



## 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:** May 12, 2021

**PREPARED BY:** Steven J. Pinkerton, General Manager

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#### **Community Meetings**

In coordination with the Board, staff is conducting a series of community meetings this year. The first meeting was held on Tuesday, March 16. Topics included presentations from developers and updates on the parks strategic plan, bike and pedestrian plan, and incorporation. We also had a discussion on transportation issues.

Future community meetings are being planned for summer and another in early fall. The June meeting will focus on public safety and Master Restrictions. It is anticipated that the fall meeting will focus on upcoming park projects.

#### **Wicklund Mailboxes**

Staff reached out to the local residents who expressed interest in participating on the committee to review options for securing the Wicklund Neighborhood mailboxes. We have scheduled an initial meeting for interested parties on May 18.

#### **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 will be reaching 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 is working with French Camp to calculate the amount of the retroactive wage adjustment due for the 5% adjustment approved in that amendment. Staff will be working with French Camp to develop a second amendment to clarify any remaining issues.

#### **Public Parks**

In accordance with California COVID-19 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 District facilities will remain on hold until the County achieves a tier that warrants an easing of restrictions. We are now renting sports fields for practices, drills, conditioning, and team play. Tennis courts can be reserved for singles play. More information is available on our website at <https://secure.recl.com/CA/mountain-house-community-services-district/catalog>.

On February 26, 2021, the California Department of Public Health issued guidance on youth and adult recreational sports permitted by the current tier of the county. See Attachment A to this report for a listing of activities permitted in the red tier. Activities in the red tier include only outdoor, moderate contact sports plus the activities listed in the purple tier column.

Visit <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/COVID-19/outdoorindoor-recreational-sports.aspx> for more information and guidance on masking and social distancing requirements for outdoor activities.

### **COVID -19 Response**

California has made significant progress against COVID-19. Developing protocols during this time when circumstances 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.

The following excerpt is from the California Department of Public Health (4/27/2021) <https://www.cdph.ca.gov>:

*We've administered 20 million vaccines and case rates and hospitalizations have stabilized. As a result, California is preparing to move beyond the Blueprint for a Safer Economy to fully reopening our economy.*

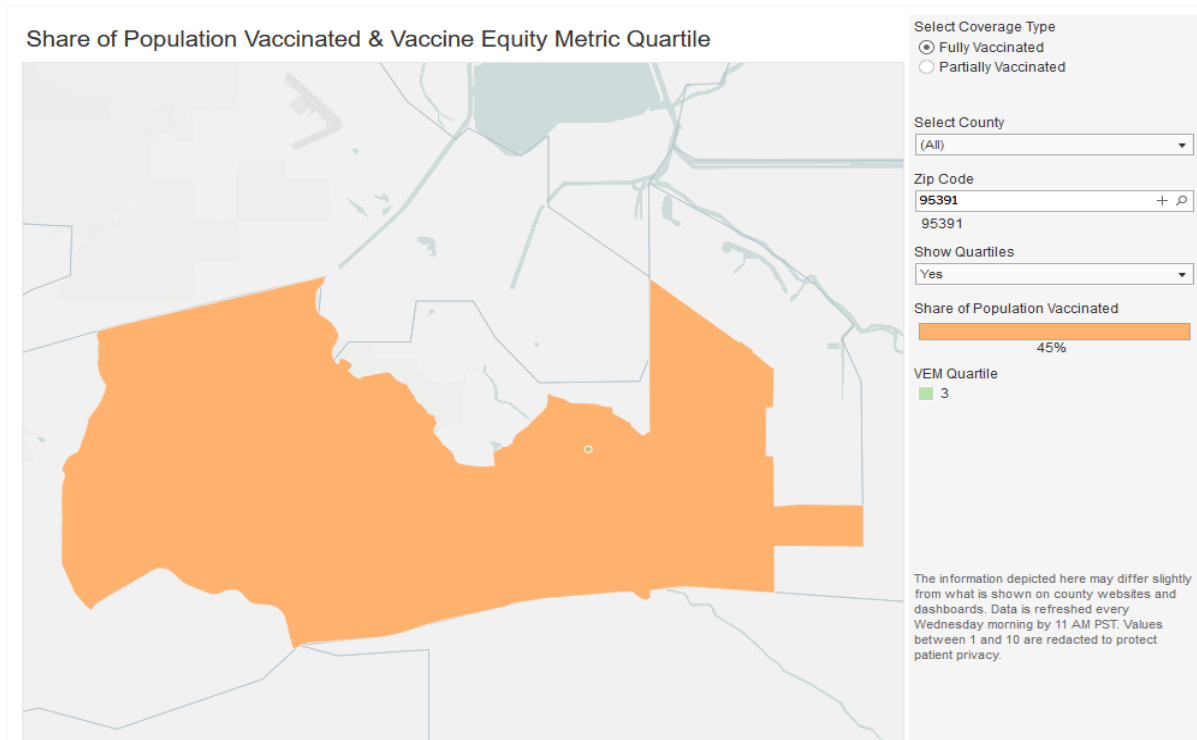
*On June 15, California will fully reopen its economy across the state if:*

