building
250 N. Sunnyvale Ave., Sunnyvale

Household Hazardous Waste (HHW) Drop-Off Event

January 16, February 16, July 16, October 15
8 a.m. to 1 p.m.

To schedule an appointment, and for new locations, contact the County of Santa Clara HHW Program at HHW.org, or call (408) 299-7300.

Extra Dumping Weekends

April 2-3, 9-10
8:30 a.m. – 4:30 p.m., SMaRT Station

Dispose of non-hazardous garbage at no cost. Uncovered loads must pay \$15 for a tarp.

contact us

City Business Hours

Monday – Friday, 8 a.m. to 5 p.m.
City TDD (408) 730-7501

Utilities Customer Service

(408) 730-7400
Utilities.inSunnyvale.com

- Start, stop or change garbage and water services
- Cart orders, repairs, replacements
- On-Call Collection appointments
- Debris box rentals

Recycling Program

(408) 730-7262
Recycling.inSunnyvale.com
Recycling@sunnyvale.ca.gov

- Recycling answers and event details

Specialty Solid Waste & Recycling

(408) 565-9900, SSWR.com

- Missed pickups
- Collection service issues

SMaRT Station®

301 Carl Road, Sunnyvale
(408) 752-8530

Open daily 8 a.m. to 5 p.m.
Closed Thanksgiving Day, December 25, January 1

- Garbage disposal fees
- Compost and mulch availability

Water Pollution Control Plant

1444 Borregas Ave., (408) 730-7738
WPCP.inSunnyvale.com

- Plant Tours
- Environmental Outreach



CITY OF SUNNYVALE QUARTERLY REPORT

Library Turns Up Tech with 1 Gbps Broadband

This December, the Sunnyvale Library turned up the dial on its public computer and Wi-Fi network with a new 1 gigabit-per-second (Gbps) high speed connection to the internet. The new connection replaces the previous 30 Mbps service, providing the public significantly better access to the Library's range of online services and programs. In addition, the Library upgraded all of the PC computers in its Technology Center and is testing out loans of the "Maker PC" which is a computer loaded with the full Adobe Creative Suite, including Photoshop and Illustrator.

The upgraded equipment and connection speeds vastly improves Library patrons' access to online services such as Hoopla for streaming video, music and

audio books; enables much faster transfer of files from Cloud storage; and enhances the quality of Library programs dependent on high speed streaming such as video chats with authors and online tutoring services.

The enhancement was made possible by the Corporation for Education Network Initiatives in California (CENIC), a non-profit organization with the goal of advancing education and research throughout California. The Library connected to their CalREN network which is the high-capacity fiber network that serves libraries, public school systems, universities and community colleges in California at reduced cost. The Library also received grant funding from the state to offset the costs of initial equipment installation, network upgrades and the ongoing broadband service. ☺

CITY OF SUNNYVALE QUARTERLY REPORT

January 2016

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David Whittum
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Gustav Larsson

City Manager

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