



MOUNTAIN HOUSE COMMUNITY SERVICES DISTRICT

*"To Provide Responsive Service to our Growing Community
that Exceeds Expectations at a Fair Value"*

STAFF REPORT

AGENDA TITLE: General Manager Update on District Activities

MEETING DATE: December 9, 2020

PREPARED BY: Steven J. Pinkerton, General Manager

COVID -19 Response

On November 17, 2020 the California Department of Health moved San Joaquin County back to Tier 1 (widespread) due to increased numbers of cases and positive rates. In order to reduce the number of positive tests, the County is adding additional testing centers. Typically, when tests are more widely available, the positivity rate drops. We are working with the County to identify a location in Mountain House for testing.

The County is also working with the State to begin distribution of the vaccine to the 2 million front line hospital workers in the State. County Health is hoping to receive approximately 4,000 doses from the initial allocation.

The Town Hall and Library will remain closed to the public while we complete and implement our guidelines for a safe, orderly, and measured return to normal operations. Protecting our staff, residents and business partners is of utmost importance. Protocols will include requiring face coverings in our buildings, maintaining social distancing, providing hand disinfectant dispensing stations, conducting meetings virtually, working remotely, staggering schedules, and limiting hours of operation and capacity. While we are not yet in a position to open to the public, we have installed additional plexiglass shielding at the first-floor service counter and at the Board room dais. We will install social distancing decals on the floors in the customer service area.

I receive weekly updates from the San Joaquin County Public Health Department and periodically discuss best practices and public building reopening protocols with other City Managers in the region. Right now, nearly all of the cities are anticipating reopening indoor facilities when Tier 4 (minimal) is reached.

We continue to update the District website with links to COVID-19 related materials. Besides including District-specific information, you can also access important materials from the County's Public Health Department, the Governor's office, and the pertinent County and State orders related to COVID-19.

Public Parks

In accordance with California guidelines, we have posted signage at parks encouraging visitors to comply with face covering and social distancing protocols and limit their stay to thirty minutes when others are waiting. Park restrooms remain closed. Recreation programs and rentals of

DISCUSSION ITEM 12.2

District facilities will remain on hold until the County achieves a Tier that warrants an easing of restrictions.

Recreation

While facilities are closed to the public and programming is suspended, staff is working on updating policies and desk manuals in conjunction with the on-going development of the recreation strategic plan.

Staff is also making plans to involve the community in celebrations of the upcoming holidays, including a virtual holiday tree lighting ceremony and a virtual visit from Santa Claus.

Risk Management/Human Resources

Nicole Adamo, District Clerk, is nearing completion of a comprehensive risk management program. Nicole has been working with Bonnie Kolesar of Management Strategies Group (MSG) to conduct a risk assessment of our current risk management program. Nicole is also preparing the return to work protocols discussed above. Staff meets routinely to discuss risk assessment and avoidance.

Nicole is working with our labor negotiator to review and update the District's personnel policy. This project will help reduce potential liabilities, ensure compliance with federal and state requirements, and result in the development of procedures that will make our processes more professional, efficient and consistent.

Nicole also coordinated a salary survey for French Camp McKinley Fire District staff assigned to the District as approved by the Board on July 8, 2020. The survey results and recommendations will be presented to the Board at tonight's meeting.

Web Services

Nicole Adamo and Angel Lamb, Recreation/Communications Coordinator, are taking the lead in the on-going upkeep of Open Town Hall, an on-line resource we will use to provide information to the public about District operations and development activity. We will also use the program to conduct surveys and educate and engage the community.

To view the responses to on-line surveys, go to the following link:

https://www.opentownhall.com/portals/391/forum_home and click on one of the surveys.

As technology evolves, our website is nearing the end of its useful life. Staff retained MoreThanTalk, LLC to assist with a thorough review and update of the District's website. Angel Lamb, Glenda Corona, Administrative Assistant, and Nicole Adamo will be working with the consultant and District staff to help frame our needs and vision for the website. Staff received demos from two vendors; the team selected Granicus as the vendor and we will begin work on the development of and transition to the new website.