- *There is enough vaccine supply for Californians 16 years and older to be vaccinated; and*
- *Hospitalization rates remain stable and low, especially among fully vaccinated Californians*

*Common sense health measures recommended by the Centers for Disease Control, include wearing masks, observing appropriate social distancing, and getting vaccinated. The state will monitor hospitalization rates, vaccine access, and vaccine efficacy against variants with the option to revisit the June 15 date if needed.*

The interactive map shown below is available on the California Department of Public Health website. It reports information as of April 28, 2021 for zip code 95391. The site reports the population of persons 16+ years of age to be 13,006 and that 45% of residents have been fully vaccinated. The percentage numbers are likely skewed as the population numbers for Mountain House are likely five years out of date.

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The SJReady website provides information on the availability of and eligibility for vaccinations as well as vaccine events, providers and testing sites. Visit the website above for current information. You will be screened to see if you qualify.

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 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.

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, the Governor's office, and the pertinent County and State orders related to COVID-19.

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

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

### **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 will be incorporating 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.

### **Recreation**

Staff normally includes an item on the January Board agenda requesting approval of the calendar of events for the upcoming year. In light of our assignment to the red (widespread) tier, the ability to offer community events and classes through summer of 2021 is uncertain. We will monitor COVID-19 conditions and health orders and then recommend future events as deemed safe and appropriate.

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

### **Web Services**

Nicole Adamo and Angel Lamb 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](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

