



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: June 9, 2021

PREPARED BY: Steven J. Pinkerton, General Manager

COVID -19 Updates and Reopening Plans

Developing protocols during this time when circumstances, guidelines and standards are rapidly evolving has proven to be a complex and challenging task. We are balancing the desire to return fully to pre-COVID activities with our responsibility to protect residents and staff. This is a challenge that will test the patience and resourcefulness of the community.

In accordance with California Department of Public Health (CDPH) guidelines, activities and businesses may return to usual operations on June 15, with limited exceptions for mega events – 5,000 for indoor gatherings and 10,000 for outdoor gatherings.

Restrictions Applying to Indoor & Outdoor Settings	
Vaccine Verification / Negative Testing	Required for Indoor mega events Recommended for Outdoor mega events
Capacity Limitations	No restrictions
Physical Distancing	No restrictions for attendees, customers and guests
Masking	Follow current CDPH Guidance for Face Coverings
Travelers	Follow CDC recommendations and CDPH Travel Advisory

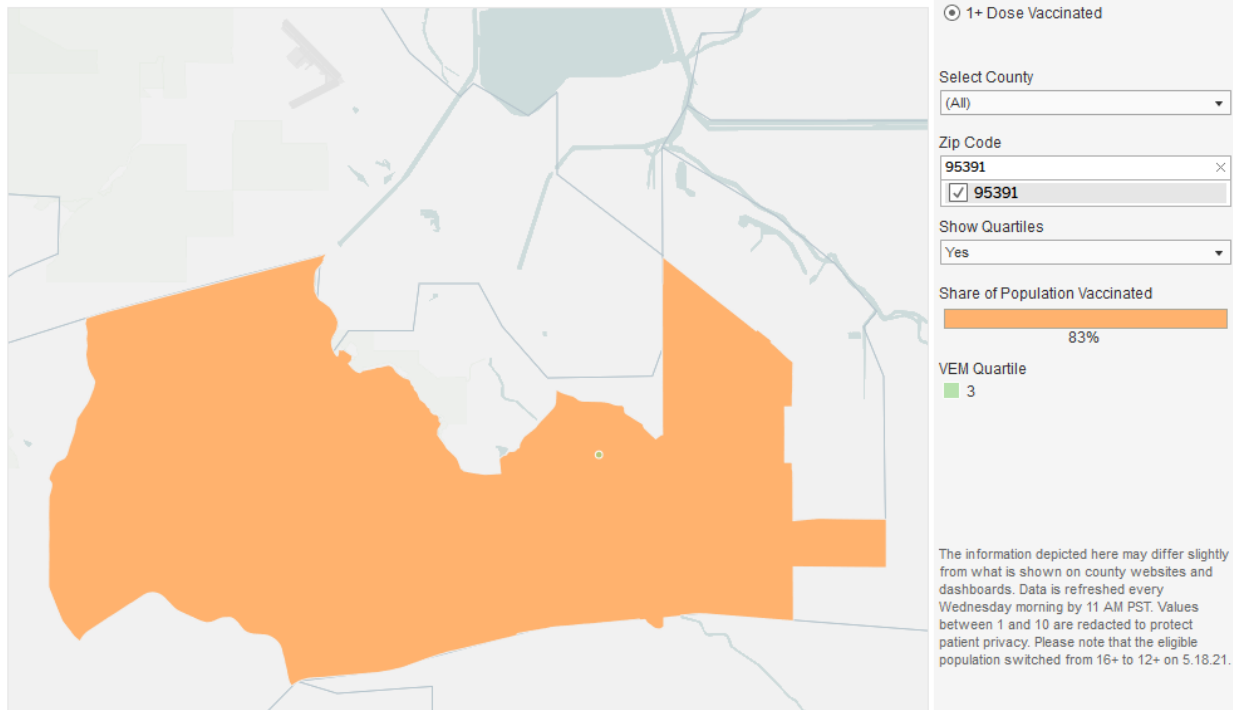
In spite of this development, the California Occupational Safety and Health Standards Board (CalOSHA) is considering guidance stating that masking in the workplace should continue after June 15. Excerpts from a latest draft document: *"Employers shall provide face coverings and ensure they are worn by employees over the nose and mouth when indoors, when outdoors and less than six feet away from another person..."* An exception to this policy: *"When an employee is alone in a room, or when all persons in a room are fully vaccinated and do not have Covid-19 symptoms."* The recommendations include guidance on social distancing to be followed through July 31, 2021: *"All employees shall be separated from other persons by at least six feet" unless respirators are being worn."*

DISCUSSION ITEM 10.1

The CDC continues to advise unvaccinated people to wear masks anytime when they are with people who do not live with them, both indoors and outdoors.