Our goal is to design a site that is informative, up-to-date, easy to navigate and maintain, internally consistent, and pleasing to view. Departments will be expected to contribute content by describing areas of responsibilities, providing on-line forms and FAQs, and giving updates on developments that will impact residents, such as road closures. We will be sharing the beta site with the Board as it becomes available. We expect to complete the project within a year.

Finance and Accounting

Finance staff is preparing year-over-year financial information presentations for the OpenGov portal. Information for fiscal year 2019-2020 is now available on-line with access from our website. OpenGov will provide the community current and transparent information on the District's financial transactions. We plan to include a demonstration of OpenGov at a future Board meeting.

Staff is finalizing an update to the purchasing policy. We will be presenting the policy to the Board in February along with any related updates to the Code of Ordinances. We plan to review all existing fiscal policies and propose updates as appropriate.

We will be implementing two new modules of our accounting system – cash receipting/accounts receivable and fixed assets. Those functions are currently maintained manually.

Utility Billing

Utility billing and collection continues to be impacted by Governor Newsom's Executive Order which suspends water shutoffs during the COVID-19 health emergency. We are suspending late fees and shut offs for non-payment of utility bills. The amounts owed are not being forgiven, therefore we anticipate many requests for payment plan options. We will also be placing liens on properties to protect the District's interests in collecting these revenues.

Town Hall and Library Operations

We are looking forward to celebrating the long-overdue grand opening of our new facilities. We are coordinating the Grand Opening event with our partners at Stockton/San Joaquin Library. Once the current COVID-19 restrictions are relaxed and we can ensure the safety of our residents in a large gathering, we will be scheduling a date for the Grand Opening.

In the meantime, Library staff instituted their Curbside Service @ Your Library Lobby program on June 11, 2020. Services include:

- Table at front door to assist customers
- Retrieval of hold items
- Retrieval of items from shelves
- Quick reference/referral service

Beginning on November 9, the Curbside Service has expanded hours:

- Monday, Tuesday, Thursday – 10:00 a.m. to 6:00 p.m.
- Wednesday – 1:00 p.m. to 6:00 p.m.
- Friday – 10:00 a.m. to 5:00 p.m.

Library staff is looking forward to offering limited access to the facility once COVID restrictions are eased with all of the protocols listed at the beginning of this report along with limited capacity. We will be working with the Library system to coordinate re-opening protocols with the District's practices.

DISCUSSION ITEM 12.2

The Library system is offering virtual story times, professional performer programs, book clubs, and crafts. Staff is performing virtual outreach within the community and through the schools. They are also providing make-and-take crafts to patrons, featuring a different craft each week.

The Link+ borrowing system, an agreement the library has with 52 other systems to share materials, had been closed since early spring. It reopened on July 27th. Customers have access to materials throughout that system. For the first quarter of the fiscal year, Mountain House had the highest circulation in the Stockton/San Joaquin Library system with 12,275 items checked out. Patron visits for curbside service in November was 1,183 people.

Code Enforcement Statistics

The code enforcement team focused on education during the month of November 2020. The following are the statistics for the month.

Total Number of Cases: November 2020	44
Parking-related Notices	6
Administrative/property/landscaping warnings/notices	18
Administrative/property/landscaping citation (fine)	20
Appeal – parking-related	0
Request for change or variations of Master Restrictions	18
Approval permits for property changes approved	15
Approval permits for property changes pending	3

Staff has changed some of our approaches and we are focusing more on public education and providing exceptions for an alternative approach to code compliance issues.