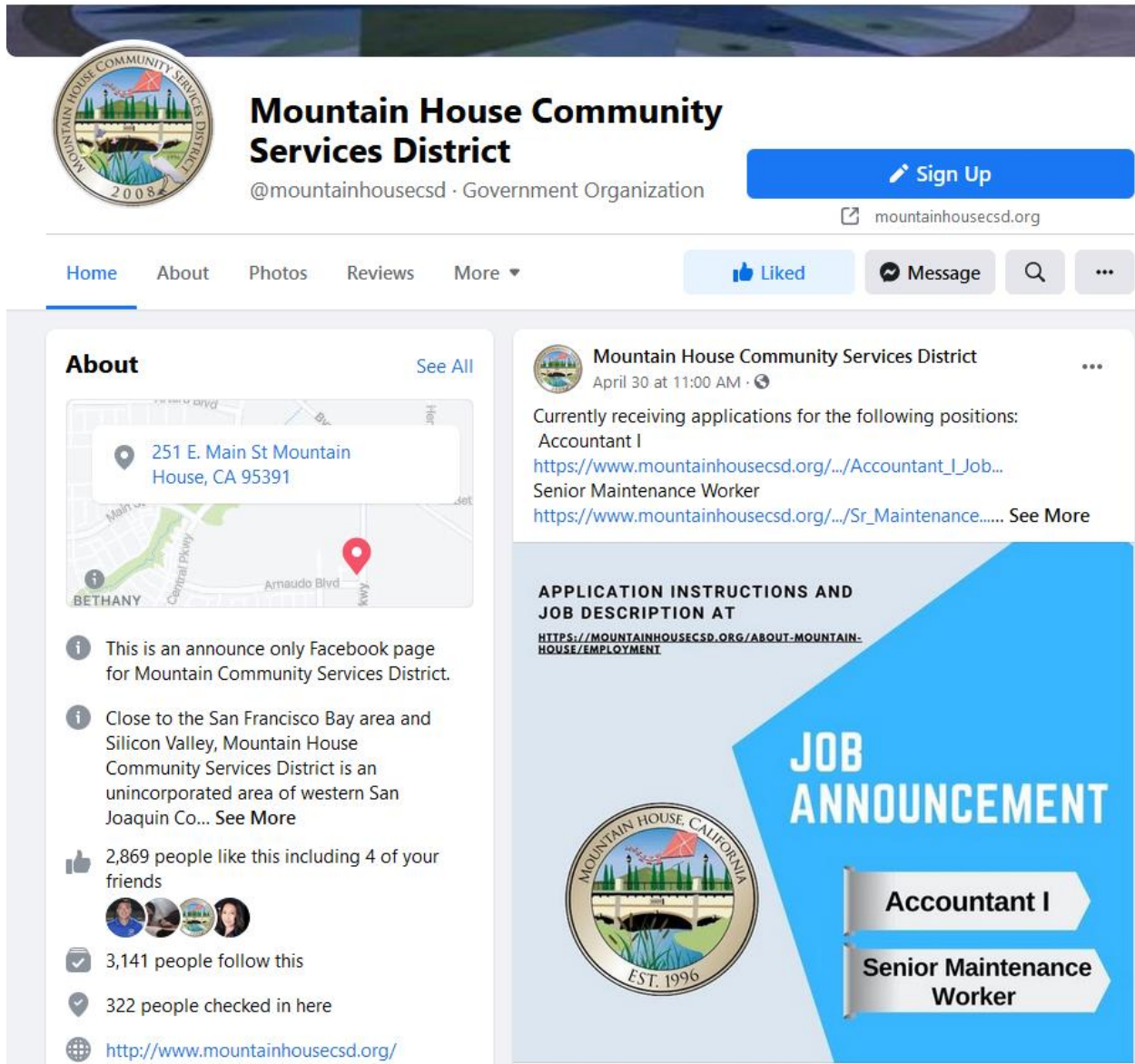
These results demonstrate the effectiveness of this survey tool and the interest of our residents in community activities.

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, as shown on the following screenshot.



**Mountain House Community Services District**  
@mountainhousecsd · Government Organization

Sign Up  
mountainhousecsd.org

Home About Photos Reviews More ▾

Liked Message Search More

**About** See All

251 E. Main St Mountain House, CA 95391

This is an announce only Facebook page for Mountain Community Services District.

Close to the San Francisco Bay area and Silicon Valley, Mountain House Community Services District is an unincorporated area of western San Joaquin Co... See More

2,869 people like this including 4 of your friends

3,141 people follow this

322 people checked in here

<http://www.mountainhousecsd.org/>

**Mountain House Community Services District**  
April 30 at 11:00 AM · 🌐

Currently receiving applications for the following positions:  
Accountant I  
[https://www.mountainhousecsd.org/.../Accountant\\_I\\_Job...](https://www.mountainhousecsd.org/.../Accountant_I_Job...)  
Senior Maintenance Worker  
[https://www.mountainhousecsd.org/.../Sr\\_Maintenance.....](https://www.mountainhousecsd.org/.../Sr_Maintenance.....) See More

**APPLICATION INSTRUCTIONS AND JOB DESCRIPTION AT**  
<https://mountainhousecsd.org/about-mountain-house/employment>

**JOB ANNOUNCEMENT**

**Accountant I**

**Senior Maintenance Worker**

### 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.



### **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.

We are pleased to announce that under the red tier of California's Blueprint for a Safer Economy, libraries can now open at 50% capacity. With continued decline of positive COVID-19 infections in San Joaquin County, the Library has begun its process of opening, now for four hours every afternoon (Monday-Friday) for in-person browsing and computer use. Library administration will assess the expansion of hours to the pre-COVID schedule as conditions 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 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. A small group of girls and their leader toured the library. The In-n-Out Reading Program was completed by 186 children. The Sweet Read Program continues with 765 books read by patrons thus far. We had one family participate in and graduate from the LENA Literacy Program. The Link+ borrowing system, an agreement the library has with 52 other systems to share materials, gives customers access to materials throughout that system. Patrons are enjoying use of eCards that provide online access to entertainment and tutoring databases and several have traded them in for full access library cards.