The interactive map shown below is available on the California Department of Public Health website. It reports information as of May 26, 2021 for zip code 95391. The site reports the population of persons 12+ years of age to be 14,578 and that 83% of residents have received at least one dose of the vaccine and 57% have been fully vaccinated. The percentage numbers are likely skewed as the population numbers for Mountain House are likely five years out of date.

Share of Population Vaccinated & Vaccine Equity Metric Quartile



The Town Hall 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. Reopening protocols may 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. We are working on developing a reopening schedule and expect limited opening to the public by the end of June.

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.

We continue to update the District website and our social media sites 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 and the California Department of Public Health.

Visit the following links for information and updates:

[Beyond the Blueprint for a Safer Economy](#)

https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/COVID-19/beyond_memo.aspx

<https://sjready.org/events/covid19/vaccines.html>

Public Parks and Facilities and Recreation Programming

We are now renting sports fields and tennis courts for practices, drills, conditioning, and team play. We plan to accept rentals of picnic areas and activate the Central Park splash pad beginning June 15.

Because of requests of coaches and clubs for increased use of the tennis courts, staff will be initiating a modification of the policy for a trial period. The policy currently allows for ten hours of court reservations per week *“unless approved by CSD staff.”* We will increase that reservation time to up to thirty hours per week per coach or club. We will monitor our ability to offer increased hours equitably to coaches and clubs while still providing adequate access to individual residents. Our goal is to maximize the use of the tennis courts. We will report our findings and recommendations to the Board for further direction.

Staff is working with Mountain House Developers and the San Joaquin County Planning Department to explore the possibility of using the old library facility for recreational programs, community events and rentals to the public while we await the construction of facilities in Central Park. The proposed fiscal year 2021-2022 budget includes an appropriation in the amount of \$150,000 for repair of the building.

As noted above, we are awaiting reopening guidance from State and County health departments and CalOSHA. When the recommendations and directions become developed and cohesive, we will prepare guidelines for reopening indoor facilities and offering events and recreational programming to the community.

Community Meetings

In coordination with the Board, staff is conducting a series of community meetings this year. Topics for meetings to date have included presentations from developers, consultants, and staff on the parks strategic plan, bike and pedestrian plans, incorporation, transportation issues, and Wicklund mailboxes.

Future community meetings are being planned for summer and fall. The summer meeting will focus on public safety and Master Restrictions. Other meetings will focus on upcoming park projects. We will also host a meeting with West Valley Disposal, our solid waste hauler, to

educate the community about new state regulations regarding disposal of residential waste and how those regulations will impact service delivery and costs.

Wicklund Mailboxes

As noted above, staff reached out to the local residents who expressed interest in participating in the community meeting to discuss options for securing the Wicklund Neighborhood mailboxes. We met on May 18, 2021 with a good turnout by residents. The consensus of the group was to install individual locking mailboxes and repair or replace posts as needed. Staff believes that the entire community would be made safer by reducing the attraction of mail theft in the Wicklund neighborhood. We have proposed an addition to the proposed budget in the amount of \$150,000; \$100,000 for locking mailboxes and \$50,000 for staff time and materials for post repairs and replacements.

Public Safety

Staff presented a report on police services at the Board meeting on April 14. The consultant discussed the costs of building and staffing a police facility compared to continuing to contract for these services. The fire services report will take longer to complete, particularly with Chief McArn stepping down as French Camp Fire Chief. Kyle Shipherd is now serving as Interim Chief. I have reached out to him to assist us in the completion of the study.

On July 8, 2020, the Board approved the first amendment of the agreement with French Camp Fire District for fire and emergency medical services. Staff worked with French Camp to calculate the amount of the retroactive wage adjustment due for the 5% adjustment approved in that amendment. We will work with French Camp to develop a second amendment to clarify any remaining issues.

Finance and Accounting

Staff kicked off the budget preparation for fiscal year 2021-2022 in February. We distributed the proposed budget to the Board at the end of April and conducted a budget workshop on May 5. We have incorporated direction given by the Board at the study session into the budget document presented for approval on June 9.

Information for fiscal year 2020-2021 is available on-line with access from our website. OpenGov will provide the community current and transparent information on the District's financial transactions. We included a demonstration of OpenGov at the budget workshop meeting.