Grant Line Road West Improvements (Alameda County)

Staff is continuing to work with the consultants to complete the 30% design level drawings and cost estimates for presentation to Alameda County for the two-intersection upgrade at Grant Line Road at Altamont Pass Road and Grant Line Road at Mountain House Road. Initially, the consultants proposed two alternatives, a roundabout and a traffic signal. Based on the current design alternatives, the consultant is leaning toward a signal design option. Design recommendations were presented to the Transportation Committee on November 23rd. The 30% design plans and a final recommendation will be submitted to Alameda County by mid-December. Upon Alameda County approval of the 30% design concept, we will seek the Board's approval for the final design. District staff has been working with Mountain House Developers (MHD) and Mountain House Investors (MHI) to secure agreement for funding of the project.

Water Master Plan Update

The consultant has completed the Water Master Plan update. The master plan will be presented to the Board for review and approval at the January Board meeting. Based on the final analysis, the water treatment plant capacity will remain at 20 million gallons per day.

Parks, Recreation, and Leisure Plan Update and Recreation Strategic Plan

Staff is continuing to work with MIG to finalize the Parks, Recreation, and Leisure Plan update and the Recreation Strategic Plan. We are waiting for the Bicycle and Pedestrian study recommendation to merge the two masterplans for a unified approach to the community plan. We

DISCUSSION ITEM 12.2

expect to provide the final draft of the document to the Board in February. Once the Parks, Recreation, and Leisure Plan is updated, we will have to update the Master Plan and the three Specific Plans. This will be a long process and will require coordination with the County.

Bicycle and Pedestrian Master Plan

Alta has completed the community survey, which included an interactive map for community members to provide specific recommendations regarding upgrades and enhancements to the current facilities. Alta has also completed the Existing Condition report, which was reviewed by District staff. Staff provided an update to the Transportation Committee on November 23rd. Based on public input, the Committee asked us to review the need for new traffic control at the intersection of Central Parkway and Main Street, especially with the addition of the new Town Hall and Library and additional pedestrian and bicycle crossings at this intersection. Staff anticipates submitting a draft report for the Board's consideration in February.

Town Center Shopping Center

The shopping Center project is moving forward as planned. The Byron Highway and Mountain House Parkway intersection was opened to traffic a few weeks ago. The contractor is working on final communication installation, striping and signal work. These roadway projects should be complete by early 2021. The shopping center construction is expected to start by early 2021 and be completed by early 2022.

Neighborhood Commercial Projects

There are a few commercial projects under various stages of plan review in the community. Cordes Village Plaza at 1140 South Tradition Street was recently approved and will include an 11,633 square foot commercial retail building with up to eight tenants on the 1-acre site. The Mountain House Family Center, at the northwest corner of Central Parkway and Mustang Way, is currently under review. The project proposes two buildings, including a 12,560 square foot pre-school building and an 18,126 square foot multi-use building to house an indoor sports facility, medical offices, and commercial education facility. A pre-application review has been completed for 255 Legacy Drive. The proposal includes a 13,397 square foot building on the 1.38-acre site. Uses on the site would include a childcare center and a multi-use community room.

Grant Line Road Construction (Mountain House)