Staff is glad to see that our visits have gone up once again to approximately 160 patrons a day since the limited browsing hours were implemented. Patrons still use library curbside service when convenient. New families continue to find the library and open new library accounts.

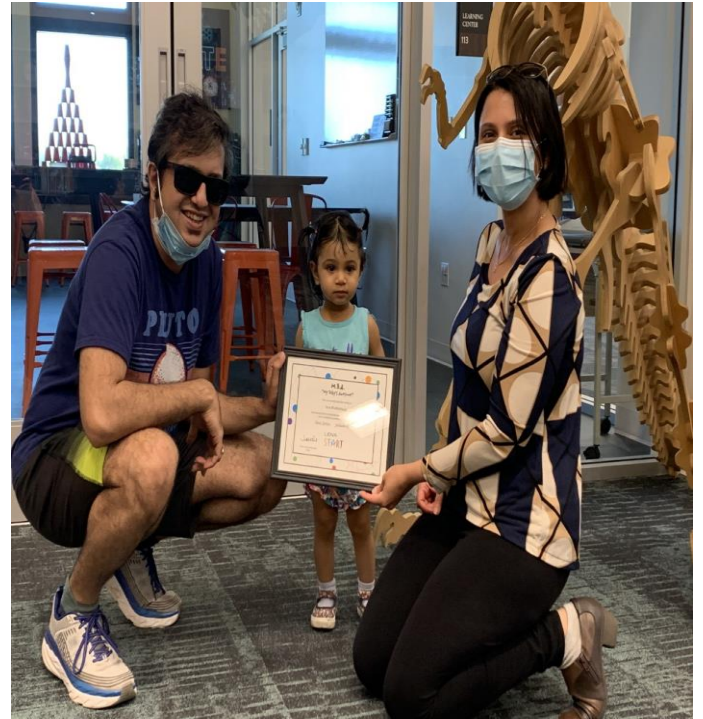
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For more information on Library programs and services visit <http://www.ssjcpl.org/>.

The Library is open – please come by to see what we have to offer!



April Library Display



Mountain House's First LENA Literacy Program Graduate

### **Code Compliance Activities**

The staff is working to prepare to develop an outreach plan for the community. We are 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 started publishing periodic informational updates on social media on related items for the community. We will share with the community this information through two virtual meetings to educate the residents regarding Master Restrictions and CC&R requirements. In addition, the staff is working 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	14
Parking-related citations	2
Administrative/property/landscaping warnings/notice (no fines)	4
Administrative/property/landscaping citation (fine)	8
Appeal – parking-related	0
Request for change or variations of Master Restrictions	73
Approval permits for property changes approved	60
Approval permits for property changes pending	13

**Non-Standard Vehicle Parking in the Community**

The staff has completed a survey of existing ordinances of nearby communities for recreational vehicles (RV), 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)**

The staff has prepared a 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 the spring 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 will go before the LAFCo Commission at their meeting on Thursday, May 13. If annexed, 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**

MHCSD staff met with LAFCo staff to review the incorporation application and discuss concerns and questions of the LAFCo staff. CSD 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.