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

Risk Management/Human Resources

Nicole Adamo, District Clerk, completed a risk management assessment of the District with the assistance of Management Strategies Group. Nicole is also reviewing and updating the return to work protocols discussed above and developing a safety program. Staff meets routinely to discuss risk assessment and avoidance.

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.

We have published the following surveys:

Topic	Visitors	Respondents
Retail/new shopping center	1,861	1,346
Non-standard vehicles parking	660	168
Parks and recreation opportunities	1,112	735
Pedestrian/bicycle Master Plan	272	67
Improving public communication	457	220

These results demonstrate the effectiveness of this survey tool and the interest of our residents in community activities.

Staff is researching the ability to provide on-line access to a variety of forms and applications including permits for items such as water softeners, encroachments, and transportation; building permits; master restrictions variances; and an employee portal for managing benefits.

As technology evolves, our website is nearing the end of its useful life. Staff is working on the conversion to a new Granicus platform. Angel Lamb, Glenda Corona, Administrative Assistant, and Nicole Adamo are coordinating with other staff to help frame our needs and vision for the website. We are working 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.

Social Media

Angel Lamb manages the District's Facebook and Nextdoor accounts. We post a variety of information and updates on both platforms including COVID-19 announcements, Library services, links to West Valley Disposal for street sweeping and garbage pickup, street closures, construction delays, notifications of surveys available on Open Town Hall, and recreation events and classes. We have 2,850 followers on Facebook and we are able to connect with 5,000 households on Nextdoor. We share our posts with community Facebook accounts, which gives

us exposure to their combined 18,000 followers. Residents can sign up for blast emails using the “sign up” button on our Facebook account.

Utility Billing

Utility billing and collection continues to be impacted by Governor Newsom’s Executive Order that 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 are placing liens on properties to protect the District’s interests in collecting these revenues.

When a utility customer sets up an account, they indicate on their application for services the address where utility bills are to be mailed. That same mailing address is used for late notices. However, we send notices of liens to the owner’s mailing address if different from the service address on the application.

Shortages of Building Materials

Builders are constructing and selling homes at a brisk pace. Unfortunately, prices for building materials are increasing and some items are in short supply. Some of our builders are experiencing difficulties in obtaining electronic receiver transmitters (ERTs) for water meters. As part of signing off on a building permit, District staff inspects meter installations. This inspection is part of our procedure to set up a utility account to service a home.

We appreciate builders’ contributions to our community and we developed and implemented procedures that will allow us to sign off on the permits and establish utility accounts during this time of equipment shortages.

If the builder is not able to procure ERTs, we will establish utility accounts using the following procedures:

- Upon builder request, District staff will inspect homes without ERTs so the home can be occupied and a utility account can be established.
- In order to establish a utility account – either in the name of the builder or in the name of the home buyer - the builder will pay a deposit of \$200 and a non-refundable fee of \$50 for this accommodation. Alternatively, we will take a deposit of \$10,000 to be used to pay the \$250 fee/deposit. The deposit will need to be replenished as more home inspections are requested. We will also require proof of the certificate of occupancy if one was not issued by the District.
- The builder will be responsible for acquiring and installing the ERT and scheduling an inspection by the District.

Library Operations

We are looking forward to celebrating the long-overdue grand opening of our new facilities. We are coordinating the 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 event.

DISCUSSION ITEM 10.1

Until the lifting of restrictions on June 15, library hours and precautions will be as shown below. Library administration will assess the expansion of hours and operations to pre-COVID conditions as conditions and regulations warrant.

Library hours of operation are as follows:

Monday	Curbside: 10 am-6 pm	Browsing/Computer Hours 2pm-6pm
Tuesday	Curbside: 10 am-6 pm	Browsing/Computer Hours 2pm-6pm
Wednesday	Curbside: 1 pm-6 pm	Browsing/Computer Hours 2pm-6pm
Thursday	Curbside: 10 am-6 pm	Browsing/Computer Hours 2pm-6pm
Friday	Curbside: 10 am-5 pm	Browsing/Computer Hours 1pm-5pm

Staff also continue to offer remote reference and customer account services via telephone and a robust slate of virtual programming via social media platforms.

Precautions being implemented for in-person library use include:

- Face coverings will continue to be required. If patrons do not have a covering, library staff will provide one.
- Patrons are still greeted in the lobby and advised of new procedures including:
 - 30-minute time limit for library usage
 - No seating except at computer stations
 - Program and study rooms not available for public use
- Computers are be available based on social distancing guidelines and one person per computer for a 30-minute time limit. The computers will be cleaned after each use.