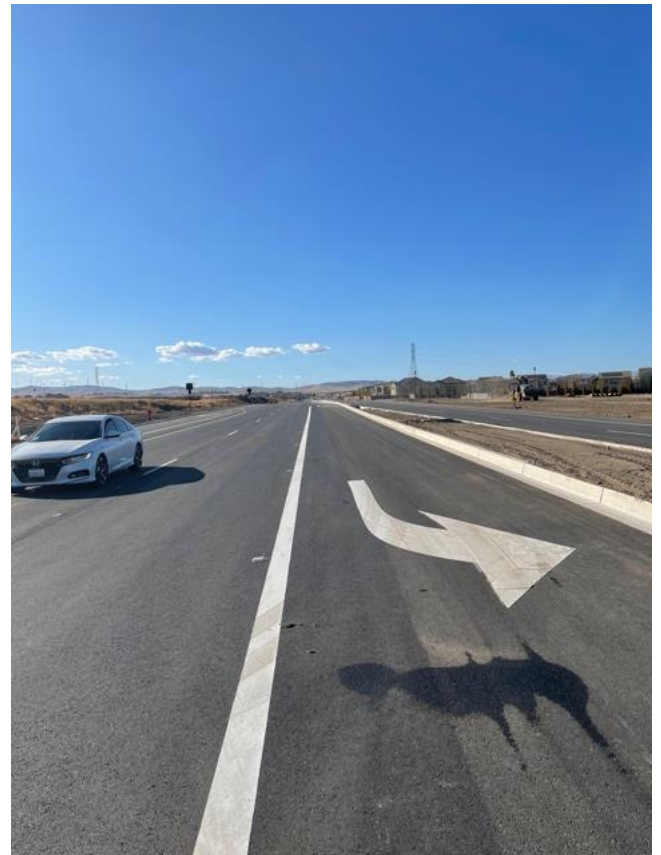
Grant Line Road Phase I between Mountain House Parkway and Central Parkway was opened to traffic on November 25. The contractor is now working on the completion of the other elements of the project, including streetlights, landscaping and traffic signal installation. There is a long lead time for delivery of traffic signal and street light poles due to the COVID-19 pandemic. It is expected that the equipment will arrive in 3 months and the associated work will be completed by July 2021.

The second phase of Grant Line Road from Central Parkway to Great Valley Parkway will begin by January, upon the completion of an agreement with MHI and MHD. Phase II will not require roadway closure. It is expected that roadway widening will be substantially completed by December 2021. The following aerial photos and ground level shots are from November 25th, when the road was opened to the traffic.

DISCUSSION ITEM 12.2



DISCUSSION ITEM 12.2



Districtwide Security Camera Implementation

The District has issued a Request for Proposals for a districtwide contract to design, build and maintain a security camera system. The potential contract is for a three-year term with an optional three additional year extension. The proposal allows two types of submissions: agency-owned or lease-option. The proposals are due December 21, 2020. We expect to select a preferred vendor and present the recommendation to the Board at the February 2021 Board meeting.

On-Call Engineering Financial Services and Traffic Impact Fee (TIF) and Community Facility Fee (CFF) Updates

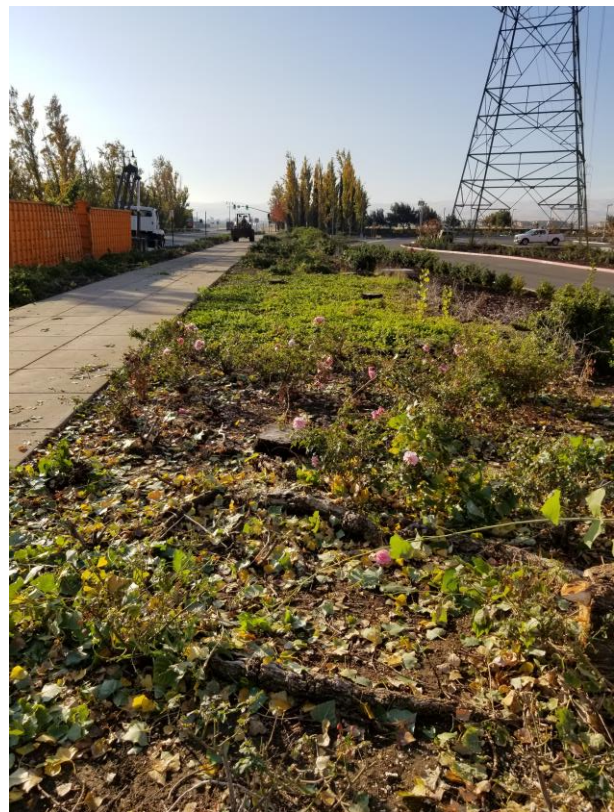
The District has issued a Request for Qualifications to select up to three qualified consultants to provide on-call engineering financial services, including the TIF/CFF update. The financial assistance will include developer-funded projects, such as cost certification and annexation fee calculation. The proposals are due December 11th, and we expect to present the recommendations to the Board at the January Board meeting.