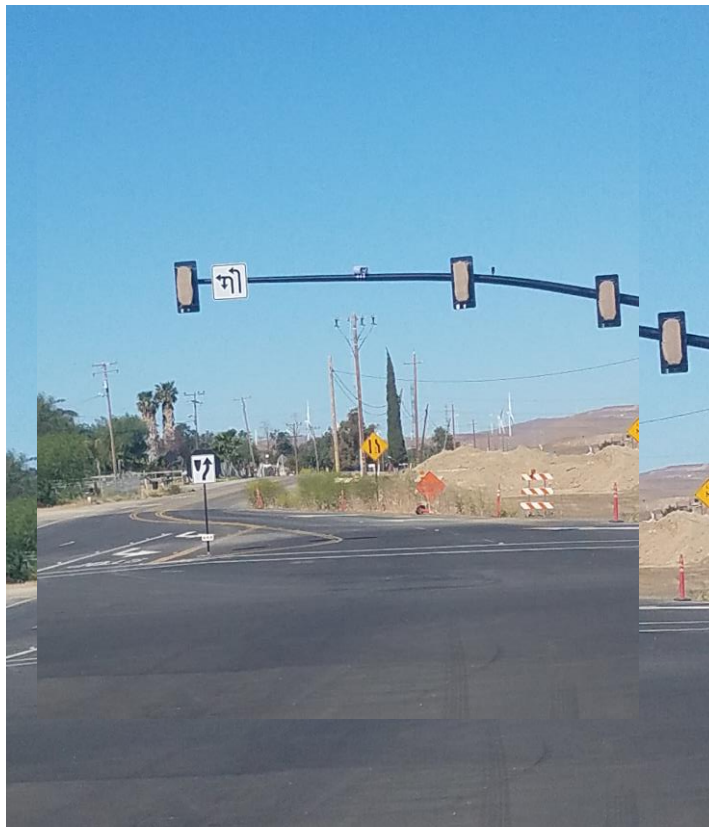
**Security Cameras**

The security camera installation is underway. All of the LPR cameras have been installed at the entry points to the community. The sheriff and Rank security are receiving training on the use of the equipment. Installation for other security cameras is underway, starting May 4. See photo to the right. We expect to substantially complete all installation by June 1, except for two locations on Grant Line Road at Central and Great Valley Parkway. These units will be installed once the traffic signals at these locations are completed. Avigilon has already conducted the first training with Sheriff, Rank Security, and CSD staff.



**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 late August prior to school opening. The photo to the right is the signal installation for northbound Grant Line Road at Central Parkway.



The second phase of Grant Line Road construction from Central Parkway to Great Valley Parkway started in early February. The contractor has begun the clearing and grading operation. It is expected that road widening will be substantially completed by April 2022. The picture to the right is the construction activity near Great Valley Parkway.



**Arterial Roadway Repairs Project**

The arterial Roadways Repair Project is near completion. Some touch ups are needed to street striping in some areas. Tom Mayo was the selected contractor and completed Bethany road repair in 2020 and started the work on the arterials in March 2021. The contractor completed the asphalt repairs, including 12,000 square-feet of pavement repairs on Byron Road, by mid-April 2021.

**Poplar Tree Replacement Project**

The poplar tree removals will begin on Great Valley Parkway on May 17<sup>th</sup>. Trees along the sound wall will be removed beginning near Byron Road and continuing to Mustang Way. Planting of new English oak trees and shrubs along the west side of Mountain House Parkway were completed April 10<sup>th</sup> and work on center median will begin. The target date for completion of Mountain House Parkway section is the end of June.

**Residential Development**

Below is a summary of new development as of April 30, 2021. Since January 1, permits have been issued for a total of 169 units, including 23 second units. There have been 209 units granted final occupancy since January 1, including 28 second units.

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<u>As of April 30,</u> <u>2021</u>								
	<b>Auth.</b>	<b>Permits</b>	<b>Units</b>	<b>Remaining</b>	<b>Second</b> <b>Units</b>		<b>Total</b> <b>Units</b>	
<b>Neighborhood</b>	<b>Permits</b>	<b>Issued</b>	<b>Finished</b>	<b>Authorized</b>	<b>Issued</b>	<b>Finaled</b>	<b>Issued</b>	<b>Finaled</b>
Bethany	1,372	1,295	1,295	77	68	68	1,363	1,363
Wicklund	1,518	979	979	539	67	67	1,046	1,046
Altamont	1,217	890	890	327	62	62	952	952
Questa	1,638	1,106	1,078	532	76	71	1,182	1,149
Hansen	1,280	1,139	1,087	141	175	174	1,314	1,261
Cordes	1,297	1,039	971	258	149	145	1,185	1,116
College Park	1,763	483	260	1,280	84	54	567	314
<b>Subtotal</b>	<b>10,085</b>	<b>6,931</b>	<b>6,560</b>	<b>3,154</b>	<b>681</b>	<b>641</b>	<b>7,609</b>	<b>7,201</b>
					9.83%			
<b>Future</b> <b>Neighborhoods</b>								
I	1427							
J	1137							
K	1192							
L	1381							
Town Center	440							
<b>Subtotal</b>	<b>5,577</b>			<b>5,577</b>				
<b>Total</b>	<b>15,662</b>			<b>8,731</b>				