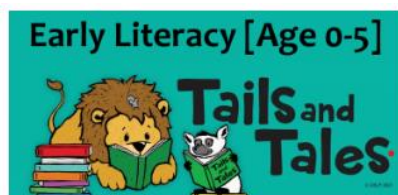
The Library expects to resume its pre-COVID hours of operation as of June 15, 2021:

Monday	10 am-8 pm
Tuesday	10 am-7 pm
Wednesday	1 pm-6 pm
Thursday	10 am-6 pm
Friday	10 am-5 pm
Saturday	10 am-5 pm

The Library system is offering virtual story times, virtual professional performer programs, book clubs, and crafts. Staff are also providing make-and-take crafts to patrons, featuring a different craft each week. Staff has assisted a MHHS teacher display her students' final class project posters in the Library. We are also working with teens in preparation to assist them with getting volunteer hours for school.

The SSJCPL Summer Reading Program, Tails and Tales, will run from June 1, 2021 – July 31, 2021. Patrons of all ages will earn prizes for reading books, get to participate in crafts and enjoy virtual programs that fit our summer theme. The Library has also been specially decorated in jungle fashion to reflect the theme.

Tails and Tales



For more information on Library programs and services visit <http://www.ssjcpl.org/>.
The Library is open – please come by to see what we have to offer!

Code Compliance Activities

The code compliance group is planning a public meeting to present the Code Compliance Guide and guidance on typical requests, such as landscape improvements, driveway extension, backyard improvements, and modification to the exterior of homes. We have been publishing periodic informational updates on social media on related items for the community. During the next few months, we will hold two virtual meetings to educate resident regarding Master Restrictions and CC&R requirements. In addition, the staff is continuing to work with our legal counsel for enforcement of the master restrictions and developing a procedural manual.

The following are the statistics for the code compliance enforcement effort.

Total citations issued	9
Parking-related citations	3
Administrative/property/landscaping warnings/notice (no fines)	4
Administrative/property/landscaping citation (fine)	2
Appeal – parking-related	0
Request for change or variations of Master Restrictions	63
Approval permits for property changes approved	49
Approval permits for property changes pending	14

Non-Standard Vehicle Parking in the Community

The staff has completed a survey of existing ordinances of nearby communities for recreational vehicles, boats, and non-standards vehicles. Staff is currently evaluating the results of the survey and will report to the Board at a future date.

Grant Line Road West Improvements (Alameda County)

Staff submitted the draft of a cooperative agreement with Alameda County for the final design and delivery of the project. Staff expects completion of the final design by the spring of 2022 and completion of construction by end of 2023. District staff has developed a funding plan in association with Mountain House Developers (MHD) and Mountain House Investors (MHI), who are obligated to complete the project.

Pinnacle Ridge Annexation

The annexation of 3 acres located at 17400 West Bethany Road has been approved by LAFCo. Staff is working with the developer for the off-site plan revisions and utility connections. The project will utilize the 5,800 square foot existing building and construct an additional 12,000 square foot office and warehouse building for construction services. The business will have approximately 35 employees on site.

Incorporation

District staff met with LAFCo staff to go over the incorporation application and discuss their concerns and questions. District staff will continue to work through and address the issues and concerns of LAFCo as the project progresses.

Mustang Square

Staff is working with the County and the applicant to issue building permits to allow construction to begin on Mustang Square. The project is located at the northwest corner of Mountain House Parkway and Grant Line Road. The site is made up of 4.61 acres and includes a gas station, convenience store, car wash, and three additional buildings totaling 11,080 square feet for retail uses.

Creekside Development – Neighborhood G

Lennar, in association with Trimark, is proposing a 254-unit multi-family development on the west side of Central Parkway, south of Arturo Blvd. This development is similar to Bergamo on the north side of Arturo Boulevard. The project will have pedestrian connections to the Creek corridor and other amenities. The project applicant has submitted the plans to the County for review. Staff will be developing the conditions of approval, which may include pedestrian safety upgrades on Central Parkway, including a rectangular flashing beacon for crossing to the Central Community Park and a traffic signal at Main Street and Central Community Parkway.