Poplar Tree Replacement Project

The Poplar Tree Removal Project began on Monday November 16 and is currently ahead of schedule. Portal entries along Arturo Blvd. were initially completed during the first week. Tree removals began on the west side of Mountain House Parkway on November 30. Tree removals along the median will begin December 4 with the overall completion of Mountain House Parkway by the end of the month. Stump treatments for root mitigation began from the onset of the project. Stump and root grinding will begin upon the completion of the stump treatments. Tree removals on Great Valley Parkway will begin in early 2021. Projected completion of Great Valley and phase 1 is the end of July 2021. Landscape repairs and tree installations will begin on Mountain House Parkway in late winter/early spring 2021 and continue until completion of phase 1. Phase 2 will begin August 2021.



DISCUSSION ITEM 12.2



Road Repairs

Engineering staff has prepared a design and bid package to repair arterial streets within Mountain House including Mountain House Parkway, Central Parkway, Mustang Way and Arnaudo Boulevard, in addition to Bethany Road. The project was bid and was presented to the Board in October to award a contract to the lowest responsible bidder. The Board deferred a decision and asked that staff bring the item back with some clarifications and to evaluate and propose alternative options for Bethany Road repairs. Staff inspected the arterial roads and identified and marked additional areas for repairs. A lower cost, more practical option for the Bethany Road repairs was proposed. The project was presented to the Board in a special meeting on November 5, 2020 and was approved to be awarded to Tom Mayo Construction as the responsible lowest bidder. The preconstruction meeting was conducted and the contractor completed the asphalt removal and

replacement on Bethany Road. Pavement repairs on arterial streets are planned to start in March of 2021 when the temperature rises to above 50 degrees Fahrenheit.