**California Department of Public Health**  
Guidance Effective 2/26/2021

**Table: Youth and Adult Recreational Sports\* Permitted by Current Tier of County**

<b>Widespread Tier (Purple)</b> <b>1</b>	<b>Substantial Tier (Red)</b> <b>2</b>	<b>Moderate Tier (Orange)</b> <b>3</b>	<b>Minimal Tier (Yellow)</b> <b>4</b>
<b>Outdoor low-contact sports</b> <ul style="list-style-type: none"> <li>• Archery</li> <li>• Badminton (singles)</li> <li>• Biking</li> <li>• Bocce</li> <li>• Corn hole</li> <li>• Cross country</li> <li>• Dance (no contact)</li> <li>• Disc golf</li> <li>• Equestrian events (including rodeos) that involve only a single rider at a time</li> <li>• Fencing</li> <li>• Golf</li> <li>• Ice and roller skating (no contact)</li> <li>• Lawn bowling</li> <li>• Martial arts (no contact)</li> <li>• Physical training programs (e.g., yoga, Zumba, Tai chi)</li> <li>• Pickleball (singles)</li> <li>• Rowing/crew (with 1 person)</li> <li>• Running</li> <li>• Shuffleboard</li> <li>• Skeet shooting</li> </ul>	<b>Outdoor moderate-contact sports</b> <ul style="list-style-type: none"> <li>• Badminton (doubles)</li> <li>• Baseball</li> <li>• Cheerleading</li> <li>• Dodgeball</li> <li>• Field hockey</li> <li>• Gymnastics</li> <li>• Kickball</li> <li>• Lacrosse (girls/women)</li> <li>• Pickleball (doubles)</li> <li>• Softball</li> <li>• Tennis (doubles)</li> <li>• Volleyball</li> </ul>	<b>Outdoor high-contact sports</b> <ul style="list-style-type: none"> <li>• Basketball</li> <li>• Football</li> <li>• Ice hockey</li> <li>• Lacrosse (boys/men)</li> <li>• Rugby</li> <li>• Rowing/crew (with 2 or more people)</li> <li>• Soccer</li> <li>• Water polo</li> </ul> <b>Indoor low-contact sports</b> <ul style="list-style-type: none"> <li>• Badminton (singles)</li> <li>• Curling</li> <li>• Dance (no contact)</li> <li>• Gymnastics</li> <li>• Ice skating (individual)</li> <li>• Physical training</li> <li>• Pickleball (singles)</li> <li>• Swimming and diving</li> <li>• Tennis (singles)</li> <li>• Track and field</li> <li>• Bowling</li> </ul>	<b>Indoor moderate-contact sports</b> <ul style="list-style-type: none"> <li>• Badminton (doubles)</li> <li>• Cheerleading</li> <li>• Dance (intermittent contact)</li> <li>• Dodgeball</li> <li>• Kickball</li> <li>• Pickleball (doubles)</li> <li>• Racquetball</li> <li>• Squash</li> <li>• Tennis (doubles)</li> <li>• Volleyball</li> </ul> <b>Indoor high-contact sports</b> <ul style="list-style-type: none"> <li>• Basketball</li> <li>• Boxing</li> <li>• Ice hockey</li> <li>• Ice skating (pairs)</li> <li>• Martial arts</li> <li>• Roller derby</li> <li>• Soccer</li> <li>• Water polo</li> <li>• Wrestling</li> </ul>
<ul style="list-style-type: none"> <li>• Skiing and snowboarding</li> <li>• Snowshoeing</li> <li>• Swimming and diving</li> <li>• Tennis (singles)</li> <li>• Track and field</li> <li>• Walking and hiking</li> </ul>			

<https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/COVID-19/outdoor-indoor-recreational-sports.aspx>