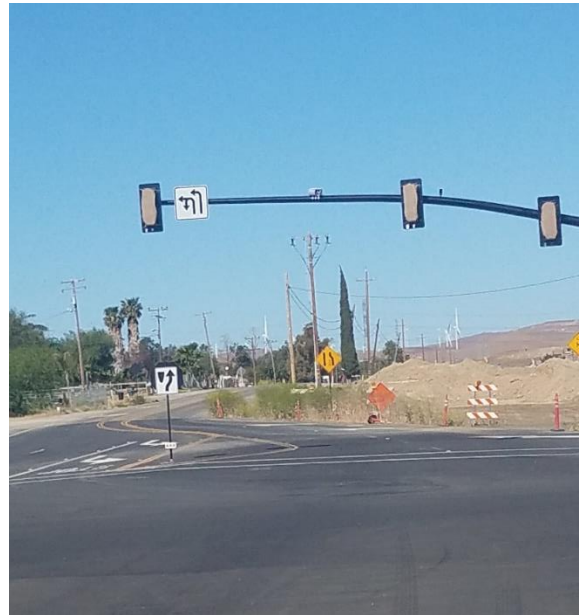
Security Cameras

The security camera installation is underway. All of the license plate reader (LPR) cameras and approximately half of the security cameras have been installed. The Sheriff and Rank security are receiving training on the use of the equipment. Installation of the other security cameras is underway and is expected to be completed by end of June, with the exception of the camera at Grant Line Road at Central Parkway, which is dependent on the traffic signal installation.



Grant Line Road Construction

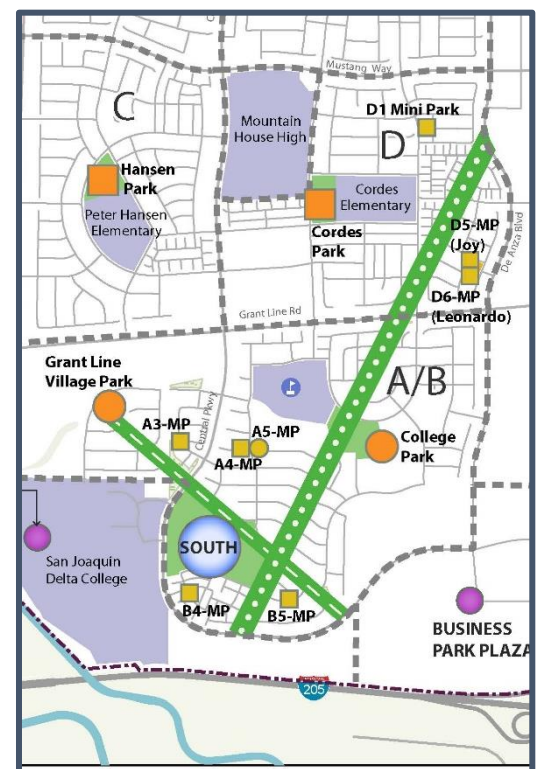
The contractor is currently working on the completion of the landscaping and traffic signal installation. It is expected that the equipment will arrive in three months, and all remaining work will be completed by December 2021. We expect the signal at Central Parkway and Grant Line Road to be completed by August, before school opening. The photo to the right is the signal installation for the Northbound Grant Line Road at Central.



The second phase of Grant Line Road construction from Central Parkway to Great Valley Parkway started in early February. The contractor is completing the underground utility construction. Grading and clearing operation is on-going. It is expected that road widening will be substantially completed by April 2022. The picture to the left is the construction activity near Great Valley Parkway.

Utility Corridor Landscaping Concept Design

Now that the Board has approved the updated Parks, Recreation and Leisure Plan update, including the landscape design guidelines for the Utility Corridor, staff is working with the SPIII developers and builders to begin the conceptual design and construction of this important corridor. The following developers and builders have obligations to build a portion of the corridor: MHD, Shea, KHOV, MHI, Meritage and Century. The developers are planning to contract with VTA to prepare a concept plan. Once a concept plan is approved, each developer will build their respective segment. Some of the corridor is not currently annexed and these areas will be developed once the developers commence their development. The main purpose of the corridor is to create an



Active Transportation Corridor with bicycle and pedestrian amenities with attractive, but not intensive landscaping.

Fire on Central Parkway

On May 19, 2021, there was a small fire on Central Parkway, south of Cataldi Ave. The fire apparently started in the median and quickly spread to some of the area on the east side of Central Parkway, burning and damaging the fencing on one of the properties on the east side. The fire department quickly responded to the incident. The following week, another small fire started near the same location. As a precaution, staff has removed all the mulch in the area that is potentially prone to spreading the fire more quickly. We changed our specification for the mulch and have informed all the developers/builders of the change. The new mulch is a wood bark that has superior fire-resistant properties. In addition, we are planning to spread the new bark on the existing fir and cedar mulch that has been used in the past to increase the fire resistance in the arterial medians and near homes. The source of the fire is unknown as this time, but it is suspected that it may have been caused by a cigarette thrown out in the median.