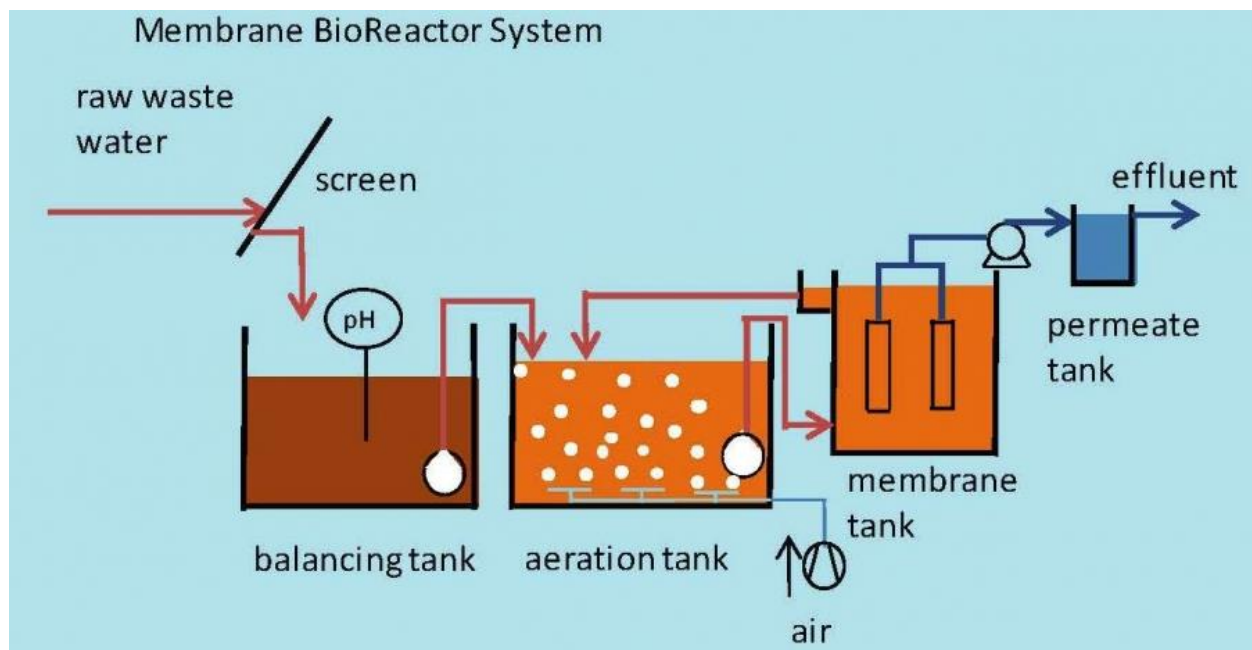
Potable Water Storage Tank Conversion

The existing raw water storage tank, that was installed with the first phase of the water treatment plant, was to be converted to a potable water storage tank to provide additional storage that is needed for fire and emergency water storage. Tank 2 is expected to be ready for California Department of Public Health sign off and to be placed in service for potable water storage in mid-December. It is being inspected and prepared for dedication to and acceptance by the District. After Tank 2 is placed in service, work will begin on Tank 1. Tank 1 is expected to be put back in service in March 2021. All site improvements, including grading, paving, cleanup, etc. is expected to be completed by June 2021.

Phase III Wastewater Treatment Plant Expansion

The design of the expansion project has been completed and the project is ready to go to construction. The property has been obtained from Trimark. MHD will start the construction as soon as they have a new bid from the low bid contractor. The construction is expected to take 18 to 20 months to complete. This project will convert the sequence batch reactor (SBR) treatment process to a membrane bioreactor (MBR).

This year's approved budget included an allocation for consulting services to manage the project and manage the RFP for utility operations and billing/collection services. The District's agreement with Inframark expires on June 30, 2020. We have retained Dexter Wilson as a utility expert consultant to assist staff with technical review and oversight of the WWTP phase 3 expansion. A Utility Manager position will be proposed for fiscal year 2021-2022.



DISCUSSION ITEM 12.2

Building Permit Update

With one month remaining in the calendar year, building permits totaling 521 units have been issued for 2020. Occupancies for 2020 total 453 through November 30th. The community is on track for an approximate eight percent increase in units over the previous year.

The District is on track to nearly match last year's totals. In 2019, permits were issued for 591 units and 673 units were granted occupancy.

As noted in last month's update, for the fiscal year ending June 30, 2020 building permits for 337 housing units were issued by the District. In addition, final occupancy was approved for 630 units. In 2019, permits for 702 units were issued and 695 units received final occupancy.

During the current fiscal year (July to June), the District has issued 350 permits through the first five months of the year and granted 182 units with final occupancy.

The District has now issued permits for a total of 7,361 units with 6,944 now granted occupancy.

Since the end of the real estate recession in 2012, the number of units in Mountain House occupied or under construction has approximately doubled.

Following is a summary of the total number of units issued permits since construction began in 2003:

<u>As of November 30, 2020</u>								
	Auth.	Permits	Units	Remaining	Second		Total	
Neighborhood	Permits	Issued	Finished	Authorized	Units	Finaled	Issued	Finaled
Bethany	1372	1295	1295	77	68	68	1363	1363
Wicklund	1518	979	979	539	67	67	1046	1046
Altamont	1217	890	890	327	62	62	952	952
Questa	1638	1077	1077	561	70	70	1147	1147
Hansen	1280	1114	1043	166	174	173	1288	1216
Cordes	1297	1008	932	289	144	137	1152	1069
College Park	1763	348	125	1415	65	26	413	151
Subtotal	10,085	6,711	6,341	3,374	650	603	7,361	6,944
Future								
Neighborhoods								
I	1427							
J	1137							
K	1192							
L	1381							
Town Center	440							
Subtotal	5,577			5,577				
Total	15,662			8,951				