BBID Response to the State Water Board's Delta Water Unavailability

The State Water Resources Control Board (State Water Board) provided a notice for the workshop regarding the draft methodology on water unavailability on May 12th for a workshop on May 21, 2021. The deadline for providing comments was the end of business day on May 25, 2021. The workshop was for the draft methodology which is intended to be used for water unavailability and curtailment analysis of the delta watershed.

In a letter delivered Tuesday, May 25, 2021 to the State Water Board, the Byron-Bethany Irrigation District (BBID) identified several concerns with the State Water Board's revised methodology for determining water unavailability in the delta watershed. The link to the letter is attached for your information. <https://bbid.org/bbid-identifies-areas-of-concern-with-state-water-boards-delta-water-unavailability-analysis/>

We are holding regular meetings with BBID to keep abreast of the potential impacts to the delta watershed during this current drought situation.

Wastewater Treatment Plant Expansion Project

The expansion project and conversion to membrane bioreactors (MBR) equipment is ongoing. The contractor, Auburn Construction, has been working on site since February. Work completed since February includes:

- Demolition of existing dissolved air floatation system and duct bank
- South side existing slope removed
- Underground utilities potholed, excavated and removed

- Dewatering wells drilled and installed along with piping
- Installed 12" reclaimed water line
- Excavation for MBR building and digester building (included over excavate and backfill)
- Installed Geo-Grid and filter fabric for MBR and digester buildings
- MBR building – placed lower foundation slab (both east and west) with walls to be placed next week
- Digester building- as of end of this week, 810 cubic yards will have been placed in the foundation slab
- Compaction testing was performed
- Concrete testing was performed

The contractor is preparing to pour concrete for the digester. The digester and MBR building are on the critical path. They are also forming for the MBR tank lower foundation walls to be poured in early June.

Raw Water Tank Conversion and Flow Meter Project

This project is complete with two deferred items - maintenance manual, fixing the level in Tank 1.

Arterial and Bethany Road Pavement Repair project

This repair project is near completion. The only remaining item is the striping.

Wicklund Road

The overlay between Bethany Road and the railroad track is almost complete. Striping will be completed next week. The road has been overlaid with 2 inches of asphalt.

School Enrollment

Staff is working the State Department of Finance to put together an estimate of the District's population as of January 1, 2021.

School enrollment is one data point used to formulate the population estimate. Overall enrollment for the District increased from 5919 to 6397 students in the past year. High School enrollment increased from 1556 to 1709 students.

Residential Development

Below is a summary of new development as of May 31, 2021. Since January 1, permits have been issued for a total of 212 units, including 31 second units. There have been 274 units granted final occupancy since January 1, including 32 second units.

For the fiscal year, 637 units have been issued permits and 501 units have received occupancy permits.

DISCUSSION ITEM 10.1

<u>As of May 31, 2021</u>								
	Auth.	Permits	Units	Remaining	Second Units		Total Units	
Neighborhood	Permits	Issued	Finished	Authorized	Issued	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	1116	1078	522	77	71	1193	1149
Hansen	1280	1139	1094	141	175	175	1314	1269
Cordes	1297	1049	984	248	150	146	1185	1130
College Park	1763	512	301	1251	87	56	599	357
Subtotal	10,085	6,980	6,621	3,105	686	645	7,652	7,266
					9.83%			
Future Neighborhoods								
I	1427							
J	1137							
K	1192							
L	1381							
Town Center	440							
Subtotal	5,577			5,577				
Total	15,662			8,682				

<u>As of December 31, 2020</u>								
	Auth.	Permits	Units	Remaining	Second Units		Total Units	
Neighborhood	Permits	Issued	Finished	Authorized	Issued	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	1139	1055	141	174	173	1313	1228
Cordes	1297	1038	944	259	146	139	1184	1083
College Park	1763	367	139	1396	68	34	435	173
Subtotal	10,085	6,785	6,379	3,300	655	613	7,440	6,992
					9.65%			
Future Neighborhoods								
I	1427							
J	1137							
K	1192							
L	1381							
Town Center	440							
Subtotal	5,577			5,577				
Total	15,662			8,877				